

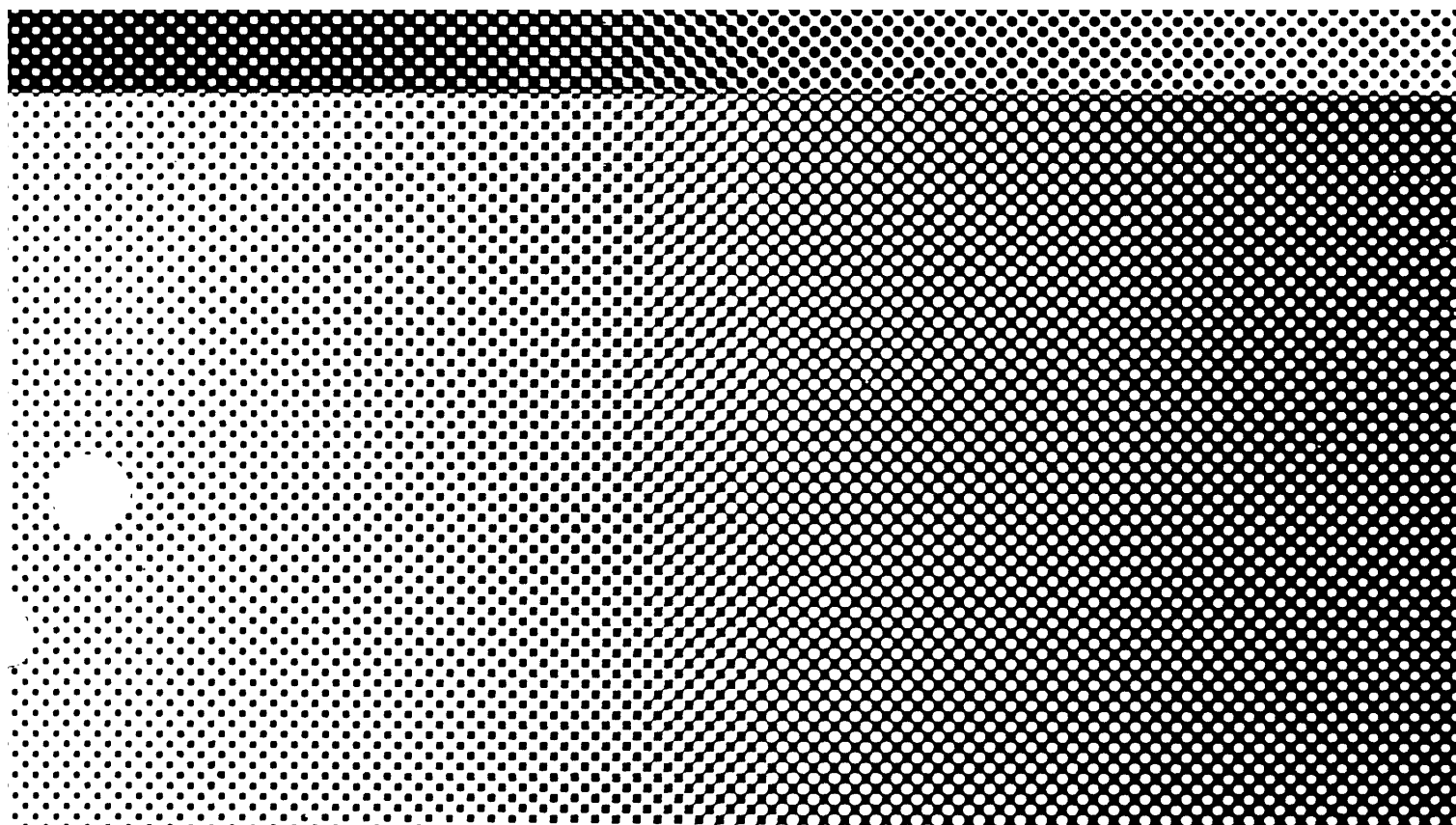


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Issue 1, July 1990

# MERLIN MAIL<sup>TM</sup>

## VOICE MESSAGING SYSTEM

Installation and  
Implementation Guide  
for MERLIN<sup>®</sup> II  
Communications System  
Release 3



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<p>The MERLIN MAIL™ Voice Messaging System is <i>not</i> intended for use with the MERLIN II Attendant.</p>
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# FCC Notification and Repair Information

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This equipment is registered with the Federal Communications Commission (FCC) in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

**MEANS OF CONNECTION:** Connection to the telephone network shall be through a standard network interface jack USOC RJ11C. These USOCs must be ordered from your Telephone Company.

This equipment may not be used with party lines or coin telephone lines.

**NOTIFICATION TO THE TELEPHONE COMPANIES:** Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:

- The telephone numbers you will be using with this equipment.
- The appropriate registration number and ringer equivalence number (REN) which can be found on the back or bottom of the control unit.

You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

**Repair Instructions:** If you experience trouble because your equipment is malfunctioning, the FCC requires that the equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment can only be made by the manufacturers, their authorized agents, or by others who may be authorized by the FCC. [In the event repairs are needed on this equipment, please contact the AT&T National Service Assistance Center (NSAC) at 1-800-628-2888.]

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***Rights of the Local Telephone Company:*** If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

***INTERFERENCE INFORMATION NOTICE:***

FCC Rules require that you be notified of the following:

- This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions in this manual and the *MERLIN MAIL System Installation and Implementation Guide*, may cause interference to radio communications.
- This equipment has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment.
- Operating this equipment in a residential area is likely to cause interference, in which case the user, at his or her own expense, will be required to do whatever is necessary to correct the interference.

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# Chapter 1: Installation

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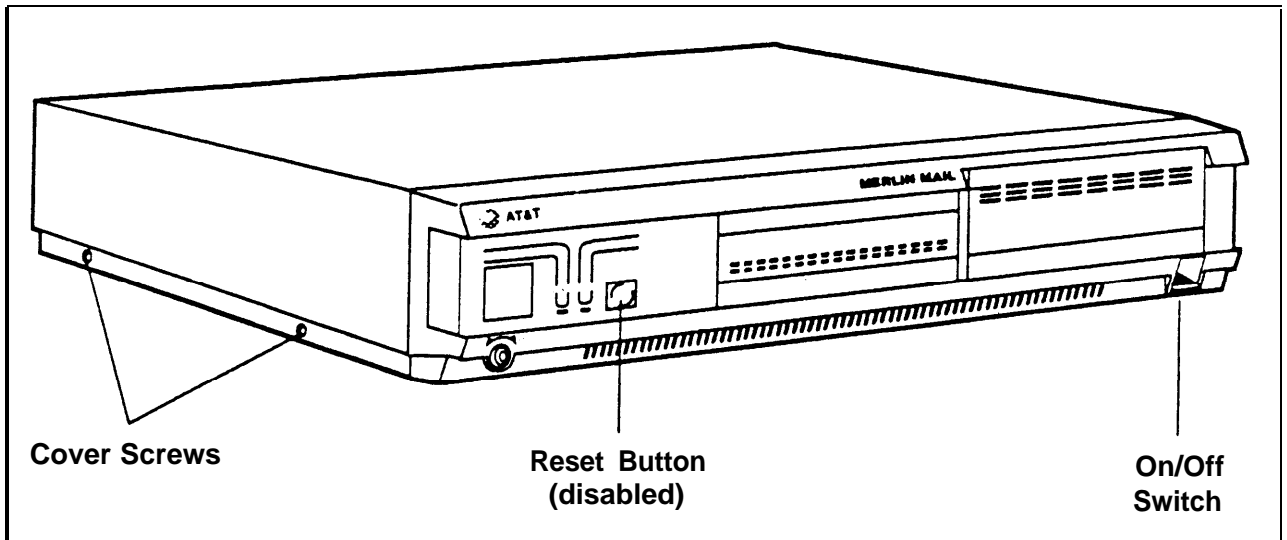
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# Installing the MERLIN MAIL System

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The MERLIN MAIL™ system is available in two-port and four-port configurations. Each voice processing card has two ports that connect to a Basic Telephone (012) Module and appear as single line sets to the MERLIN® II R3 system.



**FIGURE 1-1** The MERLIN MAIL system (front view).

Each model has four hours of message storage capacity. The MERLIN MAIL system unit also has an RS-232-C serial port to support remote maintenance.

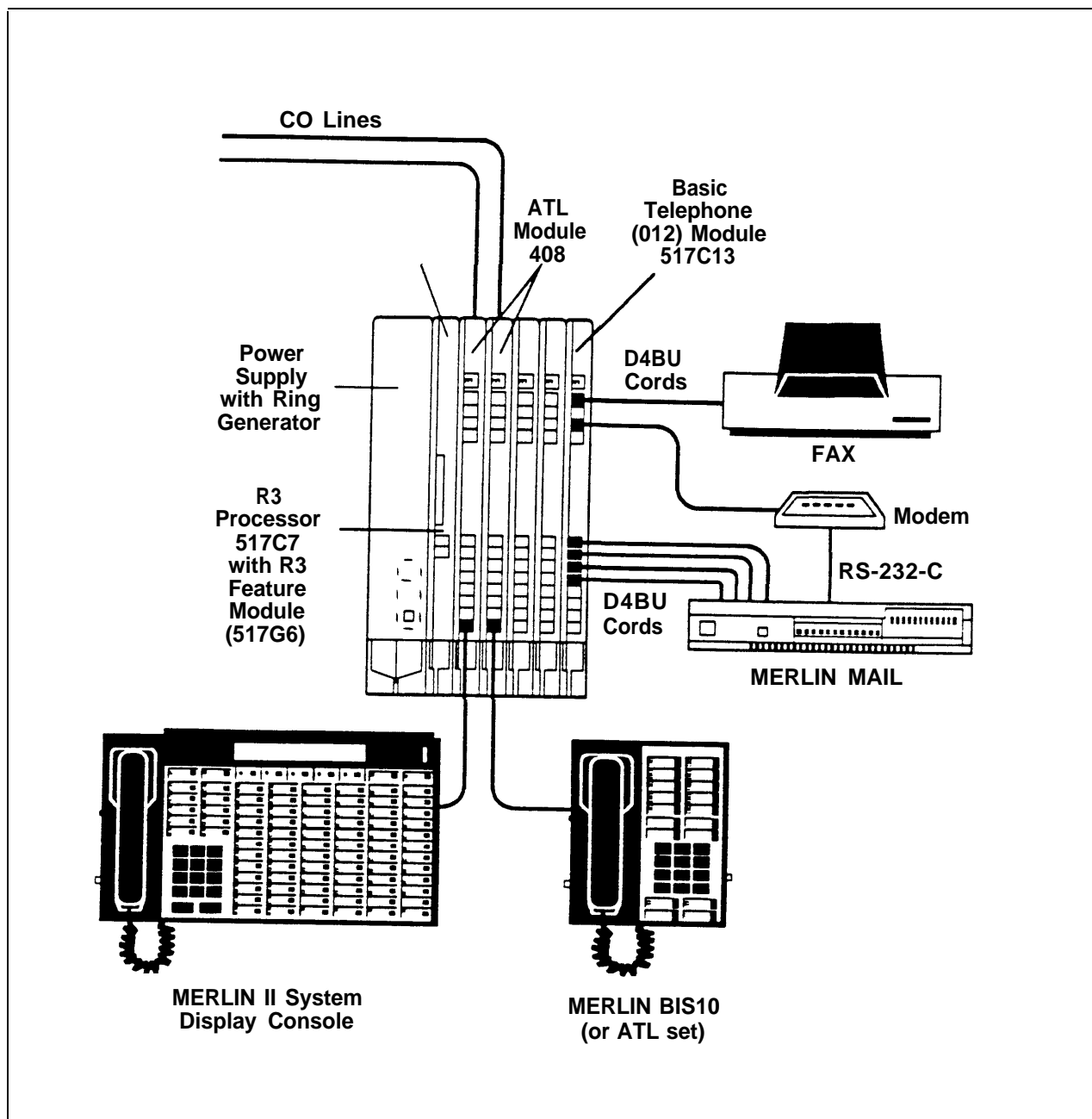
# Hardware Requirements

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The following equipment is required to install the MERLIN MAIL system:

- **Processor**  
Must be a 517C7 module. If it is a 517B7, upgrade it to a 517C7 module.
- **Feature Module**  
Must be a 517G6 Release 3 Feature Module.
- **Basic Telephone (012) Module**  
The 012 module used for connecting the MERLIN MAIL system ports to the MERLIN II R3 system must be model 517C13.
- **Ring Generator**  
If the 012 module is in the *basic carrier*, the power supply module in it must contain the ring generator module. If the 012 module is in the *expansion carrier*, then the ring generator must be in the expansion carrier's power supply module.

Figure 1-2 shows the basic configuration for the MERLIN MAIL system.



**FIGURE 1-2 The MERLIN MAIL system basic configuration.**

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## ENVIRONMENTAL CONSIDERATIONS

Place the MERLIN MAIL system unit on a sturdy flat surface, such as a desk or table, or sidemount it with the vent side up for proper ventilation. The location *must* meet the following conditions:

- Dry, dustfree area (relative humidity < 90%), no potential exposure to water or liquids (avoid areas around drinking fountains, coffeemakers, etc.).
- Temperature range: 40 °F to 104 °F.

## Installing the MERLIN MAIL System Unit

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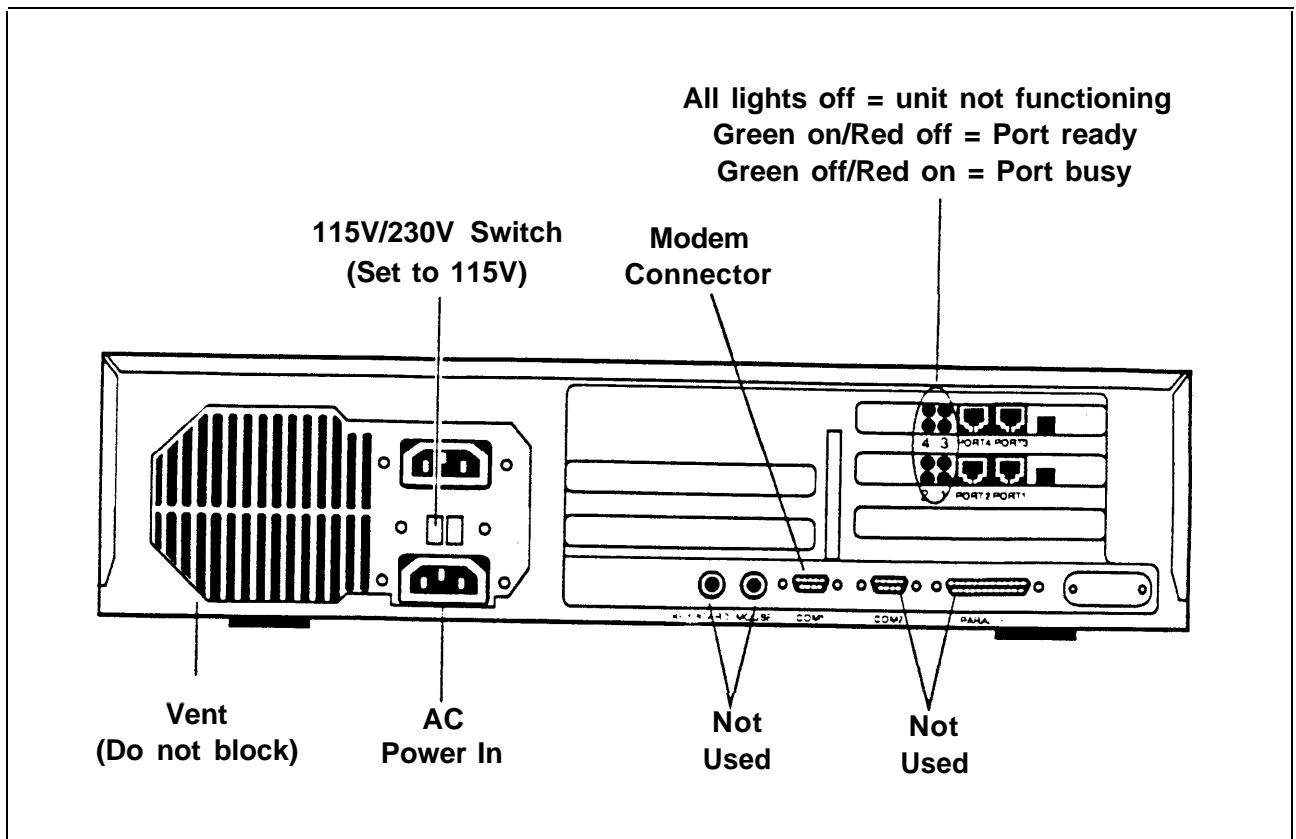
To install the MERLIN MAIL system unit, follow the instructions below:

- 1 Using a Phillips® head screwdriver, loosen the four screws located on the right and left sides of the MERLIN MAIL system unit.

<p><b>WARNING:</b> The MERLIN MAIL system unit <i>must</i> be unplugged before removing the cover. Hazardous voltage inside. Risk of electric shock.</p>
--

- 2 Remove the cover.
- 3 Remove the two spacers that hold the voice processing cards in place during shipment, then replace the cover.
- 4 Connect two or four line cords into the appropriate ports.

**NOTE:** Line cords must connect to ports 1 and 2 in two port configurations.



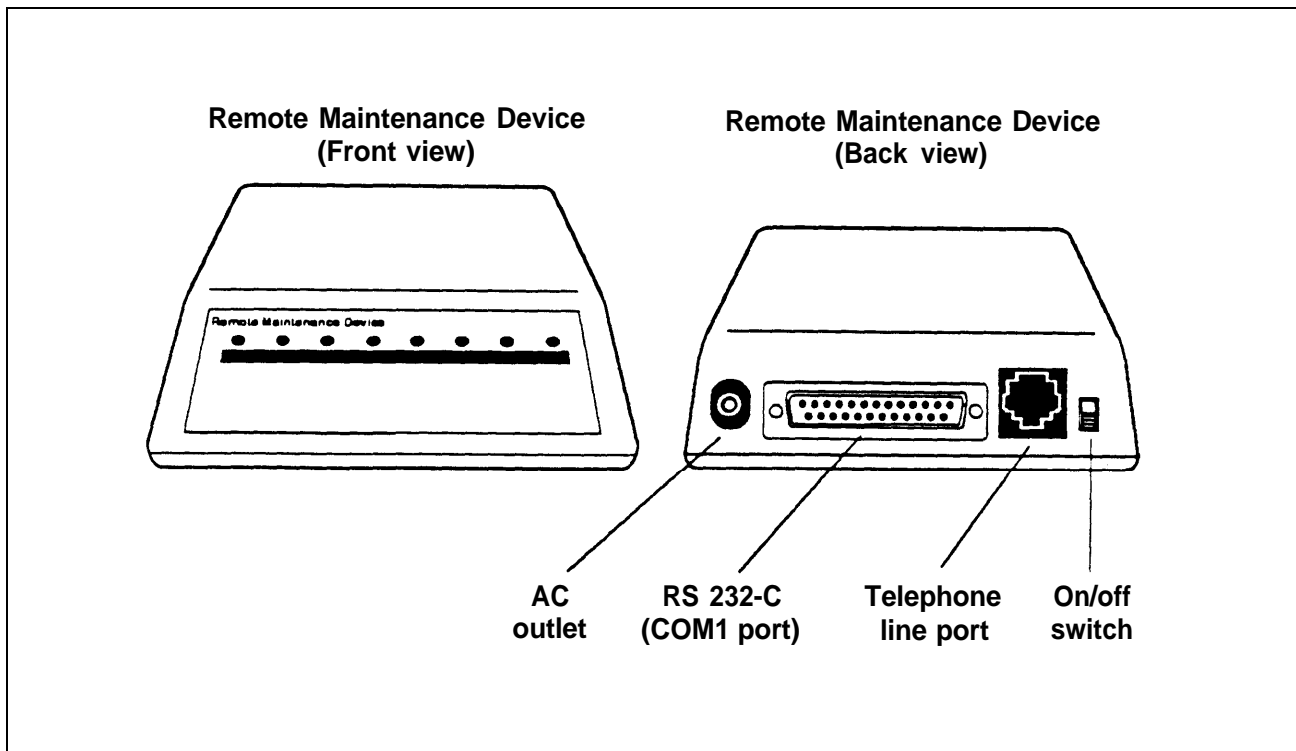
**FIGURE 1-3 The MERLIN MAIL system (back view).**

- 5 Plug in the MERLIN MAIL system unit.
- 6 Power on the unit. (The on/off switch located on the front of the unit on the lower right.)
- 7 Connect the other end of the line cords into station jacks on the Basic Telephone (012) Module.
- 8 The modem (Remote Maintenance Device) comes preset from the factory. Confirm that the switches, located on the bottom of the modem, are set as follows:

1	on	6	on
2	off	7	off
3	off	8	on
4	on	9	off
5	off	10	off

**NOTE:** If you reset the switches, you must turn off the modem and turn it back on before the new settings go into effect.

- 9 Using the cable provided, connect the RS-232-C port of the modem to the modem (COM1) port on the MERLIN MAIL system.



**FIGURE 1-4** The MERLIN MAIL system modem.

- 10 Using a modular line cord, connect the modem's telephone line port to a station jack on the Basic Telephone (012) Module.
- 11 Write the jack number on the label and affix the label to the MERLIN MAIL system unit.

# Performing the Installation Acceptance Tests

---

After you connect the MERLIN MAIL system unit to the MERLIN II R3 system, perform the following tests:

- 1 Place a call to each MERLIN MAIL system port. The prerecorded greetings should play for each port.
- 2 Place a call to the port where the modem is connected. You should hear the modem tone.

## Upgrading to a Four-Port Configuration

---

Customers with two-port configurations may want to upgrade to a four-port configuration for the following reasons:

- To add more lines.
- To add more subscribers.
- To add another service.

### INSTALLING THE VOICE PROCESSING CARD

To upgrade the MERLIN MAIL system from a two-port to a four-port configuration, follow the procedure below:

- 1 Turn off the MERLIN MAIL system unit. (The on/off switch is located on the front of the unit on the lower right.)
- 2 Unplug the power cord before removing the cover.

**WARNING:** Make sure the MERLIN MAIL system unit is unplugged before removing the cover. Hazardous voltage inside. Risk of electric shock.

- 
- 3 Using a Phillips head screwdriver, loosen the four screws located on the right and left sides of the MERLIN MAIL system unit.
  - 4 Remove the cover.
  - 5 Remove the second slot bracket.
  - 6 Verify that the following switch settings are set on the voice processing card being installed:

Card 1			
1	on	5	on
2	off	6	on
3	on	7	on
4	off	8	on

Card 2			
1	off	5	on
2	off	6	on
3	on	7	off
4	off	8	off

- 7 Install the voice processing card.
- 8 Replace the slot bracket.
- 9 Replace the cover.
- 10 Replace the screws.
- 11 Plug in the MERLIN MAIL system unit.
- 12 Power on the MERLIN MAIL system unit.
- 13 Perform the Installation Acceptance Tests.  
(See "Performing the Installation Acceptance Tests".)



# Chapter 2: Required Settings

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# Required Settings

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The administration procedures in this section are required to ensure proper communication between the MERLIN II R3 system and the MERLIN MAIL system.

## Conventions

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The following conventions are used throughout this guide:

[ MERMAIL ] means dial the MERLIN MAIL system extension number.

[ Ext. ] means dial the appropriate extension number.

[ # ] means press the pound button. (This is frequently used as a termination character, so that the MERLIN MAIL system knows when you have entered an entire extension number or password.)

[ Mailbox ] means dial the Mailbox number (which is usually the same as the extension number) of a subscriber.

[ \* ] means press the star button.

The prompts provided by the MERLIN MAIL system are shown in this manner:

*This is a response prompt.*

# Hints and Shortcuts

---

These hints and shortcuts can save you time when you are administering the MERLIN MAIL system:

- You do not have to wait for a prompt before proceeding to the next step.
- Dialing [ \* ] [ # ] returns you to the previous menu.
- Dialing [ \* ] [ z ] returns you to the System Administration Menu.
- [ \* ] [ \* ] [ 9 ] exits immediately from the MERLIN MAIL system. So does hanging up, except it takes a little longer.
- These templates are provided to help you with the following administration procedures:
  - > Adding Mailboxes.
  - > Recording Announcements.
  - > Changing Greetings.
  - > Changing the Main Menu.
  - > Changing Submenus.
  - > Changing the Schedule.
- When using speakerphone during administration, you will get better sound quality if you lift the handset to record names, greetings, and announcements.

# Configuring the MERLIN II R3 System

---

Perform the following MERLIN II R3 system administration from the MERLIN II R3 System Display Console.

## PROGRAMMING SPEED DIAL ACCESS BUTTONS

For more efficient access to the MERLIN MAIL system features, program a button for Speed Dial Access on all subscribers' phones so that they do not have to dial the pound sign (#) twice when using Voice Mail. You can program the phones individually or use Centralized Programming as shown below.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the station being programmed.  
*The green light goes on.*
- 5 Press [ Enter ].
- 6 Press an available programmable button.

**NOTE:** To save programmable buttons, assign Speed Dial Access to virtual buttons (#01 through #24 for 10-button sets; #01 through #12 for 22-button sets). If you program an available button on a phone, mark it with an "X" to indicate that it should not be used.

- 7 [ \* ] [ 2 ] [ 0 ] followed by any telephone number.
- 8 Press the button to confirm the selection.
- 9 Repeat steps 4 through 8 for each phone.
- 10 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

## SETTING MODEM FOR NO RING

Use Centralized Programming to set the lines assigned to the modem port to no ring.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press [ Enter ].
- 5 Press the Auto Intercom button for the modem port.  
*The green light goes on.*
- 6 Press [ Enter ].
- 7 Press the line button to be programmed.
- 8 [ \* ] [ 3 ] [ 4 ] [ 5 ] for no ring on all lines.  
*The red lights next to all line buttons go off.*
- 9 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

## ASSIGNING PORTS TO AA/VMS

Determine the ports on the MERLIN II R3 system which are to be assigned to the MERLIN MAIL system. Assign the appropriate ports (two or four) to AA/VMS.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ More ],  
[ More ], [ AA/VMS ].
- 5 Press the Auto Intercom buttons of the ports you are assigning for the MERLIN MAIL system.  
*Green light on = port assigned to AA/VMS*  
*Green light off = port not assigned to AA/VMS*
- 6 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

## ASSIGNING AA/VMS PORTS TO THE EXCLUSION LIST

The AA/VMS ports *must* be assigned to the exclusion list if the MERLIN II R3 system is set up for Night Service with Outward Restriction. Follow the procedure below to administer the AA/VMS ports to the exclusion list.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ], [ Night ].
- 4 From the Night Menu, press [ Exclude ].
- 5 Press the Auto Intercom buttons of the MERLIN MAIL system ports.  
*Green light on = outward restricted*  
*Green light off = excluded from outward restriction*
- 6 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

## SELECTING CO DIAL TONE

Follow this procedure to change the MERLIN II R3 system from intercom to CO (Central Office) dial tone.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ], [ Options ].
- 4 From the Options Menu, press [ More ], [ More ],  
[ More ], [ ICMdial ].
- 5 Press [ Externl ].
- 6 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

## **LABELING THE AA/VMS PORTS**

Follow the procedure below to label the MERLIN MAIL system ports so that display phones can easily identify calls from the MERLIN MAIL system.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Label ].
- 4 From the Label Menu, press [ Stations ].
- 5 Press the Auto Intercom button for an AA/VMS port.  
*The green light goes on.*
- 6 Press [ Enter ].
- 7 Enter the label, "MERMAIL."
- 8 Press [ Next ] and repeat steps 5 and 7 until labels are entered for each port.
- 9 Press [ Enter ].
- 10 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

## **Setting the MERLIN MAIL System Parameters**

There are a few settings required for the MERLIN MAIL system that are independent of the services being used. The date and time needs to be set, Mailboxes assigned, and services selected. These and other system parameters are essential for proper operation.



---

**CAUTION:** Using single line sets to perform administration while on site may cause you to activate or deactivate MERLIN II R3 system features inadvertently. It is strongly recommended that only ATL phones be used when administering the MERLIN MAIL system locally. This is not a problem when administering the MERLIN MAIL system remotely.

The factory setting for the System Administrator's extension is 9997 and the password is 1234. To prevent unauthorized administration of the MERLIN MAIL system, these factory settings should be changed. (See "Assigning the System Administrator Position.")

## CREATING MAILBOXES

Follow *Form A: Voice Mail Assignment* to create up to 100 Mailboxes (due to traffic limitations a maximum of 40 Mailboxes is recommended). Follow the procedure below to create Mailboxes for each subscriber.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 4 ] for Mailbox Administration.  
*The Mailbox Administration Menu plays.*
- 7 [ 4 ] to create a Mailbox.
- 8 Enter the [ Ext. ] of the person being assigned the Mailbox, followed by [ # ].  
*The prompt will confirm if the Mailbox already exists.*

- 
- 9 Enter the Class of Service (COS) assigned to this Mailbox.

Class of Service (COS) Key		
Class	Mins	Transfer Type
1	5	Unsupervised
2	10	Unsupervised
3	15	Unsupervised
4	5	Supervised
5	10	Supervised
6	15	Supervised
7	15	No Transfer

- 10 Using the "Letter Key," enter the first ten letters of the subscriber's last name followed by [ # ].

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

*The letters entered are confirmed.*

- 11 Choose the appropriate option:
- > [ 2 ] for Yes to approve the name.
  - > [ 6 ] for No to disapprove the name. Go to step 10.
- 12 When prompted, record the subscriber's name.  
*The Message Recording Menu plays.*
- 13 Choose an option or skip to step 14:

- 
- > [ 2 ] [ 3 ] to rewind and play back the name.
  - > [ 2 ] [ 1 ] to rerecord the name.
  - > [ \* ] [ 0 ] to delete the name.  
Record the name again.

14 [ \* ] [ # ] to approve the name.  
*The Mailbox Administration Menu plays.*

15 Repeat steps 8 through 14 for each subscriber.

## SETTING THE DATE AND TIME

Synchronize the time and date set on the MERLIN MAIL system with the MERLIN II R3 system. Use two digits for month (01 through 12), day (01 through 31), year (00 through 99), hour (01 through 23) and minutes (00 through 59).

1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*

2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*

3 System Administrator's [ Ext. ] followed by [ # ].

4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*

5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*

6 [ 2 ] to administer the Schedule.

7 [ 1 ] to enter the current date and time.  
*The current setting plays.*

8 Enter the month (*mm*), day (*dd*), and year (*yy*).

9 Enter the hour (*hh*) and minutes (*mm*).

**NOTE:** If prompted, [ 1 ] for a.m. or [ 2 ] for p.m.

*The new date and time are confirmed.*

---

## SELECTING SERVICES

Follow *Form B: System Parameters* to specify the MERLIN MAIL system port assignments for Automated Attendant Service and Call Answer Service.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameters Menu plays.*
- 7 [ 2 ] for Port Allocation.  
*The current configuration is confirmed.*
- 8 Choose the appropriate option:
  - > [ 1 ] all ports assigned for Automated Attendant Service (factory setting).
  - > [ 2 ] all ports assigned for Call Answer Service.
  - > [ 3 ] for split assignment—both Services (four port only).
    - > Ports 1 and 2 for Automated Attendant Service.
    - > Ports 3 and 4 for Call Answer Service.

---

**PERMITTING  
TRANSFERS FROM  
CALL ANSWER  
PORTS**

If Call Answer Service is being used, you can permit callers to dial 0 for assistance or enter another extension number after they are connected to a Call Answer port. Refer to *Form B: System Parameters* to see if transfers are permitted from Call Answer ports (the factory setting disallows transfers).

**NOTE:** Transfers are not permitted when Button Coverage is selected as the Call Answer Coverage Scheme.

- <sup>1</sup> [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- <sup>2</sup> [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- <sup>3</sup> System Administrator's [ Ext. ] followed by [ # ].
- <sup>4</sup> System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- <sup>5</sup> [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- <sup>6</sup> [ 1 ] to administer System Parameters.  
*The System Parameters Menu plays.*
- <sup>7</sup> [ 9 ] to administer Transfers from a Call Answer Port.
- <sup>8</sup> Choose the appropriate option:
  - > [ 9 ] for Yes to permit transfers from a Call Answer port.
  - > [ 6 ] for No to disallow transfers from a Call Answer port.

---

**ASSIGNING THE  
SYSTEM  
ADMINISTRATOR  
POSITION**

Follow *Form B: System Parameters* to identify the extension of the System Administrator. The factory setting for this Mailbox is 9997, with password 1234. If the customer is not using this setting, you must create a Mailbox for the new extension *before* you change the assignment.

**NOTE:** If the System Administrator changes the password and forgets it, or a new System Administrator does not know the password set by his or her predecessor, only NSAC/NTSC personnel can reset the password to 1234 after obtaining proper authorization from the customer.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
- 7 [ 7 ] to reassign the System Administrator position.  
*The current extension plays.*
- 8 System Administrator's [ Ext. ] followed by [ # ].  
*The new System Administrator's Mailbox is confirmed.*

---

## ASSIGNING THE SYSTEM OPERATOR POSITION

Follow *Form B: System Parameters* to identify the extension of the System Operator. Use the factory setting 760 unless it has been reassigned through flexible numbering. If the dial plan already use 760, assign an extension that is not in the dial plan so that calls transferred from the MERLIN MAIL system appear on a line button and not on the System Operator's intercom button. Follow the procedure below to reassign the System Operator position.

**NOTE:** Extension 760 should not be assigned a Mailbox.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
- 7 [ 5 ] to administer the System Operator position.  
*The current extension plays.*
- 8 System Operator's [ Ext. ] followed by [ # ].  
*The new extension is confirmed.*

---

## ASSIGNING A GENERAL MAILBOX OWNER

Follow *Form B: System Parameters* to identify the extension of the General Mailbox Owner (usually the System Operator performs this function). The factory setting for this Mailbox is station 10, and the Mailbox number is 9999, with password 1234.

**NOTE:** To change the password of the General Mailbox, log in to the Voice Mail Service as extension 9999, then see "Changing Your Password" in the *MERLIN MAIL System Quick Reference Card* to assign a new password.

To assign this Mailbox to a station other than 10, follow the instructions below:

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 6 ] to administer the General Mailbox.  
*The current extension plays.*
- 7 General Mailbox Owner's [ Ext. ] followed by [ # ].  
*The new General Mailbox Owner's extension is confirmed.*



---

**SPECIFYING  
MAXIMUM DIGITS IN  
AN EXTENSION**

Follow *Form B: System Parameters* to specify the maximum number of digits in an extension (2 is the factory setting). When this number is set, the MERLIN MAIL system recognizes when a caller has completed dialing so calls can be processed quickly.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ . ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameters Menu plays.*
- 7 [ 8 ] to specify the maximum length of an extension.  
*The current setting plays.*
- 8 Enter the number of digits (2 through 4).  
*The new maximum number of digits is confirmed.*

---

## SETTING THE WEEKLY BUSINESS SCHEDULE

The factory setting for business hours is 8:00 a.m. to 5:00 p.m., Monday through Friday. When using Automated Attendant for After Hours Call Handling only, set *all* the days to closed. Follow *Form B: System Parameters* to identify the hours the company is open for business and when it is closed.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 2 ] for administering the Schedule.  
*The Schedule Menu plays.*
- 7 [ 2 ] to administer the Weekly Business Schedule.

- 
- 8 Select the day you want to program. If you are programming the same hours for several days, use [ 9 ] to set the same schedule for all days, then change it for the one or two days that aren't on the same schedule.
- > [ 1 ] for Sunday.
  - > [ 2 ] for Monday.
  - > [ 3 ] for Tuesday.
  - > [ 4 ] for Wednesday.
  - > [ 5 ] for Thursday.
  - > [ 6 ] for Friday.
  - > [ 7 ] for Saturday.
  - > [ 9 ] for all days.
  - > [ # ] for next day. (Use when changing days in sequential order.)
- 9 Specify if the business is opened or closed:
- > [ 1 ] for open. Go to step 10.
  - > [ 2 ] for closed. To change another day, go to step 8.  
*The prompt says, "The business will be closed."*
- 10 Enter the opening time (*hhmm*).
- NOTE:** If prompted, [ 1 ] for a.m. or [ 2 ] for p.m.
- 11 Enter the closing time (*hhmm*).
- NOTE:** If prompted, [ 1 ] for a.m. or [ 2 ] for p.m.  
If the closing time is earlier than the opening time, you must reenter the closing time.
- 12 To change another day, go to step 8, or [ \* ] [ # ] to approve the schedule.

# Chapter 3: System Greetings

---

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# Automated Attendant Greetings

---

If applicable, use the procedures that follow to record the Day Greeting that plays when the company is open and, the Night Greeting that plays when the company is closed. If *Form D: Automated Attendant Setting* indicates that the Touch-Tone Gate is on, the greeting must ask callers to dial [ 1 ] before the Main Menu plays. (Calls from rotary phones are transferred to the System Operator, General Mailbox, or are disconnected depending on the Dial 0/Timeout Option.)

## Recording the Day and Night Greeting

---

Follow *Form C: System Greetings* to record the Day and/or Night Greeting.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 7 ] for System Greeting.  
*The System Greeting Menu plays.*
- 7 [ 3 ] for the Automated Attendant Greeting.  
*The Automated Attendant Greeting Menu plays.*

- 
- 8 Choose the appropriate option:
    - > [ 1 ] for the Day Greeting.
    - > [ 2 ] or the Night Greeting.
  - 9 [ 1 ] to record the greeting.
  - 10 Record the greeting (up to ten seconds).
  - 11 [ 1 ] after recording the greeting.
  - 12 Select one of the following options or go to step 13:
    - > [ 2 ] [ 1 ] to rerecord the greeting.
    - > [ 2 ] [ 3 ] to rewind and play back the greeting.
    - > [ \* ] [ 0 ] to delete the greeting.
  - 13 [ \* ] [ # ] to approve the greeting.

# Recording a Call Answer Greeting

---

Follow *Form C: System Greetings* to record the Call Answer Greeting.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 7 ] for System Greeting.  
*The System Greeting Menu plays.*
- 7 [ 2 ] for Call Answer Greeting.  
*The Call Answer Greeting Menu plays.*
- 8 [ 1 ] to record a greeting.  
*The prompt says, "Record at the tone."*
- 9 Record the greeting (up to two minutes).
- 10 [ 1 ] after recording the greeting.
- 11 Select an option or go to step 12:
  - > [ 2 ] [ 3 ] to rewind and play back the greeting.
  - > [ 2 ] [ 1 ] to rerecord the greeting.
  - > [ \* ] [ D ] to delete the greeting.
- 12 [ \* ] [ # ] to approve the greeting.

# Recording a Voice Mail Greeting

---

Follow *Form C: System Greetings* to record a Voice Mail Greeting.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 7 ] for System Greeting.  
*The System Greeting Menu plays.*
- 7 [ 1 ] for Voice Mail.  
*The Voice Mail Greeting Menu plays.*
- 8 [ 1 ] to record the greeting.
- 9 Record the greeting (up to two minutes).  
*The prompt says, "Record at the tone."*
- 10 [ 1 ] after recording the greeting.
- 11 Choose an option or go to step 12:
  - > [ 2 ] [ 1 ] to rerecord the greeting.
  - > [ 2 ] [ 3 ] to rewind and play back the greeting.
  - > [ \* ] [ 0 ] to delete the greeting and use the current greeting.
- 12 [ \* ] [ # ] to approve the greeting.



# Chapter 4: Call Handling

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# Call Handling Methods

---

The Automated Attendant (AA) Service can answer calls immediately (primary) or after a delay (secondary). In addition, it can direct fax calls automatically to fax machines and route after-hours calls to the appropriate person, department, or announcement.

Refer to "Selecting Immediate Call Handling" if the Automated Attendant Service will answer calls immediately. Skip to "Selecting Delayed Call Handling" if the Automated Attendant Service is acting as a backup to a primary call handler.

## Selecting Immediate Call Handling

---

If a company wants some or all of its lines answered immediately by the Automated Attendant Service, use the procedures below to select Immediate Call Handling.

### CREATING CALL DISTRIBUTION GROUPS (CDG)

Follow *Form D: Automated Attendant Settings* to assign the AA ports to a Call Distribution Group.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ GrpCall ].
- 5 Dial the CDG number (870 through 875), then press [ Enter ].
- 6 Press the Auto Intercom button of the AA ports.  
*Green light on = port assigned to CDG*  
*Green light off = port not assigned to CDG*

- 
- 7 Press the line or line pool buttons associated with AA.  
*Green light on = line assigned to CDG*  
*Green light off = line not assigned to CDG*
  - 8 Press [ Conference ] to continue administration or to leave administration mode slide the T/P switch to the center position.

#### SETTING DELAYED RING FOR OPERATOR

Use Centralized Programming to set the lines assigned to the Automated Attendant Service for delayed ring at the System Operator's position.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prq ].
- 4 Press the Auto Intercom button of the station to be programmed.
- 5 Press [ Enter ].
- 6 Press the line or line pool button.
- 7 Choose the appropriate option:
  - > [ \* ] [ 3 ] [ 6 ] for delayed ring on the line or line pool that is also assigned to the Automated Attendant Service.  
*The red light next to the line button flashes.*
  - > [ \* ] [ 3 ] [ 4 ] [ 6 ] for delayed ring on all lines if all the lines appearing on this station are also assigned to the Automated Attendant Service.  
*The red lights next to all line buttons flash.*
- 8 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

**SETTING LINES  
TO NO RING FOR  
AA PORTS**

Use Centralized Programming to set lines answered by the Automated Attendant Service to no ring at the AA ports.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press [ Enter ].
- 5 Press the Auto Intercom button for an AA port.  
*The green light goes on.*
- 6 Press [ Enter ].
- 7 Press a line button to be programmed.
- 8 [ \* ] [ 3 ] [ 4 ] [ 5 ] for no ring on all lines assigned to the AA port.  
*The red lights next to all line buttons go off.*
- 9 Repeat this procedure for each Automated Attendant port.
- 10 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

**SETTING NO  
RING FOR  
OTHER STATIONS**

If the lines covered by the Automated Attendant Service appear at any other station, use Centralized Programming to set them for no ring.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the station to be programmed.
- 5 Press [ Enter ].
- 6 Press the line or line pool button.
- 7 Choose the appropriate option:
  - > [ \* ] [ 3 ] [ 5 ] for no ring on a line or line pool answered by the Automated Attendant Service.  
*The red light next to the line button goes off.*
  - > [ \* ] [ 3 ] [ 4 ] [ 5 ] for no ring on all lines if all lines that appear on this station are answered by the Automated Attendant Service.  
*The red lights next to all line buttons go off.*
- 8 Repeat this procedure for each station.
- 9 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

**SETTING IMMEDIATE  
ANSWER**

Follow the procedure *only* if you are changing Automated Attendant Service from delayed answer to immediate answer. If you are performing the initial installation, do *not* use this procedure since immediate answer is the factory setting.

**NOTE:** Since this selection sets *all* ports to immediate answer, you must reset the Call Answer ports if they should be set for delayed answer.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*Your name plays, followed by the Voice Mail Activity Menu.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
- 7 [ 3 ] for Immediate Answer.
- 8 [ 4 ] for Immediate Answer on all ports.  
*The Immediate Answer setting is confirmed.*

# Selecting Delayed Call Handling

---

With Delayed Call Handling, the Automated Attendant Service acts as a backup to the primary call handler, usually a receptionist, when he or she does not answer calls within four rings.

## CREATING CALL DISTRIBUTION GROUPS (CDG)

Follow *Form D: Automated Attendant Settings* to assign the AA ports to a Call Distribution Group.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ GrpCall ].
- 5 Dial the CDG number (870 through 875), then press [ Enter ].
- 6 Press the Auto Intercom button for each of the AA ports.  
*Green light on = port assigned to CDG*  
*Green light off = port not assigned to CDG*
- 7 Press each line button assigned to the Automated Attendant Service.  
*Green light on = line in CDG*  
*Green light off = line not in CDG*
- 8 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

**SETTING IMMEDIATE  
RING FOR  
OPERATOR**

At the System Operator's phone, program the lines covered by the Automated Attendant Service for immediate ring.

- 1 Press a line or line pool button.
- 2 Choose the appropriate option:
  - > [ \* ] [ 3 ] [ 7 ] for immediate ring on one line or line pool.  
*The red light next to the line button goes on steady.*
  - > [ \* ] [ 3 ] [ 4 ] [ 7 ] for immediate ring on all lines if all lines are covered by the Automated Attendant Service.  
*The red lights next to the line buttons go on steady.*

**SETTING NO RING  
FOR AA PORTS**

For the lines answered by the AA ports, use Centralized Programming to set them for no ring.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears*
- 3 From the Administration Menu, press [ More ], [ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the AA port.
- 5 Press [ Enter ].
- 6 Press the line or line pool button.
- 7 [ \* ] [ 3 ] [ 4 ] [ 5 ] for no ring on all lines answered by the Automated Attendant Service.  
*The red lights next to all line buttons go off.*



- 
- 8 Repeat this procedure for each AA port.
  - 9 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

## SETTING NO RING FOR OTHER STATIONS

If the lines covered by the Automated Attendant Service also appear at any other station, use Centralized Programming to set them for no ring.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the station to be programmed.
- 5 Press [ Enter ].
- 6 Press the line or line pool button.
- 7 Choose the appropriate option:
  - > [ \* ] [ 3 ] [ 5 ] for no ring on each line or line pool that is answered by the Automated Attendant Service.  
*The red light next to the line button goes off.*
  - > [ \* ] [ 3 ] [ 4 ] [ 5 ] for no ring on all lines if all lines assigned to this station are answered by the Automated Attendant Service.  
*The red lights next to all line buttons go off.*
- 8 Repeat this procedure for each station.
- 9 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

## SETTING DELAYED ANSWER

Follow *Form D: Automated Attendant Settings* to set the Automated Attendant Service for delayed call handling.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*Your name plays, followed by the Voice Mail Activity Menu.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
- 7 [ 3 ] for Delayed Answer.
- 8 [ 2 ] for Delayed Answer on AA ports only.  
*The Delayed Answer setting is confirmed.*

# Selecting Fax Call Handling

---

If requested on *Form D: Automated Attendant Settings*, administer the MERLIN MAIL system to distinguish fax calls from regular voice calls in order to transfer fax calls immediately to a fax machine. Fax Call Handling can be combined only with Immediate Call Handling.

**NOTE:** When Fax Call Handling is selected, the Touch-Tone Gate is automatically activated.

## ASSIGNING FAX STATIONS TO CDG

Perform this procedure to assign fax machines to a CDG *only* if the customer has *more than one* fax machine.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ GrpCall ].
- 5 Enter the CDG number (870 through 875), then press [ Enter ].
- 6 Press the Auto Intercom button of each fax station.  
*Green light on = station is in CDG*  
*Green light off = station is not in CDG*
- 7 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

## IDENTIFYING FAX STATIONS

Specify the fax extension where the Automated Attendant Service will transfer fax calls.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*

- 
- 3 System Administrator's [ Ext. ] followed by [ # ].
  - 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
  - 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
  - 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
  - 7 [ 4 ] to administer the fax extension.  
*The current fax extension plays.*
  - 8 Enter the fax extension or CDG number followed by [ # ].

**NOTE:** To deactivate fax call handling, enter [ 0 ] instead of an extension or CDG number.

*The new fax extension is confirmed.*

## Selecting After Hours Call Handling

---

There are several options available to use the Automated Attendant Service after hours. Two of the options, fax calls only and Night Service Only, require additional MERLIN II R3 system administration as shown below.

### ACCEPTING FAX CALLS ONLY

With this arrangement, only fax calls are accepted when the business is closed. Assign the AA ports to all Night Service groups. Follow *Form C: System Greetings* to record the Night Greeting and follow *Form F: Automated Attendant Night Main Menu* to delete Selector Codes 1 through 4 and to set the Night Dial 0/Timeout Option to disconnect.

---

### Assigning AA Ports to Night Service Groups

Follow this procedure to add the AA ports to all Night Service Groups.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ], [ Night ].
- 4 From the Night Menu, press [ Group ].
- 5 Dial the attendant's intercom number.
- 6 Press [ Enter ].  
*Green lights flash at all attendant positions.*

**NOTE:** If there is more than one attendant, assign the AA ports to all Night Service groups.

- 7 Press the Auto Intercom buttons for all the AA ports.  
*Green light on = port assigned to Night Service group*  
*Green light off = port not assigned to Night Service group*
- 8 To administer other groups, press [ Group ] and repeat steps 6 and 7.
- 9 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

### Selecting Night Service with Time Set

Follow the procedure below *only* if Night Service is invoked by the MERLIN II R3 system through Night Service with Time Set. Be sure the MERLIN II R3 system clock is set for the current time and date.

**NOTE:** Night Service can also be invoked manually by pressing a Night Service button at an attendant console.

- 
- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
  - 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
  - 3 From the Administration Menu, press [ More ], [ Night ].
  - 4 From Night Menu, press [ More ], [ Start ].
  - 5 Dial "on" day number (0 through 6, Sunday=0).
  - 6 Dial "on" time (24-hour time).
  - 7 Press [ Enter ].
  - 8 Press [ Stop ].
  - 9 Dial "off" day number (0 through 6, Sunday=6).
  - 10 Dial "off" time (24-hour time).
  - 11 Press [ Enter ].
  - 12 Repeat steps 8 through 13 for each day.
  - 13 To turn Night Service on or off, from the Night Menu press [ More ], [ DayofWk ].
  - 14 Perform the appropriate action:
    - > To turn on timer-controlled Night Service, dial the current day number (0 through 6, Sunday=0) followed by [ Enter ].
    - > To turn off timer-controlled Night Service, [ g ], then [ Enter ].
  - 15 Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

---

## SELECTING NIGHT SERVICE ONLY

In this case, Automated Attendant Service answers calls only after business hours. Follow *Form C: System Greetings* to record the Night Greeting and create the Night Main Menu using *Form F: Automated Attendant Night Main Menu*.

## Assigning AA Ports to Night Service Groups

Follow the procedures below to assign the AA ports to a Night Service group.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ], [ Night ].
- 4 From the Night Menu, press [ Group ].
- 5 Dial the attendant's intercom number.
- 6 Press [ Enter ].  
*Green lights flash at all attendant positions.*

**NOTE:** If there is more than one attendant, assign the AA ports to all Night Service groups.

- 7 Press the Auto Intercom buttons for all the AA ports.  
*Green light on = port assigned to Night Service group*  
*Green light off = port not assigned to Night Service group*
- 8 To administer other groups, press [ Group ] and repeat steps 6 and 7.
- 9 Press [ Conference ] to continue administration or leave administration mode by sliding the T/P switch to the center position.

---

**Selecting Night  
Service with  
Time Set**

Follow the procedure below *only* if Night Service is invoked by the MERLIN II R3 system through Night Service with Time Set. Be sure the MERLIN II R3 system clock is set for the current time and date.

**NOTE:** Night Service can also be invoked manually by programming a Night Service button at an attendant console.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ], [ Night ].
- 4 From Night Menu, press [ More ], [ Start ].
- 5 Dial "on" day number (0 through 6, Sunday=0).
- 6 Dial "on" time (24-hour time).
- 7 Press [ Enter ].
- 8 Press [ Stop ].
- 9 Dial "off" day number (0 through 6, Sunday=6).
- 10 Dial "off" time (24-hour time).
- 11 Press [ Enter ].
- 12 Repeat steps 8 through 13 for each day.
- 13 To turn Night Service on or off, from the Night Menu press [ More ], [ DayofWk ].



---

**14** Perform the appropriate action:

- > To turn on timer-controlled Night Service, dial the current day number (0 through 6, Sunday=0) followed by [ Enter ].
- > To turn off timer-controlled Night Service, [ 9 ], then [ Enter ].

**15** Press [ Conference ] to continue administration or to leave administration slide the T/P switch to the center position.

# Chapter 5: Automated Attendant Service

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# Providing Automated Attendant Service

---

Although it's easier for planning purposes to write the Day and Night Main Menus before submenus and announcements, when you administer the MERLIN MAIL system, create submenus and announcements *first*. To help you remember this, reorganize the Automated Attendant Forms as follows:

- *Form H: Automated Attendant Announcements*
- *Form G: Automated Attendant Submenus*
- *Form F: Automated Attendant Night Main Menu*
- *Form E: Automated Attendant Day Main Menu*

## Changing the Touch-Tone Gate Setting

---

Follow *Form D: Automated Attendant Settings* to determine the Touch-Tone Gate setting. When the Touch-Tone Gate is on, the greeting must instruct callers to press [ 1 ] before the Main Menu plays. If a caller does not press [ 1 ], the call is transferred for assistance.

**NOTE:** The Touch-Tone Gate is automatically on when Fax Call Handling is selected and cannot be turned off.

When the Touch-Tone Gate is off, the greeting and the Main Menu play before rotary callers, who cannot use the MERLIN MAIL system, are transferred for assistance. To change the current setting of the Touch-Tone Gate, follow the procedure below.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*

- 
- 3 Your [ Ext. ] followed by [ # ].
  - 4 Your [ Password ] followed by [ # ].  
*Your name plays, followed by the Voice Mail Activity Menu.*
  - 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
  - 6 [ 3 ] for Automated Attendant.  
*The Automated Attendant Administration Menu plays.*
  - 7 [ 5 ] for Touch-Tone Gate.  
*The current setting plays.*
  - 8 Choose the appropriate option:
    - > [ 9 ] to turn on the Touch-Tone Gate.
    - > [ 6 ] to turn off the Touch-Tone Gate.

## Creating Announcements

---

Up to 99 announcements can be recorded to play to callers who choose the corresponding Selector Code from the Main Menu or a submenu. Follow *Form H: Automated Attendant Announcements* to create an announcement. Announcements must be created *before* you administer the Selector Code to transfer to the announcement.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*

- 
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
  - 6 [ 3 ] for Automated Attendant.
  - 7 [ 4 ] to administer an announcement.
  - 8 [ 7 ] to record an announcement.
  - 9 Enter the announcement number (01 through 99)  
followed by [ # ].  
*You will be prompted to confirm the announcement number.*
  - 10 Choose the appropriate option:
    - > [ 9 ] for Yes to continue.
    - > [ 6 ] for No to cancel.
  - 11 Record the announcement.
  - 12 [ 1 ] after recording the announcement.
  - 13 Choose an option or go to step 14:
    - > [ 2 ] [ 1 ] to rerecord the announcement.
    - > [ 2 ] [ 3 ] to rewind and play back the announcement.
    - > [ \* ] [ 0 ] to delete the announcement.
  - 14 [ \* ] [ # ] to approve the announcement.

# Creating Submenus

---

You can create up to 99 submenus, although more than two levels of menus can confuse callers. If you are creating more than one submenu, create *the lowest level submenu first*. Follow *Form G: Automated Attendant Submenus* to specify the submenu number, the Selector Codes, the type of transfer, and record the entire submenu script.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 3 ] for Automated Attendant.  
*The Automated Attendant Menu plays.*
- 7 [ 3 ] to administer the submenu.  
*The Menu Definition Options play.*
- 8 [ 4 ] to create a submenu.
- 9 Enter the submenu number (01 through 99) followed by [ # ].
- 10 Enter the Selector Code ( [ 1 ] through [ 9 ] ).
- 11 Enter the transfer type.
  - 1 = Transfer to a specified extension
  - 2 = Transfer to a submenu
  - 3 = Transfer to an announcement

- 
- 12 Enter the extension, submenu, or announcement number where calls will be transferred, followed by #.  
*The Selector Code, transfer type, and number are confirmed.*
  - 13 Repeat steps 10 and 12 for each Selector Code.  
When finished, go to step 14.
  - 14 [ \* ] [ # ] to approve.  
*The prompt asks you to record the submenu script, "Record at the tone."*
  - 15 Record the submenu script.
  - 16 [ 1 ] after recording the submenu script.  
*The Message Recording Menu plays.*
  - 17 Choose an option or go to step 18:
    - > [ 2 ] [ 1 ] to rerecord the submenu.
    - > [ 2 ] [ 3 ] to rewind and play back the submenu.
    - > [ \* ] [ 0 ] to delete the submenu.
  - 18 [ \* ] [ # ] to approve the submenu.  
*The prompt says, "Menu saved."*

# Creating the Main Menu

---

Create the Day Main Menu following *Form E: Automated Attendant Day Main Menu*, and/or the Night Main Menu following *Form F: Automated Attendant Night Main Menu*.

**NOTE:** If the Main Menu transfers callers to submenus or announcement, create them first. See "Creating Submenus" and "Creating Announcements" later in this section.

Even if the Night Main Menu is identical to the Day Main Menu, create them both using the following procedure.

**NOTE:** If either menu is not being used, follow steps 1 through 9 to delete Selector Codes 1 through 4 which are factory set to transfer calls directly to extensions.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 3 ] for Automated Attendant.  
*The Automated Attendant Menu plays.*
- 7 Choose the appropriate option:
  - > [ 1 ] to administer the Day Main Menu.  
*The Menu Definition Options play.*
  - > [ 2 ] to administer the Night Main Menu.  
*The Menu Definition Option play.*



- 
- 8 [ 6 ] to modify the Main Menu.
- 9 Enter the Selector Code ( [ 1 ] through [ 9 ]).
- NOTE:** If you are not assigning Selector Codes 1 through 4 (factory set for transfer directly to an extension), use [ \* ] [ 0 ] to delete them from the Main Menu.
- 10 Enter the transfer type. If you enter Transfer Type 4 or 5, go to step 12.
- |   |   |                                   |
|---|---|-----------------------------------|
| 1 | = | Transfer to a specified extension |
| 2 | = | Transfer to a submenu             |
| 3 | = | Transfer to an announcement       |
| 4 | = | Prompt for an extension           |
| 5 | = | Transfer directly to an extension |
- 11 Enter the extension number, submenu number, or announcement number where calls are to be transferred, followed by [ # ].  
*The Selector Code, transfer type, and number are confirmed.*
- 12 Repeat steps 9 and 10 for each Selector Code on the Main Menu. When all Selector Codes to be used are entered, go to step 13.
- 13 [ \* ] [ # ] to approve the Selector Codes.  
*The prompt asks you to record the entire Main Menu script  
"Record at the tone."*
- 14 Record the Main Menu script.
- 15 [ 1 ] after recording.  
*The Message Recording Menu plays.*
- 16 Choose an option or go to step 17:
- > [ 2 ] [ 1 ] to rerecord the Main Menu.
  - > [ 2 ] [ 3 ] to rewind and play back the Main Menu.
  - > [ \* ] [ 0 ] to delete the Main Menu and use previously recorded Main Menu.

---

**17** [ \* ] [ # ] to approve the Main Menu.

*The prompt says, "Menu saved."*

**18** [ \* ] [ # ] to continue.

*The current Dial 0/Timeout Option plays, followed by the Dial 0/Timeout Option Menu.*

**19** Choose the Dial 0/Timeout Option:

> [ 0 ] for System Operator.

> [ 1 ] for General Mailbox.

> [ 2 ] to Disconnect.

*The Dial 0/Timeout Option is configured.*

# Chapter 6: Call Answer Service

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# Providing Call Answer Service

---

Three coverage schemes available for Call Answer Service require additional administration:

- Button Coverage
- Group Coverage
- Personal Coverage

You can combine Button Coverage with Group Coverage, and Personal Coverage with Group Coverage, but you cannot combine Button Coverage with Personal Coverage.

## Providing Button Coverage

---

Follow *Form I: Call Answer Coverage Schemes* to assign button coverage to up to six stations for each Call Answer port.

### ASSIGNING SECONDARY COVERAGE TO CA PORTS

Use Centralized Programming to program the Call Answer ports for secondary coverage.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the CA port.
- 5 Press [ Enter ].
- 6 Press an available programmable button.
- 7 [ \* ] [ 5 ] [ 0 ] followed by the extension number of the covered station.

---

**NOTE:** Each CA port can cover up to six stations.

8 Press the button to confirm setting.

9 [ \* ] [ 3 ] [ 6 ] for delayed ring.  
*The red light next to the button flashes.*

## SETTING IMMEDIATE ANSWER

Follow the procedure *only* if you are changing Call Answer Service from delayed answer to immediate answer. If you are performing the initial installation, do *not* use this procedure since immediate answer is the factory setting.

**NOTE:** Since this selection sets *all* ports to immediate answer, you must reset the Automated Attendant ports if they should be set for delayed answer.

1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*

2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*

3 System Administrator's [ Ext. ] followed by [ # ].

4 System Administrator's [ Password ] followed by [ # ].  
*Your name plays, followed by the Voice Mail Activity Menu.*

5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*

6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*

7 [ 3 ] for Immediate Answer.

8 [ 4 ] for Immediate Answer for all ports.

**NOTE:** If the Automated Attendant Service is set for delayed call handling, reset the AA ports for delayed answer.

*The Immediate Answer setting is confirmed.*

# Providing Group Coverage

---

Follow *Form I: Call Answer Coverage Schemes* to assign this coverage for two-port configurations that need to cover more than 12 stations or four-port configurations that need to cover more than 24 stations.

**NOTE:** When combining Group Coverage with Personal Coverage, set the MERLIN MAIL system for delayed answer (see "Setting Delayed Answer" under "Personal Coverage").

## ASSIGNING CA PORTS TO A CDG

Follow the procedure below to assign the CA ports to a Call Distribution Group.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ GrpCall ].
- 5 Enter the CDG number, then press [ Enter ].
- 6 Press the Auto Intercom button of the CA ports.  
*Green light on = port assigned to CDG*  
*Green light off = port not assigned to CDG*

# Personal Coverage

---

Follow *Form I: Call Answer Coverage Schemes* to assign personal coverage for outside calls only.

## ASSIGNING LINES TO CA PORTS

Follow the procedure below to assign lines to the CA port.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ Line/Pool ].
- 5 Press the Auto Intercom button of the CA port.
- 6 Press [ Enter ].
- 7 Press the line buttons to achieve the desired line assignments:  
*Green light on = line assigned to CA port*  
*Green light off = line is not assigned to CA port*

## ASSIGNING CA PORTS AND LINES TO A CDG

Follow the procedure below to assign the CA ports and lines to a Call Distribution Group.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ Stations ].
- 4 From the Stations Menu, press [ More ], [ GrpCall ].

- 
- 5 Enter the CDG number, then press [ Enter ].
  - 6 Choose the appropriate option:
    - > Press the Auto Intercom button of the CA ports.  
*Green light on = port assigned to CDG*  
*Green light off = port not assigned to CDG*
    - > Press line button of lines assigned to CA.  
*Green light on = line in CDG*  
*Green light off = line not in CDG*

## SETTING LINES FOR NO RING

Use Centralized Programming to set the lines assigned to the CA ports for no ring.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press [ Enter ].
- 5 Press the Auto Intercom button for a Call Answer port.
- 6 Press [ Enter ].
- 7 Press the line button to be programmed.
- 8 [ \* ] [ 3 ] [ 4 ] [ 5 ] to set all lines to no ring.  
*The red light next to the line button is steady.*



---

## SETTING DELAYED ANSWER

Follow the procedure below to administer Call Answer Service for delayed answer.

- 1 [ MERMAIL ] (the MERLIN MAIL system extension).  
*The MERLIN MAIL system greeting plays.*
- 2 [ \* ] [ 7 ] to enter Voice Mail.  
*The Voice Mail greeting plays.*
- 3 System Administrator's [ Ext. ] followed by [ # ].
- 4 System Administrator's [ Password ] followed by [ # ].  
*The Voice Mail Activity Menu plays.*
- 5 [ 9 ] to administer the MERLIN MAIL system.  
*The System Administration Menu plays.*
- 6 [ 1 ] to administer System Parameters.  
*The System Parameter Menu plays.*
- 7 [ 3 ] for Delayed Answer.  
*The current setting plays.*
- 8 [ 3 ] for Delayed Answer on Call Answer ports only.  
*The Delayed Answer setting is confirmed.*

# Chapter 7: Post-Implementation Steps

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# Programming Helpful Features

---

The following features provide added flexibility for using the MERLIN MAIL system. Although these feature buttons are not required, they help better integrate the MERLIN MAIL system with MERLIN II R3 system operation.

## Programming Auto Dial Buttons

---

Program an Auto Dial button for all Voice Mail subscribers to provide one-touch dialing from ATL phones into Voice Mail. Program the buttons at the individual stations or through Centralized Programming as shown in the following procedure.

- 1 At the MERLIN II R3 System Display Console, enter administration mode by sliding the T/P switch to *P*.
- 2 Press [ Conference ] twice.  
*The Administration Menu appears.*
- 3 From the Administration Menu, press [ More ],  
[ More ], [ Cntr-Prg ].
- 4 Press the Auto Intercom button of the station to be programmed.  
*The green light goes on.*
- 5 Press [ Enter ].
- 6 Press an available programmable button.

- 
- 7 [ \* ] [ 9 ] [ 1 ] followed by the CDG number of either the AA or CA ports.

**NOTE:** If possible, use whichever MERLIN MAIL system ports are *not* set for delayed answer.

- 8 Press the button to confirm the setting.
- 9 Label the button "MERMAIL" on the phone.
- 10 Repeat steps 4 through 9 for each phone.

## Programming a Delete Message Button

---

When a subscriber with a display phone receives a message from the MERLIN MAIL system, the green message waiting light goes on and the label, "MERMAIL," appears on the display when the subscriber presses his or her Message button.

Use the procedure below to program a Delete Message button on the phone so that the subscriber can delete the "MERMAIL" display message.

- 1 At the subscriber's phone, slide the T/P switch to *P*.
- 2 Press an available programmable button.
- 3 Dial [ \* ] [ 2 ] [ 6 ].
- 4 Press the button to confirm the setting.

# Programming a Return Message Button

---

When a subscriber with a display phone receives a message from the MERLIN MAIL system, the green message waiting light goes on and the label, "MERMAIL," appears on the display when the subscriber presses his or her Message button.

If the subscriber has a Return Message button programmed, he or she can retrieve the MERLIN MAIL system messages by pressing the Return Message button which automatically dials the Voice Mail Service extension. Follow the procedure below to program a Return Message button on a display phone.

- 1 At the subscriber's phone, slide the T/P switch to *P*.
- 2 Press an available programmable button.
- 3 Dial [ \* ] [ 2 ] [ 7 ].
- 4 Press the button to confirm the setting.

# Performing Acceptance Tests

---

After you complete all administration for the MERLIN MAIL system, perform the following tests to verify that each service has been properly administered.

## Checking the Automated Attendant Service

---

Perform the appropriate tests to ensure that the Automated Attendant Service is working properly.

- |                         |   |
|-------------------------|---|
| <b>IMMEDIATE ANSWER</b> | <ol style="list-style-type: none"><li>1 Call in on a line answered by the Automated Attendant Service.</li><li>2 Listen for the Automated Attendant Greeting. You should hear it almost immediately (approximately after one ring).</li><li>3 Repeat this test for each line answered by the Automated Attendant Service.</li></ol> |
| <b>DELAYED ANSWER</b>   | <ol style="list-style-type: none"><li>1 Call in on a line assigned to the Automated Attendant Service. (Ask the primary call handler not to answer the call.)</li><li>2 After a few rings, listen for Automated Attendant Greeting.</li><li>3 Repeat this test for each line assigned to the Automated Attendant Service.</li></ol> |
| <b>DAY MAIN MENU</b>    | <ol style="list-style-type: none"><li>1 Call in on a line administered for Automated Attendant Service.</li><li>2 After the greeting, choose a Selector Code offered on the Main Menu.</li></ol>  |

- 
- |                                  |   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"><li>3 Ensure that the transfer is made to the appropriate extension, announcement, or submenu.</li><li>4 Repeat this test for each Selector Code offered on the Main Menu.</li></ul>  |
| <b>SUPERVISED<br/>TRANSFER</b>   | <ul style="list-style-type: none"><li>1 Place a call to a station assigned supervised transfer (Class of Service 4 through 6), but do not answer it.</li><li>2 After four rings, you should be prompted to leave a message or transfer to another station.</li><li>3 Perform this test for each Mailbox assigned Supervised Transfer.</li></ul>   |
| <b>UNSUPERVISED<br/>TRANSFER</b> | <ul style="list-style-type: none"><li>1 Place a call to a station assigned unsupervised transfer (Class of Service 1 through 3), but do not answer it.</li><li>2 One of the following responses should occur:<ul style="list-style-type: none"><li>&gt; If the station has an alternate station covering its calls, the call should be transferred to the alternate station.</li><li>&gt; If the station does not have coverage, the call should be directed to the System Operator, General Mailbox or disconnected, depending on the Dial 0/Timeout setting.</li></ul></li><li>3 Perform this test for each Mailbox assigned Unsupervised Transfer.</li></ul> |
| <b>FAX CALL HANDLING</b>         | <ul style="list-style-type: none"><li>1 Send a fax on one of the CO lines assigned to Automated Attendant Service.</li><li>2 Make sure that the fax is received by the fax machine.</li></ul>   |

---

## NIGHT MAIN MENU

- 1 Perform the step for the appropriate Night Service option:
  - > For Night Service with Time Set, administer the current time to be two minutes before the time set for night mode to go into effect, then wait three minutes.
  - > Press the Night Service button on the attendant's console.
- 2 Place a call on a CO line answered by the Automated Attendant Service.
- 3 Listen for the Night Greeting followed by the Night Main Menu.
- 4 Choose a Selector Code from the Night Main Menu.
- 5 Make sure that the transfer is made to the appropriate extension, announcement, or submenu.
- 6 Repeat this test for each Selector Code on the Night Main Menu.
- 7 Reset the time to the current setting.



# Checking the Call Answer Service

---

Once you administer the Call Answer Service, perform the following tests to verify that it is working properly.

## **BUTTON COVERAGE**

- 1 Place a call to one of the covered stations.
- 2 Listen for the Call Answer Greeting. It should play after the call rings a few times at the covered station.
- 3 Dial an extension of a covered station.
- 4 Leave a message in the Mailbox.
- 5 Ask the subscriber to verify that the message was received. (Follow the instructions for "Listening to Messages" in the *the MERLIN MAIL System Quick Reference Card*.)
- 6 Repeat this test for every station with button coverage.

## **PERSONAL COVERAGE**

- 1 Place a call on a line covered by the Call Answer Service. (Make sure that everyone knows not to answer the call.)
- 2 After the call rings four times at all stations where the line appears, listen for the Call Answer Greeting.
- 3 Dial the extension of a valid subscriber.
- 4 Leave a message in the Mailbox.
- 5 Ask the subscriber to verify that the message was received. (Follow the instructions for "Listening to Messages" in the *the MERLIN MAIL System Quick Reference Card*.)
- 6 Repeat this test for every line being covered.

---

**GROUP COVERAGE**

- 1 Ask the System Operator to transfer you to a Call Answer port.
- 2 After the System Operator transfers your call, you should hear the Call Answer Greeting.
- 3 Dial the extension of a valid subscriber.
- 4 Leave a message in the Mailbox.
- 5 Ask the subscriber to verify that the message was received. (Follow the instructions for "Listening to Messages" in the *the MERLIN MAIL System Quick Reference Card*.)

# Chapter 8: Troubleshooting

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# Troubleshooting

---

Trouble Indication	Reason/Response
Touch-Tones are missed.	<p>If you are using a speakerphone, turn off the microphone.</p> <p>The connection is weak so the MERLIN MAIL system may not be able to interpret Touch-Tones while a greeting plays. Wait until the greeting finishes before entering the Touch-Tones.</p>
A call transferred by the MERLIN MAIL system appears on both the intercom button and a line button on a phone.	<p>When the MERLIN MAIL system transfers a call to a phone, and that phone has a line appearance for the line the call is on, the call rings at the intercom button but also flashes on the line button. The call can only be answered on the intercom button.</p>
No one is on the line when you first answer a call transferred by the MERLIN MAIL system.	<p>If the MERLIN MAIL system is using supervised transfer, it waits for you to answer the call before it connects it. Thus there is a momentary delay between when you pick up the call and when the caller is actually connected. Under these circumstances, the MERLIN MAIL system waits to hear your voice before connecting the call. When you answer a call, wait a moment (after two beeps), then speak again. The caller should be connected.</p>
Part of the greeting gets cut off.	<p>A Touch-Tone signal may have been accidentally recorded with the greeting. Rerecord the greeting.</p> <p>You may have begun recording the greeting too early. Pause after the prompt to rerecord the greeting.</p>

Trouble Indication	Your Response
<p>Message waiting lamp will not turn on or off.</p>	<p>It takes about 30 seconds to turn the lamp on or off. If there is heavy call traffic, it may take slightly longer. The message waiting lamp remains on until <i>all</i> messages are removed from the Mailbox.</p> <p>The message waiting lamp may be indicating that there is a message in either the Trouble Mailbox or the General Mailbox.</p>
<p>Messages cannot be left because Mailbox is full.</p>	<p>Old messages must be deleted regularly from Mailboxes.</p>
<p>Callers complain they are unable to leave messages.</p>	<p>If subscribers frequently hear the "Mailbox Nearly Full" message, you may want to increase the storage size (Class of Service) of their Mailboxes. Mailbox sizes range from 5 to 15 minutes.</p>
<p>Calls are not being transferred properly.</p>	<p>Make sure a valid extension has been administered or requested. If the problem involves the System Operator, be sure the proper extension has been designated for him or her.</p>
<p>Callers hear ringing, but the MERLIN MAIL system does not answer.</p>	<p>This is normal when all the the MERLIN MAIL system ports are busy.</p> <p>If the system is not busy, check the connections of the modular cords to the the MERLIN MAIL system unit. Call the MERLIN MAIL system port directly to see if the call is answered. If not, the connection may not be secure.</p>

---

<b>Trouble Indication</b>	<b>Your Response</b>
The MERLIN MAIL system doesn't answer immediately.	<p>The system may be administered for delayed answer, or the MERLIN II R3 system may have been set for delayed ring or no ring.</p> <p>Check the modular cords on the MERLIN MAIL system unit to make sure they are securely connected.</p>
System terminates recording of name, greeting, or message before user finishes.	Be sure the recording does not exceed the time limit set for it, then rerecord it.
Subscriber unable to log in to Voice Mail.	Check to see that the password is correct. Make sure the person having difficulty logging on is a registered subscriber.
Busy signal received when calling into Voice Mail.	<p>All lines are in use or maintenance is being performed on the unit.</p> <p>Please wait.</p>

# Glossary

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<b>Administration</b>	The method of programming that selects, activates, and deactivates the MERLIN MAIL system features.
<b>Announcement</b>	An informative message (usually provides frequently requested information) that is prerecorded by the System Administrator and plays to callers who select it from the Main Menu or submenus. Callers cannot select another extension or Selector Code once they select an announcement from the menu, but they can transfer to the operator.
<b>Automated Attendant Service</b>	Acts as an office receptionist by automatically answering and directing incoming calls.
<b>Business Schedule</b>	Determines whether Automated Attendant Day or Night Service is offered by tracking the hours a business is opened or closed.
<b>Button Coverage</b>	With this type of call coverage, each Call Answer port covers up to six stations. After a call rings four times at a covered phone, the Call Answer Service answers it. The caller is then prompted to enter an extension number to leave a message.
<b>Call Answer Greeting</b>	The greeting that plays to callers when a subscriber's phone is busy or no one answers.
<b>Call Answer Service</b>	Allows callers to leave a message when their calls are not answered (either busy or no answer). Callers must reenter the extension number to leave a message.

---

<b>Call Distribution Group (CDG)</b>	Assigns a single extension number to a group of phones so that calls ring in a round robin fashion. After three rings, all the phones assigned to the group ring.
<b>Class of Service</b>	Consists of the total time allocated to a Mailbox (5, 10, or 15 minutes) and the type of transfer (unsupervised, supervised, or no transfer).
<b>Coverage</b>	Designates an alternate answering position when the person called is not available to answer the phone. Using Call Answer Service, a Call Answer port can be designated as a coverage position.
<b>Day Greeting</b>	The Automated Attendant Greeting that plays when a company is open.
<b>Dial Plan</b>	The extension assignments for all equipment (phone, voice, or data) connected to the MERLIN II R3 system.
<b>Dial 0/Timeout Option</b>	Determines how a call is processed when a caller dials Selector Code 0 or when a caller does not make a selection from a menu within four seconds. Calls can be transferred to the System Operator, General Mailbox, or disconnected.
<b>Extension Number</b>	Two to four digits that identify a phone or other voice or data equipment connected to the system.
<b>Factory Settings</b>	The settings that are in effect when the MERLIN MAIL system is shipped.



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<b>General Mailbox</b>	A storage area (Mailbox 9999) where callers who are dialing from rotary phones or callers who do not know the extension of the person they would like to contact can leave messages.
<b>General Mailbox Owner</b>	The individual responsible for transferring messages in the General Mailbox to the appropriate person. The message waiting lamp on this person's phone goes on whenever a message is placed in the General Mailbox.
<b>Greetings</b>	Different messages that play to callers depending on the service selected and the time of day.
<b>Group Coverage</b>	This type of coverage is used when a secretary or receptionist accepts calls for people in a group, then transfers the calls to the appropriate station. If the station is busy or no one answers, the secretary or receptionist can transfer the call to the Call Answer Service so that the caller can leave a message.
<b>Mailbox</b>	All registered subscribers are assigned storage space where messages can be left. Mailbox numbers are the same as extension numbers, except for the General Mailbox and the Trouble Mailbox.
<b>Main Menu</b>	The list of Selector Codes and transfer types that directs callers on lines answered by the Automated Attendant Service to a specific extension, submenu, or an announcement. Can also be used to direct callers to specific individuals not listed on the menu.

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<b>Main Menu Script</b>	The list of options that plays after the Automated Attendant Day or Night Greeting. It describes what is available on the Main Menu and provides a list of Selector Codes to direct callers to the extension, submenu, or announcement they want.
<b>Night Greeting</b>	The greeting that plays when a company is closed.
<b>Night Service</b>	The options available for after-hours telephone operation. Night Service can be invoked by the MERLIN MAIL system business schedule, by the MERLIN II R3 system using Night Service with Time Set, or by an attendant using a Night Service button.
<b>No Transfer</b>	A transfer type that is normally used for visitors, guests, or employees who need to receive messages in the office but do not have a phone assigned to them. Callers can dial the visitor's extension number and leave a message which the visitor can retrieve by calling into Voice Mail.
<b>Personal Coverage</b>	With this type of call coverage, outside calls ring at the destination phones first. If the call is not answered within four rings, the Call Answer Service picks up the call. Since this coverage is provided only on the lines assigned to the CA ports, it does not cover intercom calls.
<b>Selector Code</b>	A one-digit number ranging from 0 through 9 that callers dial from the Main Menu or submenu to transfer them to an extension, submenu, or an announcement. Can also be reserved for direct dialing of individual extension numbers.

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<b>Submenu</b>	A lower level menu that is accessed through the Main Menu or another submenu that provides additional menu options to callers.
<b>Submenu Script</b>	Plays to callers when they select a submenu from the Main Menu or another submenu and offers the list of options available on the submenu. It also provides Selector Codes and directs callers to the extension, submenu, or announcement they want.
<b>Subscriber</b>	The owner of an extension that is registered with the MERLIN MAIL system. Every subscriber has a Mailbox (the number is generally the same as the extension number) to receive messages left by callers when the subscriber cannot be reached. Subscriber can also communicate with other subscribers via the Voice Mail Service.
<b>Supervised Transfer</b>	The MERLIN MAIL system monitors a call until it is answered. If the line is busy or is not answered, callers are given two options: choose another extension or leave a message (caller does not need to reenter the extension number). Should be used when a phone does not have coverage assigned to it.
<b>System Administrator</b>	The person who updates and changes the MERLIN MAIL system to address the company's requirements. The system administrator is a registered subscriber and is also responsible for the Trouble Mailbox.
<b>System Operator</b>	The person who answers calls when callers press [ 0 ], and when callers do not enter a Selector Code within four seconds, if the Dial 0/Timeout Option is set for transfer to System Operator.

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**Temporary  
Closure Greeting**

A special greeting that plays to callers when a company closes unexpectedly due to inclement weather or an emergency.

**Touch-Tone Gate**

A feature that can be activated to determine quickly whether a caller is dialing from a rotary phone. When the Touch-Tone Gate is on, callers must dial a digit before the Main Menu plays. If the gate is off, callers who are calling from a rotary phone must listen to the entire Main Menu before their calls are transferred to the System Operator.

**Transfer Type**

Specifies what action will be taken when a caller enters a Selector Code. The actions are: calls are transferred to a predetermined extension, submenu, or announcement or to an individual extension requested by the caller.

**Trouble Mailbox**

This storage space is reserved for subscribers to report any problems they may experience with the MERLIN MAIL system so that the System Administrator can correct them. To report a problem, a subscriber calls the extension [ 9 ] [ 9 ] [ 9 ] [ 8 ] and leaves a message in the Trouble Mailbox. Whenever a message is left in the Trouble Mailbox, the System Administrator's message waiting lamp goes on.

**Unsupervised  
Transfer**

The Automated Attendant Service transfers calls without waiting to see if the extension requested is busy or is not answered. This reduces the time the MERLIN MAIL system port is tied up on a call and should be used when a phone has coverage assigned to it.

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<b>Voice Mail Greeting</b>	The greeting that plays to subscribers who call into the Voice Mail for messages.
<b>Voice Mail Service</b>	Allows subscribers to send messages to other subscribers, retrieve their own messages, record their own greetings, and create their own passwords. System administration for the MERLIN MAIL system is also done through the Voice Mail Service.

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