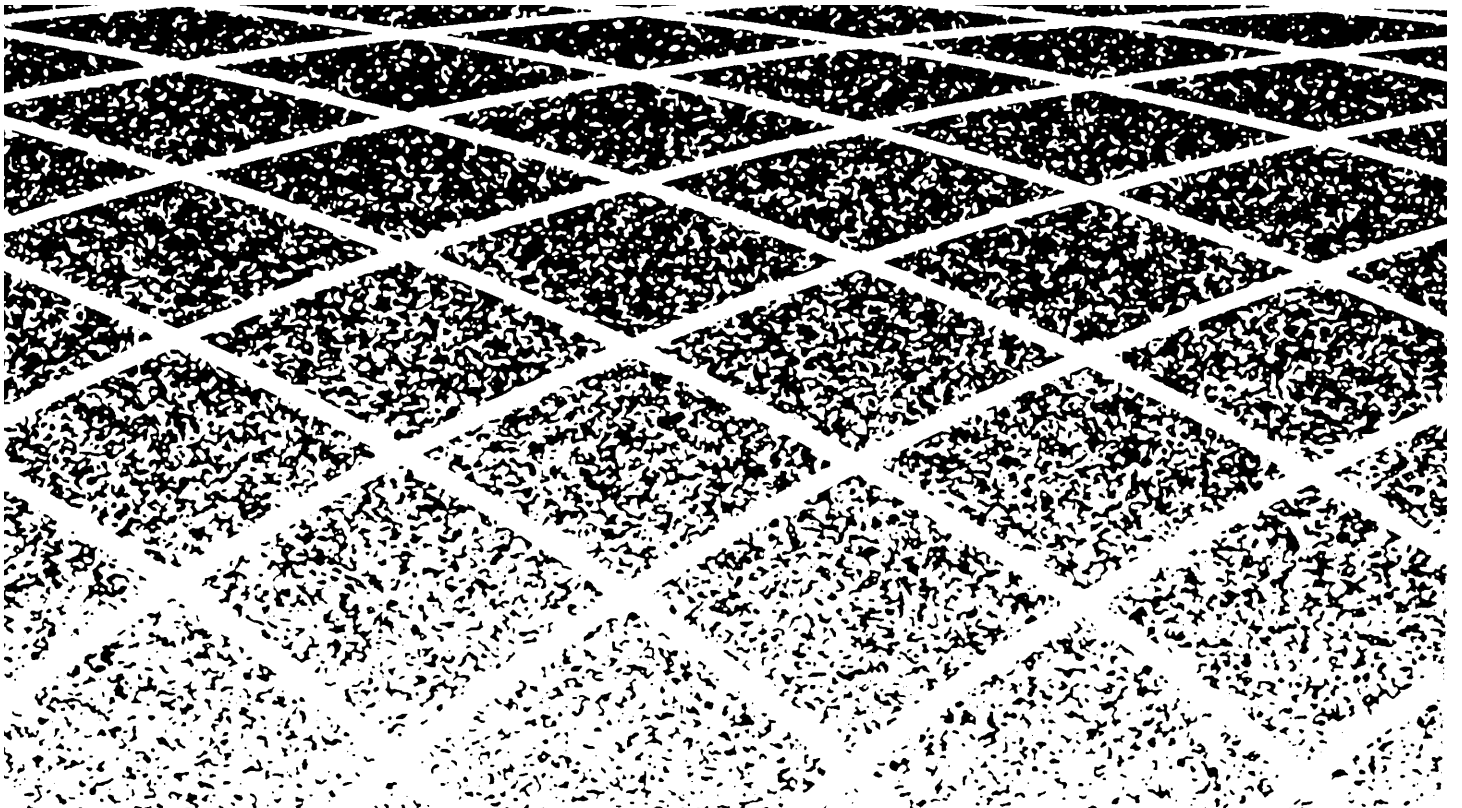




# MERLIN<sup>®</sup> Attendant

for MERLIN LEGEND<sup>™</sup> Communications System  
System Manager's Guide



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## **Support Telephone Numbers**

AT&T provides a toll-free customer helpline 24 hours a day. In the U.S. call the AT&T Helpline at 1 800 628-2888 if you need assistance when installing, programming, or using your system. In Canada, call on of the following Technical Assistance Centers for service or technical assistance:

|                             |                |
|-----------------------------|----------------|
| Eastern Canada and Ottawa:  | 1 800 363-1882 |
| Ontario:                    | 1 800 387-4268 |
| Central and Western Canada: | 1 800 633-9817 |

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# About This Guide

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This guide provides instructions for managing and programming the MERLIN® Attendant for the MERLIN LEGEND™ Communications System. It is intended for the person in the company where the MERLIN Attendant is installed who is responsible for maintaining the system. This guide assumes that the system has already been set up; It is not intended to be used for initial programming.

## Conventions

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The following conventions are used throughout the instructions in this guide:

- Keystrokes on the telephone are shown in ovals as in the following example:

 means dial the pound button on the telephone,



## **Related Guides**

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The guides listed below are available to help setup, use, and maintain the MERLIN Attendant in configuration with the MERLIN LEGEND system:

Additional copies of the related system guides listed below can be ordered from the AT&T Customer Information Center (telephone numbers are listed on the front inside cover of this book).

| Guide Title                                                                                                                                              | Order Number                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>MERLIN Attendant</b><br>Installer's Guide<br>Planning Forms                                                                                           | 555-600-711<br>555-600-712                                              |
| <b>MERLIN LEGEND</b><br>System Programming Guide<br>PBX System Planning<br>PBX System Planning Forms<br>Key System Planning<br>Key System Planning Forms | 555-610-111<br>555-610-113<br>555-610-117<br>555-610-112<br>555-610-116 |

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# Overview

# 1

---

The MERLIN Attendant answers incoming calls on designated lines with a prerecorded message and directs the calls to the appropriate extension in your MERLIN LEGEND Communications System. The MERLIN Attendant can help your business in the following ways:

- reduce workload of the receptionist
- ensure that incoming calls are answered during peak calling hours
- answer incoming calls after hours, on holidays, and on weekends

**NOTE:**

To avoid confusion between a human attendant and the MERLIN Attendant, this document refers to the human attendant as the receptionist. This chapter describes the steps you should take before you have the MERLIN Attendant installed.

## Key Features

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The section describes the key features of the MERLIN Attendant.

### Announcements

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Prerecorded announcements can provide callers with information on how to reach certain departments or people within your company. Generally, a list of one digit numbers, known as routes, is provided so that callers can dial the department they need with the touch of a button. If appropriate, the announcement can also give callers the option to enter two to four digit extension numbers to reach employees directly. The announcements can also provide callers with information about the status of the call.

For example, during normal business hours a car dealership directs customer calls to the MERLIN Attendant so that callers hear the Day announcement which offers the following options:

*Thank you for calling ANY Motors...  
For Sales, dial 1...  
For Service, dial 2...  
For Parts, dial 3...  
For the receptionist, dial 0...  
For a specific employee, dial the extension or hold for operator assistance.*

**NOTE:**

In the above example, the numbers 1, 2, 3, and 0 are routes. To minimize errors, you should provide no more than five routes.

After the car dealership closes, calls are answered immediately by the MERLIN Attendant and the Night announcement is played:

*Thank you for calling ANY Motors.  
Our sales hours are 10:00 a.m. to 6:00 p.m. Monday through Saturday.  
If you are calling our Service Department, dial 1 now. If you know the extension number of the person you are calling, dial that number now.*

If a caller does not enter a route or extension because he or she is calling from a rotary phone or does not know the extension, the call is automatically directed to the receptionist after a specified number of seconds (2 to 5). You can select the number of seconds by using the “Call Processing Options” described in Chapter 2, “Changing the Current Settings.”

Callers using Touch-Tone phones can also bypass the announcement by dialing the route or extension they want at any time during the message. Their calls are transferred immediately to the route or extension number they have selected.

## **Day and Night Announcements**

---

You can choose from two different announcements (Day or Night) to play to callers when the MERLIN Attendant answers incoming calls. Both the Day announcement and Night announcement can direct calls to up to nine different routes (1 through 9; 0 is reserved for the receptionist). Additionally, these announcements can offer callers the option to dial individual extension numbers, which can be from two to four digits.

Depending on your business hours, you can allow callers to dial a route or an extension number when your business is open (Day announcement), then provide information such as business hours when your business is closed (Night announcement). If your business operates 24 hours a day, you can use just the Day announcement. Here are two examples:

### **■ Use of both Day and Night Announcement**

ANY Company office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. Callers who dial the business' toll-free number during those hours hear the Day announcement when the MERLIN Attendant answers. The Day announcement instructs callers to enter a route number (1 through 9) to reach a specific department or an extension number to contact a particular individual. Callers who call after 5:00 p.m. or on the weekends hear the Night announcement when the MERLIN Attendant answers. The Night announcement tells callers the regular office hours and allows them to dial extension numbers to connect with employees who are working after-hours.

- **Use of the Day Announcement Only**

XYZ Company has 24-hour sales and customer service departments. Callers on lines answered by the MERLIN Attendant hear the Day announcement no matter what time they call. The Day announcement offers callers a choice between entering the route number for sales (1) or for customer service (2).

## **Call Handling**

---

Three types of call handling are available with the MERLIN Attendant:

- **Immediate Call Handling**

Immediate call handling can be setup so that the MERLIN Attendant answers these kinds of calls:

- *All incoming* calls on *all* lines, The receptionist is only required to help callers who have a rotary telephone or who need additional assistance.
- *All incoming* calls on *specified* lines.

- **Backup Call Handling**

Calls are answered by the MERLIN Attendant only when the receptionist is unable to answer within a specified number of rings (1 to 5 during day hours, 1 to 15 during off hours). To set the number of rings, see “Call Processing Options” in Chapter 2, “Changing the Current Settings.” You can also set the number of rings with the MERLIN LEGEND ring-delay option for the lines at that station, see the “MERLIN® Attendant Installer’s Guide.”

- **Night Service**

Using the MERLIN LEGEND system feature, Night Service with Time Set, you can synchronize the clocks on the control unit and the MERLIN Attendant so that the Night announcement plays during the hours that you indicate that your business is closed. After-hours callers can be given the option to dial a route number, an extension number, or leave a message on an answering machine. Or the Night announcement can simply provide the normal business hours and disconnect without giving callers the option to dial an entry.

### **NOTE:**

It is recommended that you backup and monitor the MERLIN Attendant with the receptionist or other person as follows. Assign the MERLIN Attendant lines/pools to the receptionist and the transfer redirect stations (with delayed-ring option). This is applicable only if the system operator (and/or the person at transfer redirect extension) is available to handle redirected calls.

## **Call Transfer**

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There are two ways to transfer calls with the MERLIN Attendant:

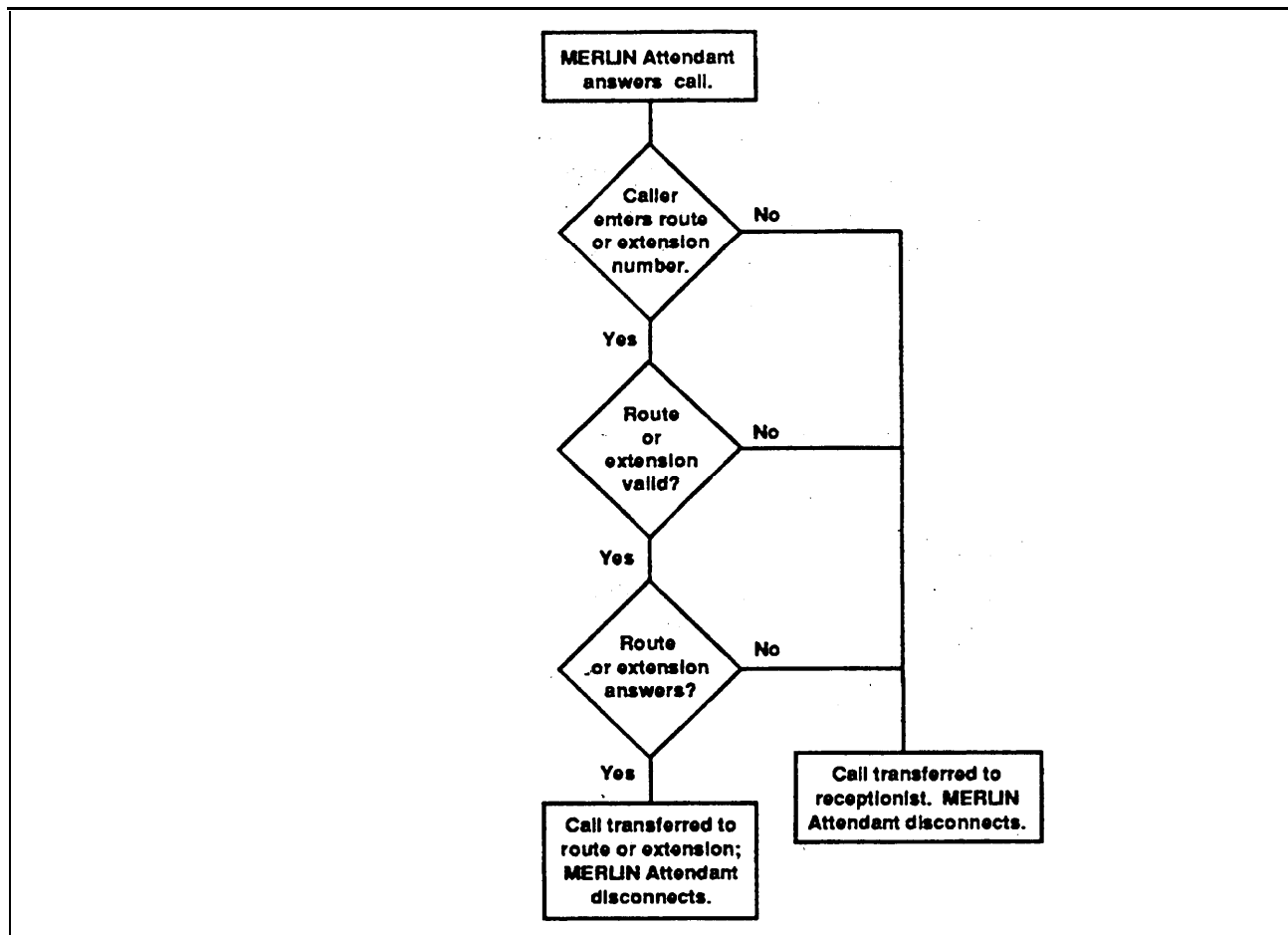
### ■ **Blind Transfer**

The MERLIN LEGEND system *control unit* monitors the call after the MERLIN Attendant transfers the caller to the route or extension number dialed (see Figure 1-1 ). If the number is busy or the route or extension number is invalid, the call is transferred to the receptionist.

Likewise, if the call is unanswered after a specified number of rings (4 is the default), the call rings at both the receptionist position and at the original number until it is answered or the caller hangs up.

The calling party hears either music or silence when on Hold. The caller does not hear the transfer tone programmed under the Feedback option (music or ringing).

The blind transfer method should be used unless there is another route or extension number that callers can logically choose if the first number they select is unavailable. For example, a caller to a car dealership who needs to make an appointment to have a car serviced would not want to talk to the sales department if the service department is busy.

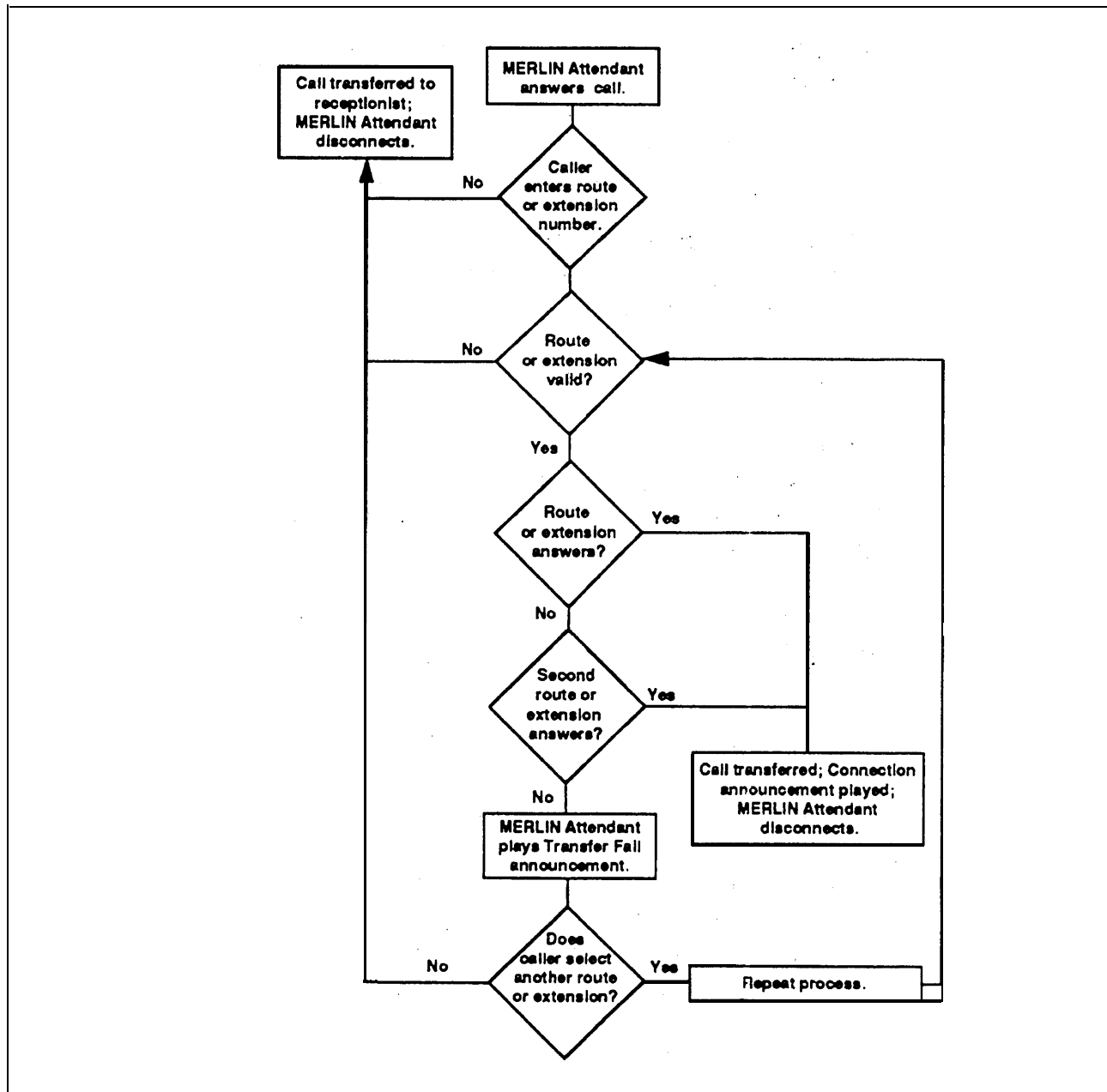


**Figure 1-1 Blind Transfer Process**

### ■ Supervised Transfer

During a supervised transfer, calls are monitored by the MERLIN Attendant until the call is completed or the caller hangs up (see Figure 1-2). When a caller enters a route or extension number, the Hold announcement plays informing the caller to hold while the transfer is being completed.

If the route or extension number dialed is available, the Connect announcement informs the person at the extension dialed that a call is being transferred. If the route or extension is unavailable, the Transfer Fail announcement plays to inform the caller that the call could not be completed. Sample messages are shown as follows:



**Figure 1-2 Supervised Transfer Process**

— **Hold announcement**

This announcement informs callers to hold until the transfer is completed.

Example: *“Please hold while your call is being transferred.”*



### **Transfer Fail announcement**

This announcement informs the caller when a call cannot be completed.

Example: *"The extension you requested is busy. Please hold or dial another extension."*

### — **Connect announcement**

This announcement informs the person at the extension dialed that a call is being transferred.

Example: *"A call is being transferred to you."*

### **NOTE:**

You can also record an announcement that provides business hours or related information then disconnects without giving callers the option to enter a route or extension.

When a call is not answered or the extension is busy, the MERLIN Attendant retrieves the call and handles it one of two ways:

- If a secondary extension is programmed, the MERLIN Attendant transfers the call to a secondary extension when the first (primary) extension is unavailable.

When callers enter a route or extension number, the Hold announcement plays, and their calls are transferred to the first (primary) extension. If the first (primary) extension is busy or does not answer, the MERLIN Attendant dials the secondary extension while the caller remains on hold. If the secondary extension is also unavailable, the caller is taken off hold and the Transfer Fail announcement is played.

The number of rings (2 to 6) allowed before a call is transferred from the first (primary) extension to the secondary extension is a programmable setting, see "Call Processing Options" in Chapter 2, "Changing the Current Setting." You can also set the number of rings with the MERLIN LEGEND ring-delay option for the lines at that station, see the "MERLIN® Attendant Installer's Guide."

- If a secondary extension is not programmed, the caller hears the Transfer Fail announcement when the route or extension dialed is busy or does not answer. After the announcement the caller has three options:
  - dial another route or extension number
  - return to the receptionist
  - hang up (and try again)

**NOTE:**

During a supervised transfer, the MERLIN Attendant cannot answer another call until the call in progress is successfully completed or the caller hangs up. There is also a slight delay after the called party lifts the receiver, and before the parties can speak to each other.

## The MERLIN Attendant Unit

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This section describes the lights, connectors and switches on the MERLIN Attendant unit.

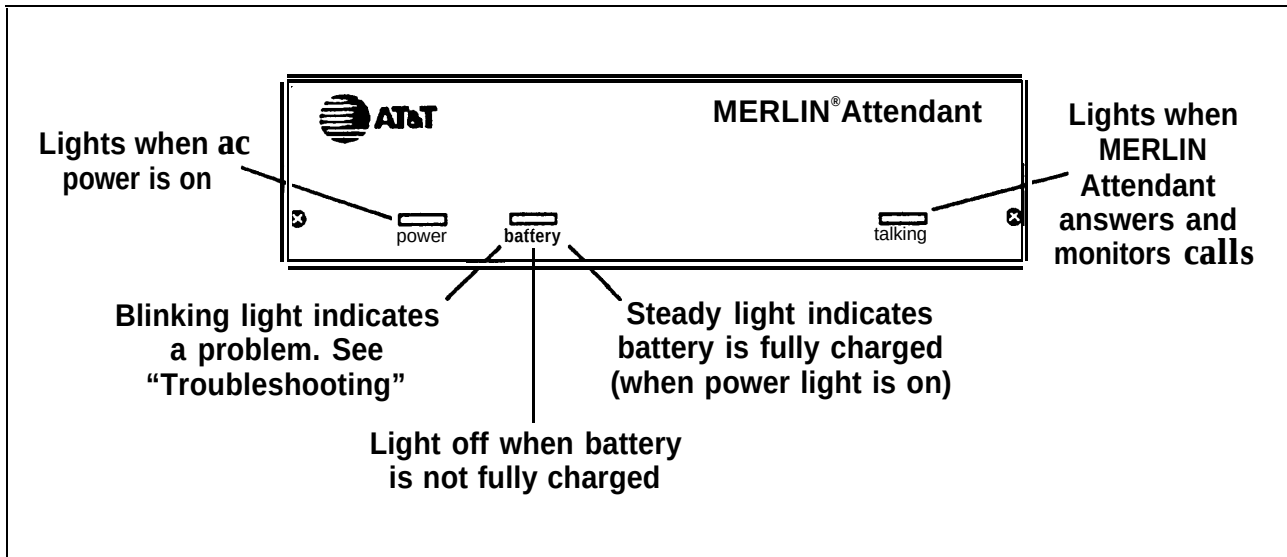
### Front Panel

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There are three lights on the front of the MERLIN Attendant unit (Figure 1-1).

These lights indicate the following:

- **power**  
This light indicates that the unit is powered on.
- **battery**  
Table 1-1 describes the meaning of the different light combinations when ac power is connected to the MERLIN Attendant:



**Figure 1-3 Front View of the MERLIN Attendant**

**Table 1-1 Meaning of Power and Battery Lights**

| Power Light | Battery Light | Description                                      |
|-------------|---------------|--------------------------------------------------|
| On          | Off           | Battery charging                                 |
| On          | On            | Battery fully charged                            |
| Off         | On            | Unit operating on battery power                  |
| Off         | Off           | Unit not operating; refer to "Troubleshooting"   |
| On          | Blinking      | Out of Service code; refer to "Troubleshooting." |

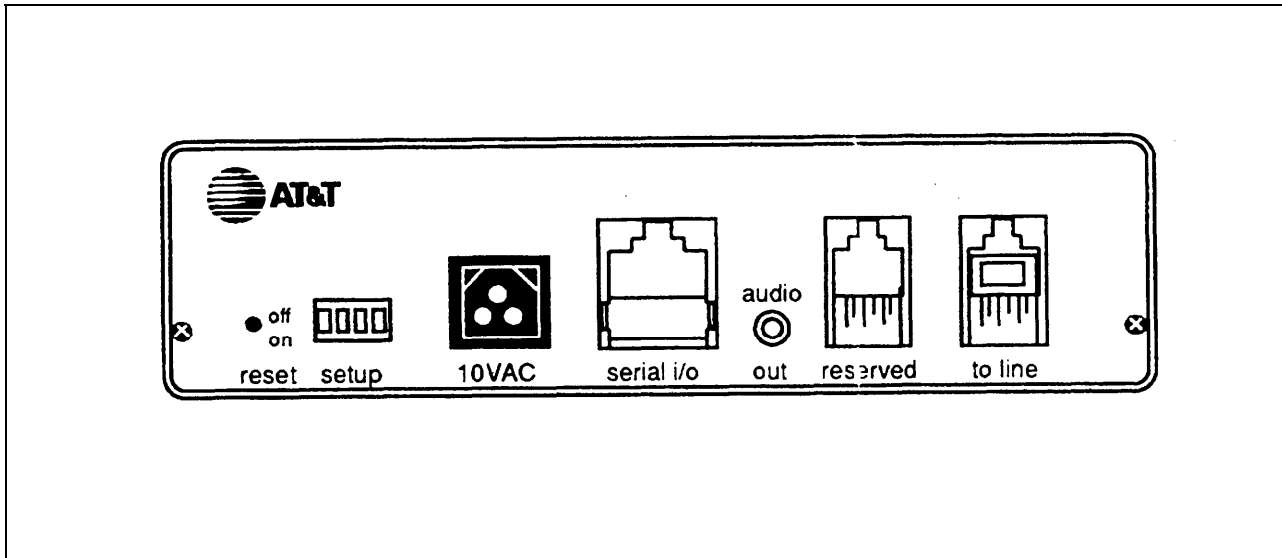
The battery is fully charged after 18 hours of continuous ac powered operation.

- **talking**  
Lights when the MERLIN Attendant answers and monitors a call.

## Back Panel

---

The connectors and four setup switches on the back panel are shown in figure 1-2.



**Figure 1-4 Back View of the MERLIN Attendant**

The purpose of these connectors and switches are as follows

- **reset**  
This recessed button resets the MERLIN Attendant. See Chapter 3, "Testing and Troubleshooting" for details
- **setup switches**  
There are four setup switches. Switches 1, 2, and 3 control the MERLIN Attendant's response to a power outage as shown in Table 1-2; switch 4 is not used.

**Table 1-2 Setup Switches**

| Switch | On (Down)                                                                   | Off (Up)                                                                                 |
|--------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 1      | Recorded announcements are retained up to three hours during a power outage | Recorded announcements are erased when a power outage occurs                             |
| 2      | Routes and other programming parameters are retained during a power outage. | Routes and other programming parameters are reset to defaults when a power outage occurs |
| 3      | The MERLIN Attendant continues to answer calls during a power outage        | The MERLIN Attendant does not answer calls during a power outage                         |
| 4      | Not Used                                                                    | Not Used                                                                                 |

**CAUTION:**

*Before disconnecting ac power from the MERLIN Attendant, be sure that switches 1 and 2 are on (down) and switches 3 and 4 are off (up). With this setting, the MERLIN Attendant is placed on battery power so that your recorded announcements are saved up to three hours during a power outage (assuming the battery is fully charged) and routing plans and programming parameters are retained up to eight weeks.*

- **10VAC**  
This is the power connector.
- **serial**  
This is for diagnostic tests by an authorized AT&T technician.
- **audio out**  
Not used.

- **reserved**

Not used.

- **to line**

This connects the MERLIN Attendant with the Basic Telephone (012) Module on the MERLIN LEGEND system control unit.

## **Installation Requirements**

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This section describes what you should do before an AT&T-authorized technician installs the MERLIN Attendant. This section also provides an overview of the installation process.

### **Planning Forms**

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Use the MERLIN Attendant planning forms to record the programming requirements for your communications system.

Complete the following MERLIN Attendant planning forms:

- Planning Form A—Business Days
- Planning Form B—Business Hours
- Planning Form C—Announcement Time Reallocation
- Planning Form D—Announcement Recordings
- Planning Form E—Routing Plan
- Planning Form F—Supervised Transfer Operations
- Planning Form G—Blind Transfers
- Planning Form H—Call Processing Options
- Planning Form I—Combined Routes/Individual Changes

Use the planning forms as a record of your current Attendant programming, and as a “job aid” for re-administering your MERLIN Attendant.

**NOTE:**

If you need planning forms, order them from the AT&T Customer Information Center (telephone numbers are listed on the front inside cover of this book). The document order number is 555-600-712.

## **Location Requirements**

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The MERLIN Attendant is designed to be connected to a Basic (012) Telephone Module of the MERLIN LEGEND system control unit. It is not intended to be connected directly to the network.

The location for the MERLIN Attendant must meet the following criteria:

- Within 5 feet of a properly grounded a power source that is not controlled by a switch.

**NOTE:**

If possible, the MERLIN Attendant should share the same power source with the MERLIN LEGEND system control unit. This is required when the MERLIN LEGEND system control unit is connected to an Uninterruptible Power Supply (UPS).

- Not more than 10 feet away from the MERLIN LEGEND system control unit. If the MERLIN Attendant is located more than 10 feet from the control unit, the MERLIN Attendant may drop some calls.
- A sufficient distance away from a heating or cooling source to prevent exposure to temperatures beyond 32°F to 104°F (0°C to 40°C).

## **Installation Overview**

---

Have the MERLIN Attendant installed by an AT&T-authorized technician who has completed the following procedures:

- programmed your MERLIN LEGEND system for each MERLIN Attendant
- programmed MERLIN Attendant with your business schedule and route plans

- recorded your announcements

Be sure you know your authorized caller code and that you have written this code down for future reference. See “Changing the Authorized Caller Code” in Chapter 2, “Changing the Current Settings” for more information about this code.





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## Changing the Current Settings

# 2

---

You may need to change one or more of the current settings for the MERLIN Attendant if, for example, your business hours change or you need to reset the clock for daylight saving time. You can make these changes from a Touch-Tone telephone on-site or from a remote location, provided you use the proper authorized caller code.

When you program a feature correctly, you hear a two-beep confirmation tone. You hear a three-beep error tone when you enter a command incorrectly.

All programming for the MERLIN Attendant should be done from a single-line Touch-Tone phone. However, if you are programming from a multiline phone (such as a MERLIN LEGEND system 'voice terminal) that is connected to the MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

Table 2-1 shows you where to find the appropriate information in this section.

**Table 2-1     Reference Table for Changing Settings**

| <b>In case of</b>                                                                           | <b>Refer to</b>                                             |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| Office closings and holidays                                                                | "Changing Your Business Days"                               |
| Unexpected closings and extended business hours                                             | "Changing Business Hours for Early/Late Closings"           |
| Daylight saving time                                                                        | "Changing the Clock for Daylight Saving Time"               |
| A change in business hours                                                                  | "Changing Your Business Hours"                              |
| A new announcement                                                                          | "Changing Your Recorded Announcements"                      |
| A change in the number of times an incoming call rings before the MERLIN Attendant picks up | "Changing Call Processing Options"                          |
| A change in the length of a recorded announcement or all new recorded announcements         | "Erasing Announcements and Reallocating Announcement Times" |
| A new authorized caller code                                                                | "Changing the Authorized Caller Code"                       |
| A change in how the MERLIN Attendant handles incoming calls                                 | "Changing the Routing Plan"                                 |
| Resetting the day, date, and time                                                           | "Setting the Current Day, Date, and Time"                   |

## **Changing the Authorized Caller Code**

---

To prevent unauthorized changes to recorded announcements or programmed settings, an authorized caller code must be entered before any changes can be made to the programming of the MERLIN Attendant. The default code number is 789 but it can be changed to any sequence of numbers from one to 20 digits in length. Follow the procedure below to change the code:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to the MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed by the current authorized caller code and **#**.  
*The two-beep confirmation tone sounds.*
4. Dial **#** **6** followed by the new authorized caller code you have chosen.
5. Dial **#**
6. Enter the new authorized caller code again.
7. Dial **#** to confirm the new authorized caller code.  
*The two-beep confirmation tone sounds.*
8. Continue programming or exit authorized caller mode by dialing **\*** **#**
9. To disconnect, dial **#**

## **Setting the Current Day Date, and Time**

Refer to the following instructions to set the current day, date, and time for the MERLIN Attendant clock.

**NOTE:**

If you have never set the MERLIN Attendant clock or if you have lost your programming due to a power failure, the date is set to 01/01/80, the time is set to zero, and the MERLIN Attendant will be in Day mode (Day announcement with Day routing plan) until the clock is reset.

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller code and **#**  
*The two-beep confirmation tone sounds.*
4. Dial **\*** **7** **1** followed by the current day of the week.

1 = Sunday  
2 = Monday  
3 = Tuesday  
4 = Wednesday  
5 = Thursday  
6 = Friday  
7 = Saturday

5. Dial two digits for the month (01 through 12).
6. Dial two digits for the day (01 through 31 ).
7. Dial two digits for the year (00 through 99).

8. Dial two digits for the hour (00 through 23) using 24-hour time (00 is midnight).
9. Dial two digits for the minute (00 through 59).
10. Dial two digits for the seconds (00 through 59).
11. Dial **#** to set the clock with the current day, date, and time.  
*The two-beep confirmation tone sounds.*
12. Continue programming or exit authorized caller mode by dialing **\*#**
13. To disconnect, dial **#**.

## Changing Your Business Hours

---

The MERLIN Attendant maintains an opening and closing time for each day of the week, even if your business is closed one or more days of the week. See “changing Your Business Days” for information about holidays.

Business hours are entered in 24-hour format (hours and minutes) and are preset to be open 8:30 a.m. to 5:00 p.m. Monday through Friday. Whenever you indicate that your business is open, the MERLIN Attendant answers with the Day announcement. Likewise, whenever you indicate that your business is closed, the MERLIN Attendant answers with the Night announcement.

### NOTE:

If your business is normally open on Saturday and Sunday, be sure to indicate those days as “open” as described under “Changing Your Business Days,”

To change the business hours, follow the instructions below:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional # each time a # appears in a programming command.

2. Wait for an answer.
3. Dial \* followed immediately by your authorized caller code and # .  
*The two-beep confirmation tone sounds.*
4. Dial \* 7 3 followed by a code for the day of the week.  

|   |   |             |
|---|---|-------------|
| 1 | = | Sunday      |
| 2 | = | Monday      |
| 3 | = | Tuesday     |
| 4 | = | Wednesday   |
| 5 | = | Thursday    |
| 6 | = | Friday      |
| 7 | = | Saturday    |
| 9 | = | entire week |
5. Dial two digits for the opening hour (00 through 23) using 24-hour time (00 is midnight).
6. Dial two digits for the opening minute (00 through 59).
7. Dial two digits for the closing hour (00 through 23) using 24-hour time (00 is midnight).
8. Dial two digits for the closing minute (00 through 59).  
*The two-beep confirmation tone sounds.*
9. Repeat steps 4 through 8 of this procedure for each additional day as needed.
10. Continue programming or exit authorized caller mode by dialing \* #
11. To disconnect, dial # .

### Changing Business Hours for Early/Late Closings

---

If you are extending your normal business hours or closing early, use this command so that the MERLIN Attendant plays the appropriate Day or Night announcement.

For example, if your store is having a special sale and is extending hours until 11:00 p.m. instead of closing at 9:30 p.m., use this command so that the MERLIN Attendant continues to answer with the Day announcement until you indicate otherwise. Likewise, if your office is closing early, use this command at the time your office closes to turn on the Night announcement. However, to resume your normal schedule, you must cancel this command, as shown below:

1. Dial the MERLIN Attendant extension from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller code and **#** .  
*The two-beep confirmation tone sounds.*
4. Dial **\*#5** followed by the appropriate option:  

**0** = resume normal schedule  
**1** = open  
**2** = closed
5. Continue programming or exit authorized caller mode by dialing **\*#**.
6. To disconnect, dial **#** .



### Changing Your Business Days

---

If you schedule a day as “open” for business, the MERLIN Attendant plays the Day announcement during business hours and switches to the Night announcement after closing. If you schedule a day as “closed,” the Night announcement plays.

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller code and **#** .  
*The two-beep confirmation tone sounds.*
4. Dial **\*** **7** **4** followed by a code for the day of the week.

1 = Sunday  
2 = Monday  
3 = Tuesday  
4 = Wednesday  
5 = Thursday  
6 = Friday  
7 = Saturday  
9 = entire week

5. Dial one digit to indicate whether the business is open or closed for the day entered or if it is closed for a holiday (use **\*** **7** **5** ).

1 = Open  
2 = Closed

*The two-beep confirmation tone sounds.*

6. Repeat steps 4 and 5 of this procedure for each day of the week, as needed.

7. Continue programming or exit authorized caller mode by dialing \*#.
8. To disconnect, dial #.

### Changing the Clock for Daylight Saving Time

---

To adjust the MERLIN Attendant's clock by one hour (for Daylight Saving Time), use the following instructions.

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional # each time a # appears in a programming command.

2. Wait for an answer.
3. Dial \* followed immediately by your authorized caller code and #. *The two-beep confirmation tone sounds.*
4. Dial \* 7 2.
5. Perform the appropriate procedure:
  - Dial 1 to *add* one hour to the current time (normally used in the spring to begin Daylight Saving Time).
  - Dial 2 to *subtract* one hour from the current time (normally used in the fall to cancel Daylight Saving Time).  
*The two-beep confirmation tone sounds.*
6. Continue programming or exit authorized caller mode by dialing \*#.
7. To disconnect, dial #.

### Changing Your Recorded Announcements

---

There are five types of recorded announcements available with the MERLIN Attendant: Day, Night, Transfer Fail, Hold, and Connect.

The total duration for all recorded announcements for the MERLIN Attendant *cannot exceed 64 seconds*. Each recorded announcement has a default duration in seconds as follows:

**Table 2-2 Default Time Allocations for Recorded Announcements**

| <b>Announcement</b> | <b>Duration<br/>(seconds)</b> |
|---------------------|-------------------------------|
| Day                 | 20                            |
| Night               | 20                            |
| Transfer Fail       | 14                            |
| Hold                | 5                             |
| Connect             | 5                             |
| <b>Total</b>        | <b>64</b>                     |

When recording announcements, be sure to speak clearly, using a normal tone of voice. When providing route numbers, pause between each one so that when the message is played the caller has an opportunity to hear the number he or she needs to enter. If you are transferring your announcements from a tape recorder, make sure the volume is not set too high.

**NOTE:**

If you exceed the allocated time when recording your announcement, an error tone is sounded. Always play back your announcements as indicated in step 7 to be sure they are recorded properly.

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by the authorized caller code and **#** .  
*The two-beep confirmation tone sounds.*
4. Dial **\*****4** followed by a code for the announcement you want to record,

1 = Day  
2 = Night  
3 = Transfer Fail  
4 = Hold  
5 = Connect

5. Record the appropriate announcement.
6. When you are finished, dial **#** .  
*The two-beep confirmation tone sounds.*

**NOTE:**

If there is a delay between the time you dial **#** and hear the confirmation tone, there is additional time allocated for this announcement. To change the duration for this announcement, refer to the information under "Erasing Announcements and Reallocating Announcement Times. "

7. To play back any recorded announcement, dial **\*****5** followed by the code for the announcement you want to play back.

1 = Day  
2 = Night  
3 = Transfer Fail

4 = Hold  
5 = Connect

**NOTE:**

If you hear a single beep when you attempt to play back an announcement, there is time allocated for the announcement but no announcement has been recorded.

8. Continue programming or exit authorized caller mode by dialing \*#. .
9. To disconnect, dial#

## Erasing Announcements and Reallocating Announcement Times

---

You can decrease the time allocated for an announcement to lengthen the time for another announcement *provided you do not exceed 64 seconds total for all the announcements*. For example, you can add 20 seconds to the Day announcement if you are not using the Night announcement. To do this, you would use the procedure below to allocate 40 seconds to the Day announcement and 00 seconds to the Night announcement.



**CAUTION:**

*Whenever you reallocate time to any announcement, you erase all announcements that are already recorded*

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional # each time a# appears in a programming command.

2. Wait for an answer.

3. Dial  followed immediately by your authorized caller code and .  
*The two-beep confirmation tone sounds.*

4. Dial   

**NOTE:**

If you want to erase the announcements without reallocating time, skip to step 6.

5. Perform all the steps below even if you are not using all the announcements. For example, if you do not use the Night announcement, enter 00. Be sure the total time allocated for all announcements *does not exceed 64 seconds*.
- a. Dial two digits representing the maximum length in seconds for the Day announcement.
  - b. Dial two digits representing the maximum length in seconds for the Night announcement.
  - c. Dial two digits representing the maximum length in seconds for the Transfer Fail announcement.
  - d. Dial two digits representing the maximum length in seconds for the Hold announcement.
  - e. Dial two digits representing the maximum length in seconds for the Connect announcement.
6. Dial .  
*The two-beep confirmation tone sounds.*
7. Continue programming or exit authorized caller mode by dialing  .
8. To disconnect, dial .

## **Changing the Routing Plan**

---

The routing plan determines how your MERLIN Attendant handles incoming calls, including where and when calls are transferred. You need to establish separate routing plans for both your Day announcement and Night announcement, if applicable.

To change the routing plan you need to identify the business function of each route number (such as sales, customer service, accounting) and the route (0 through 9) the caller dials to reach an extension.

Once you have established the route numbers and functions, you need to identify how the MERLIN Attendant processes calls. Your choices are the following:

- **Blind Transfer**

Calls that are answered by the MERLIN Attendant are transferred to the route or extension number dialed by the caller. If the number is busy or dialed incorrectly, the call is transferred to the receptionist. If there is no answer, the call continues to ring there and at the receptionist position until it is answered, or the caller hangs up.

- **Supervised Transfer**

Calls that are answered by the MERLIN Attendant are transferred to the route or extension number dialed by the caller. If the number is busy or dialed incorrectly, the call is transferred to a secondary extension, if programmed, or the Transfer Fail announcement plays.

If you want calls transferred to a secondary extension when the first (primary) extension is unavailable, program a Day Secondary Extension number for the route in your Day routing plan and a Night Secondary Extension number for the route in your Night routing plan.

**NOTE:**

During a supervised transfer, the MERLIN Attendant is unavailable to answer another call until the call in progress is successfully connected or the caller hangs up.

### ■ Disconnect

Generally used with the Night announcement when a business is closed, callers on lines answered by the MERLIN Attendant hear the Night announcement. This transfer code should be programmed for route O, so that after the announcement plays calls are disconnected automatically without requiring an entry from the caller.

For example, callers who call the ANY Company after business hours hear this Night announcement:

*Thank you for calling ANY Company,  
Our office hours are 9:00 a.m. to 4:00 p.m. Monday through  
Saturday. Please call back during those hours.*

Refer to your MERLIN Attendant Planning Form E to plan your routes. Then follow the instructions below for the type of transfer you are programming.

## **Changing an Existing Route**

---

To make changes to an existing route (blind or supervised transfer), refer to Planning Form I and follow the steps below:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

### **NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller code and **#**.  
*The two-beep confirmation tone sounds.*
4. Dial **\*** **8**
5. Dial the route number (0 through 9).
6. Dial the extension code.



**NOTE:**

Day Secondary Extensions and Night Secondary Extensions are available only with supervised transfers.

- 11 = Day Primary Extension
- 12 = Day Secondary Extension
- 21 = Night Primary Extension
- 22 = Night Secondary Extension

7. Dial the transfer code.

- 1 = Supervised Transfer
- 2 = Blind Transfer
- 5 = Disconnect

8. Dial the extension number where the caller will be connected.

9. Dial **#** **#**  
*The two-beep confirmation tone sounds.*

10. Continue programming or exit authorized caller mode by dialing **\*** **#**

11. To disconnect, dial **#**

## Erasing an Existing Route

---

If you need to eliminate a route you previously programmed, follow the procedure below:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller code and **#** .  
*The two-beep confirmation tone sounds.*

4. Dial \*8 .

5. Dial the route number (0 through 9) you want to erase.

6. Dial the extension code of the route you want to erase.

11 = Day Primary Extension

12 = Day Secondary Extension

21 = Night Primary Extension

22 = Night Secondary Extension

7. Dial 0, the transfer code for "No Operation. "

8. Dial ##

*The two-beep confirmation tone sounds.*

9. Continue programming or exit authorized caller mode by dialing\* # .

10. To disconnect, dial # .

## Programming a New Route for Blind Transfer

---

To program a blind transfer, refer to Planning Form G and follow the steps below:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

### NOTE:

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional # each time a # appears in a programming command.

2. Wait for an answer.
3. Dial\* followed immediately by your authorized caller code and # .  
*The two-beep confirmation tone sounds.*
4. Dial \*8 followed immediately by the route number (0 through 9).
5. Dial the extension code

11 = Day Primary Extension  
21 = Night Primary Extension

6. Dial the transfer code

2 = Blind Transfer  
5 = Disconnect

7. Dial the extension number where the caller will be connected

**NOTE:**

The extension number for route O should be 760 or an extension number that is not in your dial plan. This allows calls transferred to the receptionist to appear on a programmed command.

8. Dial  

*The two-beep confirmation tone sounds.*

9. Continue programming or exit authorized caller mode by dialing   .

10. To disconnect, dial  .

## Programming a New Route for Supervised Transfer

---

To program a supervised transfer, refer to Planning Form F and follow the steps below:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Tone phone connected to a MERLIN LEGEND system control unit, you must enter an additional  each time a  appears in a programming command.

2. Wait for an answer.

3. Dial  followed immediately by your authorized caller code and  .  
*The two-beep confirmation tone sounds.*

4. Dial **\*****3** followed by a route number (O through 9 ) and the Day Primary Extension number.

**NOTE:**

The extension number for route O should be 760 or an extension number that is not in your dial plan. This allows calls transferred to the receptionist to appear on a line button and not on the receptionist's intercom button.

5. Dial **#** .
6. Dial the Day Secondary Extension number.
7. Dial **#** .
8. Dial the Night Primary Extension number.
9. Dial **#** .
10. Dial the Night Secondary Extension number.
11. Dial **#** .  
*The two-beep confirmation tone sounds.*
12. Continue programming or exit authorized caller mode by dialing **\*****#**
13. To disconnect, dial **#** .

## Changing Call Processing Options

---

This section contains a list of ringing options and time delays that you can adjust for your business' needs. It also lists several options to improve call processing of extension numbers.

If you offer callers the option to enter individual extension numbers so that they can be connected to employees' telephones directly without being transferred by the receptionist, these commands can improve the processing of those calls. Call transfers to extensions can be expedited when the MERLIN Attendant knows which extensions are valid in your system and what the

number of digits are in an extension (two to four). For example, if you indicate that only 2-digit extension numbers ranging from 10 to 55 are available in your system, once a caller enters two numbers, the MERLIN Attendant quickly determines if the extension number is valid and immediately transfers the call without waiting for further input from the caller.

**NOTE:**

Occasionally a MERLIN LEGEND system may have extension numbers composed of various numbers of digits. For example, a system may include extension numbers 29 (a two-digit extension) and 2489 (a four-digit extension). In systems for which the number of digits is mixed, you must set the “Extension Digits” Call Processing Option to 19. The “Lowest Extension” and “Highest Extension” Call Processing Options cannot be used when “Extension Digits” is set to 19.

Table 2-3 gives a description of the call processing options, the default setting for each one, and the possible settings you can use. The last column can be used to record the current setting. Refer to Planning Form H and the programming instructions following the table to change any of the values listed.

**Table 2-3 Call Processing Options**

| <b>Program Code</b> | <b>Option/<br/>Description</b>                                                                                                                                                                                                                                                                                                                                        | <b>Default Setting</b> | <b>Possible Settings</b> | <b>Current Setting</b> |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------|------------------------|
| 2901                | <b>Day Answer Delay</b><br>In Day mode, number of rings before the MERLIN Attendant answers an incoming call.                                                                                                                                                                                                                                                         | 1                      | 1—5                      |                        |
| 2902                | <b>Night Answer Delay</b><br>In Night mode, number of rings before the MERLIN Attendant answers an incoming call. If not using Night mode, set to 15.                                                                                                                                                                                                                 | 1                      | 1—15                     |                        |
| 2903                | <b>Dialing Delay</b><br>Number of seconds after an announcement that a caller has to dial a route or extension before the call is transferred to the receptionist.                                                                                                                                                                                                    | 2                      | 2—5                      |                        |
| 2904                | <b>Extension Delay</b><br>Number of rings allowed for an extension to answer before the call is transferred to the receptionist.                                                                                                                                                                                                                                      | 4                      | 2—6                      |                        |
| 2916                | <b>Extension Digits</b><br>The number of digits in an extension. If all phones in your system have 2-digit extensions, set to 2. If all phones in your system have 3-digit extensions, set to 3, etc. For systems with various numbers of digits in their extension numbers (e.g., 2- and 3-digit extension numbers), you must set to 19.                             | 2                      | 2—4<br>or<br>19          |                        |
| 2918                | <b>Extension Transfer</b><br>Indicates how extension number calls are transferred. If blind transfer (2) is selected, when an extension dialed is busy or does not answer, the call is transferred to the receptionist. If supervised transfer (1) is selected, when an extension dialed is busy or does not answer, the caller hears the Transfer Fail announcement. | 1                      | 1—2                      |                        |
| 9709                | <b>Lowest Extension</b><br>Identifies the lowest valid extension number in the range available in your system. (Do not set for systems with mixed numbers of extension digits. See “Extension Digits.”)                                                                                                                                                               | -                      | -                        |                        |
| 9710                | <b>Highest Extension</b><br>Identifies the highest valid extension number in the range available in your system. (Do not set for systems with mixed numbers of extension digits. See “Extension Digits.”)                                                                                                                                                             |                        |                          |                        |

To change any of these Call Processing options:

1. Dial the MERLIN Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**NOTE:**

If you are programming from a multiline Touch-Touch phone connected to a MERLIN LEGEND system control unit, you must enter an additional **#** each time a **#** appears in a programming command.

2. Wait for an answer.
3. Dial **\*** followed immediately by your authorized caller number and **#** .  
*The two-beep confirmation tone sounds.*
4. Dial **\*** followed by "Program Code" shown in Table 2-3.

|      |   |                     |
|------|---|---------------------|
| 2901 | = | Day Answer Delay    |
| 2902 | = | Alight Answer Delay |
| 2903 | = | Dialing Delay       |
| 2904 | = | Extension Delay     |
| 2916 | = | Extension Digits    |
| 2918 | = | Extension Transfer  |
| 9709 | = | Lowest Extension    |
| 9710 | = | Highest Extension   |

5. Dial the number you have entered under "Current Setting."
6. Dial **#** .  
*The two-beep confir mation tone sounds.*

**NOTE:**

Commands 9709 and 9710 require an additional **#** to enter.

7. Continue programming or exit authorized caller mode by dialing **\*****#** .
8. To disconnect, dial **#** .

---

# Testing and Troubleshooting

# 3

---

This section describes the testing procedures for routing changes. If you have programmed a routing change, perform the corresponding test.

## **Testing Supervised Transfer Routes**

---

Use the following procedure if you have changed any supervised transfer routes:

1. Dial the MERLIN Attendant extension.
2. Dial the first supervised transfer route number.
3. Verify that the primary extension from the Route Plan (Planning Form E) rings. *Do not pick up the call.*
4. Make sure the call is forwarded to the secondary extension, if programmed. If not, make sure the call is forwarded to the receptionist.
5. Repeat this procedure except this time take the phone at the secondary extension off-hook.
6. Make sure the Transfer Fail announcement plays.
7. Repeat this procedure for each supervised transfer route.



## **Testing Blind Transfer Routes**

---

Use the following procedure if you have programmed any blind transfer routes:

1. Dial the MERLIN Attendant extension.
2. Dial the first blind transfer route number.
3. Verify that the extension from the Route Plan (Planning Form F) rings.  
*Do not pick up the call.*
4. Make sure the unanswered call is routed to the receptionist.
5. Repeat this procedure for each of the blind transfer routes.

## **Testing Extension Numbers**

---

Use the following procedure if your programming allows callers to enter individual extension numbers:

1. Dial the MERLIN Attendant extension.
2. Dial a valid extension number.

**NOTE:**

If the system includes various numbers of extension digits (e.g., 2- and 3-digit extensions), dial a valid extension number for each extension length. If supervised transfer is selected, there will be a delay of up to two seconds (or the current "Dialing Delay" setting) before you are connected to the extension numbers of the shorter length.

3. Make sure the call is directed to the proper extension.
4. Dial an invalid extension number.
5. Make sure the call is directed to the receptionist.

## **Troubleshooting**

---

This section describes various difficulties that might occur, the possible causes for the difficulty and procedures you can follow to try and solve the problem yourself.

### **Out-of-Service Codes**

---

When the MERLIN Attendant detects a problem, the unit enters an out-of-service state and will not answer calls. The light labeled "Battery" light on the front of the unit blinks up to ten times, pauses, then repeats the pattern.

**NOTE:**

A single blink indicates that time is allocated for announcements but no announcements have been recorded or they have been erased.

To restore normal operation, use a straightened paper clip to press the recessed RESET button on the back panel of the MERLIN Attendant. This procedure *does not result* in any loss of programmed options or recorded announcements. If the problem reoccurs, count the number of times the Battery light blinks (one to ten) then call your AT&T technician or authorized AT&T dealer.



**CAUTION:**

*Do not attempt to reset your MERLIN Attendant by adjusting the setup switches. Doing so can result in loss of programming or recorded announcements.*

### **Power Failures**

---

When setup switches 1 and 2 on the back of your MERLIN Attendant are set to *on* (down), the MERLIN Attendant can maintain all of its programming information up to eight weeks after interruption of power. However, recorded announcements remain only up to three hours during a power failure (provided the battery is fully charged at the time of the power outage).

If power is interrupted for more than three hours, you must re-record all of your announcements once power is restored. Refer to MERLIN Attendant Planning Form D for the information and programming instructions.

If power is interrupted to the MERLIN LEGEND system control unit, you should reactivate the privacy feature to prevent call contention between the MERLIN Attendant and the receptionist during backup call handling, as well as to prevent barge-in by other MERLIN LEGEND system users during immediate call handling.

Perform the following steps to activate the privacy feature:

1. Be sure switches 1 and 2 on the back of the MERLIN Attendant are on (down) and switches 3 and 4 are off (up).
2. Unplug the MERLIN Attendant from the power source.
3. At the MERLIN Legend system control unit, disconnect the first MERLIN Attendant from the Basic Telephone (012) Module.
4. Plug a basic Touch-Tone telephone into that same port.
5. Lift the handset.
6. Dial **#31** to activate the privacy feature.
7. Hang up the handset.
8. Reconnect the MERLIN Attendant to its port on the Basic Telephone (012) Module.
9. Plug the MERLIN Attendant into the ac power outlet.
10. Repeat these steps for each MERLIN Attendant.

### **Lost Authorized Caller Code**

---

If the default authorized caller code (789) is changed and the new code is lost or forgotten, contact the AT&T National Service Assistance Center (NSAC, telephone numbers are listed on the front inside cover of this book) or your AT&T Authorized Dealer.

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## FCC Notification and Repair Information

---

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

**MEANS OF CONNECTION:** Connection to the telephone network shall be through a standard network interface jack USOC RJ11 C. These USOCs must be ordered from your Telephone Company.

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

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

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

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

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

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

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

***INTERFERENCE INFORMATION NOTICE:*** FCC Rules require that you be notified of the following:

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