

MERLIN LEGEND and MERLIN MAGIX Switch Administration

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Overview

This chapter describes how to administer the MERLIN LEGEND® and MERLIN MAGIX™ systems for integration with the Intuity AUDIX system and includes how to set:

- Disconnect signaling reliability
- Group coverage member assignments
- Group calling trunk or pool assignments
- Hunt type
- Group coverage receiver
- Group type
- Allowed lists
- Assign allowed lists to Intuity AUDIX LX ports
- Disallowed lists
- Assign disallowed lists to Intuity AUDIX LX ports
- Assign extensions for night service
- Assign INTUITY AUDIX LX® calling group for night service

Purpose

The purpose of this chapter is to provide instructions for administering the MERLIN LEGEND/MAGIX Communications system either with the system programming utility or from the console.

Disconnect Signaling Reliability

Use this procedure to classify the disconnect signal sent by the central office on loop-start trunks as reliable. The selected setting applies to all trunks in the system; trunks cannot be programmed individually. The disconnect signaling reliability does not apply to loop-start trunks emulated on a T1 facility.

To set the disconnect signaling reliability:

1. From the System Programming menu, select Lines and Trunks.

- On the console: Select `LinesTrunks`.
- On the PC: Press **F4**.

The system displays the Lines and Trunks menu.

2. Select Touch-Tone/Loop Start Disconnect.

- On the console: Select `TT/LS Disc`.
- On the PC: Press **F3**.

The system displays the TouchTone/LS Disconnect menu.

3. Select Loop Start Disconnect.

- On the console: Select `LS Disconnect`.
- On the PC: Press **F2**.

The system displays the LS Reliable Disconnect menu.

4. Specify the disconnect signal as reliable.

- On the console: Select `Yes`.
- On the PC: Press **F1**.

5. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press **F10**.

6. Return to the System Programming menu.

- On the console: Select `Exit` two times.
- On the PC: Press **F5** two times.

Group Coverage Member Assignments

Use this procedure to assign a telephone to a coverage group. Coverage is an arrangement in which calls from a group of senders are redirected to one or more receivers. A coverage group is a group of senders.

NOTE:

This procedure assigns senders.

A maximum of 30 coverage groups is allowed, each with an unlimited number of members. Up to eight receivers can be assigned per coverage group.

A telephone can be a sender in only one group; it can be a receiver for more than one coverage group.

To assign telephones to a coverage group:

1. From the System Programming menu, select Extensions.

- On the console: Select `Extensions`.
- On the PC: Press `(F6)`.

The system displays the Extensions menu.

2. Access the second screen of the Extensions menu.

- On the console: Press `More`.
- On the PC: Press `(PgUp)`.

3. Select Group Cover.

- On the console: Select `Group Cover`.
- On the PC: Press `(F3)`.

The system displays the Group Coverage screen.

NOTE:

To view numbers already listed in a coverage group:

- On the console: Press `Inspect`.
- On the PC: Press `(Patron)`.

4. Enter the coverage group number (this is typically 30.)

5. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

The system displays the Group Cover Senders screen.

6. Enter the extension number of the telephone you want to put in the coverage group.

7. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
8. Repeat Steps 6 and 7 for all extensions.
9. Return to the System Programming menu.
 - On the console: Select `Exit` two times.
 - On the PC: Press `F5` two times.

Group Calling Member Assignments

Use this procedure to assign an 012 or 016 (for MERLIN LEGEND/MAGIX release version 4.0 or later) module port to a calling group. A calling group is used to direct calls to a group of people who all handle the same type of call. A single extension number is assigned to the group and is used by both inside and outside callers to reach the group.

A maximum of 32 calling groups with a maximum of 20 telephones per group is allowed.

To assign a port to a calling group:

1. Select Extensions.
 - On the console: Select `Extensions`.
 - On the PC: Press `F6`.

The system displays the Extensions menu.
2. Access the second screen of the Extensions menu.
 - On the console: Press `More`.
 - On the PC: Press `PgUp`.
3. Select Group Calling.
 - On the console: Select `Grp Calling`.
 - On the PC: Press `F4`.

The system displays the Group Calling menu.
4. Select Members.
 - On the console: Select `Members`.
 - On the PC: Press `F9`.
5. Enter the extension number of the calling group. (Generally, use 770, unless it has been renumbered.)

6. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
7. Enter the extension number of the port you want to assign.
8. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
9. Repeat Steps 7 and 8 for each extension.
10. Return to the System Programming menu.
 - On the console: Select `Exit` three times.
 - On the PC: Press `F5` three times.

Group Calling Trunk or Pool Assignments

Use this procedure to assign or remove trunks or pools that ring directly into a calling group.

Incoming calls on each trunk or pool can be directed to only one calling group.

To reassign a trunk or pool to a new calling group, you must remove it from its old group before making the new assignment.

To assign trunks or pools to ring directly into a calling group:

1. From the System Programming menu, select Extensions.
 - On the console: Select `Extensions`.
 - On the PC: Press `F6`.

The system displays the Extensions menu.

2. Access the second screen of the Extensions menu.
 - On the console: Press `More`.
 - On the PC: Press `PgUp`.
3. Select Group Calling.
 - On the console: Select `Grp Calling`.
 - On the PC: Press `F4`.

The system displays the Group Calling menu.

4. Select Line/Pool.
 - On the console: Select `Line/Pool`.
 - On the PC: Press `F10`.

The system displays the Group Calling screen.

5. Enter the extension of the calling group (this is typically, 770).
6. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
7. Enter the Line/Trunk number or pool number you want to assign.



NOTE:

If 801, 802, 803, etc. are in pool 70, then you must specify 70.

8. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
9. Repeat Steps 7 and 8 as required for additional lines/pools.
10. Return to the System Programming menu.
 - On the console: Select `Exit` three times.
 - On the PC: Press `F5` three times.

Hunt Type

Use this procedure to assign the hunt-type pattern to calling groups as linear. When the linear hunting pattern is selected, the system searches for an available group member in the order in which telephones were assigned to the calling group.

To set the hunt-type pattern to linear:

1. From the System Programming menu, select the Extensions menu.
 - On the console: Select `Extensions`.
 - On the PC: Press `F6`.

The system displays the Extensions menu.

2. Access the second screen of the Extensions menu.
 - On the console: Press `More`.
 - On the PC: Press `PgUp`.

3. Select Group Calling.

- On the console: Select `Grp Calling`.
- On the PC: Press `F4`.

The system displays the Group Calling menu.

4. Select Hunt Type.

- On the console: Select `Hunt Type`.
- On the PC: Press `F1`.

The system displays the Group Calling screen.

5. Enter the extension number of the calling group.

6. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `F10`.

7. Specify the hunt pattern as linear.

- On the console: Select `Linear`.
- On the PC: Press `F2`.

8. To save your selection and program the hunt type for another calling group:

- If the next group extension number is sequential:
 - On the console: Select `Next` and repeat Step 7.
 - On the PC: Press `F9` and repeat Step 7.

The system saves your previous entry and shows the next group extension number on line 1 of the screen.
- If the next group extension number is not sequential:
 - On the console: Select `Enter` and repeat Steps 5 through 7.
 - On the PC: Press `F10` and repeat Steps 5 through 7.

To save your selection when all entries are complete:

- On the console: Select `Enter`.
- On the PC: Press `F10`.

9. Return to the System Programming menu.

- On the console: Select `Exit` three times.
- On the PC: Press `F5` three times.

Group Coverage Receiver

Use this procedure to assign a calling group as receiver for a coverage group.

Calling group member assignments must be made before you assign the group as a receiver for a coverage group.

To assign a calling group as receiver for a coverage group:

1. From the System Programming menu, select Extensions.

- On the console: Select `Extensions`.
- On the PC: Press `(F6)`.

The system displays the Extensions menu.

2. Access the second screen of the Extensions menu.

- On the console: Press `More`.
- On the PC: Press `(PgUp)`.

3. Select Group Calling.

- On the console: Select `Grp Calling`.
- On the PC: Press `(F4)`.

The system displays the Group Calling menu.

4. Select Group Coverage.

- On the console: Select `GrpCoverage`.
- On the PC: Press `(F3)`.

The system displays the Group Calling screen.

5. Enter the extension number of the calling group (this is typically, 770.)

6. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

7. Enter the coverage group for which you want to assign the calling group as receiver (this is typically, 30).

8. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

9. Return to the System Programming menu.

- On the console: Select `Exit` three times.
- On the PC: Press `(F5)` three times.

Group Type

This setting determines the type of voice messaging interface when the calling group is used to connect voice messaging and/or automated attendant applications.

To set the group type:

1. From the System Programming menu, select Extensions.

- On the console: Select `Extensions`.
- On the PC: Press `(F6)`.

The system displays the Extensions menu.

2. Access the second screen of the Extensions menu.

- On the console: Press `More`.
- On the PC: Press `(PgUp)`.

3. Select Group Calling.

- On the console: Select `Grp Calling`.
- On the PC: Press `(F4)`.

The system displays the Group Calling menu.

4. Access the second screen of the Group Calling menu.

- On the console: Press `More`.
- On the PC: Press `(PgUp)`.

5. Select Group Type.

- On the console: Select `Group Type`.
- On the PC: Press `(F1)`.

6. Enter the extension number of the group.

7. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

8. Select Integrated VMI. (For a dedicated IVR group, select Generic VMI.)

- On the console: Select `Integ VMI`.
- On the PC: Press `(F3)`.

9. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

10. Return to the System Programming menu.
 - On the console: Select `Exit` three times.
 - On the PC: Press `(F5)` three times.

Allowed Lists

Use this procedure to establish Allowed Lists, consisting of telephone numbers that can be dialed from specified telephones, regardless of calling restrictions assigned to telephones.

A maximum of eight lists, numbered 0 through 7, with a maximum of 10 numbers each, numbered 0 through 9, is allowed. An * (asterisk) can be entered in Release 3.1 or later versions of Intuity AUDIX LX. Each allowed number can be no more than 6 digits (an area code plus an exchange) or 6 digits with a leading 1, where required.

If you program 0 as the first digit of a list entry, any toll restriction assigned to the station is removed for calls that can be placed by a toll operator.

Special characters (such as “pause”) are not permitted in Allowed List entries.

To establish Allowed Lists:

1. From the System Programming menu, select `Tables`.

- On the console: Select `Tables`.
- On the PC: Press `(F8)`.

The system displays the `Tables` menu.

2. Select `Allowed Lists`.

- On the console: Select `AllowList`.
- On the PC: Press `(F1)`.

The system displays the Allowed List screen.

3. Determine your next step:

- If list and entry numbers are already entered, go to Step [5](#).
- If you need to enter list and entry numbers, enter the list (l = 0-7) and entry (e = 0-9) number. (If you are programming a sequence, enter the lowest number.)

4. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

5. Erase the current area code/exchange.
 - On the console: Press Drop.
 - On the PC: Press **[ALT]** **[P]**.
 6. Enter the allowed area code/exchange (up to 6 digits).
 7. To save your entry and enter the next item in the Allowed List:
 - If the next entry number is sequential:
 - On the console: Select **Next** and repeat Steps 5 and 6.
 - On the PC: Press **[F9]** and repeat Steps 5 and 6.

The system saves your previous entry and shows the next entry number on line 1 of the screen.
 - If the next entry number is not sequential:
 - On the console: Select **Enter** and repeat Steps 2 through 6.
 - On the PC: Press **[F10]** and repeat Steps 2 through 6.
- To save your entry when all entries are complete:
- On the console: Select **Enter**.
 - On the PC: Press **[F10]**.
8. Return to the System Programming menu.
 - On the console: Select **Exit**.
 - On the PC: Press **[F5]**.

Assign Allowed Lists to Intuity AUDIX LX Ports

Use this procedure to assign access to established Allowed Lists to the Intuity AUDIX LX ports. A maximum number of eight Allowed Lists can be assigned to a port.

To assign Allowed Lists to VM ports:

1. From the System Programming menu, select **Tables**.
 - On the console: Select **Tables**.
 - On the PC: Press **[F8]**.

The system displays the **Tables** menu.

2. Select **Assign Allowed Lists To**.
 - On the console: Select **AllowTo**.
 - On the PC: Press **[F2]**.

The system displays the **Allow To List** screen.

3. Enter the Allowed List you want to assign. (If you are programming a sequence, enter the lowest number.)
 4. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
 5. Enter the extension to assign to the Allowed List.
 6. To assign the Allowed List to the telephone and assign other telephones:
 - If the next list number is sequential:
 - On the console: Select `Next` and repeat Step 5.
 - On the PC: Press `F9` and repeat Step 5.

The system saves your previous entry and shows the next entry number on line 1 of the screen.
 - If the next list number is not sequential:
 - On the console: Select `Enter` and then select `Exit`. Repeat Steps 2 through 5.
 - On the PC: Press `F10` and then press `F5`. Repeat Steps 2 through 5.
- To assign the Allowed List to the telephone when all entries are complete:
- On the console: Select `Enter`.
 - On the PC: Press `F10`.
7. Return to the System Programming menu.
 - On the console: Select `Exit` two times.
 - On the PC: Press `F5` two times.

Disallowed Lists

Use this procedure to establish Disallowed Lists, consisting of telephone numbers that cannot be dialed from specified Intuity AUDIX LX ports.

A maximum of eight lists, numbered 0 through 7, with 10 entries each, numbered 0 through 9, is allowed. An * (asterisk) can also be entered in Release 3.1 or later versions of Intuity AUDIX LX. Each number can have a maximum of 11 digits, including a wildcard. Also beginning with Release 3.1 or later, a Disallowed List Number 7 is automatically assigned to all integrated VMI ports. Entries on List 7 are 0, 10, 11, 1809, 1700, 1900, 976, 1PP976 (P being any digit) and *. Integrated VMI ports are outward restricted and FRL is also set to minimize toll fraud by default.

To establish Disallowed Lists:

1. From the System Programming menu, select **Tables**.

- On the console: Select **Tables**.
- On the PC: Press **F8**.

The system displays the **Tables** menu.

2. Select **Disallowed Lists**.

- On the console: Select **Disallow**.
- On the PC: Press **F3**.

The system displays the **Disallow List** screen.

3. Enter the list (l = 0-7) and entry (e = 0-9) number. (If you are programming a sequence, enter the lowest number.)

4. Save your entry.

- On the console: Select **Enter**.
- On the PC: Press **F10**.

5. Erase the current area code/exchange.

- On the console: Press **Drop**.
- On the PC: Press **ALT** + **P**.

6. Enter the disallowed area code/exchange (up to 11 digits).

7. To save your entry and enter the next item in the Disallowed List:

- If the next entry number is sequential:
 - On the console: Select **Next** and repeat Steps 5 and 6.
 - On the PC: Press **F9** and repeat Steps 5 and 6.

The system saves your previous entry and shows the next entry number on line 1 of the screen.

- If the next entry number is not sequential:
 - On the console: Select `Enter` and repeat Steps 2 through 6.
 - On the PC: Press `(F10)` and repeat Steps 2 through 6.

To save your entry when all entries are complete:

- On the console: Select `Enter`.
 - On the PC: Press `(F10)`.
8. Return to the System Programming menu.
- On the console: Select `Exit`.
 - On the PC: Press `(F5)`.

Assign Disallowed Lists to Intuity AUDIX LX Ports

Use this procedure to assign established Disallowed Lists to Intuity AUDIX LX ports. Each restricted port can be assigned to more than one list.

To assign access to established Disallowed Lists to individual Intuity AUDIX LX ports:

1. From the System Programming menu, select `Tables`.
 - On the console: Select `Tables`.
 - On the PC: Press `(F8)`.

The system displays the `Tables` menu.

2. Select `Assign Disallowed Lists To`.
 - On the console: Select `DisallowTo`.
 - On the PC: Press `(F4)`.

The system displays the `Disallow To List` screen.

3. Enter the Disallowed List you want to assign. (If you are programming a sequence, enter the lowest number.)
4. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `(F10)`.
5. Enter the extension to assign to the Disallowed List.

6. To assign the Disallowed List to the port and assign another Disallowed List to other ports:

- If the next list number is sequential:
 - On the console: Select `Next` and repeat Step 5.
 - On the PC: Press `(F9)` and repeat Step 5.

The system saves your previous entry and shows the next entry number on line 1 of the screen.
- If the next list number is not sequential:
 - On the console: Select `Enter` and then select `Exit`. Repeat Steps 2 through 5.
 - On the PC: Press `(F10)` and then press `(F5)`. Repeat Steps 2 through 5.

To assign the Disallowed List to the port when all entries are complete:

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

7. Return to the System Programming menu.

- On the console: Select `Exit` two times.
- On the PC: Press `(F5)` two times.

Assign Extensions for Night Service

Use this procedure to assign all extensions to a Night Service group for after-hours coverage.

A maximum of eight Night Service groups can be assigned (no more than one for each operator position assigned). Any number of telephones can be assigned to a Night Service group, and a telephone can belong to more than one group.

To assign all extensions to a Night Service group for after-hours coverage:

1. From the System Programming menu, select Night Service.

- On the console: Select `NightSrvce`.
- On the PC: Press `(F10)`.

The system displays the Night Service menu.

2. Select Group Assignment.

- On the console: Select `GroupAssign`.
- On the PC: Press `(F1)`.

The system displays the Night Serv Group Assign screen.

3. To add an extension to a Night Service group:

- On the console: Select `Extensions`.
- On the PC: Press `(F2)`.

4. Enter the attendant extension for which you are assigning Night Service.

5. Save your entry.

- On the console: Select `Enter`.
- On the PC: Press `(F10)`.

6. Enter the telephone extension you want to assign to the group.

7. To save your entry and assign extension to another service group operator:

- If the next service group operator is sequential:
 - On the console: Select `Next` and repeat Step 6.
 - On the PC: Press `(F9)` and repeat Step 6.

The system saves your previous entry and shows the next service group operator on line 1 of the screen.
- If the next service group operator is not sequential:
 - On the console: Select `Enter` and then select `Exit`. Repeat Steps 2 through 6.
 - On the PC: Press `(F10)` and then press `(F5)`. Repeat Steps 2 through 6.

To save your entry when all entries are complete:

- On the console: Select `Enter`.
 - On the PC: Press `F10`.
8. Return to the System Programming menu.
- On the console: Select `Exit` two times.
 - On the PC: Press `F5` two times.

Assign INTUITY AUDIX LX Calling Group for Night Service

Use this procedure to assign calling groups to a Night Service group for after-hours coverage.

A maximum of eight Night Service groups can be assigned (no more than one for each operator position assigned). Any number of telephones can be assigned to a Night Service group, and a telephone can belong to more than one group.

To assign calling groups to a Night Service group for after-hours coverage:

1. From the System Programming menu, select Night Service.
 - On the console: Select `NightSrvce`.
 - On the PC: Press `F10`.

The system displays the Night Service menu.

2. Select Group Assignment.
 - On the console: Select `GroupAssign`.
 - On the PC: Press `F1`.

The system displays the Night Serv Group Assign screen.

3. To add a calling group to a Night Service group:
 - On the console: Select `Calling Grp`.
 - On the PC: Press `F1`.
4. Enter the attendant extension for which you are assigning Night Service.
5. Save your entry.
 - On the console: Select `Enter`.
 - On the PC: Press `F10`.
6. Enter the calling group to be added.

7. To save your entry and assign extension to another service group operator:

- If the next service group operator is sequential:
 - On the console: Select `Next` and repeat Step 6.
 - On the PC: Press `F9` and repeat Step 6.

The system saves your previous entry and shows the next service group operator on line 1 of the screen.
- If the next service group operator is not sequential:
 - On the console: Select `Enter` and then select `Exit`. Repeat Steps 2 through 6.
 - On the PC: Press `F10` and then press `F5`. Repeat Steps 2 through 6.

To save your entry when all entries are complete:

- On the console: Select `Enter`.
- On the PC: Press `F10`.

8. Return to the System Programming menu.

- On the console: Select `Exit` two times.
- On the PC: Press `F5` two times.