



## **MERLIN MAIL<sup>®</sup>**

Voice Messaging System  
Release 3

For the MERLIN LEGEND<sup>®</sup>  
Communications System

Planning Forms

585-320-544  
Issue 1  
April 1995

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#### Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

#### Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system, and if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your System Manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The System Manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

#### Federal Communications Commission Statement

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

#### Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Lé Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le regimant sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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#### Support Telephone Number

In the continental U.S., Lucent Technologies provides a toll-free customer helpline 24 hours a day. Call the Lucent Technologies Helpline at **1-800-628-2888** or your Lucent Technologies authorized dealer if you need assistance when installing, programming, or using your system. Outside the U.S., contact your local Lucent Technologies authorized representative.

#### Corporate Security

Whether or not immediate support is required, *all* toll fraud incidents involving Lucent Technologies products or services *should be reported* to Lucent Technologies Corporate Security at **1 800 821-8235**. In addition to recording the incident, Lucent Technologies Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

#### Fraud Intervention

If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call BCS National Service Assistance Center at **1 800 628-2888**.

#### Warranty

Lucent Technologies provides a limited warranty to this product. Refer to the "Limited Use Software License Agreement" card provided with your package.



# System Planning Form A

## System Parameters

### Single or Multiple Automated Attendant Operation

Check whether you want to use a single Automated Attendant or multiple Automated Attendants:

- Single Automated Attendant◆
- Multiple Automated Attendant

### Port Allocation

Fill in the corresponding 012 Module jack number in the space next to the appropriate MERLIN MAIL port number and indicate the service requested.

Service Requested	Ports Assigned					
	Port 1__	Port 2__	Port 3__	Port 4__	Port 5__	Port 6__
All ports programmed for Automated Attendant◆.	AA		AA		AA	
All ports programmed for Voice Mail.	VM		VM		VM	
Split Allocation (4-port system). Half the ports programmed for Automated Attendant and half the ports programmed for Voice Mail.	AA		VM		---	
Split Allocation (6-port system). Half the ports programmed for Automated Attendant and half the ports programmed for Voice Mail.	AA		AA (Port 3) VM (Port 4)		VM	

### Delayed Answer

Check one:

- No Delayed Answer◆
- Delayed Answer on Voice Mail Ports
- Delayed Answer on Automated Attendant Ports
- Delayed Answer on All Ports

### Fax Machine Extension

Fill in the extension number, or if more than one fax machine is used per Automated Attendant, the Calling Group number:

Automated Attendant 1 Fax: \_\_\_\_\_

Automated Attendant 2 Fax: \_\_\_\_\_

Automated Attendant 3 Fax: \_\_\_\_\_

◆ Factory Setting

## System Planning Form A

### Voice Mail Positions

Position	Name	Mailbox/Extension
System Administrator		9997◆
General Mailbox Owner (AA1)		10◆
General Mailbox Owner (AA2)		10◆
General Mailbox Owner (AA3)		10◆
Call Answer Service Operator		768◆

### Maximum Digits in Extension

Check the maximum number of digits in an extension:

- 2◆     
  3     
  4

### Language Selection

For monolingual operation, select a single language for all system prompts, announcements, and Submenus.

For bilingual operation, select a primary language and a secondary language for all system prompts, announcements, and Submenus. One of the languages must be English.

Mode	Language Selection		
Monolingual◆	1 English◆	2 French	3 Spanish
Bilingual—Primary Language	1 English	2 French	3 Spanish
Bilingual—Secondary Language	1 English	2 French	3 Spanish

### Remote Maintenance Device (RMD) Port

Fill in the extension number of the RMD: \_\_\_\_\_

### Serial Number of Unit

Fill in the serial number of the MERLIN MAIL Voice Messaging System Release 3: \_\_\_\_\_

◆ Factory Setting







## System Planning Form B

Class of Service (COS) Key						
Class	Min.	Msg Length Max (Min.)	Greeting Max (Min.)	Transfer Type	Outcalling	Mailbox Type
1	5	2	2	Unsupervised	No	Call Answer
2	10	5	2	Unsupervised	No	Call Answer
3	60	10	2	Unsupervised	No	Call Answer
4	5	2	2	Supervised	No	Call Answer
5	10	5	2	Supervised	No	Call Answer
6	60	10	2	Supervised	No	Call Answer
7	60	5	2	No Transfer	No	Call Answer
8	5	2	2	Unsupervised	Yes	Call Answer
9	10	5	2	Unsupervised	Yes	Call Answer
10	60	10	2	Unsupervised	Yes	Call Answer
11	5	2	2	Supervised	Yes	Call Answer
12	10	5	2	Supervised	Yes	Call Answer
13	60	10	2	Supervised	Yes	Call Answer
14	60	10	2	No Transfer	Yes	Call Answer
15	0	0	N/A	No Transfer	N/A	AA 1
16	0	0	N/A	No Transfer	N/A	AA 2
17	0	0	N/A	No Transfer	N/A	AA 3
18	60	15	2	No Transfer	No	Call Answer
19	0	0	4	No Transfer	No	Bulletin Board
20	0	0	0	Unsupervised	No	Transfer Only

Letter Key					
A	=	21	Ñ	=	64
B	=	22	O	=	63
C	=	23	P	=	71
D	=	31	Q	=	74
E	=	32	R	=	72
F	=	33	S	=	73
G	=	41	T	=	81
H	=	42	U	=	82
I	=	43	V	=	83
J	=	51	W	=	91
K	=	52	X	=	92
L	=	53	Y	=	93
M	=	61	Z	=	94
N	=	62			

## System Planning Form C

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### Automated Attendant Service Touch-Tone Gate Greeting

*(Copy this form for each Automated Attendant. Save the original blank form for future use.)*

#### Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

1       2       3

#### Touch-Tone Gate

Check the Touch-Tone Gate setting:

On       Off◆

#### Automated Attendant Touch-Tone Gate Greetings

 **NOTE:**

Greetings are used only if the Touch-Tone Gate is On. If the Touch-Tone Gate is Off, do not complete the rest of this form.

- Greeting length is up to two minutes.
- If the Touch-Tone Gate is On and the MERLIN MAIL system is set up for bilingual operation, inform callers in the secondary system language to press **\*1** to select the secondary system language.
- If the system operates in monolingual mode, inform callers with touch-tone phones to press **1**.
- If the system operates in bilingual mode, inform callers in the primary language to press **1** if they are calling from a touch-tone telephone and wish to hear prompts in the primary language. Inform callers in the secondary language to press **\*1** if they are calling from a touch-tone telephone and wish to hear the prompts in the secondary language.

◆ Factory Setting



## System Planning Form D

### Voice Mail Greeting

#### Voice Mail Greeting

It is recommended that you do not change the factory-set Voice Mail Greeting. If you do change it:

- Greeting must include instructions to enter the subscriber's extension and the pound sign.
- *Bilingual Mode Only:* Record the Greeting in the Primary and Secondary languages—the caller will hear them both without having to make a selection.

Voice Mail Greeting—Primary Language (Maximum length = 2 minutes)

Voice Mail Greeting—Secondary Language (Maximum length = 2 minutes)



## System Planning Form E

### Automated Attendant Schedule

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

#### Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1       2       3

#### Schedule Controller

The Schedule Controller determines how the Day and Night Service operation of the Automated Attendant is controlled.

Check an option:

- Follow the MERLIN LEGEND mode◆.
- Follow the MERLIN MAIL Business Schedule.
- Follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule.

#### Weekly Business Schedule

If the Automated Attendant's Schedule Controller is set to follow the MERLIN MAIL Business Schedule only or to follow both MERLIN LEGEND mode (Night Service) and the MERLIN MAIL Business Schedule, fill in the open and closed times for your business. If your business is open 24 hours a day, use open=0000, closed=0000. Use **hhmm** format where: **hh**=hour (01-12) or (00-23), **mm**=minute (00-59).

Option	Day	Open	Closed
1	Sunday		
2	Monday		
3	Tuesday		
4	Wednesday		
5	Thursday		
6	Friday		
7	Saturday		

◆ Factory Setting



## System Planning Form F

### Automated Attendant Service Day Main Menu

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

#### Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1       2       3

#### Day Main Menu

If using Automated Attendant Service for Day and for Night Operation, complete both the Day Main Menu and the Night Main Menu, even if the menus are identical.

Day Main Menu			
Selector Code	Selector Code Action*	Number	Description
1	(5◆)		
2	(5◆)		
3	(5◆)		
4	(5◆)		
5			
6			
7			
8			
9			

*	Selector Code Action Key
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer

#### Day Dial 0/Timeout Action

Specify where calls should be transferred if the caller dials 0 or does not enter a Selector Code.

Check one:

- General Mailbox  
 Call Answer Service Operator◆  
 Disconnect  
 Transfer to Extension \_\_\_\_\_

◆ Factory Setting



## System Planning Form G

### Automated Attendant Service Night Main Menu

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

#### Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1       2       3

#### Night Main Menu

If using Automated Attendant Service for Day and for Night Operation, complete both the Day Main Menu and the Night Main Menu, even if the menus are identical.

Night Main Menu			
Selector Code	Selector Code Action*	Number	Description
1	(5◆)		
2	(5◆)		
3	(5◆)		
4	(5◆)		
5			
6			
7			
8			
9			

*	Selector Code Action Key
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer

#### Night Dial 0/Timeout Action

Specify where calls should be transferred if the caller dials 0 or does not enter a Selector Code.

Check one:

- General Mailbox◆  
 Call Answer Service Operator  
 Disconnect  
 Transfer to Extension \_\_\_\_\_

◆ Factory Setting

## System Planning Form G

### Night Main Menu Script

- Write a script for the Night Main Menu. Remember that if the Automated Attendant's Touch-Tone Gate is Off, the Main Menu is the first thing callers hear. There will not be a greeting preceding the menu. If the Automated Attendant's Touch-Tone Gate is On, the Touch-Tone Gate Greeting will play before the Main Menu.
- If the MERLIN MAIL system is set up for bilingual operation, record the Night Main Menu in both the primary and secondary languages.

<b>Night Main Menu Script—Primary Language (Maximum length = 2 minutes)</b>

<b>Night Main Menu Script—Secondary Language (<i>Bilingual mode only</i>) (Maximum length = 2 minutes)</b>

# System Planning Form H

## Automated Attendant Service Submenus

(Copy this form for each Submenu. Save the original blank form for future use.)

Submenu No: \_\_\_\_\_

### Submenu Selector Codes

Submenu			
Selector Code	Selector Code Action*	Number	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

* Selector Code Action Key	
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer











## System Planning Form K

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### Security Settings

#### Transfer Restrictions

To restrict transfers in the voice messaging system to subscribers only, choose the Restrict Transfers to Registered Subscribers Only option. Choosing the No Transfer Restrictions option may leave your MERLIN MAIL system susceptible to toll fraud.

- Restrict Transfers to Registered Subscribers Only◆
- No Transfer Restrictions



#### Security Alert:

*This feature does not require that transfer destinations programmed by the System Administrator (Selector Code transfer destinations, fax extensions, Call Answer Service Operator, and Dial 0/Timeout extensions) have a mailbox. The System Administrator is responsible for making sure that such extensions are indeed internal destinations. System Administrators who do not take such precautions leave their systems open to toll fraud.*

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud. AT&T **strongly recommends** that you choose the Restrict Transfers to Registered Subscribers Only option.*

#### Minimum Password Length

Record the minimum password length (0–15, ◆=6).

Minimum Password Length: \_\_\_\_\_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 toll fraud by unauthorized persons.*

◆ Factory Setting

## MERLIN MAIL Form K

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### Security Violation Notification

If someone attempts to access a mailbox more than the administered maximum number of consecutive unsuccessful attempts, one of the following occurs:

- The mailbox locks and the System Administrator is notified.
- The System Administrator is notified (the mailbox is not locked).
- No action is taken.

Choose the action taken when the maximum number of consecutive unsuccessful attempts is reached:

- Mailbox Lock ◆
- Send a Warning Message
- No Security Violation Notification

Maximum number of consecutive unsuccessful attempts: \_\_\_\_\_ (2-18, ◆=5).



#### **Security Alert:**

*The System Administrator should use the most restrictive form of the feature that their business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Notify System Administrator option otherwise. Using No Security Violation Notification is **strongly discouraged**.*

◆ Factory Setting

## System Planning Form L

### Security Checklist

Customer: \_\_\_\_\_ MERLIN LEGEND Release: \_\_\_\_\_

Location: \_\_\_\_\_

New Install: \_\_\_\_\_ System Upgrade: \_\_\_\_\_ Port Additions: \_\_\_\_\_

### MERLIN MAIL Voice Messaging System Checklist

#### System Administration

	Y/N*	Note	N/A
System Administrator mailbox changed.			
System Administrator mailbox password changed to a maximum-length, difficult-to-guess value.			
System Administration password changed to a maximum-length, difficult-to-guess value (R3 only).			
Forced password change for new subscribers (R3 only).			
User password longer than five digits (R3 only).			

#### System Features

	Y/N*	Note	N/A
Mailboxes created only for active subscribers.			
Transfer restricted to subscribers only.			
Login attempts before Mailbox Lock, less than six.			
Login attempts before Warning Message, less than six.			
Outcalling privileges not assigned, or assigned only to those requiring them.			
MERLIN LEGEND Communications System voice mail ports outward restricted (FRL 0) if no Outcalling.			
MERLIN LEGEND voice mail port(s) used for Outcalling restricted by using an Allowed List to specific areas if Outcalling is needed. All other MERLIN LEGEND voice mail ports outward restricted.			
MERLIN LEGEND Disallowed List created containing 0, 011, 10, 700, 800, 1800, 809, 1809, 411, 1411. All MERLIN LEGEND voice mail ports assigned to this list.			
No pooled facility access codes translated on menu prompts.			
No ARS codes translated on menu prompts.			
Remote Call Forwarding used only with trunks that provide reliable disconnect (such as ground-start).			

#### End User Education

	Y/N*	Note	N/A
Passwords changed for new subscribers.			
Passwords are difficult to guess.			
Passwords are changed quarterly.			

\* If No (N), provide Note reference number and explain.

## System Planning Form L

### MERLIN LEGEND Communications System Checklist

#### System Administration

	Y/N*	Note	N/A
Password changed from factory setting.			

#### Allowed, Disallowed List for All Ports

	Y/N*	Note	N/A
900, 976 calls blocked.			
Operator calls restricted.			

#### Automatic Route Selection (ARS)

	Y/N*	Note	N/A
FRLs established for internal dialing (0), local network calling (1), etc.			

#### Extension

	Y/N*	Note	N/A
Remote Call Forwarding not active.			
Remote Call Forwarding used only with trunks that provide Reliable Disconnect (such as ground-start).			
ARS activated.			
Trunk groups dial access = n.			
FRLs assigned to limit network access based on business needs.			

#### Remote Access

	Y/N*	Note	N/A
Remote Access inactive.			
Use of non-DID/DNIS Remote Access number.			
Barrier Codes are random, maximum-length, difficult-to-guess sequences.			
Each Barrier Code's FRL is appropriate.			
Assign Allowed/Disallowed List when appropriate.			
Different Barrier Code assigned to each user.			

#### Product Monitoring

	Y/N*	Note	N/A
SMDR/HackerTracker reports monitored daily.			

\* If No (N), provide Note reference number and explain.







