

**Lucent Technologies**  
Bell Labs Innovations



**MERLIN<sup>®</sup> Messaging**  
**Release 1**

System Manager's Quick Reference

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Issue 1  
August 1999

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Every effort has been made to ensure that the information in this *Quick Reference* is complete and accurate at the time of printing. Information, however, is subject to change. See the *MERLIN Messaging Online Guide* for important information.

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# **MERLIN® Messaging System**

## **Release 1**

### **System Manager's Quick Reference**

### **System Information Sheet**

If you have a problem with your system, you may be able to resolve it quickly and easily by following the appropriate troubleshooting procedure in this guide. If the problem persists or is not listed in this guide, call the Lucent Technologies Helpline at 1-800-628-2888 for further assistance; consultation charges may apply.

When you call the Helpline, the Lucent Technologies representatives can better help you if you have available the following system information and troubleshooting information.

### **System Information**

Company Name (as on equipment order) \_\_\_\_\_

Account Number (if known) \_\_\_\_\_

Customer Identification Number \_\_\_\_\_

Main Listed Telephone Number (for this location) \_\_\_\_\_

Lucent Technologies Contact Name or Authorized Dealer and Telephone Number \_\_\_\_\_

### **Troubleshooting Information**

Type of equipment experiencing the problem (for example, MERLIN LEGEND® Communications System, MERLIN Messaging System, or a particular system component).

## **System Information Sheet—*Continued***

A description of the problem:

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Has this problem occurred before?

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Have you attempted to troubleshoot the problem?

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*We'd like your opinion . . .*

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**MERLIN® Messaging System, Release 1**  
**System Manager's Quick Reference**  
**Issue 1, August 1999**  
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Company/Organization: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_

**You may FAX your response to 908 953-6912. Thank you.**

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# 1 Getting Started

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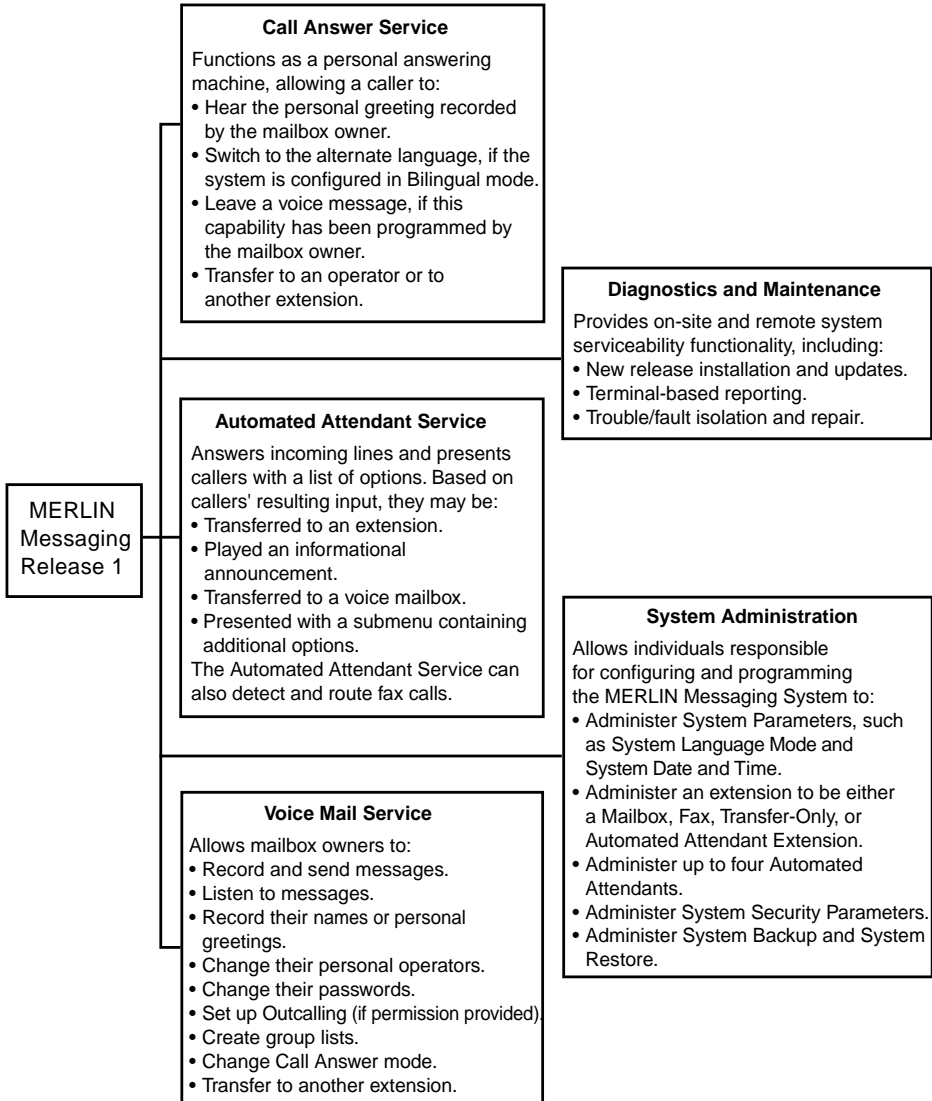
## Welcome

This *Quick Reference* is designed to help you perform all programming required for proper operation of the MERLIN Messaging System, Release 1, once the messaging module has been initially installed. It includes programming tasks you must perform for the MERLIN LEGEND Communications System, as well as for the MERLIN Messaging System. Procedures for routine tasks that a System Manager is required to perform in order to manage a voice messaging system are also included in this *Quick Reference*.

For instructions on how to install the MERLIN Messaging System module in the communications system carrier, as well as for information regarding every feature the system offers, refer to the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide*.

## System Services and Features

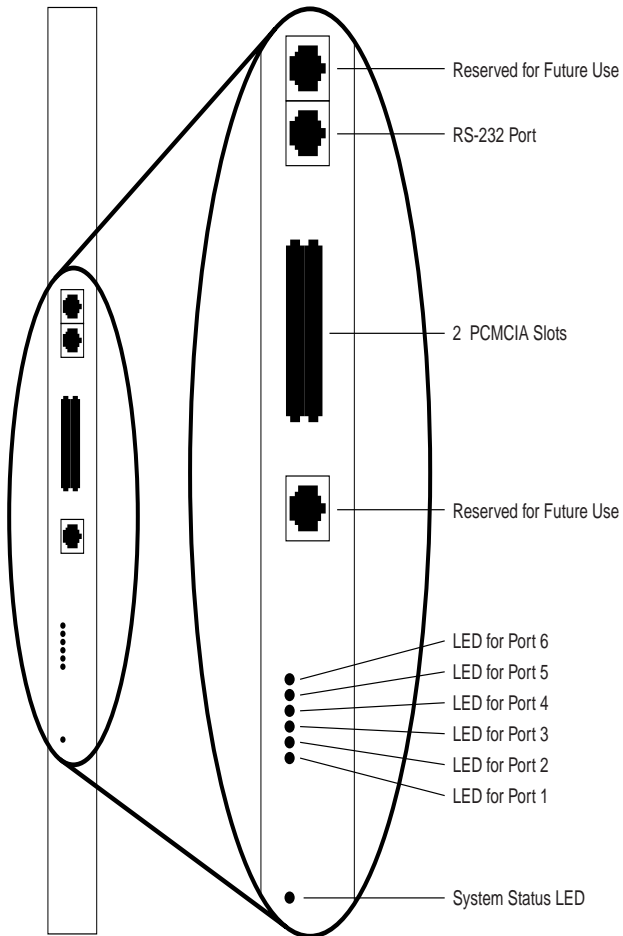
To automate the call handling, call answering, and voice messaging needs of your company, the MERLIN Messaging System offers three services—Automated Attendant Service, Call Answer Service, and Voice Mail Service. The system features include System Administration and also Diagnostics and Maintenance. System Administration allows the System Manager to administer the system locally or remotely using a Touch-Tone telephone. Diagnostics and Maintenance provides for on-site and remote system serviceability.



### *Overview of MERLIN Messaging System Services and Features*

# The Module

The MERLIN Messaging System is a single module that resides in the communications system carrier.



**MERLIN Messaging System Module**

## Module Components

The module components are described in the following table.

### Module Components

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

## Port LEDs

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

- 2-port configuration: Port 1 and Port 2
- 4-port configuration: Port 1, Port 2, Port 3, and Port 4
- 6-port configuration: Port 1, Port 2, Port 3, Port 4, Port 5, and Port 6

# System Configurations

The MERLIN Messaging System is available in 2-port, 4-port, or 6-port configurations with a message storage capacity of 100 hours, regardless of configuration. One module supports all three configurations.

## Port Assignments

The MERLIN LEGEND Communications System assigns logical IDs and extensions to each port on the MERLIN Messaging module. The first logical ID and extension assigned to the MERLIN Messaging module is assigned to Port 1, the second to Port 2, etc. The MERLIN LEGEND Communications System assigns 12 logical IDs and extensions to the MERLIN Messaging module. The first six are used for the MERLIN Messaging voice ports; the twelfth logical ID and extension is used by the Remote Maintenance Device (RMD); the seventh through eleventh logical IDs and extensions are not used and are not available for other tip/ring devices or applications.

### *MERLIN Messaging System Port Assignments*

System Configuration	Port 1	Port 2	Port 3	Port 4	Port 5	Port 6	Port 12 <sup>1</sup>
2-port	Voice	Voice	N/E <sup>2</sup>	N/E <sup>2</sup>	N/E <sup>2</sup>	N/E <sup>2</sup>	RMD <sup>3</sup>
4-port	Voice	Voice	Voice	Voice	N/E <sup>2</sup>	N/E <sup>2</sup>	RMD <sup>3</sup>
6-port	Voice	Voice	Voice	Voice	Voice	Voice	RMD <sup>3</sup>

- 1 Ports 7–11 are not used; they are not available for other T/R devices or applications.
- 2 N/E = Not Equipped.
- 3 RMD = Remote Maintenance Device.

## System Capacities

The MERLIN Messaging System capacities are provided in the following table.

### *System Capacities*

Feature	Capacity	Factory Settings
<b>System Administration Prompt Language</b>	US English, Latin American Spanish, Canadian French	US English
<b>System Parameters</b>		
<ul style="list-style-type: none"> <li>System Language</li> </ul>	<ul style="list-style-type: none"> <li>US English, Latin American Spanish, Canadian French</li> </ul>	<ul style="list-style-type: none"> <li>US English</li> </ul>
<ul style="list-style-type: none"> <li>Language Mode</li> </ul>	<ul style="list-style-type: none"> <li>Monolingual or Bilingual<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>Monolingual</li> </ul>
<ul style="list-style-type: none"> <li>Call Answer Service Operator</li> </ul>	<ul style="list-style-type: none"> <li>1 maximum</li> </ul>	<ul style="list-style-type: none"> <li>Ext. 768</li> </ul>
<ul style="list-style-type: none"> <li>General Mailbox Owner</li> </ul>	<ul style="list-style-type: none"> <li>4 (One for each Automated Attendant)</li> </ul>	<ul style="list-style-type: none"> <li>9991, 9992, 9993, 9994</li> </ul>
<ul style="list-style-type: none"> <li>Maximum Extension Length</li> </ul>	<ul style="list-style-type: none"> <li>2, 3, or 4 digits</li> </ul>	<ul style="list-style-type: none"> <li>2 digits</li> </ul>

<sup>1</sup> When System Language is set to Bilingual mode, the factory-set Primary Language is US English and the factory-set Secondary Language is Latin American Spanish.



**System Capacities—Continued**

Feature	Capacity	Factory Settings
<b>Extensions</b>		
<ul style="list-style-type: none"> <li>• Mailbox Extensions               <ul style="list-style-type: none"> <li>— Maximum Number of Messages per Mailbox</li> <li>— Mailbox Size</li> <li>— Message Length</li> <li>— Mailbox Language</li> <li>— Message Storage</li> <li>— Outcalling Permission</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 200 maximum for any port configuration               <ul style="list-style-type: none"> <li>— 120 messages</li> <li>— 5–180 minutes (administered per mailbox)</li> <li>— 2–60 minutes (administered per mailbox)</li> <li>— US English, Latin American Spanish, Canadian French</li> <li>— 100 hours</li> <li>— On or Off</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• None               <ul style="list-style-type: none"> <li>— N/A</li> <li>— 20 minutes</li> <li>— 4 minutes</li> <li>— System/Primary Language</li> <li>— N/A</li> <li>— Off</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Transfer-Only Extensions</li> </ul>	<ul style="list-style-type: none"> <li>• 400 maximum</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<ul style="list-style-type: none"> <li>• Automated Attendant Extensions</li> </ul>	<ul style="list-style-type: none"> <li>• 10 maximum</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<ul style="list-style-type: none"> <li>• Fax Extensions</li> </ul>	<ul style="list-style-type: none"> <li>• 4 (One for each Automated Attendant; Fax Extensions can be shared among Automated Attendants)</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

**System Capacities—Continued**

Feature	Capacity	Factory Settings
<b>Automated Attendants</b> <ul style="list-style-type: none"> <li>• Number of Automated Attendants</li> <li>• Modes of Operation</li> <li>• Submenus</li> <li>• Announcements</li> <li>• Schedule Controller</li> <li>• Menu Prompts, Submenu Prompts, and Announcements</li> </ul>	<ul style="list-style-type: none"> <li>• 4 maximum</li> <li>• 2 (Day mode and Night mode)</li> <li>• 99 maximum</li> <li>• 99 maximum</li> <li>• Follow Switch mode, Weekly Business Schedule, or both</li> <li>• 2 minutes in length maximum for each</li> </ul>	<ul style="list-style-type: none"> <li>• 4</li> <li>• N/A</li> <li>• None</li> <li>• None</li> <li>• Switch mode</li> <li>• N/A</li> </ul>
<b>System Security</b> <ul style="list-style-type: none"> <li>• Minimum Password Length</li> <li>• Maximum Password Length</li> <li>• Transfer Restrictions</li> </ul>	<ul style="list-style-type: none"> <li>• 0–15 digits</li> <li>• 15 digits</li> <li>• On or Off</li> </ul>	<ul style="list-style-type: none"> <li>• 6 digits</li> <li>• 15 digits</li> <li>• On</li> </ul>

**System Capacities—Continued**

Feature	Capacity	Factory Settings
<b>User Options</b> <ul style="list-style-type: none"><li>• Outcalling Telephone Numbers (administered by user)</li><li>• Outcalling Cycles</li><li>• Outcalling Interval</li><li>• Outcalling Schedule</li><li>• Personal Greetings (recorded by user)</li><li>• Group Lists (administered by user)</li></ul>	<ul style="list-style-type: none"><li>• 5 maximum</li><li>• 1–9</li><li>• 5–99 minutes</li><li>• Range is 0000–2359</li><li>• 3 maximum</li><li>• 10 maximum with up to 50 extensions in each list</li></ul>	<ul style="list-style-type: none"><li>• N/A</li><li>• 3</li><li>• 15 minutes</li><li>• 24 hours</li><li>• System Greeting</li><li>• N/A</li></ul>

## Programming Overview

This *Quick Reference* provides procedures for all programming required for proper operation of the MERLIN Messaging System. These procedures are presented in short form. For more detailed versions, see the individual features described in the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide*. For more detailed versions of the programming procedures required for the MERLIN LEGEND Communications System, see *MERLIN LEGEND Communications System, System Programming*.

- If you are performing initial programming for the MERLIN Messaging System, refer to Chapters 2, 3, and 4 and perform the programming tasks in the order presented. Programming for both the MERLIN LEGEND Communications System and the MERLIN Messaging System is required.
- If you are performing routine tasks required to manage the MERLIN Messaging System—for example, reinitializing a mailbox password—refer to Chapter 5.

### Communications System Programming

Programming for the MERLIN LEGEND Communications System is performed through the system programming console or through a PC with System Programming and Maintenance (SPM) or WinSPM software. The procedures for programming the communications system appear in Chapters 2 and 4.

### MERLIN Messaging System Programming

Programming for the MERLIN Messaging System is performed locally or remotely using a Touch-Tone telephone. The procedures for programming the MERLIN Messaging System appear in Chapter 3.

## Planning Forms

Before beginning initial MERLIN Messaging System programming, you should have the following forms:

- A completed set of MERLIN Messaging System planning forms. For a blank copy of the forms, refer to Appendix B in this guide or to the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide*.
- An updated set of planning forms for your communications system. Refer to your communications system documentation for a copy.

Be sure to update the appropriate planning forms when you make changes to the system after initial installation and setup, so there is a written record of your system's configuration. You can also print out a system configuration report from a PC connected to the MERLIN Messaging System. See the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide* for more information.



# 2 Initial Preparation

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## Overview

This chapter provides initial programming procedures that must be performed before the procedures in Chapter 3, “Programming the Messaging System,” and Chapter 4, “Programming the Communications System.” This chapter provides procedures to:

- Remove lines from extensions assigned to the MERLIN Messaging System voice ports and RMD port for communications systems operating in Key mode.
- Create a Calling Group and assign group members.
- Enable rotary signaling for MERLIN Messaging System voice ports.

If you need detailed information on how to program the communications system, see the *MERLIN LEGEND Communications System, System Programming*. If you need further information about the communications system features, see the *MERLIN LEGEND Communications System, Feature Reference*.

## Initial Communications System Programming

The procedures for programming the communications system, both in this chapter and in Chapter 4, use several typefaces that indicate what the step involves. The typefaces are described in the following table.

### *Typefaces Used in Procedures to Program the Communications System*

Typeface Sample	Meaning
More	To select this option, press this imprinted button on the console.
GrpCalling	To select this menu option, use an unlabeled display button.
Enter extension number <i>[nnn]</i>	Enter the variable information in brackets.
<span>PgUp</span>	Press this key on the PC.
<span>F1</span>	Press this function key on the PC.
<span>Alt</span> + <span>P</span>	On the PC, hold down the first key and press the second key.

For more information on the programming methods, see *MERLIN LEGEND Communications System, System Programming*.



## Removing Lines from Extensions in Key Mode

For a communications system operating in Key mode, you must remove the outside lines that the communications system automatically assigns to the 12 MERLIN Messaging System extensions.

### Removing Lines from Extensions in Key Mode

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Select Lines Trunks.	Lines Trunks	[F1]
4	Enter extension number you want to program.	[nnn] Enter	[nnn] [F10]
5	Remove factory-set line assignments by selecting each line button to turn Off green LED. Remember also to select lines 21–40, 41–60, and 61–80, as appropriate.	Toggle LED Off	Toggle Letter G Off
6	Press Exit when you have finished removing lines from that extension.	Exit	[F5]
7	Repeat Steps 3–6 for each of the 12 extensions assigned to MERLIN Messaging System.		
8	Return to System Programming menu.	Exit	[F5]

## Creating a Calling Group and Assigning Group Members

You must create a MERLIN Messaging Calling Group and assign the Group Members (MERLIN Messaging ports).

### *Creating Calling Group and Assigning Group Members*

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display next page of menu.	More	[PgUp]
4	Select Group Calling.	Grp Calling	[F4]
5	Select Members.	Members	[F9]
6	Enter extension number of MERLIN Messaging Calling Group.	[nnn] Enter	[nnnn] [F10]
7	Enter members of MERLIN Messaging Calling Group in ascending order. <i>Repeat this step for each MERLIN Messaging System voice port.</i>	[nnn] Enter	[nnnn] [F10]
8	Make sure all members are entered in correct order.	Inspct	[PgDn]
9	Return to Group Calling menu.	Exit	[F5]
10	Select Hunt Type.	Hunt Type	[F1]
11	Enter extension number of MERLIN Messaging Calling Group.	[nnn] Enter	[nnnn] [F10]

**Creating Calling Group and Assigning Group Members—Continued**

Step	Programming Task	Programming Console	PC
12	Specify Linear Hunt Group.	Linear Enter	<input type="button" value="F2"/> <input type="button" value="F10"/>
13	Display next page of menu.	More	<input type="button" value="PgUp"/>
14	Select Group Type.	Group Type	<input type="button" value="F1"/>
15	Enter extension number of MERLIN Messaging Calling Group.	<i>[nnn]</i> Enter	<i>[nnn]</i> <input type="button" value="F10"/>
16	Select Integrated VMI.	Integ VMI Enter	<input type="button" value="F3"/> <input type="button" value="F10"/>
17	Return to System Programming menu.	Exit Exit Exit	<input type="button" value="F5"/> <input type="button" value="F5"/> <input type="button" value="F5"/>

## Enabling Rotary Signaling

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

### Enabling Rotary Signaling

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i>  [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display third page of menu.	More More	[PgUp] [PgUp]
4	Select Rotary Enable.	RotaryEnabl	[F7]
5	Enter extension number of MERLIN Messaging voice port. <i>Repeat this step for each MERLIN Messaging System voice port.</i>	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
6	Make sure all MERLIN Messaging voice ports are rotary enabled.	Inspct	[PgDn]
7	Return to System Programming menu.	Exit Exit	[F5] [F5]

# 3 Programming the Messaging System

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## Overview

This chapter describes the MERLIN Messaging System programming tasks that must be performed after the module is initially installed. Before beginning this chapter, be sure all procedures described in Chapter 2, “Initial Preparation,” have been completed. Then perform the following programming tasks provided in this chapter:

- Initially Logging in to System Administration
- Selecting System Administration Prompt Language
- Programming System Language Mode
- Programming System Language
- Setting System Date and Time
- Programming Call Answer Service Operator Extension
- Programming General Mailbox Owner
- Programming Maximum Extension Length
- Programming Extensions
  - Assigning Mailbox Extensions
  - Assigning Transfer-Only Extensions
  - Assigning Automated Attendant Extensions
  - Assigning Fax Extensions
- Programming Day or Night Menu
- Creating Submenus
- Creating Announcements

- Programming Schedule Controller
- Programming Weekly Business Schedule
- Programming Line Assignments
- Identifying Fax Extensions
- Setting Transfer Restrictions
- Setting Minimum Password Length

A hierarchy of the first several levels of the System Administration menu is provided at the end of this chapter.

## Global Commands

To save time when performing the programming tasks described in this chapter, you can enter an option before a menu or system response completes playing (excluding some error messages). You can also use the following shortcuts:



### *Global Commands*

Press:	To:
* #	Return to the previous menu.
* 4	Repeat the current menu or prompt.
* 7	Return to the System Administration menu. Press * 7 again to return to the System Administration activity menu.
* 8	Receive a prompt for an extension number and transfer to it.
* * 9	Exit the system. (You can also hang up.)

## Initially Logging in to System Administration

The first time you log in to MERLIN Messaging System Administration, you are prompted to change the password. Use the following procedure the first time you log in. Once you have set the System Administrator's password, you can use the login procedure described in "Logging in to System Administration" in Chapter 5.

### Initially Logging in to System Administration

Step	Programming Task	Touch-Tone Input
1	Dial the Calling Group Extension for the MERLIN Messaging System.	[nnn]
2	Enter System Administrator's extension.	[0] [#]
3	Enter initial System Administrator's password at password prompt.   <b>NOTE:</b> <i>The first time you log in, you are prompted to change the password. Until you create it, the System Administrator's password is not set.</i>	[#]
4	Enter new password.	[nnnnnn] [#]
5	Re-enter new password.	[nnnnnn] [#]
6	Select System Administration.   <b>NOTE:</b> <i>This option is not heard on the System Administration activity menu. The menu item is deliberately hidden to minimize your system's vulnerability to abuse. You should select it even though it is not heard.</i>	[9]

## Selecting the System Administration Prompt Language

The System Administration Prompt Language is the language you hear when you program the system. You can administer the System Administration Prompt Language for any of the supported languages—US English, Latin American Spanish, or Canadian French—regardless of the mode or language(s) that are administered for the System Language or user mailboxes. See “Programming the System Language Mode and System Language” later in this chapter for more information.

### Selecting the System Administration Prompt Language

Step	Programming Task	Touch-Tone Input
1	Dial Calling Group Extension for MERLIN Messaging System.	[nnn]
2	Enter System Administrator's extension.	[0] [#]
3	Enter password.	[nnnnnn] [#]
4	Select System Administration Prompt Language.	[1]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• US English.</li> <li>• Latin American Spanish.</li> <li>• Canadian French.</li> </ul>	[1] [#] or [2] [#] or [3] [#]



## Programming System Parameters

This section provides procedures for programming the system parameters. Some system parameters have factory settings that you do not need to program if they are appropriate for your system. Refer to *MERLIN Messaging System Planning Form 1–System Parameters*, for specific system parameters for your system.

**NOTE:**

*You must set System Date and Time. See “Setting the System Date and Time” in this chapter.*

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### Programming the System Language Mode and System Language

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

The System Language Mode and System Language(s) apply to all Automated Attendants. The factory setting is Monolingual mode, with US English as the System Language. When the System Language Mode is set to Bilingual, the factory-set Primary Language is US English and the factory-set Secondary Language is Latin American Spanish.

System Language is different from the System Administration Prompt Language that is chosen at login. The System Administration Prompt Language is the language the System Administrator hears when they program the system. In addition, System Language is different from the Mailbox Language that is

programmed for each Mailbox Extension. The Mailbox Language is the language the user hears when they call in to their voice mail.

### ***Setting the System Language Mode***

The factory-set System Language Mode for a new system is Monolingual. If you are programming a new system, follow this procedure if you want to change the mode to Bilingual.

#### ***Setting System Language Mode***

<b>Step</b>	<b>Programming Task</b>	<b>Touch-Tone Input</b>
1	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
2	Select System Parameters.	1
3	Select System Language Mode.	1
4	Select Language Mode.	1
5	Select Bilingual.	2

### ***Setting the System Language***

The factory-set System Language for a new system in Monolingual mode is US English. If you are programming a new system, follow this procedure if you want to change the System Language to Latin American Spanish or Canadian French.

If the mode has been changed to Bilingual, the factory-set Primary Language is US English and the factory-set Secondary Language is Latin American Spanish.

Follow this procedure if you want to change the Primary and/or Secondary System Language from their default settings.

**Setting System Language**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	<p>[nnn]</p> <p>[0] [#]</p> <p>[nnnnnn] [#]</p> <p>[9]</p>
2	Select System Parameters.	[1]
3	Select System Language Mode.	[1]
4	Select System Language.	[2]
5	<p><i>If system is in Bilingual mode, go to Step 6. If system is in Monolingual mode, choose one of the following:</i></p> <ul style="list-style-type: none"> <li>• Listen to System Language.                             <ul style="list-style-type: none"> <li>— Accept language. <i>Monolingual procedure is complete.</i></li> </ul> </li> <li>• Modify System Language, then choose one of the following:                             <ul style="list-style-type: none"> <li>— US English.</li> <li>— Latin American Spanish.</li> <li>— Canadian French.                                     <ul style="list-style-type: none"> <li>■ Confirm language. <i>Monolingual procedure is complete.</i></li> <li>■ Cancel update.</li> </ul> </li> </ul> </li> </ul>	<p>[2]</p> <p>[*] [#] or</p> <p>[6]</p> <p>[1] [#] or</p> <p>[2] [#] or</p> <p>[3] [#]</p> <p>[9] or</p> <p>[6]</p>

**Setting System Language—Continued**

Step	Programming Task	Touch-Tone Input
6	If system is in Bilingual mode, choose one of the following: <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• If finished.</li> </ul>	<input type="text" value="1"/> or <input type="text" value="2"/> or <input type="text" value="*"/> <input type="text" value="#"/>
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to System Language.               <ul style="list-style-type: none"> <li>— Accept language.</li> </ul> </li> <li>• Modify language, then choose one of the following:               <ul style="list-style-type: none"> <li>— US English.</li> <li>— Latin American Spanish.</li> <li>— Canadian French.                   <ul style="list-style-type: none"> <li>■ Confirm language.</li> <li>■ Cancel update.</li> </ul> </li> </ul> </li> </ul>	<input type="text" value="2"/> <input type="text" value="*"/> <input type="text" value="#"/> or <input type="text" value="6"/> <input type="text" value="1"/> <input type="text" value="#"/> or <input type="text" value="2"/> <input type="text" value="#"/> or <input type="text" value="3"/> <input type="text" value="#"/> <input type="text" value="9"/> or <input type="text" value="6"/>
8	Repeat Steps 6 and 7 for Secondary Language.	

## Setting the System Date and Time

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

### Setting the Date and Time

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select System Parameters.	[1]
3	Select System Date and Time.	[2]
4	Choose one of the following: <ul style="list-style-type: none"> <li>Enter date where: mm = month [01–12] dd = date [01–31] yy = year [99, 00–37]</li> <li>Keep current date.</li> </ul>	[mmdyy] [#] or [#]
5	Choose one of the following: <ul style="list-style-type: none"> <li>Enter time where: hh = hour [00–23] mm = minute [00–59]</li> <li>Keep current time.</li> </ul>	[hhmm] [#] or [#]
6	Choose one of the following: <ul style="list-style-type: none"> <li>Approve.</li> <li>Re-enter, then return to Step 4.</li> </ul>	[*] [#] or [1]

## Programming the Call Answer Service Operator Extension

The Call Answer Service Operator Extension is the extension to which the MERLIN Messaging System transfers calls in the following situations.

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

The factory setting for the Call Answer Service Operator is 768. It is recommended that you do not change the factory setting. In most dial plans, 768 is an invalid extension.

*MERLIN Messaging System Planning Form 1—System Parameters* identifies the Call Answer Service Operator Extension.

### **Programming the Call Answer Service Operator Extension**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select System Parameters.	[1]
3	Select Call Answer Service Operator.	[3]
4	Enter Call Answer Service Operator extension number.	[nnn] [#]

## **Programming the General Mailbox Owners**

The MERLIN Messaging System provides four General Mailboxes—one for each Automated Attendant. The General Mailbox Extensions are 9991, 9992, 9993, and 9994. You cannot delete these extensions or change their telephone status. Automated Attendant Service calls are directed to the Automated Attendant's General Mailbox when the Automated Attendant's Dial 0/Timeout Action is set to record a message in the General Mailbox and:

- Caller does not make a selection from an Automated Attendant Service menu.
- Caller presses [0] while in Automated Attendant Service.
- Caller presses [0] while using the directory to transfer.

The General Mailbox Owner is the extension whose message-waiting light is turned on whenever a message is placed in the General Mailbox. The factory setting for the General Mailbox Owner is Extension 10. You can program a different General Mailbox Owner for each General Mailbox, or you can have the same owner for all the General Mailboxes.

*MERLIN Messaging System Planning Form 1–System Parameters* identifies the General Mailbox Owners.

### **Programming the General Mailbox Owners**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select System Parameters.	[1]
3	Select General Mailbox Owners.	[4]
4	Enter Automated Attendant Number.	[1–4]
5	Enter General Mailbox Owner extension number.	[nnn] [#]
6	Repeat Steps 3 to 5 for each Automated Attendant.	

## **Programming the Maximum Extension Length**

The Maximum Extension Length specifies the maximum number of digits (two, three, or four) in an extension or Calling Group. The factory setting is two digits. The MERLIN Messaging System transfers calls when one of the following conditions occurs:

- Number of digits entered by the caller equals the Maximum Extension Length.
- Caller presses [#], indicating they have finished entering the extension.
- Five-second timeout period has expired.



**Programming Maximum Extension Length**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	<i>[nnn]</i> [0] [#] <i>[nnnnnn]</i> [#] [9]
2	Select System Parameters.	[1]
3	Select Maximum Extension Length.	[5]
4	Choose one of the following: <ul style="list-style-type: none"><li>• 2 digits.</li><li>• 3 digits.</li><li>• 4 digits.</li></ul>	[2] or [3] or [4]

## Programming Extensions

This section provides procedures to program an extension to be one of the following four types:

- Mailbox Extension
- Transfer-Only Extension
- Automated Attendant Extension
- Fax Extension

Every extension in the MERLIN Messaging System must be assigned a type in order to enforce Transfer Restrictions and designate transfer destinations, such as a Mailbox Extension, an Automated Attendant Extension, a Fax Extension, or a System Extension. When you program an extension, you also identify the telephone status of that extension. If there is no telephone associated with the extension, the MERLIN Messaging System sends the call directly to Call Answer Service or Automated Attendant Service, depending upon the extension type. Transfer-Only and Fax Extensions always have a telephone associated with the extension.

*MERLIN Messaging System Planning Form 2—Extension Administration & Mailbox Assignment* identifies information required to program the extensions.

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### Assigning Mailbox Extensions

You can assign up to 200 mailboxes. The factory-set Mailbox Size is 20 minutes and the Message Length is four minutes.

When you assign an extension as a Mailbox Extension, you are prompted to:

- **Identify whether a telephone is associated with the extension.** If a telephone is associated with a Mailbox Extension, when a caller transfers from the MERLIN Messaging System to that extension, the call is sent to the extension's telephone. If a telephone is not associated with the extension, the call is sent directly to the extension's mailbox. A Mailbox Extension without a telephone is frequently referred to as a Guest Mailbox. A Guest Mailbox can be used by traveling sales people—who don't have telephones and who are frequently out of the office—to retrieve their messages.

- **Administer a Directory Listing or Recorded name.** Users and callers can use a four-letter Directory Listing to address or transfer calls. The mailbox user's name can also be recorded. The System Manager and the mailbox user can record a name, but only the System Manager can administer a Directory Listing for an extension.
- **Administer the Message Length and Mailbox Size.** The Message Length is the maximum amount of time available for a caller to leave a message. It is also the maximum length of a message the user can create when sending, replying to, and forwarding messages. The Mailbox Size is the maximum amount of message storage time available in a mailbox.
- **Administer Outcalling.** Outcalling permission can be turned On or Off. The Outcalling feature dials up to five designated telephone numbers or pager/beeper numbers to notify a user that a new message has arrived in the user's voice mailbox. Users who use Outcalling are notified about new messages whether they are at their desks, on the road, or at alternate work locations.
- **Program the Mailbox Language.** The Mailbox Language is the language the user hears after they log in to their mailbox. It is programmed for each Mailbox Extension and can be administered for any of the supported languages, regardless of the mode or language(s) that have been programmed for the system.

**Assigning Mailbox Extensions**

Step	Programming Task	Touch-Tone Input
<i>Required Steps</i>		
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]

**Assigning Mailbox Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Required Steps—Continued</i>		
3	Enter extension number.	[nnn] [#]
4	Assign a mailbox to this extension.	[1]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• If a telephone is associated with this extension.</li> <li>• If a telephone is not associated with this extension.</li> </ul>	[9] or [6]
6	Choose one of the following: <ul style="list-style-type: none"> <li>• To program optional features for this extension, go to the appropriate step as follows:               <ul style="list-style-type: none"> <li>— Directory Listing or Recorded Name: <i>Go to Step 7.</i></li> <li>— Message Length and Mailbox Size: <i>Go to Step 8.</i></li> <li>— Outcalling: <i>Go to Step 9.</i></li> <li>— Mailbox Language: <i>Go to Step 10.</i></li> </ul> </li> <li>• Delete this extension.</li> <li>— Confirm.</li> <li>— Cancel.</li> <li>• If finished administering this extension.</li> </ul>	[*] [3] [9] or [6] [*] [#]

**Assigning Mailbox Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps</i>		
7	<p><b>For Directory Listing or Recorded Name:</b></p> <p>Select Directory Listing or Recorded Name, then do the following:</p> <ul style="list-style-type: none"> <li>• Select Record Name, then choose one of the following:           <ul style="list-style-type: none"> <li>— Listen to name.               <ul style="list-style-type: none"> <li>■ If finished.</li> </ul> </li> <li>— Record name; then after recording, press <b>1</b> and choose one of the following:               <ul style="list-style-type: none"> <li>■ Approve name.</li> <li>■ Play back recorded name.</li> <li>■ Re-record name.</li> <li>■ Delete name just recorded.</li> </ul> </li> <li>— If finished recording a name. <i>Return to Step 6.</i></li> </ul> </li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>* #</b></p> <p><b>2 [record name] 1</b></p> <p><b>* #</b> or</p> <p><b>2 3</b> or</p> <p><b>2 1</b> or</p> <p><b>* 3</b></p> <p><b>* #</b></p>

**Assigning Mailbox Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps—Continued</i>		
7 cont.	<ul style="list-style-type: none"> <li>• Select Directory Listing, then choose one of the following:               <ul style="list-style-type: none"> <li>— Enter Directory Listing, then choose one of the following:                   <ul style="list-style-type: none"> <li>■ Enter first four letters of name. See Appendix A, “Directory Listing Letter Key,” to enter letters using Touch-Tones. Then choose one of the following:                       <ul style="list-style-type: none"> <li>➤ Approve.</li> <li>➤ Re-enter.</li> </ul> </li> <li>■ Exit without changes.</li> </ul> </li> <li>— If finished administering the Directory Listing. <i>Return to Step 6.</i></li> </ul> </li> </ul>	<p style="text-align: right;">[2]</p> <p style="text-align: right;">[1]</p> <p style="text-align: right;">[nn nn nn nn] [#]</p> <p style="text-align: right;">[*] [#] or</p> <p style="text-align: right;">[1] or</p> <p style="text-align: right;">[*] [#]</p> <p style="text-align: right;">[*] [#]</p>

**Assigning Mailbox Extensions—Continued**

Step	Programming Task	Touch-Tone Input
8	<p><b>For Message Length and Mailbox Size:</b></p> <p>Select Message Length and Mailbox Size, then choose one the following:</p> <ul style="list-style-type: none"> <li>• Change Message Length and Mailbox Size.               <ul style="list-style-type: none"> <li>— Choose one of the following:                   <ul style="list-style-type: none"> <li>■ Enter Maximum Message Length.</li> <li>■ Skip Maximum Message Length.</li> <li>■ If finished. <i>Return to Step 6.</i></li> </ul> </li> <li>— Choose one of the following:                   <ul style="list-style-type: none"> <li>■ Enter Mailbox Size, then choose one of the following:                       <ul style="list-style-type: none"> <li>➤ Approve. <i>Return to Step 6.</i></li> <li>➤ Re-enter.</li> </ul> </li> <li>■ Skip Mailbox Size, then choose one of the following:                       <ul style="list-style-type: none"> <li>➤ Approve. <i>Return to Step 6.</i></li> <li>➤ Re-enter.</li> </ul> </li> <li>■ If finished. <i>Return to Step 6.</i></li> </ul> </li> <li>• If finished administering Message Length and Mailbox Size. <i>Return to Step 6.</i></li> </ul> </li> </ul>	<p>[2]</p> <p>[1]</p> <p>[nn] [#] or</p> <p>[#] or</p> <p>* [#]</p> <p>[nn] [#]</p> <p>* [#] or</p> <p>[1]</p> <p>[#]</p> <p>* [#] or</p> <p>[1]</p> <p>* [#]</p> <p>* [#]</p>

**Assigning Mailbox Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps—Continued</i>		
<b>9</b>	<b>For Outcalling:</b>	
	Select Outcalling, then choose one of the following: <ul style="list-style-type: none"> <li>• Turn Outcalling On. <i>Return to Step 6.</i></li> <li>• Turn Outcalling Off. <i>Return to Step 6.</i></li> </ul>	[5] [9] or [6]
<b>10</b>	<b>For Mailbox Language:</b>	
	Select Mailbox Language, then choose one of the following: <ul style="list-style-type: none"> <li>• Listen to current Mailbox Language.               <ul style="list-style-type: none"> <li>— If finished. <i>Return to Step 6.</i></li> </ul> </li> <li>• Modify Mailbox Language and choose one of the following:               <ul style="list-style-type: none"> <li>— US English.</li> <li>— Latin American Spanish.</li> <li>— Canadian French.                   <ul style="list-style-type: none"> <li>■ After modifying:                       <ul style="list-style-type: none"> <li>➤ Confirm. <i>Return to Step 6.</i></li> <li>➤ Cancel.</li> </ul> </li> </ul> </li> </ul> </li> </ul>	[6] [2] [*] [#] [6] [1] [#] or [2] [#] or [3] [#] [9] or [6]

**Assigning Transfer-Only Extensions**

You can assign up to 400 Transfer-Only Extensions. Transfer-Only Extensions do not require a mailbox. An example of an extension that could be assigned as a Transfer-Only Extension is a conference room telephone. Transfer-Only extensions must be identified in the MERLIN Messaging System so that they can receive transferred calls (see “Setting Transfer Restrictions” on page 69 for more information).



When you assign an extension as Transfer-Only, you are prompted to:

- **Administer a Directory Listing or Recorded Name.** Users and callers can use a four-letter Directory Listing to address or transfer calls. The Transfer-Only extension name can also be recorded. For example, to transfer a caller to a conference room, you can administer the Directory Listing and Recorded Name so that, when prompted, a caller enters “conf” and then hears “conference room” announced.

**Assigning Transfer-Only Extensions**

Step	Programming Task	Touch-Tone Input
<i>Required Steps</i>		
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Assign Transfer-Only permission to this extension.	[2]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Program the Directory Listing or Recorded Name. <i>Go to Step 6.</i></li> <li>• Delete this extension.                             <ul style="list-style-type: none"> <li>— Confirm.</li> <li>— Cancel.</li> </ul> </li> <li>• If finished administering this extension.</li> </ul>	[*] [3] [9] or [6] [*] [#]

**Assigning Transfer-Only Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps</i>		
6	<p><b>For Directory Listing or Recorded Name:</b></p> <p>Select Directory Listing or Recorded Name, then do the following:</p> <ul style="list-style-type: none"> <li>• Select Record Name, then choose one of the following: <ul style="list-style-type: none"> <li>— Listen to name. <ul style="list-style-type: none"> <li>■ If finished.</li> </ul> </li> <li>— Record name; then after recording, press <b>1</b> and choose one of the following: <ul style="list-style-type: none"> <li>■ Approve name.</li> <li>■ Play back recorded name.</li> <li>■ Re-record name.</li> <li>■ Delete name just recorded.</li> </ul> </li> <li>— If finished recording a name. <i>Return to Step 5.</i></li> </ul> </li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>*</b> <b>#</b></p> <p><b>2</b> [<i>record name</i>] <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>*</b> <b>#</b></p>

**Assigning Transfer-Only Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps—Continued</i>		
<p><b>6 cont.</b></p>	<ul style="list-style-type: none"> <li>• Select Directory Listing, then choose one of the following:               <ul style="list-style-type: none"> <li>— Enter Directory Listing, then choose one of the following:                   <ul style="list-style-type: none"> <li>■ Enter first four letters of name. <i>See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones.</i> Then choose one of the following:                       <ul style="list-style-type: none"> <li>➤ Approve.</li> <li>➤ Re-enter.</li> </ul> </li> <li>■ Exit without changes.</li> </ul> </li> <li>— If finished administering Directory Listing. <i>Return to Step 5.</i></li> </ul> </li> </ul>	<p>[2]</p> <p>[1]</p> <p>[nn nn nn nn] [#]</p> <p>* [#] or</p> <p>[1]</p> <p>* [#]</p> <p>* [#]</p>

**Assigning Automated Attendant Extensions**

You can assign up to 10 Automated Attendant Extensions. An Automated Attendant Extension is one that sends the caller to one of the four Automated Attendants.

When you assign an extension as an Automated Attendant Extension, you are prompted to:

- **Identify whether a telephone is associated with the extension.** If a telephone is associated with the Automated Attendant Extension, calls transferred to that extension from the MERLIN Messaging System ring at the telephone and, if unanswered, are handled by an Automated Attendant. If a telephone is not associated with the Automated Attendant Extension, calls transferred by the MERLIN Messaging System do not ring at a telephone, but go directly to the Automated Attendant Service.

- **Administer a Directory Listing or Recorded Name.** Users and callers can use a four-letter Directory Listing to address or transfer calls. The Automated Attendant extension name can also be recorded. For example, to transfer a caller to the Parts Department, you can administer the Directory Listing and Recorded Name so that when prompted, a caller enters “part” and then hears “parts department” announced.

### Assigning Automated Attendant Extensions

Step	Programming Task	Touch-Tone Input
<i>Required Steps</i>		
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Assign Automated Attendant to this extension.	[3]
5	Enter Automated Attendant number for this extension.	[1-4]
6	Choose one of the following: <ul style="list-style-type: none"> <li>• If a telephone is associated with this extension.</li> <li>• If a telephone is not associated with this extension.</li> </ul>	[9] or [6]

**Assigning Automated Attendant Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Required Steps</i>		
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Program Directory Listing or Recorded Name. <i>Go to Step 8.</i></li> <li>• Delete this extension.                             <ul style="list-style-type: none"> <li>— Confirm.</li> <li>— Cancel.</li> </ul> </li> <li>• If finished administering this extension.</li> </ul>	* 3 9 or 6 * #
<i>Optional Steps</i>		
8	<b>For Directory Listing or Recorded Name:</b>  Select Directory Listing or Recorded Name, then do the following: <ul style="list-style-type: none"> <li>• Select Record Name, then choose one of the following:                             <ul style="list-style-type: none"> <li>— Listen to name.                                     <ul style="list-style-type: none"> <li>■ If finished.</li> </ul> </li> <li>— Record name; then after recording, press 1 and choose one of the following:                                     <ul style="list-style-type: none"> <li>■ Approve name.</li> <li>■ Play back recorded name.</li> </ul> </li> </ul> </li> </ul>	1 1 1 * # 2 [record name] 1 * # or 2 3 or

**Assigning Automated Attendant Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps—Continued</i>		
8 cont.	<ul style="list-style-type: none"> <li>■ Re-record name.</li> <li>■ Delete name just recorded.</li> <li>— If finished recording a name. <i>Return to Step 7.</i></li> <li>• Select Directory Listing, then choose one of the following: <ul style="list-style-type: none"> <li>— Administer Directory Listing, then choose one of the following: <ul style="list-style-type: none"> <li>■ Enter first four letters of name. See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones. Then choose one of the following: <ul style="list-style-type: none"> <li>➤ Approve.</li> <li>➤ Re-enter.</li> </ul> </li> <li>■ Exit without changes.</li> </ul> </li> <li>— If finished administering Directory Listing. <i>Return to Step 7.</i></li> </ul> </li> </ul>	<p>[2] [1] or</p> <p>* [3]</p> <p>* [#]</p> <p>[2]</p> <p>[1]</p> <p>[nn nn nn nn] [#]</p> <p>* [#] or</p> <p>[1]</p> <p>* [#]</p> <p>* [#]</p>

## Assigning Fax Extensions

A Fax Extension is one that has a Fax machine. (See “Identifying Fax Extensions” on page 68 for more information). You can assign up to four Fax Extensions, one for each Automated Attendant.

When you assign an extension as a Fax Extension, you are prompted to:

- **Administer a Directory Listing or Recorded Name.** Users and callers can use a four-letter Directory Listing to transfer calls to the Fax Extension. The Fax Extension name can also be recorded.

### Assigning Fax Extensions

Step	Programming Task	Touch-Tone Input
<i>Required Steps</i>		
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Assign a fax machine to this extension.	[4]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Program Directory Listing or Recorded Name. <i>Go to Step 6.</i></li> <li>• Delete this extension.                             <ul style="list-style-type: none"> <li>— Confirm.</li> <li>— Cancel.</li> </ul> </li> <li>• If finished administering this extension.</li> </ul>	[*] [3] [9] or [6] [*] [#]

**Assigning Fax Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps</i>		
<b>6</b>	<b>For Directory Listing or Recorded Name:</b>  Select Directory Listing or Recorded Name, then do the following:  • Select Record Name, then choose one of the following:  — Listen to name. ■ If finished.  — Record name; then after recording, press <b>1</b> and choose one of the following: ■ Approve name. ■ Play back recorded name. ■ Re-record name. ■ Delete name just recorded.  — If finished recording a name. <i>Return to Step 5.</i>	<b>1</b>  <b>1</b>  <b>1</b> <b>*</b> <b>#</b>  <b>2</b> [ <i>record name</i> ] <b>1</b>  <b>*</b> <b>#</b> or <b>2</b> <b>3</b> or <b>2</b> <b>1</b> or <b>*</b> <b>3</b>  <b>*</b> <b>#</b>



**Assigning Fax Extensions—Continued**

Step	Programming Task	Touch-Tone Input
<i>Optional Steps—Continued</i>		
<p><b>6 cont.</b></p>	<ul style="list-style-type: none"> <li>• Select Directory Listing, then choose one of the following:               <ul style="list-style-type: none"> <li>— Administer Directory Listing, then choose one of the following:                   <ul style="list-style-type: none"> <li>■ Enter first four letters of name. See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones. Then choose one of the following:                       <ul style="list-style-type: none"> <li>➤ Approve.</li> <li>➤ Re-enter.</li> </ul> </li> <li>■ Exit without changes.</li> </ul> </li> <li>— If finished administering Directory Listing. <i>Return to Step 5.</i></li> </ul> </li> </ul>	<p>[2]</p> <p>[1]</p> <p>[nn nn nn nn] [#]</p> <p>* [#] or</p> <p>[1]</p> <p>* [#]</p> <p>* [#]</p>

## Programming the Automated Attendants

This section provides procedures to:

- Program Day and Night menus.
- Create submenus.
- Create announcements that may be used with the menus or submenus.
- Program the Schedule Options.
- Specify the lines assigned to each Automated Attendant.
- Identify a Fax Extension to which each Automated Attendant transfers fax calls.



### **SECURITY ALERT:**

**Automated Attendants should be programmed to give callers access to System Extensions only.**

*MERLIN Messaging System Planning Form 3a–Auto Attendant Schedule & Fax Assignment, Form 3b–Day/Night Main Menu, Form 3c–Submenus, and Form 3d–Announcements*, identify the information you need to program the Automated Attendants.

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## Programming the Day or Night Menu

The Automated Attendant Service Day menu is the top-level menu heard during the scheduled day hours when the business is open or during a temporary open schedule. From the Day menu, callers can transfer to an extension, Calling Group, or mailbox; hear a submenu; or hear an announcement.

The Automated Attendant Service Night menu is heard during the scheduled night hours when the business is closed or during a temporary closed schedule.

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

- **Specify the Automated Attendant number.** The choices are [1–4].
- **Select a Day menu and a Night menu.** Even if the Night menu is identical to the Day menu, you must program both if you plan to use both.
- **Listen to the menu prompts and menu definitions.** Once you listen to the current definitions, you can decide which you want to modify.

- **Modify the menu.** This includes modifying the Selector Code Actions and Dial 0/Timeout Actions for the Selector Codes. Selector Codes are the choices on the menu. Selector Code Actions are what occurs when choices are made from the menu.
  - Factory settings for the Selector Code Actions for Selector Codes [1–4] in the Day and Night menus are set to Direct Extension Transfer.
  - For each Day menu, the factory-set Dial 0/Timeout Action is Transfer to Call Answer Service Operator.
  - For each Night menu, the factory-set Dial 0/Timeout Action is Record a Message in the General Mailbox.

**SECURITY ALERT:**

**For security purposes, delete all unused Selector Codes.**

- **Record new menu prompts.** If you make any changes to Selector Codes or to Dial 0/Timeout Actions, you may want to record a new menu prompt. The factory-set Day menu prompt is, *“Your call is being answered by the MERLIN Messaging System. Please enter the extension of the person you wish to reach. To transfer using the directory, press star-two. For assistance, press zero or wait on the line.”* The factory-set Night menu prompt is, *“Your call is being answered by the MERLIN Messaging System. Please enter the extension of the person you wish to reach. To transfer using the directory, press star-two. Otherwise, please wait.”*
- **Save menu definitions.** You may use the existing menu prompts while saving any changes you have made to the menu definitions.

**Programming Day or Night Menu**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[ <i>nnn</i> ] [0] [#] [ <i>nnnnnn</i> ] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant Number.	[1–4]
4	Select Day menu or Night menu.	[1] or [2]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to menu. <i>Go to Step 6.</i></li> <li>• Modify menu. <i>Go to Step 7.</i></li> <li>• If finished.</li> </ul>	[2] [6] [*] [#]
6	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to menu prompt. If system is in Bilingual mode: <ul style="list-style-type: none"> <li>— Listen to menu prompt in Primary Language.</li> <li>— Listen to menu prompt in Secondary Language.</li> </ul> </li> <li>• Listen to menu definition.</li> <li>• If finished.</li> </ul>	[1] [1] or [2] [2] [*] [#]

**Programming Day or Night Menu—Continued**

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

**Programming Day or Night Menu—Continued**

Step	Programming Task	Touch-Tone Input
7 cont.	<ul style="list-style-type: none"> <li>• Select Dial 0/Timeout Action, then choose one of the following:               <ul style="list-style-type: none"> <li>— Change Dial 0/Timeout Action, then choose one of the following:                   <ul style="list-style-type: none"> <li>■ Transfer to Call Answer Service Operator.</li> <li>■ Transfer to General Mailbox.</li> <li>■ Disconnect.</li> <li>■ Transfer to extension.</li> <li>■ Transfer to mailbox.</li> <li>■ If finished.</li> </ul> </li> <li>— Keep current Dial 0/Timeout Action. <i>Return to beginning of Step 7.</i></li> </ul> </li> <li>• If finished modifying menu definitions.</li> </ul> <p><b>⇒ NOTE:</b>  <i>You must continue with either Step 8 or Step 9 and follow the instructions to save the menu definitions and menu prompts.</i></p>	<p>[0]</p> <p>[9]</p> <p>[0] or</p> <p>[1] or</p> <p>[2] or</p> <p>[3] + ext. number + [#] or</p> <p>[4] + mailbox ext. number + [#] or</p> <p>* [#]</p> <p>[6]</p> <p>* [#]</p>

**Programming Day or Night Menu—Continued**

Step	Programming Task	Touch-Tone Input
8	<p><i>If system is in Bilingual mode, go to Step 9. If system is in Monolingual mode, choose one of the following:</i></p> <ul style="list-style-type: none"> <li>• Record a new prompt; then after recording, press <b>1</b> and choose one of the following:                             <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to prompt.</li> <li>— Re-record prompt.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing menu prompt and save menu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> <i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
9	<p><i>If system is in Bilingual mode, choose one of the following:</i></p> <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• Save menu definition and menu prompt changes.</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>#</b></p>
10	<p>Record a new prompt; then after recording, press <b>1</b> and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 9.</i></li> <li>• Listen to prompt. <i>Return to Step 9.</i></li> <li>• Re-record prompt. <i>Return to Step 9.</i></li> <li>• Delete recording. <i>Return to Step 9.</i></li> </ul>	<p><i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>

## Creating Submenus

An Automated Attendant Day or Night menu is the first set of choices a caller hears. The Day or Night menu provides nine options. If you need to provide more than nine, you must create a submenu. From the Day or Night menu, the caller can select the submenu to hear additional choices.

There can be up to 99 submenus shared among four Automated Attendants. A submenu can be assigned to one or more Automated Attendants. Each submenu can be up to two minutes long. The submenu uses the same Dial 0/Timeout Action defined for the Day or Night menu.

When you create a submenu, you are prompted to:

- **Specify the Automated Attendant number.** Specify the Automated Attendant [1–4] to which this submenu belongs.
- **Specify a submenu number and create the submenu.** The choices are [1–99].
- **Listen to the submenu prompt and menu definition.** The factory settings indicate the prompt has not been recorded and the Selector Codes for the submenu definition are not used. This step is not required when creating a new submenu; it is useful when modifying an existing submenu.
- **Modify the submenu.** This option allows you to modify the Selector Code Actions. Selector Codes are the choices on the submenu. Selector Code Actions indicate what happens when choices are made from the submenu. The factory-set Selector Code assignments are “...not used.”



- **Record new submenu prompt.** You must record a submenu prompt. The factory-set submenu prompt is, "The submenu prompt has not been recorded."

**Creating Submenus**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendants.	[3]
3	Enter Automated Attendant number.	[1-4]
4	Select Submenus.	[3]
5	Enter submenu number.	[1-99] [#]
6	<i>If you want to listen to or modify an existing submenu, go to Step 7. If you want to create a new submenu, choose one of the following:</i> <ul style="list-style-type: none"> <li>• Create submenu.</li> <li>• Cancel.</li> </ul>	[9] or [6]
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to submenu. <i>Go to Step 8.</i></li> <li>• Modify submenu. <i>Go to Step 9.</i></li> <li>• Delete submenu. <ul style="list-style-type: none"> <li>— Confirm deletion.</li> <li>— Cancel deletion.</li> </ul> </li> <li>• [*] [#] if finished.</li> </ul>	[2] [6] [*] [3] [9] or [6] [*] [#]

**Creating Submenus—Continued**

Step	Programming Task	Touch-Tone Input
8	Choose one of the following: <ul style="list-style-type: none"> <li data-bbox="169 284 656 347">• Listen to submenu prompt. If system is in Bilingual mode:               <ul style="list-style-type: none"> <li data-bbox="197 363 577 427">— Listen to submenu prompt in Primary Language.</li> <li data-bbox="197 443 577 507">— Listen to submenu prompt in Secondary Language.</li> </ul> </li> <li data-bbox="169 523 538 555">• Listen to submenu definition.</li> <li data-bbox="169 571 320 603">• If finished.</li> </ul>	[1] [1] [2] [2] [*] [#]

**Creating Submenus—Continued**

Step	Programming Task	Touch-Tone Input
9	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>• Enter Selector Code, then choose one of the following:               <ul style="list-style-type: none"> <li>— Modify Selector Code, then choose one of the following Selector Code Actions:                   <ul style="list-style-type: none"> <li>■ Selector Code transfer.</li> <li>■ Play submenu.</li> <li>■ Play announcement.</li> <li>■ Direct extension transfer.</li> <li>■ Mailbox transfer.</li> <li>■ Delete Selector Code.                       <ul style="list-style-type: none"> <li>➤ Confirm deletion.</li> <li>➤ Cancel deletion.</li> </ul> </li> <li>■ If finished modifying this Selector Code.</li> </ul> </li> <li>— Approve. <i>To modify another Selector Code, return to beginning of Step 9.</i></li> </ul> </li> <li>• When finished modifying submenu definition.</li> </ul> <p><b>⇒ NOTE:</b>  <i>You must continue with either Step 10 or Step 11 and follow the instructions to save the submenu definitions and submenu prompt.</i></p>	<p>[1–9]</p> <p>[9]</p> <p>[1] + ext. number + [#] or</p> <p>[2] + submenu number + [#] or</p> <p>[3] + announce. number + [#] or</p> <p>[5] or</p> <p>[6] + mailbox ext. number + [#] or</p> <p>* [3]</p> <p>[9] or</p> <p>[6]</p> <p>* [#]</p> <p>[6]</p> <p>* [#]</p>

**Creating Submenus—Continued**

Step	Programming Task	Touch-Tone Input
10	<p>If system is in Bilingual mode, go to Step 11. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Record new submenu prompt; then after recording, press <b>1</b> and choose one of the following:               <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to prompt.</li> <li>— Re-record prompt.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing submenu prompt and save submenu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> <i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
11	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• Save submenu definition and submenu prompt changes.</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>#</b></p>
12	<p>Record a new prompt; then after recording, press <b>1</b> and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 11.</i></li> <li>• Listen to prompt. <i>Return to Step 11.</i></li> <li>• Re-record prompt. <i>Return to Step 11.</i></li> <li>• Delete recording. <i>Return to Step 11.</i></li> </ul>	<p><i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>

## Creating Announcements

An announcement is the information you record for a caller to hear. Once you create the announcement, you can associate it with an Automated Attendant menu or submenu.

- Up to 99 announcements can be recorded.
- Announcements can be up to two minutes in length.
- The same announcement can be used for more than one menu or submenu, and with more than one Automated Attendant.
- The factory-setting is “Announcement *[nn]* does not exist.”

### Creating Announcements

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	<i>[nnn]</i> <input type="text" value="0"/> # <i>[nnnnnn]</i> <input type="text" value="#"/> <input type="text" value="9"/>
2	Select Automated Attendants.	<input type="text" value="3"/>
3	Enter Automated Attendant number.	<i>[1–4]</i>
4	Select Announcements.	<input type="text" value="4"/>
5	Enter announcement number.	<i>[1–99]</i> <input type="text" value="#"/>
6	<i>If you want to listen to or modify an existing announcement, go to Step 7. If you want to create a new announcement, choose one of the following:</i> <ul style="list-style-type: none"> <li>• Create announcement.</li> <li>• Cancel.</li> </ul>	<input type="text" value="9"/> or <input type="text" value="6"/>

**Creating Announcements—Continued**

Step	Programming Task	Touch-Tone Input
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to announcement. <i>Go to Step 8.</i></li> <li>• Modify announcement. <i>Go to Step 9.</i></li> <li>• Delete announcement.               <ul style="list-style-type: none"> <li>— Confirm deletion.</li> <li>— Cancel deletion.</li> </ul> </li> <li>• If finished.</li> </ul>	[2] or [6] or [*] [3] [9] or [6] [*] [#]
8	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to announcement. If system is in Bilingual mode:               <ul style="list-style-type: none"> <li>— Listen to announcement in Primary Language.</li> <li>— Listen to announcement in Secondary Language.</li> </ul> </li> <li>• If finished.</li> </ul>	[1] [1] [2] [*] [#]

**Creating Announcements—Continued**

Step	Programming Task	Touch-Tone Input
<p><b>9</b></p>	<p><i>If system is in Bilingual mode, go to Step 10. If system is in Monolingual mode, choose one of the following:</i></p> <ul style="list-style-type: none"> <li>• Record new announcement; then after recording, press <b>1</b> and choose one of the following:                             <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to announcement.</li> <li>— Re-record announcement.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing announcement. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> <i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
<p><b>10</b></p>	<p><i>If system is in Bilingual mode, choose one of the following:</i></p> <ul style="list-style-type: none"> <li>• Record Primary Language.</li> <li>• Record Secondary Language.</li> <li>• Save any recording changes.</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>#</b></p>
<p><b>11</b></p>	<p>Record new announcement; then after recording, press <b>1</b> and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 10.</i></li> <li>• Listen to announcement. <i>Return to Step 10.</i></li> <li>• Re-record announcement. <i>Return to Step 10.</i></li> <li>• Delete recording. <i>Return to Step 10.</i></li> </ul>	<p><i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>

## Programming the Schedule Options

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

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



### ***Administering the Schedule Controller***

The Schedule Controller determines which schedule the Automated Attendants follow—the Switch mode, the Weekly Business Schedule, or a combination of both.

#### ***Administering Schedule Controller***

<b>Step</b>	<b>Programming Task</b>	<b>Touch-Tone Input</b>
<b>1</b>	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
<b>2</b>	Select Automated Attendants.	3
<b>3</b>	Enter Automated Attendant number.	[1–4]
<b>4</b>	Select Schedule Options.	5
<b>5</b>	Choose one of the following: <ul style="list-style-type: none"> <li>Listen to Schedule Controller and schedule settings.</li> <li>Administer Schedule Controller, then choose one of the following: <ul style="list-style-type: none"> <li>Follow Switch mode.</li> <li>Follow Weekly Business Schedule.</li> <li>Follow both.</li> <li>If finished administering Schedule Controller.</li> </ul> </li> <li>If finished programming Schedule Options.</li> </ul>	1 2 1 or 2 or 3 or * # * #

### **Administering the Weekly Business Schedule**

If the Schedule Controller is set to follow the Weekly Business Schedule, or to follow both the Switch mode and the Weekly Business Schedule, a Weekly Business Schedule must be programmed.

#### **Administering Weekly Business Schedule**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendants.	[3]
3	Enter Automated Attendant number.	[1-4]
4	Select Schedule Options.	[5]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Select Weekly Business Schedule.</li> <li>• If finished.</li> </ul>	[3] [*] [#]

**Administering Weekly Business Schedule—Continued**

Step	Programming Task	Touch-Tone Input
6	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>• Enter day to be administered as follows:                             <ul style="list-style-type: none"> <li>— Sunday.</li> <li>— Monday.</li> <li>— Tuesday.</li> <li>— Wednesday.</li> <li>— Thursday.</li> <li>— Friday.</li> <li>— Saturday.</li> <li>— All days.</li> </ul> </li> <li>• If finished.</li> </ul>	<p> <input type="text" value="1"/> or  <input type="text" value="2"/> or  <input type="text" value="3"/> or  <input type="text" value="4"/> or  <input type="text" value="5"/> or  <input type="text" value="6"/> or  <input type="text" value="7"/> or  <input type="text" value="9"/>  <input type="text" value="*"/> <input type="text" value="#"/> </p>
7	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>• Open. <i>Go to Step 8.</i></li> <li>• Closed. <i>Return to Step 6.</i></li> </ul> <p><b>⇒ NOTE:</b>  <i>For the Weekly Business Schedule, if the schedule for the day is "closed," time is not programmed. The Night menu is in effect for the 24-hour period.</i></p> <ul style="list-style-type: none"> <li>• If finished.</li> </ul>	<p> <input type="text" value="1"/>  <input type="text" value="2"/>    <input type="text" value="*"/> <input type="text" value="#"/> </p>

**Administering Weekly Business Schedule—Continued**

Step	Programming Task	Touch-Tone Input
8	Enter opening time where: <i>hh</i> = hour [00–23] <i>mm</i> = minute [00–59]  <b>⇒ NOTE:</b> <i>To administer a day as “open all day,” enter 0000 as the opening time and 2359 as the closing time.</i>	[hhmm] [#]
9	Enter closing time where: <i>hh</i> = hour [00–23] <i>mm</i> = minute [00–59]	[hhmm] [#]
10	Choose one of the following: <ul style="list-style-type: none"> <li>• Approve and save. <i>Return to Step 6 to administer another day.</i></li> <li>• Re-enter. <i>Return to Step 8.</i></li> </ul>	[*] [#]  [1]

**Administering a Temporary Schedule**

See “Administering a Temporary Schedule” on page 140 in Chapter 5. A Temporary Schedule is typically administered prior to when it’s needed, such as before holidays, and not during initial system programming.

**Programming Line Assignments**

For each line that is to receive Automated Attendant Service, you must assign an Automated Attendant number. There are no factory-set line assignments. If a call comes in on a line not assigned to an Automated Attendant, Automated Attendant One is used. A maximum of 80 lines (the communications system maximum) can be assigned among the four Automated Attendants.

*MERLIN Messaging System Planning Form 4–Line Assignments* identifies which Automated Attendant to assign to each line that is to receive Automated Attendant Service.


**Programming Line Assignments**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnnn] 0 # [nnnnnn] # 9
2	Select Automated Attendants.	3
3	Enter Automated Attendant number.	[1–4]
4	Select Line Assignments.	6
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Review line assignments.</li> <li>• Add a line to Automated Attendant, then:                             <ul style="list-style-type: none"> <li>— Enter line number. <i>Repeat this step for each line you want to add to this Automated Attendant.</i></li> <li>— If finished.</li> </ul> </li> <li>• Delete a line, then:                             <ul style="list-style-type: none"> <li>— Enter line number, then:                                     <ul style="list-style-type: none"> <li>■ Confirm deletion.</li> <li>■ Cancel deletion.</li> </ul> </li> <li>— Repeat the above deletion steps for each line you want to delete from this Automated Attendant.</li> </ul> </li> <li>• If finished.</li> </ul>	1 2 [nnnn] # * # * 3 [nnnn] # 9 or 6 * #

## Identifying Fax Extensions

The Fax or Fax Calling Group Extension is where each Automated Attendant transfers fax calls it detects. The extension must first be programmed as a Fax Extension type in order to identify it as a Fax Extension for an Automated Attendant (see “Assigning Fax Extensions” on page 45).

### Identifying Fax Extensions

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendants.	[3]
3	Enter Automated Attendant number.	[1-4]
4	Select Fax Extension.	[7]
5	<p>Choose one of the following:</p> <ul style="list-style-type: none"> <li>• Enter extension number.</li> <li>• Remove the fax extension for this Automated Attendant.</li> </ul> <p> <b>NOTE:</b> <i>This removes the Fax Extension assignment to this Automated Attendant only; other Automated Attendants that share this Fax Extension remain unchanged.</i></p> <ul style="list-style-type: none"> <li>• If finished.</li> </ul>	<p>[nnnn] [#] or</p> <p>[*] [3]</p> <p>[*] [#]</p>

## Setting System Security Parameters

System Security Parameters include certain Transfer Restrictions and a Minimum Password Length. These features enhance the security of your system by reducing the risk of abuse by unauthorized users and helping to prevent toll fraud.

*MERLIN Messaging System Planning Form 5—Security Settings* provides the information required to program the security options.

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### Setting Transfer Restrictions

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



#### **SECURITY ALERT:**

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

**Setting Transfer Restrictions**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select System Security Parameters.	[5]
3	Select Transfer Restrictions.	[1]
4	Choose one of the following: <ul style="list-style-type: none"> <li>• On.</li> <li>• Off.</li> <li>• If finished.</li> </ul>	[1] or [2] [*] [#]

**Setting Minimum Password Length**

The minimum number of digits in user and System Administrator passwords can be set to any number between 0 and 15; however, a password length of less than six digits is highly discouraged. Setting the minimum Password Length to 0 digits means that no password checking will be done for users who do not program a password for their mailbox. The factory setting for the Minimum Password Length is 6 digits.

**SECURITY ALERT:**

**A Minimum Password Length of at least six digits is strongly recommended. The shorter the Minimum Password Length, the more vulnerable your system is to abuse by unauthorized persons. Choose the largest acceptable minimum length in order to maximize the security of your system.**



**Setting Minimum Password Length**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	<p>[nnn]</p> <p>[0] [#]</p> <p>[nnnnnn] [#]</p> <p>[9]</p>
2	Select System Security Parameters.	[5]
3	Select Minimum Password Length.	[2]
4	Choose one of the following: <ul style="list-style-type: none"> <li>• Enter Minimum Password Length. <i>Factory-set length is 6; range is 0–15.</i></li> <li>• If finished.</li> </ul>	<p>[nn] [#]</p> <p>[*] [#]</p>

## Backing Up the System

You can back up programmed configuration data and a subset of the Automated Attendant menu and submenu prompts onto the PC Card.

### NOTE:

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

### Backing Up the System

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select System Backup.	[8]
3	Select Backup, then choose one of the following: — Confirm. — Cancel.	[8] [9] or [6]
4	When finished.	* [#]

## Restoring the System

 **CAUTION:**

Restore should only be used to restore information to a new system when the old system fails. A restore deletes all voice mail messages and only restores programmed data and voice recordings that have been backed up to the PC Card. See the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide* for information about performing a restore.



# 4 Programming the Communications System

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## Overview

This chapter describes the MERLIN LEGEND Communications System programming tasks that must be performed after the MERLIN Messaging module has been initially installed and programmed. Before you begin the tasks provided in this chapter, be sure you have completed the tasks provided in Chapter 2, “Initial Preparation,” and Chapter 3, “Programming the Messaging System.”

You can program the MERLIN LEGEND Communications System settings from a MERLIN LEGEND MLX-20L Programming Console or you can use System Programming Maintenance (SPM) software on a personal computer. For more information on using the MLX-20L<sup>®</sup> Programming Console or the SPM software, see *MERLIN LEGEND Communications System, System Programming*.

The procedures in this chapter for programming the communications system use several typefaces that indicate what the step involves. The typefaces are described in the following table.

***Typefaces Used in Procedures to Program the Communications System***

Typeface Sample	Meaning
More	To select this option, press this imprinted button on the console.
GrpCalling	To select this menu option, use an unlabeled display button.
Enter extension number <i>[nnn]</i>	Enter the variable information in brackets.
<b>PgUp</b>	Press this key on the PC.
<b>F1</b>	Press this function key on the PC.
<b>Alt + P</b>	On the PC, hold down the first key and press the second key.

## Group-Assigned Features

You must program the Transfer Return Time and VMS Transfer Return Interval features.

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### Setting the Transfer Return Time

The Transfer Return Time is the number of rings that occurs before a transferred call returns to the extension from which it was transferred.

If all extensions are covered only by the MERLIN Messaging System, the Transfer Return Time should be set to a value greater than the Coverage Delay Interval. If any extension has personal coverage and group coverage by the MERLIN Messaging System, set the Transfer Return Time to a value greater than the sum of the Coverage Delay and Delay Ring Intervals. For more information, see the *MERLIN LEGEND Communications Systems, Feature Reference*.

- Use *MERLIN LEGEND Communications System Planning Form 8a, System Features*, to identify the Transfer Return Time.
- The factory setting is four rings.

**Setting Transfer Return Time**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i>  [F1] [F5]
2	Select Options.	Options	[F7]
3	Select Transfer.	Transfer	[F1]
4	Select Transfer Return Time.	Return Time	[F1]
5	Erase current number of rings.	Backspace or Drop	[F4] or [Alt] + [P]
6	Enter number of rings before calls are transferred to originator.	<i>[n]</i> Enter	<i>[n]</i> [F10]
7	Return to System Programming menu.	Exit Exit	[F5] [F5]

**Setting the VMS Transfer Return Interval**

The VMS (Voice Messaging System) Transfer Return Interval defines the number of rings that occurs before a call transferred by the MERLIN Messaging System is redirected to a designated Transfer Redirect Extension. Calls can be redirected to the QCC queue (Hybrid/PBX mode only), another extension, or a Calling Group. For more information, see “Redirecting Calls Sent to Unassigned Extensions” later in this chapter.

- If all stations are covered only by the MERLIN Messaging System, the VMS Transfer Return Interval should be set to a value greater than the Group Coverage Ring Delay. The Group Coverage Ring Delay is set on individual sender extensions assigned to the Coverage Group.



- If any station has both personal coverage (Primary only or Primary and Secondary Coverage) and group coverage by the MERLIN Messaging System, set the VMS Transfer Return Interval to a value greater than the sum of the Group Coverage Ring Delay and Primary Cover Ring Delay.
- The VMS Transfer Return Interval does not appear on any MERLIN LEGEND Communications System Planning Form.
- The factory setting is four rings.

**NOTE:**

*It is recommended that you set the VMS Transfer Return Interval equal to the Transfer Return Time.*

**Setting VMS Transfer Return Interval**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Auxiliary Equipment.	AuxEquip	[F9]
3	Select Voice Messaging System/Automated Attendant.	VMS/AA	[F6]
4	Select Transfer Return.	TransferRtn	[F1]
5	Erase current number of rings.	Backspace or Drop	[F4] or [Alt] + [P]
6	Enter number of rings before calls are returned from transfer.	[n] Enter	[n] [F10]
7	Return to System Programming menu.	Exit Exit	[F5] [F5]

## Call Answer Service

Program the MERLIN LEGEND Communications System to transfer unanswered calls to the MERLIN Messaging System by assigning Group Coverage to the extensions you want to have covered. Then select the MERLIN Messaging System Calling Group as the Group Coverage Receiver.

Any number of extensions can be assigned to a Coverage Group. Unanswered calls to extensions in the Coverage Group (senders) are redirected to MERLIN Messaging ports in the MERLIN Messaging Calling Group (receivers). The MERLIN LEGEND Communications System sends the call with a code identifying it as a coverage call.

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### Programming Group Coverage

Create a Coverage Group for the extensions covered by MERLIN Messaging Call Answer Service. Use *MERLIN LEGEND Communications System Form 7c, Group Coverage*, to identify extensions included in the Coverage Group and to identify the extension of the MERLIN Messaging Calling Group.

**Programming Group Coverage**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i> [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display next page of menu.	More	[PgUp]
4	Select Group Coverage.	Group Cover	[F3]
5	Enter group number.	<i>[1-30]</i> Enter	<i>[1-30]</i> [F10]
6	Enter extensions. <i>Repeat this step for each extension to be included in the Coverage Group.</i>	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
7	Return to Extensions menu.	Exit	[F5]
8	Select Group Calling.	Grp Calling	[F4]
9	Select Group Coverage.	GrpCoverage	[F3]
10	Enter extension number of MERLIN Messaging Calling Group.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
11	Enter Coverage Group number.	<i>[nn]</i> Enter	<i>[nn]</i> [F10]
12	Return to System Programming menu.	Exit Exit	[F5] [F5]

## Creating the Group Coverage Ring Delay

Use this procedure to specify the following:

- The number of rings before sending calls to Group Coverage when the sender does not have Primary or Secondary Coverage or the receivers are not available, and the Group Coverage receiver is either a Calling Group only or the QCC Queue only (no Group Cover buttons on multiline telephones).
- The number of rings, in addition to the Primary Cover Ring Delay, before sending calls to Group Coverage when the sender has Primary or Secondary Coverage and the receivers are available.

Use the following MERLIN LEGEND Communications System planning forms (depending on the type of telephone) to identify the Group Coverage Ring Delay set for each individual user. The factory setting is three rings.

- *Form 4b, Analog Multiline Telephone*
- *Form 4d, MLX Telephone*
- *Form 4e, MFM Adjunct: MLX Telephone*
- *Form 4f, Tip/Ring Equipment*
- *Form 5a, Direct-Line Console (DLC): Analog*
- *Form 5b, Direct-Line Console (DLC): Digital*
- *Form 5c, MFM Adjunct: DLC*

**Creating Group Coverage Ring Delay**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key] [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display third page of menu.	More More	[PgUp] [PgUp]
4	Select Cover Delay.	Cover Delay	[F2]
5	Select Group.	Group Cover	[F3]
6	Enter sender's extension number.	[nnn] Enter	[nnn] [F10]
7	Erase current number of rings.	Backspace or Drop	[F4] or [Alt] + [P]
8	Enter number of rings for Coverage Delay Interval.	[1-9] Enter	[1-9] [F10]
9	Repeat Steps 5 through 8 for each sender extension assigned to Coverage Group.		
10	Return to System Programming menu.	Exit Exit	[F5] [F5]

## Redirecting Calls Sent to Unassigned Extensions

Designate a Transfer Redirect Extension to which the following types of calls can be transferred:

- Calls transferred by the MERLIN Messaging System to extensions where there is no answer and no coverage.
- Incoming outside calls to unassigned numbers. Calls can be redirected to a QCC (Hybrid/PBX mode only), a Calling Group Extension, or another extension.

Use *MERLIN LEGEND Communications System Planning Form 8a, System Features*, to identify the Transfer Redirect extension, QCC, or Calling Group number for unassigned calls.

### NOTE:

*This is the extension that is used as the Call Answer Service Operator if an invalid extension is programmed as the Call Answer Service Operator.*

### Redirecting Calls Sent to Unassigned Extensions

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Options.	Options	[F7]
3	Display next page of menu.	More	[PgUp]
4	Select Unassigned extension.	Unassigned	[F1]

**Redirecting Calls Sent to Unassigned Extensions—Continued**

Step	Programming Task	Programming Console	PC
5	To transfer unassigned calls to QCC Queue, an extension, or a Calling Group, select QCC Queue, Extension, or Group Calling. <i>If you select QCC Queue, skip to Step 8.</i>	QCC Queue or Extension or Grp Calling, then Enter	[F1] or [F2] or [F3] then [F10]
6	If Extension or Group Calling was selected, erase current setting, if necessary.	Backspace or Drop	[F4] or [Alt] + [P]
7	Enter telephone extension or Calling Group to which you want calls redirected.	[nnn] Enter	[nnn] [F10]
8	Return to System Programming menu.	Exit	[F5]

## Call Handling Methods

The MERLIN Messaging Automated Attendant Service provides four call handling methods that allow external calls to be answered by Automated Attendant Service or by the System Operator:

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

The following sections describe each call handling method and the programming steps required for each method.

### NOTE:

*Fax Call Handling can be combined with Immediate Call Handling. Fax Call Handling cannot be combined with Delayed Call Handling or Night Only Call Handling.*

The following MERLIN LEGEND Communications System planning forms contain information you will need to program the call handling methods.

- *Form 2a, System Numbering: Extension Jacks*
- *Form 7c, Group Coverage*
- *Form 7d, Group Calling*

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### Immediate Call Handling

With Immediate Call Handling, the MERLIN Messaging Automated Attendant Service answers all incoming calls. If the System Operator has a Direct-Line Console (DLC), calls ring on the DLC's line or pool button if the MERLIN Messaging System has not answered the call within the Delay Ring Interval. If the System Operator has a Queued Call Console (QCC), calls overflow from the MERLIN Messaging System to the QCC when the Calling Group overflow threshold criteria are met.

When the number of incoming calls to the MERLIN Messaging System is large, overflow calls are sent to the System Operator. If no MERLIN Messaging ports



are available to answer the call, the call is transferred to the QCC overflow queue, when the Queue Overflow Threshold is reached, or to a DLC after the Delay Ring Interval.

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

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

Use this procedure if the MERLIN LEGEND Communications System Operator has a Queued Call Console (QCC) and the QCC should receive overflow calls from the MERLIN Messaging System. The QCC will receive calls when the number of calls waiting in the MERLIN Messaging Calling Group queue is equal to or greater than the programmed Overflow Threshold. Use *MERLIN LEGEND Communications System Form 7d, Group Calling*, to identify the Overflow Threshold.

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

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter ↵"/> [any key]  <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions.	Extensions	<input type="button" value="F6"/>
3	Display next page of menu.	More	<input type="button" value="PgUp"/>
4	Select Group Calling.	Grp Calling	<input type="button" value="F4"/>
5	Select Group Calling Overflow Coverage.	Overflow	<input type="button" value="F8"/>

**Providing Overflow Coverage (Hybrid/PBX Only) to the QCC for Immediate Call Handling—Continued**

Step	Programming Task	Programming Console	PC
6	Enter extension number of MERLIN Messaging Calling Group.	[nnn] Enter	[nnn] F10
7	Enter QCC listed directory number.	[nnn] Enter	[nnn] F10
8	Select Number-Based Overflow.	Number Based Overflow	F1
9	Erase current number of calls.	Backspace or Drop	F4 or Alt + P
10	Enter number of calls in queue before calls are sent to QCC.	[1-99] Enter	[1-99] F10
11	Select Time Based Overflow.	Time Based Overflow	F2
12	Erase current number of seconds.	Backspace or Drop	F4 or Alt + P
13	Enter number of seconds in queue before calls are sent to QCC.	[0-999] Enter	[0-999] F10
14	Select Prompt-Based Overflow.	Prompt Based Overflow	F3
15	Select Yes or No.	Yes or No Enter	F2 or F3 F10
16	Return to System Programming menu.	Exit Exit Exit	F5 F5 F5

### Setting the DLC's Lines to Delay Ring

Delay Ring (one of the MERLIN LEGEND Communications System Ring Timing Options for line buttons on a telephone) provides a delay before the telephone rings. For an outside line button programmed for Delay Ring, the delay is fixed at two rings and cannot be changed. Lines or pools assigned to the MERLIN Messaging Calling Group should be programmed for Delay Ring on the Direct-Line Console (DLC). The MERLIN Messaging System is allowed two rings to answer a call on an outside line before the line button rings at the System Operator's extension.

Use this procedure if you want calls not answered by the MERLIN Messaging System to ring on the operator's DLC after two rings. An alternative is to set lines to No Ring. See "Setting No Ring for Other Extensions" later in this chapter.

See *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, for line and pool numbers. Use *MERLIN LEGEND Communications System Planning Form 2a, System Numbering: Extension Jacks*, to identify the System Operator's extension.

### Setting DLC's Lines to Delay Ring

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key] [F1] [F5]
2	Display next page of menu.	More	[PgUp]
3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
4	Select Program Extension.	Program Ext	[F1]

**Setting DLC's Lines to Delay Ring—Continued**

Step	Programming Task	Programming Console	PC
5	Enter extension you want to program.	[nnn] Enter	[nnn] [F10]
6	Start Centralized Telephone Programming.	Start	[F10]
7	Select Line/Feature button.	Press button on console.	[⇧ Shift] or [Alt] and function key
8	Choose an option: <ul style="list-style-type: none"> <li>Set all lines at extension to Delay Ring.</li> <li>Set individual lines at extension to Delay Ring. <i>Repeat Steps 7 and 8 as needed.</i></li> </ul>	*346  *36	[*] [3] [4] [6]  [*] [3] [6]
9	Return to System Programming menu.	Sys Program Exit Exit More	[F1] [F5] [F5] [PgUp]

### Setting No Ring for Other Extensions

Lines assigned to the MERLIN Messaging Calling Group that also appear at other telephones should be set to No Ring on those telephones.

- Use *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, to identify which lines are assigned to the MERLIN Messaging System Calling Group; these lines should be set to No Ring.
- The factory setting for lines is Immediate Ring.
- Use MERLIN LEGEND Communications System Centralized Telephone Programming to set the lines answered by the Automated Attendant to No Ring.















#### NOTE:

*This procedure is for a MERLIN LEGEND Communications System in Key mode only. For a MERLIN LEGEND Communications System in Hybrid/PBX mode, these instructions apply only for setting No Ring for lines on a Direct Line Console (DLC).*

### Setting No Ring for Other Extensions

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter ↵"/> [any key]  <input type="button" value="F1"/>  <input type="button" value="F5"/>
2	Display next page of menu.	More	<input type="button" value="PgUp"/>
3	Select Centralized Telephone Programming.	Cntr-Prg	<input type="button" value="F4"/>
4	Select Program Extension.	Program Ext	<input type="button" value="F1"/>
5	Enter extension you want to program.	[nnn] Enter	[nnnn] <input type="button" value="F10"/>

**Setting No Ring for Other Extensions—Continued**

Step	Programming Task	Programming Console	PC
6	Select line/feature button.	Press button on console.	 Shift or  Alt and function key, then 
7	Choose an option: <ul style="list-style-type: none"> <li>Set all lines at extension to No Ring.</li> <li>Set individual lines at extension to No Ring. <i>Repeat Steps 6 and 7 as needed.</i></li> </ul>	*345  *35	       
8	Return to System Programming menu.	Sys Program Exit Exit More	   

**Assigning Trunks/Pools to the MERLIN Messaging Calling Group**

Assign the trunks/pools to the MERLIN Messaging Calling Group so that incoming calls are directed to the MERLIN Messaging System.

- Be sure that the MERLIN Messaging System parameters are administered and the system is installed before assigning trunks/pools. For details, see Chapter 3, “Programming the Messaging System.”
- Use *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, to identify the lines assigned to the MERLIN Messaging System Calling Group.

**Assigning Trunks/Pool to the MERLIN Messaging Calling Group**

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

**Fax Call Handling**

Identify the extensions associated with fax machines. Identify with which Automated Attendant each fax machine is associated. Also identify the extension that will display a message-waiting indication when a fax is received. If more than one Fax Machine Extension is specified for an Automated Attendant, you must create a Fax Calling Group for that Automated Attendant. This allows the MERLIN Messaging System to transfer fax calls immediately to an available fax machine assigned to the Fax Calling Group.

**⇒ NOTE:**

*Fax Call Handling can be used only with Immediate Call Handling. Fax Call Handling cannot be used with Delayed Call Handling or Night Only Call Handling.*

**Administering Fax Ports**

Up to four message-waiting lights can be programmed to light when fax calls have been received.

- Use *MERLIN LEGEND Communications System Planning Form 2a, System Numbering: Extension Jacks*, to determine the fax station jack number.
- Use *MERLIN LEGEND Communications System Planning Forms 4d, MLX Telephones; 5a, Direct-Line Console (DLC)–Analog; 5b, Direct-Line Console (DLC)–Digital; and 5d, Queued-Call Console (QCC)*, to determine the extension(s) for message-waiting indication.
- Use *MERLIN LEGEND Communications System Planning Form 4f, Tip/Ring Equipment*, to determine the station jack for the fax machine.

**Administering Fax Ports**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] Enter ↵ [any key]  [F1] [F5]
2	Select Auxiliary Equipment.	AuxEquip	[F9]
3	Select Fax.	Fax	[F3]
4	Select Extension.	Extension	[F1]
5	Enter fax machine extension number.	[nnn] Enter	[nnn] [F10]



**Administering Fax Ports—Continued**

Step	Programming Task	Programming Console	PC
6	To return to Fax menu.	Exit	F5
7	To assign an extension to receive message-waiting indication.	Msg Waiting	F2
8	Identify fax machine extension number sending the indication.	[nnn] Enter	[nnn] F10
9	Enter extension number of telephone you want to assign as fax message-waiting receiver. <i>Repeat this step for up to four extensions.</i>	[nnn] Enter	[nnn] F10
10	Return to Fax menu.	Exit	F5
11	Select Threshold.	Threshold	F3
12	Erase current setting.	Backspace or Drop	F4 or Alt + P
13	Enter number of seconds.	[0-30] Enter	[0-30] F10
14	Return to System Programming menu.	Exit Exit	F5 F5

**Creating a Fax Calling Group**

If more than one fax machine is assigned to an Automated Attendant, use this procedure to assign fax machines to a Calling Group.

- Use *MERLIN LEGEND Communications System Planning Form 2a, System Numbering: Extension Jacks*, to determine the fax extension.
- Use *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, to determine the available Calling Group numbers.

**Creating Fax Calling Group**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] Enter ← <i>[any key]</i> [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display next page of menu.	More	[PgUp]
4	Select Group Calling.	Grp Calling	[F4]
5	Select Members.	Members	[F9]
6	Enter extension number of MERLIN Messaging Calling Group.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
7	Enter Group Member (extension of fax machine). <i>Repeat this step for each fax machine.</i>	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
8	Exit.	Exit	[F5]
9	Display next page of menu.	More	[PgUp]
10	Select Group Type.	Group Type	[F1]
11	Enter extension number of Calling Group.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
12	Select Auto Login.	Auto Login Enter	[F1] [F10]
13	Return to System Programming menu.	Exit Exit Exit	[F5] [F5] [F5]

## Delayed Call Handling

### NOTE:

*The instructions in this section are for Delayed Call Handling for a Direct-Line Console (DLC) operator position. If your system has a Queued Call Console (QCC) operator position that requires Delayed Call Handling, refer to the Coverage feature in the Feature Reference for your communications system for details on additional configurations.*

With Delayed Call Handling, incoming calls ring at a Direct-Line Console (DLC) System Operator's telephone. The DLC System Operator provides assistance or transfers the call. When calls are not answered by the DLC System Operator, the MERLIN Messaging System answers the call after a specified time and the caller receives Automated Attendant Service.

To arrange Delayed Call Handling, select a Calling Group Extension (for example, 791) that has no members (referred to as a phantom Calling Group). Program the lines assigned to the buttons on the DLC System Operator position to ring directly into the phantom Calling Group. Assign the MERLIN Messaging Calling Group as the overflow receiver for the phantom Calling Group. Change the factory setting for the Number-Based Overflow from 1 to 99 calls and set the Time-Based Overflow threshold to the appropriate setting (approximately 5 seconds for each ring). For example, if you want a call to ring at the DLC System Operator's position 5 times before being transferred, set the Time-Based Overflow to 25 seconds.

With this delayed call arrangement, calls ring at the DLC System Operator's telephone and at the phantom Calling Group. If the System Operator does not answer a call within the amount of time programmed as the overflow threshold, the overflow coverage for the phantom Calling Group sends the call to the MERLIN Messaging Calling Group. The mailbox you create for the phantom Calling Group provides the Automated Attendant Service.

### **Assigning Outside Lines or Pools to Delayed Call Handling Calling Group**

When setting up the MERLIN Messaging System for Delayed Call Handling, first select an unused Calling Group extension (for example, 791) with no members (phantom Calling Group). Next, use this procedure to program the outside lines or pools assigned to the buttons on the DLC System Operator position to ring directly into the phantom Calling Group.

Use *MERLIN LEGEND Communications System Planning Form 5a, Direct-Line Console (DLC): Analog* and/or *MERLIN LEGEND Communications System Planning Form 5b, Direct-Line Console (DLC): Digital*, to identify the outside lines or pools assigned to buttons on the DLC System Operator position for which you want to provide Delayed Call Handling. Using this information, complete *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, to identify the outside lines or pools assigned to the phantom Calling Group.

Repeat this procedure for each Delayed Call Handling phantom Calling Group.

### **Assigning Outside Lines or Pools to Delayed Call Handling Calling Group**

Step	Instruction	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	<input type="button" value="C"/> <input type="button" value="Enter ↵"/> [any key]  <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions.	Extensions	<input type="button" value="F6"/>
3	Display next page of menu.	More	<input type="button" value="PgUp"/>
4	Select Group Calling.	Grp Calling	<input type="button" value="F4"/>
5	Select Line/Pool.	Line/Pool	<input type="button" value="F10"/>
6	Enter extension number of Delayed Call Handling Calling Group.	[nnn] Enter	[nnnn] <input type="button" value="F10"/>

### **Assigning Outside Lines or Pools to Delayed Call Handling Calling Group—Continued**

Step	Instruction	Programming Console	PC
7	Enter line/trunk or pool number. <i>Repeat this step for each line/trunk or pool that you want to ring directly into Delayed Call Handling Calling Group.</i>	[ <i>nnn</i> ] Enter	[ <i>nnn</i> ] F10
8	Return to Extensions Menu.	Exit	F5
9	Select Group Calling.	Grp Calling	F4
10	Select Group Coverage.	GrpCoverage	F3
11	Enter extension number of MERLIN Messaging Calling Group.	[ <i>nnn</i> ] Enter	[ <i>nnn</i> ] F10
12	Enter Coverage Group number.	[ <i>nn</i> ] Enter	[ <i>nn</i> ] F10
13	Return to System Programming menu.	Exit Exit Exit	F5 F5 F5

### **Providing Overflow Coverage to MERLIN Messaging for the Delayed Call Handling Calling Group**

Use this procedure to do the following:

- Specify the MERLIN Messaging Calling Group as the overflow receiver for the Delayed Call Handling Calling Group.
- Change the factory setting for the Number-Based Overflow from 1 to 99 calls.

- Set the Time-Based Overflow threshold to the appropriate setting (approximately 5 seconds for each ring). For example, if you want a call to ring at the DLC System Operator's position 5 times before being transferred, set the Time-Based Overflow to 25 seconds.

**⇒ NOTE:**

*Keep the factory settings for the Calling Group type (AutoLogout) and hunt type (circular).*

Use *MERLIN LEGEND Communications System Form 7d, Group Calling*, to identify the Overflow. Repeat this procedure for each Delayed Call Handling Calling Group.

***Providing Overflow Coverage to MERLIN Messaging for the Delayed Call Handling Calling Group***

Step	Instruction	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	<input type="button" value="C"/> <input type="button" value="Enter→"/> [any key]  <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Select Extensions.	Extensions	<input type="button" value="F6"/>
3	Display next page of menu.	More	<input type="button" value="PgUp"/>
4	Select Group Calling.	Grp Calling	<input type="button" value="F4"/>
5	Select Overflow.	Overflow	<input type="button" value="F8"/>
6	Enter extension number of Delayed Call Handling Calling Group.	[nnn] Enter	[nnn] <input type="button" value="F10"/>
7	Erase current overflow receiver extension, if assigned.	Drop	<input type="button" value="Alt"/> + <input type="button" value="P"/>
8	Enter extension for the MERLIN Messaging Calling Group.	[nnn] Enter	[nnn] <input type="button" value="F10"/>

### ***Providing Overflow Coverage to MERLIN Messaging for the Delayed Call Handling Calling Group***

<b>Step</b>	<b>Instruction</b>	<b>Programming Console</b>	<b>PC</b>
<b>9</b>	Select Number-Based Overflow.	Number Based Overflow	<b>F1</b>
<b>10</b>	Erase the current number of calls.	Drop	<b>Alt + P</b>
<b>11</b>	Enter the highest setting (to ensure calls go to overflow based on time and not number of calls).	99 Enter	99 <b>F10</b>
<b>12</b>	Select Time-Based Overflow.	Time Based Overflow	<b>F2</b>
<b>13</b>	Erase the current time setting.	Drop	<b>Alt + P</b>
<b>14</b>	Return to System Programming menu.	Exit Exit Exit	<b>F5</b> <b>F5</b> <b>F5</b>

### ***Creating an Automated Attendant Mailbox for the Delayed Call Handling Calling Group Extension***

After you assign lines and set up coverage for the Delayed Call Handling Calling Group, you must add the extension for the Delayed Call Handling Calling Group as a mailbox in the MERLIN Messaging System and assign it as an Automated Attendant mailbox. See “Assigning Automated Attendant Extensions” on page 41 in this guide.

## Night-Only Call Handling

If Night-Only Call Handling is programmed, the MERLIN LEGEND Communications System directs calls to the Automated Attendant Service only when the MERLIN LEGEND Communications System is in Night Service.

### ***Programming a Night Service Coverage Receiver***

Program the MERLIN Messaging Calling Group as the Night Service Group Member for the System Operator. Night Service calls are sent to the MERLIN Messaging System, and Automated Attendant Service answers the call.

Use *MERLIN LEGEND Communications System Planning Form 9a, Night Service: Group Assignment*, to determine the Night Service Operator Extension and the extension number for the MERLIN Messaging Calling Group.

### ***Programming Night Service Coverage Receiver***

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Night Service.	NightSrvce	[F10]
3	Select Group Assignment.	GroupAssign	[F1]
4	Select Calling Group.	Calling Grp	[F2]



**Programming Night Service Coverage Receiver**

<b>Step</b>	<b>Programming Task</b>	<b>Programming Console</b>	<b>PC</b>
<b>5</b>	Enter extension number of Night Service Operator.	<i>[nnn]</i> Enter	<i>[nnnn]</i> [F10]
<b>6</b>	Enter extension number of MERLIN Messaging Calling Group.	<i>[nnn]</i> Enter	<i>[nnnn]</i> [F10]
<b>7</b>	Return to System Programming menu.	Exit Exit	[F5] [F5]

# Restriction of MERLIN Messaging System Ports

You must restrict the system ports from making external calls, unless the port is used for Outcalling.

---

## Programming Outward Restriction

### SECURITY ALERT:

**All MERLIN LEGEND Communications System extensions assigned to the MERLIN Messaging module voice ports should be Outward Restricted if the Outcalling feature *is not* used. If Outcalling *is* used, ports to be Unrestricted are Port 2 on a two-port system; Port 4 on a four-port system; or Port 6 on a six-port system. All other ports should be left with outward restrictions.**

Use *MERLIN LEGEND Communications System Planning Form 6g, Call Restriction Assignments and Lists*, to determine which extensions should be Outward Restricted and which should be Unrestricted. The factory setting is all MERLIN Messaging extensions assigned to the MERLIN Messaging Calling Group as Integrated VMI are Outward Restricted.

If you want to limit the numbers on which Outcalling can be used, apply the appropriate restrictions (Allowed/Disallowed Lists or Facility Restriction Levels for Automatic Route Selection). See the Calling Restrictions feature in the *MERLIN LEGEND Communications System, Feature Reference*.

**Programming Outward Restriction to Allow Outcalling**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key] [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Select Restriction.	Restriction	[F4]
4	Enter extension number of MERLIN Messaging port. Enter only extension number of highest port, i.e., Port 2 on a two-port system, Port 4 on a four-port system, Port 6 on a six-port system.	[nnn] Enter	[nnn] [F10]
5	Select Unrestrict or Toll Restrict, as appropriate.	Unrestrict or Toll Restrict	[F1] or [F3]
6	Choose Enter if you are finished or Next for next sequential extension.	Enter or Next	[F10] or [F9]
7	Return to System Programming menu.	Exit	[F5]

## Programming Automatic Route Selection (ARS) Restriction

If the communications system is in Hybrid/PBX mode, as an additional security step, network dialing for all extensions, including messaging port extensions, should be processed through ARS using dial access code 9.

Use *MERLIN LEGEND Communications System Planning Form 6g, Call Restriction Assignments and Lists*, to determine what Facility Restriction Level (FRL) the MERLIN Messaging System ports and other extensions should have.



### SECURITY ALERT:

**All ports on the MERLIN LEGEND Communications System that are programmed as VMI ports are assigned an FRL of 0, the VMI ports are Outward Restricted, and Disallowed List 7 is assigned. This combination of restrictions is designed to restrict all Outcalling.**

**To prevent toll fraud, ARS FRLs should be established using:**

- FRL 0 for restriction to internal dialing only.
- FRL 2 for restriction to local network calling only.
- FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic, as this is part of the North American Numbering Plan, unless 809 is required).
- FRL 4 for international calling.

**Each extension should be assigned the appropriate FRL to match its calling requirements. *All messaging port extensions not used for Outcalling should be assigned to FRL 0 (the factory setting).***

If Outcalling will be used for the MERLIN Messaging System, program the appropriate ARS FRL for the messaging port extension used for Outcalling. Ports used for Outcalling are Port 2 on a two-port system, Port 4 on a four-port system, and Port 6 on a six-port system.

**Programming Automatic Route Selection (ARS) Restriction**

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i>  [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display next page of menu.	More	[PgUp]
4	Select Restriction.	ARS Restrct	[F6]
5	Enter extension number of MERLIN Messaging System port.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
6	Erase current FRL.	Backspace or Drop	[F4] or [Alt] + [P]
7	Enter restriction level.	<i>[0-6]</i> Enter	<i>[0-6]</i> [F10]
8	Return to System Programming menu.	Exit	[F5]

## Creating the Night Service Exclusion List

The Exclusion List contains extensions that are exempt from Night Service password requirements. The extensions assigned to the MERLIN Messaging port that is used for Outcalling should be put on the Exclusion List if you want to allow Outcalling after hours. These are the extension numbers for Port 2 on a two-port system, Port 4 on a four-port system, or Port 6 on a six-port system.

Use *MERLIN LEGEND Communications System Planning Form 9b, Night Service, Outward Restriction*, to determine the extension for the port used for Outcalling included on the Exclusion List.

### Creating Exclusion List

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Night Service.	NightSrvce	[F10]
3	Select Exclusion List.	ExcludeList	[F4]
4	Assign MERLIN Messaging System port to Exclusion List. Enter only extension number of highest port, i.e., Port 2 on a two-port system, Port 4 on a four-port system, Port 6 on a six-port system.	[nnn] Enter	[nnn] [F10]
5	Return to previous menu.	Exit	[F5]

## Touch-Tone Settings

The following settings for Touch-Tone Duration and Touch-Tone Interval should be verified.

### Confirming the Touch-Tone Duration

The Touch-Tone Duration defines the length of the Touch-Tone signals sent from the MERLIN LEGEND Communications System to the MERLIN Messaging System. Verify the Touch-Tone Duration factory setting of 100 milliseconds (ms).

#### Confirming the Touch-Tone Duration

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Auxiliary Equipment.	AuxEquip	[F9]
3	Select VMS/AA.	VMS/AA	[F6]
4	Select Touch-Tone Duration.	TT Duration	[F2]
5	Choose an option: <ul style="list-style-type: none"> <li>Verify factory setting of 100 ms. If setting is not correct, erase current setting. To change setting, enter number of milliseconds.</li> <li>If setting is correct, return to System Programming menu.</li> </ul>	Backspace or Drop [nnn] Enter  Exit Exit	[F4] or [Alt] + [P] [nnn] [F10]  [F5] [F5]

## Confirming the Touch-Tone Interval

The Touch-Tone Interval defines the time between Touch-Tone signals sent between the MERLIN LEGEND Communications System and the MERLIN Messaging System. Verify the Touch-Tone Interval factory setting of 100 milliseconds (ms).

### Confirming Touch-Tone Interval

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1]  [F5]
2	Select Auxiliary Equipment.	AuxEquip	[F9]
3	Select VMS/AA.	VMS / AA	[F6]
4	Select Touch-Tone Interval.	TT Interval	[F3]
5	Choose an option: <ul style="list-style-type: none"> <li>Verify factory setting of 100 ms. If setting is not correct, erase current setting. To change setting, enter number of milliseconds.</li> <li>If setting is correct, return to System Programming menu.</li> </ul>	Backspace or Drop [nnn] Enter  Exit Exit	[F4] or [Alt] + [P] [nnn] [F10]  [F5]  [F5]



## Programming the Message-Waiting Receiver

When a Calling Group has a mailbox, it is useful to designate an extension as a Message-Waiting Receiver for the Calling Group. The message-indicator lights on the designated extension whenever a caller leaves a message for the Calling Group.

- Use *MERLIN LEGEND Communications System Planning Form 7d, Group Calling*, to identify the Message-Waiting Receiver extension number.
- Only one telephone can be designated as the Message-Waiting Receiver.

### Programming Message-Waiting Receiver

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	[S] [P] [M] [Enter ↵] [any key]  [F1] [F5]
2	Select Extensions.	Extensions	[F6]
3	Display next page of menu.	More	[PgUp]
4	Select Group Calling.	Grp Calling	[F4]
5	Select Message-Waiting Receiver.	Message	[F4]
6	Enter extension number of MERLIN Messaging Calling Group.	[nnn] Enter	[nnnn] [F10]
7	Enter extension number of telephone you want to assign as Message-Waiting Receiver.	[nnn] Enter	[nnnn] [F10]
8	Return to System Programming menu.	Exit Exit	[F5] [F5]

## Programming Labels

You may program labels to identify your Calling Group and MERLIN Messaging ports so that the names you program appear on display telephones when the MERLIN Messaging System is dialed, or a call is received or transferred from the MERLIN Messaging System.

Use *MERLIN LEGEND Communications System Planning Form 2a, System Numbering: Extension Jacks*, to identify labels.

### Programming Labels

Step	Programming Task	Programming Console	PC
1	Enter programming mode.	Menu  Sys Program Exit	<input type="button" value="S"/> <input type="button" value="P"/> <input type="button" value="M"/> <input type="button" value="Enter ↵"/> <i>[any key]</i> <input type="button" value="F1"/> <input type="button" value="F5"/>
2	Display next page of menu.	More	<input type="button" value="PgUp"/>
3	Select Labeling.	Labeling	<input type="button" value="F1"/>
4	Select Group Calling.	Grp Calling	<input type="button" value="F4"/>
5	Enter extension number of MERLIN Messaging Calling Group.	<i>[nnn]</i> Enter	<i>[nnn]</i> <input type="button" value="F10"/>
6	Enter label name to identify Calling Group.	<i>[xxxxxxx]</i> Enter	<i>[xxxxxxx]</i> <input type="button" value="F6"/>
7	Return to previous menu.	Exit	<input type="button" value="F5"/>
8	Select Directory.	Directory	<input type="button" value="F1"/>
9	Select Extension.	Extension	<input type="button" value="F2"/>
10	Enter extension number for MERLIN Messaging System port.	<i>[nnn]</i> Enter	<i>[nnn]</i> <input type="button" value="F10"/>

**Programming Labels—Continued**

Step	Programming Task	Programming Console	PC
11	Enter "MERMSG," or some other designation that would be meaningful for MERLIN Messaging System.	[xxxxxxx]	[xxxxxxx]
12	Save your entry. <i>Repeat Steps 10–12 for each MERLIN Messaging System port.</i>	Enter	F6
13	Return to System Programming menu.	Exit Exit Exit	F5 F5 F5

## Programming Optional Features

The optional features listed below can be programmed for the MERLIN LEGEND Communications System to help automate MERLIN Messaging operation for users. The features are available for your convenience, but are not required for the operation of the MERLIN Messaging System. See the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide* for the necessary procedures to program these features.

- **Auto Dial Button** – When pressed, directly dials the MERLIN Messaging Calling Group.
- **Delete Message Button** – When pressed, turns off the message-waiting lights and deletes the display message that appears after a user presses the Message button in response to the lighted message-waiting lights.
- **Return Call Button** – When pressed, dials the MERLIN Messaging System extension, enabling a user to retrieve messages when notified by the display message.
- **Coverage VMS Off** – Prevents outside calls to an extension from being sent to the MERLIN Messaging System. Outside calls go to any other points of coverage.
- **Coverage Inside Off** – Prevents the MERLIN Messaging System from handling unanswered calls from internal callers to an extension. Only external calls are handled. This feature cannot be programmed on a button, but must be programmed in extension programming or Centralized Telephone Programming.
- **Direct Voice Mail** – Allows callers to call directly to a mailbox or transfer a call directly to a mailbox without ringing the associated telephone.

# 5 Managing the System

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## Overview

This chapter describes procedures for routine tasks that you may need to perform in order to manage the MERLIN Messaging System. Use these tasks to modify system programming after the MERLIN Messaging System has been installed and initially administered.

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### Logging in to System Administration

Use this procedure to log in to the system once you have created your password as described in “Initially Logging in to System Administration” in Chapter 3.

#### *Logging in to System Administration*

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging Calling Group.	[ <i>nnn</i> ]
2	Enter System Administrator's extension number.	[0] [#]
3	Enter password.	[ <i>nnnnnn</i> ] [#]

**Logging in to System Administration—Continued**

Step	Programming Task	Touch-Tone Input
4	Select System Administration.   <b>NOTE:</b> <i>This option is not heard on the System Administration activity menu. The menu item is deliberately hidden to minimize your system's vulnerability to abuse. You should select it even though it is not heard.</i>	[9]

**Changing System Administrator's Password**

It is recommended that you change the System Administrator's password after the initial administration of the MERLIN Messaging System has been completed, or after a service technician has accessed your system and you have provided the technician with the password. The System Administrator's password can also be changed through the terminal interface.

**SECURITY ALERT:**

**Changing the System Administrator's password after initial programming is complete is *strongly recommended* to protect the security of the system.**

**Changing System Administrator's Password**

Step	Programming Task	Touch-Tone Input
1	Dial Calling Group extension number of MERLIN Messaging Calling Group.	[nnn]
2	Enter System Administrator's extension number.	[0] [#]
3	Enter password.	[nnnnnn] [#]

**Changing System Administrator's Password—Continued**

Step	Programming Task	Touch-Tone Input
4	Select Change Password.	[5]
5	Enter password.	[nnnnnn] [#]
6	Re-enter password.	[nnnnnn] [#]

**Changing the System Administration Prompt Language**

Use this procedure to change the language you hear when you administer the system.

**Changing System Administration Prompt Language**

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging Calling Group.	[nnn]
2	Enter System Administrator's extension number.	[0] [#]
3	Enter password.	[nnnnnn] [#]
4	Select System Administration Prompt Language.	[1]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• US English.</li> <li>• Latin American Spanish.</li> <li>• Canadian French.</li> </ul>	[1] [#] or [2] [#] or [3] [#]

## Modifying System Parameters

To modify system parameters, refer to the procedure in Chapter 3.

- Setting System Language Mode, see page 24.
- Setting System Language, see page 24.
- Setting Date and Time, see page 27.
- Programming the Call Answer Service Operator Extension, see page 28.
- Programming the General Mailbox Owners, see page 29.
- Programming Maximum Extension Length, see page 30.



## Modifying Extension Programming

To modify programming for Transfer-Only Extensions, Automated Attendant Extensions, or Fax Extensions, refer to the procedure in Chapter 3, as follows:

- Assigning Transfer-Only Extensions, see page 38.
  - Assigning Automated Attendant Extensions, see page 41.
  - Assigning Fax Extensions, see page 45.
- 

## Modifying Mailbox Extensions

This section provides procedures to:

- Change Directory Listing or Recorded Name.
  - Change Maximum Message Length for messages left in a mailbox or messages created.
  - Change Mailbox Size.
  - Reinitialize Mailbox Password.
  - Reinitialize Mailbox.
  - Change Outcalling Permission.
  - Change Mailbox Language.
  - Change Phone Status.
  - Delete Mailbox Extension.
- 

### ***Changing a Directory Listing or Recorded Name***

Use this procedure to change the Directory Listing or Recorded Name for a Mailbox Extension. Users and callers can use a four-letter Directory Listing to address or transfer calls. The mailbox user's name can also be recorded. The

System Manager and the mailbox user can record a name, but only the System Manager can administer a Directory Listing for an extension.

### Changing Directory Listing or Recorded Name

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Administer Directory Listing or Recorded Name, then do the following: <ul style="list-style-type: none"> <li>• Select Record Name. <ul style="list-style-type: none"> <li>— Approve name.</li> <li>— Play back recorded name.</li> <li>— Re-record name.</li> <li>— Delete name just recorded.</li> </ul> </li> <li>• Administer Directory Listing.</li> <li>• Enter Directory Listing, then enter first four letters of name. <i>See Appendix A, "Directory Listing Letter Key," to enter letters using Touch-Tones.</i> Then choose one of the following: <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Re-enter.</li> </ul> </li> </ul>	[1] [1] [2] [record name] [1] [*] [#] or [2] [3] or [2] [1] or [*] [3] [2] [1] [nn nn nn nn] [#]  [*] [#] or [1]

**Changing Directory Listing or Recorded Name—Continued**

Step	Programming Task	Touch-Tone Input
5	If finished administering Directory Listing and Recorded Name.	* #

**Changing the Maximum Message Length**

Use this procedure to change the Maximum Message Length. The Maximum Message Length can be programmed to be 2–60 minutes. The factory setting is 4 minutes. Maximum Message Length is the maximum amount of time available for a caller to leave a message and for a user to create a message.

**Changing Maximum Message Length**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
2	Select Extension Administration.	2
3	Enter extension number.	[nnn] #
4	Select Message Length and Mailbox Size.	2
5	Change Message Length and Mailbox Size.	1
6	Enter Maximum Message Length.	[nn] #
7	Skip Mailbox Size.	#

**Changing Maximum Message Length—Continued**

Step	Programming Task	Touch-Tone Input
8	Choose one of the following: <ul style="list-style-type: none"> <li>Approve. <i>Procedure is finished.</i></li> <li>Re-enter. <i>Return to Step 6.</i></li> </ul>	* # or 1

**Changing the Mailbox Size**

Use this procedure to change the Mailbox Size. The Mailbox Size can be programmed to be 5–180 minutes. The factory setting is 20 minutes. The Mailbox Size is the maximum amount of storage time available in a user's mailbox.

**Changing Mailbox Size**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
2	Select Extension Administration.	2
3	Enter extension number.	[nnn] #
4	Select Message Length and Mailbox Size.	2
5	Change Message Length and Mailbox Size.	1
6	Skip Message Length.	#
7	Enter Maximum Mailbox Size.	[nnn] #

**Changing Mailbox Size—Continued**

Step	Programming Task	Touch-Tone Input
8	Choose one of the following: <ul style="list-style-type: none"> <li>• Approve. <i>Procedure is finished.</i></li> <li>• Re-enter. <i>Return to Step 6.</i></li> </ul>	* # or 1

**Reinitializing a Mailbox Password**

Use this procedure to reinitialize a user's mailbox password. For occasions when the user has forgotten the mailbox password, this procedure allows you to remove that password from the mailbox so that the user can create a new one.

**Reinitializing a Mailbox Password**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
2	Select Extension Administration.	2
3	Enter extension number.	[nnn] #
4	Select Reinitialize Password. <i>Password is reset to factory setting and all messages in the mailbox are deleted.</i>	3

### **Reinitializing a Mailbox**

Use this procedure to reinitialize a mailbox. Reinitializing a mailbox sets all mailbox parameters to the factory settings.

#### **Factory-Set Mailbox Parameters**

<b>Parameter</b>	<b>Factory Settings</b>
Directory Listing	Blank
Recorded Name	Blank
Personal Greeting	System
Mailbox Size	20 minutes
Message Length	4 minutes
Language	System Language
Outcalling	No Outcalling Privilege
Call Answer Mode	Record
Password	Blank
Personal Operator	None
Group Lists	None

### **Reinitializing Mailbox**

<b>Step</b>	<b>Programming Task</b>	<b>Touch-Tone Input</b>
1	Log in to System Administration.	<p><i>[nnn]</i></p> <p><input type="text" value="0"/> <input type="text" value="#"/></p> <p><i>[nnnnnn]</i> <input type="text" value="#"/></p> <p><input type="text" value="9"/></p>

**Reinitializing Mailbox—Continued**

Step	Programming Task	Touch-Tone Input
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Select Reinitialize Mailbox.	[4]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Confirm.</li> <li>• Cancel.</li> </ul>	[9] or [6]

**Changing Outcalling Permission**

When Outcalling permission is On, the user can program up to five telephone numbers or pager/beeper numbers for the messaging system to call in order to notify a user that a new message has arrived in their voice mailbox.

**Changing Outcalling Permission**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Select Outcalling.	[5]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Turn Outcalling On.</li> <li>• Turn Outcalling Off.</li> </ul>	[9] or [6]

### **Changing the Mailbox Language**

Use this procedure to change the Mailbox Language. The Mailbox Language is the language the user hears after logging in. The factory-set Mailbox Language is the same as the System Language, if the system is in Monolingual mode, or it is the same as the Primary Language, if the system is in Bilingual mode.

User mailboxes can be administered for any of the supported languages, regardless of the mode or language(s) that have been programmed for the system.

#### **Changing Mailbox Language**

<b>Step</b>	<b>Programming Task</b>	<b>Touch-Tone Input</b>
1	Log in to System Administration.	[ <i>nnn</i> ] 0 # [ <i>nnnnnn</i> ] # 9
2	Select Extension Administration.	2
3	Enter extension number.	[ <i>nnn</i> ] #
4	Select Mailbox Language.	6
5	Select Modify Mailbox Language.	6
6	Choose one of the following: <ul style="list-style-type: none"> <li>• US English.</li> <li>• Latin American Spanish.</li> <li>• Canadian French.</li> </ul>	1 # or 2 # or 3 #
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Confirm.</li> <li>• Cancel.</li> </ul>	9 or 6



### **Changing the Phone Status**

Use this procedure to change the Phone Status of a mailbox extension. If a telephone is associated with the mailbox extension, calls are sent to the extension's telephone when callers transfer from the MERLIN Messaging System to that extension. If a telephone is not associated with the mailbox extension, calls are sent directly to the extension's mailbox when callers transfer from the MERLIN Messaging System to that extension.

#### **Changing Phone Status**

<b>Step</b>	<b>Programming Task</b>	<b>Touch-Tone Input</b>
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Change Phone Status.	[8]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• If a telephone is associated with this extension.</li> <li>• If a telephone is not associated with this extension.</li> </ul>	[9] or [6]

**Deleting a Mailbox Extension**

Use this procedure to delete a mailbox extension.

**Deleting Mailbox Extension**

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Extension Administration.	[2]
3	Enter extension number.	[nnn] [#]
4	Delete this extension number.	[*] [3]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Confirm.</li> <li>• Cancel.</li> </ul>	[9] or [6]

# Modifying Automated Attendant Programming

To modify the following Automated Attendant programming, refer to the following procedures in Chapter 3:

- To create a new submenu, see “Creating Submenus” on page 54.
- To create a new announcement, see “Creating Announcements” on page 59.
- To add a line to an Automated Attendant or to delete a line from an Automated Attendant, see “Programming Line Assignments” on page 66.
- To change or program a fax extension to receive fax calls transferred by an Automated Attendant, see “Identifying Fax Extensions” on page 68. The extension must also be assigned as a Fax Extension type. See “Assigning Fax Extensions” on page 45.

Procedures to modify a Day or Night menu, a submenu, or an announcement; to delete a submenu or announcement; and to administer a Temporary Schedule follow.

---

## Modifying a Day or Night Menu

Use this procedure to modify the Day or Night menu prompt, the Selector Codes, and the Dial 0/Timeout Action of an Automated Attendant Day or Night menu.

### *Modifying Day or Night Menu*

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant number.	[1–4]

**Modifying Day or Night Menu—Continued**

Step	Programming Task	Touch-Tone Input
4	Choose one of the following: <ul style="list-style-type: none"> <li>• Day menu.</li> <li>• Night menu.</li> </ul>	<input type="text" value="1"/> or <input type="text" value="2"/>
5	Select Modify the Menu.	<input type="text" value="6"/>
6	If you want to modify a Selector Code, enter that Selector Code. <i>Otherwise, go to Step 8.</i>	[1–9]
7	Modify Selector Code. Then choose one of the following Selector Code Actions: <ul style="list-style-type: none"> <li>• Selector Code transfer.</li> <li>• Play submenu.</li> <li>• Play announcement.</li> <li>• Direct extension transfer.</li> <li>• Mailbox transfer.</li> <li>• Delete Selector Code.</li> </ul>	<input type="text" value="9"/>  <input type="text" value="1"/> + ext. number + <input type="text" value="#"/> OR <input type="text" value="2"/> + submenu number + <input type="text" value="#"/> OR <input type="text" value="3"/> + announce. number + <input type="text" value="#"/> OR <input type="text" value="5"/> , or <input type="text" value="6"/> + mailbox ext. number + <input type="text" value="#"/> OR <input type="text" value="*"/> <input type="text" value="3"/>
8	If you want to modify Dial 0/Timeout Action, perform this step. <i>Otherwise, go to Step 10.</i>	<input type="text" value="0"/>

**Modifying Day or Night Menu—Continued**

Step	Programming Task	Touch-Tone Input
9	Change Dial 0/Timeout Action, then choose one of the following actions: <ul style="list-style-type: none"> <li>• Transfer to Call Answer Service Operator.</li> <li>• Transfer to General Mailbox.</li> <li>• Disconnect.</li> <li>• Transfer to extension.</li> <li>• Transfer to mailbox.</li> <li>• If finished.</li> </ul>	[9] [0] or [1] or [2] or [3] + <i>ext. number</i> + [#] OR [4] + <i>mailbox ext. number</i> + [#] OR * [#]
10	If finished modifying menu definition. <p><b>⇒ NOTE:</b>  <i>You must continue with either Step 11 or Step 12 and follow the instructions to save the menu definitions and menu prompts.</i></p>	* [#]
11	If system is in Bilingual mode, go to Step 12. If system is in Monolingual mode, choose one of the following: <ul style="list-style-type: none"> <li>• Record a new prompt; then after recording, press [1] and choose one of the following:               <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to prompt.</li> <li>— Re-record prompt.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing menu prompt and save menu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	[1] [ <i>record new prompt</i> ] [1] * [#] or [2] [3] or [2] [1] or * [3] [#]

**Modifying Day or Night Menu—Continued**

Step	Programming Task	Touch-Tone Input
12	If system is in Bilingual mode, choose one of the following: <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• Save menu definition and menu prompt changes.</li> </ul>	[1] or [2] or [#]
13	Record a new prompt; then after recording, press [1] and choose one of the following: <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 12.</i></li> <li>• Listen to prompt. <i>Return to Step 12.</i></li> <li>• Re-record prompt. <i>Return to Step 12.</i></li> <li>• Delete recording. <i>Return to Step 12.</i></li> </ul>	[record new prompt] [1]  [*] [#] or [2] [3] or [2] [1] or [*] [3]


## Modifying a Submenu

Use this procedure to change a submenu definition or prompt. There can be up to 99 submenus shared among four Automated Attendants. A submenu can be assigned to one or more Automated Attendants, and each submenu can be up to two minutes long. The submenu uses the same Dial 0/Timeout Action defined for the Day or Night menu.

### Modifying Submenu

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant number.	[1–4]
4	Select Submenus.	[3]
5	Enter submenu number.	[1–99] [#]
6	Select Modify the Submenu.	[6]
7	Enter Selector Code.	[1–9]

**Modifying Submenu—Continued**

Step	Programming Task	Touch-Tone Input
8	Modify Selector Code. Then choose one of the following Selector Code Actions: <ul style="list-style-type: none"> <li>• Selector Code transfer.</li> <li>• Play submenu.</li> <li>• Play Announcement.</li> <li>• Direct extension transfer.</li> <li>• Mailbox transfer.</li> <li>• Delete Selector Code.</li> <li>• If finished modifying this Selector Code.</li> </ul>	[9]  [1] + ext. number + [#] OR [2] + submenu number + [#] OR [3] + announce. number + [#] OR [5] or [6] + mailbox ext. number + [#] OR * [3] * [#]
9	If finished modifying submenu definition.   <b>NOTE:</b> <i>You must continue with either Step 10 or Step 11 and follow the instructions to save the submenu definition and submenu prompt.</i>	* [#]



**Modifying Submenu—Continued**

Step	Programming Task	Touch-Tone Input
10	<p>If system is in Bilingual mode, go to Step 11. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Record a new prompt; then after recording, press <b>1</b> and choose one of the following:                             <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to prompt.</li> <li>— Re-record prompt.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing submenu prompt and save submenu definition changes. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> <i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
11	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• Save submenu definition and submenu prompt changes.</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>#</b></p>
12	<p>Record a new prompt; then after recording, press <b>1</b> and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 11.</i></li> <li>• Listen to prompt. <i>Return to Step 11.</i></li> <li>• Re-record prompt. <i>Return to Step 11.</i></li> <li>• Delete recording. <i>Return to Step 11.</i></li> </ul>	<p><i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>

## Deleting a Submenu

Use this procedure to delete an Automated Attendant submenu.

### *Deleting Submenu*

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant number.	[1–4]
4	Select Submenus.	[3]
5	Enter submenu number.	[1–99] [#]
6	Delete submenu.	* [3]
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Confirm.</li> <li>• Cancel.</li> </ul>	[9] or [6]

## Modifying an Announcement

Use this procedure to modify an existing Automated Attendant announcement.

### *Modifying Announcement*

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[ <i>nnn</i> ] [0] [#] [ <i>nnnnnn</i> ] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant number.	[1–4]
4	Select Announcements.	[4]
5	Enter announcement number.	[1–99] [#]
6	Select Modify Announcement.	[6]

**Modifying Announcement—Continued**

Step	Programming Task	Touch-Tone Input
7	<p>If system is in Bilingual mode, go to Step 8. If system is in Monolingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Record new announcement; then after recording, press <b>1</b> and choose one of the following:               <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to announcement.</li> <li>— Re-record announcement.</li> <li>— Delete recording.</li> </ul> </li> <li>• Use existing Announcement. <i>For Monolingual mode, procedure is finished.</i></li> </ul>	<p><b>1</b> <i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p> <p><b>#</b></p>
8	<p>If system is in Bilingual mode, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Primary Language.</li> <li>• Secondary Language.</li> <li>• Save any recording changes.</li> </ul>	<p><b>1</b> or</p> <p><b>2</b> or</p> <p><b>#</b></p>
9	<p>Record new announcement; then after recording, press <b>1</b> and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Approve. <i>Return to Step 8.</i></li> <li>• Listen to announcement. <i>Return to Step 8.</i></li> <li>• Re-record announcement. <i>Return to Step 8.</i></li> <li>• Delete recording. <i>Return to Step 8.</i></li> </ul>	<p><i>[record new prompt]</i> <b>1</b></p> <p><b>*</b> <b>#</b> or</p> <p><b>2</b> <b>3</b> or</p> <p><b>2</b> <b>1</b> or</p> <p><b>*</b> <b>3</b></p>

## Deleting an Announcement

Use this procedure to delete an Automated Attendant announcement.

### *Deleting Announcement*

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] [0] [#] [nnnnnn] [#] [9]
2	Select Automated Attendant.	[3]
3	Enter Automated Attendant number.	[1–4]
4	Select Announcements.	[4]
5	Enter announcement number.	[1–99] [#]
6	Delete announcement.	* [3]
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Confirm.</li> <li>• Cancel.</li> </ul>	[9] or [6]

## Administering a Temporary Schedule

The Temporary Schedule overrides both the Switch mode and the Weekly Business Schedule. For each day with a temporary opening or temporary closing schedule, you specify the start and end time of the special schedule. During other periods of that day, the Automated Attendant operates in the appropriate mode based on its Schedule Controller setting.

For a temporary opening schedule, the regular Day menu prompt plays. For a temporary closing schedule, you may record a temporary closure greeting that plays before the regular Night menu prompt, or specify that only the regular Night menu prompt be played. There is only one temporary closure greeting for each Automated Attendant. If you set the system for temporary closings on more than one day and choose to use the temporary closure greeting, the same greeting will be used for each day. If the system is in Bilingual mode, the temporary closure greeting must include recordings in both languages.

The Temporary Schedule can be programmed for the current day and/or the following six days. It also can be canceled anytime before or during the Temporary Schedule. The Temporary Schedule does not carry over from week to week; it expires at the end of the day for which you created it.

### NOTE:

*To set the Temporary Schedule for the entire day, enter 0000 as the start time and 2359 as the end time.*

### Administering Temporary Schedule

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	[nnn] 0 # [nnnnnn] # 9
2	Select Automated Attendants.	3
3	Enter Automated Attendant number.	[1-4]

**Administering Temporary Schedule—Continued**

Step	Programming Task	Touch-Tone Input
4	Select Schedule Options.	[5]
5	Choose one of the following: <ul style="list-style-type: none"> <li>• Administer temporary schedule. <i>Go to Step 6.</i></li> <li>• If finished.</li> </ul>	[4]  [*] [#]
6	Choose one of the following: <ul style="list-style-type: none"> <li>• Enter day to be administered as follows:               <ul style="list-style-type: none"> <li>— Sunday.</li> <li>— Monday.</li> <li>— Tuesday.</li> <li>— Wednesday.</li> <li>— Thursday.</li> <li>— Friday.</li> <li>— Saturday.</li> <li>— All days.</li> </ul> </li> <li>• If finished.</li> </ul>	[1] or [2] or [3] or [4] or [5] or [6] or [7] or [9]  [*] [#]
7	Choose one of the following: <ul style="list-style-type: none"> <li>• Open.</li> <li>• Closed.</li> <li>• Delete temporary opening or closing for the day.</li> <li>• If finished.</li> </ul>	[1] or [2] or [*] [3] or  [*] [#]
8	Enter starting time for Temporary Schedule where: <i>hh</i> = hour [00–23] <i>mm</i> = minute [00–59]	[hhmm] [#]

**Administering Temporary Schedule—Continued**

Step	Programming Task	Touch-Tone Input
9	Enter ending time for Temporary Schedule where:  <i>hh</i> = hour [00–23] <i>mm</i> = minute [00–59]	[hhmm] [#]
10	Choose one of the following: <ul style="list-style-type: none"> <li>• Approve. <i>For a temporary opening schedule, procedure is complete. Return to Step 6 to administer a Temporary Schedule for another day. For a temporary closing schedule, go to Step 11.</i></li> <li>• Re-enter. <i>Return to Step 8.</i></li> </ul>	[*] [#] or  [1]
11	If this is a temporary closing schedule, choose one of the following: <ul style="list-style-type: none"> <li>• Use regular Automated Attendant Night menu prompt. <i>Return to Step 6 to administer a Temporary Schedule for another day.</i></li> <li>• Play a temporary closure greeting before regular Night menu prompt.</li> </ul>	[1] or  [2]
12	Choose one of the following: <ul style="list-style-type: none"> <li>• Listen to current temporary closure greeting.</li> <li>• Record new greeting, then after recording, press [1] and choose one of the following:               <ul style="list-style-type: none"> <li>— Approve.</li> <li>— Listen to greeting.</li> <li>— Re-record greeting.</li> <li>— Delete greeting.</li> </ul> </li> <li>• If finished.</li> </ul>	[1] or [2] [record new greeting] [1] [*] [#] or [2] [3] or [2] [1] or [*] [3] [*] [#]



## Modifying System Security Parameters

To modify security parameters, refer to the procedure in Chapter 3, as follows:

- Setting Transfer Restrictions, see page 69.
- Setting Minimum Password Length, see page 70.

## Backing Up and Restoring the System

See “Backing Up the System” on page 72” and “Restoring the System” on page 73.



# 6 Troubleshooting

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## Overview

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

## Problems and Corrective Action

---

**PROBLEM:** Touch-Tones were entered but not detected by the MERLIN Messaging System.

<b>Possible Cause</b>	<b>Corrective Action</b>
The line is too noisy. The system may not be able to interpret Touch-Tones while a prompt plays because of the noise.	Wait until the prompt finishes before entering the Touch-Tones.  If you are using a speakerphone, turn off the microphone.  Correct the noisy lines.

---

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

---

**Possible Cause****Corrective Action**

---

When the system transfers a call to a telephone that has a line appearance for the line the call is on, the call will ring at the ICOM button but will also flash on the line button. This is normal operation.

Use the ICOM or SA button to answer the call.

---

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

---

**Possible Cause****Corrective Action**

---

Recording may have reached the time limit set for it.

Be sure the recording does not exceed the time limit, then re-record it.

---

Speaker's voice sounded like a Touch-Tone digit.

Re-record the message.

**PROBLEM:** Callers hear ringing, but the system does not answer.

Possible Cause	Corrective Action
This is normal when all the system ports are busy.	None. Add ports if this happens frequently.
One or more MERLIN Messaging ports may be locked or defective.	<p>To verify whether the voice ports on the MERLIN Messaging module are operating properly:</p> <p>Look at the voice-port LEDs on the MERLIN Messaging module.</p> <ul style="list-style-type: none"> <li>• If any voice-port LEDs are Off, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.</li> <li>• If any voice-port LEDs are green, call the extension number associated with the voice port. If you get no answer, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.</li> <li>• If any voice-port LEDs are green blinking, a call is being handled at the voice port. If the call does not drop, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.</li> </ul>

**Possible Cause**

The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) associated with the MERLIN Messaging ports (extensions) connected to the MERLIN LEGEND Communications System may have been set to No Ring.

**Corrective Action**

Check the settings through MERLIN LEGEND Communications System programming. The SA or ICOM buttons should be set to Immediate Ring.

**PROBLEM:** Caller hears elongated ringing and the system does not answer.

**Possible Cause**

MERLIN Messaging ports have been busied out by the communications system.

**Corrective Action**

Restore the slot containing the MERLIN Messaging System via SPM or the communications system administration terminal set. If this has no effect, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.

**PROBLEM:** The system does not answer immediately.

**Possible Cause**

The ICOM buttons (Key Mode) or SA buttons (Hybrid/PBX mode) on the MERLIN ports (extensions) connected to the MERLIN LEGEND Communications System may have been set to No Ring or Delayed Ring.

**Corrective Action**

Use MERLIN LEGEND Communications System programming to check the settings. They should be programmed for Immediate Ring.

---

**PROBLEM:** A busy signal is received when calling into voice mail.

**Possible Cause**

All ports are in use or maintenance is being performed on the MERLIN Messaging System module.

**Corrective Action**

Try again later. If the condition persists, call the Lucent Technologies Technical Service Organization (TSO) or authorized dealer.

---

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

**Possible Cause**

Voice mailbox is full or system is full.

**Corrective Action**

Delete unneeded messages from the mailbox.

**⇒ NOTE:**

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

---

**PROBLEM:** The first part of the greeting gets cut off.

**Possible Cause**

You may have begun recording the greeting too early.

**Corrective Action**

Re-record the greeting, speaking after the beep ends.

**PROBLEM:** Calls are not being transferred or are being transferred improperly.

---

**Possible Cause**

Rotary Enable has not been administered for the MERLIN Messaging extensions.

**Corrective Action**

Make sure all MERLIN Messaging System extensions have been programmed as Rotary Enabled. See "Enabling Rotary Signaling" in Chapter 2.

---

**PROBLEM:** Calls are not being transferred properly.

---

**Possible Cause**

Automated Attendant Service may not be administered properly.

**Corrective Action**

Make sure the menu prompt matches the programmed Selector Codes.

If the problem involves the Call Answer Service Operator, be sure the proper extension has been designated as the Call Answer Service Operator. On the MERLIN Messaging System, check the setting for the Call Answer Service Operator's Extension. On the MERLIN LEGEND Communications System, check the setting for Unassigned under the Options menu.



---

**PROBLEM:** Message-waiting lights are not turning on and off.

**Possible Cause**

The MERLIN Messaging port that lights the message-waiting light has not been administered as Rotary Enabled.

**Corrective Action**

Check the communications system programming for Port 2 on a 2-port system, Port 4 on a 4-port system, and Port 6 on a 6-port system to ensure the port is set to Rotary Enable.

---

**PROBLEM:** A user is unable to log in to Voice Mail.

**Possible Cause**

Password may be incorrect.

**Corrective Action**

Check to see that the password is correct. If the user has forgotten the password, log in to the MERLIN Messaging System as the System Administrator and reinitialize the mailbox password.

Someone else is already logged in to that mailbox.

Only one person can log in to a mailbox at a time. Change the mailbox password to prevent unauthorized use.

**PROBLEM:** Message-waiting lights are not being turned on/off in a timely manner.

---

**Possible Cause**

**Corrective Action**

If the problem occurs during times of heavy telephone traffic, there may be an insufficient number of Touch-Tone Receivers (TTRs).

Have the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test TTRs and review your system configuration to make sure you have sufficient TTRs.

MERLIN Messaging System port that turns the message-waiting light On and Off is defective.

To test if the MERLIN Messaging port is faulty, dial the extension of the MERLIN Messaging port that lights the Message Waiting light. On a two-port system, dial Port 2's extension; on a four-port system, dial Port 4's extension; on a six-port system, dial Port 6's extension.

The MERLIN Messaging port LED should be green. If it is not, and if the port does not answer and play the voice mail greeting, the base module needs to be replaced. Call your Lucent Technologies Technical Service Organization (TSO) or authorized dealer. This can only be done by a trained technician.

---

**Possible Cause**

If only one message-waiting light is affected, the LED on the telephone set may be defective.

**Corrective Action**

From a non-display, multiline telephone, check the message-waiting light:

- 1 Go off-hook on the extension.
- 2 Enter # 53 followed by the extension number to turn the light On.
- 3 Enter # \* 53 followed by the extension number to turn the light Off.

If the light is defective, replace the telephone.

**PROBLEM:** Message-waiting lights are not being turned On/Off in a timely manner.

---

**Possible Cause**

**Corrective Action**

There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for message-waiting light activation/deactivation performs Outcalling. This port is also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for message-waiting light activation/deactivation.

You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the port that performs message-waiting light activation/deactivation (Port 2 on a two-port system, Port 4 on a four-port system, and Port 6 on a six-port system) is the last port in the MERLIN Messaging Calling Group.

---

Message-waiting light remains lit if there are any new messages in the mailbox.

Once you listen to all new messages, the message-waiting indicator goes off.

---

Message-waiting light may be indicating that there is a message in the General Mailbox, or that an operator message or a fax has arrived.

If you are the General Mailbox Owner, check the General Mailbox and delete all messages. If you are the Fax Message Receiver, check to see whether a fax has arrived and, if so, turn off your message-waiting indicator. Also, check with the operator to see whether you have a message.

**PROBLEM:** Calls are not being answered by the correct Automated Attendant.

---

**Possible Cause**

**Corrective Action**

---

Line may be assigned to the wrong Automated Attendant.

Check MERLIN Messaging System line assignments. Make necessary corrections.

---

If configured with a “phantom” station, the phantom station used for Delayed Call Handling may not be the principal owner of the line. See the communications system *Feature Reference* for more information regarding phantom stations.

Make sure that the correct phantom station is the principal owner of the line. Correct programming, if necessary.

---

Automated Attendant Mailbox has not been set up for the Delayed Call Handling Calling Group.

Make sure that the Automated Attendant Mailbox number corresponds to the Delayed Call Handling Calling Group extension number.

---

Lines may not be assigned to the Calling Group used for Delayed Call Handling.

Check communications system programming to be sure lines are assigned to the correct calling group and correct, if necessary.

---

**PROBLEM:** Outcalling is delayed.

---

**Possible Cause**

There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for message-waiting light activation/deactivation performs Outcalling. This port is also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for Outcalling.

---

**Corrective Action**

You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the port that does Outcalling (Port 2 on a two-port system, Port 4 on a four-port system, Port 6 on a six-port system) is the last port in the Calling Group.

---

If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).

---

Have Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.

**PROBLEM:** Outcalling to a pager is not working.

<b>Possible Cause</b>	<b>Corrective Action</b>
Outcalling number is not properly programmed.	Check that the Outcalling number is correct. If not, reprogram the number.
Restriction is still assigned to the last port.	Check the communications system programming to ensure the last port is Unrestricted. Also check the Facility Restriction Level (FRL).
Insufficient number of pauses in Outcalling number.	It is a good idea to include a pause between the pool access number and the telephone number. It is also important to include a sufficient number of pauses between the pager number and the Personal Identification Number (PIN), or between the pager number and the call back number. Leave at least seven pauses after the pager number. You must allow enough time for the paging service to answer before the PIN and/or callback number is dialed.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).	Have Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.

---

<b>Possible Cause</b>	<b>Corrective Action</b>
There may not be a line available to place a call.	If all lines are in use when the system attempts to Outcall, the Outcall does not go through. The MERLIN Messaging System waits the amount of time programmed as the Outcalling Delay before trying to call again. You may need to increase the number of Outcalling Cycles, increase the minutes between outcalls, and/or obtain more lines.
Message was received outside the hours programmed in the user's Outcalling Schedule or the Outcalling period is over.	This is normal operation. Outcalling is performed only during the hours specified by the user's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.
Outcalling may not be turned On.	Have the mailbox owner check to see that Outcalling is turned On.

---



# A Directory Listing Letter Key

---

You may enter a four-digit alpha Directory Listing for any extension. To program the letters for the Directory Listing using Touch-Tones, use the codes shown in this table.

## *Codes for Directory Listing*

Letter	Code	Letter	Code
A	21	N	62
B	22	O	63
C	23	P	71
D	31	Q	72
E	32	R	73
F	33	S	74
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



# B Planning Forms

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The MERLIN Messaging System Planning Forms are provided in this appendix. If you need to print a set of the planning forms so that you can fill them out, print a copy from the *MERLIN Messaging Installation, Programming, and Troubleshooting Online Guide* so that the forms are a standard 8 1/2 by 11-inch size.



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

## MERLIN Messaging Planning Form 1 - System Parameters

### System Administration Prompt Language

Language		
English ♦	French	Spanish

### System Language Mode

Mode	Language		
	1	2	3
Monolingual ♦	English ♦	French	Spanish
Bilingual:			
Primary Language	English	French	Spanish
Secondary Language	English	French	Spanish

### System Date & Time

Format	Language
mm=01-12 dd=01-31 yy=99, 00-37	
mmdyy	English

mm=month dd=day yy=year

### Call Answer Operator

Name	Mailbox/Ext.
	768 ♦

### General Mailbox Owner

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

### Maximum Extension Length

Maximum Number of Digits		
2 ♦	3	4

♦ = Factory Setting



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

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

**Schedule Controller** *(for Day/Night Service)*

<b>Mode or Schedule</b>
Switch Mode ♦
Weekly Business Schedule
Both

### **Weekly Business Schedule**

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

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

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

♦ = *Factory Setting*

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

Day Main Menu                       Night Main Menu

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

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

**Selector Codes**

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

**Key**

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

**Dial 0/Timeout Action**

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

♦ = Factory Setting



## MERLIN Messaging Planning Form 3c - Submenu

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

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

### Selector Codes

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

### Key

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

♦ = *Factory Setting*





# MERLIN Messaging Planning Form 5 - Security Settings

## Transfer Restrictions

Restrict Transfers to Registered Subscribers Only ♦
No Transfer Restrictions

*NOTE: The No Transfer Restrictions option does not require that transfer destinations programmed by the System Manager (fax extensions, Call Answer Service Operator and Dial0/Timeout extensions) have a mailbox. The System Manager is responsible for making sure that such extensions are indeed internal destinations. System Managers who do not take such precautions leave their systems open to toll fraud.*

## Minimum Password Length

<b>Length</b> 0-15 digits, 6♦

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

♦ = Factory Setting