

4 Choose an option or go to step 5:

**2** **3** to rewind and play back your comments.

**2** **1** to rerecord your comments. Go to step 2.

**\*** **3** to delete your comments.

5 **\*** **#** to approve your comments.

*The Message Addressing Menu plays and prompts for an extension.*

6 Receiving **EXTENSION** or **\*** **5** and **GROUP NUMBER** (the persons receiving the forwarded message) followed by **#**.

**NOTE:** Repeat step 6 to forward the message to others.

7 **\*** **#** to send the message.

*The green message waiting lamp goes on at the destination phone.*

### USING THE DIRECTORY

1 Follow these instructions to send, forward, or transfer a message.

2 **\*** **2** to look up an extension in the directory.

3 Dial the first four letters of the name.

*Example: To find the extension for ConlinJoe, you would dial 2665.*

**NOTE:** Use **7** for the letter Q. Use **9** for the letter Z.

4 One of the following actions occurs:

■ A match is made.

*The Message Addressing Menu plays and prompts for next extension.*

■ The letters match more than one person.

*Voice Mail announces the names that match. After you select one, the Message Addressing Menu plays.*

■ No match is found.

*The Message Addressing Menu plays.*

### RECORDING YOUR PERSONAL GREETING

1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

2 **3** to record a greeting.

*The Greeting Change Menu plays.*

**NOTE:** **0** to listen to the current greeting.

3 **1** to record your personal greeting (two minutes maximum).

*The prompt says, "Record at the tone."*

4 **1** again after recording your greeting.

*Example: "This is Joe Conlin. I'm in the office today but away from my desk. Please leave a message at the sound of the tone."*

5 Choose an option or go to step 6:

**2** **3** to rewind and play back the greeting.

**2** **1** to rerecord the greeting. Go to step 4.

**\*** **3** to delete the greeting.

6 **\*** **#** to approve the greeting.

### RECORDING YOUR NAME

1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

2 **3** to record a greeting.

*The Name Change Menu plays.*

3 **2** to record your name (up to four seconds).

*The prompt says "Record your name at the tone."*

4 **1** after recording your name.

5 Choose an option or go to step 6:

**2** **3** to rewind and play back the name.

**2** **1** to rerecord the name. Go to step 4.

**\*** **3** to delete the name.

6 **\*** **#** to approve the name.

### CHANGING YOUR PASSWORD

1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

2 **5** to change your password.

*The prompt says, "Enter new password."*

3 **PASSWORD** (up to four digits) followed by **#**.

*The prompt says, "Reenter password."*

4 **PASSWORD** again followed by **#**.

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## MERLIN MAIL™ Voice Messaging System

### Quick Reference Card

Voice Mail Service portion of the Voice Messaging System acts like a built-in answering machine. Callers from inside and outside your company can leave messages in your mailbox, which you can listen to, forward, save, or discard. A password you create keeps messages private. You can also send messages, respond to messages, or add your comments to a message and forward both to other people in your company.

### HELPFUL HINTS

- Program a button on your phone for one-touch dialing into the MERMAIL system.
- You can dial the next sequence without waiting for a greeting or prompt to finish.
- If your phone has a display, "Call MERMAIL" appears and your green message lamp goes on when a message is sent to your Mailbox. Deleting your message removes the display message. (Even if multiple messages are left, only one "Call MERMAIL" appears.)
- If you have a phone without a display, press **MESSAGE** to turn off the message waiting lamp when messages remain in your Mailbox.
- If you have a basic Touch-Tone phone, lift the handset, then press **#** **5** **4** to turn off the message waiting lamp when messages remain in your Mailbox.
- To call for your messages from outside your company, call in on a line answered by the MERLIN MAIL system or ask your System Operator to transfer you to the Voice Mail extension.
- See "Using the Directory" to look up other users' extensions.
- When your Mailbox reaches its storage limit, the "Mailbox Nearly Full" warning plays.

## LOGGING IN

### 1 MERLIN MAIL (the extension for MERLIN MAIL).

*The greeting plays.*

### 2 **[\*]** **[7]** to enter Voice Mail.

*The Voice Mail greeting plays.*

### 3 Your EXTENSION followed by **[#]**.

### 4 Your PASSWORD followed by **[#]**.

*Voice Mail announces the number of messages in your Mailbox.*

**NOTE:** Until you change it, the password is **[1]** **[2]** **[3]** **[4]**.

### 5 Select an option from the Voice Mail Menu:

**[1]** to record messages.

**[2]** to get messages.

**[3]** to program your name or greeting.

**[5]** to change your password.

**[\*]** **[8]** to transfer to another extension.

## SENDING A MESSAGE TO A SUBSCRIBER

### 1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

### 2 **[1]** to record a message.

*Prompt plays, "Record your message at the tone."*

### 3 Record your message, then **[1]** again.

*Example: "Joe, please attend an 11:00 meeting today."*

### 4 Select an option or go to step 5:

**[2]** **[3]** to rewind and play back the message.

**[2]** **[1]** to rerecord the message

**[\*]** **[3]** to delete the message.

### 5 **[\*]** **[#]** to approve the message.

*The Message Addressing Menu plays and prompts for an extension.*

### 6 Enter one of the following:

■ **[\*]** **[5]** and a Group List number followed by **[#]**.

■ **[\*]** **[2]** to look up a name in the directory.

■ **[\*]** **[3]** to discard the EXTENSION just entered.

**NOTE:** Repeat step 6 to send the message to others.

### 7 **[\*]** **[#]** to send the message.

*The green message waiting lamp goes on at the destination phone.*

## SENDING A MESSAGE USING A GROUP LIST

### 1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

### 2 **[1]** to record a message.

*Prompt plays, "Record your message at the tone."*

### 3 Record your message, then **[1]** again.

*Example: "There will be a Department meeting at 11:00 today."*

### 4 Select an option or go to step 5:

**[2]** **[3]** to rewind and play back the message.

**[2]** **[1]** to rerecord the message.

**[\*]** **[3]** to delete the message.

### 5 **[\*]** **[#]** to approve the message.

*The Message Addressing Menu plays and prompts for an extension.*

### 6 Enter one of the following:

■ **[\*]** **[5]** and a Group List number followed by **[#]**.

**NOTE:** Get Group List number from System Administrator.

■ **[\*]** **[3]** to discard the Group List number just entered.

**NOTE:** Repeat step 6 to send the message to others.

### 7 **[\*]** **[#]** to send the message.

*The green message waiting lamp goes on at the destination phone.*

## LISTENING TO MESSAGES

### 1 Log in to Voice Mail.

*The Voice Mail Menu plays.*

### 2 **[2]** to get messages.

*The message header plays.*

### 3 **[0]** to play the message.

*The message plays.*

### 4 While the message plays, you can choose additional options:

**[3]** to pause; **[3]** again to resume.

**[5]** to rewind four seconds.

**[6]** to skip forward four seconds.

### 5 After the message plays, choose the appropriate option:

To reply to sender, see "Replying to a Message."

To forward a message with comments, see "Forwarding a Message."

**[2]** **[3]** to rewind and play the current message header.

Go to step 3.

**[2]** **[0]** to rewind and play the current message. Go to step 4.

**[\*]** **[3]** to delete the message.

*The prompt says "Message deleted" and the next message header plays.*

**[#]** to save the message and skip to the next message header.

Go to step 3.

*The next message header plays.*

## REPLYING TO A MESSAGE

### 1 After the message plays, **[1]** to respond to the message.

*The Message Responding Menu plays.*

### 2 **[1]** to reply to the sender.

*The Message Recording Menu plays. The prompt says "Record at the tone."*

### 3 Record your reply, then **[1]** again.

*Example: "Sandy, I got your message about the meeting. I'll be there."*

### 4 Choose an option or go to step 5:

**[2]** **[3]** to rewind and play back your response.

**[2]** **[1]** to rerecord your response. Go to step 3.

**[\*]** **[3]** to delete your response.

*The prompt confirms, "Message not created. No response sent."*

### 5 **[\*]** **[#]** to send your reply.

*The green message waiting lamp goes on at the destination phone.*

## FORWARDING A MESSAGE

### 1 After the message plays, **[1]** to respond to the message.

*The Message Responding Menu plays.*

### 2 **[2]** to forward your comments along with the original message

*The Message Recording Menu plays.*

### 3 **[1]** after recording your comments.

*Example: "Laura, I'm forwarding this message to you from Joe "*