

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
mmddyy	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.

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[illegible]

◆ Factory Setting

* For Release 1 and 1.1, a 4-letter Directory Listing is available.

**** For Release 2 or later.**

Mailbox Language	
1	English
2	Spanish
3	French
4	Portuguese**

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) _____

Schedule Controller <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			
2	Monday			
3	Tuesday			
4	Wednesday			
5	Thursday			
6	Friday			
7	Saturday			
9	All Days			

FAX Extension: _____

♦ = *Factory Setting*

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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

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

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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

♦ = *Factory Setting*

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

Length
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

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Planning Form 6 - System Group Lists
(Release 2 or later)

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.