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# Introduction

The **MERLIN Messaging Online Guide** contains detailed information about the **MERLIN Messaging System**.

You can use the Online Guide to:

- Locate general information about MERLIN Messaging System features and services.
- Access step-by-step instructions for programming, managing and using the system.
- View and print MERLIN Messaging System Planning Forms.

This section, **Getting Started**, will walk you through a brief explanation of the conventions and procedures used in the Online Guide and will help you to use this reference effectively.



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# Customized "Paths" through Information/Procedures

The MERLIN Messaging System Online Guide provides three customized "paths" through the guide's contents:

- System Planning and Completion of Forms
- Installation, Initial Programming and System Configuration
- Ongoing Maintenance and Administration

This content helps you locate and access information based on the tasks you have to perform with respect to the system.

Each path contains:

- Access to general information about the system.
- Detailed information and step-by-step instructions for completing the tasks specific to the selected path.



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# Navigation

You can move from one topic to another in the Online Guide by activating topic-associated hypertext links. This can be done from:





- A topic listed in the Contents Panel on the left side of the screen
- The Technology Bar at the bottom of the screen
- Within the topic text

## The Contents Panel

The Contents Panel is displayed along the left side of the window. It provides a way for you to quickly identify and access the information you need to locate. Because it is displayed in a stationary part of the window (that is, it doesn't change or move), you can easily locate the topic you want to view. Note that the ► arrow pinpoints your current location in the topic listing.

## The Technology Bar

The Technology Bar located at the lower right-hand corner of the screen contains a number of icons. Each icon is responsible for a different navigational action.

Icon	Action
	Redisplays the Main menu options in the Contents Panel
	Links to the previous topic in the sequence
	Takes you to the top of the window
	Links to the next topic in the sequence



An element that triggers a change on an item (usually a graphic) in a Web page when the mouse passes over it. The change usually signifies that the item is a link to related or additional information.

## Pop-Up Windows

The MERLIN Messaging System Online Guide makes use of pop-up windows and mouseovers (through which your movement of the cursor over a screen object or image initiates another display or activity) or to provide additional information. Typically, [pop-up windows](#) and [mouseovers](#) contain material that supplements information appearing in the main window (for example, a more detailed explanation, a link to a Glossary term, a field description, etc.).


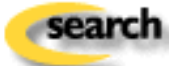





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# The Button Bar

The Button Bar is displayed in a non-scrolling panel across the top of the screen. It provides access to additional online features and capabilities. To view a feature or access a capability, click the associated button. Note that in the case of features displayed in pop-up windows (for example, the Glossary), you must close the window before you can proceed.





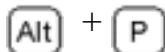

Button	Action
	Redisplays the Main menu options in the Contents Panel
	Allows you to search for information by entering a key word
	Links you to the MERLIN Messaging System Glossary
	Provides access to the online Help feature
	Displays a table containing Touch Tones and rules which are valid for all menus



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# Programming Conventions

The procedures for programming the MERLIN Messaging System in this Online Guide use several conventions to indicate what the steps involve. The conventions are described in the following table:

Typeface Sample	Meaning
	To select this option, press this imprinted button on the console
 GrpCalling	To select this menu option, press the unlabeled display button next to the option
[nnn]	Enter the variable information in brackets
	Press this key on the PC
	Press this function key on the PC
	On the PC, hold down the first key and press the second key
	Continuation of procedures

That completes the walk-through of the MERLIN Messaging Online Guide. To begin accessing information related to your selected path, click one of the topics listed in the Contents Panel.

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## PCMCIA Slots

The left-most PCMCIA slot houses the 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card required for operation of the MERLIN Messaging System.

**NOTE:** Only the left-most of the two PCMCIA slots can be used. The right-most slot is reserved for future use.

The 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card contains:

- Port licensing data that triggers the activation of the appropriate number of voice messaging ports.
- A Remote Maintenance Device (RMD), used for remote access to diagnostic and maintenance features of the system.
- Media for performing system backup.





## Introduction

MERLIN Messaging System Release 2 is an embedded voice messaging system housed in a module (circuit pack) that plugs into the switch's carrier. Release 2 is available in a 2-, 4-, 6-, 8-, 10-, or 12-Port configuration. Release 1 and 1.1 is available in a 2-, 4-, or 6-Port configuration. For a description of each module component, move the mouse pointer over the graphic below.

### Port Level LEDs:

The port-specific LEDs on the Merlin Messaging faceplate indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

**Note:** The port-specific LEDs that correspond to voice messaging ports are in ascending order (that is, from the bottom up).

### RS232 Port:

This is a serial port used for local access to the MERLIN Messaging System via a PC or laptop computer for report, maintenance and administrative purposes. Access to the MERLIN Messaging System using the RS-232 port is both login and password protected.

### System Status LED:

This LED reflects the status of the MERLIN Messaging System. The LED displays a red, green or amber light to indicate various stages of system status and readiness (for example, booting, self-test failure, system upgrade in progress, etc.).

### Local Area Network (LAN) Connection:

This port is used to connect the system to a LAN (Release 2 or later).

### Port Status LEDs:

The port-specific LEDs on the MERLIN Messaging System faceplate indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

**Note:** The port-specific LEDs that correspond to voice messaging ports are in ascending order (that is, from the bottom up).



Allows mailbox owners to:

- Record and send messages.
- Listen to messages.
- Forward and reply to messages.
- Record their names or Personal Greetings.
- Activate a Personal Greeting.
- Change their Personal Operators.
- Change their passwords.
- Set up Outcalling (if permission provided).
- Create Personal Group Lists.
- Change Call Answer mode.
- Transfer to another extension.

Allows individuals responsible for programming the MERLIN Messaging System to:

- Administer System Parameters such as System Language mode and System Date and Time.
- Administer an extension to be either a Mailbox, Fax, Transfer-Only or Automated Attendant Extension.
- Administer up to four Automated Attendants.
- Administer System Security Options.
- Administer System Group Lists (Release 2 or later).
- Perform a System Backup or System Restore.

Answers incoming lines and presents callers with a list of options. Based on callers' resulting input, they may be:

- Transferred to an extension.
- Played an informational announcement.
- Transferred to a voice mailbox.
- Presented with a submenu containing additional options.

The Automated Attendant Service can also detect and route fax calls to a predetermined fax extension.

Functions as a personal answering machine, allowing a caller to:

- Hear the Personal Greeting recorded by the mailbox owner.
- Switch to the alternate language, if the system is configured in Bilingual mode.
- Leave a voice message, if this capability has been programmed by the mailbox owner.
- Optionally designate voice message as a priority or private message (Release 2 or later).
- Transfer to an operator or to another extension.

Provides on-site and remote system serviceability functionality, including:

- Terminal-based reporting
- Trouble/fault isolation
- Backup and Restoration

The MERLIN Messaging System can operate in either Monolingual or Bilingual mode. In Monolingual mode, all system prompts are played in one of the following languages:

- U.S. English
- Latin American Spanish
- Canadian French
- Brazilian Portuguese (Release 2 or later)

In Bilingual mode, the caller can choose to hear prompts in either the Primary or Secondary language.

## **Services and Features**

For a description of each MERLIN Messaging System service or feature, move the mouse pointer over the graphic below.

# System Configuration

There is one common module (circuit pack) for all six MERLIN Messaging System configurations (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration). A 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card, included with each system, contains the following components:

- Port licensing for the system's port configuration (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration)
- Media for backing up and restoring the system
- A 14.4 kbps Remote Maintenance Device (modem) used for remote diagnostics

For Release 1 and 1.1, one common module supports three configurations (that is, a 2-port, 4-port, or 6-port configuration). A 2-port, 4-port, or 6-port PC card is included with each system.



# Port Assignments

The communications system assigns logical IDs and extensions to each port on the MERLIN Messaging System module. The first logical ID and extension assigned to the MERLIN Messaging System module is assigned to Port 1, the second to Port 2, etc. The communications system assigns 12 logical IDs and extensions to the MERLIN Messaging System module.

In Release 2 or later, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Ports 5 and 6 on a 6-port system
- Ports 7 and 8 on an 8-port system
- Ports 9 and 10 on a 10-port system
- Ports 11 and 12 on a 12-port system

The Remote Maintenance Device (RMD) is not assigned to a dedicated logical ID and extension.

The following table defines the Port Assignments for the MERLIN Messaging System Release 2 or later.

System Configuration	Ports											
	1	2	3	4	5	6	7	8	9	10	11	12
2-port	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
4-port	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
6-port	V	V	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E
8-port	V	V	V	V	V	V	V	V	N/E	N/E	N/E	N/E
10-port	V	V	V	V	V	V	V	V	V	V	N/E	N/E
12-port	V	V	V	V	V	V	V	V	V	V	V	V
V = Voice N/E = Not Equipped												

In Release 1 or 1.1, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Port 6 on a 6-port system

The Remote Maintenance Device (RMD) is assigned to the twelfth logical ID and extension.










# System LEDs

The MERLIN Messaging System module faceplate contains:

- One system status LED
- One LED for each of the voice ports

The color(s) and status (that is, on, off or blinking) of the LEDs provide information regarding the operation of the MERLIN Messaging System module.

The table below provides a description of the port-level and system status LED display variations.

Display	Meaning
<b>Port-Level LEDs</b>	
	Port not available for use (off)
	Port in service and idle (on-hook)
	Port in use (off-hook)
<b>System Status LED</b>	
	System is not powered up or there is a fault condition
	System is in a ready state (off-hook; speaking or recording; receiving Touch Tones)
	There is a self-test failure or system is out-of-service
	There is a self-test failure or system is out-of-service
	System software is being upgraded
	Hard disk is active

# System Capacities

The following table provides a summary of MERLIN Messaging System capacities.

[System Parameters](#) | [Extensions](#) | [Automated Attendants](#) | [System Security](#) | [System Group Lists](#) | [User Options](#) |

Feature	Capacity	Factory Settings
<b>System Administration Prompt Language</b>		
	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<b>System Parameters</b>		
<ul style="list-style-type: none"> <li>● System Language</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<ul style="list-style-type: none"> <li>● Language Mode</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual or Bilingual</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual</li> </ul>
<ul style="list-style-type: none"> <li>● Call Answer Service Operator</li> </ul>	<ul style="list-style-type: none"> <li>● 1 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● Ext. 768</li> </ul>
<ul style="list-style-type: none"> <li>● General Mailbox Owners</li> </ul>	<ul style="list-style-type: none"> <li>● 1 per General Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>● 10 (total)</li> </ul>
<ul style="list-style-type: none"> <li>● Maximum Extension Length</li> </ul>	<ul style="list-style-type: none"> <li>● 2, 3 or 4 digits</li> </ul>	<ul style="list-style-type: none"> <li>● 2 digits</li> </ul>
<ul style="list-style-type: none"> <li>● Message Storage</li> </ul>	<ul style="list-style-type: none"> <li>● 100 hours</li> </ul>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Extensions</b>		
<ul style="list-style-type: none"> <li>● Mailbox Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 200 maximum for any port configuration</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>○ Maximum Number of Messages per Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>○ 120 messages</li> </ul>	<ul style="list-style-type: none"> <li>○ N/A</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Size</li> </ul>	<ul style="list-style-type: none"> <li>○ 5 – 180 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 20 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Message Length</li> </ul>	<ul style="list-style-type: none"> <li>○ 2 – 60 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 4 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Language</li> </ul>	<ul style="list-style-type: none"> <li>○ U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>○ System/Primary Language</li> </ul>
<ul style="list-style-type: none"> <li>○ Outcalling Permission</li> </ul>	<ul style="list-style-type: none"> <li>○ On or Off</li> </ul>	<ul style="list-style-type: none"> <li>○ Off</li> </ul>
<ul style="list-style-type: none"> <li>● Transfer-Only Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 400 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>● Automated Attendant Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 10 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>

● Fax Extensions	● 4 (One for each Automated Attendant; Fax Extensions can be shared by multiple Automated Attendants)	● None
● General Mailbox	● 4 (one for each Automated Attendant)	● 9991, 9992, 9993, 9994

### Automated Attendants

● Number of Automated Attendants	● 4 maximum	● 4
● Modes of Operation	● 2 (Day mode and Night mode)	● N/A
● Submenus	● 99 maximum	● None
● Announcements	● 99 maximum	● None
● Schedule Controller	● Follow Switch mode, Weekly Business Schedule or both	● Switch Mode
● Main menu Prompts, Submenu Prompts and Announcements	● 2 minutes in length maximum for each	● N/A
● Number of Line Assignments	● 80 per Messaging System	● N/A

### System Security

● Minimum Password Length	● 0 –15 digits	● 6 digits
● Maximum Password Length	● 15 digits	● 15 digits (fixed)
● Transfer Restrictions	● On or Off	● On

### System Group Lists

	● 10 maximum with up to 50 mailbox extensions in each list	● N/A
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### User Options

● Outcalling Telephone/Pager Numbers (administered by user)	● 5 maximum	● N/A
● Outcalling Cycles	● 1–9	● 3
● Outcalling Interval	● 5 – 99 minutes	● 15 minutes
● Outcalling Schedule	● Range is 0000 – 2359	● 24 hours
● Outcalling Activation	● Outcalling for all messages or priority <a href="#">messages</a> only	● All messages
● Personal Greetings (recorded by user)	● 6 <a href="#">maximum</a>	● System Greeting
● Group Lists (administered by user)	● 10 maximum with up to 50 extensions in each list	● N/A

● Personal Operator	● 1 per user	● Call Answer Service Operator
● Call Answer Mode	● Record mode or answer-only mode	● Record mode

# System Components

The MERLIN Messaging System module resides in a slot in the communications system carrier. One common module supports a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration. (In Release 1 or 1.1, the module supports a 2-port, 4-port, or 6-port configuration.)

Component	Description
<p>Module</p> <ul style="list-style-type: none"><li>● LEDs</li><li>● RS-232 Serial Port</li><li>● Local Area Network (LAN) connection</li><li>● PCMCIA Slots</li><li>● Touch-Tone Receivers (TTRs)</li></ul>	<ul style="list-style-type: none"><li>● One LED indicates system status and one LED for each port indicates port status. See the <i>MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide</i> for more information about the LEDs.</li><li>● Used to directly connect a PC or laptop to the system.</li><li>● Used to connect the system to a LAN (Release 2 or later).</li><li>● Used to house the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port <a href="#">PC card</a>. Only the left-most slot should be used.</li><li>● Two TTRs serve as communications system resources (an internal component of the module).</li></ul>
<p><a href="#">PC Card</a></p> <p>2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card</p>	<p>The PC Cards provide:</p> <ul style="list-style-type: none"><li>● Remote Maintenance Device (RMD).</li><li>● Media for performing system backup.</li><li>● Port licensing required for the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration.</li></ul>

## Port LEDs

The port LEDs are single lights which function according to the configuration. For example, in a 2-port configuration, only the LEDs for Port 1 and Port 2 operate while, in an 8-port configuration, LEDs for Ports 1 through 8 operate.

# Environmental Requirements

For proper operations, the MERLIN Messaging installation site must meet the environmental requirements described in the table below.

Condition	Requirement
Relative Humidity	15% - 90% non-condensing
Temperature Range	32° F to 122° F (0° C to 50° C)
Air Quality	Dust-free area (preferably in an office environment)
Environment	No exposure to liquids. Avoid areas near drinking fountains, coffee makers, etc.
Power Supply	<p>For the USA, Canada and other countries that use a USA-type outlet (nominal voltage 117 VAC), the communications system must have a 391A3 or newer power supply module installed in the same carrier in which the MERLIN Messaging System module is installed.</p> <p>In countries with nominal voltage of 220 VAC, a 391B2 or newer power supply module is required in the same carrier in which the MERLIN Messaging System module is installed.</p>

# Installer and Programmer Responsibilities

The individual installing and programming the MERLIN Messaging System is responsible for the following tasks:

- Installing the MERLIN Messaging System module.
- Programming the MERLIN Messaging System module to provide the services specified by the customer.
- Programming the communications system to support MERLIN Messaging System operation.
- Reviewing configuration reports to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are correct and current.



# Company Personnel Responsibilities

Before the MERLIN Messaging System is programmed, company personnel should be designated to serve in the following support roles:

[System Manager](#)

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)

# System Manager Responsibilities

The System Manager is responsible for performing the following routine maintenance tasks:

- **Maintaining Voice Mailboxes**, for example:
  - Adding and deleting voice mailboxes.
  - Resetting (initializing) voice mailbox passwords when forgotten.
  - Changing user's mailbox language.
- **Maintaining Transfer-Only, Automated Attendant and Fax Extensions.**
- **Changing Automated Attendant Menus, Announcements and Line Assignments** to reflect changes in line assignment, personnel, company operations or company services.
- **Maintaining the Automated Attendant Schedule** to assure that the appropriate Automated Attendant menus and announcements are played in connection with holidays and temporary company closings or openings.
- **Maintaining System Parameters** to make system-wide changes (for example, changing date and time, the Call Answer Service Operator extension or General Mailbox Owners).
- **Maintaining System Security** by responding to user inquiries and by taking measures to prevent toll fraud and to safeguard the contents of mailboxes.
- **Performing System Backups** periodically or when changes are made to the MERLIN Messaging System.
- **Maintaining Directory Listings** to reflect changes in personnel.
- **Reviewing Configuration Reports** to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are current and correct.

## More Support Roles

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)

# Call Answer Service (CAS) Operator Responsibilities

The Call Answer Service Operator answers calls when:

- In **Automated Attendant Service**, the [Dial 0/Timeout Action](#) is set to CAS Operator and:
  - Caller presses **0**.
  - Caller makes no selection.
  - Caller presses **0** while using the directory to transfer.
  - Caller presses **\*8**, then **0** to transfer.
- In **Voice Mail Service**:
  - User presses **\*8**, then **0**.
  - Caller presses **0** while using the directory to transfer.
- In **Call Answer Service**:
  - Caller presses **0** or **\*8**, then **0** while the greeting is playing and the extension does not have a Personal Operator.
  - Mailbox is in Answer-Only mode without a Personal Operator and caller presses **0** or **\*8**, then **0** during the five-second timeout following the greeting.
  - Caller presses **0** or **\*8**, then **0** before or after leaving a message in a mailbox that does not have a Personal Operator.
  - Caller presses **0** while using the directory to transfer.

The factory setting for the Call Answer Service Operator is 768. It is recommended that you do not change the factory setting.

## More Support Roles:

[System Manager](#)

[General Mailbox Owner\(s\)](#)

# General Mailbox Owner Responsibilities

A person designated as a General Mailbox Owner is responsible for forwarding messages left in the General Mailbox to the intended user's mailbox.

Calls are directed to the General Mailbox when the Automated Attendant's [Dial 0/Timeout Action](#) has been set to "Record a Message in the General Mailbox" and the caller does any of the following:

- The caller presses **0** from an Automated Attendant Main menu, Submenu or an Announcement.
- The caller makes no Touch-Tone response to an Automated Attendant Main menu or Submenu.
- The caller presses **0** while using the directory to transfer.

## More Support Roles:

[System Manager](#)

[Call Answer Service Operator](#)

# Security Features

The MERLIN Messaging System includes security features to help protect your system from toll fraud abuse. These features include:

- A Transfer Restriction capability that allows the System Manager to restrict call transfer destinations only to those extensions administered by the System Manager.
- A Minimum Password Length setting that allows the System Manager to choose a minimum length for the passwords of users' voice mailboxes. A Minimum Password Length setting of at least six digits is recommended.
- Password Protection for Mailboxes and the Diagnostic and Maintenance Interface.

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# Call Handling Planning

Before you fill out the planning forms for the MERLIN Messaging System, you must decide which call handling method your system will use.

The MERLIN Messaging System and the communications system can be programmed to work together to provide the following Call Handling methods:

- [Immediate Call Handling](#)
- [Delayed Call Handling](#)
- [Night Only Call Handling](#)
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- [Centralized Voice Messaging in a Private Network](#)

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# Immediate Call Handling

If you want most incoming calls to be answered by an Automated Attendant with overflow calls handled by a communications system operator or any other extension, use Immediate Call Handling. With Immediate Call Handling, Automated Attendant Service answers all incoming calls and callers hear the Day Main menu or Night Main menu depending on the time of day and the Automated Attendant Schedule that you specify.

When the MERLIN Messaging System is busy and cannot answer a call, you can arrange for the call to ring at another extension, such as Direct-Line Console (DLC) or Queued Call Console (QCC) operator position.

To configure Immediate Call Handling, do the following:

- On the MERLIN Messaging System, assign lines to be answered immediately to the appropriate MERLIN Messaging Automated Attendant.
- On the communications system, assign the lines you want answered by the Automated Attendant to the MERLIN Messaging System Calling Group. Program backup Call Handling as follows:
  - If you want a DLC or other telephone that is not a QCC to provide backup Call Handling for the Automated Attendant, assign the lines answered by the Automated Attendant as Personal Line buttons on the DLC or other telephone and set the Personal Line buttons to Delay Ring.
  - If you want a QCC to provide backup for the Automated Attendant, program the MERLIN Messaging System Calling Group to overflow to the QCC queue and set the calling overflow thresholds as desired.
- Also, if the communications system uses Night Service, assign the MERLIN Messaging System Calling Group as a Night Service Receiver for each appropriate Night Service group.

## Related Topics

- [Delayed Call Handling](#)
- [Night Only Call Handling](#)
- [Fax Call Handling](#)
- [Centralized Voice Messaging in a Private Network](#)



# Delayed Call Handling

If you want most incoming calls to be answered by a Direct-Line Console system operator (or other telephone that is not a Queued Call Console (QCC) system operator position), use Delayed Call Handling. With Delayed Call Handling, incoming calls ring at a DLC system operator console (or at other telephones that have a Personal Line button for the line with the incoming call). If the call is not answered within a certain number of rings, the call is automatically sent to the MERLIN Messaging System and is answered by the Automated Attendant Service. Callers hear the Day Main menu or Night Main menu depending on the time of day and the Automated Attendant Schedule that you specify.

To configure Delayed Call Handling:

- On the communications system, configure the following:
  - Assign lines for immediate ring on the Direct-Line Console (DLC or other telephone that is not a Queued Call Console (QCC) system operator position).
  - Next, select an unused calling group extension with no members (called a phantom calling group) and assign the lines that you want answered on a delayed basis by the Automated Attendant Service. Assign the MERLIN Messaging System Calling Group as the Overflow Coverage receiver for the Delayed Call Handling Calling Group and program the following Overflow Coverage settings:
    - Set the Time-Based Overflow to the number of seconds that corresponds to the number of rings that you want the system operator to hear before the call is sent to the Automated Attendant
    - Set the Number-Based Overflow for the Delayed Call Handling Calling Group to 99.
- On the MERLIN Messaging System, assign the new Delayed Call Handling Calling Group extension as an Automated Attendant extension with no phone.



It is not necessary to assign lines to the Automated Attendant in this configuration.

**Note:**

## Related Topics

- [Immediate Call Handling](#)
- [Night Only Call Handling](#)
- [Fax Call Handling](#)
- [Centralized Voice Messaging in a Private Network](#)

# Night Only Call Handling

If you want incoming calls handled by the MERLIN Messaging System Automated Attendant only when the communications system is in Night Service, use Night Only Call Handling. You can use Night Only Call Handling with Immediate Call Handling.

To configure Night Only Call Handling:

- On the communications system, configure the following:
  - Assign the lines answered by the Automated Attendant Service to the appropriate Night Service groups.



The lines assigned for Night Only Call Handling treatment should not be assigned to the MERLIN Messaging System Calling Group.

**Note:**

- Assign the MERLIN Messaging System as the Night Service receiver for all applicable Night Service groups.
- On the MERLIN Messaging System, assign lines to be answered immediately to the appropriate MERLIN Messaging Automated Attendant.

## Related Topics

- [Immediate Call Handling](#)
- [Delayed Call Handling](#)
- [Fax Call Handling](#)
- [Centralized Voice Messaging in a Private Network](#)

# Fax Call Handling

If you want the Automated Attendant Service to automatically route fax calls to a communications system fax extension or Fax Calling Group, use Fax Call Handling. With Fax Call Handling, you can associate an individual fax or fax calling group extension with each Automated Attendant. When the Automated Attendant detects a fax tone, the MERLIN Messaging System sends the call to the associated extension.



Note:

The sending machine must produce industry-standard (CNG) tones to allow the fax call to be routed properly.

Fax Call Handling should be used with Immediate Call Handling only. Fax Call Handling cannot be used with Delayed Call Handling because the sending machine stops sending the fax calling (CNG) tone and hangs up after approximately 35 seconds. This may not be enough time for the call to be directed to the fax machine.

To configure Fax Call Handling:

- On the communications system, configure the following:
  - Identify the tip/ring jacks used to connect the fax machines. If you want more than one fax machine extension to be used for each Automated Attendant, create a Fax Calling Group and assign the fax extensions as members of the group. This allows calls to be directed to a single extension to be answered by an available fax machine assigned to the Fax Calling Group.
  - Identify the extension that will receive the Message-Waiting indication when a fax is received.
  
- For each Automated Attendant on the MERLIN Messaging System, designate an individual fax extension or Fax Calling Group extension as the transfer destination for calls that the Automated Attendant detects as fax calls.

## Related Topics

- [Immediate Call Handling](#)
- [Delayed Call Handling](#)
- [Night Only Call Handling](#)
- [Centralized Voice Messaging in a Private Network](#)

# Centralized Voice Messaging in a Private Network

The MERLIN Messaging System can also be used in a Centralized Voice Messaging configuration in a private network. MERLIN LEGEND Communications Systems (Release 7.0 (and later) and/or MERLIN MAGIX Integrated Systems connected in a private network by tandem trunks may share a centralized MERLIN Messaging System connected to one of the MERLIN LEGEND systems, which is then known as the "VMS hub" system. "Remote" MERLIN LEGEND systems which are directly connected to the "VMS hub" system by tandem trunks can then share the centralized MERLIN Messaging System.

Coverage and overflow calls using Calling Groups from the VMS hub and any of the remote systems can be sent to the centralized MERLIN Messaging System. System users retrieving voice mail can call the same number from any location and be directly connected to the centralized MERLIN Messaging System. The centralized MERLIN Messaging System updates Message–Waiting lights across the private network for its subscribers on remote systems.

The following are general guidelines for configuring a centralized MERLIN Messaging System. For complete details and programming instructions for networked systems, refer to the Network Reference for the communications system.

- On the communications systems in the private network, configure the following:
  - The extensions and lines on all networked communications systems should be numbered unambiguously. For example, on communications system 1, extensions could be numbered between 1000–1999, on communications system 2, between 2000–2999 and on communications system 3 between 3000–3999, etc. The lines on communications system 1 could be 1801–1880, on communications system 2 2801–2880; and on communications system 3, 3801–3880.
  - On the VMS Hub system (where the MERLIN Messaging System module is physically located), program the communications system for the MERLIN Messaging System as if it were a stand-alone communications system.
  - On each remote communications system that will share the MERLIN Messaging System, program the communications system for the MERLIN Messaging System as if it were a stand-alone communications system with the following exception:
    - For the MERLIN Messaging System Calling Group, program only one member — a non–local Uniform Dial Plan (UDP) number that directs calls to the MERLIN Messaging System Calling Group on the VMS Hub system.
  - For Message–Waiting lights to work across private networks, the communications systems must be connected via PRI, T1–TIE or E&M TIE lines. Also, the Switch Number must be programmed (refer to the *Network Reference* for complete details).
- On the MERLIN Messaging System, configure the following:
  - Create a mailbox for each local and non–local extension that is to receive Voice Mail coverage.
  - Create a transfer–only mailbox for each local and non–local extension as required.

- Miscellaneous configuration information:
  - Only the VMS Hub system can put the MERLIN Messaging into open and closed schedules.
  - To use Night Only Call Handling, Delayed Call Handling or Immediate Call Handling, use the configuration and programming instructions for each type; for the communications system actions, program each of the communications system in the private network that will share the MERLIN Messaging System using instructions in the *Network Reference*.

## Related Topics

- [Immediate Call Handling](#)
- [Delayed Call Handling](#)
- [Night Only Call Handling](#)
- [Fax Call Handling](#)

# *Contents*

**System Planning and Completion of Forms**

**Getting Started**

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**Completing the MERLIN Messaging System Planning Forms**

**Introduction**

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**Planning Form 2: Extension Administration**

**Planning Form 3: Automated Attendant**

**Planning Form 4: Line Assignment**

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**Planning Form 6: System Group Lists**

**Appendix A: MERLIN Messaging System Planning Forms**

# Introduction

This section of the Online Guide has been designed to help you complete each of the MERLIN Messaging System Planning Forms. Once completed, these forms are used to program the MERLIN Messaging System.

The material that follows contains:

- Directions for displaying and printing blank copies of each of the Planning Forms. During the system planning process, you can use the forms that you print to record information specific to your site.
- Sample completed forms.
- Field-by-field instructions for completing the forms. These instructions include explanations and recommendations for settings to ensure an optimum system configuration.

The table on the next page  lists the MERLIN Messaging System Planning Forms and describes how each is used in the system planning process.



**Note:**

The information that you enter on the MERLIN Messaging System Planning Forms must be coordinated with certain requirements and specifications of your communications system. Be sure to obtain a copy of your communications System Planning Forms before you begin MERLIN Messaging System planning. Use them as a resource and update them with the MERLIN Messaging System information as required.

## Related Topic

[Overview of the MERLIN Messaging System Planning Forms](#)

# The MERLIN Messaging System Planning Forms

Form	Name	Used to:
1	System Parameters	<ul style="list-style-type: none"> <li>● Specify the System Programming Prompt Language</li> <li>● Define the System Language Mode and System Language(s)</li> <li>● View the System Date and Time format</li> <li>● Indicate the Call Answer Service Operator extension</li> <li>● Identify the General Mailbox Owner(s)</li> <li>● Specify the Maximum Extension Length</li> </ul>
2	Extension Administration	<ul style="list-style-type: none"> <li>● Indicate a <a href="#">type</a> for each extension in the system</li> <li>● Indicate the Automated Attendant number</li> <li>● Indicate the telephone status for an extension</li> <li>● Indicate the name for an extension</li> <li>● Record Directory Listing information for extensions</li> <li>● Assign the appropriate characteristics to each Mailbox extension, including Mailbox Size and Message Length, if Outcalling is on or off, and Mailbox Language</li> </ul>
3a	Automated Attendant Schedule and Fax Assignment	<ul style="list-style-type: none"> <li>● Specify the Schedule Controller and, if applicable, the Weekly Business Schedule for each Automated Attendant</li> <li>● Indicate the Fax Extension for each Automated Attendant</li> </ul>
3b	Day/Night Main Menu	<ul style="list-style-type: none"> <li>● Specify the Day/Night Main menu Selector Codes and Selector Code Action.</li> <li>● Specify the Day/Night Main menu Dial 0/Time-out Action selections</li> </ul>
3c	Submenu	<ul style="list-style-type: none"> <li>● Specify Submenu Selector Codes and Selector Code Action</li> </ul>
3d	Recording Scripts	<ul style="list-style-type: none"> <li>● Create scripts for Announcements, Submenus and the Day/Night Main menu</li> </ul>
4	Automated Attendant Line Assignments	<ul style="list-style-type: none"> <li>● Indicate which Automated Attendant should answer each line</li> </ul>



<b>5</b>	Security Settings	<ul style="list-style-type: none"><li>● Indicate whether Transfer Restrictions should be turned on or off</li><li>● Specify a Minimum Password Length for users</li></ul>
<b>6</b>	System Group Lists (Release 2 or later)	<ul style="list-style-type: none"><li>● Create up to ten System Group Lists that allow users to address a message to a group of mailboxes.</li></ul>

# Form 1: System Parameters

Form	Name	Used to:
1	System Parameters	<ul style="list-style-type: none"><li>● Specify the System Programming Prompt Language</li><li>● Define the System Language Mode and System Language(s)</li><li>● View the System Date and Time format</li><li>● Indicate the Call Answer Service Operator extension</li><li>● Identify the General Mailbox Owner(s)</li><li>● Specify the Maximum Extension Length</li></ul>

The information that you enter on the System Parameters Form is used to program a number of characteristics that affect the general operation of the system. For example, whether the system operates in Monolingual or Bilingual mode affects the announcements, prompts and menus that callers will hear in Voice Mail Service (VMS), Call Answer Service (CAS) and Automated Attendant Service (AAS).

## Related Topics

[Print a blank System Parameters Form](#)

[View a sample, completed System Parameters Form](#)

[Access field-by-field instructions for completing the System Parameters Form](#)

# Form 1: System Parameters

[| Print a blank System Parameters Form](#) | [| Access field-by-field instructions for Completing the System Parameters Form](#) |

**Below is a sample of the completed form:**

Customer \_\_\_\_\_ Tel \_\_\_\_\_  
 Planner \_\_\_\_\_ Order \_\_\_\_\_

## MERLIN Messaging Planning Form 1 - System Parameters

### System Administration Prompt Language

Language			
English	Spanish	French	Portuguese*

◆ System (Primary) Language

### System Language Mode

Mode	Language			
	1	2	3	4
Monolingual◆	English◆	Spanish	French	Portuguese*
Bilingual**				
Primary Language	English	Spanish	French	Portuguese*
Secondary Language	English	Spanish	French	Portuguese*

### System Date & Time

Date Format	Time Format
mm=01-12 dd=01-31 yy=99, 00-37	hh=00-23 mm=00-59
mmdyy	hhmm

mm=month dd=day yy=year hh=hour mm=minute

### Call Answer Service Operator

Name	Ext.
	768◆

### General Mailbox Owner

Auto Attendant	Name	Ext.
AA1		10◆
AA2		10◆
AA3		10◆
AA4		10◆

### Maximum Extension Length

Maximum Number of Digits		
2◆	3	4

◆ Factory Setting

\* For Release 2 or later.

\*\* If you choose Bilingual, the initial setting for the Primary Language is U.S. English and the Secondary Language is Spanish.

# Form 1: System Parameters

[Print a blank System Parameters Form](#) | [View a sample, completed System Parameters Form](#) |

- To view form completion instructions, click in the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

Customer \_\_\_\_\_ Tel. \_\_\_\_\_  
 Planner \_\_\_\_\_ Order \_\_\_\_\_

## MERLIN Messaging Planning Form 1 - System Parameters

### System Administration Prompt Language

Language		
English	Spanish	French

◆ System (Primary) Language

### System Language Mode

Mode	Language		
	1	2	3
Monolingual ◆	English ◆	Spanish	French
Bilingual*			
Primary Language	English	Spanish	French
Secondary Language	English	Spanish	French

\* If you choose Bilingual, the initial setting for the Primary Language is U.S. English and the Secondary Language is Spanish.

### System Date & Time

Date Format	Time Format
mm=01-12 dd=01-31 yy=99, 00-37	hh=00-23 mm=00-59
mmddy	hhmm
mm=month dd=day yy=year	hh=hour mm=minute

### Call Answer Service Operator

Name	Ext.
	768 ◆

### General Mailbox Owner

Auto Attendant	Name	Ext.
AA1		10 ◆
AA2		10 ◆
AA3		10 ◆
AA4		10 ◆

### Maximum Extension Length

Maximum Number of Digits		
2 ◆	3	4

◆ = Factory Setting

## Form 2: Extension Administration

Form	Name	Used to:
2	Extension Administration	<ul style="list-style-type: none"><li>● Indicate a <a href="#">type</a> for each extension in the system</li><li>● Indicate the Automated Attendant number</li><li>● Indicate the phone status for an extension</li><li>● Indicate the name for an extension</li><li>● Record Directory Listing information for user extensions</li><li>● Assign the appropriate characteristics to each user Mailbox, including Mailbox Size and Message Length, if Outcalling is on or off and Mailbox Language</li></ul>

You must assign a specific extension type and specify other information for each extension in the MERLIN Messaging System to assure the enforcement of transfer restrictions and to dictate transfer destinations (for example, to a mailbox or Automated Attendant). There are four possible extension types:

- Mailbox
- Transfer-Only
- Automated Attendant
- Fax

### Related Topics

[Print a blank Extension Administration Form](#)

[View a sample, completed Extension Administration Form](#)

[Access field-by-field instructions for completing the Extension Administration Form](#)

# Form 2: Extension Administration

[Print a blank Extension Administration Form](#) | [Access field-by-field instructions for completing the Extension Administration Form](#)

Below is a sample of the form:

## MERLIN Messaging Planning Form 2 - Extension Administration

All Type Codes		Type Code 3 only	Type Code 1&3	All Type Codes										Type Code 1 only									
Ext.	Type Code	AA no. (1-4)	Phone Yes=9 No=6	Name (Optional)	10-Letter Directory Listing* (optional)										Msg. Length 2 - 60 min 4 min	Mailbox Size 5 - 180 min 20 min	Outcalling On=9 Off=6	Mailbox Language 1 English 2 Spanish 3 French 4 Portuguese**					
500	1		9	Sue Smith	S	M	I	T	H											4	30	9	English
501	1		9	Al Jones	J	O	N	E	S											4	20	6	English
502	1		6	Mary Egan	E	G	A	N											4	20	6	Spanish	
503	4			Sales Fax	F	A	X																
504	3	1	6	Automated Attn.	A	A																	
505	3	2	9																				
506	2			Conference Room	C	O	N	F	E	R	E	N	C	E									

- ◆ Factory Setting
- \* For Release 1 and 1.1, a 4-letter Directory Listing is available.
- \*\* For Release 2 or later.

Extension Type	Type Code	Capacities
Mailbox	1	200
Transfer-Only	2	400
Automated Attendant	3	10
Fax	4	4 (1 per Automated Attendant)

Letter Key (for directory listing)			
A = 21	G = 41	M = 61	T = 81
B = 22	H = 42	N = 62	U = 82
C = 23	I = 43	O = 63	V = 83
D = 31	J = 51	P = 71	W = 91
E = 32	K = 52	Q = 72	X = 92
F = 33	L = 53	R = 73	Y = 93
		S = 74	Z = 94



---

F = 33	L = 53	R = 73	Y = 93
		S = 74	Z = 94



# Planning Form 3: Automated Attendant Planning

| [Form 3a](#) | [Form 3b](#) | [Form 3c](#) | [Form 3d](#) |

## Form 3a

Form	Name	Used to:
3a	Automated Attendant Schedule and Fax Assignment	<ul style="list-style-type: none"><li>● Specify the Schedule Controller and if applicable the Weekly Business Schedule for each Automated Attendant</li><li>● Indicate the Fax Extension for each Automated Attendant</li></ul>

The Automated Attendant Schedule Options control the Day and Night Service operation of each Automated Attendant. The Schedule Options are:

- **Schedule Controller** – Determines which schedule the Automated Attendants follow the Switch Mode, the Weekly Business Schedule or a combination of both.
- **Weekly Business Schedule** – If the Schedule Controller is set to follow the Weekly Business Schedule or to follow both the Switch mode and the Weekly Business Schedule, you must specify a Weekly Business Schedule.
- **Temporary Schedule** – Allows the Automated Attendants to operate in temporary closure or temporary open mode. The Temporary Schedule overrides both the Switch mode and the Weekly Business Schedule. For each day with a temporary opening or temporary closing schedule, you specify the start and end time of the special schedule. During other periods of that day, the Automated Attendant operates in the appropriate mode based on its Scheduler Controller setting. The Temporary Schedule can be programmed for the current day and/or the following six days. It can also be canceled anytime before or during the Temporary Schedule. The Temporary Schedule does not carry over from week to week; it expires at the ending time you specify on the day for which you created it.

Automated Attendant Service can also detect a fax tone and route the call to a fax machine extension assigned to the Automated Attendant.

Make a copy of this form for each Automated Attendant.

### Related Topics

[Print a blank Automated Attendant Schedule and Fax Assignment Form](#)

[View a sample, completed Automated Attendant Schedule and Fax Assignment Form](#)

[Access field-by-field instructions for completing the Automated Attendant Schedule and Fax Assignment Form](#)

| [Form 3a](#) | [Form 3b](#) | [Form 3c](#) | [Form 3d](#) |

## Form 3b

Form	Name	Used to:
3b	Day/Night Main Menu	<ul style="list-style-type: none"><li>● Specify the Day/Night Main menu Selector Codes and Selector Code Action.</li><li>● Specify the Day/Night Main menu Dial 0/Time-out Action selections</li></ul>

The MERLIN Messaging System supports up to four Automated Attendants. The multiple Automated Attendant capability is available to accommodate co-located (shared tenant) businesses and/or businesses that require more than one Automated Attendant. Each Automated Attendant has its own unique:

- Day menu structure and Night menu structure.
- Day Main menu prompt and Night Main menu prompt.

The MERLIN Messaging Automated Attendant Service answers incoming lines and presents callers with a list of pre-administered choices (Selector Codes) contained on the Automated Attendant Main menu. During scheduled or temporary open hours, callers hear the Day Main menu. During scheduled or temporary closed hours, callers hear the Night Main menu. The Day/Night menu consists of a recorded prompt listing menu options and the corresponding digit (Selector Code) the caller presses to select each option. Depending on the Touch-Tone input, the Automated Attendant Service performs the action (Selector Code Action) specified for the Selector Code:

- Transfer to an extension
- Play a pre-recorded announcement (an [Automated Attendant announcement](#))
- Play another menu of choices (an [Automated Attendant Submenu](#))
- Transfer to a Mailbox

### Related Topics

[Print a blank Day/Night Main menu Form](#)

[View a sample, completed Day/Night Main menu Form](#)

[Access field-by-field instructions for completing the Day/Night Main menu Form](#)

| [Form 3a](#) | [Form 3b](#) | [Form 3c](#) | [Form 3d](#) |

## Form 3c

Form	Name	Used to:
3c	Submenu	<ul style="list-style-type: none"><li>● Specify submenu Selector Codes and Selector Code Action</li></ul>

A submenu is a menu is accessed by the caller from an Automated Attendant Day/Night Main menu or from another submenu. To program a submenu as a choice on an Automated Attendant Day/Night

Main menu or submenu, assign Selector Action Code 2 to the Selector Code.

The submenu consists of a recorded prompt listing menu options and the corresponding digit (Selector Code) the caller presses to select each option. Depending on the Touch–Tone input, the Automated Attendant Service performs the action (Selector Code Action) specified for the selector code:

- Transfer to an extension
- Play a pre–recorded announcement (an [Automated Attendant announcement](#))
- Play another menu of choices (an [Automated Attendant submenu](#))
- Transfer to a Mailbox

## Related Topics

[Print a blank submenu Form](#)

[View a sample, completed submenu Form](#)

[Access field–by–field instructions for completing the submenu Form](#)

| [Form 3a](#) | [Form 3b](#) | [Form 3c](#) | [Form 3d](#) |

## Form 3d

Form	Name	Used to:
3d	Recording Scripts	<ul style="list-style-type: none"><li>● Create Scripts for announcements, submenus and the Day/Night Main menu</li></ul>

Announcements, submenus and the Day/Night Main menu are part of the Automated Attendant Service. Scripts are recordings of up to two minutes that can be created and changed by the System Manager only. If the system is in Bilingual mode, then each script consists of one recording in the Primary Language and one recording in the Secondary Language.

Once you create the script, you can associate it with an Automated Attendant announcement, submenu or with a Day/Night Main menu.

- You can record up to 99 scripts.
- Scripts can be up to two minutes in length.
- The same scripts can be used for more than one Day/Night Main menu or submenu and with more than one Automated Attendant.

## Related Topics

[Print a blank Recording Scripts Form](#)

[View a sample, completed Recording Scripts Form](#)

[Access field–by–field instructions for completing the Recording Scripts Form](#)

[|Print a blank Automated Attendant Schedule and Fax Assignment Form](#) | [| Access field-by-field instructions for completing the Automated Attendant Schedule and Fax Assignment Form](#) |

**Below is a sample of the completed form:**

| [Page 1](#) | [Page 2](#) | [Page 3](#) | [Page 4](#) |

**MERLIN Messaging  
Planning Form 3a - Automated Attendant  
Schedule & Fax Assignment**

Automated Attendant Number (1-4)   1  

<b>Schedule Controller</b> <i>(for Day/Night Service)</i>
Switch Mode ♦
Weekly Business Schedule
Both the Switch Mode and the Weekly Business Schedule ✓

**Weekly Business Schedule**

Specify a weekly schedule if the Automated Attendant follows the Weekly Business Schedule or follows both the Switch Mode and the Weekly Business Schedule. Only enter times if open. For 24-hour open operation, set Open to 0000 and Closed to 2359.

Option	Day	Open or Closed ♦	Open (hhmm) <small>hh=00-23 mm=00-59</small>	Closed (hhmm) <small>hh=00-23 mm=00-59</small>
1	Sunday	Closed		
2	Monday	Open	0800	1700
3	Tuesday	Open	0800	1700
4	Wednesday	Open	0800	1700
5	Thursday	Open	0800	1700
6	Friday	Open	0800	1700

6	Friday	Open	0800	1700
7	Saturday	Open	0800	1200
9	All Days			

**FAX Extension:** \_\_\_\_\_

◆ = *Factory Setting*

# Planning Form 3a: Automated Attendant Schedule and Fax Assignment- Page 1

[|Print a blank Automated Attendant Schedule and Fax Assignment Form](#) | [| View a sample, completed Automated Attendant Schedule and Fax Assignment Form](#) |

- To view form completion instructions, click the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

| Page 1 | [Page 2](#) | [Page 3](#) | [Page 4](#) |

## MERLIN Messaging Planning Form 3a - Automated Attendant Schedule & Fax Assignment

Automated Attendant Number (1-4) \_\_\_\_\_

<b>Schedule Controller</b> (for Day/Night Service)
Switch Mode ♦
Weekly Business Schedule
Both the Switch Mode and the Weekly Business Schedule

### Weekly Business Schedule

Specify a weekly schedule if the Automated Attendant follows the Weekly Business Schedule or follows both the Switch Mode and the Weekly Business Schedule. Only enter times if open. For 24-hour open operation, set Open to 0000 and Closed to 2359.

Option	Day	Open or Closed ♦	Open (hhmm) <small>hh=00-23 mm=00-59</small>	Closed (hhmm) <small>hh=00-23 mm=00-59</small>
1	Sunday			
2	Monday			
3	Tuesday			
4	Wednesday			
5	Thursday			
6	Friday			
7	Saturday			
9	All Days			

FAX Extension: \_\_\_\_\_

♦ = Factory Setting

# Planning Form 3b: Day/Night Main menu

[|Print a blank Day/Night Main menu Form](#) | [| Access field-by-field instructions for completing the Day/Night Main menu Form](#) |

**Below is a sample of the completed form:**

[| Page 1](#) | [Page 2](#) | [Page 3](#) | [Page 4](#) |

### MERLIN Messaging

### Planning Form 3b - Day/Night Main Menu

Day Main Menu       Night Main Menu

Automated Attendant Number (1-4) 1

Copy this form for each Automated Attendant. Indicate whether this is for the Day Main Menu or Night Main Menu, and specify the Automated Attendant number.

**Selector Codes**

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1	5♦1	72	Sales
2	5♦1	73	Cust Svc
3	5♦6	50	
4	5♦6	60	
5	2	1	Billing Dept
6	3	1	Directions
7	6	74	
8			
9			

**Key**

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer

**Dial 0/Timeout Action**

Menu		

Menu Selection	Day Service	Night Service
0	Call Answer Service Operator◆	Call Answer Service Operator
1	General Mailbox	General Mailbox◆
2	Disconnect	Disconnect
3	Transfer to Ext. _____	Transfer to Ext. _____
4	Transfer to Mailbox _____	Transfer to Mailbox _____

◆ = *Factory Setting*



# Planning Form 3b: Day/Night Main menu

[|Print a blank Day/Night Main menu Form](#) | [| View a sample, completed Day/Night Main menu Form](#) |

- To view form completion instructions, click the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

[| Page 1](#) | [Page 2](#) | [| Page 3](#) | [| Page 4](#) |

## MERLIN Messaging Planning Form 3b - Day/Night Main Menu

Day Main Menu       Night Main Menu

Automated Attendant Number (1-4) \_\_\_\_\_

Copy this form for each Automated Attendant. Indicate whether this is for the Day Main Menu or Night Main Menu, and specify the Automated Attendant number.

### Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1	5♦		
2	5♦		
3	5♦		
4	5♦		
5			
6			
7			
8			
9			

### Key

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer

### Dial 0/Timeout Action

Menu Selection	Day Service	Night Service
0	Call Answer Service Operator♦	Call Answer Service Operator
1	General Mailbox	General Mailbox♦
2	Disconnect	Disconnect
3	Transfer to Ext. _____	Transfer to Ext. _____
4	Transfer to Mailbox _____	Transfer to Mailbox _____

▼ = factory setting

# Planning Form 3c: Submenu

[|Print a blank Sub Menu Form](#) | [| Access field-by-field instructions for completing the Submenu form](#) |

Below is a sample of the completed form:

[| Page 1](#) | [| Page 2](#) | [| Page 3](#) | [| Page 4](#) |

## MERLIN Messaging Planning Form 3c - Submenu

Automated Attendant No. (1-4)   1   Submenu No. (1-99)   1  

Copy this form for each Submenu. Specify the Submenu number and Automated Attendant number.

### Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1	3	Announcement No. 6	Business Hours
2	3	Announcement No. 8	Mailing Address
3			
4			
5			
6			
7			
8			
9			

### Key

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer

# Planning Form 3c: Submenu

[Print a blank Submenu Form](#) | [View a sample, completed Submenu Form](#) |

- To view form completion instructions, click the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

[Page 1](#) | [Page 2](#) | Page 3 | [Page 4](#) |

## MERLIN Messaging Planning Form 3c - Submenu

Automated Attendant No. (1-4) \_\_\_\_\_ Submenu No. (1-99) \_\_\_\_\_

Copy this form for each Submenu. Specify the Submenu number and Automated Attendant number.

### Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

### Key

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer

# Planning Form 3d: Recording Scripts

[|Print a blank Recording Scripts Form](#) | [| Access field-by-field instructions for completing the Recording Scripts Form](#) |

**Below is a sample of the completed form:**

[| Page 1](#) | [| Page 2](#) | [| Page 3](#) | [| Page 4](#) |

MERLIN Messaging Planning Form 3d - Recording Script	
Automated Attendant Main Menu: Automated Attendant Number (1-4) <u>  1  </u>	
<input checked="" type="checkbox"/> Day Menu	
<input type="checkbox"/> Night Menu	
<input type="checkbox"/> Submenu	Number (1-99) _____
<input type="checkbox"/> Announcement	Number (1-99) _____
Copy this form for each Day Menu Script, Night Menu Script, Submenu Script and Announcement. Specify the Announcement Number	
<b>Script</b> (for Day/Night Service, Submenus, Announcements)	
If your system is set up for bilingual operation, record the message in both the primary and secondary languages. For Day/Night main Menu only, direct callers to press *1 to change the language.	
<b>Primary Language</b> (maximum length = 2 minutes)	
Welcome to the ABC Travel Agency. Bienvenidos a ABC Agencia de Viajes. Para Español marque *1. If you know the party's extension, please dial now, or press *2 for a directory listing by name. Press 1 for cruise information. Press 2 for corporate travel. Press 3 to put your name on our mailing list. Press 4 for directions to our office. For assistance, press 0 or wait on the line. If you want to listen to the menu options again, press *4.	
<b>Secondary Language</b> (maximum length = 2 minutes)	
NOTE TO USER: For the Secondary Language, the above Day Menu Script would be translated into Spanish.	


# Planning Form 3d: Recording Scripts

[Print a blank Recording Scripts Form](#) | [View a sample, completed Recording Scripts Form](#) |

- To view form completion instructions, click the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

| [Page 1](#) | [Page 2](#) | [Page 3](#) | Page 4 |

**MERLIN Messaging**  
**Planning Form 3d - Recording Script**

**Automated Attendant Main Menu:**  
**Automated Attendant Number (1-4) \_\_\_\_\_**

Day Menu  
 Night Menu  
 Submenu  
    Number (1-99) \_\_\_\_\_  
 Announcement  
    Number (1-99) \_\_\_\_\_

Copy this form for each Day Menu Script, Night Menu Script, Submenu Script and Announcement. Specify the Announcement Number

**Script** (for Day/Night Service, Submenus, Announcements)

If your system is set up for bilingual operation, record the message in both the primary and secondary languages. For Day/Night main Menu only, direct callers to press \*1 to change the language.

<b>Primary Language</b> (maximum length = 2 minutes)

<b>Secondary Language</b> (maximum length = 2 minutes)

# Planning Form 4: Line Assignments



This form and the information below apply to systems that use **multiple Automated Attendants only**. **Skip this form if your system uses a single Automated Attendant.**

Note:

Form	Name	Used to:
4	Automated Attendant Line Assignments	Indicate which Automated Attendant should answer each line

When you are completing this form, the following rules apply:

- If you indicate that a line is to be answered by Automated Attendant 1, no programming is needed. Your entry is for record purposes only.
- If you indicate that a line is to be answered by Automated Attendant 2, 3 or 4, programming is needed.
- A line can be assigned to only one Automated Attendant.
- A total of 80 lines can be assigned per MERLIN Messaging System.
- Enter the line numbers for each line connected to the Communications System that you want answered by an Automated Attendant.

## Related Topics

[Print a blank Line Assignments Form](#)

[View a sample, completed Line Assignments Form](#)

[Access field-by-field instructions for completing the Line Assignments Form](#)



# Planning Form 4: Line Assignments

[| Print a blank Line Assignments Form](#) | [| Access field-by-field instructions for completing the Line Assignments Form](#) |

To view form completions instructions, click the fields on the form facsimile below.

**MERLIN Messaging**  
**Planning Form 4 - Automated Attendant Line Assignments**

If you are using multiple Automated Attendants, indicate which Automated Attendant should answer each line. You can assign a maximum of 80 lines for all Automated Attendants. Any line not assigned to AA2, AA3 or AA4 will be handled by AA1.

Line No.	AA1 ♦	AA2	AA3	AA4
801	✓			
802	✓			
803		✓		
806			✓	
807			✓	

♦ = Factory Setting



# Planning Form 5: Security Settings

Form	Name	Used to:
5	Security Settings	<ul style="list-style-type: none"><li>● Indicate whether or not Transfer Restrictions should be turned on or off</li><li>● Specify a Minimum Password Length for users</li></ul>

The MERLIN Messaging System includes two features designed to enhance system security by reducing the risk of toll fraud and abuse by unauthorized users. They are:

- Transfer Restrictions
- Minimum Password Length

## Related Topics

[Print a blank Security Settings Form](#)

[View a sample, completed Security Settings Form](#)

[Access field-by-field instructions for completing the Security Settings Form](#)

## Planning Form 5: Security Settings

[Print a blank Security Settings Form](#) | [Access field-by-field instructions for completing the Security Settings Form](#) |

Below is a sample of the completed form:

### MERLIN Messaging Planning Form 5 - Security Settings

#### Transfer Restrictions

Transfers Restrictions On ✓
Transfer Restrictions Off



#### SECURITY ALERT:

*When Transfer Restrictions is set to On, the MERLIN Messaging System transfers callers only to those extensions that have been administered by the System Manager. It is strongly recommended that you choose the Transfer Restrictions On option. Choosing the Transfer Restrictions Off option leaves your system vulnerable to toll fraud by unauthorized persons.*

#### Minimum Password Length

<b>Length</b> 0-15 digits, 6♦
10



#### SECURITY ALERT:

*A minimum password length of at least 6 digits is strongly recommended. The shorter the minimum password length, the more vulnerable your system is to toll fraud by unauthorized persons.*

♦ = Factory Setting



# Planning Form 5: Security Settings

[Print a blank Security Settings Form](#) | [View a sample, completed Security Settings Form](#) |

- To view form completion instructions, click the fields on the form facsimile below.
- To change a factory setting, cross out the factory setting and fill in the desired information.

## MERLIN Messaging Planning Form 5 - Security Settings

### Transfer Restrictions

Transfers Restrictions On
Transfer Restrictions Off



#### SECURITY ALERT:

*When Transfer Restrictions is set to On, the MERLIN Messaging System transfers callers only to those extensions that have been administered by the System Manager. It is strongly recommended that you choose the Transfer Restrictions On option. Choosing the Transfer Restrictions Off option leaves your system vulnerable to toll fraud by unauthorized persons.*

### Minimum Password Length

<b>Length</b> 0-15 digits, 6♦



#### SECURITY ALERT:

*A minimum password length of at least 6 digits is strongly recommended. The shorter the minimum password length, the more vulnerable your system is to toll fraud by unauthorized persons.*

♦ = Factory Setting

# Planning Form 6: System Group Lists

Form	Name	Used to:
6	System Group Lists	<ul style="list-style-type: none"><li>● Create up to ten System Group Lists that allow users to address a message to a group of mailboxes</li></ul>

Up to 50 Mailbox Extensions can be included in each System GroupList. A Mailbox Extension can be in more than one System Group List.

## Related Topics

[Print a blank System Group Lists Form](#)

[View a sample, completed System Group Lists Form](#)

[Access field-by-field instructions for completing the System Group Lists Form](#)

# Planning Form 6: System Group Lists

[|Print a blank System Group Lists Form](#) | [| Access field-by-field instructions for completing the System Group Lists form](#) |

Below is a sample of the completed form:

MERLIN Messaging Planning Form 6 - System Group Lists	
System Group List Number	Members (Name and/or Mailbox Extension)
50	507 (Karen) 510 522 540 570 508 (Sue) 511 523 548 572 509 (Nancy) 512 524 553
51	510 580 585 590 511 583 586 512 584 587
52	
53	
54	
55	
56	
57	
58	



**You can put up to fifty extensions in each System Group List.**

# Planning Form 6: System Group Lists

[Print a blank System Group Lists Form](#) | [View a sample, completed System Group Lists Form](#)

- To view form completion instructions, click the fields on the form facsimile below.

## MERLIN Messaging Planning Form 6 - System Group Lists

System Group List Number	Members (Name and/or Mailbox Extension)
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	

You can put up to fifty extensions in each System Group List.

# Appendix A: MERLIN Messaging System Planning Forms

This section of the MERLIN Messaging System Online Guide contains the MERLIN Messaging System Planning Forms. To view and print these forms, you must have an Adobe Acrobat Reader plug-in installed on your PC.

After you have installed the Adobe Acrobat Reader plug-in, refer to the following table for viewing/printing instructions.

<b>If you want to:</b>	<b>Action</b>
<b>View the forms</b>	Click: <a href="#">Planning Form 1: System Parameters</a> <a href="#">Planning Form 2: Extension Administration</a> <a href="#">Planning Form 3a: Automated Schedule</a> <a href="#">Planning Form 3b: Day/Night Main menu</a> <a href="#">Planning Form 3c: Submenu</a> <a href="#">Planning Form 3d: Recording Script</a> <a href="#">Planning Form 4: Line Administration</a> <a href="#">Planning Form 5: Security Settings</a> <a href="#">Planning Form 6: System Group Lists</a>
<b>Print all of the forms</b>	<ol style="list-style-type: none"><li>1. Access the File menu.</li><li>2. Select Print All # pages. <a href="#">Click here to view all forms.</a></li></ol>
<b>Print a specific form</b>	<ol style="list-style-type: none"><li>1. Access the File menu.</li><li>2. Select Print.</li><li>3. Click OK.</li></ol>

Customer \_\_\_\_\_ Tel. \_\_\_\_\_  
 Planner \_\_\_\_\_ Order \_\_\_\_\_

## MERLIN Messaging Planning Form 1 - System Parameters

### System Administration Prompt Language

Language			
English	Spanish	French	Portuguese*

◆ System (Primary) Language

### System Language Mode

Mode	Language			
	1	2	3	4
Monolingual◆	English◆	Spanish	French	Portuguese*
Bilingual**				
Primary Language	English	Spanish	French	Portuguese*
Secondary Language	English	Spanish	French	Portuguese*

### System Date & Time

Date Format	Time Format
mm=01-12 dd=01-31 yy=99, 00-37	hh=00-23 mm=00-59
mmdyy	hhmm

mm=month dd=day yy=year hh=hour mm=minute

### Call Answer Service Operator

Name	Ext.
	768◆

### General Mailbox Owner

Auto Attendant	Name	Ext.
AA1		10◆
AA2		10◆
AA3		10◆
AA4		10◆

### Maximum Extension Length

Maximum Number of Digits		
2◆	3	4

◆ Factory Setting

\* For Release 2 or later.

\*\* If you choose Bilingual, the initial setting for the Primary Language is U.S. English and the Secondary Language is Spanish.

# MERLIN Messaging

## Planning Form 2 - Extension Administration

All Type Codes		Type Code 3 only	Type Code 1&3	All Type Codes										Type Code 1 only				
Ext.	Type Code	AA no. (1-4)	Phone Yes=9 No=6 ◆	Name (Optional)	10-Letter Directory Listing* (optional)										Msg. Length 2 - 60 min 4 min ◆	Mailbox Size 5 - 180 min 20 min ◆	Outcalling On=9 Off=6 ◆	Mailbox Language 1 English 2 Spanish 3 French 4 Portuguese**

- ◆ Factory Setting
- \* For Release 1 and 1.1, a 4-letter Directory Listing is available.
- \*\* For Release 2 or later.

Extension Type	Type Code	Capacities
Mailbox	1	200
Transfer-Only	2	400
Automated Attendant	3	10
Fax	4	4 (1 per Automated Attendant)

Letter Key (for directory listing)			
A = 21	G = 41	M = 61	T = 81
B = 22	H = 42	N = 62	U = 82
C = 23	I = 43	O = 63	V = 83
D = 31	J = 51	P = 71	W = 91
E = 32	K = 52	Q = 72	X = 92
F = 33	L = 53	R = 73	Y = 93
		S = 74	Z = 94

**MERLIN Messaging  
Planning Form 3a - Automated Attendant  
Schedule & Fax Assignment**

**Automated Attendant Number (1-4) \_\_\_\_\_**

<b>Schedule Controller</b> <i>(for Day/Night Service)</i>
Switch Mode ♦
Weekly Business Schedule
Both the Switch Mode and the Weekly Business Schedule

**Weekly Business Schedule**

Specify a weekly schedule if the Automated Attendant follows the Weekly Business Schedule or follows both the Switch Mode and the Weekly Business Schedule. Only enter times if open. For 24-hour open operation, set Open to 0000 and Closed to 2359.

<b>Option</b>	<b>Day</b>	<b>Open or Closed ♦</b>	<b>Open (hhmm)</b> <small>hh=00-23 mm=00-59</small>	<b>Closed (hhmm)</b> <small>hh=00-23 mm=00-59</small>
1	Sunday			
2	Monday			
3	Tuesday			
4	Wednesday			
5	Thursday			
6	Friday			
7	Saturday			
9	All Days			

**FAX Extension:** \_\_\_\_\_

♦ = *Factory Setting*

**MERLIN Messaging  
Planning Form 3b - Day/Night Main Menu**

Day Main Menu       Night Main Menu

Automated Attendant Number (1-4) \_\_\_\_\_

Copy this form for each Automated Attendant. Indicate whether this is for the Day Main Menu or Night Main Menu, and specify the Automated Attendant number.

**Selector Codes**

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1	5♦		
2	5♦		
3	5♦		
4	5♦		
5			
6			
7			
8			
9			

**Key**

Action Code	Action
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer

**Dial 0/Timeout Action**

Menu Selection	Day Service	Night Service
0	Call Answer Service Operator♦	Call Answer Service Operator
1	General Mailbox	General Mailbox♦
2	Disconnect	Disconnect
3	Transfer to Ext. _____	Transfer to Ext. _____
4	Transfer to Mailbox _____	Transfer to Mailbox _____

♦ = Factory Setting

**MERLIN Messaging  
Planning Form 3c - Submenu**

**Automated Attendant No. (1-4)\_\_\_\_\_ Submenu No. (1-99)\_\_\_\_\_**

Copy this form for each Submenu. Specify the Submenu number and Automated Attendant number.

**Selector Codes**

<b>Selector Code</b>	<b>Action Code</b>	<b>Extension/Mailbox/ Announcement No./ Submenu No.</b>	<b>Description</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			

**Key**

<b>Action Code</b>	<b>Action</b>
1	Selector Code Transfer
2	Play a Submenu
3	Play an Announcement
5	Direct Extension Transfer
6	Mailbox Transfer



**MERLIN Messaging  
Planning Form 3d - Recording Script**

**Automated Attendant Main Menu:**  
**Automated Attendant Number (1-4) \_\_\_\_\_**

- Day Menu**
- Night Menu**
- Submenu**  
**Number (1-99) \_\_\_\_\_**
- Announcement**  
**Number (1-99) \_\_\_\_\_**

Copy this form for each Day Menu Script, Night Menu Script, Submenu Script and Announcement. Specify the Announcement Number

**Script** (*for Day/Night Service, Submenus, Announcements*)

If your system is set up for bilingual operation, record the message in both the primary and secondary languages. For Day/Night main Menu only, direct callers to press \*1 to change the language.

<b>Primary Language</b> (maximum length = 2 minutes)

<b>Secondary Language</b> (maximum length = 2 minutes)



## MERLIN Messaging Planning Form 5 - Security Settings

### Transfer Restrictions

Transfers Restrictions On
Transfer Restrictions Off



#### SECURITY ALERT:

*When Transfer Restrictions is set to On, the MERLIN Messaging System transfers callers only to those extensions that have been administered by the System Manager. It is strongly recommended that you choose the Transfer Restrictions On option. Choosing the Transfer Restrictions Off option leaves your system vulnerable to toll fraud by unauthorized persons.*

### Minimum Password Length

<b>Length</b> 0-15 digits, 6♦



#### SECURITY ALERT:

*A minimum password length of at least 6 digits is strongly recommended. The shorter the minimum password length, the more vulnerable your system is to toll fraud by unauthorized persons.*

♦ = Factory Setting

**MERLIN Messaging  
Planning Form 6 - System Group Lists**

<b>System Group List Number</b>	<b>Members (Name and/or Mailbox Extension)</b>
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	

**You can put up to fifty extensions in each System Group List.**

# *Contents*

**Installation Configuration and Programming**

**Getting Started**

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**Preparing the Communications System**

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#### **Preparing the Communications System**

#### **Programming the MERLIN Messaging System**

#### **Programming the Communications System**

# Introduction

The **MERLIN Messaging System Online Guide** contains detailed information about the **MERLIN Messaging System**.

You can use the Online Guide to:

- Locate general information about MERLIN Messaging System features and services.
- Access step-by-step instructions for programming, managing and using the system.
- View and print MERLIN Messaging System Planning Forms.

This section, **Getting Started**, will walk you through a brief explanation of the conventions and procedures used in the Online Guide and will help you to use this reference effectively.



**Continue**

# Customized "Paths" through Information/Procedures

The MERLIN Messaging System Online Guide provides three customized "paths" through the guide's contents:

- System Planning and Completion of Forms
- Installation, Initial Programming and System Configuration
- Ongoing Maintenance and Administration

This content helps you locate and access information based on the tasks you have to perform with respect to the system.

Each path contains:

- Access to general information about the system.
- Detailed information and step-by-step instructions for completing the tasks specific to the selected path.



**Continue**



# Navigation

You can move from one topic to another in the Online Guide by activating topic-associated hypertext links. This can be done from:





- A topic listed in the Contents Panel on the left side of the screen
- The Technology Bar at the bottom of the screen
- Within the topic text

## The Contents Panel

The Contents Panel is displayed along the left side of the window. It provides a way for you to quickly identify and access the information you need to locate. Because it is displayed in a stationary part of the window (that is, it doesn't change or move), you can easily locate the topic you want to view. Note that the ► arrow pinpoints your current location in the topic listing.

## The Technology Bar

The Technology Bar located at the lower right-hand corner of the screen contains a number of icons. Each icon is responsible for a different navigational action.

Icon	Action
	Redisplays the Main menu options in the Contents Panel
	Links to the previous topic in the sequence
	Takes you to the top of the window
	Links to the next topic in the sequence



An element that triggers a change on an item (usually a graphic) in a Web page when the mouse passes over it. The change usually signifies that the item is a link to related or additional information.

## Pop-Up Windows






The MERLIN Messaging System Online Guide makes use of pop-up windows and mousovers (through which your movement of the cursor over a screen object or image initiates another display or activity) or to provide additional information. Typically, [pop-up windows](#) and [mousovers](#) contain material that supplements information appearing in the main window (for example, a more detailed explanation, a link to a Glossary term, a field description, etc.).



**Continue**

# The Button Bar

The Button Bar is displayed in a non-scrolling panel across the top of the screen. It provides access to additional online features and capabilities. To view a feature or access a capability, click the associated button. Note that in the case of features displayed in pop-up windows (for example, the Glossary), you must close the window before you can proceed.





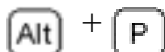

Button	Action
	Redisplays the Main menu options in the Contents Panel
	Allows you to search for information by entering a key word
	Links you to the MERLIN Messaging System Glossary
	Provides access to the online Help feature
	Displays a table containing Touch Tones and rules which are valid for all menus



**Continue**

# Programming Conventions

The procedures for programming the MERLIN Messaging System in this Online Guide use several conventions to indicate what the steps involve. The conventions are described in the following table:

Typeface Sample	Meaning
	To select this option, press this imprinted button on the console
 GrpCalling	To select this menu option, press the unlabeled display button next to the option
[nnn]	Enter the variable information in brackets
	Press this key on the PC
	Press this function key on the PC
	On the PC, hold down the first key and press the second key
	Continuation of procedures

That completes the walk-through of the MERLIN Messaging System Online Guide. To begin accessing information related to your selected path, click one of the topics listed in the Contents Panel.

# ***Contents***

## **Installation Configuration and Programming**

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### **Programming the Communications System**

## PCMCIA Slots

The left-most PCMCIA slot houses the 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card required for operation of the MERLIN Messaging System.

**NOTE:** Only the left-most of the two PCMCIA slots can be used. The right-most slot is reserved for future use.

The 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card contains:

- Port licensing data that triggers the activation of the appropriate number of voice messaging ports.
- A Remote Maintenance Device (RMD), used for remote access to diagnostic and maintenance features of the system.



- Media for performing system backup.



## Introduction

MERLIN Messaging System Release 2 is an embedded voice messaging system housed in a module (circuit pack) that plugs into the switch's carrier. Release 2 is available in a 2-, 4-, 6-, 8-, 10-, or 12-Port configuration. Release 1 and 1.1 is available in a 2-, 4-, or 6-Port configuration. For a description of each module component, move the mouse pointer over the graphic below.

### Port Status LEDs:

The port-specific LEDs on the MERLIN Messaging System faceplate indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

**Note:** The port-specific LEDs that correspond to voice messaging ports are in ascending order (that is, from the bottom up).

### RS232 Port:

This is a serial port used for local access to the MERLIN Messaging System via a PC or laptop computer for report, maintenance and administrative purposes. Access to the MERLIN Messaging System using the RS-232 port is both login and password protected.

### System Status LED:

This LED reflects the status of the MERLIN Messaging System. The LED displays a red, green or amber light to indicate various stages of system status and readiness (for example, booting, self-test failure, system upgrade in progress, etc.).

### Local Area Network (LAN) Connection:

This port is used to connect the system to a LAN (Release 2 or later).

### Port Status LEDs:

The port-specific LEDs on the MERLIN Messaging System faceplate indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

**Note:** The port-specific LEDs that correspond to voice messaging ports are in ascending order (that is, from the bottom up).



Allows mailbox owners to:

- Record and send messages.
- Forward and reply to messages.
- Listen to messages.
- Record their names or Personal Greetings.
- Activate a Personal Greeting.
- Change their personal operators.
- Change their passwords.
- Set up Outcalling (if permission provided).
- Create Personal Group Lists.
- Change Call Answer mode.
- Transfer to another extension.

Allows individuals responsible for programming the MERLIN Messaging System to:

- Administer System Parameters such as System Language mode and System Date and Time.
- Administer an extension to be either a Mailbox, Fax, Transfer-Only or Automated Attendant Extension.
- Administer up to four Automated Attendants.
- Administer System Security Options.
- Administer System Group Lists (Release 2 or later).
- Perform a System Backup or System Restore.



Answers incoming lines and presents callers with a list of options. Based on callers' resulting input, they may be:

- Transferred to an extension.
- Played an informational announcement.
- Transferred to a voice mailbox.
- Presented with a submenu containing additional options.

The Automated Attendant Service can also detect and route fax calls to a predetermined fax extension.

Functions as a personal answering machine, allowing a caller to:

- Hear the Personal Greeting recorded by the mailbox owner.
- Switch to the alternate language, if the system is configured in Bilingual mode.
- Leave a voice message, if this capability has been programmed by the mailbox owner.
- Optionally designate voice message as a priority or private message (Release 2 or later).
- Transfer to an operator or to another extension.

Provides on-site and remote system serviceability functionality, including:

- Terminal-based reporting
- Trouble/fault isolation
- Backup and Restoration

The MERLIN Messaging System can operate in either Monolingual or Bilingual mode. In Monolingual mode, all system prompts are played in one of the following languages:

- U.S. English
- Latin American Spanish
- Canadian French
- Brazilian Portuguese (Release 2 or later)

In Milingual mode, the caller can choose to hear prompts in either the Primary or Secondary language.

## **Services and Features**

For a description of each MERLIN Messaging System service or feature, move the mouse pointer over the graphic below.

# System Configuration

There is one common module (circuit pack) for all six MERLIN Messaging System configurations (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration). A 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card, included with each system, contains the following components:

- Port licensing for the system's port configuration (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration)
- Media for backing up and restoring the system
- A 14.4 kbps Remote Maintenance Device (modem) used for remote diagnostics

For Release 1 and 1.1, one common module supports three configurations (that is, a 2-port, 4-port, or 6-port configuration). A 2-port, 4-port, or 6-port PC Card is included with each system.

# Port Assignments

The communications system assigns logical IDs and extensions to each port on the MERLIN Messaging System module. The first logical ID and extension assigned to the MERLIN Messaging System module is assigned to Port 1, the second to Port 2, etc. The communications system assigns 12 logical IDs and extensions to the MERLIN Messaging System module.

In Release 2 or later, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Ports 5 and 6 on a 6-port system
- Ports 7 and 8 on an 8-port system
- Ports 9 and 10 on a 10-port system
- Ports 11 and 12 on a 12-port system

The Remote Maintenance Device (RMD) is not assigned to a dedicated logical ID and extension.

The following table defines the Port Assignments for the MERLIN Messaging System Release 2 or later.

System Configuration	Ports											
	1	2	3	4	5	6	7	8	9	10	11	12
2-port	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
4-port	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
6-port	V	V	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E
8-port	V	V	V	V	V	V	V	V	N/E	N/E	N/E	N/E
10-port	V	V	V	V	V	V	V	V	V	V	N/E	N/E
12-port	V	V	V	V	V	V	V	V	V	V	V	V
V = Voice N/E = Not Equipped												

In Release 1 or 1.1, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Port 6 on a 6-port system

The Remote Maintenance Device (RMD) is assigned to the twelfth logical ID and extension.










# System LEDs

The MERLIN Messaging System module faceplate contains:

- One system status LED
- One LED for each of the voice ports

The color(s) and status (that is, on, off or blinking) of the LEDs provide information regarding the operation of the MERLIN Messaging System module.

The following table provides a description of the port-level and system status LED display variations.

Display	Meaning
<b>Port-Level LEDs</b>	
	Port not available for use (off)
	Port in service and idle (on-hook)
	Port in use (off-hook)
<b>System Status LED</b>	
	System is not powered up or there is a fault condition
	System is in a ready state (off-hook; speaking or recording; receiving Touch Tones)
	There is a self-test failure or system is out-of-service
	There is a self-test failure or system is out-of-service
	System software is being upgraded
	Hard disk is active

# System Capacities

The following table provides a summary of MERLIN Messaging System capacities.

[System Parameters](#) | [Extensions](#) | [Automated Attendants](#) | [System Security](#) | [System Group Lists](#) | [User Options](#) |

Feature	Capacity	Factory Settings
<b>System Administration Prompt Language</b>		
	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<b>System Parameters</b>		
<ul style="list-style-type: none"> <li>● System Language</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<ul style="list-style-type: none"> <li>● Language Mode</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual or Bilingual</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual</li> </ul>
<ul style="list-style-type: none"> <li>● Call Answer Service Operator</li> </ul>	<ul style="list-style-type: none"> <li>● 1 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● Ext. 768</li> </ul>
<ul style="list-style-type: none"> <li>● General Mailbox Owners</li> </ul>	<ul style="list-style-type: none"> <li>● 1 per General Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>● 10 (total)</li> </ul>
<ul style="list-style-type: none"> <li>● Maximum Extension Length</li> </ul>	<ul style="list-style-type: none"> <li>● 2, 3 or 4 digits</li> </ul>	<ul style="list-style-type: none"> <li>● 2 digits</li> </ul>
<ul style="list-style-type: none"> <li>● Message Storage</li> </ul>	<ul style="list-style-type: none"> <li>● 100 hours</li> </ul>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Extensions</b>		
<ul style="list-style-type: none"> <li>● Mailbox Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 200 maximum for any port configuration</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>○ Maximum Number of Messages per Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>○ 120 messages</li> </ul>	<ul style="list-style-type: none"> <li>○ N/A</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Size</li> </ul>	<ul style="list-style-type: none"> <li>○ 5 – 180 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 20 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Message Length</li> </ul>	<ul style="list-style-type: none"> <li>○ 2 – 60 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 4 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Language</li> </ul>	<ul style="list-style-type: none"> <li>○ U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>○ System/Primary Language</li> </ul>
<ul style="list-style-type: none"> <li>○ Outcalling Permission</li> </ul>	<ul style="list-style-type: none"> <li>○ On or Off</li> </ul>	<ul style="list-style-type: none"> <li>○ Off</li> </ul>
<ul style="list-style-type: none"> <li>● Transfer-Only Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 400 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>● Automated Attendant Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 10 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>

● Fax Extensions	● 4 (One for each Automated Attendant; Fax Extensions can be shared by multiple Automated Attendants)	● None
● General Mailbox	● 4 (one for each Automated Attendant)	● 9991, 9992, 9993, 9994

### Automated Attendants

● Number of Automated Attendants	● 4 maximum	● 4
● Modes of Operation	● 2 (Day mode and Night mode)	● N/A
● Submenus	● 99 maximum	● None
● Announcements	● 99 maximum	● None
● Schedule Controller	● Follow Switch mode, Weekly Business Schedule or both	● Switch Mode
● Main menu Prompts, Submenu Prompts and Announcements	● 2 minutes in length maximum for each	● N/A
● Number of Line Assignments	● 80 per Messaging System	● N/A

### System Security

● Minimum Password Length	● 0 –15 digits	● 6 digits
● Maximum Password Length	● 15 digits	● 15 digits (fixed)
● Transfer Restrictions	● On or Off	● On

### System Group Lists

	● 10 maximum with up to 50 mailbox extensions in each list	● N/A
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### User Options

● Outcalling Telephone/Pager Numbers (administered by user)	● 5 maximum	● N/A
● Outcalling Cycles	● 1–9	● 3
● Outcalling Interval	● 5 – 99 minutes	● 15 minutes
● Outcalling Schedule	● Range is 0000 – 2359	● 24 hours
● Outcalling Activation	● Outcalling for all messages or priority <a href="#">messages</a> only	● All messages
● Personal Greetings (recorded by user)	● 6 <a href="#">maximum</a>	● System Greeting
● Group Lists (administered by user)	● 10 maximum with up to 50 extensions in each list	● N/A

● Personal Operator	● 1 per user	● Call Answer Service Operator
● Call Answer Mode	● Record mode or answer-only mode	● Record mode

# System Components

The MERLIN Messaging System module resides in a slot in the communications system carrier. One common module supports a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration. (In Release 1 or 1.1, the module supports a 2-port, 4-port, or 6-port configuration.)

Component	Description
<p>Module</p> <ul style="list-style-type: none"><li>● LEDs</li><li>● RS-232 Serial Port</li><li>● Local Area Network (LAN) connection</li><li>● PCMCIA Slots</li><li>● Touch-Tone Receivers (TTRs)</li></ul>	<ul style="list-style-type: none"><li>● One LED indicates system status and one LED for each port indicates port status. See the <i>MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide</i> for more information about the LEDs.</li><li>● Used to directly connect a PC or laptop to the system.</li><li>● Used to connect the system to a LAN (Release 2 or later).</li><li>● Used to house the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port <a href="#">PC card</a>. Only the left-most slot should be used.</li><li>● Two TTRs serve as communications system resources (an internal component of the module).</li></ul>
<p><a href="#">PC Card</a></p> <p>2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card</p>	<p>The PC Cards provide:</p> <ul style="list-style-type: none"><li>● Remote Maintenance Device (RMD).</li><li>● Media for performing system backup.</li><li>● Port licensing required for the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration.</li></ul>

## Port LEDs

The port LEDs are single lights which function according to the configuration. For example, in a 2-port configuration, only the LEDs for Port 1 and Port 2 operate while, in an 8-port configuration, LEDs for Ports 1 through 8 operate.



# Environmental Requirements

For proper operations, the MERLIN Messaging System installation site must meet the environmental requirements described in the table below.

Condition	Requirement
Relative Humidity	15% - 90% non-condensing
Temperature Range	32° F to 122° F (0° C to 50° C)
Air Quality	Dust-free area (preferably in an office environment)
Environment	No exposure to liquids. Avoid areas near drinking fountains, coffee makers, etc.
Power Supply	<p>For the USA, Canada and other countries that use a USA-type outlet (nominal voltage 117 VAC), the communications system must have a 391A3 or newer power supply module installed in the same carrier in which the MERLIN Messaging System module is installed.</p> <p>In countries with nominal voltage of 220 VAC, a 391B2 or newer power supply module is required in the same carrier in which the MERLIN Messaging System module is installed.</p>

# Installer and Programmer Responsibilities

The individual installing and programming the MERLIN Messaging System is responsible for the following tasks:

- Installing the MERLIN Messaging System module.
- Programming the MERLIN Messaging System module to provide the services specified by the customer.
- Programming the communications system to support MERLIN Messaging System operation.
- Reviewing configuration reports to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are correct and current.

# Company Personnel Responsibilities

Before the MERLIN Messaging System is programmed, company personnel should be designated to serve in the following support roles:

[System Manager](#)

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)

# System Manager Responsibilities

The System Manager is responsible for performing the following routine maintenance tasks:

- **Maintaining Voice Mailboxes**, for example:
  - Adding and deleting voice mailboxes.
  - Resetting (initializing) voice mailbox passwords when forgotten.
  - Changing user's mailbox language.
- **Maintaining Transfer-Only, Automated Attendant and Fax Extensions.**
- **Changing Automated Attendant Menus, Announcements and Line Assignments** to reflect changes in line assignment, personnel, company operations or company services.
- **Maintaining the Automated Attendant Schedule** to assure that the appropriate Automated Attendant menus and announcements are played in connection with holidays and temporary company closings or openings.
- **Maintaining System Parameters** to make system-wide changes (for example, changing date and time, the Call Answer Service Operator extension or General Mailbox Owners).
- **Maintaining System Security** by responding to user inquiries and by taking measures to prevent toll fraud and to safeguard the contents of mailboxes.
- **Performing System Backups** periodically or when changes are made to the MERLIN Messaging System.
- **Maintaining Directory Listings** to reflect changes in personnel.
- **Reviewing Configuration Reports** to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are current and correct.

## More Support Roles

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)

# Call Answer Service (CAS) Operator Responsibilities

The Call Answer Service Operator answers calls when:

- In **Automated Attendant Service**, when the [Dial 0/Timeout Action](#) is set to CAS Operator and:
  - Caller presses **0**.
  - Caller makes no selection.
  - Caller presses **0** while using the directory to transfer.
  - Caller presses **\*8**, then **0** to transfer.
- In **Voice Mail Service**:
  - User presses **\*8**, then **0**.
  - Caller presses **0** while using the directory to transfer.
- In **Call Answer Service**:
  - Caller presses **0** or **\*8**, then **0** while the greeting is playing and the extension does not have a Personal Operator.
  - Mailbox is in Answer-Only mode without a Personal Operator and caller presses **0** or **\*8**, then **0** during the five-second timeout following the greeting.
  - Caller presses **0** or **\*8**, then **0** before or after leaving a message in a mailbox that does not have a Personal Operator.
  - Caller presses **0** while using the directory to transfer.

The factory setting for the Call Answer Service Operator is 768. It is recommended that you do not change the factory setting.

## More Support Roles:

[System Manager](#)

[General Mailbox Owner\(s\)](#)

# General Mailbox Owner Responsibilities

A person designated as a General Mailbox Owner is responsible for forwarding messages left in the General Mailbox to the intended user's mailbox.

Calls are directed to the General Mailbox when the Automated Attendant's [Dial 0/Timeout Action](#) has been set to "Record a Message in the General Mailbox" and the caller does any of the following:

- The caller presses **0** from an Automated Attendant Main menu, Submenu or an Announcement.
- The caller makes no Touch-Tone response to an Automated Attendant Main menu or Submenu.
- The caller presses **0** while using the directory to transfer.

## More Support Roles:

[System Manager](#)

[Call Answer Service Operator](#)

# Security Features

The MERLIN Messaging System includes security features to help protect your system from toll fraud abuse. These features include:

- A Transfer Restriction capability that allows the System Manager to restrict call transfer destinations only to those extensions administered by the System Manager.
- A Minimum Password Length setting that allows the System Manager to choose a minimum length for the passwords of users' voice mailboxes. A Minimum Password Length setting of at least six digits is recommended.
- Password Protection for Mailboxes and the Diagnostic and Maintenance Interface.

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## **Programming the Communications System**



# Introduction

This section describes the procedure for installing the MERLIN Messaging System module.

Be sure to review [Preparing for Installation](#) and [Communication System Hardware Requirements](#) before you begin the MERLIN Messaging System installation process.

# Preparing for Installation

Before you begin the installation process:

- Collect the applicable communications System Planning Forms from the System Manager.
- Confirm that MERLIN Messaging System Planning Forms 1 through 6 have been completed.
- Verify that the installation site meets the applicable [environmental requirements](#).

# Communications System Hardware Requirements

The following communications system equipment is required to install Release 1.1 or Release 2 of the MERLIN Messaging System:

- A properly functioning MERLIN LEGEND Communications System, Release 7.0 with a 391A3 or newer power supply module installed in the same carrier as the MERLIN Messaging System module.  
or
- A properly functioning MERLIN MAGIX Integrated System, Release 1.1.0 or later with a 491D1 or newer power supply module installed in the same carrier as the MERLIN Messaging System module.



**Note:** The 391A1 and 391A2 power supply modules cannot be installed in the same carrier as the MERLIN Messaging System module.

- One available slot in the communications system carrier.



**Note:** The communications system assigns logical IDs and extensions to each port on the MERLIN Messaging System module. The first logical ID and extension assigned to the MERLIN Messaging System module is assigned to Port 1, the second to Port 2, etc. The communications system assigns 12 logical IDs and extensions to the MERLIN Messaging System module.

In Release 2 or later, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Ports 5 and 6 on a 6-port system
- Ports 7 and 8 on an 8-port system
- Ports 9 and 10 on a 10-port system
- Ports 11 and 12 on a 12-port system

The Remote Maintenance Device (RMD) is not assigned to a dedicated logical ID and extension.

In Release 1 or 1.1, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Port 6 on a 6-port system

The Remote Maintenance Device (RMD) is assigned to the twelfth logical ID and extension.

( [Release 1 or 1.1 Port Assignments](#), [Release 2 Port Assignments](#).)

For MERLIN LEGEND System Maintenance, System Inventory and System Setup reports, the MERLIN Messaging System module is reported as an 008OPT Module. For the same reports on an MERLIN MAGIX system, the MERLIN Messaging System is reported as Msg.

For module replacement and unit load requirements, refer to System Planning for the communications system.

# Installing the MERLIN Messaging System Module



- You must install the MERLIN Messaging System module in the first available slot following the installation of other modules in the communications system carrier.
- The information in this section is intended for qualified technicians only.
- To prevent damage to the MERLIN Messaging System, you must power down the communications system before installing or removing the MERLIN Messaging System module. **Do NOT perform a "hot swap."**

## To install the MERLIN Messaging System module:

Step	Procedure	Comments
1	Install the PC Card containing port licensing information in the left-most PCMCIA slot.	
2	Power down the communications system.	Be sure to disconnect the power cord.
3	<p>Install the MERLIN Messaging System module in the first empty slot in the communications system carrier, as follows:</p> <p>For MERLIN LEGEND:</p> <ol style="list-style-type: none"><li>1. Lower the module onto the rod on the top of the carrier in the appropriate slot.</li><li>2. Firmly push the module into the carrier until it locks into place.</li></ol> <p>For MERLIN MAGIX:</p> <ol style="list-style-type: none"><li>1. Align the circuit board guides inside the carrier, (top and bottom) into the slot.</li><li>2. Make sure the connector on the module mates properly with the connector on the carrier.</li><li>3. Firmly push the module into the carrier until it locks into place.</li></ol>	<p>A damaged carrier or module must be replaced.</p> <p>Be sure that the connector on the module mates properly with the connector on the carrier.</p> <p>To avoid damage, do not force the module. If the module does not insert easily, press the bottom-rear locking tab, remove the module and inspect the module and carrier for damage or obstruction. If there is no damage and no obstruction, re-insert the module.</p>
4	Power up the communications system.	Be sure to power up the carrier containing the processor module last.

Once you install the MERLIN Messaging System module, do the following:

- Prepare the communications system.
- Program the MERLIN Messaging System.
- Program the communications system.

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# Communications System

To program the communications system, you can use either:

- A system programming console  
or
- A PC running [WinSPM](#)

# MERLIN Messaging System

To perform both administrative and user MERLIN Messaging System programming, you use a Touch-Tone telephone. In release 2 or later, administrative programming can also be performed locally from a PC or laptop running the MERLIN Messaging Release 2 System Administration software. This Online Guide describes how to administer the MERLIN Messaging System using a Touch-Tone telephone. See the MERLIN Messaging Release 2 System Administration Guide for information on administering the MERLIN Messaging System using the system administration software.



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**Programming the Communications System**

# Introduction

These procedures are performed on the communications system. You must complete them **after** the MERLIN Messaging System module has been installed, but **before** you program the MERLIN Messaging System.

Perform the following procedures to prepare the communications system prior to programming the MERLIN Messaging System:

- Assign lines to the voice ports used for Outcalling when the communications system is configured in Key Mode.
- Set the Outcalling lines to No Ring.
- Create a Calling Group and assign group members.
- Enable rotary signaling for MERLIN Messaging System voice ports.



If you require more detailed information about communications system programming or features, please refer to your communications system documentation. Communications **Note:** system programming can be performed using the system programming console or a PC running WinSPM.

## Procedures

[Assigning Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring \(Key Mode Only\)](#)

[Creating a Calling Group and Assigning Group Members](#)

[Enabling Rotary Signaling](#)

## Assigning Lines to the Voice Port(s) Used for Outcalling

If the communications system is operating in Key Mode and Outcalling is used, you must assign one or more outside lines to the MERLIN Messaging System ports used for Outcalling. You must also set the lines to No Ring, as described in the next procedure, to ensure proper operation. These procedures are not necessary if the communications system is operating in the Hybrid/PBX mode.

### To add an outside line to the extension used for Outcalling in Key mode:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button" value="Extensions"/>	<input type="button" value="F6"/>
3	Select Lines/Trunks	<input type="button" value="Lines/Trunks"/>	<input type="button" value="F1"/>
4	Enter the extension number you want to program	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
5	Add the Outcalling Line Assignments by selecting each line button and turning on the green Message-Waiting light	Press line button or console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key
6	Press Exit/Back when you have finished adding the Outcalling lines to that extension	<input type="button" value="Exit/Back"/>	<input type="button" value="F5"/>
7	Return to System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Procedures

[Creating a Calling Group and Assigning Group Members](#)

[Enabling Rotary Signaling](#)

[Setting the Outcalling Lines to No Ring](#)

## Creating a Calling Group and Assigning Group Members

You must create a MERLIN Messaging System Calling Group and assign the group members (MERLIN Messaging System ports).

To create a Calling Group and assign group members:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button" value="Extensions"/>	<input type="button" value="F6"/>
3	Display next menu page	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="button" value="Grp Calling"/>	<input type="button" value="F4"/>
5	Select Members	<input type="button" value="Members"/>	<input type="button" value="F9"/>
6	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="button" value="Enter"/>	[nnnn] <input type="button" value="F10"/>
7	Enter the <a href="#">members of the MERLIN Messaging System Calling Group</a>	[nnnn] <input type="button" value="Enter"/>	[nnnn] <input type="button" value="F10"/>
8	Repeat Step 7 for all active MERLIN Messaging System voice ports		
9	Confirm that all members are entered in the correct order	<input type="button" value="Inspct"/>	<input type="button" value="PgDn"/>
10	Return to the Group Calling menu	<input type="button" value="Exit/Back"/>	<input type="button" value="F5"/>
11	Select Hunt Type	<input type="button" value="Hunt Type"/>	<input type="button" value="F1"/>
12	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="button" value="Enter"/>	[nnnn] <input type="button" value="F10"/>
13	Specify Linear Hunt Group	<input type="button" value="Linear"/> <input type="button" value="Enter"/>	<input type="button" value="F2"/> <input type="button" value="F10"/>
14	Display next menu page	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
15	Select Group Type	<input type="button" value="Group Type"/>	<input type="button" value="F1"/>
16	Enter the extension of the MERLIN Messaging System Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
17	Select Integrated VMI	<input type="button" value="Integ VMI"/> <input type="button" value="Enter"/>	<input type="button" value="F3"/> <input type="button" value="F10"/>

<b>18</b>	Return to the System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>
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**Procedures**

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[Assigning Lines to the Voice Ports Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

## Enabling Rotary Signaling

In order for the MERLIN Messaging System to be able to transfer calls, turn the Message-Waiting Lights On and Off, and perform Outcalling, all MERLIN Messaging System voice ports must be programmed as rotary enabled.

### To enable rotary signaling:

Step	Programming task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Display third page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/> <input type="button" value="PgUp"/>
4	Select Rotary Enable	<input type="text"/> RotaryEnabl	<input type="button" value="F7"/>
5	Enter the extension number of the MERLIN Messaging System voice port	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Repeat Step 5 for all voice ports		
7	Make sure all MERLIN Messaging System voice ports are rotary enabled.	<input type="button" value="Inspct"/>	<input type="button" value="PgDn"/>
8	Return to the System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Procedures

[Creating a Calling Group and Assigning group Members](#)

[Assigning Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

## Setting the Outcalling Lines to No Ring

If the communications system is operating in Key Mode and Outcalling is used, the outside line(s) assigned to the MERLIN Messaging System voice port(s) that are used for Outcalling must be set to No Ring. This procedure is not necessary if the communications system is operating in the Hybrid/PBX mode.

For MERLIN Messaging System Release 2 or later, the voice port(s) used for Outcalling are Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system, Ports 7 and 8 on an 8-port system, Ports 9 and 10 on a 10-port system, or Ports 11 and 12 on a 12-port system. For Release 1 or 1.1, the voice port used for Outcalling is Port 2 on a 2-port system, Port 4 on a 4-port system, or Port 6 on a 6-port system.

### Setting the Outcalling Line to No Ring:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/> <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<input type="button" value="F4"/>
4	Select Program Extension	<input type="text"/> Program Ext	<input type="button" value="F1"/>
5	Enter the extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<input type="button" value="Enter"/>
7	Select the line/feature button representing the Outcalling line	Press button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key, then <input type="button" value="F10"/>
8	Select Ring Options for all lines	<input type="button" value="*"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> or <input type="text"/> ListFeature <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="text"/> Ring Options <input type="text"/> All Lines <input type="text"/> Enter <input type="text"/> No Ring	<input type="button" value="*"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> or <input type="button" value="F10"/> <input type="button" value="PgUp"/> <input type="button" value="PgUp"/> <input type="button" value="PgUp"/> <input type="button" value="F9"/> <input type="button" value="F2"/> <input type="button" value="F10"/>

		<input type="text"/> Enter	F1 F10
9	Return to the System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	F5 F5 F5

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# Introduction

The information in this section should be used by the individual responsible for programming the MERLIN Messaging System. All tasks described here must be performed **after**:

- The MERLIN Messaging System module has been installed (see [Installing the MERLIN Messaging System Module](#)).
- The communications system has been prepared to accept MERLIN Messaging System programming (see the introduction to [Preparing the Communications System](#)).

It is recommended that programming tasks be performed in a certain sequence. As you complete a task, go on to the next task in the sequence.



# Global Commands and Rules

The Touch Tones and rules indicated in the table below are valid for all programming menus and/or system service, unless specifically overridden. You can display the Global Commands and Rules table at any time by clicking [Global Commands](#) on the button bar.

Input:	Result:
0	Transfer to Operator (From Call Answer Service and Automated Attendant Service but not from a programming menu)
* #	Back up one menu level
* 4	Play the current prompt again
* 7	<ul style="list-style-type: none"> <li>● From the System Administration (SA) Main menu, go to the SA Activity Menu</li> <li>● From any SA submenu, go to the SA Main menu</li> <li>● From Call Answer Service, go to the Voice Mail Service login prompt</li> <li>● From Automated Attendant Service, go to the Voice Mail Service login prompt</li> <li>● From a Voice Mail Service submenu, go to the Voice Mail Service Activity menu</li> </ul>
* 8	Hear prompt for transferring to an extension
* * 9	Exit from the system (you can also hang up)
None	<ul style="list-style-type: none"> <li>● For an Automated Attendant Main menu or submenu, the system handles the call based on the Automated Attendant's Dial 0/Timeout action</li> <li>● For an Automated Attendant announcement, the system will time out after 5 seconds and disconnect</li> <li>● For all other menus or prompts, the System will timeout after 5 seconds if no response to a voice prompt made. After 3 timeouts, the system will disconnect</li> </ul>

# Initially Logging into System Administration

All MERLIN Messaging System programming procedures are performed via the System Administration extension. The first time you log in to MERLIN Messaging System Administration, you are prompted to change your password. This section describes the procedure for accessing MERLIN Messaging System Administration for the first time.

Step	Programming Task	Touch - Tone Input
1	Dial the Calling Group extension for the MERLIN Messaging System	[nnn]
2	Enter the System Administration extension	<b>0</b> <b>#</b>
3	At the password prompt, press <b>#</b>  <b>Note:</b> The first time you log in, you are prompted to change the password. Until you create it, the System Administration password is not set.	<b>#</b>
4	Enter new password	[nnnnnn] <b>#</b>
5	Re-enter new password	[nnnnnn] <b>#</b>
6	Select System Administration  <b>Note:</b> For system security purposes, the actual System Administration option is not heard on the System Administration Activity menu. You must select it, even though it is not heard.	<b>9</b>

# Selecting the System Administration Prompt Language

The System Administration Prompt Language is the language you hear when you program the system. You can administer the System Administration Prompt Language for any of the [languages supported by MERLIN Messaging System](#), regardless of the mode or languages identified as the [System Language](#).



**Note:**

Select a language even if you want the System Administration Prompt Language to remain in U.S. English. This will ensure a change to the System Language Mode or System Language does not affect the System Administration Prompt Language.

Step	Programming Task	Touch-Tone Input
1	Dial the calling group extension for MERLIN Messaging System	[nnn]
2	Enter System Administration extension	0 #
3	Enter System Administration password	[nnnnnn] #
4	Select System Administration Prompt Language	1
5	Choose one of the following: <ul style="list-style-type: none"><li>● U.S. English</li><li>● Latin American Spanish</li><li>● Canadian French</li> <li>● Brazilian Portuguese (Release 2 or later)</li></ul>	1 # 2 # 3 # 4 #

# Programming System Parameters

This section describes the procedures for setting the System Date and Time and for programming MERLIN Messaging System parameters. Note that some parameters have pre-programmed [factory settings](#). **You do not have to re-program these parameters if they are appropriate for your system.**

Refer to a completed copy of **System Planning Form 1–System Parameters** for the parameter settings that apply to your system.



Remember that you must still set the System Date and Time, regardless of your acceptance of system parameter factory settings.

**Note:**

## Procedures

[Programming System Language Mode and System Language](#)

[Programming Date and Time](#)

[Programming Call Answer Service Operator Extension](#)

[Programming General Mailbox Owner\(s\)](#)

[Programming Maximum Extension Length](#)

# Programming System Language Mode and System Language

The System Language is the language callers hear. It can be set to one of four languages: U.S. English, Latin American Spanish, Canadian French, or Portuguese Spanish (Release 2 or later). The System Language Mode can be set to Monolingual or Bilingual. When the System Language Mode is set to Monolingual, callers hear system prompts in one of the four languages (the language that is programmed as the System Language). When the System Language Mode is set to Bilingual, callers hear system prompts in two of the four languages. The first language the caller hears is the Primary Language. The Secondary Language is the alternate language the caller can hear by pressing **\* 1**. When a system is in Bilingual mode, the user includes in their personal greeting instructions for the caller to press **\* 1** to hear system prompts in the alternate language.



## Note:

- The System Language Mode and System Language apply to all Automated Attendants.
- The MERLIN Messaging System factory settings for System Language Mode and System Language are Monolingual and U.S. English.
- Refer to **System Planning Form 1 – System Parameters** for the System Language Mode and System Language that applies to your site.

## Setting System Language Mode

The factory-set System Language Mode for a new system is Monolingual. Use the following procedure to change the Language Mode to Bilingual, if required.



### To program the System Language Mode:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select System Language Mode	<b>1</b>
4	Select Language Mode	<b>1</b>
5	Select Bilingual	<b>2</b>

## Setting System Language

The factory-set System Language for a new Monolingual system is U.S. English. If the Language Mode has been changed to Bilingual, the default Primary Language is U.S. English and the default Secondary Language is Latin American Spanish. Use the following procedure to:

- Change the System Language in a Monolingual system.
- Change the initial Primary and/or Secondary Language(s) in a Bilingual system.

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	1
3	Select System Language Mode	1
4	Select System Language	2
5	For Monolingual	
	For Bilingual	

## Procedures

[Programming System Date and Time](#)

[Programming Call Answer Service Operator Extension](#)

[Programming General Mailbox Owner\(s\)](#)

[Programming Maximum Extension Length](#)



## For Monolingual Mode

Step	Programming Task	Touch-Tone Input
6	<p>Select option:</p> <p>Listen to language</p> <ul style="list-style-type: none"><li>● Accept language setting (Monolingual procedure is complete)</li></ul> <p>Modify language</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● U.S. English</li><li>● Latin American Spanish</li><li>● Canadian French</li><li>● Brazilian Portuguese (Release 2 or later)<ul style="list-style-type: none"><li>○ confirm</li><li>○ cancel</li></ul></li></ul>	<p><b>2</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>6</b></p> <p>(Select one:)</p> <p><b>1</b> <b>#</b></p> <p><b>2</b> <b>#</b></p> <p><b>3</b> <b>#</b></p> <p><b>4</b> <b>#</b></p> <p><b>9</b> or</p> <p><b>6</b></p>
<a href="#">Back</a>		

## For Bilingual Mode

Step	Programming Task	Touch-Tone Input
6	Choose one of the following: <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● If finished</li> </ul>	<input type="button" value="1"/> or <input type="button" value="2"/> or <input type="button" value="*"/> <input type="button" value="#"/>
7	Choose one of the following: Listen to language <ul style="list-style-type: none"> <li>● Accept Language setting</li> </ul> Modify language Choose one of the following: <ul style="list-style-type: none"> <li>● U.S. English</li> <li>● Latin American Spanish</li> <li>● Canadian French</li> <li>● Brazilian Portuguese (Release 2 or later)               <ul style="list-style-type: none"> <li>○ confirm</li> <li>○ cancel</li> </ul> </li> </ul>	<input type="button" value="2"/> <input type="button" value="*"/> <input type="button" value="#"/> or <input type="button" value="6"/> (Select one:) <input type="button" value="1"/> <input type="button" value="#"/> <input type="button" value="2"/> <input type="button" value="#"/> <input type="button" value="3"/> <input type="button" value="#"/> <input type="button" value="4"/> <input type="button" value="#"/> <input type="button" value="9"/> or <input type="button" value="6"/>
8	Repeat Steps 6 and 7 for secondary language	
9	End language selection	<input type="button" value="*"/> <input type="button" value="#"/>
<a href="#">Back</a>		

# Programming System Date and Time

You must set the system date and time. These parameters cannot be set independently of each other; both date and time must be set.

## To program the System Date and Time:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select System Date and Time	<b>2</b>
4	Choose one of the following: <ul style="list-style-type: none"><li>● Enter date</li></ul> <p><b>Example:</b> February 26, 2000 = 022600</p> <ul style="list-style-type: none"><li>● Keep current date</li></ul>	[mmdyy] <b>#</b> or  <b>#</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Enter time (24-hour clock)</li></ul> <p><b>Example:</b> 3:45PM = 1545</p> <ul style="list-style-type: none"><li>● Keep current time</li></ul>	[hhmm] <b>#</b> or  <b>#</b>
6	Choose one of the following: <ul style="list-style-type: none"><li>● Approve</li><li>● Re-enter (Return to Step 4)</li></ul>	<b>*</b> <b>#</b> or <b>1</b>

## Procedures

[Programming System Language Mode and System Language](#)

[Programming Call Answer Service Operator Extension](#)

[Programming General Mailbox Owner\(s\)](#)

[Programming Maximum Extension Length](#)

## Programming Call Answer Service Operator Extension

The Call Answer Service (CAS) Operator extension is the extension to which calls will be transferred in a number of situations. [Click here for a list of CAS Operator transfer criteria.](#)



The factory setting for the Call Answer Service Operator is 768.

**Note:** It is recommended that you do not change the factory setting.

Refer to **System Planning Form 1 – System Parameters** for the CAS Operator Extension identified for your site.

To program the CAS Operator extension:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	1
3	Select Call Answer Service Operator	3
4	Enter Call Answer Service Operator extension	[nnn] #

### Procedures

[Programming System Language Mode and System Language](#)

[Programming System Date and Time](#)

[Programming General Mailbox Owner\(s\)](#)

[Programming Maximum Extension Length](#)

## Programming General Mailbox Owner(s)

The MERLIN Messaging System provides four General Mailboxes — one for each Automated Attendant.

The General Mailbox Owner is the extension whose Message-Waiting Light is turned on whenever a message is placed in the General Mailbox. The factory setting for the General Mailbox Owner is Extension 10. You can program a different General Mailbox Owner for each General Mailbox or you can have the same owner for all the [General Mailboxes](#).

Refer to **System Planning Planning Form 1 – System Parameters** for the General Mailbox Owner extension(s) identified for your site.

### To program the General Mailbox Owner(s):

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	[1]
3	Select General Mailbox Owner	[4]
4	Enter Automated Attendant number	[1] - [4]
5	Enter General Mailbox Owner's extension	[nnn] [#]
6	Repeat Steps 3–5 for each Automated Attendant	

### Procedures

[Programming System Language Mode and System Language](#)

[Programming System Date and Time](#)

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## Programming Maximum Extension Length

Maximum Extension Length refers to the maximum number of digits (two, three or four) in the [dial plan](#). The factory setting is two digits. The MERLIN Messaging System transfers calls:

- When the number of digits entered by the caller equals the Maximum Extension Length.
- After the caller presses digits and **#**, indicating they have finished entering an extension.
- After the caller has entered digits and the 5-second time-out period has expired.

Refer to **System Planning Form 1 – System Parameters** for the maximum Extension Length identified for your system.

### To program the Maximum Extension Length:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select Maximum Extension Length	<b>5</b>
4	Enter maximum number of digits	<b>2</b> or <b>3</b> or <b>4</b>

### Procedures

[Programming System Language Mode and System Language](#)

[Programming System Date and Time](#)

[Programming Call Answer Service Operator Extension](#)

[Programming General Mailbox Owner\(s\)](#)



# Programming Extensions

You must assign a specific extension type to each extension in the MERLIN Messaging System to assure the enforcement of transfer restrictions and to designate transfer destinations (that is, to a mailbox, Automated Attendant, fax or system extension).

There are four possible extension types:

- Mailbox
- Transfer-Only
- Automated Attendant
- Fax

Programming an extension also requires you to identify the [phone status](#) for the extension. The phone status for an extension affects the way that a call is routed within the MERLIN Messaging System when the caller requests to be transferred to that extension, as illustrated below:

Telephone?	Call Handling	Outcome
 Yes	Incoming calls are transferred by the MERLIN Messaging System to the applicable extension	Calls are transferred to the extension
 No	Incoming calls transferred by the MERLIN Messaging System stay in the MERLIN Messaging System	Calls are routed directly to Call Answer Service or Automated Attendant Service for the extension



Transfer-Only and Fax extensions **always** have a telephone associated with the extension.  
**Note:**

Refer to **MERLIN Messaging System Planning Form 2 – Extension Administration** for information that applies to your system.

## Procedures

[Assigning Mailbox Extensions](#)

[Assigning Transfer-Only Extensions](#)

[Assigning Automated Attendant Extensions](#)

[Assigning Fax Extensions](#)





## Assigning a Mailbox Extension

You can assign up to 200 user mailboxes. When you program a Mailbox extension, you are prompted to:

- Identify the [phone status](#).
- Administer a [Directory Listing and/or Recorded Name](#).
- Indicate the [Maximum Message Length and Mailbox Size](#).
- Turn [Outcalling](#) on or off.
- Program the [Mailbox Language](#).

Refer to **MERLIN Messaging System Planning Form 2 – Extension Administration** for the Mailbox Assignment information identified for your site.

### To assign a Mailbox extension:

Step	Programming Task	Touch-Tone Input
<b>Required Steps</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Assign a mailbox to the extension	<b>1</b>
5	Choose one of the following: <ul style="list-style-type: none"> <li>● If a telephone is associated with this extension</li> <li>● If a telephone is not associated with this extension</li> </ul>	<b>9</b> or <b>6</b>
6	Choose one of the following: <ul style="list-style-type: none"> <li>● To program optional features for this extension, go to the appropriate step as follows:               <ul style="list-style-type: none"> <li>○ Directory Listing or Recorded Name</li> <li>○ Message Length and Mailbox Size</li> <li>○ Outcalling Permission</li> <li>○ Mailbox Language</li> </ul> </li> <li>● To delete this extension, then choose one of the following:</li> </ul>	<b>1</b>  <b>2</b>  <b>5</b>  <b>6</b>  <b>*</b> <b>3</b>



○ Confirm

○ Cancel

- If finished administering this extension

9

6

\*

#



**Note:**

You can also:

- Reinitialize the Password
- Reinitialize the Mailbox
- Change the phone status

These procedures are covered in **Path 3, Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

## Procedures

[Assigning a Transfer-Only Extension](#)

[Assigning an Automated Attendant Extension](#)





[Assigning a Fax Machine Extension](#)

To program Directory Listing or Recorded Name (optional procedure):

Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
7	<p>Select Record Name, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to name <ul style="list-style-type: none"> <li>○ If finished</li> </ul> </li> <li>● Record name, then after recording, press <b>1</b> and choose one of the following: <ul style="list-style-type: none"> <li>○ Approve Name</li> <li>○ Play back recorded name</li> <li>○ Re-record name</li> <li>○ Delete name just recorded</li> </ul> </li> <li>● If finished recording a name, return to Step 6.</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> [record name] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>*</b> <b>#</b></p>
8	<p>Select Directory Listing, then choose one of the following:</p> <p>Enter Directory Listing, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Enter up to the first ten letters of name, using Touch-Tones</a> (for Release 1 or 1.1, enter up to first four letters of name) then choose one of the following: <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> <li>● Exit without changes</li> </ul> <p>If finished administering Directory Listing</p>	<p><b>2</b></p> <p><b>1</b></p> <p>[nn nn nn nn nn nn nn nn nn nn nn] <b>#</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>1</b> or</p> <p><b>*</b> <b>#</b></p> <p><b>*</b> <b>#</b></p>

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To program Message Length and Mailbox Size (optional procedure):

Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
<b>9</b>	<p><a href="#">Change Message Length and Mailbox Size</a></p> <p>Choose <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>● Enter Maximum Message Length</li> <li>● Skip Maximum Message Length</li> <li>● If finished</li> </ul> <p>Choose <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>● Enter Mailbox Size, then               <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> <li>● Skip Mailbox Size, then               <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> <li>● If finished</li> </ul> <p>If finished administering Message Length and Mailbox Size</p>	<p><b>1</b></p> <p>[nn] <b>#</b> or</p> <p><b>#</b> or</p> <p><b>*</b> <b>#</b> </p> <p>[nn] <b>#</b></p> <p><b>*</b> <b>#</b> </p> <p><b>1</b></p> <p><b>#</b></p> <p><b>*</b> <b>#</b> </p> <p><b>1</b></p> <p><b>*</b> <b>#</b> </p> <p><b>*</b> <b>#</b></p>
<p><a href="#">Back</a></p>		

## To program Outcalling (optional procedure):

Step	Programming Task	Touch-Tone Input
Optional Steps		
<b>10</b>	For Outcalling, choose <b>one</b> of the following: <ul style="list-style-type: none"><li>● Turn Outcalling On</li><li>● Turn Outcalling Off</li></ul>	<input type="text" value="9"/> or <input type="text" value="6"/>
<a href="#">Back</a>		

## To program Mailbox Language (optional procedure):


Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
<b>11</b>	<p>For Mailbox Language, choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to current Mailbox Language<ul style="list-style-type: none"><li>○ If finished</li></ul></li> <li>● Modify Mailbox Language and choose <b>one</b> of the following:<ul style="list-style-type: none"><li>○ U.S. English</li><li>○ Latin American Spanish</li><li>○ Canadian French</li><li>○ Brazilian Portuguese (Release 2 or later)</li></ul></li></ul> <p>After modifying the Mailbox Language:</p> <ul style="list-style-type: none"><li>○ Confirm</li><li>○ Cancel</li></ul>	<p><b>2</b></p> <p><b>*</b> <b>#</b> </p> <p><b>6</b></p> <p><b>1</b> <b>#</b> or</p> <p><b>2</b> <b>#</b> or</p> <p><b>3</b> <b>#</b> or</p> <p><b>4</b> <b>#</b></p> <p><b>9</b> or</p> <p><b>6</b></p>
<a href="#">Back</a>		


## Assigning a Transfer-Only Extension

You can assign up to 400 Transfer-Only extensions. Transfer-Only extensions do not require a mailbox ([view example](#)). When you assign a Transfer-Only extension, you are prompted to administer a [Directory Listing and/or Recorded Name](#).

Refer to **MERLIN Messaging System Planning Form 2 – Extension Administration** for the Transfer-Only Assignment information identified for your site.

**To assign a Transfer-Only extension:**

Step	Programming Task	Touch-Tone Input
<b>Required Steps</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	[2]
3	Enter extension number	[nnn] [#]
4	Assign Transfer-Only permission to this extension	[2]
5	Choose one of the following: <ul style="list-style-type: none"> <li>● Directory Listing or Recorded Name</li> <li>● Delete this extension               <ul style="list-style-type: none"> <li>○ Confirm</li> <li>○ Cancel</li> </ul> </li> <li>● If finished</li> </ul>	[1]  [*] [3] [9] [6] [*] [#]

 The Assigning Transfer-Only Extensions feature also allows you to delete the extension. This procedure is covered in **Path 3 - Ongoing Maintenance and Administration**, **Note: "Managing the MERLIN Messaging System."**

### Procedures

[Assigning Mailbox Extensions](#)

[Assigning Automated Attendant Extensions](#)

[Assigning Fax Extensions](#)

To program Directory Listing or Recorded Name (optional procedure):


Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
6	<p>Select Record Name, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to name               <ul style="list-style-type: none"> <li>○ If finished</li> </ul> </li> <li>● Record name; then after recording, press <b>1</b> and choose one of the following:               <ul style="list-style-type: none"> <li>○ Approve name</li> <li>○ Play back recorded name</li> <li>○ Re-record name</li> <li>○ Delete name just recorded</li> </ul> </li> <li>● If finished recording a name</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> [record name] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>*</b> <b>#</b></p>
7	<p>Select Directory Listing, then choose one of the following:</p> <p>Enter Directory Listing, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Enter first four letters of name, using Touch Tones</a> then choose one of the following:               <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> <li>● Exit without changes</li> </ul> <p>If finished administering Directory Listing</p>	<p><b>2</b></p> <p><b>1</b></p> <p>[nn nn nn nn] <b>#</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>*</b> <b>#</b></p>
<p><a href="#">Back</a></p>		

## Assigning Automated Attendant Extensions

You can assign up to 10 Automated Attendant extensions. An Automated Attendant extension is one that sends the caller to one of the four Automated Attendants. You can also assign a new Delayed Call Handling Calling Group Extension as an Automated Attendant extension with no-telephone associated. You can also administer a [Directory Listing or Recorded Name](#).

Refer to **System Planning Form 2 – Extension Administration** for the Automated Attendant Assignment information identified for your site.

### To assign an Automated Attendant extension:

Step	Programming Task	Touch-Tone Input
<b>Required Steps</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Assign Automated Attendant to extension	<b>3</b>
5	Enter Automated Attendant number	[1–4]
6	Choose one of the following: <ul style="list-style-type: none"> <li>● If a telephone is associated with this extension</li> <li>● If a telephone is not associated with this extension</li> </ul>	<b>9</b> <b>6</b>
7	Choose one of the following: <ul style="list-style-type: none"> <li>● Program Directory Listing or Recorded Name</li> <li>● Delete this extension               <ul style="list-style-type: none"> <li>○ Confirm</li> <li>○ Cancel</li> </ul> </li> <li>● If finished administering the extension</li> </ul>	<b>1</b>  <b>*</b> <b>3</b> <b>9</b> or <b>6</b> <b>*</b> <b>#</b>

### Procedures

[Assigning Mailbox Extensions](#)

[Assigning Transfer-Only Extensions](#)

[Assigning Fax Extensions](#)



To program Directory Listing or Recorded Name (optional procedure):



Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
8	<p>Select Record Name, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to name <ul style="list-style-type: none"> <li>○ If finished</li> </ul> </li> <li>● Record name; then after recording, press <b>1</b> and choose one of the following: <ul style="list-style-type: none"> <li>○ Approve Name</li> <li>○ Play back recorded name</li> <li>○ Re-record name</li> <li>○ Delete name just recorded</li> </ul> </li> <li>● If finished recording a name</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> [record name] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>*</b> <b>#</b></p>
9	<p>Select Directory Listing, the choose one of the following:</p> <p>Administer Directory Listing, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Enter up to the first ten letters of name, using Touch-Tones</a> (for Release 1 or 1.1, enter up to first four letters of name) Then choose one of the following: <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> <li>● Exit without changes</li> </ul> <p>If finished administering Directory Listing</p>	<p><b>2</b></p> <p><b>1</b></p> <p>[nn nn nn nn nn nn nn nn nn nn] <b>#</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>*</b> <b>#</b></p>
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## Assigning a Fax Extension

You can assign up to four Fax extensions, one for each Automated Attendant. If an Automated Attendant has been assigned a fax extension, when an incoming fax call is detected by the Automated Attendant, it routes the call to the fax machine. You can administer a Directory Listing or Recorded Name for a Fax extension.

Refer to **MERLIN Messaging System Planning Form 2 – Extension Administration** for the fax Assignment information identified for your site.

### To assign a fax machine to an extension:

Step	Programming Task	Touch-Tone Input
<b>Required Tasks</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Assign a fax machine to the extension	<b>4</b>
5	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Program Directory Listing or Recorded Name</li> <li>● Delete this extension</li> </ul> <p> <b>Note:</b> If this fax extension is assigned to an Automated Attendant you must do one of the following:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Confirm</li> <li><input type="radio"/> Cancel</li> </ul> <ul style="list-style-type: none"> <li>● If finished</li> </ul>	<p><b>1</b> </p> <p><b>*</b> <b>3</b></p> <p><b>9</b></p> <p><b>6</b></p> <p><b>*</b> <b>#</b></p>

## Procedures

[Assigning Mailbox Extensions](#)

[Assigning Transfer-Only Extensions](#)

[Assigning Automated Attendant Extensions](#)

To program Directory Listing or Recorded Name (optional procedure):

Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
<p><b>6</b></p>	<p>Select Record Name</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to name               <ul style="list-style-type: none"> <li>○ If finished</li> </ul> </li> <li>● Record name; then after recording, press <b>1</b> and choose one of the following:               <ul style="list-style-type: none"> <li>○ Approve Name</li> <li>○ Play back recorded name</li> <li>○ Re-record name</li> <li>○ Delete name just recorded</li> </ul> </li> <li>● If finished recording a name</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>* #</b></p> <p><b>2</b> [record name] <b>1</b></p> <p><b>* #</b> or</p> <p><b>2 3</b> or</p> <p><b>2 1</b> or</p> <p><b>* 3</b></p> <p><b>* #</b></p>
<p><b>7</b></p>	<p>Select Directory Listing</p> <p>Administer Directory Listing, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Enter up to the first ten letters of name, using Touch-Tones</a> (for Release 1 or 1.1, enter up to first four letters of name) Then choose one of the following:               <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> </ul> <p>Exit without changes</p> <p>If finished administering Directory Listing</p>	<p><b>2</b></p> <p><b>1</b></p> <p>[nn nn nn nn nn nn nn nn nn nn nn] <b>#</b></p> <p><b>* #</b></p> <p><b>1</b></p> <p><b>* #</b></p> <p><b>* #</b></p>
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# Programming the Automated Attendant(s)

The MERLIN Messaging Automated System Attendant Service (AAS) answers calls and presents callers with a list of options from which to choose, the options are presented via menus and submenus. This section of the Online Guide provides instructions for performing the programming tasks required to enable this functionality.



**To lessen the risk of Toll Fraud abuse, Automated Attendants should be programmed to give callers access to system extensions only.**



**Note:** Refer to **MERLIN Messaging System Planning Forms 3a–3d** for the site-specific information you need to complete the following programming tasks.

## **Procedures:**

[Programming the Day and Night Main menus](#)

[Creating Submenus](#)

[Creating Announcements](#)

[Programming Schedule Options](#)

[Programming Line Assignments](#)

[Assigning a Fax Extension to an Automated Attendant](#)

## Programming the Day and Night Main menus



The Automated Attendant Day Main menu is heard by individuals calling into the MERLIN Messaging System during business hours. The Night Main menu is heard when the business is closed. Typically, from a Day or Night Main menu, callers are given the opportunity to:

- Transfer to an extension, calling group or mailbox
- Play a submenu
- Play an informational announcement

When you program a Day or Night menu, you are prompted to:

- [Specify the Automated Attendant number](#)
- [Select a Day menu and a Night menu](#)
- [Listen to the menu prompts and menu definitions](#)
- [Modify the menu](#)
- [Record new menu prompts](#)
- [Save menu definitions](#)

**To program the Automated Attendant Day or Night Main menu:**

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	<b>1</b> <b>2</b> <b>3</b> or <b>4</b>
4	Choose an option: <ul style="list-style-type: none"> <li>● Program Day Main menu</li> <li>● Program Night Main menu</li> </ul>	<b>1</b> <b>2</b>
5	Choose one of the following: <ul style="list-style-type: none"> <li>● Listen to the menu</li> <li>● Modify the menu</li> <li>● Exit Main menu programming</li> </ul>	<b>2</b>  <b>6</b>  <b>*</b> <b>#</b>

### Procedure

[Creating Submenus](#)


[Creating Announcements](#)

[Programming Schedule Options](#)

[Programming Line Assignments](#)

[Assigning a Fax Extension to an Automated Attendant](#)

## To listen to the Main menu prompts:

Step	Programming Task	Touch-Tone Input
6	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to the menu prompt</li></ul> <p>If system is Bilingual:</p> <ul style="list-style-type: none"><li>○ Listen to Primary Language prompt</li><li>○ Listen to Secondary Language prompt</li><li>○ If finished</li></ul> <ul style="list-style-type: none"><li>● Listen to menu definition</li></ul> <ul style="list-style-type: none"><li>● If finished</li></ul>	<p>1</p> <p>1</p> <p>2</p> <p>* #</p> <p>2</p> <p>* # </p>
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## To modify the Main menu

Step	Programming Task	Touch-Tone Input
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter Selector Code, then choose one of the following: <ul style="list-style-type: none"> <li>○ Modify Selector Code, then choose one of the following Selector Code Actions: <ul style="list-style-type: none"> <li>■ Selector Code transfer</li> <li>■ Play submenu</li> <li>■ Play announcement</li> <li>■ Direct extension transfer</li> <li>■ Mailbox transfer</li> <li>■ Delete Selector Code</li> <li>■ If finished (exit without changing Selector Code)</li> </ul> </li> </ul> </li> <li>● Keep current Selector Code. To modify another Selector Code, return to beginning of Step 7.</li> </ul>	<p>[1 -9 ]</p> <p><b>9</b></p> <p><b>1</b> + ext. number + <b>#</b> or</p> <p><b>2</b> + submenu number + <b>#</b> or</p> <p><b>3</b> + announce number + <b>#</b> or</p> <p><b>5</b> or</p> <p><b>6</b> + mailbox ext. number + <b>#</b> or</p> <p><b>*</b> <b>3</b> or</p> <p><b>*</b> <b>#</b></p> <p><b>6</b></p>

[Go on to Step 8 \(Required\)](#)



## To record a new Main menu prompt

Step	Programming Task	Touch-Tone Input
8	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Bilingual mode (<a href="#">Go to Step 9</a>)</li><li>● Monolingual mode<ul style="list-style-type: none"><li>○ Record a new prompt<ul style="list-style-type: none"><li>■ Approve prompt</li><li>■ Listen to prompt</li><li>■ Re-record prompt</li><li>■ Delete recording</li></ul></li></ul></li><li>● Use existing menu prompt and save menu definition changes. For Monolingual mode, procedure is finished.</li></ul>	<p>[1] [record prompt] [1]</p> <p>* #</p> <p>2 3</p> <p>2 1</p> <p>* 3</p> <p>#</p>
<a href="#">Back</a>		

## To record a new Main menu prompt (Bilingual mode):

Step	Programming Task	Touch-Tone Input
9	Choose one of the following: <ul style="list-style-type: none"> <li>● Primary Language or</li> <li>● Secondary Language or</li> <li>● Use existing menu prompt and save menu definition changes</li> </ul>	<div style="text-align: center;"> <span style="border: 1px solid black; padding: 2px 5px;">1</span>   <span style="border: 1px solid black; padding: 2px 5px;">2</span>   <span style="border: 1px solid black; padding: 2px 5px;">#</span> </div>
10	Choose one of the following: <ul style="list-style-type: none"> <li>● Record a new prompt               <ul style="list-style-type: none"> <li>○ Approve prompt</li> <li>○ Listen to prompt</li> <li>○ Re-record prompt</li> <li>○ Delete recording</li> </ul> </li> </ul>	<div style="text-align: center;">             [record a new prompt] <span style="border: 1px solid black; padding: 2px 5px;">1</span>   <span style="border: 1px solid black; padding: 2px 5px;">*</span> <span style="border: 1px solid black; padding: 2px 5px;">#</span>   <span style="border: 1px solid black; padding: 2px 5px;">2</span> <span style="border: 1px solid black; padding: 2px 5px;">3</span>   <span style="border: 1px solid black; padding: 2px 5px;">2</span> <span style="border: 1px solid black; padding: 2px 5px;">1</span>   <span style="border: 1px solid black; padding: 2px 5px;">*</span> <span style="border: 1px solid black; padding: 2px 5px;">3</span> </div>
11	Repeat record process for other language (go to Step 9).	
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## Creating Submenus

The Automated Attendant Day and Night Main menus provide callers with nine options (or choices). If you need to provide more than nine options, you must create a submenu from which a caller can select additional options.

The MERLIN Messaging System allows up to 99 submenus shared among all Automated Attendants. A submenu:


- Can be assigned to one or more Automated Attendants.
- Can be up to two minutes in length.
- Uses the same Dial 0/Timeout Action defined for the Day or Night Main menu to which it is assigned.



Refer to **MERLIN Messaging System Planning Form 3c - Submenu** for the information you need to create submenus

### NOTE:

### To create a submenu:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Submenus	<b>3</b>
5	Enter submenu number	[1-99] <b>#</b>
6	Choose an option: <ul style="list-style-type: none"> <li>● Create a submenu</li> <li>● Cancel</li> </ul>	<b>9</b>  <b>6</b>

### Procedures

[Programming the Day and Night Main menus](#)





[Creating Announcements](#)

[Programming Schedule Options](#)

[Programming Line Assignments](#)

[Assigning a Fax Extension to an Automated Attendant](#)

## To create a submenu:

Step	Programming Task	Touch-Tone Input
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to submenu</li> <li>● Modify submenu</li> <li>● Delete a submenu, then choose one of the following:<ul style="list-style-type: none"><li>○ Confirm deletion</li> <li>○ Cancel deletion</li></ul></li> <li>● If finished</li></ul>	<p>2 </p> <p>6 </p> <p>* 3</p> <p>9</p> <p>6 </p> <p>* # </p>

## To listen to a submenu:

Step	Programming Task	Touch-Tone Input
8	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● If the system is in Monolingual mode, listen to submenu prompt:</li><li>● If system is in Bilingual mode:<ul style="list-style-type: none"><li>○ Listen to submenu prompt in Primary Language</li><li>○ Listen to submenu prompt in Secondary Language</li></ul></li><li>● Listen to submenu definition</li><li>● If finished</li></ul>	<p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>* #</p>
<a href="#">Back</a>		

## To modify a submenu:

Step	Programming Task	Touch-Tone Input
9	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter Selector Code, then choose one of the following: <ul style="list-style-type: none"> <li>○ Modify Selector Code, then choose one of the following Selector Code Actions: <ul style="list-style-type: none"> <li>■ Selector Code transfer</li> <li>■ Play submenu</li> <li>■ Play announcement</li> <li>■ Direct extension transfer</li> <li>■ Mailbox transfer</li> <li>■ Delete Selector Code</li> </ul> </li> <li>○ To accept current selector code action <ul style="list-style-type: none"> <li>■ If finished modifying this Selector Code</li> </ul> </li> </ul> </li> </ul> <p>If you want to modify another selector Code action, return to the beginning of Step 9</p> <p>If finished modifying submenu definition To save menu changes <a href="#">go to Step 10 (Required)</a></p>	<p>[1-9]</p> <p><b>9</b></p> <p><b>1</b> + ext. number + <b>#</b> or</p> <p><b>2</b> + submenu number + <b>#</b> or</p> <p><b>3</b> + announce number + <b>#</b> or</p> <p><b>5</b> or</p> <p><b>6</b> + mailbox ext. number + <b>#</b> or</p> <p><b>* 3</b></p> <p><b>6</b></p> <p><b>* #</b></p> <p><b>* #</b></p>

## To record a submenu prompt:

Step	Programming Task	Touch-Tone Input
10	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Bilingual mode (<a href="#">go to Step 11</a>)</li> <li>● Monolingual mode, choose one of the following: <ul style="list-style-type: none"> <li>○ Record a new prompt, choose one of the following: <ul style="list-style-type: none"> <li>■ Approve prompt</li> <li>■ Listen to prompt</li> <li>■ Re-record prompt</li> <li>■ Delete recording</li> </ul> </li> <li>○ Use the existing submenu prompt and save any menu definition changes</li> </ul> </li> </ul>	<p>[1] [record prompt] [1]</p> <p>* [#]</p> <p>[2] [3]</p> <p>[2] [1]</p> <p>* [3]</p> <p>#</p>
<p><a href="#">Back</a></p>		

**To record a submenu prompt (Bilingual mode):**

Step	Programming Task	Touch-Tone Input
11	Choose one of the following: <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● Save menu definition and submenu prompt</li> </ul>	[1] [2] [#]
12	Record a submenu prompt: <ul style="list-style-type: none"> <li>● Approve prompt</li> <li>● Listen to prompt</li> <li>● Re-record prompt</li> <li>● Delete recording</li> </ul>	[record prompt] [1] [*] [#] [2] [3] [2] [1] [*] [3]
13	Repeat record process for other language. (Go to Step 11).	

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## Creating Announcements

Announcements are recorded messages that callers hear when they make specific selections from the MERLIN Messaging System menus and/or submenus.

- The MERLIN Messaging System allows up to 99 announcements shared among all Automated Attendants.
- The same announcement can be used for any or all menus or submenus and for all Automated Attendants
- A single announcement can be up to two minutes in length.
- The factory setting is "Announcement [nn] does not exist."

### To create an announcement:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Announcements	<b>4</b>
5	Enter announcement number	[1-99] <b>#</b>
6	Choose an option: <ul style="list-style-type: none"> <li>● Create an announcement</li> <li>● Cancel</li> </ul>	<b>9</b>  <b>6</b>

## Procedures

[Programming the Day and Night Main menus](#)

[Creating Submenus](#)

[Programming Schedule Options](#)

[Programming Line Assignments](#)





[Assigning a Fax Extension to an Automated Attendant](#)



### NOTE:

Refer to **MERLIN Messaging System Planning Form 3d- RecordingScript** for the information you need to create announcements

## To create an announcement:

Step	Programming Task	Touch-Tone Input
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to announcement</li> <li>● Modify announcement</li> <li>● Delete announcement<ul style="list-style-type: none"><li>○ Confirm deletion</li> <li>○ Cancel deletion</li></ul></li> <li>● If finished.</li></ul>	<p><b>2</b>, if Bilingual </p> <p><b>6</b> </p> <p><b>*</b> <b>3</b></p> <p><b>9</b> </p> <p><b>6</b></p> <p><b>*</b> <b>#</b> </p>
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## To listen to an announcement (Bilingual mode):

Step	Programming Task	Touch-Tone Input
8	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● If the system is in Monolingual mode, listen to submenu prompt:</li><li>● If system is in Bilingual mode:<ul style="list-style-type: none"><li>○ Listen to submenu prompt in Primary Language</li><li>○ Listen to submenu prompt in Secondary Language</li></ul></li><li>● Listen to submenu definition</li><li>● If finished</li></ul>	<p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>* #</p>
<a href="#">Back</a>		

## To modify an announcement:

Step	Programming Task	Touch-Tone Input
9	<p>If system is in Bilingual mode, <a href="#">go to Step 10</a>. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"><li>● Record new announcement; then after recording, press <b>1</b> and choose one of the following:<ul style="list-style-type: none"><li>○ Approve</li><li>○ Listen to announcement</li><li>○ Re-record announcement</li><li>○ Delete new recording</li></ul></li><li>● Use existing announcement. For Monolingual mode, procedure is finished.</li></ul>	<p><b>1</b> [record announcement] <b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> <b>3</b></p> <p><b>2</b> <b>1</b></p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
<a href="#">Back</a>		

**To record an announcement (Bilingual mode):**

Step	Programming Task	Touch-Tone Input
10	Choose one of the following: <ul style="list-style-type: none"> <li>● Record Primary Language</li> <li>● Record Secondary Language</li> <li>● Use existing announcement recording</li> </ul>	1 2 #
11	Record the announcement then choose one of the following: <ul style="list-style-type: none"> <li>● Approve announcement</li> <li>● Listen to announcement</li> <li>● Re-record announcement</li> <li>● Delete new recording</li> </ul>	[record announcement ] 1 * # 2 3 2 1 * 3
12	Repeat announcement recording process for other language	
<a href="#">Back</a>		

## Programming the Schedule Options

The Schedule Options define the Day and Night Service operation of the Automated Attendant(s). When you program the Schedule Options, you can:


- [Administer the Schedule Controller](#).
- [Administer the Weekly Business Schedule](#).



Note:

Programming the Schedule Options also allows you to administer the Temporary Schedule. This procedure is covered in **Path 3: Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

### To program the Schedule Controller:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	[3]
3	Select a specific Automated Attendant	[1-4]
4	Select Schedule Options	[5]
5	Choose one of the following: <ul style="list-style-type: none"> <li>● Listen to Schedule Controller and schedule settings</li> <li>● Administer the Schedule Controller then choose an option.               <ul style="list-style-type: none"> <li>○ Follow Switch Mode</li> <li>○ Follow Weekly Business Schedule</li> <li>○ Follow both the Switch Mode and the Weekly Business Schedule</li> </ul> </li> <li>● Administer Weekly Business Schedule</li> <li>● If finished programming Schedule Controller</li> </ul>	[1] [2] [1] [2] [3] [3]  * #

### Procedures

[Programming the Day and Night Main menus](#)

[Creating Submenus](#)

[Creating Announcements](#)







[Programming Line Assignments](#)

[Assigning a Fax Extension to an Automated Attendant](#)

## To Administer a Weekly Business Schedule:

Step	Programming Task	Touch-Tone Input
6	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter day to be administered as follows:               <ul style="list-style-type: none"> <li>○ Sunday</li> <li>○ Monday</li> <li>○ Tuesday</li> <li>○ Wednesday</li> <li>○ Thursday</li> <li>○ Friday</li> <li>○ Saturday</li> <li>○ All days</li> </ul> </li> <li>● If finished.</li> </ul>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>9</p> <p>* # ▶</p>
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Open</a></li> <li>● <a href="#">Closed</a></li> </ul> <p>Return to Step 6 to administer by day</p>	<p>1 ▶</p> <p>2</p> <p>* #</p>
<p><a href="#">Back</a></p>		

## Administering Weekly Business Schedule:

Step	Programming Task	Touch-Tone Input
8	Enter <a href="#">opening time</a> where: hh = hour [00–23] mm = minute [00–59]	[hhmm] 
9	Enter closing time where: hh = hour [00–23] mm = minute [00–59]	[hhmm] 
10	Choose one of the following: <ul style="list-style-type: none"><li>● Approve and save. Return to Step 6 to administer another day.</li><li>● Re-enter. Return to Step 8.</li></ul>	   
<a href="#">Back</a>		



# Programming Line Assignments

**This procedure only applies to systems that use more than one Automated Attendant. Skip this procedure if your system uses a single Automated Attendant.**



**Note:**

- Refer to **MERLIN Messaging System Planning Form 4 – Line Assignments** for the site-specific information you need to complete the following programming task.
- If you want a line to be answered by Automated Attendant 1, no programming is needed.
- If you want a line to be answered by Automated Attendant 2, 3 or 4, you must enter the line number and identify which Automated Attendant should answer it.
- MERLIN Messaging System allows a maximum of 80 line assignments among all Automated Attendants.
- The procedure for deleting lines is covered in **Path 3: Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

## To program Line Assignments:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Line Assignments	<b>6</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Review Line assignment</li><li>● Add a line to Automated Attendant</li><li>● Re-enter line number</li></ul>	<b>1</b> <b>2</b> [nnn] <b>#</b>
6	Repeat Step 5 for each line you want to add to this Automated Attendant	
7	If finished with Line Assignment programming	<b>*</b> <b>#</b>

## Procedures

[Programming the Day and Night Main menus](#)

[Creating Submenus Creating Announcements](#)

[Programming Schedule Options](#)

[Assigning a Fax Extension to an Automated Attendant](#)

## Assigning a Fax Extension to an Automated Attendant

When an Automated Attendant detects a fax call, it transfers the call to a specific Fax or Fax Calling Group Extension. In order for this to occur, you must assign a [Fax Machine Extension](#). Next you must use this procedure to assign a Fax extension to one or more Automated Attendants.



### Note:

- Refer to **MERLIN Messaging System Planning Form 3a – Automated Attendant Schedule and Fax Assignment** for the site-specific information you need to complete the following programming task.
- The MERLIN Messaging System allows a maximum of one fax extension per Automated Attendant.
- Multiple Automated Attendants can share the same fax extension.
- The procedure for removing a fax extension is covered in **Path 3: Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

### To program a Fax Extension:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select a Fax Extension	<b>7</b>
5	Enter an extension number	[nnnn] <b>#</b>
6	Repeat Steps 3 – 5 for all fax extensions to be identified	
7	If finished with fax identification programming	<b>*</b> <b>#</b>

### Procedures

[Programming the Day and Night Main menus](#)

[Creating Submenus Creating Announcements](#)

[Programming Schedule Options](#)

[Programming Line Assignments](#)

# Setting System Security Parameters

The MERLIN Messaging System provides the following features to help protect your system against toll fraud:

- **Transfer Restrictions** – When this feature is activated, \*8 transfers, Automated Attendant direct extension transfers are restricted to extensions that are included in the MERLIN Messaging System extension list. The extension list includes extensions assigned as Automated Attendant extensions, Mailbox extensions, Transfer– Only extensions and Fax extensions. The Transfer Restriction setting does not apply to Call Answer Service Operator extensions, Selector Code Transfer extensions and Dial 0/Timeout extensions. Make sure the extensions for these items are valid before you begin the system administration procedures.
- **Security Alert** – Setting a minimum password length of six digits or greater is highly recommended to help discourage hackers. If you choose a setting of less than six digits, the system reminds you that a setting of six or more digits makes your system less vulnerable to toll fraud.
- **Minimum Password Length** – is the minimum number of digits users must enter when setting a new password for their mailbox. The factory setting is six digits; this setting can be changed to 0 – 15 digits.



Refer to **MERLIN Messaging System Planning Form 5 – Security Settings** for the site-specific information you need to complete the following programming tasks.

## Procedures

[Setting Transfer Restrictions](#)

[Setting Minimum Password Length](#)

[Setting System Security Parameters](#)

## Setting Transfer Restrictions

The factory setting for Transfer Restrictions is On. When Transfer Restrictions are set to On, transfers (**\*** **8** transfers, Automated Attendant Direct extension transfers and Personal Operator transfers) are restricted to extensions that are contained in the extension list (Automated Attendant extensions, Mailbox extensions, Transfer-Only extensions and Fax extensions) and to the Call Answer Service Operator extension. This helps to prevent users and callers from committing toll fraud by transferring to an outside operator who could place a call for them. Transfer Restrictions can be set to Off; however, changing the factory setting to this option is strongly discouraged, as it leaves your system vulnerable to toll fraud.



**Setting the Transfer Restrictions to Off leaves your system vulnerable to toll fraud. Lucent Technologies strongly recommends that you keep the Transfer Restrictions set to On.**

To set Transfer Restrictions:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Security Parameters	<b>5</b>
3	Select Transfer Restrictions	<b>1</b>
4	Choose one of the following: <ul style="list-style-type: none"><li>● On</li><li>● Off</li><li>● If finished</li></ul>	<b>1</b> or <b>2</b> <b>*</b> <b>#</b>

### Procedure

[Setting Minimum Password Length](#)

## Setting Minimum Password Length

The Minimum Password Length is the minimum number of digits that a user can specify when setting a password for his/her mailbox. The Minimum Password Length also applies to the System Administration password. The range is 0 – 15 digits.



**The shorter the Minimum Password Length, the more vulnerable the system is to abuse by unauthorized persons. Choosing the longest acceptable minimum password length maximizes the security of the system. The factory-set Minimum Password Length is 6 digits.**



If you attempt to set a minimum length of less than 6 digits, the system will:

**Note:**

- Remind you that at least 6 digits is recommended.
- Advise you about system vulnerability.

### To set Minimum Password Length:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Security Parameters	5
3	Select Minimum Password Length	2
4	Choose one of the following: <ul style="list-style-type: none"><li>● Enter Minimum Password Length</li><li>● If finished</li></ul>	[0-15] # * #

## Programming System Group Lists (Release 2 or later)

You can program up to ten System Group Lists that allow users to address a message to a group of mailboxes. Up to 50 Mailbox Extensions can be included in each System Group List. A Mailbox Extension can be in more than one System Group List.

### To Program System Group Lists:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a>	
2	Select System Group Lists.	<b>7</b>
3	Create a System Group List.	<b>1</b>
4	Enter System Group List Number.	[50-59] <b>#</b>
5	Choose one of the following: <ul style="list-style-type: none"> <li>● Enter mailbox extension number.               <ul style="list-style-type: none"> <li>○ Delete last extension entered for this list.</li> </ul> </li> <li>● Add an extension using the directory.               <ul style="list-style-type: none"> <li>○ Enter up to first ten letters of name.</li> <li>○ If there's more than one match for the name you entered, press the number corresponding to the correct name, as prompted.</li> <li>○ Delete last extension entered for this list.</li> </ul> </li> </ul>	[nnn] <b>#</b> <b>*</b> <b>3</b>  [nnnnnnnnnnnn] <b>#</b> <b>1</b> or <b>2</b> or <b>3</b> or <b>4</b> or <b>5</b>  <b>*</b> <b>3</b>
6	Repeat Step 5 for each mailbox you want to add to this System Group List.	
7	End programming for this System Group List.	<b>*</b> <b>#</b>
8	Return to Step 3 to create another System Group List.	

# Acceptance Tests

## Performing Acceptance Testing

After you finish programming the MERLIN Messaging System, perform the following acceptance tests to verify proper operation of each service as applicable. If you have any difficulty with any of the acceptance tests, contact your Lucent Technologies representative or authorized dealer.

### Procedures

#### [Remote Maintenance Device \(RMD\)](#)

#### [Voice Mail Service](#)

#### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

#### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

## Verifying the Remote Maintenance Device (RMD)

This procedure should be performed only by qualified technicians.

### To verify the RMD:

Step	Procedure
1	Dial extension of RMD (The 12th extension on the MERLIN Messaging System module)
2	Verify that RMD answers call and provides a high-pitch tone
3	If the RMD does not answer, verify whether the RMD is working properly: <ul style="list-style-type: none"><li>● Make sure the 2-Port, 4-Port, 6-Port, 8-Port, or 10-Port PC Card containing the RMD is properly installed in the left-most PCMCIA slot on the MERLIN Messaging System module</li><li>● Make sure no terminal is connected to the serial port on the MERLIN Messaging System module</li><li>● Make sure you are dialing the correct RMD extension. The RMD is the twelfth extension on the MERLIN Messaging System module</li></ul>

## Procedures

### [Voice Mail Service](#)

### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)



## Voice Mail Service

The following tests should be performed if the system provides Voice Mail Service.



If the MERLIN Messaging System has been set up for Bilingual operation, test the Voice Mail Greeting in the primary and the secondary system languages when you verify

**Note:** operation in the procedures below.

### Verifying MERLIN Messaging System Ports

To verify that the system ports are functioning correctly:

Step	Procedure
1	Place a call to first MERLIN Messaging System port
2	Verify that MERLIN Messaging System answers and plays Voice Mail Greeting
3	Repeat this test for the remaining ports

### Verify Transfer to Outside Dial Tone Restricted

Verify that outside callers cannot transfer to 9 and obtain dial tone or an outside operator.

#### Procedures

##### [Remote Maintenance Device \(RMD\)](#)

##### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

##### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

# Automated Attendant Service

If the Automated Attendant Service is used, perform the following applicable tests.

## Procedures

### [Remote Maintenance Device \(RMD\)](#)

### [Voice Mail Service](#)

#### Automated Attendant Service:

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

# Verifying Immediate Call Handling

## If your system is set up for Immediate Call Handling:

Step	Procedure
1	Call in on a line answered by Automated Attendant Service. Automated Attendant Service should answer after approximately one ring
2	If Multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers
3	Verify that the correct prompt programmed for Automated Attendant Day or Night Main menu (depending on time of day you run the test) plays
4	Repeat this test for each line answered by Automated Attendant Service

## Procedures

### [Remote Maintenance Device \(RMD\)](#)

### [Voice Mail Service](#)

### [Automated Attendant Service](#)

- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

# Verifying Delayed Call Handling

## If your system is set up for Delayed Call Handling:

Step	Procedure
1	Call in on a line assigned to Automated Attendant Service. (Ask the primary call handler not to answer the call)
2	If Multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers
3	Verify that the correct prompt for Automated Attendant Day or Night Main menu (depending on time of day you run the test) plays
4	Repeat this test for each line assigned to Automated Attendant Service

## Procedures

### [Remote Maintenance Device \(RMD\)](#)

### [Voice Mail Service](#)

### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

## Verifying Day Main menu

To verify correct functioning of each Day Main menu:

Step	Procedure
1	Ensure that Day Service is active for the Automated Attendant
2	Call in on a line programmed for Automated Attendant Service
3	Choose a Selector Code offered on the Main menu
4	Verify that correct action (transfer to appropriate extension, transfer to a mailbox, playing of a Submenu or playing of an announcement) will be performed
5	Repeat this test for each Selector Code offered on Day Main menu
6	Enter <b>0</b> at the Main menu and verify that the correct Dial 0 / Timeout action is performed
7	Repeat from Step 1 for each Automated Attendant

### Procedures

#### [Remote Maintenance Device \(RMD\)](#)

#### [Voice Mail Service](#)

#### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

#### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

## Verifying Night Main menu

If the Schedule Controller is programmed to follow only the Weekly Business Schedule:

Step	Procedure
1	Ensure that Night Service is active for the Automated Attendant
2	Call in on a line programmed for Automated Attendant Service
3	Choose a Selector Code offered on the Main menu
4	Verify that the correct action (transfer to appropriate extension, transfer to mailbox, playing of a Submenu or playing of an announcement) is performed
5	Repeat this test for each Selector Code offered on the Night Main menu
6	Enter <b>0</b> at the Main menu and verify that the correct Dial 0 / Timeout action is performed
7	Repeat for each Automated Attendant

If the Schedule Controller is not programmed to follow only the Weekly Business Schedule, see [Night Service Programming](#).

### Procedures

[Remote Maintenance Device \(RMD\)](#)

[Voice Mail Service](#)

[Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

[Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

## Verifying Night Service Programming

Use this procedure if the Schedule Controller is set to follow the Switch mode or to follow both the Switch mode and the Weekly Business Schedule mode.

(If the Schedule Controller is set to follow the Weekly Business Schedule mode, skip this procedure.)

### To verify the Night Main menu:

Step	Procedure
1	Perform the appropriate step for the Night Service option programmed on MERLIN MAGIX: <ul style="list-style-type: none"><li>● Night Service with Time Set: Program current time on communications system to two minutes before time set for night mode to go into effect, then wait three minutes for system to go into Night Service mode</li><li>● Night Service button: Press button on attendant's console.</li><li>● Night Service button on more than one attendant: Press Night Service button at each console</li><li>● Night Service button password: Press Night Service button on one console and enter the password</li></ul>
2	Place a call on an incoming line answered by an Automated Attendant
3	Choose a Selector Code from the Night Main menu
4	Verify that the correct action (transfer to the appropriate extension, transfer to mailbox, playing of a submenu or playing of an announcement) will be performed
5	Repeat this test for each Selector Code on the Night Main menu
6	Enter <b>0</b> at the Main menu and verify that the correct Dial 0 / Timeout action is performed
7	Repeat for each Automated Attendant
8	Reset system time to current time, if necessary

## Procedures

### [Remote Maintenance Device \(RMD\)](#)

### [Voice Mail Service](#)

### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Night Main menu](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

## Verifying Fax Machines

**If a MERLIN Messaging System Automated Attendant has a Fax extension programmed to receive faxes:**

Step	Procedure
1	Send a fax to one of the incoming lines assigned to Automated Attendant Service
2	Verify that the fax is received by the proper fax machine
3	If a fax Message-Waiting indicator has been programmed for that fax machine, check that it is lit
4	If Multiple Automated Attendant operation is programmed, repeat this test for each Automated Attendant that has a Fax extension

### Procedures

[Remote Maintenance Device \(RMD\)](#)

[Voice Mail Service](#)

[Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)

[Call Answer Service](#)

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)



# Call Answer Service

If the Call Answer Service is used, perform the following applicable tests.

## Procedures

[Remote Maintenance Device \(RMD\)](#)

[Voice Mail Service](#)

[Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

## Call Answer Service:

- [Verifying Extension Coverage](#)
- [Verifying Line Coverage](#)

# Verifying Extension Coverage

To verify that coverage for each extension works correctly:

Step	Procedure
1	Call an extension that is a sender in a Coverage Group covered by a MERLIN Messaging System Calling Group
2	Do not answer the call
3	Verify that the MERLIN Messaging System answers and plays the mailbox's greeting
5	Bilingual operation only: <ul style="list-style-type: none"><li>● Verify that the greeting is played in the Primary Language</li><li>● Press *1 and verify that you hear the system prompts in the secondary language</li></ul>
6	Repeat this test for all extensions that have Group Coverage provided by the MERLIN Messaging System

## Procedures

### [Remote Maintenance Device \(RMD\)](#)

### [Voice Mail Service](#)

### [Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

### [Call Answer Service](#)

- [Verifying Line Coverage](#)

# Verifying Line Coverage

To verify that coverage for external calls works correctly:

Step	Procedure
1	Place an outside call to a line that should receive MERLIN Messaging System Call Answer Service
2	Do not answer the call
3	For lines without a principal user, the call should receive the coverage of extension with lowest logical ID in Coverage Group
4	For lines with a principal user, the call should receive coverage of principal user
5	Bilingual operation only: <ul style="list-style-type: none"><li>● Verify that system prompts are played in the Primary Language</li><li>● Press *1 and verify that you hear system prompts in the Secondary Language</li></ul>
6	Repeat this test for all lines that should receive MERLIN Messaging System Call Answer Service

## Procedures

[Remote Maintenance Device \(RMD\)](#)

[Voice Mail Service](#)

[Automated Attendant Service](#)

- [Verifying Immediate Call Handling](#)
- [Verifying Delayed Call Handling](#)
- [Verifying Day Main menu](#)
- [Verifying Night Main menu](#)
- [Verifying Night Service Programming](#)
- [Verifying Fax Machines](#)

[Call Answer Service](#)

- [Verifying Extension Coverage](#)

# Troubleshooting Overview

This section provides procedures for solving the most common problems that you may encounter with the system. You may be able to resolve a problem quickly and easily by following the appropriate steps. If you are unable to resolve a problem, call the Lucent Technologies Technical Support Organization (TSO) Helpline at 1 800 628-2888 or your authorized dealer.

## [Problems and Corrective Actions](#)

## Problems and Corrective Actions

Problems
<a href="#">Touch Tones were entered but not detected by the MERLIN Messaging System.</a>
<a href="#">A call transferred by the system appears on both the ICOM button (Key mode) or SA button (Hybrid/PBX mode) and a telephone's line button.</a>
<a href="#">System terminates recording of name, greeting or message before user finishes.</a>
<a href="#">Caller hears ringing, but the system does not answer.</a>
<a href="#">Caller hears elongated ringing but the system does not answer.</a>
<a href="#">The system does not answer immediately.</a>
<a href="#">A busy signal is received when calling into voice mail.</a>
<a href="#">Messages cannot be left in a user's voice mailbox.</a>
<a href="#">The first part of the greeting gets cut off.</a>
<a href="#">Calls are not being transferred.</a>
<a href="#">Calls are not being transferred properly.</a>
<a href="#">Message-Waiting lights are not turning on and off.</a>
<a href="#">A user is unable to log in to Voice Mail.</a>
<a href="#">Message-Waiting lights are not being turned on/off in a timely manner.</a>
<a href="#">Calls are not being answered by the correct Automated Attendant.</a>
<a href="#">Outcalling is delayed.</a>
<a href="#">Outcalling to a pager is not working.</a>

Touch Tones were entered but not detected by the MERLIN Messaging System.

<b>Possible Cause</b>	<b>Corrective Action</b>
<p>The line is too noisy. The system may not be able to interpret Touch Tones while a prompt plays because of the noise.</p>	<ul style="list-style-type: none"><li>● Wait until the prompt finishes before entering the Touch Tones.</li><li>● If you are using a speakerphone, turn off the microphone.</li><li>● Correct the noisy lines.</li></ul>

A call transferred by the system appears on both the ICOM button (Key mode) or SA button (Hybrid/PBX mode) and a telephone's line button.

<b>Possible Cause</b>	<b>Corrective Action</b>
When the system transfers a call to a telephone that has a line appearance for the line the call is on, the call will ring at the ICOM button but will also flash on the line button. This is normal operation.	Use the ICOM or SA button to answer the call.

System terminates recording of name, greeting or message before user finishes.

<b>Possible Cause</b>	<b>Corrective Action</b>
Recording may have reached the time limit set for it. Speaker's voice sounded like a Touch-Tone digit.	Be sure the recording does not exceed the time limit, then re-record it. Re-record the message.



Caller hears ringing, but the system does not answer.

Possible Cause	Corrective Action
This is normal when all the system ports are busy.	None. Add ports if this happens frequently.
One or more MERLIN Messaging System ports may be locked or defective.	<p>To verify whether the voice ports on the MERLIN Messaging System module are operating properly:</p> <p>Look at the voice-port LEDs on the MERLIN Messaging System module.</p> <ul style="list-style-type: none"><li>● If any voice-port LEDs are Off, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.</li><li>● If any voice-port LEDs are green, call the extension number associated with the voice port. If you get no answer, call the Lucent Technologies TSO or your authorized dealer.</li><li>● If any voice-port LEDs are green blinking, a call is being handled at the voice port. If the call does not drop, call the Lucent Technologies TSO or your authorized dealer.</li></ul>
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) associated with the MERLIN Messaging System ports (extensions) connected to the MERLIN MAGIX Integrated System may have been set to No Ring.	Check the settings through MERLIN MAGIX Integrated System programming. The SA or ICOM buttons should be set to Immediate Ring.

Caller hears elongated ringing and the system does not answer.

<b>Possible Cause</b>	<b>Corrective Action</b>
MERLIN Messaging System ports have been busied out by the communications system.	Restore the slot containing the MERLIN Messaging System via SPM or the communications system administration terminal set. If this has no effect, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.

The system does not answer immediately.

<b>Possible Cause</b>	<b>Corrective Action</b>
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) on the MERLIN ports (extensions) connected to the MERLIN MAGIX Integrated System may have been set to No Ring or Delayed Ring.	Use MERLIN MAGIX Integrated System programming to check the settings. They should be programmed for Immediate Ring.

A busy signal is received when calling into voice mail.

<b>Possible Cause</b>	<b>Corrective Action</b>
All ports are in use or maintenance is being performed on the MERLIN Messaging System module.	Try again later. If the condition persists, call the Lucent Technologies Technical Service Organization (TSO) or authorized dealer.

Messages cannot be left in a user's voice mailbox.

Possible Cause	Corrective Action
Voice mailbox is full or system is full.	Delete unneeded messages from the mailbox.



Mailbox sizes range from 5 to 180 minutes or 120 messages. The system capacity is 100 hours of storage. If users frequently hear the "Mailbox 80% Full" or "Mailbox Full" message, the System Manager may want to increase the storage size of the users' voice mailboxes.

The first part of the greeting gets cut off.

<b>Possible Cause</b>	<b>Corrective Action</b>
You may have begun recording the greeting too early.	Re-record the greeting, speaking after the beep ends.

Calls are not being transferred.

<b>Possible Cause</b>	<b>Corrective Action</b>
Rotary Enable has not been administered for the MERLIN Messaging System extensions.	Make sure all MERLIN Messaging System extensions have been programmed as Rotary Enabled. See "Enabling Rotary Signaling" in Path 2.

Calls are not being transferred properly.

<b>Possible Cause</b>	<b>Corrective Action</b>
Automated Attendant Service may not be administered properly.	<ul style="list-style-type: none"><li>● Make sure the menu prompt matches the programmed Selector Codes.</li><li>● If the problem involves the Call Answer Service Operator, be sure the proper extension has been designated as the Call Answer Service Operator. On the MERLIN Messaging System, check the setting for the Call Answer Service Operator's Extension. On the MERLIN MAGIX Integrated System, check the setting for Unassigned under the Options menu.</li></ul>



Message-Waiting lights are not turning on and off.

<b>Possible Cause</b>	<b>Corrective Action</b>
The MERLIN Messaging port that lights the Message-Waiting light has not been administered as Rotary Enabled.	For Release 2 or later, check the communications system programming for Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system, Ports 7 and 8 on an 8-port system system, Ports 9 and 10 on a 10-port system, or Ports 11 and 12 on a 12-port system to ensure the port is set to Rotary Enable.  For Release 1 or 1.1, check Port 2 on a 2-port system, Port 4 on a 4-port system, or port 6 on a 6-port system.

A user is unable to log in to Voice Mail.

<b>Possible Cause</b>	<b>Corrective Action</b>
Password may be incorrect.	Check to see that the password is correct. If the user has forgotten the password, log in to the MERLIN Messaging System as the System Administrator and reinitialize the mailbox password.
Someone else is already logged in to that mailbox.	Only one person can log in to a mailbox at a time. Change the mailbox password to prevent unauthorized use.

Message-Waiting lights are not being turned On/Off in a timely manner.

Possible Cause	Corrective Action
<p>If the problem occurs during times of heavy telephone traffic, there may be an insufficient number of Touch-Tone Receivers (TTRs).</p>	<p>Have the Lucent Technologies TSO or your authorized dealer test TTRs and review your system configuration to make sure you have sufficient TTRs.</p>
<p>MERLIN Messaging System port that turns the Message-Waiting light On and Off is defective.</p>	<p>To test if the MERLIN Messaging port is faulty, dial the extension of the MERLIN Messaging port that lights the Message- Waiting light. For release 2 or later, on a 2-port system, dial extension for Port 2; on a 4-port system, dial extension for Port 4; on a 6-port system, dial extension for Port 6; on an 8-port system, dial extension for ports 7 and 8; on a 10-port system, dial the extension for Ports 9 and 10; on a 12-port system, dial extension for Ports 11 and 12. For Release 1 and 1.1, on a 2-port system, dial extension for Port 2; on a 4-port system, dial extension for Port 4; on a 6-port, dial extension for Port 6.</p> <p>The MERLIN Messaging port LED should be green. If it is not and if the port does not answer and play the voice mail greeting, the base module needs to be replaced. This can only be done by a trained technician. Call your Lucent Technologies TSO or authorized dealer.</p>
<p>If only one Message-Waiting light is affected, the LED on the telephone set may be defective.</p>	<p>From an Operator Console, check the Message-Waiting light:</p> <p>Go off-hook on the extension.</p> <ol style="list-style-type: none"> <li>1. Enter # 53 followed by the extension number to turn the light On.</li> <li>2. Enter # * 53 followed by the extension number to turn the light Off.</li> </ol> <p>If the light is defective, replace the telephone.</p>
<p>There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for Message-Waiting light activation/deactivation performs Outcalling. This port is also used in Call Handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for Message-Waiting light activation/deactivation.</p>	<p>You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the ports that perform Message-Waiting light activation/ deactivation are the last port(s) in the MERLIN Messaging System Calling Group.</p> <p>For Release 2 or later, the ports that perform Message-Waiting Light activation/deactivation are Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system, Ports 7 and 8 on an 8-port system, Ports 9 and 10 on a 10-port system, and Ports 11 and 12 on a 12-port system.</p>

	For Release 1 or 1.1, the port that performs Message-Waiting Light activation/deactivation is Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system
Message-Waiting light remains lit if there are any new messages in the mailbox.	Once you listen to all new messages, the Message-Waiting light goes off.
Message-Waiting light may be indicating that there is a message in the General Mailbox or that an operator message or a fax has arrived.	If you are the General Mailbox Owner, check the General Mailbox and delete all messages. If you are the Fax Message Receiver, check to see whether a fax has arrived and, if so, turn off your Message-Waiting light. Also, check with the operator to see whether you have a message.

Calls are not being answered by the correct Automated Attendant.

<b>Possible Cause</b>	<b>Corrective Action</b>
Line may be assigned to the wrong Automated Attendant.	Check MERLIN Messaging System line assignments. Make necessary corrections.
If configured with a "phantom" station, the phantom station used for Delayed Call Handling may not be the principal owner of the line. See your communications system Feature Reference for more information regarding phantom stations.	Make sure that the correct phantom station is the principal owner of the line. Correct programming, if necessary.
Automated Attendant Mailbox has not been set up for the Delayed Call Handling Calling Group.	Make sure that the Automated Attendant Mailbox number corresponds to the Delayed Call Handling Calling Group extension number.
Lines may not be assigned to the Calling Group used for Delayed Call Handling.	Check communications system programming to be sure lines are assigned to the correct Calling Group and correct, if necessary.

Outcalling is delayed.

<b>Possible Cause</b>	<b>Corrective Action</b>
<p>There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for Message-Waiting light activation/deactivation performs Outcalling. This port is also used in Call Handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for Outcalling.</p>	<p>You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the port(s) that do Outcalling are the last port(s) in the calling group.</p> <p>For Release 2 or later, the port(s) that do Outcalling are Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system, Ports 7 and 8 on an 8-port system, Ports 9 and 10 on a 10-port system, or Ports 11 and 12 on a 12-port system.</p> <p>For Release 1 or 1.1, the port that does the Outcalling is Port 2 on a 2-port system, Port 4 on a 4-port system, or Port 6 on a 6-port system.</p>
<p>If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).</p>	<p>Have Lucent Technologies TSO or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.</p>

Outcalling to a pager is not working.

Possible Cause	Corrective Action
Outcalling number is not properly programmed.	Check that the Outcalling number is correct. If not, reprogram the number.
Restriction is still assigned to the last port.	Check the communications system programming to ensure the last port is Unrestricted. Also check the Facility Restriction Level (FRL).
Insufficient number of pauses in Outcalling number.	It is a good idea to include a pause between the pool access number and the telephone number. It is also important to include a sufficient number of pauses between the pager number and the Personal Identification Number (PIN) or between the pager number and the call back number. Leave at least seven pauses after the pager number. You must allow enough time for the paging service to answer before the PIN and/or callback number is dialed.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).	Have Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.
There may not be a line available to place a call.	If all lines are in use when the system attempts to Outcall, the Outcall does not go through. The MERLIN Messaging System waits the amount of time programmed as the Outcalling Delay before trying to call again. You may need to increase the number of Outcalling Cycles, increase the minutes between outcalls and/or obtain more lines.
Message was received outside the hours programmed in the user's Outcalling Schedule or the Outcalling period is over.	This is normal operation. Outcalling is performed only during the hours specified by the user's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.
Outcalling may not be turned On.	Have the mailbox owner check to see that Outcalling is turned On.

# Backing Up the System to the PC Card

Following MERLIN Messaging System programming, you can back up programmed configuration data and a subset of the Automated Attendant menu, submenu and announcement prompts onto the PC Card. The backed up information may be used to perform a [system restore](#) if the system fails or if data becomes corrupted.

If you need your entire system backed up and restored, use the PC-based system administration software. See the MERLIN Messaging Release 2 System Administration Guide for more information.



**Note:**

- The MERLIN Messaging System must be in an idle state in order for the backup to begin.
- Prior to starting the backup process, the system will busy-out the messaging ports.
- During the backup process, the system does not answer calls.
- Backing up the PC Card can take up to 20 minutes.

## To back up the system:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Backup	<b>8</b>
3	Select Backup, then choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>8</b> <b>9</b> or <b>6</b>
4	If finished	<b>*</b> <b>#</b>



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#### **Programming Touch-Tone Settings**

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#### **Programming Labels**

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# Introduction

This section of the Online Guide describes the communications system programming tasks that must be performed **after** the MERLIN Messaging System module has been installed and programmed. Before you begin the tasks described in this section, be sure you have completed the tasks described in [Preparing the Communications System](#) and [Programming the MERLIN Messaging System](#).

You can program the communications system settings from a communications system programming console or you can use System Programming Maintenance (SPM) software on a personal computer.

## Procedures

[Programming Group-Assigned Features](#)

[Programming Call Answer Service](#)

[Programming Call Handling Methods](#)

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# Programming Group-Assigned Features

You must program the following Group-Assigned features:

- Transfer Return Time
- VMS Transfer Return Interval


## Procedures

[Setting the Transfer Return Time](#)

[Setting the VMS Transfer Return Interval](#)

## Setting the Transfer Return Time

The Transfer Return Time is the number of times a transferred call will ring at the transfer destination before it returns to the extension from which it was transferred.

If	Then
All extensions are covered by the MERLIN Messaging System <b>only</b>	You must set the Transfer Return Time to a value > the Coverage Delay Interval
Any extension has both Personal Coverage and Group Coverage by the MERLIN Messaging System	You must set the Transfer Return Time to a value > the sum of the Coverage Delay and Delay Ring Intervals
 <b>Note:</b> <ul style="list-style-type: none"><li>● The factory setting is four rings.</li><li>● Refer to your communications System Planning Form containing System Features information to locate the Transfer Return Time identified for your site</li></ul>	

### [Procedure](#)

## To set the Transfer Return Time:


Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Options	<input type="text"/> Options	<input type="button" value="F7"/>
3	Select Transfer	<input type="text"/> Transfer	<input type="button" value="F1"/>
4	Select Transfer Return Time	<input type="text"/> Return Time	<input type="button" value="F1"/>
5	Erase current number of rings	<b>Drop</b> or <input type="text"/> Backspace	<input type="button" value="Alt"/> + <input type="button" value="P"/> or <input type="button" value="F4"/>
6	Enter number of rings before calls are transferred back the originator	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
7	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

## Procedures

### [Setting the VMS Transfer Return Interval](#)

## Setting the VMS Transfer Return Interval

The VMS Transfer Return Interval is the number of times a call transferred by the MERLIN Messaging System to extensions (without coverage) will ring before the call is redirected to the [Transfer Redirect Extension](#).

If	Then
All stations are covered by the MERLIN Messaging System	You must set the VMS Transfer Return Interval to a value > the Group Coverage Ring Delay
Any station has both Personal Coverage (Primary only or Primary and Secondary) and group coverage by the MERLIN Messaging System	You must set the VMS Transfer Return Interval to a value > the sum of the Group Coverage Ring Delay and Primary Cover Ring Delay
 <b>Note:</b>	<ul style="list-style-type: none"><li>● The factory setting is four rings.</li><li>● The VMS Transfer Return Interval is not indicated on any communications System Planning Form.</li><li>● Recommendation: Make the VMS Transfer Return Interval = the Transfer Return Time</li></ul>

### [Procedure](#)

## To set the VMS Transfer Return Interval:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="button"/> Sys Program <input type="button"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Auxiliary Equipment	<input type="button"/> AuxEquip	<input type="button" value="F9"/>
3	Select Voice Messaging System/Automated Attendant	<input type="button"/> VMS/AA	<input type="button" value="F6"/>
4	Select Transfer Return	<input type="button"/> TransferRtn	<input type="button" value="F1"/>
5	Erase current number of rings	<b>Drop or</b> <input type="button"/> Backspace	<input type="button" value="Alt"/> <input type="button" value="P"/> <input type="button" value="F4"/>
6	Enter number of rings before calls are returned from transfer	[n] <input type="button"/> Enter	[n] <input type="button" value="F10"/>
7	Return to System Programming menu	<input type="button"/> Exit/Back <input type="button"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Procedure

#### [Redirecting Calls Sent to Unassigned Extensions](#)

## Redirecting Calls Sent to Unassigned Extensions

You must designate a [Transfer Redirect extension](#) to which the following calls can be transferred:

- Calls transferred by the MERLIN Messaging System to extensions where there is no answer and no coverage.
- Calls coming in from outside the system to unassigned numbers.
- Refer to the communications System Planning Form containing System Features information to locate site-specific settings.

The factory setting is the first system operator position assigned in the communications system.

### [Procedure](#)



## To Redirect Calls to Unassigned Extensions:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Options	<input type="text"/> Options	<input type="button" value="F7"/>
3	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Unassigned Extension	<input type="text"/> Unassigned	<input type="button" value="F1"/>
5	Select 1 Transfer Extension type	<input type="text"/> QCC Queue <input type="text"/> Extension <input type="text"/> Grp Calling  then <input type="text"/> Enter	<input type="button" value="F1"/> <input type="button" value="F2"/> <input type="button" value="F3"/>  then <input type="button" value="F10"/>
6	If Extension or Group Calling was selected, erase current setting if needed	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> + <input type="button" value="P"/>
7	Enter telephone extension or Calling Group to which calls should be redirected	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
8	Return to System Programming menu	<input type="text"/> Exit/Back	<input type="button" value="F5"/>

# Programming Call Answer Service

Programming the Call Answer Service features enables your communications system to transfer unanswered calls to the MERLIN Messaging System. To do this, you must:

- Assign Group Coverage to specific extensions.
- Select the MERLIN Messaging System Calling Group as the Group Coverage receiver.

Any number of extensions can be assigned to a Coverage Group. Unanswered calls to extensions in the Coverage Group are redirected to MERLIN Messaging System ports in the MERLIN Messaging System Calling Group.

## **Procedures**

[Programming Group Coverage](#)

[Creating the Group Coverage Ring Delay](#)

[Redirecting Calls Sent to Unassigned Extensions](#)

## Programming Group Coverage

Use the following procedure to:

- Identify the specific extensions designated to receive coverage by the MERLIN Messaging System Call Answer Service.
- Identify the extension of the MERLIN Messaging System Calling Group.



The above extensions were identified during system planning. To locate the actual extension data that you must enter, refer to the communications System Planning Form **Note:** that contains "Group Coverage" information.

### [Procedure](#)

## To program Group Coverage:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="text" value="Menu"/>	<input type="text" value="S P M"/> <input type="text" value="Enter"/> [any key]
		<input type="text"/> Sys Program	<input type="text" value="F1"/>
		<input type="text"/> Exit/Start	<input type="text" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="text" value="F6"/>
3	Display next page of menu	<input type="text" value="More"/> / <input type="text" value="▶"/>	<input type="text" value="PgUp"/>
4	Select Group Coverage	<input type="text"/> Group Cover	F3
5	Enter group number (1-30)	[nnn] <input type="text"/> Enter	[nnn] <input type="text" value="F10"/>
6	Enter extensions	[nnn] <input type="text"/> Enter	[nnn] <input type="text" value="F10"/>
7	Repeat Step 6 for all extensions		
8	Return to Extensions menu	<input type="text"/> Exit/Back	<input type="text" value="F5"/>
9	Select Group Calling	<input type="text"/> Grp Calling	<input type="text" value="F4"/>
10	Select Group Coverage	<input type="text"/> GrpCoverage	<input type="text" value="F3"/>
11	Enter extensions of MERLIN Messaging System Calling Group	[nnn] <input type="text"/> Enter	[nnn] <input type="text" value="F10"/>
12	Enter Coverage Group number	[nnn] <input type="text"/> Enter	[nnn] <input type="text" value="F10"/>
13	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="text" value="F5"/> <input type="text" value="F5"/> <input type="text" value="F5"/>

## Procedures

[Creating the Group Coverage Ring Delay](#)  
[Redirecting Calls Sent to Unassigned Extensions](#)

## Creating the Group Coverage Ring Delay

The Group Coverage Ring Delay is the number of times a call will ring at an extension without Personal Coverage but covered by a Calling Group, before the call is sent to an assigned Calling Group (Group Coverage Receiver). If any Personal Coverage (Primary or Secondary) is available, the Delay Ring Interval is added to this Ring Delay for a total Ring Delay value.

This procedure is used to specify the number of rings before a call is sent to Group Coverage.

- The factory setting is 3 rings.
- The setting must be identified for each sender extension assigned to the Coverage Group.
- Refer to the communications System Planning Form containing "Group Coverage Ring Delay" information for site-specific settings.

### [Procedure](#)

## To create the Group Coverage Ring Delay:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Display third page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/> <input type="button" value="PgUp"/>
4	Select Cover Delay	<input type="text"/> Cover Delay	<input type="button" value="F2"/>
5	Select Group Cover	<input type="text"/> Group Cover	<input type="button" value="F3"/>
6	Enter sender's extension	[nnnn] <input type="text"/> Enter	[nnnn] <input type="button" value="F10"/>
7	Erase current number of rings	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> + <input type="button" value="P"/> <input type="button" value="F4"/>
8	Enter the number of rings for Coverage Delay Interval (1-9)	[n] <input type="text"/> Enter	[n] <input type="button" value="F10"/>
9	Repeat Steps 5 through 8 for each sender extension assigned to Group Coverage		
10	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

## Procedure

### [Redirecting Calls Sent to Unassigned Extensions](#)

# Programming Call Handling Methods

The MERLIN Messaging Automated Attendant Service provides four call handling methods that allow external, incoming calls to be answered by either the Automated Attendant or system operator:

- Immediate Call Handling
- Delayed Call Handling
- Night Only Call Handling
- Fax Call Handling

Site-specific communications system Call Handling information is included on communications System Planning Forms addressing the following topics:

- System Numbering: Extension Jacks
- Group Coverage
- Group Calling

The following sections describe each Call Handling method and the related programming steps required.

## Procedures

[Immediate Call Handling](#)

[Delayed Call Handling](#)

[Night Only Call Handling](#)

[Fax Call Handling](#)



# Immediate Call Handling

With Immediate Call Handling, the MERLIN Messaging Automated Attendant Service answers all incoming calls.

If	Then
The system operator has a <a href="#">Direct-Line Console (DLC)</a>	Calls ring on the DLC's line or pool button if the MERLIN Messaging System does not answer the call within the Delay Ring Interval
The system operator has a <a href="#">Queued Call Console (QCC)</a>	Calls overflow from the MERLIN Messaging System to the QCC when the Calling Group overflow threshold criteria are met
The number of incoming calls to the MERLIN Messaging System is large	Overflow calls are sent to the system operator
No MERLIN Messaging ports are available to answer the call	The call is transferred to the QCC overflow queue when the Queue Overflow Threshold is reached or to a DLC after the Delay Ring Interval



When Fax Call Handling is programmed, Automated Attendant Service recognizes the fax calling (CNG) tone and directs the fax call to the fax machine or fax group programmed **Note:** for the particular Automated Attendant.

## Programming Required:

- Assign the lines that you want answered by Automated Attendant to the MERLIN Messaging System Calling Group.

### [Assigning Lines/Pools to the MERLIN Messaging System Calling Group.](#)

- If you want a DLC or other telephone that is not a QCC to provide backup Call Handling for the Automated Attendant:
  - Assign the lines answered by the Automated Attendant as Personal Line buttons on the DLC or other telephone.

### [Assigning Personal Lines](#)

- Set the Personal Line buttons to Delay Ring.

### [Setting Line/Cover Buttons to Delay Ring](#)

- Set the lines answered by the Automated Attendant to "No Ring" on the MERLIN Messaging System telephone

### [Setting No Ring for Other Extensions](#)

- If you want a QCC to provide backup for the Automated Attendant, program the MERLIN Messaging System Calling Group to overflow to the QCC queue. Set the calling overflow thresholds as desired.

### [Providing Overflow Coverage \(Hybrid/PBX Only\) to the QCC Queue for Immediate Call Handling](#)

- If the communications system uses the Night Service feature, assign the MERLIN Messaging System Calling Group as a Night Service Receiver for each appropriate Night Service group.

### [Programming a Night Service Coverage Receiver](#)

# Assigning Trunks/Pools to the MERLIN Messaging System Calling Group

You must assign the trunks/pools to the MERLIN Messaging System Calling Group to assure that incoming calls are directed to the MERLIN Messaging System.

Refer to the communications System Planning Form containing Group Calling information to identify the lines that are affected.

[Procedure](#)

## To assign trunks/pools to the MERLIN Messaging System Calling Group:

Step	Programming Task	Programming Console	PC
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="text"/> Grp Calling	<input type="button" value="F4"/>
5	Select Line/Pool Assignment	<input type="text"/> Line/Pool	<input type="button" value="F10"/>
6	Enter the extension number of the MERLIN Messaging System Calling Group	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
7	Enter trunk/pool numbers	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
8	Repeat Step 7 for all trunks and pools to be added to the Calling Group		
9	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

# Assigning Personal Lines

With Immediate Call Handling, if you want a DLC or other telephone that is not a QCC to provide backup call handling for the Automated Attendant, you must assign the lines answered by the Automated Attendant as Personal Line buttons. You must also set the Personal Line buttons to Delay Ring to ensure proper operation.

## To add an outside line to the extension used for Outcalling in Key mode:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="button"/> Sys Program <input type="button"/> Exit/Back	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button"/> Extensions	<input type="button" value="F6"/>
3	Select Lines/Trunks	<input type="button"/> Lines/Trunks	<input type="button" value="F1"/>
4	Enter the extension number you want to program	[nnn] <input type="button"/> Enter	[nnn] <input type="button" value="F10"/>
5	Add the Outcalling line assignments by selecting each line button and turning on the green Message-Waiting light	Press line button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key
6	Press Exit/Back when you have finished adding the Outcalling lines to that extension	<input type="button"/> Exit/Back	<input type="button" value="F5"/>
7	Repeat Steps 4-6 for each extension providing backup call handling for the Automated Attendant		
8	Return to System Programming menu	<input type="button"/> Exit/Back <input type="button"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

# Setting Line/Cover Buttons to Delay Ring

Delay Ring is a communications system ringing option that provides a delay before the telephone rings, when a call is received on a cover button or outside line button. The delay is two rings for an outside line, SA and ICOM buttons.

You should use this procedure if you want calls not answered by the MERLIN Messaging System to ring on the operator's DLC after two rings.

Refer to the "Group Calling" communications System Planning Form for line and pool numbers. Use communications System Planning Form containing "System Numbering: Extension information", to identify the system operator's extension.

## [Procedure](#)

## To set Line/Cover Buttons to Delay Ring:

Step	Programming Task	Programming Console	PC
1	Enter programming mode	<p><b>Menu</b></p> <p><input type="text"/> Sys Program</p> <p><input type="text"/> Exit/Start</p>	<p><b>S P M</b> <b>Enter</b></p> <p>[any key]</p> <p><b>F1</b></p> <p><b>F5</b></p>
2	Display next page of menu	<b>More</b> / <b>▶</b>	<b>PgUp</b>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<b>F4</b>
4	Select Program Extension	<input type="text"/> Program Ext	<b>F1</b>
5	Enter extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <b>F10</b>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<b>F10</b>
7	Select line/feature button	Press button on console	<b>Shift</b> or <b>Alt</b> + function key, then <b>F10</b>
8	Choose an option: <ul style="list-style-type: none"> <li>● Set all lines at the extension to Delay Ring</li> <li>● Set individual lines at the extension to Delay Ring. Repeat steps 7 and 8 in each individual line you want to program</li> </ul>	<p><b>* 3 4 6</b></p> <p><b>* 3 6</b></p>	<p><b>* 3 4 6</b></p> <p><b>* 3 6</b></p>
9	Return to System Programming menu	<p><input type="text"/> Sys Program</p> <p><input type="text"/> Exit/Back</p> <p><input type="text"/> Exit/Back</p> <p><b>More</b> / <b>▶</b></p>	<p><b>F1</b></p> <p><b>F5</b></p> <p><b>F5</b></p> <p><b>PgUp</b></p>

[Setting No Ring for Other Extensions](#)

[Assigning Trunks/Pools to the MERLIN Messaging System Calling Group](#)

# Setting No Ring for Other Extensions

If a line is assigned to the MERLIN Messaging System Calling Group and it also appears at other telephones, the line should be set to "No Ring" on the non-MERLIN Messaging System telephones.

To do this, you must:

- Refer to the communications System Planning Form containing Group Calling information to identify the lines that are affected.
- Use your communications system Centralized Telephone Programming to set the lines answered by the Automated Attendant to No Ring.

## [Procedure](#)



## To Set No Ring for Other Extensions:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M Enter</b>  [any key] <b>F1</b> <b>F5</b>
2	Display next page of menu	<b>More</b> / <b>▶</b>	<b>PgUp</b>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<b>F4</b>
4	Select Program Extension	<input type="text"/> Program Ext	<b>F1</b>
5	Enter extension you want to program	[nnn]  <input type="text"/> Enter	[nnn]  <b>F10</b>
6	Select line/feature button	Press button on console	<b>Shift</b> or <b>Alt</b> + function key, then <b>F10</b>
7	Choose an option: <ul style="list-style-type: none"> <li>● Set all lines at the extension to No Ring</li> <li>● Set individual lines at the extension to No Ring</li> </ul>	<b>* 3 4 5</b>  <b>* 3 5</b>	<b>* 3 4 5</b>  <b>* 3 5</b>
8	Repeat Steps 6 and 7 as needed	<input type="text"/> Start	<b>F10</b>
9	Return to System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back <b>More</b> / <b>▶</b>	<b>F1</b> <b>F5</b> <b>F5</b> <b>PgUp</b>

## Procedures

[Assigning Trunks/Pools to the MERLIN Messaging System Calling Group](#)







# Providing Overflow Coverage (Hybrid/PBX Only) to the QCC Queue for Immediate Call Handling

You must use this procedure if the communications system operator has a Queued Call Console (QCC) and the QCC should receive overflow calls from the MERLIN Messaging System. The QCC will receive calls when the number of calls waiting in the MERLIN Messaging System Calling Group queue is equal to or greater than the programmed Overflow Threshold. Refer to the communications System Planning Form containing Group Calling information to locate site-specific Overflow Threshold settings.

## [Procedure](#)

## To program Overflow Coverage (Hybrid/PBX Only) to the QCC Queue for Immediate Call Handling:

Step	Programming Task	Programming Console	PC
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="text"/> Grp Calling	<input type="button" value="F4"/>
5	Select Group Calling Overflow Coverage	<input type="text"/> Overflow	<input type="button" value="F8"/>
6	Enter extension of MERLIN Messaging System Calling Group	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
7	Enter the Listed Directory Number (LDN) for the QCC Queue	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
8	Select Number Based Overflow	Number Based Overflow	<input type="button" value="F1"/>
9	Erase current number of calls	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> <input type="button" value="P"/>
10	Enter the number of calls (1-99) in queue before calls are sent to QCC	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
11	Select Time Based Overflow	Time Based Overflow	<input type="button" value="F2"/>
12	Erase current number of seconds	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> <input type="button" value="P"/>
13	Enter the number of seconds in queue before calls are sent to QCC	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
14	Select Prompt Based Overflow	Prompt Based Overflow	<input type="button" value="F3"/>
15	Select Yes or No In most cases you select No.	Yes or No <input type="text"/> Enter	<input type="button" value="F2"/> or <input type="button" value="F3"/> <input type="button" value="F10"/>

<b>16</b>	Return to System Programming menu	 Exit/Back	
		 Exit/Back	
		 Exit/Back	

[Setting the DLC's Lines to Delay Ring](#)

[Setting No Ring for Other Extensions](#)

[Assigning Trunks/Pools to the MERLIN Messaging System Calling Group](#)

## To program a Night Service Coverage Receiver:

Step	Programming Task	Console Input/Selection	PC nput/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Night Service	<input type="button" value="NightSrvce"/>	<input type="button" value="F10"/>
3	Select Group Assignment	<input type="button" value="GroupAssign"/>	<input type="button" value="F1"/>
4	Select Calling Group	<input type="button" value="Calling Grp"/>	<input type="button" value="F2"/>
5	Enter the Night Service operator extension	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
6	Enter the extension of the MERLIN Messaging System Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
7	Return to System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/>

## Delayed Call Handling

With Delayed Call Handling, incoming calls ring at the system operator's telephone. The operator provides assistance and/or transfers the call. When calls are not answered by the system operator, the MERLIN Messaging System answers the call after the [Delay Ring](#) interval. The caller receives Automated Attendant Service.

### Programming Required:

- Assign lines for immediate ring on the Direct-Line Console [DLC or other telephone that is not a Queued Call Console (QCC) system operator position].

#### [Assigning Lines/Pools to the MERLIN Messaging System Calling Group.](#)

- Select an unused Calling Group extension with no members (called a Phantom Calling group) and assign the lines that you want answered on a delayed basis by the Automated Attendant Service.

#### [Assign Lines/Pools to the Delayed Call Handling Calling Group](#)

- Assign the MERLIN Messaging System Calling Group as the Overflow Coverage receiver for the Delayed Call Handling Calling Group and program the following Overflow Coverage settings:
  - Set the Time-Based Overflow to the number of seconds that corresponds to the number of rings that you want the system operator to hear before the call is sent to the Automated Attendant.
  - Set the Number-Based Overflow for the Delayed Call Handling Calling Group to 99.

#### [Providing Overflow Coverage to MERLIN Messaging for the Delayed Call Handling Coverage Group](#)

- On the MERLIN Messaging System, assign the new Delayed Call Handling Calling Group extension as an Automated Attendant extension with no telephone.

#### [Assigning Automated Attendant Extensions](#)

## Assigning Outside Lines or Pools to Delayed Call Handling Calling Group

When setting up the MERLIN Messaging System for Delayed Call Handling, first select an unused Calling Group extension with no members (phantom Calling Group). Next, use this procedure to program the outside lines or pools assigned to the buttons on the DLC Operator position to ring directly into the phantom Calling Group.

To assign outside lines or pools to Delayed Call Handling Calling Group:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M</b>  <b>Enter</b> [any key] <b>F1</b> <b>F5</b>
2	Select Extensions	Extensions	<b>F6</b>
3	Display next page of menu	<b>More</b> / <b>▶</b>	<b>PgUp</b>
4	Select Group Calling	<input type="text"/> Grp Calling	<b>F4</b>
5	Select Line/Pool	<input type="text"/> Line/Pool	<b>F10</b>
6	Enter extension number of Delayed Call Handling Calling Group	[nnn] <input type="text"/> Enter	[nnn] <b>F10</b>
7	Enter line/trunk or pool number. Repeat this step for each line/trunk or pool that you want to ring directly into Delayed Call Handling Group.	[nnn] <input type="text"/> Enter	[nnn] <b>F10</b>
8	Return to Extensions menu	<input type="text"/> Exit/Back	<b>F5</b>
9	Select Group Calling	<input type="text"/> Grp Calling	<b>F4</b>
10	Select Group Coverage	<input type="text"/> GrpCoverage	<b>F3</b>
11	Enter Extension number of MERLIN Messaging System Calling Group	[nn] <input type="text"/> Enter	[nn] <b>F10</b>
12	Enter Coverage Group number	[nnn] <input type="text"/> Enter	[nn] <b>F10</b>
13	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<b>F5</b> <b>F5</b> <b>F5</b>

## Providing Overflow Coverage to MERLIN Messaging System for the Delayed Call Handling Calling Group

Use this procedure to do the following:

- Specify the MERLIN Messaging System Calling Group as the overflow receiver for the Delayed Call Handling Calling Group.
- Change the factory setting for the Number-Based Overflow from 1 to 99 calls.
- Set the Time-Based Overflow threshold to the appropriate setting (approximately 5 seconds for each ring). For example, if you want a call to ring at the DLC System Operator's position 5 times before being transferred, set the Time-Based Overflow to 25 seconds.



Keep the factory settings for the Calling Group type (AutoLogout) and hunt type (circular).

**Note:**

[nnn]

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	Extensions	<input type="button" value="F6"/>
3	Display next page of menu	<input type="button" value="More"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="button" value="Grp Calling"/>	<input type="button" value="F4"/>
5	Select Overflow	<input type="button" value="Overflow"/>	<input type="button" value="F8"/>
6	Enter extension number of Delayed Call Handling Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
7	Erase current overflow receiver extension, if assigned	<input type="button" value="Drop"/>	<input type="button" value="Alt"/> + <input type="button" value="P"/>
8	Enter extension for the MERLIN Messaging System Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
9	Select Number-Based Overflow	<input type="button" value="Number Based Overflow"/>	<input type="button" value="F1"/>
10	Erase the current number of calls	<input type="button" value="Drop"/>	<input type="button" value="Alt"/> + <input type="button" value="P"/>
11	Enter the highest setting (to ensure calls go to overflow based on time and not number of calls)	[99] <input type="button" value="Enter"/>	[99] <input type="button" value="F10"/>
12	Select Time-Based Overflow	<input type="button" value="Time Based Overflow"/>	<input type="button" value="F2"/>



<b>13</b>	Erase the current time setting	<input type="text"/> Drop	Alt + P
<b>14</b>	Enter the number of seconds (0-900)	[nnn] <input type="text"/> Enter	[nnn] F10
<b>15</b>	Return to System Programming menu	<input type="text"/> Exit <input type="text"/> Exit <input type="text"/> Exit	F5 F5 F5

# Night Only Call Handling

If Night Only Call Handling is programmed, the communications system directs calls to the MERLIN Messaging System Calling Group extensions. It is usually activated after normal business hours. You must identify the MERLIN Messaging System Calling Group as the Night Service group member for the system operator.

Refer to the communications System Planning Form containing Night Service: Group Assignment information to locate the Night Service operator extension and the extension number for the MERLIN Messaging System Calling Group.

Programming Required:

- Assign the MERLIN Messaging System Calling Group as the Night Service receiver for all applicable Night Service groups.

## [Programming a Night Service Coverage Receiver](#)




The lines assigned to the Night Service group that will receive Night Only Call Handling treatment should not be assigned to the MERLIN Messaging System **Note:** Calling Group.

- Create a Night Service Exclusion List for those communications systems that are exempt from Night Only Call Handling.

## [Creating the Night Service Exclusion List](#)

## Creating the Night Service Exclusion List

The Exclusion List contains extensions that are exempt from Night Service password requirements.

If	Then
You want to allow Outcalling after hours	Put the extensions assigned to the the MERLIN Messaging System <a href="#">port used for Outcalling</a> on the Exclusion List
 Refer to your communications System Planning Form containing Night Service, Outward Restriction information to identify the MERLIN Messaging port used for <b>Note:</b> Outcalling.	

### [Procedure](#)

## To create the Exclusion List:


Step	To	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Night Service	<input type="text"/> NightSrvce	<input type="button" value="F10"/>
3	Select Exclusion List	<input type="text"/> ExcludeList	<input type="button" value="F4"/>
4	Assign the MERLIN Messaging System port used for Outcalling to the Exclusion List	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
5	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

## Procedures

[Changing Calling Restrictions to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restrictions](#)

## Changing Calling Restriction to Allow Outcalling

If	Then
The Outcalling feature <b>is not</b> used	The communications system extensions assigned to MERLIN Messaging System module voice ports should be Outward Restricted.
The Outcalling feature <b>is</b> used	<p>For Release 2 or later, ports to be unrestricted or toll restricted are:</p> <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Ports 5 and 6 <b>only</b> on a 6-port system</li><li>● Ports 7 and 8 <b>only</b> on a 8-port system</li><li>● Ports 9 and 10 <b>only</b> on a 10-port system</li><li>● Ports 11 and 12 <b>only</b> on a 12-port system</li></ul> <p>For Release 1 and 1.1, ports to be unrestricted or toll restricted are:</p> <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Port 6 <b>only</b> on a 6-port system</li></ul>
 <b>Note:</b>	<ul style="list-style-type: none"><li>● The factory setting for all the MERLIN Messaging System extensions assigned to the MERLIN Messaging System Calling Group VMI are Outward Restricted.</li><li>● Refer to your communications System Planning Form containing Call Restrictions and Lists information to identify the Outward Restriction status of extensions at your site</li></ul>

### [Procedure](#)

## Changing Calling Restrictions to Allow Outcalling:

Step	To...	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Select Restriction	<input type="text"/> Restriction	<input type="button" value="F4"/>
4	Enter the extension number of the highest MERLIN Messaging System port	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
5	Select Unrestricted or Toll Restrict as applicable	<input type="text"/> Unrestricted or <input type="text"/> Toll Restrict	<input type="button" value="F1"/>  <input type="button" value="F3"/>
6	Choose Enter	<input type="text"/> Enter	<input type="button" value="F10"/>
7	Return to System Programming menu	<input type="text"/> Exit/Back	<input type="button" value="F5"/>

### Procedures

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

# Programming Automatic Route Selection (ARS) Restriction

## (For Hybrid/PBX mode only)

As an additional security step, network dialing for all extensions, including messaging port extensions, should be processed through ARS using dial access code 9.



**All ports on the communications system that are programmed as VMI ports must be:**


- Assigned an [FRL](#) of 0
- **Outward Restricted**
- Assigned **Disallowed List 7**

This combination of restrictions is designed to prohibit all Outcalling.

To prevent toll fraud, ARS FRLs should be established, using:


- FRL 0 for restriction to internal dialing only
- FRL 2 for restriction to local network calling only
- FRL 3 for restriction to [domestic long distance](#)
- FRL 4 for international calling

Each extension should be assigned the appropriate FRL to match its calling requirements.

If	Then
A messaging port extension is not used for Outcalling	It should be assigned to FRL 0 (the factory setting)
Outcalling will be used for the MERLIN Messaging System	For Release 2 or later, ports to be unrestricted or toll restricted are: <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Ports 5 and 6 <b>only</b> on a 6-port system</li><li>● Ports 7 and 8 <b>only</b> on a 8-port system</li><li>● Ports 9 and 10 <b>only</b> on a 10-port system</li><li>● Ports 11 and 12 <b>only</b> on a 12-port system</li></ul> For Release 1 and 1.1, ports to be unrestricted or toll restricted are: <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Port 6 <b>only</b> on a 6-port system</li></ul>
 <b>Note:</b>	Refer to your communications System Planning Form containing Call Restrictions and Lists information to identify the appropriate FRLs for system ports and other restrictions.

## [Procedure](#)

## To program Automatic Route Selection Restriction (ARS):

Step	To	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M</b> <b>Enter</b>  [any key] <b>F1</b> <b>F5</b>
2	Select Extensions	<input type="text"/> Extensions	<b>F6</b>
3	Display next page of menu	<b>More</b> / 	<b>PgUp</b>
4	Select Restriction	<input type="text"/> ARS Restrict	<b>F6</b>
5	Enter the extension number of the MERLIN Messaging System port used for Outcalling	[nnn]  <input type="text"/> Enter	[nnn]  <b>F10</b>
6	Erase restriction level	<b>Drop</b> or <input type="text"/> Backspace	<b>Alt</b> + <b>P</b> or <b>F4</b>
7	Enter restriction level (0-6)	[n]  <input type="text"/> Enter	[n]  <b>F10</b>
7	Return to System Programming menu	<input type="text"/> Exit/Back	<b>F5</b>

### Procedures

[Changing Calling Restriction to Allow Outcalling](#)

[Creating the Night Service Exclusion List](#)



# Fax Call Handling

Programming Fax Call Handling information requires you to:

- Identify the extensions associated with fax machines.
- Identify the fax machine for each Automated Attendant, if applicable.
- Identify the extension that will receive the Message-Waiting indication when a fax is received.

If more than one fax extension is specified for an Automated Attendant, you must create a Fax Calling Group for that Automated Attendant. This allows the MERLIN Messaging System to transfer fax calls immediately to an available fax machine assigned to the fax Calling Group.

Fax Call Handling can be used with Immediate Call Handling **only**. Fax Call Handling cannot be used with Delayed Call Handling or Night Only Call Handling.

Programming Required:

- Assign the tip/ring extension jacks used to connect the fax machines as fax ports.  
[Administering Fax Ports](#)
- If you want more than one fax machine extension to be used for each Automated Attendant, create a Fax Calling Group and assign the fax extensions as members of the group.  
[Creating a Fax Calling Group](#)
- Identify the extension that will display a Message-Waiting light when a fax is received.

## To administer fax ports:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Auxiliary Equipment	<input type="text"/> AuxEquip	<input type="button" value="F9"/>
3	Select Fax	<input type="text"/> Fax	<input type="button" value="F3"/>
4	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F1"/>
5	Enter the fax machine extension number	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Return to Fax menu	<input type="text"/> Exit/Back	<input type="button" value="F5"/>
7	Assign an extension to receive Message-Waiting indication	<input type="text"/> Msg Waiting	<input type="button" value="F2"/>
8	Identify fax machine extension number sending the indication	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
9	Enter the extension number of the telephone you want to assign as the fax Message-Waiting Receiver	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
10	Repeat Step 9 as needed for up to 4 extensions		
11	Return to Fax menu	<input type="text"/> Exit/Back	<input type="button" value="F5"/>
12	Select Threshold	<input type="text"/> Threshold	<input type="button" value="F3"/>
13	Erase current setting	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> <input type="button" value="P"/> <input type="button" value="F4"/>
14	Enter the number of seconds [0-30]	[nn] <input type="text"/> Enter	[nn] <input type="button" value="F10"/>
15	Return to System Programming menu	<input type="text"/> Exit/Back  <input type="text"/> Exit/Back	<input type="button" value="F5"/>  <input type="button" value="F5"/>

## Procedure

## [Creating a Fax Calling Group](#)

# Creating a Fax Calling Group

If more than one fax machine is assigned to an Automated Attendant, you must use this procedure to assign the fax machines to a Calling Group.

- Refer to the communications System Planning Form containing information about System Numbering: Extension Jacks to determine the fax extension.
- Refer to the communications System Planning Form containing Group Calling information to determine the available Calling Group Numbers.

## [Procedure](#)

## To create a Fax Calling Group:

Step	Programming Task	Programming Console	PC
1	Enter programming mode	<input type="button" value="Menu"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key]
		<input type="button" value="Sys Program"/>	<input type="button" value="F1"/>
		<input type="button" value="Exit/Start"/>	<input type="button" value="F5"/>
2	Select Extensions	<input type="button" value="Extensions"/>	<input type="button" value="F6"/>
3	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="button" value="Grp Calling"/>	<input type="button" value="F4"/>
5	Select Members	<input type="button" value="Members"/>	<input type="button" value="F9"/>
6	Enter the extension number of the Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
7	Enter the Group Member (extension of the fax machine)	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
8	Repeat Step 7 as needed for each fax machine		
9	Exit	<input type="button" value="Exit/Back"/>	<input type="button" value="F5"/>
10	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
11	Select Group Type	<input type="button" value="Group Type"/>	<input type="button" value="F1"/>
12	Enter the extension number of the Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
13	Select Auto Login	<input type="button" value="Auto Login"/> <input type="button" value="Enter"/>	<input type="button" value="F9"/>
14	Return to System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

# Programming MERLIN Messaging System Port Restrictions

Unless a system port is used for [Outcalling](#), the port must be restricted from making external calls. The following procedures deal with programming port restrictions.

## **Procedures**

[Changing Calling Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

# Programming Touch-Tone Settings

This section of the Online Guide describes the procedure for verifying the Touch-Tone Duration and Touch-Tone Interval.

## Procedures

[Confirming the Touch-Tone Duration](#)

[Confirming the Touch-Tone Interval](#)

## Confirming the Touch-Tone Duration

The Touch-Tone Duration defines the length of the Touch-Tone signals sent from the communications system to the MERLIN Messaging System. You must verify the Touch-Tone Duration factory setting of 100 milliseconds (ms).

### [Procedure](#)



## To confirm the Touch-Tone Duration:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Auxiliary Equipment	AuxEquip	<input type="button" value="F9"/>
3	Select VMS/AA	VMS/AA	<input type="button" value="F6"/>
4	Select Touch-Tone Duration	TT Duration	<input type="button" value="F2"/>
5	Choose an option: <ul style="list-style-type: none"> <li>● Verify factory setting of 100 ms. If current setting is incorrect, erase the current setting and enter 100 ms.</li> <li>● If setting is correct, return to System Programming menu</li> </ul>	<input type="button" value="Drop"/> or <input type="text"/> Backspace 100 <input type="text"/> Enter <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="Alt"/> + <input type="button" value="P"/> or <input type="button" value="F4"/> 100 <input type="button" value="F10"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

## Procedure

### [Confirming the Touch-Tone Interval](#)

## To confirm the Touch-Tone Interval:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Auxiliary Equipment	<input type="text"/> AuxEquip	<input type="button" value="F9"/>
3	Select VMS/AA	<input type="text"/> VMS/AA	<input type="button" value="F6"/>
4	Select Touch-Tone Interval	<input type="text"/> TT Interval	<input type="button" value="F3"/>
5	Choose an option: <ul style="list-style-type: none"> <li>● Verify factory setting of 100 ms. If current setting is incorrect, erase the current setting and enter 100 ms.</li> <li>● If setting is correct, return to System Programming menu</li> </ul>	<input type="button" value="Drop"/> or <input type="text"/> Backspace 100 <input type="text"/> Enter  <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="Alt"/> + <input type="button" value="P"/> or <input type="button" value="F4"/> 100 <input type="button" value="F10"/>  <input type="button" value="F5"/> <input type="button" value="F5"/>

## Procedure

### [Confirming the Touch-Tone Duration](#)

## Confirming the Touch-Tone Interval

The Touch-Tone Duration defines the time between Touch-Tone signals sent between the communications system and the MERLIN Messaging System. You must verify the Touch-Tone Duration factory setting of 100 milliseconds (ms).

### [Procedure](#)

# Programming the Message-Waiting Receiver

When a Calling Group has a mailbox, it is useful to designate an extension as a Message-Waiting Receiver for the Calling Group. The Message-Waiting lights on the designated extension whenever a caller leaves a message for the Calling Group.

## To confirm the Message-Waiting Receiver:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button" value="Extensions"/>	<input type="button" value="F6"/>
3	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="button" value="Grp Calling"/>	<input type="button" value="F4"/>
5	Select Message-Waiting Receiver	<input type="button" value="Message"/>	<input type="button" value="F4"/>
6	To erase current setting	<input type="button" value="Drop"/> or <input type="button" value="Backspace"/>	<input type="button" value="Alt"/> + <input type="button" value="P"/> <input type="button" value="F4"/>
7	Enter the extension number of the Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
8	Enter the extension number of the telephone you want to assign as Message-Waiting Receiver	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
9	Return to System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/>

# Programming Labels

You may program labels to identify your Calling Group and MERLIN Messaging System ports. This will cause the names you program to appear on display telephones when:

- The MERLIN Messaging System is dialed.
- A call is received or transferred from the MERLIN Messaging System.

Refer to the communications System Planning Form containing System Numbering: Extension Jacks information to identify labels.

## To program labels:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Labeling	<input type="text"/> Labeling	<input type="button" value="F1"/>
4	Select Group Calling	<input type="text"/> Grp Calling	<input type="button" value="F4"/>
5	Enter the extension number of the MERLIN Messaging System Calling Group	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	"MERMSG" or some other designation that would identify the calling group	[nnnnnnn] <input type="text"/> Enter	[nnnnnnn] <input type="button" value="F10"/>
7	Return to the previous menu	<input type="text"/> Exit/Back	<input type="button" value="F5"/>
8	Select Directory	<input type="text"/> Directory	<input type="button" value="F1"/>
9	Select Extension	<input type="text"/> Extensions	<input type="button" value="F2"/>
10	Enter the extension number of the MERLIN Messaging System port	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
11	To erase current current label	<input type="button" value="Drop"/> or <input type="text"/> Backspace	<input type="button" value="Alt"/> + <input type="button" value="P"/> or <input type="button" value="F4"/>
12	Enter "MERMSG" or some other designation that would be meaningful for the MERLIN Messaging System	[nnnnnnn]	[nnnnnnn]
13	Save your entry	<input type="text"/> Enter	<input type="button" value="F6"/>

14	Repeat Steps 10-12 for each applicable MERLIN Messaging System port		
15	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

# Programming Optional Extension Features

Although not required for basic operation of the MERLIN Messaging System, programming the optional communications system features described in this section will make it easier for users to use the MERLIN Messaging System.

## Procedures

[Programming an Auto Dial Button](#)

[Programming Coverage VMS Off](#)

[Programming Coverage Inside](#)

[Programming Direct Voice Mail](#)

## Programming an Auto Dial Button

You can program an Auto Dial button to provide one-touch dialing into the MERLIN Messaging System. Auto Dial Button programming can be at the user's telephone or through Centralized Telephone Programming. The Centralized Telephone Programming procedure is documented below.

### To program an Auto Dial button:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="button" value="Sys Program"/> <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming	<input type="button" value="Cntr-Prg"/>	<input type="button" value="F4"/>
4	Select Program Extension	<input type="button" value="Program Ext"/>	<input type="button" value="F1"/>
5	Enter the extension you want to program	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
6	Start Centralized Telephone Programming	<input type="button" value="Start"/>	<input type="button" value="Enter"/>
7	Select line/feature button	Press button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key, then <input type="button" value="F10"/>
8	Select Auto Dial Inside feature	<input type="button" value="*"/> <input type="button" value="2"/> <input type="button" value="2"/> or <input type="button" value="ListFeature"/>  <input type="button" value="AutoDial"/>  <input type="button" value="Inside"/>  <input type="button" value="Enter"/>	<input type="button" value="*"/> <input type="button" value="2"/> <input type="button" value="2"/> or <input type="button" value="F10"/>  Function key, corresponding to Auto Dial  <input type="button" value="F1"/>  <input type="button" value="F10"/>
9	Enter the extension number of the MERLIN Messaging System Calling Group	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>



<b>10</b>	Return to the System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>
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**Procedures**

- [Programming Coverage VMS Off](#)
- [Programming Coverage Inside](#)
- [Programming Direct Voice Mail](#)

## Programming a Coverage VMS Off Button

This feature prevents unanswered external calls from receiving coverage by the MERLIN Messaging System. It can be programmed at the user's telephone or through Centralized Telephone Programming. The Centralized Telephone Programming procedure is documented below.

To program a Coverage VMS Off button:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M Enter</b> [any key] <b>F1</b> <b>F5</b>
2	Display next page of menu	<b>More</b> /	<b>PgUp</b>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<b>F4</b>
4	Select Program Extension	<input type="text"/> Program Ext	<b>F1</b>
5	Enter the extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <b>F10</b>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<b>F10</b>
7	Select line/feature button	Press button on console	<b>Shift</b> or <b>Alt</b> + function key, then <b>F10</b>
8	Select Coverage VMS Off feature	<b>* 4 6</b> or <input type="text"/> ListFeature <b>More</b> / <input type="text"/> CoverageVMS	<b>* 4 6</b> or <b>F10</b> <b>PgUp</b> Function key corresponding to CoverageVMS
9	Return to System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<b>F5</b> <b>F5</b> <b>F5</b>

### Procedures

[Programming Coverage Inside](#)

[Programming Direct Voice Mail](#)

[Programming an Auto Dial Button](#)

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## Programming Coverage Inside Button

Coverage Inside prevents or allows coverage of inside calls. If Coverage Inside Off is programmed, only outside calls are covered. Coverage Inside On allows both inside and outside calls to receive coverage. This feature can be programmed at the user's telephone or through Centralized Telephone Programming. The Centralized Telephone Programming procedure is documented below.

### To program a Coverage Inside button:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<input type="button" value="F4"/>
4	Select Program Extension	<input type="text"/> Program Ext	<input type="button" value="F1"/>
5	Enter the extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<input type="button" value="F10"/>
7	Select line/feature button	Press button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key, then <input type="button" value="F10"/>
8	Choose an option: <ul style="list-style-type: none"> <li>● Coverage Inside Off</li> <li>● Coverage Inside On</li> </ul>	<input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="4"/> <input type="button" value="8"/> <input type="button" value="*"/> <input type="button" value="4"/> <input type="button" value="8"/> or <input type="text"/> ListFeature <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="text"/> Cover Inside  <input type="text"/> On or <input type="text"/> Off <input type="text"/> Enter	<input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="4"/> <input type="button" value="8"/> <input type="button" value="*"/> <input type="button" value="4"/> <input type="button" value="8"/> <input type="button" value="F10"/>  Function corresponding to Cover Inside <input type="button" value="F1"/> <input type="button" value="F2"/> or <input type="button" value="F10"/>
9	Return to System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

## **Procedures**

[Programming Direct Voice Mail](#)

[Programming a Delete Message Button](#)

[Programming Coverage VMS Off](#)

## Programming a Direct Voice Mail Button

Direct Voice Mail allows an inside caller to call directly or transfer a call directly to another user's voice mailbox. It can be programmed at the user's telephone or through Centralized Telephone Programming. The Centralized Telephone Programming procedure is documented below.

To program a Direct Voice Mail button:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<input type="button" value="F4"/>
4	Select Program Extension	<input type="text"/> Program Ext	<input type="button" value="F1"/>
5	Enter the extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<input type="button" value="F10"/>
7	Select line/feature button	Press button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key, then <input type="button" value="F10"/>
8	Select Direct VM feature	<input type="button" value="*"/> <input type="button" value="5"/> <input type="button" value="6"/> or <input type="text"/> ListFeature <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="text"/> Direct VM	<input type="button" value="*"/> <input type="button" value="5"/> <input type="button" value="6"/> or <input type="button" value="F10"/> <input type="button" value="PgUp"/> Function key corresponding to Direct VM
9	Return to System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

### Procedures

[Programming Coverage Inside](#)

[Programming an Auto Dial Button](#)

[Programming Coverage VMS Off](#)

## Programming a Delete Message Button

### For all multiline telephones except MLX

The Delete Message feature turns off a user's Message-Waiting light and deletes the label that appears on the display. It does **not** delete voice mail messages. This feature can be programmed at the user's telephone or through Centralized Telephone Programming. The Centralized Telephone Programming procedure is documented below.

#### To program a Delete Message button:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="button" value="Sys Program"/>  <input type="button" value="Exit/Start"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key]  <input type="button" value="F1"/>  <input type="button" value="F5"/>
2	Display next page of menu	<input type="button" value="More"/> / <input type="button" value="▶"/>	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming	<input type="button" value="Cntr-Prg"/>	<input type="button" value="F4"/>
4	Select Program Extension	<input type="button" value="Program Ext"/>	<input type="button" value="F1"/>
5	Enter the extension you want to program	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
6	Start Centralized Telephone Programming	<input type="button" value="Start"/>	<input type="button" value="F10"/>
7	Select line/feature button	Press button on console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key, then <input type="button" value="F10"/>
8	Select Message Delete feature	<input type="button" value="*"/> <input type="button" value="2"/> <input type="button" value="6"/> or <input type="button" value="ListFeature"/> <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="More"/> / <input type="button" value="▶"/> <input type="button" value="MsgDelete"/>	<input type="button" value="*"/> <input type="button" value="2"/> <input type="button" value="6"/> or <input type="button" value="F10"/> <input type="button" value="PgUp"/> <input type="button" value="PgUp"/> Function key corresponding to MsgDelete

<b>9</b>	Return to System Programming menu	<input type="text"/> Sys Program <input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>
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**Optional Features: Procedures**

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# Introduction

The **MERLIN Messaging System Online Guide** contains detailed information about the **MERLIN Messaging System**.

You can use the Online Guide to:

- Locate general information about MERLIN Messaging System features and services.
- Access step-by-step instructions for programming, managing and using the system.
- View and print MERLIN Messaging System Planning Forms.

This section, **Getting Started**, will walk you through a brief explanation of the conventions and procedures used in the Online Guide and will help you to use this reference effectively.



**Continue**

# Customized "Paths" through Information/Procedures

The MERLIN Messaging System Online Guide provides three customized "paths" through the guide's contents:

- System Planning and Completion of Forms
- Installation, Initial Programming and System Configuration
- Ongoing Maintenance and Administration

This content helps you locate and access information based on the tasks you have to perform with respect to the system.

Each path contains:

- Access to general information about the system.
- Detailed information and step-by-step instructions for completing the tasks specific to the selected path.



**Continue**

# Navigation

You can move from one topic to another in the Online Guide by activating topic-associated hypertext links. This can be done from:





- A topic listed in the Contents Panel on the left side of the screen
- The Technology Bar at the bottom of the screen
- Within the topic text

## The Contents Panel

The Contents Panel is displayed along the left side of the window. It provides a way for you to quickly identify and access the information you need to locate. Because it is displayed in a stationary part of the window (that is, it doesn't change or move), you can easily locate the topic you want to view. Note that the ► arrow pinpoints your current location in the topic listing.

## The Technology Bar

The Technology Bar located at the lower right-hand corner of the screen contains a number of icons. Each icon is responsible for a different navigational action.

Icon	Action
	Redisplays the Main menu options in the Contents Panel
	Links to the previous topic in the sequence
	Takes you to the top of the window
	Links to the next topic in the sequence



An element that triggers a change on an item (usually a graphic) in a Web page when the mouse passes over it. The change usually signifies that the item is a link to related or additional information.

## Pop-Up Windows






The MERLIN Messaging System Online Guide makes use of pop-up windows and mouseovers (through which your movement of the cursor over a screen object or image initiates another display or activity) or to provide additional information. Typically, [pop-up windows](#) and [mouseovers](#) contain material that supplements information appearing in the main window (for example, a more detailed explanation, a link to a Glossary term, a field description, etc.).



**Continue**

# The Button Bar

The Button Bar is displayed in a non-scrolling panel across the top of the screen. It provides access to additional online features and capabilities. To view a feature or access a capability, click the associated button. Note that in the case of features displayed in pop-up windows (for example, the Glossary), you must close the window before you can proceed.





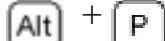

Button	Action
	Redisplays the Main menu options in the Contents Panel
	Allows you to search for information by entering a key word
	Links you to the MERLIN Messaging System Glossary
	Provides access to the online Help feature
	Displays a table containing Touch Tones and rules which are valid for all menus



**Continue**

# Programming Conventions

The procedures for programming the MERLIN Messaging System in this Online Guide use several conventions to indicate what the steps involve. The conventions are described in the following table:

Typeface Sample	Meaning
	To select this option, press this imprinted button on the console
 GrpCalling	To select this menu option, press the unlabeled display button next to the option
[nnn]	Enter the variable information in brackets
	Press this key on the PC
	Press this function key on the PC
	On the PC, hold down the first key and press the second key
	Continuation of procedures

That completes the walk-through of the MERLIN Messaging System Online Guide. To begin accessing information related to your selected path, click one of the topics listed in the Contents Panel.



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## PCMCIA Slots

The left-most PCMCIA slot houses the 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card required for operation of the MERLIN Messaging System.

**NOTE:** Only the left-most of the two PCMCIA slots can be used. The right-most slot is reserved for future use.

The 2-Port, 4-Port, 6-Port, 8-Port, 10-Port, or 12-Port PC Card contains:

- Port licensing data that triggers the activation of the appropriate number of voice messaging ports.
- A Remote Maintenance Device (RMD), used for remote access to diagnostic and maintenance features of the system.
- Media for performing system backup.





## Introduction

MERLIN Messaging System Release 2 is an embedded voice messaging system housed in a module (circuit pack) that plugs into the switch's carrier. Release 2 is available in a 2-, 4-, 6-, 8-, 10-, or 12-Port configuration. Release 1 and 1.1 is available in a 2-, 4-, or 6-Port configuration. For a description of each module component, move the mouse pointer over the graphic below.

### Port Level LEDs:

The port-specific LEDs indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

Note: The port-specific LEDs that correspond, to voice messaging ports are in ascending order (that is, from the bottom up).

### RS232 Port:

This is a serial port used for local access to the MERLIN Messaging System via a PC or laptop computer for report, maintenance and administrative purposes. Access to the MERLIN Messaging System using the RS-232 port is both login and password protected.

### System Status LED:

This LED reflects the status of the MERLIN Messaging System. The LED displays red, green or amber light to indicate various stages of system status and readiness (for example, booting, self-test failure, system upgrade in progress, etc.).

### Local Area Network (LAN) Connection:

This port is used to connect the system to a LAN (Release 2 or later).

### Port Status LEDs:

The port-specific LEDs on the MERLIN Messaging System faceplate indicate the current status of each voice messaging port. The possible variations are:

- Not available
- In service and idle
- In service and in use

**Note: The port-specific LEDs that correspond to voice messaging ports are in ascending order (that is, from the bottom up).**



Allows mailbox owners to:

- Record and send messages.
- Listen to messages.
- Forward and reply to messages.
- Record their names or Personal Greetings
- Activate a Personal Greeting.
- Change their Personal Operators.
- Change their passwords.
- Set up Outcalling (if permission provided).
- Create Personal Group Lists.
- Change Call Answer mode.
- Transfer to another extension.

Allows individuals responsible for programming the MERLIN Messaging System to:

- Administer System Parameters such as System Language mode and System Date and Time.
- Administer an extension to be either a Mailbox, Fax, Transfer-Only or Automated Attendant Extension.
- Administer up to four Automated Attendants.
- Administer System Security Options.
- Administer System Group Lists (Release 2 or later).
- Perform a System Backup or System Restore.

Answers incoming lines and presents callers with a list of options. Based on callers' input, they may be:

- Transferred to an extension.
- Played an informational announcement.
- Transferred to a voice mailbox.
- Presented with a submenu containing additional options.

The Automated Attendant Service can also detect and route fax calls to a predetermined fax extension.

Functions as a personal answering machine, allowing a caller to:

- Hear the Personal Greeting recorded by the mailbox owner.
- Switch to the alternate language, if the system is configured in Bilingual mode.
- Leave a voice message, if this capability has been programmed by the mailbox owner.
- Optionally designate voice message as a priority or private message (Release 2 or later).
- Transfer to an operator or to another extension.

Provides on-site and remote system serviceability functionality, including:

- Terminal-based reporting
- Trouble/fault isolation
- Backup and Restoration

The MERLIN Messaging System can operate in either Monolingual or Bilingual mode. In Monolingual mode, all system prompts are played in one of the following languages:

- U.S. English
- Latin American Spanish
- Canadian French
- Brazilian Portuguese (Release 2 or later)

In Bilingual mode, the caller can choose to hear prompts in either the Primary or Secondary language.

## Services and Features

For a description of each MERLIN Messaging System service or feature, move the mouse pointer over the graphic below.

# System Configuration

There is one common module (circuit pack) for all six MERLIN Messaging System configurations (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration). A 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card, included with each system, contains the following components:

- Port licensing for the system's port configuration (that is, a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration).
- Media for backing up and restoring the system
- A 14.4 kbps Remote Maintenance Device (modem) used for remote diagnostics

For Release 1 and 1.1, one common module supports three configurations (that is, a 2-port, 4-port, or 6-port configuration). A 2-port, 4-port, or 6-port PC Card is included with each system.

# Port Assignments

The communications system assigns logical IDs and extensions to each port on the MERLIN Messaging System module. The first logical ID and extension assigned to the MERLIN Messaging System module is assigned to Port 1, the second to Port 2, etc. The communications system assigns 12 logical IDs and extensions to the MERLIN Messaging System module.

In Release 2 or later, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Ports 5 and 6 on a 6-port system
- Ports 7 and 8 on an 8-port system
- Ports 9 and 10 on a 10-port system
- Ports 11 and 12 on a 12-port system

The Remote Maintenance Device (RMD) is not assigned to a dedicated logical ID and extension.

The following table defines the Port Assignments for the MERLIN Messaging System Release 2 or later.

System Configuration	Ports											
	1	2	3	4	5	6	7	8	9	10	11	12
2-port	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
4-port	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E
6-port	V	V	V	V	V	V	N/E	N/E	N/E	N/E	N/E	N/E
8-port	V	V	V	V	V	V	V	V	N/E	N/E	N/E	N/E
10-port	V	V	V	V	V	V	V	V	V	V	N/E	N/E
12-port	V	V	V	V	V	V	V	V	V	V	V	V
V = Voice N/E = Not Equipped												

In Release 1 or 1.1, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the following ports are used:

- Port 2 on a 2-port system
- Port 4 on a 4-port system
- Port 6 on a 6-port system

The Remote Maintenance Device (RMD) is assigned to the twelfth logical ID and extension.












# System LEDs

The MERLIN Messaging System module faceplate contains:

- One system status LED
- One LED for each of the voice ports

The color(s) and status (that is, on, off or blinking) of the LEDs provide information regarding the operation of the MERLIN Messaging System module.

The table below provides a description of the port-level and system status LED display variations.

Display	Meaning
<b>Port-Level LEDs</b>	
	Port not available for use (off)
	Port in service and idle (on-hook)
	Port in use (off-hook)
<b>System Status LED</b>	
	System is not powered up or there is a fault condition
	System is in a ready state (off-hook; speaking or recording; receiving Touch Tones)
	There is a self-test failure or system is out-of-service
	There is a self-test failure or system is out-of-service
	System software is being upgraded
	Hard disk is active

# System Capacities

The following table provides a summary of MERLIN Messaging System capacities.

[System Parameters](#) | [Extensions](#) | [Automated Attendants](#) | [System Security](#) | [User Options](#) |

Feature	Capacity	Factory Settings
<b>System Administration Prompt Language</b>		
	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<b>System Parameters</b>		
<ul style="list-style-type: none"> <li>● System Language</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>● U.S. English</li> </ul>
<ul style="list-style-type: none"> <li>● Language Mode</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual or Bilingual</li> </ul>	<ul style="list-style-type: none"> <li>● Monolingual</li> </ul>
<ul style="list-style-type: none"> <li>● Call Answer Service Operator</li> </ul>	<ul style="list-style-type: none"> <li>● 1 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● Ext. 768</li> </ul>
<ul style="list-style-type: none"> <li>● General Mailbox Owners</li> </ul>	<ul style="list-style-type: none"> <li>● 1 per General Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>● 10 (total)</li> </ul>
<ul style="list-style-type: none"> <li>● Maximum Extension Length</li> </ul>	<ul style="list-style-type: none"> <li>● 2, 3 or 4 digits</li> </ul>	<ul style="list-style-type: none"> <li>● 2 digits</li> </ul>
<ul style="list-style-type: none"> <li>● Message Storage</li> </ul>	<ul style="list-style-type: none"> <li>● 100 hours</li> </ul>	<ul style="list-style-type: none"> <li>● N/A</li> </ul>
<b>Extensions</b>		
<ul style="list-style-type: none"> <li>● Mailbox Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 200 maximum for any port configuration</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>○ Maximum Number of Messages per Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>○ 120 messages</li> </ul>	<ul style="list-style-type: none"> <li>○ N/A</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Size</li> </ul>	<ul style="list-style-type: none"> <li>○ 5 – 180 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 20 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Message Length</li> </ul>	<ul style="list-style-type: none"> <li>○ 2 – 60 minutes (administered per mailbox)</li> </ul>	<ul style="list-style-type: none"> <li>○ 4 minutes</li> </ul>
<ul style="list-style-type: none"> <li>○ Mailbox Language</li> </ul>	<ul style="list-style-type: none"> <li>○ U.S. English, Latin American Spanish, Canadian French, Brazilian Portuguese (Release 2 or later)</li> </ul>	<ul style="list-style-type: none"> <li>○ System/Primary Language</li> </ul>
<ul style="list-style-type: none"> <li>○ Outcalling Permission</li> </ul>	<ul style="list-style-type: none"> <li>○ On or Off</li> </ul>	<ul style="list-style-type: none"> <li>○ Off</li> </ul>
<ul style="list-style-type: none"> <li>● Transfer-Only Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 400 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<ul style="list-style-type: none"> <li>● Automated Attendant Extensions</li> </ul>	<ul style="list-style-type: none"> <li>● 10 maximum</li> </ul>	<ul style="list-style-type: none"> <li>● None</li> </ul>

● Fax Extensions	● 4 (One for each Automated Attendant; Fax Extensions can be shared by multiple Automated Attendants)	● None
● General Mailbox	● 4 (one for each Automated Attendant)	● 9991, 9992, 9993, 9994

### Automated Attendants

● Number of Automated Attendants	● 4 maximum	● 4
● Modes of Operation	● 2 (Day mode and Night mode)	● N/A
● Submenus	● 99 maximum	● None
● Announcements	● 99 maximum	● None
● Schedule Controller	● Follow Switch mode, Weekly Business Schedule or both	● Switch Mode
● Main menu Prompts, Submenu Prompts and Announcements	● 2 minutes in length maximum for each	● N/A
● Number of Line Assignments	● 80 per Messaging System	● N/A

### System Security

● Minimum Password Length	● 0 –15 digits	● 6 digits
● Maximum Password Length	● 15 digits	● 15 digits (fixed)
● Transfer Restrictions	● On or Off	● On

### System Group Lists

	● 10 maximum with up to 50 mailbox extensions in each list	● N/A
--	--	-------

### User Options

● Outcalling Telephone/Pager Numbers (administered by user)	● 5 maximum	● N/A
● Outcalling Cycles	● 1–9	● 3
● Outcalling Interval	● 5 – 99 minutes	● 15 minutes
● Outcalling Schedule	● Range is 0000 – 2359	● 24 hours
● Outcalling Activation	● Outcalling for all messages or priority <a href="#">messages</a> only	● All messages
● Personal Greetings (recorded by user)	● 6 <a href="#">maximum</a>	● System Greeting
● Group Lists (administered by user)	● 10 maximum with up to 50 extensions in each list	● N/A

● Personal Operator	● 1 per user	● Call Answer Service Operator
● Call Answer Mode	● Record mode or answer-only mode	● Record mode

# System Components

The MERLIN Messaging System module resides in a slot in the communications system carrier. One common module supports a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration. (In Release 1 or 1.1, the module supports a 2-port, 4-port, or 6-port configuration.)

Component	Description
<p>Module</p> <ul style="list-style-type: none"><li>● LEDs</li><li>● RS-232 Serial Port</li><li>● Local Area Network (LAN) connection</li><li>● PCMCIA Slots</li><li>● Touch-Tone Receivers (TTRs)</li></ul>	<ul style="list-style-type: none"><li>● One LED indicates system status and one LED for each port indicates port status. See the <i>MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide</i> for more information about the LEDs.</li><li>● Used to directly connect a PC or laptop to the system.</li><li>● Used to connect the system to a LAN (Release 2 or later).</li><li>● Used to house the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port <a href="#">PC card</a>. Only the left-most slot should be used.</li><li>● Two TTRs serve as communications system resources (an internal component of the module).</li></ul>
<p><a href="#">PC Card</a></p> <p>2-port, 4-port, 6-port, 8-port, 10-port, or 12-port PC Card</p>	<p>The PC Cards provide:</p> <ul style="list-style-type: none"><li>● Remote Maintenance Device (RMD).</li><li>● Media for performing system backup.</li><li>● Port licensing required for the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration.</li></ul>

## Port LEDs

The port LEDs are single lights which function according to the configuration. For example, in a 2-port configuration, only the LEDs for Port 1 and Port 2 operate while, in an 8-port configuration, LEDs for Ports 1 through 8 operate.

# Environmental Requirements

For proper operations, the MERLIN Messaging installation site must meet the environmental requirements described in the table below.

Condition	Requirement
Relative Humidity	15% - 90% non-condensing
Temperature Range	32° F to 122° F (0° C to 50° C)
Air Quality	Dust-free area (preferably in an office environment)
Environment	No exposure to liquids. Avoid areas near drinking fountains, coffee makers, etc.
Power Supply	<p>For the USA, Canada and other countries that use a USA-type outlet (nominal voltage 117 VAC), the communications system must have a 391A3 or newer power supply module installed in the same carrier in which the MERLIN Messaging System module is installed.</p> <p>In countries with nominal voltage of 220 VAC, a 391B2 or newer power supply module is required in the same carrier in which the MERLIN Messaging System module is installed.</p>

# Installer and Programmer Responsibilities

The individual installing and programming the MERLIN Messaging System is responsible for the following tasks:

- Installing the MERLIN Messaging System module.
- Programming the MERLIN Messaging System module to provide the services specified by the customer.
- Programming the communications system to support MERLIN Messaging System operation.
- Reviewing configuration reports to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are correct and current.

# Company Personnel Responsibilities

Before the MERLIN Messaging System is programmed, company personnel should be designated to serve in the following support roles:

[System Manager](#)

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)



# System Manager Responsibilities

The System Manager is responsible for performing the following routine maintenance tasks:

- **Maintaining Voice Mailboxes**, for example:
  - Adding and deleting voice mailboxes.
  - Resetting (initializing) voice mailbox passwords when forgotten.
  - Changing user's mailbox language.
- **Maintaining Transfer-Only, Automated Attendant and Fax Extensions.**
- **Changing Automated Attendant Menus, Announcements and Line Assignments** to reflect changes in line assignment, personnel, company operations or company services.
- **Maintaining the Automated Attendant Schedule** to assure that the appropriate Automated Attendant menus and announcements are played in connection with holidays and temporary company closings or openings.
- **Maintaining System Parameters** to make system-wide changes (for example, changing date and time, the Call Answer Service Operator extension or General Mailbox Owners).
- **Maintaining System Security** by responding to user inquiries and by taking measures to prevent toll fraud and to safeguard the contents of mailboxes.
- **Performing System Backups** periodically or when changes are made to the MERLIN Messaging System.
- **Maintaining Directory Listings** to reflect changes in personnel.
- **Reviewing Configuration Reports** to ensure that all system parameters, line assignments, Automated Attendant menus and Announcements are current and correct.

## More Support Roles

[Call Answer Service Operator](#)

[General Mailbox Owner\(s\)](#)

# Call Answer Service (CAS) Operator Responsibilities

The Call Answer Service Operator answers calls when:

- In **Automated Attendant Service**, the [Dial 0/Timeout Action](#) is set to CAS Operator and:
  - Caller presses **0**.
  - Caller makes no selection.
  - Caller presses **0** while using the directory to transfer.
  - Caller presses **\*8**, then **0** to transfer.
- In **Voice Mail Service**:
  - User presses **\*8**, then **0**.
  - Caller presses **0** while using the directory to transfer.
- In **Call Answer Service**:
  - Caller presses **0** or **\*8**, then **0** while the greeting is playing and the extension does not have Personal Operator.
  - Mailbox is in Answer-Only mode without a Personal Operator and caller presses **0** or **\*8**, then **0** during the five-second timeout following the greeting.
  - Caller presses **0** or **\*8**, then **0** before or after leaving a message in a mailbox that does not have a Personal Operator.
  - Caller presses **0** while using the directory to transfer.

The factory setting for the Call Answer Service Operator is 768. It is recommended that you do not change the factory setting.

## More Support Roles:

[System Manager](#)

[General Mailbox Owner\(s\)](#)

# General Mailbox Owner Responsibilities

A person designated as a General Mailbox Owner is responsible for forwarding messages left in the General Mailbox to the intended user's mailbox.

Calls are directed to the General Mailbox when the Automated Attendant's [Dial 0/Timeout Action](#) has been set to "Record a Message in the General Mailbox" and the caller does any of the following:

- The caller presses **0** from an Automated Attendant Main menu, submenu or an announcement.
- The caller makes no Touch-Tone response to an Automated Attendant main menu or submenu.
- The caller presses **0** while using the Directory to transfer.

## More Support Roles:

[System Manager](#)

[Call Answer Service Operator](#)

# Security Features

The MERLIN Messaging System includes security features to help protect your system from toll fraud abuse. These features include:

- A Transfer Restriction capability that allows the System Manager to restrict call transfer destinations only to those extensions administered by the System Manager.
- A Minimum Password Length setting that allows the System Manager to choose a minimum length for the passwords of users' voice mailboxes. A Minimum Password Length setting of at least six digits is recommended.
- Password Protection for Mailboxes and the Diagnostic and Maintenance Interface.

# ***Contents***

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# Overview


## Managing the System

The following procedures describe the routine tasks required to manage the MERLIN Messaging System. Use these procedures to modify system programming after the MERLIN Messaging System has been installed and initially administered.

# Logging in to System Administration

Use this procedure to log in to System Administration once you have created your password as described in [Initially Logging in to System Administration](#).

## Logging in to System Administration

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging System Calling Group.	[nnn]
2	Enter System Administration extension number.	[0] [#]
3	Enter password.	[nnnnnn] [#]
4	Select System Administration.  <b>Note:</b> This option is not heard on the System Administration activity menu. The menu item is deliberately hidden to minimize your system's vulnerability to abuse. You should select it even though it is not heard.	[9]

## Procedures

[Changing the System Administration Password](#)

[Changing the System Administration Prompt Language](#)

# Changing the System Administration Password

It is recommended that you change the System Administration password after you complete the initial administration of the MERLIN Messaging System or after a service technician has accessed your system and you have provided the technician with the password. You can also change the System Administration password through the terminal interface.



**Changing the System Administration password after you complete initial programming is strongly recommended to protect the security of the system.**

## To change the System Administration Password

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging System Calling Group.	[nnn]
2	Enter System Administration extension number.	0 #
3	Enter password.	[nnnnnn] #
4	Select Change Password.	5
5	Enter password.	[nnnnnn] #
6	Re-enter password.	[nnnnnn] #

## Procedures

[Logging in to System Administration](#)

[Changing the System Administration Prompt Language](#)



# Changing the System Administration Prompt Language

Use this procedure to change the language you hear when you administer the system.

## To change the System Administration Prompt Language

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging System Calling Group	[nnn]
2	Enter System Administration extension number	<b>0</b> <b>#</b>
3	Enter password	[nnnnnn] <b>#</b>
4	Select System Administration Prompt Language	<b>1</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● U.S. English</li><li>● Latin American Spanish</li><li>● Canadian French</li><li>● Brazilian Portuguese (Release 2 or later)</li></ul>	<b>1</b> <b>#</b> or <b>2</b> <b>#</b> or <b>3</b> <b>#</b> or <b>4</b> <b>#</b>

## Procedures

[Logging in to the System Administration](#)





[Changing the System Administration Password](#)

# Modifying System Parameters

Modifying system parameters involves making system-wide changes to reflect changes in personnel or changes in telephone configuration. The following are the procedures for modifying system-wide parameters:

- [Setting System Language Mode](#)
- [Setting System Language](#)
- [Setting Date and Time](#)
- [Programming the Call Answer Service Operator Extension](#)
- [Programming the General Mailbox Owners](#)
- [Programming Maximum Extension Length](#)

# Programming System Language Mode and System Language

The System Language is the language callers hear. It can be set to one of three languages: U.S. English, Latin American Spanish or Canadian French. The System Language Mode can be set to Monolingual or Bilingual. When the System Language Mode is set to Monolingual, callers hear system prompts in one of the three languages (the language that is programmed as the System Language). When the System Language Mode is set to Bilingual, callers hear system prompts in two of the three languages. The first language the caller hears is the Primary Language. The Secondary Language is the alternate language the caller can hear by pressing  . When a system is in Bilingual mode, the user includes in their personal greeting instructions for the caller to press   to hear system prompts in the alternate language.







## Note:

- The System Language Mode and System Language apply to all Automated Attendants.
- The MERLIN Messaging System factory settings for System Language Mode and System Language are Monolingual and U.S. English.
- Refer to **System Planning Form 1 – System Parameters** for the System Language Mode and System Language that applies to your site.

## Setting System Language Mode

The factory-set System Language Mode for a new system is Monolingual. Use the following procedure to change the Language Mode to Bilingual, if required.



### To program the System Language Mode:

Step		Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	
3	Select System Language Mode	
4	Select Language Mode	
5	Select Bilingual	

## Setting System Language

The factory-set System Language for a new Monolingual System is U.S. English. If the language mode has been changed to Bilingual, the default Primary Language is U.S. English and the default Secondary language is Latin American Spanish. Use the following procedure to:

- Change the System Language in a Monolingual System.
- Change the Initial primary and/or Secondary Languages in a Bilingual System.

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	1
3	Select System Language Mode	1
4	Select System Language	2
5	For Monolingual	
	For Bilingual	

## For Monolingual Mode

Step	Programming Task	Touch-Tone Input
6	<p>Select option:</p> <p>Listen to language</p> <ul style="list-style-type: none"><li>● Accept language setting (Monolingual procedure is complete)</li></ul> <p>Modify language</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● U.S. English</li><li>● Latin American Spanish</li><li>● Canadian French</li><li>● Brazilian Portuguese (Release 2 or later)<ul style="list-style-type: none"><li>○ confirm</li><li>○ cancel</li></ul></li></ul>	<p><b>2</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>6</b></p> <p>(Select one:)</p> <p><b>1</b> <b>#</b></p> <p><b>2</b> <b>#</b></p> <p><b>3</b> <b>#</b></p> <p><b>4</b> <b>#</b></p> <p><b>9</b> or</p> <p><b>6</b></p>
<a href="#">Back</a>		

# For Bilingual Mode

Step	Programming Task	Touch-Tone Input
6	Choose one of the following: <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● If finished</li> </ul>	<input type="button" value="1"/> or <input type="button" value="2"/> or <input type="button" value="*"/> <input type="button" value="#"/>
7	Choose one of the following: Listen to language <ul style="list-style-type: none"> <li>● Accept Language setting</li> </ul> Modify language Choose one of the following: <ul style="list-style-type: none"> <li>● U.S. English</li> <li>● Latin American Spanish</li> <li>● Canadian French</li> <li>● Brazilian Portuguese (Release 2 or later)               <ul style="list-style-type: none"> <li>○ Confirm Language</li> <li>○ Cancel update</li> </ul> </li> </ul>	<input type="button" value="2"/> <input type="button" value="*"/> <input type="button" value="#"/> or <input type="button" value="6"/> (Select one:) <input type="button" value="1"/> <input type="button" value="#"/> <input type="button" value="2"/> <input type="button" value="#"/> <input type="button" value="3"/> <input type="button" value="#"/> <input type="button" value="4"/> <input type="button" value="#"/> <input type="button" value="9"/> or <input type="button" value="6"/>
8	Repeat Steps 6 and 7 for secondary language	
9	End language selection	<input type="button" value="*"/> <input type="button" value="#"/>
<a href="#">Back</a>		

# Programming Date and Time

You must set the system date and time. These parameters cannot be set independently of each other; both date and time must be set.

## To program the Date and Time:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select System Date and Time	<b>2</b>
4	Choose one of the following: <ul style="list-style-type: none"><li>● Enter date</li></ul> <p><b>Example:</b> February 26, 2000 = 022600</p> <ul style="list-style-type: none"><li>● Keep current date</li></ul>	[mmdyy] <b>#</b> or <b>#</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Enter time (24-hour clock)</li></ul> <p><b>Example:</b> 3:45PM = 1545</p> <ul style="list-style-type: none"><li>● Keep current time</li></ul>	[hhmm] <b>#</b> or <b>#</b>
6	Choose one of the following: <ul style="list-style-type: none"><li>● Approve</li><li>● Re-enter (Return to Step 4)</li></ul>	<b>*</b> <b>#</b> or <b>1</b>

## Programming the Call Answer Service Operator Extension

The Call Answer Service (CAS) Operator extension is the extension to which calls will be transferred in a number of situations. [Click here for a list of CAS Operator transfer criteria.](#)



The factory setting for the Call Answer Service Operator is 768.

**Note:** It is recommended that you do not change the factory setting.

Refer to **System Planning Form 1 – System Parameters** for the CAS Operator Extension identified for your site.

**To program the CAS Operator extension:**

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	[1]
3	Select Call Answer Service Operator	[3]
4	Enter Call Answer Service Operator extension	[nnn] [#]



## Programming the General Mailbox Owner(s)

The MERLIN Messaging System provides four General Mailboxes — one for each Automated Attendant.

The General Mailbox Owner is the extension whose Message-Waiting light is turned on whenever a message is placed in the General Mailbox. The factory setting for the General Mailbox Owner is Extension 10. You can program a different General Mailbox Owner for each General Mailbox or you can have the same owner for all the [General Mailboxes](#).

Refer to **System Planning Planning Form 1 - System Parameters** for the General Mailbox Owner extension(s) identified for your site.

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select General Mailbox Owner	<b>4</b>
4	Enter Automated Attendant number	<b>1</b> - <b>4</b>
5	Enter General Mailbox Owner's extension	[nnn] <b>#</b>
6	Repeat Steps 3–5 for each Automated Attendant	

## Programming Maximum Extension Length

Maximum Extension Length refers to the maximum number of digits (two, three or four) in the [dial plan](#). The factory setting is two digits. The MERLIN Messaging System transfers calls:

- When the number of digits entered by the caller equals the Maximum Extension Length.
- After the caller presses digits and **#**, indicating they have finished entering an extension.
- After the caller has entered digits and the 5-second timeout period has expired.

Refer to **System Planning Form 1 – System Parameters** for the Maximum Extension Length identified for your system.

### To program the Maximum Extension Length:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Parameters	<b>1</b>
3	Select Maximum Extension Length	<b>5</b>
4	Enter maximum number of digits	<b>2</b> or <b>3</b> or <b>4</b>

# Modifying Extension Programming

Modifying extension programming includes making changes due to personnel changes, user preference or company requirements.

The four types of extensions that you may need to change or create are:

- Mailbox Extensions
- Transfer-Only Extensions
- Automated Attendant Extensions
- Fax Extensions

Extensions use the following procedures:

## **Procedures**

[Change a Directory Listing or Recorded Name](#)

[Change the Maximum Message Length](#)

[Change the Mailbox Size](#)

[Reinitialize a Mailbox Password](#)

[Reinitialize a Mailbox](#)

[Change the Outcalling Permission](#)

[Change the Mailbox Language](#)

[Change the Phone Status](#)

[Delete a Mailbox Extension](#)

## Changing a Directory Listing or Recorded Name

Use this procedure to change the Directory Listing or Recorded Name for a Mailbox Extension. Users and callers can use a four-letter Directory Listing to address or transfer calls. The mailbox user's name can also be recorded. The System Manager and the mailbox user can record a name, but only the System Manager can administer a Directory Listing for an extension.



**Note:** For better recording quality when recording a name, speak into the telephone handset instead of using a speakerphone.

### To change a Directory Listing or Recorded Name:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	<p>Select Administer Directory Listing or Recorded Name, then do the following:</p> <ul style="list-style-type: none"> <li>● Select Record Name <ul style="list-style-type: none"> <li>○ Record name; then after recording, press 1 and choose one of the following: <ul style="list-style-type: none"> <li>— Approve name</li> <li>— Play back recorded name</li> <li>— Re-record name</li> <li>— Delete name just recorded</li> </ul> </li> </ul> </li> <li>● Administer Directory Listing <ul style="list-style-type: none"> <li>○ Select Enter Directory Listing, then enter up to first ten letters of name in Release 1 or 1.1, enter up to first four letters of name). Then choose one of the following: <ul style="list-style-type: none"> <li>— Approve</li> <li>— Re-enter</li> </ul> </li> </ul> </li> </ul>	<b>1</b>  <b>1</b>  <b>2</b> [record name] <b>1</b>  <b>*</b> <b>#</b> or <b>2</b> <b>3</b> or <b>2</b> <b>1</b> or <b>*</b> <b>3</b> <b>2</b> <b>1</b> [nn nn nn nn] <b>#</b>  <b>*</b> <b>#</b> or <b>1</b>
5	If finished administering Directory Listing and Recorded Name	<b>*</b> <b>#</b>

## **Procedures**

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

[Change Mailbox Size](#)

[Reinitialize Mailbox Password](#)

[Reinitialize Mailbox](#)

[Change Outcalling Permission](#)

[Change Mailbox Language](#)

[Change Phone Status](#)

[Delete Mailbox Extension](#)

## Changing the Mailbox Language

Use this procedure to change the Mailbox Language. The Mailbox Language is the language the user hears after logging in. The factory-set Mailbox Language is the same as the System Language, if the system is in Monolingual mode or it is the same as the Primary Language, if the system is in Bilingual mode.

User mailboxes can be administered for any of the supported languages, regardless of the mode or language(s) that have been programmed for the system.

### To change the Mailbox Language:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Mailbox Language	<b>6</b>
5	Select Modify Mailbox Language	<b>6</b>
6	Choose one of the following: <ul style="list-style-type: none"><li>● U.S. English</li><li>● Latin American Spanish</li><li>● Canadian French</li> <li>● Brazilian Portuguese (Release 2 or later)</li></ul>	<b>1 #</b> or <b>2 #</b> or <b>3 #</b> or <b>4 #</b>
7	Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>9</b> or <b>6</b>

### Procedures

[Change Directory Listing or Recorded Name](#)

[Change Mailbox Size](#)

[Reinitialize Mailbox Password](#)

[Reinitialize Mailbox](#)

[Change Outcalling Permission](#)

[Change Phone Status](#)

[Delete Mailbox Extension](#)

## Changing the Mailbox Size

Use this procedure to change the Mailbox Size. The Mailbox Size can be programmed to be 5-180 minutes. The factory setting is 20 minutes. The Mailbox Size is the maximum amount of storage time available in a user's mailbox.

### To change the Mailbox Size:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Message Length and Mailbox Size	<b>2</b>
5	Change Message Length and Mailbox Size	<b>1</b>
6	Skip Message Length	<b>#</b>
7	Enter maximum Mailbox Size	[nnn] <b>#</b>
8	Choose one of the following: <ul style="list-style-type: none"><li>● Approve. <i>Procedure is finished.</i></li><li>● Re-enter. <i>Return to Step 6.</i></li></ul>	<b>*</b> <b>#</b> or <b>1</b>

### Procedures

[Change Directory Listing or Recorded Name](#)

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

[Reinitialize Mailbox Password](#)

[Reinitialize Mailbox](#)

[Change Outcalling Permission](#)

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[Change Phone Status](#)

[Delete Mailbox Extension](#)

## Reinitializing a Mailbox Password

Use this procedure to reinitialize a user's mailbox password. For occasions when the user has forgotten the mailbox password, this procedure allows you to remove that password from the mailbox so that the user can create a new one. Mailbox parameters and messages are retained.

Note: The Directory Listing and name for the mailbox are retained after the mailbox password is reinitialized.

### To reinitialize a Mailbox Password:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Reinitialize Password. <i>Password is reset to factory setting.</i>	<b>3</b>

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[Change Directory Listing or Recorded Name](#)

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

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[Change Phone Status](#)

[Delete Mailbox Extension](#)



## Reinitializing a Mailbox

Use this procedure to reinitialize a mailbox. Reinitializing a mailbox sets all mailbox parameters to the factory settings. Except for phone status setting.

### Factory-Set Mailbox Parameters

Parameter	Factory Settings
Directory Listing	Blank
Recorded Name	Blank
Personal Greeting	System
Mailbox Size	20 minutes
Message Length	4 minutes
Language	System Language
Outcalling	No Outcalling Privilege
Call Answer Mode	Record
Password	Blank
Personal Operator	None
Group Lists	None
System Group Lists	None

### To reinitialize a Mailbox:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Reinitialize Mailbox	<b>4</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>9</b> or <b>6</b>

### Procedures

[Change Directory Listing or Recorded Name](#)

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

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[Delete Mailbox Extension](#)

## Assigning Lines to the Voice Port Used for Outcalling

If outcalling is used for the communications system operating in Key mode, you must assign one or more outside line to the MERLIN Messaging System ports used for Outcalling (port 2 on a 2-port system, port 4 on a 4-port system or port 6 on a 6-port system). You must also set the lines to no ring to ensure proper operation.

### To add an outside line to the extension used for Outcalling in Key mode:

Step	Programming Task	Programming Console	PC
1	Enter programming mode	<input type="button" value="Menu"/> <input type="button"/> Sys Program <input type="button"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button"/> Extensions	<input type="button" value="F6"/>
3	Select Lines/Trunks	<input type="button"/> Lines/Trunks	<input type="button" value="F1"/>
4	Enter the extension number you want to program	[nnn] <input type="button"/> Enter	[nnn] <input type="button" value="F10"/>
5	Add the Outcalling line assignments by selecting each line button and turning on the green Message-Waiting light	Press line button or console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + function key
6	Press Exit when you have finished adding the Outcalling lines to that extension	<input type="button"/> Exit/Back	<input type="button" value="F5"/>
7	Return to System Programming menu	<input type="button"/> Exit/Back <input type="button"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Procedures

[Creating a MERLIN Messaging System Calling Group](#)

[Enabling Rotary Signaling](#)

[Setting the Outcalling Lines to No Ring](#)

## Creating a MERLIN Messaging System Calling Group

You must create a MERLIN Messaging System Calling Group and assign the Group Members (MERLIN Messaging ports).

To create a Calling Group and assign Group Members:

Step	Programming Task	Console Input Selection	PC Input Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="button"/> Sys Program <input type="button"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button"/> Extensions	<input type="button" value="F6"/>
3	Display next menu page	<input type="button" value="More"/>	<input type="button" value="PgUp"/>
4	Select Group Calling	<input type="button"/> Grp Calling	<input type="button" value="F4"/>
5	Select Members	<input type="button"/> Members	<input type="button" value="F9"/>
6	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="button"/> Enter	[nnnn] <input type="button" value="F10"/>
7	Enter the <a href="#">members of the MERLIN Messaging System Calling Group</a>	[nnnn] <input type="button"/> Enter	[nnnn] <input type="button" value="F10"/>
8	Repeat Step 7 for all active MERLIN Messaging System voice ports		
9	Confirm that all members are entered in the correct order	<input type="button" value="Inspct"/>	<input type="button" value="PgDn"/>
10	Return to the Group Calling menu	<input type="button"/> Exit	<input type="button" value="F5"/>
11	Select Hunt Type	<input type="button"/> Hunt Type	<input type="button" value="F1"/>
12	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="button"/> Enter/Back	[nnnn] <input type="button" value="F10"/>
13	Specify Linear Hunt Group	<input type="button"/> Linear <input type="button"/> Enter	<input type="button" value="F2"/> <input type="button" value="F10"/>
14	Display next menu page	<input type="button" value="More"/>	<input type="button" value="PgUp"/>
15	Select Group Type	<input type="button"/> Group Type	<input type="button" value="F1"/>
16	Enter the extension of the MERLIN Messaging System Calling Group	[nnn] <input type="button"/> Enter	[nnn] <input type="button" value="F10"/>
17	Select Integrated VMI	<input type="button"/> Integ VMI <input type="button"/> Enter	<input type="button" value="F3"/> <input type="button" value="F10"/>

<b>18</b>	Return to the System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>
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**Procedures**

[Enabling Rotary Signaling](#)

[Assiging Lines to the Voice Ports Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

## Changing Outcalling Permission

When Outcalling permission is On, the user can program up to five telephone numbers or pager/beeper numbers for the messaging system to call in order to notify a user that a new message has arrived in their voice mailbox.

### To change Outcalling Permission:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Outcalling	<b>5</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Turn Outcalling On</li><li>● Turn Outcalling Off</li></ul>	<b>9</b> or <b>6</b>

### Procedures

[Change Directory Listing or Recorded Name](#)

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

[Change Mailbox Size](#)

[Reinitialize Mailbox Password](#)

[Reinitialize Mailbox](#)

[Change Mailbox Language](#)

[Change Phone Status](#)

[Delete Mailbox Extension](#)

## Changing the Phone Status

Use this procedure to change the Phone Status of a mailbox extension. If a telephone is associated with the mailbox extension, calls are sent to the extension's telephone when callers transfer from the MERLIN Messaging System to that extension. If a telephone is not associated with the mailbox extension, calls are sent directly to the extension's mailbox when callers transfer from the MERLIN Messaging System to that extension.

### To change the Phone Status:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Change Phone Status	<b>8</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● If a telephone is associated with this extension</li><li>● If a telephone is not associated with this extension</li></ul>	<b>9</b> or <b>6</b>

### Procedures

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[Delete Mailbox Extension](#)

## Deleting a Mailbox Extension

Use this procedure to delete a mailbox extension.

### To delete a Mailbox Extension:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	[2]
3	Enter extension number	[nnn] [#]
4	Delete this extension number	* [3]
5	Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	[9] or [6]

### Procedures

[Change Directory Listing or Recorded Name](#)

[Change Maximum Message Length for messages left in a mailbox or messages created](#)

[Change Mailbox Size](#)

[Reinitialize Mailbox Password](#)

[Reinitialize Mailbox](#)

[Change Outcalling Permission](#)

[Change Mailbox Language](#)

[Change Phone Status](#)



## Changing the Maximum Message Length

Use this procedure to change the Maximum Message Length. The Maximum Message Length can be programmed to be 2-60 minutes. The factory setting is 4 minutes. Maximum Message Length is the maximum amount of time available for a caller to leave a message and for a user to create a message.

### To change the Maximum Message Length:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension number	[nnn] <b>#</b>
4	Select Message Length and Mailbox Size	<b>2</b>
5	Change Message Length and Mailbox Size	<b>1</b>
6	Enter Maximum Message Length	[nn] <b>#</b>
7	Skip Mailbox Size	<b>#</b>
8	Choose one of the following: <ul style="list-style-type: none"> <li>● Approve. <i>Procedure is finished.</i></li> <li>● Re-enter. <i>Return to Step 6.</i></li> </ul>	<b>* #</b> or <b>1</b>

### Procedures

[Change a Directory Listing or Recorded Name](#)

[Change the Mailbox Size](#)

[Reinitialize a Mailbox Password](#)

[Reinitialize a Mailbox](#)

[Change the Outcalling Permission](#)

[Change the Mailbox Language](#)

[Change the Phone Status](#)

[Delete a Mailbox Extension](#)

# Modifying Automated Attendant Programming

After the MERLIN Messaging System is installed, you may need to do one of the following:

- Modify a Day or Night Menu.
- Create a new or change an existing Submenu.
- Create a new or change an existing Announcement.
- Add an outside line to an Automated Attendant or delete an outside line from an Automated Attendant (see Programming Line Assignments).
- To change or program a Fax Extension to receive fax calls transferred by an Automated Attendant. The extension must also be assigned as a Fax Extension type. See Assigning Fax Extensions.
- Change the Business Schedule.
- Administer a Temporary Greeting for special events.

## Procedures

[Modifying a Day or Night Menu](#)

[Creating a Submenu](#)

[Modifying a Submenu](#)

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[Assigning Fax Extensions](#)


[Deleting Fax Extensions](#)

## Modifying a Day or Night Menu

Use this procedure to modify the Day or Night menu prompt, the Selector Codes and the Dial 0/Timeout Action of an Automated Attendant Day or Night menu.

### To modify a Day or Night Menu:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Choose one of the following: <ul style="list-style-type: none"> <li>● Day menu</li> <li>● Night Menu</li> </ul>	<b>1</b> or <b>2</b>
5	Select Modify the Menu	<b>6</b>
6	If you want to modify a Selector Code, enter that Selector Code. <i>Otherwise, go to Step 8.</i>	[1-9]
7	Modify Selector Code. Then choose one of the following Selector Code Actions: <ul style="list-style-type: none"> <li>● Selector Code transfer</li> <li>● Play submenu</li> <li>● Play announcement</li> <li>● Direct extension transfer</li> <li>● Mailbox transfer</li> <li>● Delete Selector Code</li> </ul> <p><i>To modify another Selector Code, return to beginning of step 7.</i></p>	<b>9</b>  <b>1</b> + ext. number + <b>#</b> or <b>2</b> + submenu number + <b>#</b> or <b>3</b> + announce. number + <b>#</b> or <b>5</b> or  <b>6</b> + mailbox ext. number + <b>#</b> or  <b>* 3</b>
8	If you want to modify Dial 0/Timeout Action, perform this step. <i>Otherwise, go to Step 10.</i>	<b>0</b>

<p><b>9</b></p>	<p>Change Dial 0/Timeout Action, then choose one of the following actions:</p> <ul style="list-style-type: none"> <li>● Transfer to Call Answer Service Operator</li> <li>● Transfer to General Mailbox</li> <li>● Disconnect</li> <li>● Transfer to extension</li> <li>● Transfer to mailbox</li> <li>● If finished (exit without changing Dial 0/Timeout action)</li> </ul>	<p><b>9</b></p> <p><b>0</b> or</p> <p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>3</b> + ext. number + <b>#</b> or</p> <p><b>4</b> + mailbox ext. number + <b>#</b> or</p> <p><b>*</b> <b>#</b></p>
<p><b>10</b></p>	<p>If finished modifying menu definition</p> <p> <i>You must continue with either Step 11 or Step 12 and follow the instructions to save the menu definitions and menu prompts.</i></p> <p><b>Note:</b> <i>and menu prompts.</i></p>	<p><b>*</b> <b>#</b></p>
<p><b>11</b></p>	<p>If system is in Bilingual mode, go to Step 12. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Record a new prompt; then after recording, press 1 and choose one of the following: <ul style="list-style-type: none"> <li>— Approve</li> <li>— Listen to prompt</li> <li>— Re-record prompt</li> <li>— Delete recording</li> </ul> </li> <li>● Use existing menu prompt and save menu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> [record new prompt] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>

12	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● Save menu definition and menu prompt changes</li> </ul>	<p>1 or 2 or #</p>
13	<p>Record a new prompt; then after recording, press 1 and choose one of the following:</p> <ul style="list-style-type: none"> <li>● Approve. <i>Return to Step 12.</i> (For Secondary Language)</li> <li>● Listen to recording. <i>Return to Step 12.</i></li> <li>● Re-record recording. <i>Return to Step 12.</i></li> <li>● Delete recording. <i>Return to Step 12.</i> (For Secondary Language)</li> </ul>	<p>[record new prompt] 1 * # or 2 3 or 2 1 or * 3</p>

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## Creating Submenus

The Automated Attendant Day and Night Main menus provide callers with nine options (or choices). If you need to provide more than nine options, you must create a submenu from which a caller can select additional options.

The MERLIN Messaging System allows up to 99 submenus shared among all Automated Attendants. A submenu:

- Can be assigned to one or more Automated Attendants.
- Can be up to two minutes in length.
- Uses the same Dial 0/Timeout Action defined for the Day or Night Main menu, to which it is assigned.

### To create a submenu:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Submenus	<b>3</b>
5	Enter submenu number	[1-99] <b>#</b>
6	Choose an option: <ul style="list-style-type: none"><li>● Create a submenu</li><li>● Cancel</li></ul>	<b>9</b>  <b>6</b>

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## To create a submenu:

Step	Programming Task	Touch-Tone Input
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to submenu</li> <li>● Modify submenu</li> <li>● Delete a submenu, then choose one of the following:<ul style="list-style-type: none"><li>○ Confirm deletion</li> <li>○ Cancel deletion</li></ul></li> <li>● If finished</li></ul>	<p>2 </p> <p>6 </p> <p>* 3</p> <p>9</p> <p>6 </p> <p>* # </p>

## To listen to a submenu:

Step	Programming Task	Touch-Tone Input
8	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● If the system is in Monolingual mode, listen to submenu prompt:</li><li>● If system is in Bilingual mode:<ul style="list-style-type: none"><li>○ Listen to submenu prompt in Primary Language</li><li>○ Listen to submenu prompt in Secondary Language</li></ul></li><li>● Listen to submenu definition</li><li>● If finished</li></ul>	<p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>* #</p>
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## To modify a submenu:

Step	Programming Task	Touch-Tone Input
9	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter Selector Code, then choose one of the following: <ul style="list-style-type: none"> <li>○ Modify Selector Code, then choose one of the following: <ul style="list-style-type: none"> <li>■ Selector Code transfer</li> <li>■ Play submenu</li> <li>■ Play announcement</li> <li>■ Direct extension transfer</li> <li>■ Mailbox transfer</li> <li>■ Delete Selector Code</li> <li>■ If Finished (exit without changing selector code)</li> </ul> </li> </ul> </li> </ul> <p style="padding-left: 40px;">To accept current selector code action</p> <ul style="list-style-type: none"> <li>● If you want to modify another selector Code action, return to the beginning of Step 9</li> </ul> <p>If finished modifying submenu definition To save menu changes <a href="#">go to Step 10 (Required)</a></p>	<p>[1-9]</p> <p><b>9</b></p> <p><b>1</b> + ext. number + <b>#</b> or</p> <p><b>2</b> + submenu number + <b>#</b> or</p> <p><b>3</b> + announce number + <b>#</b> or</p> <p><b>5</b> or</p> <p><b>6</b> + mailbox ext. number + <b>#</b> or</p> <p><b>* 3</b></p> <p><b>* #</b></p> <p><b>6</b></p> <p><b>* #</b></p>

## To record a submenu prompt:

Step	Programming Task	Touch-Tone Input
10	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Bilingual mode (<a href="#">go to Step 11</a>)</li> <li>● Monolingual mode, choose one of the following: <ul style="list-style-type: none"> <li>○ Record a new prompt, choose one of the following: <ul style="list-style-type: none"> <li>■ Approve prompt</li> <li>■ Listen to prompt</li> <li>■ Re-record prompt</li> <li>■ Delete recording</li> </ul> </li> <li>○ Use the existing submenu prompt and save any menu definition changes</li> </ul> </li> </ul>	<p>[1] [record prompt] [1]</p> <p>* [#]</p> <p>[2] [3]</p> <p>[2] [1]</p> <p>* [3]</p> <p>#</p>
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**To record a submenu prompt (Bilingual mode):**


Step	Programming Task	Touch-Tone Input
11	Choose one of the following: <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● Save menu definition and submenu prompt</li> </ul>	1 2 #
12	Record a submenu prompt: <ul style="list-style-type: none"> <li>● Approve prompt</li> <li>● Listen to prompt</li> <li>● Re-record prompt</li> <li>● Delete recording</li> </ul>	[record prompt] 1 * # 2 3 2 1 * 3
13	Repeat record process for other language. (Go to Step 11).	
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## Modifying a Submenu

Use this procedure to change a submenu definition or prompt. There can be up to 99 submenus shared among four Automated Attendants. A submenu can be assigned to one or more Automated Attendants and each submenu can be up to two minutes long. The submenu uses the same Dial 0/Timeout Action defined for the Day or Night menu.

### To modify a Submenu:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Select Submenus	<b>3</b>
5	Enter submenu number	[1-99] <b>#</b>
6	Select Modify the Submenu	<b>6</b>
7	Enter Selector Code	[1-9]
8	<p>Modify Selector Code. Then choose one of the following Selector Code Actions:</p> <ul style="list-style-type: none"> <li>● Selector Code transfer</li> <li>● Play submenu</li> <li>● Play Announcement</li> <li>● Direct extension transfer</li> <li>● Mailbox transfer</li> <li>● Delete Selector Code</li> <li>● If finished modifying this Selector Code</li> </ul>	<p><b>9</b></p> <p><b>1</b> + ext. number + <b>#</b> or</p> <p><b>2</b> + submenu number + <b>#</b> or</p> <p><b>3</b> + announcement. number + <b>#</b> or</p> <p><b>5</b> or</p> <p><b>6</b> + mailbox ext. number + <b>#</b> or</p> <p><b>* 3</b></p> <p><b>* #</b></p>

<p><b>9</b></p>	<p>If finished modifying submenu definition.</p> <p> <b>Note:</b> You must continue with either Step 10 or Step 11 and follow the instructions to save the submenu definition and submenu prompt.</p>	<p>* #</p>
<p><b>10</b></p>	<p>If system is in Bilingual mode, go to Step 11. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Record a new prompt; then after recording, press 1 and choose one of the following: <ul style="list-style-type: none"> <li>— Approve</li> <li>— Listen to prompt</li> <li>— Re-record prompt</li> <li>— Delete recording</li> </ul> </li> <li>● Use existing submenu prompt and save submenu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p>[record new prompt] 1</p> <p>* # or</p> <p>2 3 or</p> <p>2 1 or</p> <p>* 3</p> <p>#</p>
<p><b>11</b></p>	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● Save submenu definition and submenu prompt changes</li> </ul>	<p>1 or</p> <p>2 or</p> <p>#</p>
<p><b>12</b></p>	<p>Record a new prompt; then after recording, press 1 and choose one of the following:</p> <ul style="list-style-type: none"> <li>● Approve. <i>Return to Step 11</i>(for Secondary Language)</li> <li>● Listen to prompt. <i>Return to Step 11</i></li> <li>● Re-record prompt. <i>Return to Step 11</i></li> <li>● Delete recording. <i>Return to Step 11</i> (for Secondary Language)</li> </ul>	<p>[record new prompt] 1</p> <p>* # or</p> <p>2 3 or</p> <p>2 1 or</p> <p>* 3</p>

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## Deleting a Submenu

Use this procedure to delete an Automated Attendant submenu.

### To delete a Submenu:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Select Submenus	<b>3</b>
5	Enter submenu number	[1-99] <b>#</b>
6	Delete submenu	<b>*</b> <b>3</b>
7	Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>9</b> or <b>6</b>

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## Creating Announcements

Announcements are recorded messages that callers hear when they make specific selections from the MERLIN Messaging System menus and/or submenus.

- The MERLIN Messaging System allows up to 99 announcements shared among all Automated Attendants.
- The same announcement can be used for any or all menus or submenus and for all Automated Attendants.
- A single announcement can be up to two minutes in length.
- The factory setting is "Announcement [nn] does not exist."

### To create an announcement:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Announcements	<b>4</b>
5	Enter announcement number	[1-99] <b>#</b>
6	Choose an option: <ul style="list-style-type: none"><li>● Create an announcement</li><li>● Cancel</li></ul>	<b>9</b>  <b>6</b>

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## To create an announcement:

Step	Programming Task	Touch-Tone Input
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● Listen to announcement</li> <li>● Modify announcement</li> <li>● Delete announcement<ul style="list-style-type: none"><li>○ Confirm deletion</li> <li>○ Cancel deletion</li></ul></li> <li>● If finished</li></ul>	<p><b>2</b>, or if Bilingual </p> <p><b>6</b> </p> <p><b>*</b> <b>3</b></p> <p><b>9</b> </p> <p><b>6</b></p> <p><b>*</b> <b>#</b> </p>
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## To listen to an announcement (Bilingual mode):

Step	Programming Task	Touch-Tone Input
8	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● If the system is in Monolingual mode, listen to submenu prompt:</li><li>● If system is in Bilingual mode:<ul style="list-style-type: none"><li>○ Listen to submenu prompt in Primary Language</li><li>○ Listen to submenu prompt in Secondary Language</li></ul></li><li>● Listen to submenu definition</li><li>● If finished</li></ul>	<p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>* #</p>
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## To modify an announcement:

Step	Programming Task	Touch-Tone Input
9	<p>If system is in Bilingual mode, <a href="#">go to Step 10</a>. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"><li>● Record new announcement; then after recording, press <b>1</b> and choose one of the following:<ul style="list-style-type: none"><li>○ Approve</li><li>○ Listen to announcement</li><li>○ Re-record announcement</li><li>○ Delete new recording</li></ul></li><li>● Use existing announcement. For Monolingual mode, procedure is finished.</li></ul>	<p><b>1</b> [record announcement] <b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> <b>3</b></p> <p><b>2</b> <b>1</b></p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
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## To record an announcement (Bilingual mode):

Step	Programming Task	Touch-Tone Input
10	Choose one of the following: <ul style="list-style-type: none"> <li>● Record Primary Language</li> <li>● Record Secondary Language</li> <li>● Use existing announcement recording</li> </ul>	1 2 #
11	Record the announcement then choose one of the following: <ul style="list-style-type: none"> <li>● Approve announcement</li> <li>● Listen to announcement</li> <li>● Re-record announcement</li> <li>● Delete new recording</li> </ul>	[record announcement ] 1 * # 2 3 2 1 * 3
12	Repeat announcement recording process for other language	
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## Modifying an Announcement

Use this procedure to modify an existing Automated Attendant announcement.

### To modify an Announcement:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Select Announcements	<b>4</b>
5	Enter announcement number	[1-99] <b>#</b>
6	Select Modify Announcement	<b>6</b>
7	<p>If system is in Bilingual mode, go to Step 8. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Record new announcement; then after recording, press 1 and choose one of the following: <ul style="list-style-type: none"> <li>— Approve</li> <li>— Listen to announcement</li> <li>— Re-record announcement</li> <li>— Delete recording</li> </ul> </li> <li>● Use existing Announcement. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> [record new prompt] <b>1</b></p> <p><b>*</b> <b>#</b> <i>or</i></p> <p><b>2</b> <b>3</b> <i>or</i></p> <p><b>2</b> <b>1</b> <i>or</i></p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
8	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Primary Language</li> <li>● Secondary Language</li> <li>● Save any recording changes</li> </ul>	<p><b>1</b> <i>or</i></p> <p><b>2</b> <i>or</i></p> <p><b>#</b></p>

<b>9</b>	<p>Record new announcement; then after recording, press 1 and choose one of the following:</p> <ul style="list-style-type: none"> <li>● Approve. <i>Return to Step 8</i> (For Secondary Language)</li> <li>● Listen to recording. <i>Return to Step 8</i></li> <li>● Re-record recording. <i>Return to Step 8</i></li> <li>● Delete recording. <i>Return to Step 8</i> (For Secondary Language)</li> </ul>	<p>[record new prompt] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>
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## Deleting an Announcement

Use this procedure to delete an Automated Attendant announcement.

### To delete an Announcement:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Select Announcements.	<b>4</b>
5	Enter announcement number	[1-99] <b>#</b>
6	Delete announcement	<b>*</b> <b>3</b>
7	Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>9</b> or <b>6</b>

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## Programming the Schedule Controller

The Schedule Options define the Day and Night Service operation of the Automated Attendant(s). When you program the Schedule Options, you can:


- [Administer the Schedule Controller.](#)
- [Administer the Weekly Business Schedule.](#)



Programming the Schedule Options also allows you to administer the Temporary Schedule. This procedure is covered in **Path 3: Ongoing Maintenance and Administration,**

**Note: "Managing the MERLIN Messaging System."**

### To program the Schedule Controller

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Schedule Options	<b>5</b>
5	Choose one of the following: <ul style="list-style-type: none"> <li>● Listen to Schedule Controller and schedule settings</li> <li>● Administer the Schedule Controller, then choose an option               <ul style="list-style-type: none"> <li>○ Follow Switch Mode</li> <li>○ Follow Weekly Business Schedule</li> <li>○ Follow both the switch mode and the Weekly schedule</li> </ul> </li> <li>● Administer Weekly Business Schedule</li> <li>● If finished programming Schedule Controller</li> </ul>	<b>1</b> <b>2</b> <b>1</b> <b>2</b> <b>3</b> <b>3</b>  <b>*</b> <b>#</b>

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Refer to **MERLIN Messaging System Planning Form 3a- Automated Attendant Schedule and Fax Assignment** for the information you

**NOTE:** need to program the Schedule Controller

## To administer a Weekly Business Schedule:

Step	Programming Task	Touch-Tone Input
6	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter day to be administered as follows:               <ul style="list-style-type: none"> <li>○ Sunday</li> <li>○ Monday</li> <li>○ Tuesday</li> <li>○ Wednesday</li> <li>○ Thursday</li> <li>○ Friday</li> <li>○ Saturday</li> <li>○ All days</li> </ul> </li> <li>● If finished.</li> </ul>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">1</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">2</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">3</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">4</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">5</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">6</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">7</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">9</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">*</span> <span style="border: 1px solid black; padding: 2px;">#</span> <span style="color: blue; font-size: 24px; margin-left: 10px;">▶</span></div> </div>
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● <a href="#">Open</a></li> <li>● <a href="#">Closed</a></li> </ul> <p>Return to Step 6 to administer by day</p>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">1</span> <span style="color: blue; font-size: 24px; margin-left: 10px;">▶</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">2</span></div> <div style="margin-bottom: 5px;"><span style="border: 1px solid black; padding: 2px;">*</span> <span style="border: 1px solid black; padding: 2px;">#</span></div> </div>
<a href="#">Back</a>		

## To administer Weekly Business Schedule:

Step	Programming Task	Touch-Tone Input
8	Enter <a href="#">opening time</a> where: hh = hour [00–23] mm = minute [00–59]	[hhmm] 
9	Enter closing time where: hh = hour [00–23] mm = minute [00–59]	[hhmm] 
10	Choose one of the following: <ul style="list-style-type: none"> <li>● Approve and save. Return to Step 6 to administer another day.</li> <li>● Re-enter. Return to Step 8.</li> </ul>	   
<a href="#">Back</a>		

## Administering a Temporary Schedule

The Temporary Schedule overrides both the Switch mode and the Weekly Business Schedule. For each day with a temporary opening or temporary closing schedule, you specify the start and end time of the special schedule. During other periods of that day, the Automated Attendant operates in the appropriate mode based on its Schedule Controller setting.

For a temporary opening schedule, the regular Day menu prompt plays. For a temporary closing schedule, you may record a temporary closure greeting that plays before the regular Night menu prompt or specify that only the regular Night menu prompt be played. Only one temporary closure greeting can be recorded for each Automated Attendant. If you set the system for temporary closings on more than one day and choose to use the temporary closure greeting, the same greeting will be used for each day. If you want a different greeting for each day, you must record a new greeting for the correct day. If the system is in Bilingual mode, the temporary closure greeting must include recordings in both languages.

The Temporary Schedule can be programmed for the current day and/or the following six days. It also can be cancelled anytime before or while the Temporary Schedule is in effect. The Temporary Schedule does not carry over from week to week; it expires at the end of the day for which you created it.



To set the Temporary Schedule for the entire day, enter 0000 as the start time and 2359 as the end time.

Note:

### To administer a Temporary Schedule:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Enter Automated Attendant number	[1-4]
4	Select Schedule Options	<b>5</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Administer temporary schedule. <i>Go to Step 6.</i></li><li>● If finished</li></ul>	<b>4</b>  <b>*</b> <b>#</b>

6	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Enter day to be administered as follows: <ul style="list-style-type: none"> <li>— Sunday</li> <li>— Monday</li> <li>— Tuesday</li> <li>— Wednesday</li> <li>— Thursday</li> <li>— Friday</li> <li>— Saturday</li> <li>— All days</li> </ul> </li> <li>● If finished</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>3</b> or</p> <p><b>4</b> or</p> <p><b>5</b> or</p> <p><b>6</b> or</p> <p><b>7</b> or</p> <p><b>9</b></p> <p><b>*</b> <b>#</b></p>
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Open</li> <li>● Closed</li> <li>● Delete temporary opening or closing for the day</li> <li>● If finished</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>*</b> <b>3</b> or</p> <p><b>*</b> <b>#</b></p>
8	<p>Enter starting time for Temporary Schedule where:  hh = hour [00-23]  mm = minute [00-59]</p>	<p>[hhmm] <b>#</b></p>
9	<p>Enter ending time for Temporary Schedule where:  hh = hour [00-23]  mm = minute [00-59]</p>	<p>[hhmm] <b>#</b></p>

10	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Approve. <i>For a temporary opening schedule, procedure is complete. Return to Step 6 to administer a Temporary Schedule for another day. For a temporary closing schedule, go to Step 11.</i></li> <li>● Re-enter. <i>Return to Step 8.</i></li> </ul>	<p>* # or</p> <p>1</p>
11	<p>If this is a temporary closing schedule, choose one of the following:</p> <ul style="list-style-type: none"> <li>● Use regular Automated Attendant Night menu prompt. <i>Return to Step 6 to administer a Temporary Schedule for another day.</i></li> <li>● Play a temporary closure greeting before regular Night menu prompt.</li> </ul>	<p>1 or</p> <p>2</p>
12	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to current temporary closure greeting</li> <li>● Record new greeting, then after recording, press 1 and choose one of the following: <ul style="list-style-type: none"> <li>— Approve</li> <li>— Listen to greeting</li> <li>— Re-record greeting</li> <li>— Delete greeting</li> </ul> </li> <li>● If finished</li> </ul>	<p>1 or</p> <p>2 [record new greeting] 1</p> <p>* # or</p> <p>2 3 or</p> <p>2 1 or</p> <p>* 3</p> <p>* #</p>

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# Programming Line Assignments

**This procedure only applies to systems that use more than one Automated Attendant. Skip this procedure if your system uses a single Automated Attendant.**



**Note:**

- Refer to **MERLIN Messaging System Planning Form 4 – Line Assignments** for the site-specific information you need to complete the following programming task.
- If you want a line to be answered by Automated Attendant 1, no programming is needed.
- If you want a line to be answered by Automated Attendant 2, 3 or 4, you must enter the line number and identify which Automated Attendant should answer it.
- MERLIN Messaging System allows a maximum of 80 line assignments among all Automated Attendants.
- The procedure for deleting lines is covered **Path 3: Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

## To program Line Assignments:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Line Assignments	<b>6</b>
5	Choose one of the following: <ul style="list-style-type: none"><li>● Review Line assignment</li><li>● Add a line to Automated Attendant then</li><li>● Re-enter line number</li></ul>	<b>1</b> <b>2</b> [nnn] <b>#</b>
6	Repeat Step 5 for each line you want to add to this Automated Attendant	
7	If finished with Line Assignment programming	<b>*</b> <b>#</b>

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## Assigning a Fax Extension to an Automated Attendant

When an Automated Attendant detects a fax call, it transfers the call to a specific Fax extension or Fax Calling Group Extension. In order for this to occur, you must assign a [Fax Machine extension](#). Next you must use this procedure to assign a Fax extension to one or more Automated Attendants.



### Note:

- Refer to **MERLIN Messaging Planning Form 3a – Automated Attendant Schedule and Fax Assignment** for the site-specific information you need to complete the following programming task.
- MERLIN Messaging allows a maximum of one fax extension per Automated Attendant.
- Multiple Automated Attendants can share the same fax extension.
- The procedure for removing a fax extension is covered in **Path 3: Ongoing Maintenance and Administration, "Managing the MERLIN Messaging System."**

### To program a Fax Extension:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed.	
2	Select Automated Attendant	<b>3</b>
3	Select a specific Automated Attendant	[1-4]
4	Select Fax Extension	<b>7</b>
5	Enter an extension number	[nnnn] <b>#</b>
6	Repeat Steps 3 –5 for all fax extensions to be identified	
7	If finished with fax identification programming	<b>*</b> <b>#</b>

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## Assigning a Fax Machine Extension

You can assign up to four fax extensions, one for each Automated Attendant. If an Automated Attendant has been assigned a fax extension, when an incoming fax call is detected by the Automated Attendant, it routes the call to the fax machine. You can administer a Directory Listing or Recorded Name for a fax extension.

Refer to **MERLIN Messaging System Planning Form 2 – Extension Administration** for the fax Assignment information identified for your site.

### To assign a fax machine to an extension:

Step	Programming Task	Touch-Tone Input
<b>Required Tasks</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	[2]
3	Enter extension number	[nnn] [#]
4	Assign a fax machine to the extension	[4]
5	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Program Directory Listing or Recorded Name</li> <li>● Delete this extension</li> </ul> <p> <b>Note:</b> If this fax extension is assigned to an Automated Attendant you must do one of the following:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Confirm</li> <li><input type="radio"/> Cancel</li> </ul> <ul style="list-style-type: none"> <li>● If finished</li> </ul>	<p>[1] </p> <p>[*] [3]</p> <p>[9]</p> <p>[6]</p> <p>[*] [#]</p>

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To program Directory Listing or Recorded Name (optional procedure):

Step	Programming Task	Touch-Tone Input
<b>Optional Steps</b>		
6	<p>Select Record Name</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>● Listen to name <ul style="list-style-type: none"> <li>○ If finished</li> </ul> </li> <li>● Record name; then after recording, press <b>1</b> and choose one of the following: <ul style="list-style-type: none"> <li>○ Approve Name</li> <li>○ Play back recorded name</li> <li>○ Re-record name</li> <li>○ Delete name just recorded</li> </ul> </li> <li>● If finished recording a name</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>* #</b></p> <p><b>2</b> [record name] <b>1</b></p> <p><b>* #</b> or</p> <p><b>2 3</b> or</p> <p><b>2 1</b> or</p> <p><b>* 3</b></p> <p><b>* #</b></p>
7	<p>Select Directory Listing</p> <p>Administer Directory Listing, then choose one of the following:</p> <ul style="list-style-type: none"> <li>● For Release 2 and later, enter up to first ten letters of name, using Touch-Tones. In Release 1 or 1.1, enter up to first 4 letters of name. <ul style="list-style-type: none"> <li>○ Approve</li> <li>○ Re-enter</li> </ul> </li> </ul> <p>Exit without changes</p> <p>If finished administering Directory Listing</p>	<p><b>2</b></p> <p><b>1</b></p> <p>[nn nn nn nn] <b>#</b></p> <p><b>* #</b></p> <p><b>1</b></p> <p><b>* #</b></p> <p><b>* #</b></p>
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## Deleting Fax Extensions

Use the following procedure to delete a Fax Extension.

### To delete a Fax Extension:

Step	Programming Task	Touch-Tone Input
<b>Required Tasks</b>		
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select Extension Administration	<b>2</b>
3	Enter extension	[nnn] <b>#</b>
4	Delete this extension	<b>*</b> <b>3</b>
5	If this extension is not assigned to an Automated Attendant, go to step 6.  Choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	<b>9</b> <b>6</b>
6	<ul style="list-style-type: none"><li>● If finished</li></ul>	<b>*</b> <b>#</b>

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# Logging in to System Administration

Use this procedure to log in to System Administration once you have created your password as described in [Initially Logging in to System Administration](#).

## Logging in to System Administration

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging System Calling Group.	[nnn]
2	Enter System Administration extension number.	[0] [#]
3	Enter password.	[nnnnnn] [#]
4	Select System Administration.  <b>Note:</b> This option is not heard on the System Administration activity menu. The menu item is deliberately hidden to minimize your system's vulnerability to abuse. You should select it even though it is not heard.	[9]

# Modifying System Security Parameters

The MERLIN Messaging System provides the following features to help protect your system against toll fraud:

- **Transfer Restrictions** - When this feature is activated, \*8 transfers, Automated Attendant direct extension transfers and Personal Operator transfers are restricted to extensions that are included in the MERLIN Messaging extension list. The extension list includes extensions assigned as Automated Attendant extensions. Mailbox extensions, Transfer-Only Extensions, Fax Extensions and the Call Answer Service Operator Extensions.
- **Security Alert** - Setting a minimum password length of six digits or greater is highly recommended to help discourage hackers. If you choose a setting of less than six digits, the system reminds you that a setting of six or more digits makes your system less vulnerable to toll fraud.
- **Minimum Password Length** -is the minimum number of digits users must enter when setting a new password for their mailbox. The factory setting is six digits; this setting can be changed to 1-15 digits.

You can modify two Merlin Messaging System security features (Transfer Restrictions and Minimum Password Length). These features are designed to enhance system security and reduce the risk of toll fraud and abuse by unauthorized users. They are:

- [Setting Transfer Restrictions](#)
- [Setting Minimum Password Length](#)



## Setting Transfer Restrictions

The factory setting for Transfer Restrictions is On. When Transfer Restrictions are set to On, transfers (**\*** **8** transfers, Automated Attendant Direct extension transfers and Personal Operator transfers) are restricted to extensions that are contained in the extension list (Automated Attendant extensions, Mailbox extensions, Transfer-Only extensions and Fax extensions) and to the Call Answer Service Operator extension. This helps to prevent users and callers from committing toll fraud by transferring to an outside operator who could place a call for them. Transfer Restrictions can be set to Off; however, changing the factory setting to this option is strongly discouraged, as it leaves your system vulnerable to toll fraud.



**Setting the Transfer Restrictions to Off leaves your system vulnerable to toll fraud. Lucent Technologies strongly recommends that you keep the Transfer Restrictions set to On.**

To set Transfer Restrictions:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed	
2	Select System Security Parameters	<b>5</b>
3	Select Transfer Restrictions	<b>1</b>
4	Choose one of the following: <ul style="list-style-type: none"><li>● On</li><li>● Off</li><li>● If finished</li></ul>	<b>1</b> or <b>2</b> <b>*</b> <b>#</b>

### Procedure

[Setting Minimum Password Length](#)

## Setting Minimum Password Length

The Minimum Password Length is the minimum number of digits that a user can specify when setting a password for his/her mailbox. The Minimum Password Length also applies to the System Administration password. The range is 0 – 15 digits.



**The shorter the Minimum Password Length, the more vulnerable the system is to abuse by unauthorized persons. Choosing the longest acceptable minimum password length maximizes the security of the system. The factory-set Minimum Password Length is 6 digits.**



If you attempt to set a minimum length of less than 6 digits, the system will:

**Note:**

- Remind you that at least 6 digits is recommended.
- Advise you about system vulnerability.

### To set Minimum Password Length:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed.	
2	Select System Security Parameters	5
3	Select Minimum Password Length	2
4	Choose one of the following: <ul style="list-style-type: none"><li>● Enter Minimum Password Length</li><li>● If finished</li></ul>	[0-15] # * #

# Backing Up and Restoring the System

You can manually back up programmed configuration data and a subset of the Automated Attendant Menu and Submenu prompts onto the PC Card:

- [Backing Up the System to the PC Card](#)
- [Restoring the System](#)

# Backing Up the System to the PC Card

Following MERLIN Messaging System programming, you can back up programmed configuration data and a subset of the Automated Attendant menu submenu and announcement prompts onto the PC Card. The backed up information may be used to perform a system restore if the system fails or if data becomes corrupted.



Note:

- The MERLIN Messaging System must be in an idle state in order for the backup to begin.
- Prior to starting the backup process, the system will busy-out the messaging ports.
- During the backup process, the system does not answer calls.
- The backup process can take up to 20 minutes.

## To back up the system:

Step	Programming Task	Touch-Tone Input
1	<a href="#">Log in to System Administration</a> , if needed.	
2	Select System Backup	8
3	Select Backup, then choose one of the following: <ul style="list-style-type: none"><li>● Confirm</li><li>● Cancel</li></ul>	8 9 or 6
4	If finished	* #

# Restoring the Messaging System

Requests to have the MERLIN Messaging System perform a restore must be initiated by the System Manager and should be originated via the terminal interface. When you request a system restore, MERLIN Messaging reads data that was previously stored on the PC Card during a successful backup and writes it to the MERLIN Messaging System hard disk.



## Note:

- The MERLIN Messaging System must be in idle status for the restore process to begin. If any voice messaging ports are in use (that is, off hook), the restore request will be rejected.
- MERLIN Messaging voice messaging services are not available while a restore is in progress.
- If the restore process fails, the MERLIN Messaging System logs this as a critical event
- Once initiated, the restore process cannot be interrupted by the System Manager.

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**MERLIN Messaging System User's Guide**

# Introduction

The MERLIN Messaging System provides terminal-based reporting, maintenance and reset capabilities to help System Managers and service technicians to:

- Assess the health of the system.
- Identify voice messaging system problems.
- Initiate the appropriate corrective action, when needed.

Report and maintenance/administration requests are entered via a [terminal interface](#) on either a local or remote basis. Local access is through connection to the RS-232 serial port on the MERLIN Messaging System module. Remote access is via public switched telephone network (PSTN) dial-up to the communications system switch and communications system connection to the modem port on the messaging module. **System access is login and password protected.**

User access to the MERLIN Messaging System is supported via an ASCII terminal interface available through the serial and Remote Maintenance Device (RMD) ports. PCs connected through the terminal interface and running terminal emulation software can capture report information and retain it locally in the form of ASCII data files for subsequent review, manipulation or management.

## Related Topics

[Report Summary](#)

[Maintenance and Administration Summary](#)

# MERLIN Messaging System Reports

The MERLIN Messaging System provides four types of reports:

<b>Report</b>	<b>Purpose</b>
<b>Configuration</b>	Helps verify that the system configuration matches the customer's requirements
<b>Critical Event</b>	Assists in quickly identifying system malfunctions and appropriate corrective action
<b>Mail Box Report</b>	Assists in tracking problems associated with the recording, storage and retention of voice messages
<b>Trouble Log</b>	Assist in auditing and tracking the service history for a MERLIN Messaging System

## Related Topic


[Maintenance and Administration Summary](#)



# MERLIN Messaging System Maintenance and Administration

MERLIN Messaging System Maintenance and Administration allows users to perform the following tasks:

- Reset the system (that is, reboot the system processor).
- Request a system backup.
- Request a system restore.
- Change the System Administrator's Password.
- Make an entry in a Trouble History Log.

Not all capabilities are available to all users. The following section  describes user access and security requirements.

## Related Topics

[Report Summary](#)

# User Access and Security Requirements

Two groups of users have report, maintenance and administrative access to the MERLIN Messaging System. These users are:

- MERLIN Messaging System Manager
- Service Technicians

Each user type has a unique login. The password for all user types is the System Manager "mailbox" password. The combination of login and password defines the capabilities available to that user. The table below describes user-specific report, maintenance and administrative capabilities.

User	Report Access	Maintenance/Administration
System Manager	<ul style="list-style-type: none"><li>● Configuration Report</li><li>● Mailbox Report</li></ul>	<ul style="list-style-type: none"><li>● System Reset</li><li>● Backup</li><li>● Restore</li><li>● Change System Administration Password</li></ul>
Service Technician	<ul style="list-style-type: none"><li>● Configuration Report</li><li>● Critical Event Report</li><li>● Mailbox Report</li><li>● Retrieve Trouble History Log</li></ul>	<ul style="list-style-type: none"><li>● System Reset</li><li>● Entry in Trouble History Log</li></ul>

## Related Topics





[Establishing a Remote Session](#)

[Establishing a Local Session](#)

# Establishing a Remote Session

You can establish a remote connection via your PC's modem to the MERLIN Messaging System via dial-up to the Remote Maintenance Device (RMD), which is a modem located on the MERLIN Messaging System's PC Card. The extension number for the RMD is the twelfth extension number assigned to the MERLIN Messaging System module. The RMD connection supports line speeds up to 14.4 K baud.

There are several ways you can dial in and connect to the RMD from a remote location:

- Dial into the communications system using a Direct Inward Dial (DID) trunk associated with the RMD port extension on the MERLIN Messaging System.
- Dial in on an outside line programmed for Remote Access, enter a barrier code if required, then dial the extension number for the RMD.
- Dial in on an outside line assigned to the MERLIN Messaging System Automated Attendent then dial   and the extension number for the RMD.
- Dial in to the communications system and when a person answers, request a  .

The method you use to connect the specific access mode to be used depends on how the MERLIN Messaging System and communications system have been configured. Review this with the Service Consultant to determine which method you want to use. Make a note of the extension that has been assigned to the Merlin Messaging System's RMD (twelfth extension assigned to the MERLIN Messaging System module).

The MERLIN Messaging System supports one terminal session at a time. If a session is active via the serial port at the time a dial-up connection is being attempted, the MERLIN Messaging System displays the following message: "Local session active or port is locked please wait..." This message will continue to be displayed at 10 second intervals until the serial port connection is terminated or you disconnect from the dialup session. If the serial port connection is terminated while the dial-up connection is attempted, the "Welcome to Merlin Messaging" message and the login request prompt displays.



Follow the procedure recommended by your modem manufacturer to install and configure the modem. When the modem is installed, connect a telephone to the **Note:** modem's phone jack and connect a telephone company line to the modem's line jack. Next, use a terminal emulation, such as Windows Hyperterminal, to start your remote session. If you need to call a person and request a manual transfer, follow the directions packaged with your terminal emulation packaged to use a telephone to dial the number then make a modem connection.

## Related Topics

[Setting Up Windows Hyperterminal for a Remote Session](#)


[Establishing a Local Session](#)

[Logging in to Terminal-Based Reporting, Maintenance and Administration](#)

# Setting Up Windows HyperTerminal for a Remote Session

Windows HyperTerminal is the standard terminal emulator and serial communications program provided with the Windows operating system. Use the following procedure to set up a HyperTerminal icon that you can use anytime you want to start a remote session.

## Procedure

Step	Procedure
1	Click the Start button
2	Point to Programs, point to Accessories and then click HyperTerminal
3	Double-click Hypertrm  <b>Note:</b> HyperTerminal starts in the New Connection mode. For information about how to use HyperTerminal, click the Help menu in HyperTerminal.
4	On the New Connection window, type a name that describes the connection (for example, MERLIN Messaging System), then click OK
5	On the Connect To window, enter the area code and telephone number you will use to call into the MERLIN Messaging System. Next, select your modem from the Connect Using list and click OK
6	On the Properties window for your modem, set the maximum baud rate to 19200 then click OK  An icon with the name you selected in Step 4 is created. You can then double-click this icon to start a remote session with the paramaters you entered

## Related Topics

[Establishing a Remote Session](#)

[Establishing a Local Session](#)

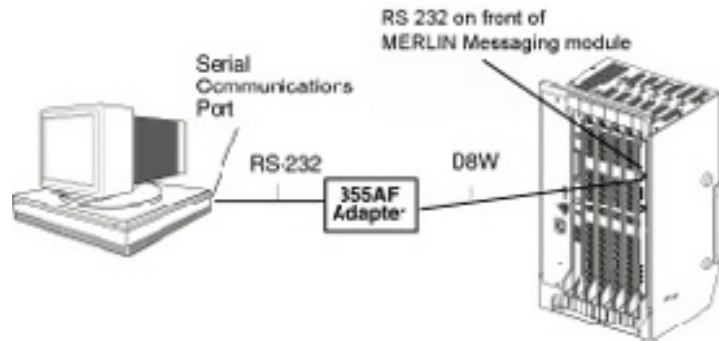
[Logging in to Terminal-Based Reporting, Maintenance and Administration](#)

# Establishing a Local Session

The MERLIN Messaging System has an RS-232 serial port capable of supporting direct connection to a terminal device, such as a PC, with a serial port at a line speed of 9.6 kbps. The connection is based on an 8-bit word, no parity, no flow control and autobaud capability. An RS-232DW8 cable with a maximum length of 25 feet can be used to connect the terminal to the module.

You need to use the adapters specified below:

- MERLIN Messaging Serial Port
- 25-foot DW8 Cable
- AT&T 3SSAF adapter
- Male DB25-to-female DB15
- PC/Laptop COM Port



The MERLIN Messaging System supports one terminal session at a time. If a session is in effect through the Remote Maintenance Device (RMD) at the time the serial connection is being established, the MERLIN Messaging System ignores all input from the serial connection.

When the hardware has been connected you must use a terminal emulator (such as Windows Hyperterminal) to start your terminal session.

## Related Topics

[Logging in to Terminal-Based Reporting, Maintenance and Administration](#)

[Setting Up Windows Hyperterminal for a Local Session](#)











[Establishing a Remote Session](#)

# Logging in to Terminal-Based Reporting, Maintenance and Administration

Before you log in, you must connect your PC to the MERLIN Messaging System module. The following procedures are the two access methods available for accessing the MERLIN Messaging System.

- [Establishing a Local Session](#)
- [Establishing a Remote Session](#)

After you configure your terminal emulator for a local or remote session, start the program and connect to the MERLIN Messaging System. Once your PC is connected to the MERLIN Messaging System and you have a login prompt, use the following procedure to log in to MERLIN Messaging System Administration.

Step	Action	Remote Access	Local Access
1	Access MERLIN Messaging System	Dial in to MERLIN Messaging System  	Connect RS-232 cable to RS-232 serial port  
2	A <b>Welcome to Merlin Messaging</b> message		
3	Enter login   <b>Note:</b> If you do not enter your login within 30 seconds, MERLIN Messaging terminates the session.	[nnnnnn]  	[nnnnnn]  
4	Enter the System Administration password   <b>Note:</b> If you do not enter your login within 30 seconds, MERLIN Messaging terminates the session.	[nnnnnn]  	[nnnnnn]  

## Related Topics

[System Validation](#)

# System Validation

The MERLIN Messaging System validates your login and password entries to determine if you are authorized to use the system.

If	Then
<b>Your login and password are valid</b>	The MERLIN Messaging System displays the following: <ul style="list-style-type: none"><li>● "Login successful... one moment please..."</li><li>● "This system is restricted to authorized users for legitimate business purposes. Unauthorized access or modification of this system or the data contained therein is a violation of the law"</li><li>● A menu of the options available to you based on your user type including a command prompt, "Enter an Option Number:"</li></ul>
<b>Your login and password entries are not valid</b>	The MERLIN Messaging System displays the message "Invalid login" and requests that you enter a new login and password.



**Note:**

The MERLIN Messaging System allows up to five consecutive entries of invalid login/password after which it displays the message "Session terminated, Port is locked." Further login attempts are locked-out for five (5) minutes. The locked-out interval applies to access via a modem or local access via direct connection to the serial port.

## Related Topics

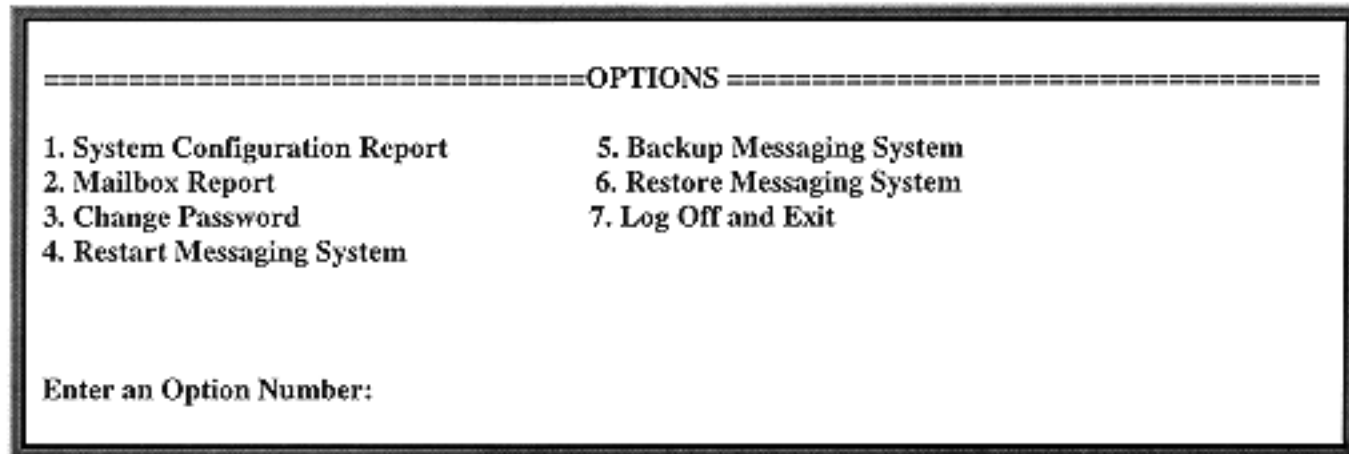
[System Manager Options Menu](#)

[Service Technician Options Menu](#)

# System Manager Options Menu Screen

The screen facsimile below contains a menu of options available to the System Manager.

Click an option name to link to a detailed description of the applicable report or procedure.



The image shows a terminal window with a menu of options. The title is "=====OPTIONS=====" and the options are listed in two columns. At the bottom, it says "Enter an Option Number:".

```
=====OPTIONS=====
1. System Configuration Report      5. Backup Messaging System
2. Mailbox Report                   6. Restore Messaging System
3. Change Password                  7. Log Off and Exit
4. Restart Messaging System

Enter an Option Number:
```

When you request a System Configuration Report or Mailbox Report, the MERLIN Messaging System streams the data to the terminal in a manner similar to the way text is sent to a printer. Flow control to pause/resume the report stream is not provided. The recommended procedure for viewing the report data is to:

- Capture the report to a file or send the report to the printer using terminal emulation software (see procedure below).
- After capturing the report to a file, use a visual text editor such as Word Pad to open the file and to control scrolling and the display of the report data on the screen, or print the report.

## Procedure

### [Capturing a Report to a File or Printer Using Hyperterminal](#)



# System Configuration Report

The System Configuration Report contains a summary of the configuration information administered for the MERLIN Messaging System at the system, Automated Attendant Main menu/submenu and mail box levels. The report is organized in sections, as follows:

- [General Information](#)
- [Automated Attendant Information](#)
- [Submenu/Customized Announcement Information](#)
- [Extension Information](#)

**Click below to:**

[View a sample System Configuration Report](#)

[Return to the System Manager's Option Menu](#)

[Return to the Service Technician's Option Menu](#)

CONFIGURATION REPORT

GENERAL INFORMATION

System Language Mode: Bilingual

System/Primary Language: U.S. English

Secondary Language: French

System Administration Prompt Language: U.S. English

Minimum Password Length: 6

Number of Licensed Ports: 4

Extensions (Number of)

Mailboxes: 30

Transfer Only: 20

Automated Attendant: 4

Fax: 4

Maximum Extension Length: 4

Call Answer Service Operator Extension: 768

Transfer Restrictions: ON

=====

AUTOMATED ATTENDANT INFORMATION

AUTOMATED ATTENDANT 1

Lines assigned: 803,805,807,809

Fax Extension: 235

General Mailbox Owner: 134

Schedule Controller: Follow Both

Current Mode: Open

Business Schedule:

Day	Service Mode	Start	End
Sun	Closed		
Mon	Open	07:00	18:00
Tue	Open	07:00	18:00
Wed	Open	07:00	18:00

Thu	Open	07:00	18:00
Fri	Open	07:00	18:00
Sat	Closed		

Temporary Schedule:

Day	Service Mode	Start	End
Mon	Closed	07:00	18:00
Tue	Closed + Temp Gtg	07:00	18:00
Sat	Open	09:00	15:00

Temp Gtg Recorded: System/Primary Language: YES Secondary Language: NO

Day Main menu Definition

Prompt Recorded: System/Primary Language: YES Secondary Language: NO

CODE	SELECTOR CODE ACTION	EXT	SUBM/ANNC #	# OF DIGITS
1	Direct Ext Transfer			
2	Play Announcement		1	
3	Direct Ext Transfer			
4	Collected Digits Transfer	21	3	2
5	Play Submenu		2	
6	Play Announcement		2	
7	Selector Code Transfer	23		
8	Direct Ext Transfer			
9	Mailbox Transfer	10		
Dial 0/ Timeout	Transfer To Ext	40		

Night Main menu Definition

CODE	SELECTOR CODE ACTION	EXT	SUBM/ ANNC #	# OF DIGITS
1	Play Announcement		5	
2	Play Announcement		5	
3	Play Announcement		5	
4	Play Announcement		5	
5	Play Announcement		5	
6	Play Announcement		2	
7	Mailbox Transfer	28		
8	Play Announcement		5	
9	Mailbox Transfer	10		
Dial 0/ Timeout	General Mailbox	9991		

AUTOMATED ATTENDANT 2

Lines Assigned: 802,804,806,808

Fax Extension: 237

General Mailbox Owner: 134

Schedule Controller: Follow Switch

Current Mode: Temporary Night

Business Schedule: None

Temporary Schedule:

Day	Service Mode	Start	End
Mon	Closed	07:00	18:00
Tue	Closed + Temp Gtg	07:00	18:00
Sat	Open	09:00	15:00

Temp Gtg Recorded: System/Primary Language: YES Secondary Language: NO

Day Main menu Definition

Prompt Recorded: System/Primary Language: YES Secondary Language: NO

CODE	SELECTOR CODE ACTION	EXT	SUBM/ ANNC #	# OF DIGITS
1	Direct Ext Transfer			
2	Play Announcement		1	
3	Collected Digits Transfer	15	4	2
4	Collected Digits Transfer	21	3	2
5	Play Submenu		3	
6	Play Announcement		12	
7	Selector Code Transfer	23		
8	Not Used			
9	Not Used			
Dial 0/ Timeout	Disconnect			

Night Menu Definition

Prompt Recorded: System/Primary Language: YES Secondary Language: NO

CODE	SELECTOR CODE ACTION	EXT	SUBM/ ANNC #	# OF DIGITS
1	Play Announcement		5	
2	Play Announcement		5	
3	Play Announcement		5	
4	Play Announcement		5	
5	Play Announcement		5	

6	Play Announcement	2
7	Mailbox Transfer	28
8	Play Announcement	5
9	Mailbox Transfer	10

Dial 0/  
Timeout      General Mailbox

-----  
SUBMENU INFORMATION

SUBMENU 1

Prompt Recorded: Primary/System Language: YES Secondary Language: NO

CODE	SELECTOR CODE ACTION	EXT	SUBM/ ANNC #	# OF DIGITS
1	Direct Ext Transfer			
2	Play Announcement		1	
3	Direct Ext Transfer			
4	Collected Digits Transfer	21	3	2
5	Play Submenu		2	
6	Play Announcement		2	
7	Selector Code Transfer	23		
8	Direct Extension Transfer			
9	Mailbox Transfer	10		

SUBMENU 2

Prompt Recorded: Primary/System Language: YES Secondary Language: NO

CODE	SELECTOR CODE ACTION	EXT	SUBM/ ANNC #	# OF DIGITS
------	----------------------	-----	-----------------	----------------

1	Direct Ext Transfer			
2	Play Announcement		5	
3	Direct Ext Transfer			
4	Collected Digits Transfer	21	3	2
5	Play Submenu		5	
6	Play Announcement		1	
7	Selector Code Transfer	23		
8	Direct Extension Transfer			
9	Mailbox Transfer	10		

-----

SubMenu Summary (SubMenu Numbers)

Used but not created: 3,5

Created but not used: 1

-----

ANNOUNCEMENT INFORMATION

Ann Number	Recorded In System/Primary Language	Recorded In Secondary language
1	Yes	No
2	Yes	No
4	Yes	Yes
7	No	No
8	Yes	Yes
12	No	No

-----

Announcement Summary (Announcement Numbers)

Used but not created: 3,5

Created but not used: 4,7,8

=====

**EXTENSION INFORMATION**

**Extension 121**

**Type: Mailbox Extension**

**Directory Listing: SMIT**

**Phone Status: Phone**

**Maximum Message Length (min): 4**

**Mailbox Size (min): 60**

**Mailbox Language: U.S. English**

**Personal Operator Extension:**

**Call Answer Mode: Record**

**Personal Greetings Recorded: 1,3**

**Active Greeting: System**

**Personal Group List 1: 10 11 12 13 14 15 16 17 18 19 20 21 23 24 25 26 27  
28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51  
52 53 54 55 56**

**Outcall Privilege Enabled: Yes**

**Outcalling Turned On: Yes**

**Outcalling Schedule: 08:00 - 17:00 Delay: 15 min Cycles: 5**

**Outcall List 1: Pager 9\*18005551212\*\*\*\*1232456#18005551234#**

**Outcall List 2: Phone 9\*9577777**

**Outcall List 3: Phone 9\*18003334444**

**Outcall List 4: Phone 12345678901234567890123456789012345678901234  
5678901234567890**

**Outcall List 5: Phone 9\*18005551255**

**Extension 123**

**Type: Fax Extension**

**Directory Listing:**

**Phone Status: Phone**

**Extension 124**

**Type: Transfer Only**

**Directory Listing:**



Phone Status: Phone

Extension 129

Type: Automated Attendant 1

Directory Listing:

Phone Status: No Phone

Extension 9991

Type: Mailbox Extension

Directory Listing:

Phone Status: No Phone

Max Message Length (min): 5

Mailbox Size (min): 60

Mailbox Language: U.S. English

Personal Operator Extension:

Call Answer Mode: Record

Personal Greetings Recorded:

Active Greeting: System

Outcall Privilege Enabled: No

Personal Group List :

Outcalling Schedule: Delay: Cycles:

Outcall List 1:

MERLIN MESSAGING Release 1.1.0.16 10:05 23-Mar-99

# Service Technician Options Menu Screen

The screen facsimile below contains a menu of options available to a Service Technician. Click each of the options to link to a detailed description of the applicable report or procedure.

```
===== OPTIONS =====  
  
1. System Configuration Report      5. Display Permanent Trouble Log  
2. Mailbox Report                  6. Enter Notes in Permanent Trouble Log  
3. Critical Event Report           7. Change Daily System Maintenance Time  
4. Restart Messaging System        8. Log Off and Exit  
  
Enter an Option Number:
```

## ***Change Daily System Maintenance Time***

The MERLIN Messaging System is factory set to restart itself each day at 3:00 am. This Scheduled System Restart is designed to allow the MERLIN Messaging System to perform system and diagnostic checks to ensure system and data integrity. The Scheduled System Restart eliminates the need for you to manually perform several diagnostic audits and ensures that MERLIN Messaging System diagnostics are performed on a regular basis.

The MERLIN Messaging System keeps a time record of the last Scheduled or Manual System Restart. If the last system restart occurred within the last 23 hours, the MERLIN Messaging System cancels Scheduled System Restart.

A Scheduled System Restart is initiated only if the MERLIN Messaging System is idle, i.e., all of the voice messaging ports are "on hook." If any voice messaging ports are busy, the system cancels the Scheduled System Restart then checks for an idle status every 5 minutes for a one hour period. If the MERLIN Messaging System is not idle during this one hour period, the Scheduled System Restart is cancelled until the next day at the scheduled time.

While a System Restart is in progress, all voice messaging ports are busied out and all event data is written to the Event Log before the MERLIN Messaging System shuts down. When the System Restart is complete, the MERLIN Messaging System refreshes the Message-Waiting lights and logs the voice messaging ports into the MERLIN Messaging System Calling Group so that the MERLIN Messaging System can respond to calls.

You can use the Change Daily System Maintenance Time option to do the following:

- Turn off the Scheduled System Restart (not recommended)
- Change the Scheduled System Restart time

Procedure

[Changing the Daily System Maintenance Time](#)

**Click Below to:**

[Return to the Service Technician Options Menu Screen](#)

# Changing The Date and Maintenance Time

To change the daily system maintenance time:

Step	Programming Task	PC Input
1	From the Menu Options Screen, select Change Daily System Maintenance Time	8 Enter
2	From the Change Daily System Maintenance Time submenu, choose one of the following: <ul style="list-style-type: none"><li>● To cancel the Scheduled System Restart, choose Turn Off Daily Maintenance (not recommended)</li><li>● To change the time for the Scheduled System Restart, choose Change Daily System Maintenance Time and enter the new time in the 24 hour format (hhmm) or press Enter to keep the currently programmed time</li></ul>	1 Enter 2 Enter [xxxx] Enter or Enter
3	Return to the Service Technician Options screen	Enter

Click Below to:

[Return to the Service Technician Options Menu Screen](#)

# Critical Event Report

The MERLIN Messaging System tracks the activities that it performs, recording events as entries in a daily log. Information is captured 7 days a week, 24 hours a day basis. The report contains a list of errors that indicate a system failure to assist Service Personnel in determining whether the system must be replaced.



**Note:** There are no field-replaceable components in the MERLIN Messaging System.

The Critical Event Report, is accessible via the Service Technician option menu, but cannot be accessed via the System Manager Option menu.

## The Critical Event Report:

- Presents a summary of the critical error conditions the system has encountered over a seven-day period, which is the length of time the log data is retained.
- Lists all event instances on a first-in/first out basis, starting with the oldest day and progressing to the current date and time.
- Provides the following summary items:
  - Software System Release and version number.
  - System Date and time when the report is generated.
  - The range of dates for which the report is valid.
  - The message "No Critical Events Logged", if no error events were found.
- Includes the following "Error" types, including the date and time when they occurred (consult with the TSO to determine the action to be taken for each type):
  - Forced System Reset
  - Announcement Lost
  - DSP Insane
  - Bad Mailbox Data
  - No Mailbox RAM
  - No Voice Msg Space
  - Message Send Fail
  - Locked Port
  - No Message Queue
  - Voice Announce Corrupt
  - Automated Attendant Announcement Corrupt
  - Real Time Clock Failed

**Click Below to:**

[View a sample Critical Event Report](#)

[Return to the Service Technician Options Menu Screen](#)

# Mailbox Report

The MERLIN Messaging Mailbox Report allows you to access and view the current status of messages in user mailboxes. This allows you to handle message delivery and timeline issues.

For a specified mailbox, the Mailbox Report contains the following information:

- The System date and time that the report was generated
- The Mailbox Number
- The number of messages in the Mailbox
- For each message:
  - The date and time it was recorded
  - Duration
  - Whether it is new (unplayed) or old (played)

[Click here to view a sample Mailbox Report](#)

## Procedure

[Requesting a Mailbox Report](#)

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Mailbox Report

MERLIN MESSAGING Release 1.1.0.16 10:15 23-Mar-99

==== Mailbox Report =====

This report lists the number of messages, their duration and the time they were recorded in the mailbox.

==== Mailbox Report =====


Number  
of  
Messages:  
4

Mess. No.	Recorded Date	Time	Length (Sec)	Type (New or Old)
1	23-Mar	09:53	200	Old
2	23-Mar	10:00	3000	Old
3	23-Mar	10:11	12	New
4	23-Mar	10:14	5	New



# Requesting a Mailbox Report:

To request a mailbox report, do the following:

Step	Programming Task	PC Input
1	From the Options Menu screen, select <b>Mailbox Report</b>	<b>2</b> <input type="button" value="Enter"/>
2	From the Select Mailbox Submenu, enter the extension for the applicable mailbox   If the extension you enter does not have a mailbox, the MERLIN <b>Note:</b> Messaging System will display the message "Extension not valid." Do one of the following: <ul style="list-style-type: none"><li>● Enter a new extension</li><li>● Return to Options Menu screen</li></ul>	[nnnn] <input type="button" value="Enter"/>  [nnnn] <input type="button" value="Enter"/> <input type="button" value="Enter"/>
3	After the report data is displayed, choose one of the following: <ul style="list-style-type: none"><li>● Enter a new extension</li><li>● Return to Options screen</li></ul>	[nnnn] <input type="button" value="Enter"/> <input type="button" value="Enter"/>

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Enter Notes in Permanent Trouble Log

Creation of an entry in the Permanent Trouble Log assists Service Technicians in tracking troubles and resolutions associated with a MERLIN Messaging System. Service Technicians are encouraged to leave a short description of the problem and resolution at the time a system is serviced to make future effort more productive, should they or their colleagues have to again service that system. Service Technicians can access the Permanent Trouble Log Entry Submenu by entering 6 and pressing the return key at the Enter Option Number prompt. After selecting this option, a log entry prompt is displayed by the system. A Service Technician can cancel (i.e., back-out) making an entry an "n" and a carriage return. If an "n" is entered, the system returns to display the Service Technician's Options Menu.

If the Service Technician enters a "y", the system provides separate prompts to enter their name, contact information and a short text description of the problem and its resolution. The Service Technician can end their input to each prompt by entering a double carriage return. A current line editing capability (i.e., backspacing) is available to modify your typed input until a carriage return is typed, at which time the information becomes un-editable. Following completion of the problem description/resolution entry, the MERLIN Messaging System automatically dates and time stamps the entry in the log, indicates that an entry has been in the log and returns to displaying the Service Technician's Options Menu.

## Procedure

### [Entering Notes in the Permanent Trouble Log](#)

#### Click Below to:

### [Return to the Service Technician Options Menu Screen](#)

# Entering Notes in the Permanent Trouble Log

Step	Programming Task	PC Input
1	Access the Permanent Trouble Log Entry Submenu.  After selecting this option, a log entry prompt is displayed by the system	<b>6</b> <input type="button" value="Enter"/>
2	Choose to continue or "back out" of the menu.	<b>Y</b> or <b>N</b>
3	Enter information and end their input to each prompt by entering a double carriage return.	<input type="button" value="Enter"/> <input type="button" value="Enter"/>

**Click Below to:**

[Return to the Service Technician Options Menu Screen](#)

# Display Permanent Trouble Log

The Permanent Trouble Log Report contains a history of the information entered by Service Technicians or TSO personnel who have previously serviced the MERLIN Messaging System. MERLIN Messaging System servicing practices include the generation of entries in the Trouble Log regarding any findings/actions after servicing a system.

Access to this history can assist Service Technicians in quickly focusing on prior conditions that may be a source for current problems.

The Permanent Trouble Log Report provides the following information regarding each service instance that has been entered in the log:

- Date the log entry was made
- Date and time of service
- Name and affiliation of the technician making the entry
- Trouble description and resolution

## Procedure

[Displaying the permanent Trouble Log](#)

**Click Below to:**

[View a sample Permanent Trouble Log](#)

[Return to the Service Technician Options Menu Screen](#)

# Displaying the Permanent Trouble Log

Step	Programming Task	PC Input
1	View all entries the Permanent Trouble Log	5 Enter

Click below to:

[Return to the Service Technician Options Menu Screen](#)

===== Permanent Trouble Log Report =====

This report shows the service history information for this unit that has been entered by service personnel regarding problems and their resolutions.

-----  
Date and Time of Log Entry: 15-Jan-99 10:30

Date and Time of Service: January 15, 1999 at 10:00 AM +/- 5 min

Name: John Smith

Contact Information: ABC Telecom Systems

Description/Resolution: System would not boot successfully with PC Card in place. Replaced PC Card and System boots OK.

-----  
Date and Time of Log Entry: 25-Feb-99 10:30

Date and Time of Service: 2/26/99 at 9:00 AM

Name: Tom Lewis

Contact Information: ABC Telecom Systems

Description/Resolution: Customer says messages are not being written to mailbox. Checked configuration and changed Call Answer Mode to record from answer only mode.

-----  
Date and Time of Log Entry: 03-Mar-99 16:30

Date and Time of Service: 3/3/99 2:30 PM

Name: Tom Lewis

Contact Information: ABC Telecom Systems

Description/Resolution: Customer says some messages recorded in mailboxes are garbled. Made several test calls and checked the messages. Confirmed that 3 of the 5 messages recorded were garbled. Ran Critical Event report. Found no problems. Reset the system - did not clear problem. Referred problem to NSAC for further analysis.

# ***Restart Messaging System***

If you choose this option to restart (that is, reboot) the MERLIN Messaging System, the current terminal session is dropped and cannot be re-established until the system has rebooted itself. You must re-establish a remote or local terminal session to perform subsequent functions.

## **Procedure**

[Restarting the MERLIN Messaging System](#)



**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Restarting the MERLIN Messaging System

To Restart the MERLIN Messaging System, do the:

Step	Programming Task	PC Input
1	<p>From the System Manager Options screen, request <b>Restart Messaging System</b></p> <p>MERLIN Messaging displays a warning message indicating that the system will be out-of-service and that all active calls including the terminal session will be dropped. the MERLIN Messaging System prompts requesting that you to confirm your restart request</p>	
2	<p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● No (return to System Manager Options screen)</li><li>● Yes (initiate restart)</li></ul> <p> A Yes (Y) response will result in the disconnection of the terminal session</p> <p><b>Note:</b> terminal session</p>	<p>N or Y</p>

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)



# Log Off and Exit

To log off and exit the MERLIN Messaging System:

Step	Programming Task	PC Input
1	From the Options screen, select <b>Log Off and Exit</b>	<b>7</b> <input type="button" value="Enter"/>

Click Below to:

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Backup Messaging System

Only the System Manager can request a backup via the terminal interface. System configuration information and selected Automated Attendant Menus and Submenus are backed-up onto the Port PC Card that is plugged into the front face of the MERLIN Messaging System module.



- MERLIN Messaging System voice messaging services are not available while a backup is in progress.

**Note:**

- The backup process can only be started when the MERLIN Messaging System is in an idle status, i.e., all its voice messaging ports are "on hook."

[See what information is backed up.](#)

## Procedure

[Backing up the Messaging System](#)

**Click Below to:**


[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Backing Up the Messaging System

The MERLIN Messaging System displays the message, "PC Card is absent" if there is no Port PC Card in the PCMCIA slot or, "PC Card invalid" if the Port PC Card is not recognized as a valid PC Card. In both of these instances, the MERLIN Messaging System aborts the Backup and returns to the System Manager's Options Menu. If a valid PC Card is in place and all voice messaging ports are idle, the MERLIN Messaging System busies out the voice ports, displays the message "Please wait.....the system is being backed-up" and initiates the back-up process.

To back up the MERLIN Messaging System, do the following:

Step	Programming Task	PC Input
1	<p>From the System Manager Options screen, request <b>Backup Messaging System</b></p>  <p>If any ports are in use, the back-up request is automatically <b>Note:</b> cancelled and you are requested to try again later.</p>	<input type="text" value="5"/> <input type="text" value="Enter"/>
2	Confirm the backup request	Y
3	Review the backup results, then return to the System Manager's Options Menu	<input type="text" value="Enter"/>

[Click Below to:](#)

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Restore the Messaging System

Requests to have the MERLIN Messaging System perform a restore must be initiated by the System Manager and can be originated via the terminal interface. When you request a system restore, MERLIN Messaging reads data that was previously stored on the PC Card during a successful backup, and writes it to the MERLIN Messaging System hard disk.

- The MERLIN Messaging System must be in idle status for the restore process to begin. If any voice messaging ports are in use (that is, off hook), the restore request is rejected.
- MERLIN Messaging voice messaging services are not available while a restore is in progress.
- If the restore process fails, the MERLIN Messaging System logs this as a critical event
- Once initiated, the restore process cannot be interrupted by the System Manager.
- The system automatically restarts following a successful restore. The current terminal session is dropped and cannot be reestablished until the system has rebooted itself. You must re-established a remote or local terminal session to perform subsequent functions.



## Note:

## Procedure


[Requesting a System Restore via the Terminal Interface](#)

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

# Request a System Restore

To request a System Restore via the Terminal Interface , do the following:

Step	Programming Task	PC Input
1	<p>From the System Manager Options screen, request <b>Restore Messaging System</b></p>  <p><b>Note:</b></p> <ul style="list-style-type: none"><li>● If any voice messaging ports are in use at the time a restore request is made, the MERLIN Messaging System provides an announcement or message that the restore request is rejected because ports are in use.</li><li>● If there is no PC Card in the PCMCIA slot, the MERLIN Messaging System responds with an error message.</li><li>● If the backup version is invalid, the MERLIN Messaging System provides an announcement or message to the user and rejects the restore process</li></ul>	<p><b>6</b></p> <p><b>Enter</b></p>
2	<p>If the PC Card backup data is valid, the MERLIN Messaging System announces the date and time of the backup and prompts you to indicate if you what to continue.</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"><li>● No (return to System Manager Options screen)</li><li>● Yes (initiate restore)</li></ul>	<p><b>N or Y</b></p>
3	<p>Following system restore, return to the System Manager Options screen</p>	<p><b>Enter</b></p>

When the restore process is complete, the MERLIN Messaging System displays one of the following messages (depending on the outcome of the backup process).

- Restore completed, followed by press enter to return to the menu
- Restore Unsuccessful, Reason and list any errors that occurred during the restore process, followed by press enter to return to menu screen

### **MERLIN Messaging System Display Messages for Unsuccessful Restore**

<b>Message</b>	<b>Condition</b>
"PC Card is absent"	There is no PC Card in the PCMCIA slot
"Cannot perform Restore, PC Card could not be read"	The PC Card cannot be recognized as a valid card
"Cannot perform Restore, PC Card does not contain a valid backup"	The data on the card fails integrity and validity checks

In each of these cases, the MERLIN Messaging System aborts the restore and returns to displaying the System Managers Options Menu.)

If the backup data on the PC Card is valid, the system displays the time and date of the backup and prompts you to confirm the restore request.

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

# Change Password

**Before you change the System Administration Password using the terminal interface, please note the following:**

- The MERLIN Messaging System checks for site-specific minimum and maximum password length and numeric restrictions before accepting a new System Administration Password
- Because the same password is used for when you log into System administration by using a Touch-Tone telephone, only numerical digits may be used.
- You cannot change your System Administration Password using the terminal interface if you are logged in to the MERLIN Messaging System via the Touch-Tone telephone. You must log-off from the Touch-Tone telephone first.

## **Procedure**

[Changing the System Administration Password](#)

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

[Return to the Service Technician Options Menu Screen](#)

# Changing the System Administration Password

To change the System Administration Password using the Terminal Interface, do the following:

Step	Programming Task	PC Input
1	From the System Manager Options Menu screen, select Mailbox Report	<b>3</b> <input type="button" value="Enter"/>
2	Enter your new password	[nnnn] <input type="button" value="Enter"/>
3	In response to the system prompt, re-enter your new password <ul style="list-style-type: none"><li>● If the two entries do not match, the system prompts you to try again. Repeat Steps 2-3.</li></ul>	[nnnn] <input type="button" value="Enter"/>
4	Return to System Manager Options screen	<input type="button" value="Enter"/>

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)



# Capturing a Report to a File or Printer Using Hyperterminal

If you are using the Windows Hyperterminal Terminal software, do the following to capture report:

To capture a report to a file:

Step	Procedure
1 .	Click Transfer on the Hyperterminal menu.
2.	On the Transfer menu, click Capture Text.
3.	Type the path and a name that describes the file the text will be saved in.

To send a report directly to a printer:


Step	Procedure
1 .	Click Transfer on the Hyperterminal menu.
2.	On the Transfer menu, click Capture to printer. When you end the call, the session text is sent to your default printer.

**Click Below to:**

[Return to the System Manager Options Menu Screen](#)

# Setting Up Windows HyperTerminal for A Local Session

HyperTerminal is the standard terminal emulator and serial communications program provided with the Windows operating system. The following procedure describes how to set up a HyperTerminal icon that you can use anytime you want to start a local session.

Step	Procedure
1	Click the Start button
2	Point to Programs, point to Accessories and then click HyperTerminal
3	Double-click Hypertrm  HyperTerminal starts in the New Connection mode. For information about how to use HyperTerminal, click the Help menu in HyperTerminal. <b>Note:</b> HyperTerminal.
4	On the New Connection window, type a name that describes the connection (for example, MERLIN Messaging), then click OK.
5	On the Connect To window Connect Using field, select the appropriate COM port on your PC used to connect to the MERLIN Messaging System, then click OK.
6	On the COM Properties window, select the following values, then click OK. <ul style="list-style-type: none"><li>● Bits per second: <b>9600</b></li><li>● Data bits: <b>8</b></li><li>● Parity: <b>None</b></li><li>● Stop bits: <b>1</b></li><li>● Flow Control: <b>Hardware</b></li></ul> An icon with the name you selected in Step 4 is created. You can then double-click this icon to start a local session with the paramaters you entered. After you start the local session, the Login prompt is shown on your screen. Enter the appropriate login and password to start the session.

## Related Topics

[Establishing a Remote Session](#)

[Establishing a Local Session](#)

[Logging in to Terminal-Based Reporting, Maintenance and Administration](#)

# ***Contents***

**Ongoing Maintenance and Administration**

**Getting Started**

**System Overview**

**Managing the MERLIN Messaging System**

**Terminal-Based Reporting, Maintenance and Administration**

**Upgrading MERLIN Messaging System Port Licensing**

**Introduction**

**Performing an In-Service Procedure**

**Performing a Power-On Procedure**

**MERLIN Messaging System User's Guide**

# Upgrading MERLIN Messaging System Port Licensing



The information in this section is intended for qualified technicians only. To prevent damage to the MERLIN Messaging System, you must power down the communications system before installing or removing the MERLIN Messaging System module. **Do NOT perform a "hot swap."**

This section describes procedures for upgrading the MERLIN Messaging System Release 2 port licensing to any of the supported configurations; that is a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration.

Port licensing can be upgraded without powering off the communications system. The communications system remains powered on. The old PC Card is removed and new PC Card is installed quickly. The MERLIN Messaging System restarts in the new configuration.

## **Related Topics**



[Performing a Port Licensing Upgrade](#)

## Performing a Port Licensing Upgrade

Before performing an In-Service upgrade, you must:

1. Notify the customer that the MERLIN Messaging System will be unavailable for a short period.
2. Check the status of the voice messaging ports by using the Port Status LED indicators on the MERLIN Messaging System module and wait for all ports to be green. This ensures that no calls are in progress on the MERLIN Messaging System when the port licensing upgrade begins.

### To perform the In-Service procedure:

Step	Procedure	Comments
1	Remove the PC Card from the PCMCIA slot in the MERLIN Messaging System and quickly insert the new PC Card	<p>The communications system can remain powered on.</p> <p> The new PC Card should be installed in the left-most PCMCIA slot.</p> <p><b>Note:</b></p> <p>To insert the PC Card, hold it with the Lucent Technologies label facing to the right and slide it gently into the PCMCIA slot.</p> <p> When inserted properly, the PC Card projects about 1-5/8" (4 cm) from the module.</p> <p><b>Note:</b> The edge of the module should be approximately aligned with the letter "I" in the word "MERLIN" on the label of the PC Card.</p>
2	The MERLIN Messaging System starts	The MERLIN Messaging System module port LEDs blink green several times. When the Messaging System is successfully restarted, the LEDs corresponding to the number of ports in the new configuration light steady green. All information from the previous configuration is restored.
3	Program the communications system options, as applicable, for the new MERLIN Messaging System voice ports	

### Related Topics

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Programming Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

## [Creating the Night Service Exclusion List](#)

## Assigning Lines to the Voice Port Used for Outcalling

If Outcalling is used for the communications system operating in Key mode, you must assign one or more outside lines to the MERLIN Messaging ports used for Outcalling (port 2 on a 2-port system, port 4 on a 4-port system or port 6 on a 6-port system). You must also set the lines to no ring to ensure proper operation.

### To add an outside line to the extension used for Outcalling in Key mode:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="button" value="Sys Program"/> <input type="button" value="Exit/Back"/>	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="button" value="Extensions"/>	<input type="button" value="F6"/>
3	Select Lines/Trunks	<input type="button" value="Lines/Trunks"/>	<input type="button" value="F1"/>
4	Enter the extension number you want to program	[nnn] <input type="button" value="Enter"/>	[nnn] <input type="button" value="F10"/>
5	Add the Outcalling line assignments by selecting each line button and turning on the green Message-Waiting Light	Press line button or console	<input type="button" value="Shift"/> or <input type="button" value="Alt"/> + Function key
6	Press Exit when you have finished adding the Outcalling lines to that extension	<input type="button" value="Exit/Back"/>	<input type="button" value="F5"/>
7	Return to System Programming menu	<input type="button" value="Exit/Back"/> <input type="button" value="Exit/Back"/>	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Related Topics

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Programming Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

## Setting the Outcalling Lines to No Ring

This procedure is required only when the communication system is in the Key mode and is not needed in the Hybrid/PBX mode. To ensure proper operation, the outside line assigned to the MERLIN Messaging System voice port(s) that are used for Outcalling must be set to No Ring. This procedure is not necessary if the communications system is operating in the Hybrid/PBX mode.

For MERLIN Messaging System Release 2 or later, the voice port(s) used for Outcalling are Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-port system, Ports 7 and 8 on an 8-port system, Ports 9 and 10 on a 10-port system, or Ports 11 and 12 on a 12-port system. For Release 1 or 1.1, the voice port used for Outcalling is Port 2 on a 2-port system, Port 4 on a 4-port system, or Port 6 on a 6-port system.

For MERLIN Messaging System Release 2 or later, the voice port(s) used for Outcalling are Port 2 on a 2-port system, Port 4 on a 4-port system, Ports 5 and 6 on a 6-Port system, Ports 7 and 8 on a 8-port system, Ports 9 and 10 on a 10-port system, or Ports 11 and 12 on a 12-port system. For Release 1 or 1.1, the voice port used for Outcalling is Port 2 on a 2-port system, Port 4 on a 4-port system, or Port 6 on a 6-port system.

### To Set the Outcalling Line to No Ring:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M</b> <b>Enter</b> [any key] <b>F1</b> <b>F5</b>
2	Display next page of menu	<b>More</b> /	<b>PgUp</b>
3	Select Centralized Telephone Programming	<input type="text"/> Cntr-Prg	<b>F4</b>
4	Select Program Extension	<input type="text"/> Program Ext	<b>F1</b>
5	Enter the extension you want to program	[nnn] <input type="text"/> Enter	[nnn] <b>F10</b>
6	Start Centralized Telephone Programming	<input type="text"/> Start	<b>Enter</b>
7	Select the line/feature button representing the Outcalling line	Press button on console	<b>Shift</b> or <b>Alt</b> + function key, then <b>F10</b>



8	Select Ring Options for all lines	<p><b>*</b> <b>3</b> <b>4</b> <b>5</b> or</p> <p><input type="text"/> ListFeature</p> <p><b>More</b> / <b>▶</b></p> <p><b>More</b> / <b>▶</b></p> <p><b>More</b> / <b>▶</b></p> <p><input type="text"/> Ring Options</p> <p><input type="text"/> All Lines</p> <p><input type="text"/> Enter</p> <p><input type="text"/> No Ring</p> <p><input type="text"/> Enter</p>	<p><b>*</b> <b>3</b> <b>4</b> <b>5</b> or</p> <p><b>F10</b></p> <p><b>PgUp</b></p> <p><b>PgUp</b></p> <p><b>PgUp</b></p> <p><b>F9</b></p> <p><b>F2</b></p> <p><b>F10</b></p> <p><b>F1</b></p> <p><b>F10</b></p>
9	Return to System Programming menu	<p><input type="text"/> Sys Program</p> <p><input type="text"/> Exit/Back</p> <p><input type="text"/> Exit/Back</p>	<p><b>F5</b></p> <p><b>F5</b></p> <p><b>F5</b></p>

### Related Topics

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Programming Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

## Enabling Rotary Signaling

In order for the MERLIN Messaging System to be able to transfer calls, turn the Message-Waiting light On and Off and perform Outcalling, all MERLIN Messaging voice ports must be programmed as rotary enabled.

### To enable rotary signaling:

Step	Programming Task	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/> <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/> [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Display third page of menu	<input type="button" value="More"/> <input type="button" value="▶"/> <input type="button" value="More"/> <input type="button" value="▶"/>	<input type="button" value="PgUp"/> <input type="button" value="PgUp"/>
4	Select Rotary Enable	<input type="text"/> RotaryEnabl	<input type="button" value="F7"/>
5	Enter the extension number of the MERLIN Messaging System voice port	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
6	Repeat Step 5 for all voice ports		
7	Make sure all MERLIN Messaging System voice ports are rotary enabled.	<input type="button" value="Inspct"/>	<input type="button" value="PgDn"/>
8	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Related Topics

[Assigning Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Programming Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

## Creating a MERLIN Messaging System Calling Group

You must create a MERLIN Messaging System Calling Group and assign the group members (MERLIN Messaging ports).

To create a Calling Group and assign Group Members:

Step	Programming Task	Console Input Selection	PC Input Selection
1	Enter Programming mode	<b>Menu</b> <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M</b> <b>Enter</b> [any key] <input type="text"/> F1 <input type="text"/> F5
2	Select Extensions	<input type="text"/> Extensions	<input type="text"/> F6
3	Display next menu page	<b>More</b> /	<b>PgUp</b>
4	Select Group Calling	<input type="text"/> Grp Calling	<input type="text"/> F4
5	Select Members	<input type="text"/> Members	<input type="text"/> F9
6	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="text"/> Enter	[nnnn] <input type="text"/> F10
7	Enter the <a href="#">members of the MERLIN Messaging System Calling Group</a>	[nnnn] <input type="text"/> Enter	[nnnn] <input type="text"/> F10
8	Repeat Step 7 for all active MERLIN Messaging System voice ports		
9	Confirm that all members are entered in the correct order	<b>Inspct</b>	<b>PgDn</b>
10	Return to the Group Calling menu	<input type="text"/> Exit/Back	<input type="text"/> F5
11	Select Hunt Type	<input type="text"/> Hunt Type	<input type="text"/> F1
12	Enter the extension of the MERLIN Messaging System Calling Group	[nnnn] <input type="text"/> Enter	[nnnn] <input type="text"/> F10
13	Specify Linear Hunt Group	<input type="text"/> Linear <input type="text"/> Enter/Back	<input type="text"/> F2 <input type="text"/> F10
14	Display next menu page	<b>More</b> /	<b>PgUp</b>
15	Select Group Type	<input type="text"/> Group Type	<input type="text"/> F1
16	Enter the extension of the MERLIN Messaging System Calling Group	[nnn] <input type="text"/> Enter	[nnn] <input type="text"/> F10
17	Select Integrated VMI	<input type="text"/> Integ VMI <input type="text"/> Enter	<input type="text"/> F3 <input type="text"/> F10

<b>18</b>	Return to the System Programming menu	 Exit/Back  Exit/Back  Exit/Back	 F5  F5  F5
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**Related Topics**

[Assigning Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)


[Creating a MERLIN Messaging System Calling Group](#)

[Programming Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

## Changing Calling Restrictions to Allow Outcalling

If	Then
The Outcalling feature <b>is not</b> used	The communications system extensions assigned to MERLIN Messaging System module voice ports should be Outward Restricted.
The Outcalling feature <b>is</b> used	<p>For Release 2 or later, Program the appropriate ARS FRL for each messaging port extension as follows:</p> <ul style="list-style-type: none"> <li>● Port 2 <b>only</b> on a 2-port system</li> <li>● Port 4 <b>only</b> on a 4-port system</li> <li>● Ports 5 and 6 <b>only</b> on a 6-port system</li> <li>● Ports 7 and 8 <b>only</b> on a 8-port system</li> <li>● Ports 9 and 10 <b>only</b> on a 10-port system</li> <li>● Ports 11 and 12 <b>only</b> on a 12-port system</li> </ul> <p>For Release 1 and 1.1, ports to be unrestricted or toll restricted are:</p> <ul style="list-style-type: none"> <li>● Port 2 <b>only</b> on a 2-port system</li> <li>● Port 4 <b>only</b> on a 4-port system</li> <li>● Port 6 <b>only</b> on a 6-port system</li> </ul>
 <p><b>Note:</b></p>	<ul style="list-style-type: none"> <li>● The factory setting for all the MERLIN Messaging System extensions assigned to the MERLIN Messaging System Calling Group VMI are Outward Restricted.</li> <li>● Refer to your communications System Planning Form containing Call Restrictions and Lists information to identify the Outward Restriction status of extensions at your site.</li> </ul>

## To Change the Calling Restrictions to Allow Outcalling

Step	To...	Console Input/Selection	PC Input/Selection
1	Enter programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions	<input type="text"/> Extensions	<input type="button" value="F6"/>
3	Select Restriction	<input type="text"/> Restriction	<input type="button" value="F4"/>
4	Enter the extension number of the highest MERLIN Messaging System port	<input type="text"/> [nnn] <input type="text"/> Enter	<input type="text"/> [nnn] <input type="button" value="F10"/>

<b>5</b>	Select Unrestricted or Toll Restrict as applicable	<input type="radio"/> Unrestricted or <input type="radio"/> Toll Restrict	<input type="button" value="F1"/> <input type="button" value="F3"/>
<b>6</b>	Choose Enter	<input type="radio"/> Enter	<input type="button" value="F10"/>
<b>7</b>	Return to System Programming menu	<input type="radio"/> Exit/Back	<input type="button" value="F5"/>

**Related Topics**

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)

## Programming Automatic Route Selection (ARS) Restriction

### (For Hybrid/PBX mode only)

As an additional security step, network dialing for all extensions, including messaging port extensions, should be processed through ARS using dial access code 9.



**All ports on the communications system that are programmed as VMI ports must be:**


- Assigned an [FRL](#) of 0
- **Outward Restricted**
- Assigned Disallowed List 7

This combination of restrictions is designed to prohibit all Outcalling.

To prevent toll fraud, ARS FRLs should be established, using:

- FRL 0 for restriction to internal dialing only
- FRL 2 for restriction to local network calling only
- FRL 3 for restriction to [domestic long distance](#)
- FRL 4 for international calling

Each extension should be assigned the appropriate FRL to match its calling requirements.

If	Then
A messaging port extension is not used for Outcalling	It should be assigned to FRL 0 (the factory setting)
Outcalling will be used for the MERLIN Messaging System	For Release 2 or later, Program the appropriate ARS FRL for each messaging port extension as follows: <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Ports 5 and 6 <b>only</b> on a 6-port system</li><li>● Ports 7 and 8 <b>only</b> on a 8-port system</li><li>● Ports 9 and 10 <b>only</b> on a 10-port system</li><li>● Ports 11 and 12 <b>only</b> on a 12-port system</li></ul> For Release 1 and 1.1, ports to be unrestricted or toll restricted are: <ul style="list-style-type: none"><li>● Port 2 <b>only</b> on a 2-port system</li><li>● Port 4 <b>only</b> on a 4-port system</li><li>● Port 6 <b>only</b> on a 6-port system</li></ul>
 <b>Note:</b>	Refer to your communications System Planning Form containing Call Restrictions and Lists information to identify the appropriate FRLs for system ports and other restrictions.

### To program the Automatic Route Selection Restriction:

Step	To	Console Input/Selection	PC Input/Selection

1	Enter Programming mode	<b>Menu</b>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<b>S P M</b> <b>Enter</b>  [any key] <b>F1</b> <b>F5</b>
2	Select Extensions	<input type="text"/> Extensions	<b>F6</b>
3	Display next page of menu	<b>More</b> /	<b>PgUp</b>
4	Select Restriction	<input type="text"/> ARS Restrict	<b>F6</b>
5	Enter the extension number of the MERLIN Messaging System port used for Outcalling	[nnn]  <input type="text"/> Enter	[nnn]  <b>F10</b>
6	Erase restriction level	<b>Drop</b> or <input type="text"/> Backspace	<b>Alt</b> + <b>P</b> or <b>F4</b>
7	Enter restriction level (0-6)	[n]  <input type="text"/> Enter	[n]  <b>F10</b>
7	Return to System Programming menu	<input type="text"/> Exit/Back	<b>F5</b>

### Related Topics

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)


[Change the Calling Outward Restriction to Allow Outcalling](#)

[Creating the Night Service Exclusion List](#)



## Creating the Night Service Exclusion List

The Exclusion List contains extensions that are exempt from Night Service password requirements.

If	Then
You want to allow Outcalling after hours	Put the extensions assigned to the MERLIN Messaging <a href="#">port used for Outcalling</a> on the Exclusion List
 Refer to your communications System Planning Form containing Night Service, Outward Restriction information to identify the MERLIN Messaging port used for Outcalling. <b>Note:</b> Outcalling.	

### To Create the Night Service Exclusion List:

Step	To	Console Input/Selection	PC Input/Selection
1	Enter Programming mode	<input type="button" value="Menu"/>  <input type="text"/> Sys Program <input type="text"/> Exit/Start	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter"/>  [any key] <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Night Service	<input type="text"/> NightSrvce	<input type="button" value="F10"/>
3	Select Exclusion List	<input type="text"/> ExcludeList	<input type="button" value="F4"/>
4	Assign the MERLIN Messaging System port used for Outcalling to the Exclusion List	[nnn] <input type="text"/> Enter	[nnn] <input type="button" value="F10"/>
5	Return to System Programming menu	<input type="text"/> Exit/Back <input type="text"/> Exit/Back	<input type="button" value="F5"/> <input type="button" value="F5"/>

### Related Topics

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)



[Change the Calling Outward Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

## Performing a Power-On Procedure

Before performing a Power-On procedure to increase the number of MERLIN Messaging System voice ports you must:

1. Notify the customer that the communications system will be powered off and will not be available for a short period.
2. Be sure that no calls are active on the system.

Step	Procedure	Comments
1	Power down the communications system.	
2	Remove the PC Card from the PCMCIA slot in the MERLIN Messaging System.	
3	Insert the new PC Card.	 The new PC Card should be installed in the left-most PCMCIA slot. <b>Note:</b> To insert the PC Card, hold it with the Lucent Technologies label facing to the right and slide it gently into the PCMCIA slot.  When inserted properly, the PC Card projects about 1-5/8" (4 cm) from the module. The edge of the module should be approximately aligned with the letter "I" in the word "MERLIN" on the label of the PC Card. <b>Note:</b>
4	Power up the communications system.	Be sure to power up the carrier containing the processor module last.
5	The MERLIN Messaging System starts.	The MERLIN Messaging System module port LEDs blink green several times. When the Messaging System is successfully restarted, the LEDs corresponding to the number of ports in the new configuration light steady green. All information from the previous configuration is restored.
6	Program the the communications system options, as applicable, for the new MERLIN Messaging System voice ports. Including: <ul style="list-style-type: none"> <li>● Add the new ports to the MERLIN Messaging System Calling Group</li> <li>● Set Rotary Enable</li> <li>● Research calling restrictions to the previous port(s) used for outcalling</li> <li>● Unrestrict the new outcalling port</li> </ul>	

### Related Topics

[Adding Lines to the Voice Port Used for Outcalling in Key Mode](#)

[Setting the Outcalling Lines to No Ring](#)

[Enabling Rotary Signaling](#)

[Creating a MERLIN Messaging System Calling Group](#)

[Changing Calling Restriction to Allow Outcalling](#)

[Programming Automatic Route Selection \(ARS\) Restriction](#)

[Creating the Night Service Exclusion List](#)



**Lucent Technologies**  
Bell Labs Innovations



# MERLIN<sup>®</sup> Messaging System User's Guide

## *Back Panels:*

Using Group Lists

Using Outcalling

## *Front Panels:*

Getting Started

Personalizing Your Mailbox

Your Messages

585-323-203

COMCODE 108679655

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June 2000

# Getting Started

## Logging In

- 1: Choose an option:**
  - If you are at an internal extension, go to Step 2.
  - If you are at an external telephone, call in on an Automated Attendant Service line, then press \*7. (See your System Manager for further details.)
- 2: Dial the MERLIN Messaging extension, \_\_\_\_\_, to access the Voice Mail system.**
- 3: Choose an option:**
  - If you are at your own extension, press #.
  - If you are at another telephone, enter your extension number, then press #.
- 4: Enter your password, then press #.**

The first time you log in, your password is not set. Press # for Step 4, then follow the system prompts to enter your new password and record your name.

The system announces the number of new and old messages in your mailbox.

# Getting Started

## Options

Once you have logged in, you can choose any of the following options:

Press...	To...
<b>3</b>	Change your name or personal greeting.
<b>4</b>	Change your Personal Operator.
<b>5</b>	Change your password.
<b>8</b>	Change Call Answer mode.
<b>2</b>	Listen to messages.
<b>1</b>	Record and send messages.
<b>7</b>	Program Group Lists.
<b>6</b>	Program Outcalling (if Outcalling permission is activated).

Details for the options listed above are located in this User's Guide.

### HINTS:

- To transfer to another extension at any time, press **\* 8**, then the extension number.
- To transfer to another extension using the directory, press **\* 8**, then press **\* 2**.
- To replay a Voice Mail menu, press **\* 4**.
- To go back to the previous Voice Mail menu and prompts, press **\* #**.
- To return to the Voice Mail activity menu, press **\* 7**.
- To adjust the volume while a message plays, press **4** to raise or **7** to lower.
- While a message is playing, press **5** to rewind four seconds and play, or **6** to skip forward four seconds and play. (Release 1.1 or later.)
- While a message is playing, press **3** to pause the message and **3** again to resume. (Release 2 or later.)

# Personalizing Your Mailbox

## Recording Your Name

- 1: *Log in to Voice Mail.*
- 2: *Press **3** to change your name recording or greeting.*
- 3: *Press **2** to change your name recording.*
- 4: *Choose an option:*
  - Press **0** to listen to the current name.
  - Press **1** to record your name.
- 5: *Record your name, then press **1**.*
- 6: *Choose an option:*
  - Press **\*#** to approve your name.
  - Press **2 3** to play back your name.
  - Press **2 1** to re-record your name.

## Recording or Deleting a Personal Greeting

You can have up to 6 different personal greetings (for Release 1 or 1.1, you can have up to 3 different personal greetings). Activate the personal greeting you want a caller to hear.

### HINT:

- If the system is set for Bilingual Mode, you can record your personal greeting(s) in both languages. Your greeting(s) should tell the callers they can press **\* 1** to hear the personal greeting in an alternate language.

- 1: *Log in to Voice Mail.*
- 2: *Press **3** to change your name recording or greeting.*
- 3: *Press **1** to change your greeting.*

The system announces the current setting(s).

- 4: *Enter the greeting number [1–6].*
- 5: *Choose an option:*
  - If the system is set for Bilingual mode, press **1** to record your greeting in the Primary Language, or press **2** to record your greeting in the Secondary Language. Then go to Step 6.
  - If the system is set for Monolingual mode, go to Step 6.
- 6: *Choose an option:*
  - Press **0** to listen to your greeting.
  - Press **1** to record your greeting.
  - Press **\* 3** to delete your greeting.

# Personalizing Your Mailbox

## Recording or Deleting a Personal Greeting *(continued)*

**7:** Record your greeting, then press **1**.

**8:** Choose an option:

- Press **\*#** to approve your greeting. (For Release 2 or later, go to Step 6 of *Activating a Personal Greeting*.)
- Press **2 3** to play back your greeting.
- Press **2 1** to re-record your greeting.
- Press **\* 3** to delete the greeting just recorded.

**9:** For Release 2 or later, do one of the following:

- If greeting is not already active, go to Step 6 of *Activating a Personal Greeting*.
- If greeting is currently active, choose one of the following:
  - Press **\*#** to keep current activation setting.
  - Press **1** to change, then go to Step 6 of *Activating a Personal Greeting*.

## Activating a Personal Greeting

Activate the personal greeting you want a caller to hear. For Release 2 or later, you can activate up to 2 personal greetings. For example, you can have 1 greeting for internal calls and 1 greeting for external calls.

**1:** Log in to Voice Mail.

**2:** Press **3** to change your name or greeting.

**3:** Press **1** to change your greeting.

**4:** Press **9** to activate a greeting.

If a personal greeting is not active, the system greeting is used.

**5:** Choose an option:

- Enter the number of the greeting you want to activate.
- Press **0** to activate the system default greeting.

**6:** Choose an option (Release 2 or later):

- Press **0** to use this greeting for all calls.
- Press **1** to use this greeting for internal calls only.
- Press **2** to use this greeting for external calls only.
- Press **\*#** if finished.



# Personalizing Your Mailbox

## Changing Your Personal Operator

Your Personal Operator is the person whom you want to handle your calls when the caller needs immediate assistance and you are not available. In your greeting, be sure to mention that callers can press **0** to reach your Personal Operator or the System Operator.

- 1: *Log in to Voice Mail.*
- 2: *Press **4** to change your Personal Operator.*
- 3: *Choose an option:*
  - Enter your Personal Operator's extension, then press **#**.
  - Press **\*3** to delete your Personal Operator.

## Changing Your Password

- 1: *Log in to Voice Mail.*
- 2: *Press **5** to change your password.*
- 3: *Enter the new password, then press **#**.*
- 4: *Re-enter the new password, then press **#**.*

## Choosing Call Answer Mode

Call Answer mode determines whether or not the system allows callers to leave a message after listening to your personal greeting.

- 1: *Log in to Voice Mail.*
- 2: *Press **8** to change Call Answer mode.*
- 3: *Choose an option:*
  - Press **1** for Record mode.
  - Press **2** for Answer-Only mode.

# Your Messages

## About Message Categories

In Release 2 or later, you can assign Priority, Private, and/or Return Receipt categories to your messages. New Priority messages are heard first when listening to new messages. Private messages can not be forwarded. Return Receipt messages notify you when the message is listened to by the recipient. You can assign one, two, or all three categories to a message.

## Listening to Messages

- 1: *Log in to Voice Mail.*
- 2: *Press **2** to get messages.*

The system plays the message header.

- 3: *Choose an option:*

- Press **0** to listen to the message body.
- Press **#** to skip the message. (The message will remain as "new" until you listen to the body.)

### HINTS:

While the message plays, you can choose additional options:

- Press **3** to pause and **3** again to resume. (Release 2 or later.)
- Press **5** to rewind four seconds and play. (Release 1.1 or later.)
- Press **6** to skip forward four seconds and play. (Release 1.1 or later.)

- 4: *After the message plays, choose an option:*

- Press **\*3** to delete the message.
- Press **#** to save (skip) the message.
- Press **0** to replay the message.
- Press **23** to replay the header only.
- Press **1** to respond to the message (see next section).

## Responding to a Message

- 1: *After the recorded message plays, press **1** to respond to the recorded message.*

- 2: *Choose an option:*

- Press **1** to reply to the sender. (In order to reply, the sender must have a mailbox in the system.)
- Press **2** to forward the recorded message.
- Press **3** to return the call to an internal sender. (Release

# Your Messages

## Responding to a Message (continued)

- 3:** Record your message, then press **1** again.
- 4:** Choose an option:
- Press **\*#** to approve.
  - Press **2 3** to play back your comments.
  - Press **2 1** to re-record your comments.
  - Press **\* 3** to cancel replying or forwarding.
- 5:** Do one of the following:
- For Release 2 or later, if replying, go to Step 6.
  - For Release 1 or 1.1, return to Step 4 of *Listening to Messages*.
  - If forwarding, do one of the following:
    - ─ Enter the extension of an individual, then press **#**.
    - ─ Press **\* 5** and a Group List number, then **#**. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59.
    - ─ Press **\* 2** to use the directory. (See *Using the Directory*.)
    - ─ Press **\* 3** to delete the last entry.

Repeat Step 5 to address the message to others.

- 6:** Press **\*#** when finished addressing.
- 7:** For Release 2 or later, choose an option:
- Press **1** to make this a private message.
  - Press **2** to make this a priority message.
  - Press **3** to request a return receipt.
  - Press **0** to cancel the category.
  - Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

- 8:** Return to Step 4 of *Listening to Messages*.

## Sending a Message

- 1:** Log in to Voice Mail.
- 2:** Press **1** to record a message.
- 3:** Press **1** when finished recording.

# Your Messages

## Sending a Message (continued)

### 4: Choose an option:

- Press **\* #** to approve the recorded message. (Go to Step 5.)
- Press **2 3** to play back the recorded message.
- Press **2 1** to re-record the recorded message.
- Press **\* 3** to delete the recorded message and return to the Voice Mail activity menu.

### 5: Choose an option:

- Enter the extension of an individual, then press **#**.
- Press **\* 5** and a Group List number, then **#**. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59.
- Press **\* 2** to use the directory. (See *Using the Directory*.)
- Press **\* 3** to delete the last entry.

Repeat Step 5 to address the recorded message to others.

### 6: Press **\* #** when finished addressing.

### 7: For Release 2 or later, choose an option:

- Press **1** to make this a private message.
- Press **2** to make this a priority message.
- Press **3** to request a return receipt.
- Press **0** to cancel the category.
- Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

## Using the Directory

You can use the Directory instead of entering an extension while sending or forwarding a message, or transferring to a user's extension. Ask your System Manager if users are listed by first or last name.

### 1: Press **\* 2** to access the directory.

### 2: For Release 2 or later, enter up to the first ten letters of the name. For Release 1 or 1.1, enter up to the first four letters of the name.

Use **7** for the letter Q.

Use **9** for the letter Z.

# Using Personal Group Lists

## Creating Personal Group Lists

Your Personal Group Lists are sets of up to 50 mailboxes within the system that allow you to address a message to a group of mailboxes. You can have up to 10 Group Lists.

- 1: *Log in to Voice Mail.*
- 2: *Press **7** to select Group Lists.*
- 3: *Press **1** to create a list.*
- 4: *Enter the Group List number [1–10], then press **#**.*
- 5: *Choose an option:*
  - Enter extension of mailbox, then press **#**.
  - Press **\* 2** to use the directory. (See *Using the Directory*.)
  - Press **\* 3** to delete the last entry.

Repeat Step 5 for each mailbox that you want to add.

- 6: *Press **\* #** when finished.*

## Reviewing or Modifying Personal Group Lists

- 1: *Log in to Voice Mail.*
- 2: *Press **7** to select Group Lists.*
- 3: *Press **3** to review or modify Group Lists.*

The system announces the number of entries in the first Group List.
- 4: *Choose an option:*
  - Press **1** to review or modify the list. (Go to Step 5).
  - Press **\* 3** to delete the list.
  - Press **#** to skip to the next list.
- 5: *Choose an option:*
  - Press **#** to skip the extension.
  - Press **\* 3** to delete the extension.
  - Press **1** to add an extension, then choose an option:
    - Enter the extension of the mailbox, then press **#**.
    - Press **\* 2** to use the directory (see *Using the Directory*).
- 6: *Press **\* #** when finished.*

# Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

**Group List  
Number**

***Members (Name and/or Extension)***

1

2

3

4

5

## Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

**Group List  
Number**

***Members (Name and/or Extension)***

6

7

8

9

10

# Using Outcalling

## About Outcalling

If you turn on Outcalling, MERLIN Messaging calls the numbers which you have programmed to signal that a new message has arrived in your mailbox. In Release 2 or later, you can have Outcalling for all calls or just priority calls.

### HINT:

- If you choose Outcalling for priority calls only, give your callers instructions on how to make a priority message.

Check with your System Manager to see if you have Outcalling privileges.

Outcalling continues until one of the following happens:

- During the Outcalling message call, you press **\*#** to cancel Outcalling until a new message arrives for you.
- You log in to your mailbox and listen to the message.
- The interval specified in your Outcalling schedule expires.
- MERLIN Messaging has called all numbers in your Outcalling list the number of times specified by the Cycles option.

## Turning Outcalling On or Off

- 1: *Log in to Voice Mail.*
- 2: *Press **6** to select Outcalling.*
- 3: *For Release 2 or later, press **1** then choose an option:*
  - Press **1** to turn Outcalling On for all messages.
  - Press **2** to turn Outcalling On for priority messages only.
  - Press **0** to turn Outcalling Off.
  - Press **\*#** to return to the Outcalling menu.*For Release 1 or 1.1, press **1** to toggle Outcalling on and off.*

## Setting Your Outcalling Numbers

- 1: *Log in to Voice Mail.*
- 2: *Press **6** to select Outcalling.*
- 3: *Press **4** to change your list of Outcalling Numbers.*
- 4: *Choose the entry number [1–5].*

If an Outcalling Number is programmed, you hear the Outcalling entry information. If an Outcalling Number is not programmed, you hear, "Entry number x is not used."



# Using Outcalling

## Setting Your Outcalling Numbers (continued)

### 5: Choose an option:

- Press **1** to change or add an Outcalling Number. (Go to Step 6.)
- Press **\* 3** to delete the Outcalling Number.
- Press **\* #** to keep the Outcalling Number and return to the Outcalling menu.

### 6: Choose an option:

- Press **1** to enter a telephone Outcalling Number.
- Press **2** to enter a pager Outcalling Number.
- Press **\* #** to return to the Outcalling menu without making a change.

### 7: Enter the Outcalling Number and wait 5 seconds for the system confirmation.

See *Guidelines* for further details and examples of how to set your Outcalling Numbers.

### 8: Choose an option:

- When prompted, press **\* #**. Listen to the Outcalling entry information and go to Step 9.
- Press **1** to enter more digits, then repeat Step 7.

### 9: Choose an option:

- Press **9** to confirm your entry. Then press **\* #** if finished.
- Press **6** to cancel your entry.

Return to Step 4 to program more Outcalling Numbers.

## Guidelines

You may enter any combination of up to 60 digits including **0–9**, **\*** (for a 1.5-second pause), and **#** in an Outcalling Number. The Outcalling Number can consist of:

- **9 \*** to access an outside line (this is required to reach an external number).
- The telephone number and/or paging system numbers (including area codes, if necessary).
- Your paging system personal identification number (PIN), if any.
- Your paging system callback number.

# Using Outcalling

## Guidelines (continued)

### EXAMPLE:

Your Outcalling Number is a paging system (555-1234). To place the call, the Voice Mail system must access an outside line, dial the number, wait several seconds for the paging system to answer, enter your PIN followed by #, and a Callback number followed by #.

The Outcalling Number you would enter is:

9 \* 5 5 5 1 2 3 4 \* \* \* \* \* \* \* \* 3 7 5 # 8 8 9 9 #

To enter this Outcalling Number, you must dial:

- 9 \* (where \* represents a pause) to allow the voice mail system time to access an outside line.
- 5 5 5 1 2 3 4 to reach your paging system.
- \* \* \* \* \* to allow several seconds for the paging system to answer.
- 3 7 5 followed by # as your PIN.
- 8 8 9 9 followed by # as your callback number.

## Reviewing Your Outcalling Numbers

- 1: Log in to Voice Mail.
- 2: Press 6 to select Outcalling.
- 3: Press 2 to review your Outcalling Numbers.

The system announces your list of Outcalling Numbers.

## Setting Your Outcalling Cycles

Your Outcalling Cycles setting determines the number of times the system will call your list of Outcalling Numbers. The default setting is 3 times. It is suggested that you use at least 2 cycles.

- 1: Log in to Voice Mail.
- 2: Press 6 to select Outcalling.
- 3: Press 7 to change your Outcalling Cycles.
- 4: Choose an option:
  - Enter the number of times [1–9] your Outcalling List should be called, then press #.
  - Press \* # to keep the current setting and return to the Outcalling Menu.

# Using Outcalling

## Setting Your Outcalling Interval

Your Outcalling Interval is the amount of time (in minutes) between each Outcalling Cycle. The system default is 15 minutes.

- 1: *Log in to Voice Mail.*
- 2: *Press **6** to select Outcalling.*
- 3: *Press **6** to change your Outcalling interval.*
- 4: *Choose an option:*
  - Enter the number of minutes [5–99] for the Outcalling interval, then press **#**.
  - Press **\* #** to keep the current setting and return to the Outcalling menu.

## Setting Your Outcalling Schedule

You can set the time period during which the system will perform Outcalling for your mailbox. The default schedule is set to perform Outcalling around the clock.

- 1: *Log in to Voice Mail.*
- 2: *Press **6** to select Outcalling.*
- 3: *Press **5** to change your Outcalling Schedule.*
- 4: *Choose an option:*
  - Press **1** to change starting time and/or ending time.
  - Press **\* #** to keep the current schedule and return to the Outcalling menu.
- 5: *Enter the starting time in the form hhmm (hh=hour, mm=minute), or, to keep the current time, press **#**. Repeat this Step to set the ending time.*
- 6: *Choose an option:*
  - Press **\* #** to approve your new schedule and return to the Outcalling menu.
  - Press **1** to re-enter. (Return to Step 5).

# NOTES

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# Search

WWSearch needs Java to run.

## A

### **Answer-Only Mode**

MERLIN Messaging System mailbox users can set the Answer Mode for their mailboxes. If the Answer Mode is set to Answer-Only Mode, callers reaching that mailbox will hear the user's mailbox greeting but will not be offered an opportunity to leave a message.

### **Automated Attendant**

An Automated Attendant automatically answers incoming calls and routes them to an extension or mailbox or plays a submenu or an announcement, based on the Touch-Tone input from the caller. Up to four Automated Attendants can be programmed.

### **Automated Attendant Announcement**

A voice announcement that is pre-recorded by the System Manager and is played to callers who select it from an Automated Attendant Service Main menu or submenu. An Automated Attendant Announcement is most commonly used to provide frequently requested information such as travel directions or business hours. Up to 99 Announcements can be recorded and used.

### **Automated Attendant Extension**

An extension that is associated with an Automated Attendant. Calls to an Automated Attendant extension that are not answered by the user and are subsequently sent to the MERLIN Messaging System for coverage receive Automated Attendant Service.

### **Automated Attendant Main menu**

The first menu that callers hear when a MERLIN Messaging System Automated Attendant answers a call. The Main menu plays a list of options to the caller. The caller selects an option by entering the corresponding Selector Code (a numbered choice, i.e., 1–9) from the Automated Attendant Main menu. Based on a predefined association between Main menu options and Selector Codes, the Automated Attendant will route the call to a specific extension, mailbox, Submenu or Announcement or will disconnect the call. The System Manager can program a Day and a Night Main menu for an Automated Attendant. See also *Selector Code*.

### **Automated Attendant Main menu Prompt**

The voice prompt that is played to callers whose calls are answered by a MERLIN Messaging System Automated Attendant. The Main menu prompt typically greets the caller with the business name and offers a list of options from which the caller can choose, such as, transferring to an extension or hearing an informational announcement.

### **Automated Attendant Service**

See *Automated Attendant*.

## **Automated Attendant Submenu**

A lower-level menu selected from an Automated Attendant Main menu or from another Submenu. Submenus present additional options from which a caller can select by entering the corresponding Selector Code. Based on predefined associations between Selector Codes and Selector Code Actions, the Automated Attendant routes the call to an extension, mailbox, Submenu or Announcement.

## **B**

### **Bilingual Mode**

A MERLIN Messaging System operational mode administered by the System Manager that allows callers to select one of two languages in which system prompts, menus and announcements are played. If a system is set for Bilingual operation, the System Manager specifies the Primary Language and the Secondary Language. The Language choices are U.S. English, Latin American Spanish and Canadian French. See also *Primary Language* and *Secondary Language*.

## **C**

### **Call Answer Modes**

The MERLIN Messaging System feature that enables a user to determine whether or not callers can leave messages in the user's mailbox. If the user selects "Answer-Only Mode," callers will hear a greeting but will not be able to leave a message. The callers can, however, transfer to another extension. If the user selects "Record-Mode," callers will hear a greeting and be prompted to leave a message after a tone is heard. Callers can then leave a message and/or transfer to another extension.

### **Call Answer Service**

The MERLIN Messaging System feature that allows callers to leave a message in a user's mailbox or to transfer to another extension when the user has not answered the call.

### **Call Answer Service Operator**

The person to whom calls are transferred when:

- In Automated Attendant Service, the Automated Attendant Dial 0/Timeout Action is set to "Transfer to the Call Answer Service Operator and a caller presses 0 or does not make a selection from an Automated Attendant Service Main menu or Submenu.
- In Call Answer Service, if the user has not programmed a Personal Operator a call is transferred to the Call Answer Service Operator, when a caller presses 0.



- In any service, either when the caller initiates a transfer by pressing \*8 followed by 0, or when a caller using Directory Service to transfer a call presses 0.

## **Calling Group**

A group of extensions that perform a similar function. A Calling Group can be administered to provide Group Coverage for one or more Coverage Groups. See also *Group Calling*, *Coverage* and *Coverage Group*.

## **CNG**

In the data communications environment, a fax calling tone that indicates that a fax machine is ready to transmit.

## **Coverage**

This communications system feature, programmed by the System Manager, designates an alternate answering position when the extension called is busy or does not answer.

## **Coverage Delay Interval**

The number of times a call will ring at an extension before it is sent to its assigned Group Coverage, if the extension does not have Personal Coverage. If any Personal Coverage (Primary or Secondary) is available, the Delay Ring Interval is added to this ring delay for a total Ring Delay value.

## **Coverage Group**

A group of extensions that is programmed to be covered by the same Group Coverage receiver(s). Individual extensions or a Calling Group (such as the MERLIN Messaging System Calling Group) can be a Group Coverage receiver.

## **D**

### **Delay Ring**

A communications system ringing option that provides a delay before the telephone rings. The delay is 2 rings for outside line, SA and ICOM buttons. The delay is determined by the programmed Delay Ring Interval (1-6 rings) on Cover buttons.

### **Delayed Call Handling**

Call Handling mode in which the communications system's system operator or other communications system extensions are the principal handlers for incoming (external) calls.

### **Dial Plan**

The extension assignments for all equipment (voice or data) connected to the communications system. Also called *Numbering Plan*.

### **Dial 0/Timeout Action**

Automated Attendant feature that determines how a call is processed when the caller dials 0 (zero), does not make a selection from an Automated Attendant Main menu or Submenu or when the caller dials 0 from an Automated Attendant Announcement. The Dial 0/Timeout Action can be set to disconnect the call or to transfer the call to the system operator, to the General Mailbox, to an extension or to a mailbox. The MERLIN Messaging System Manager programs the Dial 0/Timeout Action separately for each Automated Attendant's Day Service operation and for each Automated Attendant's Night operation.

### **Direct-Line Console (DLC)**

Telephone used by a system operator to answer outside calls (not directed to an individual or a group) and inside calls, to transfer calls, to make outside calls for users with outward calling restrictions, to set up conference calls and to monitor system operation.

### **Directory**

Users are listed in the Directory by either their last name or their first name. Callers and users can use the Directory to reach a user whose extension they do not know. In addition, users can use the Directory to address messages to other users.

### **DOSSPM**

A DOS-based System Programming and Maintenance tool used to program and maintain the communications system.

## **E**

### **Exclusion List**

When the communications system Night Service with Outward Restriction feature is used and the Night Service is activated, the users on the Exclusion List can make external calls without entering a password. If a password has been programmed, when Night Service is activated, users who are not on the Exclusion list must enter a password to make external calls.

### **Extension**

Number that identifies a phone or other voice or data equipment connected to the communications system.

# F

## Factory Settings

The settings that are in effect when the communications system or the MERLIN Messaging System is shipped. Sometimes these settings are referred to as default settings.

## Fax Message-Waiting Receiver

The extension designated to receive Message-Waiting indications for calls directed to a fax extension or fax Calling Group. See also *Message-Waiting Receiver*.

## Fax Tone

See *CNG*.

# G

## General Mailbox

A mailbox where callers can leave messages if an Automated Attendant's Dial 0/Timeout Action is set to "Transfer to the General Mailbox." There is one General Mailbox for each Automated Attendant. See also *General Mailbox Owner*.

## General Mailbox Owner

The individual responsible for forwarding messages from a General Mailbox to the appropriate user. The Message-Waiting indicator on the General Mailbox owner's telephone lights whenever a message is placed in the General Mailbox.

## Greeting

Initial message that plays to callers. See also *Personal Greeting*, *Temporary Closure Greeting* and *Voice Mail Greeting*.

## Group Calling

A communications system feature that directs calls to a group of people assigned to handle the same type of call. A single extension number is assigned to the group and is used by internal and external callers to reach the group. See also *Calling Group*.

## Group Coverage

Extensions that are grouped together so that they get coverage by the designated Group Coverage Receiver(s). The MERLIN Messaging System can be designated as a coverage receiver for one or more coverage groups. Each user can create up to ten Personal Group Lists which they can use when addressing and sending voice messages. Each list can have up to 50 mailbox extensions in it.

## Guest Mailbox

A mailbox assigned to visitors, guests or employees who need to receive messages, but do not have a telephone assigned to them. Callers using any of the MERLIN Messaging System services

can leave messages in a guest mailbox, however, the system operator cannot transfer calls to a guest mailbox unless the System Manager sets up a phantom extension for the user.

## H

### **Hunt Pattern**

The search pattern used by the Group Calling feature to find the next available extension for answering a call. The MERLIN Messaging System Calling Group should be administered for a *linear* hunt pattern. If this search pattern is specified, the first member is selected. If the first port is not available, the next port is selected. The search continues in a linear hunt pattern.

## I

### **Immediate Call Handling**

Call Handling mode in which the MERLIN Messaging System Automated Attendant serves as the primary call handler for incoming (external) calls. The communications system operator serves as backup for the Automated Attendant.

## K

### **Key Mode**

One of three modes of system operation, in which the system uses personal lines on line buttons for outside calls with a separate interface (ICOM buttons) for inside calling.

## L

### **Light Emitting Diode (LED)**

A semiconductor device that produces light when voltage is applied; such as the lights on the telephone, on the communications system processor module and on the MERLIN Messaging System module.

### **Line Assignments**

A MERLIN Messaging System feature used to assign the lines to specific Automated Attendants for Call Handling when Multiple Automated Attendants are used. Lines that are not specifically assigned to Automated Attendant 2, Automated Attendant 3 or Automated Attendant 4 are handled by Automated Attendant 1.

## M

### **Mailbox**

Storage space assigned to a MERLIN Messaging System user in which messages can be left for the user.

## **Message-Waiting Receiver**

An extension designated to receive Message-Waiting indications for calls directed to a Calling Group. See also *Fax Message-Waiting Receiver*.

## **Monolingual Mode**

MERLIN Messaging System operation in which a single language is used for system prompts, menus and announcements. The available languages are U.S. English, Canadian French and Latin American Spanish. Contrast with *Bilingual Mode*.

## **N**

### **Night Service**

The communications system feature that causes calls to ring at specially assigned stations in addition to those stations where calls would normally ring. Night Service is usually activated after normal business hours. If the MERLIN Messaging System's Schedule Controller is set to "Follow the Switch Mode" or is set to "Follow Both the Switch Mode and the Weekly Business Schedule," when the communications system goes into Night Service, the Automated Attendant will also go into Night Service mode; when the communications system is taken out of Night Service, the Automated Attendant will go into Day Service mode.

### **Numbering Plan**

See *Dial Plan*.

## **O**

### **Outcalling**

A MERLIN Messaging System feature that calls up to five outside or inside telephone numbers or pager/beepers to inform a user when a new message has arrived in the user's mailbox. Users administer their own Outcalling number list, their Outcalling schedule, the number of cycles the Outcalling list is dialed and the minimum number of minutes that the system should wait between Outcalling attempts. Users also can turn Outcalling On or Off as required. This feature is only available if the System Manager has assigned Outcalling privileges to the user's voice mailbox .

### **Outcalling Cycles**

The number of times the system dials the designated Outcalling numbers in the Outcalling list when Outcalling is On and a message has been deposited in a user's mailbox.

### **Outcalling List**

The programmed telephone numbers that the system dials when Outcalling is on and a message is deposited in a user's mailbox. In an Outcalling list there can be up to five telephone or telephone/pagerr numbers (with up to 60 digits each).

## **Outcalling Schedule**

The time period during which Outcalling will be attempted, if Outcalling is On and a message is deposited in a user's mailbox.

## **Overflow Coverage**

The method of designating a secondary Calling Group or the Queued Call Console (Hybrid/PBX only) to receive calls when the number of calls waiting in the queue for the primary Calling Group is equal to or greater than the programmed Overflow Coverage Threshold. See also *Overflow Coverage Threshold*.

## **Overflow Coverage Threshold**

The programmable number of calls that can wait in the queue for a Calling Group before calls are sent to another Calling Group by the Overflow Coverage feature. See also *Overflow Coverage*.

## **P**

### **PC Card**

The MERLIN Messaging System's 2-Port, 4-Port and 6-Port Cards are PC Cards that plug into the left-most PCMCIA slot on the MERLIN Messaging System module. They provide the following features: port licensing, media for backup of the MERLIN Messaging System and a Remote Maintenance Device that is used to gain access to the diagnostic features of the MERLIN Messaging System.

### **Personal Computer Memory Card International Association (PCMCIA)**

A storage medium similar to a computer's floppy disk. The MERLIN Messaging System 2-Port, 4-Port and 6-Port PC Cards are PCMCIA Cards that contain port licensing information, a Remote Maintenance Device and storage media for the system's backup feature.

### **Personal Greeting**

A greeting recorded by a user that callers hear when they are transferred to a user's mailbox. A user can record up to three Personal Greetings.

### **Personal Group Lists**

A list, created by a MERLIN Messaging System user, that can contain up to 50 entries. Each entry is the extension number of a MERLIN Messaging System user. Personal Group Lists can be a timesaving feature when addressing messages. The user simply enters the number (1–10) of the pre-created list that contains the extensions of the desired addressees, instead of entering the extensions one at a time.

### **Personal Operator**

An extension or mailbox that receives calls if a caller dials 0 when the caller reaches the user's voice mailbox. Each user can program a Personal Operator.

## **Primary Language**

The default language used for playing system prompts, menus and announcements to callers when the MERLIN Messaging System is in Bilingual mode. Contrast with *Secondary Language*.

## **Q**

### **Queued Call Console**

Telephone that can be used by a system operator only if the communications system is in Hybrid/PBX mode. It is used to answer outside calls (directed to a system operator position), to answer inside calls, to direct inside and outside calls to an extension or to an outside telephone number, to serve as a message center, to make outside calls for users with outward calling restrictions, to set up conference calls and to monitor system operation.

## **R**

### **Record Mode**

One of the two Call Answer Modes available for MERLIN Messaging System mailboxes. Users program the Call Answer Mode for their mailboxes. When Record Mode is programmed, callers can leave messages in a user's mailbox. Contrast with *Answer-Only Mode*.

### **Remote Maintenance Device (RMD)**

A component of the MERLIN Messaging System used to remotely access terminal-based features such as system diagnostic information. The System Manager can access the system through the RMD to capture a Configuration report to a file on a remote PC.

### **Return Time Interval**

See *Transfer Return Interval*

## **S**

### **Schedule Controller**

Determines whether the communication system's Day/Night Service mode, the MERLIN Messaging System Weekly Business Schedule or a combination of both control the Day and Night service operation of an Automated Attendant. Each Automated Attendant has its own Schedule Controller.

### **Secondary Language**

The alternate language in which callers can choose to play system prompts, menus and announcements when the MERLIN Messaging System is in Bilingual mode. Contrast with *Primary Language*.

## **Security**

Measures taken against the possibility of Toll Fraud. Look for Security Alerts throughout this Online Guide for information about protecting your system.

## **Selector Code**

A one-digit number (1–9) representing a menu option that callers select from a Main menu or a Submenu in order to transfer to an extension or mailbox or to play a Submenu or play an announcement. Selector Codes can also be programmed for direct dialing of individual extension numbers. See also *Selector Code Action*.

## **Selector Code Action**

A one-digit number (1-9) representing a menu option that callers select from a Main menu or a Submenu in order to transfer to an extension or mailbox or to play a Submenu or announcement. Selector Codes can also be programmed for direct dialing of individual extension numbers. See *Selector Code*.

## **Submenu Prompt**

The list of options that play after callers select a Submenu from a Main menu or from another Submenu. The Submenu prompt offers the list of options available on the Submenu and announces the Selector Codes for callers to dial to reach the extension, mailbox, Submenu or announcement they want.

## **System Administration Password**

A password used to access the menus needed to administer the system.

## **System Language**

The language in which the prompts, announcements and Submenus are played when the MERLIN Messaging System is in Monolingual Mode. See also *Primary Language* and *Secondary Language*.

## **System Manager**

The person who updates and changes the MERLIN Messaging System to meet the company's requirements.

## **System Parameters**

The MERLIN Messaging System parameters are a set of options that can be programmed by the System Manger, such as System Language Mode, System Date and Time, Call Answer Service Operator, etc.



# T

## **Temporary Closure Greeting**

A MERLIN Messaging System feature that enables the System Manager to record and schedule a special greeting to be played before the Automated Attendant's Main menu prompt. This feature is used in conjunction with the Temporary Schedule feature. A Temporary Closure Greeting is used when a company closes for a holiday, for an emergency or because of inclement weather.

## **Temporary Schedule**

The MERLIN Messaging System Manager can set up a Temporary Schedule to override the regular Day/Night operation of an Automated Attendant.

## **Tip/Ring (T/R)**

Contacts and associated conductors of a single-line telephone.

## **Toll Fraud**

The unauthorized use of your communications system by third parties to make long distance telephone calls. Under the law, you, the customer, are responsible for paying part or all of those unauthorized calls.

## **Touch-Tone Duration**

The length (specified in milliseconds) of the Touch-Tone codes sent from the communications system to the MERLIN Messaging System.

## **Touch-Tone Interval**

The interval (specified in milliseconds) between Touch-Tone codes sent from the communications system to the MERLIN Messaging System.

## **Touch-Tone Receivers**

Devices used to decode DTMF (dual-tone multifrequency) Touch-Tones. Touch-Tone Receivers are included in some communications system modules. The MERLIN Messaging System module has two Touch-Tone Receivers.

## **Transfer Redirect Extension**

The extension number to which transferred calls are redirected if the calls have not been answered or the extensions are busy and they do not have coverage. The default extension is the first operator's extension. This extension can also be a Queued Call Console (QCC), another extension or the extension of the MERLIN Messaging System Calling Group. The Transfer Redirect extension is programmed by the System Manager of the communications system.

## **Transfer Restrictions**

Prevents users and callers from committing toll fraud by transferring to an outside line or outside operator who could place a call for them.

## **Transfer Return Interval**

The number of times a transferred call will ring at the transfer destination before it returns to the transfer originator. See also *VMS Transfer Return Interval*.

## **Transfer-Only Extension**

An extension that has no message storage space allotted to it on the MERLIN Messaging System. It is used in conjunction with the MERLIN Messaging Transfer Restrictions feature to allow callers to transfer from the MERLIN Messaging System to extensions that do not need mailboxes.

## **U**

## **V**

## **VMS Transfer Return Interval**

The number of times a call, transferred by the MERLIN Messaging System to an extension without coverage, will ring before the call is redirected to the Transfer Redirect Extension. See also *Transfer Redirect Extension*.

## **Voice Mail Greeting**

The greeting that plays to users who call the MERLIN Messaging System Voice Mail Service. The greeting prompts the users to log into their mailbox.

## **Voice Mail Service**

A MERLIN Messaging System service that allows a user to send messages to other users, retrieve messages, record up to three Personal Greetings, create a mailbox password, program a Personal Operator, set the mailbox's Call Answer Mode and, if the mailbox has outcalling permission, program Outcalling options.

## **W**

## **Weekly Business Schedule**

A MERLIN Messaging System feature that enables the System Manager to set a schedule that will determine when the Automated Attendant's Day or Night Menu play.

## **WinSPM**

A Windows-based System Programming and Maintenance tool used to program and maintain the communications system.

# Help





## Navigation

You can move from one topic to another in the Online Guide by activating topic-associated hypertext links. This can be done in any of the following ways:

- From a topic listed in the Contents Panel on the left side of the screen.
- From the Technology Bar at the bottom of the screen.
- From within the topic text.


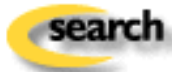


## The Technology Bar

The Technology Bar located at the lower right hand corner of the screen contains a number of icons. Each icon is responsible for a different navigational action.

Icon	Action
	Redisplays the Main menu options in the Contents Panel
	Links to the previous topic in the sequence
	Takes you to the top of the window
	Links to the next topic in the sequence


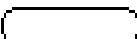


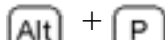

## The Button Bar

The Button Bar is displayed in a non-scrolling panel across the top of the screen. It provides access to additional online features and capabilities. To view a feature or access a capability, click the associated button. Note that in the case of features displayed in pop-up windows (for example, the Glossary), you must close the window before you are able to proceed.

Button	Action
	Redisplays the Main menu options in the Contents Panel
	Allows you to search for information by entering a key word
	Links you to the MERLIN Messaging Glossary
	Provides access to the online help feature

## Programming Conventions

The procedures for programming the MERLIN Messaging System in this Online Guide use several conventions to indicate what the steps involve. The conventions are described in the following table:

Typeface Sample	Meaning
	To select this option, press this imprinted button on the console
 GrpCalling	To select this menu option, use the corresponding unlabeled display button
[nnn]	Enter the variable information in brackets
	Press this key on the PC
	Press this function key on the PC
	On the PC, hold down the first key and press the second key
	Continuation of procedures

Click [here](#) to return to previous topic.

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