MERLIN® Messaging System Release 3.0

System Manager's Quick Reference

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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 System Installation, Programming, and Troubleshooting Online Guide* for important information.

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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 instructions, 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. For additional FCC information, see the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide*.

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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

When installing telephone equipment, always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury to person, including:

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the product.
- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone wiring has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Use only Avaya Inc. recommended/approved MERLIN® Messaging System accessories.
- Do not install this product near water—for example, in a wet basement location.
- Do not overload wall outlets, as this can result in the risk of fire or electrical shock.
- For MERLIN Messaging System used on the MERLIN LEGEND® Communications System or the MERLIN MAGIX™ Integrated System, slots and openings in the module are provided for ventilation. To protect this equipment from overheating, do not block these openings.
- Never push objects of any kind into this product through module openings or expansion slots, as they may touch dangerous voltage points or short out parts, which could result in a risk of fire or electrical shock. Never spill liquid of any kind on this product.
- Unplug the communications system from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use cleaners or aerosol cleaners.
- Do not operate the system if chemical gas leakage is suspected in the area. Use telephones located in some other safe area to report the trouble.

⚠ WARNING:

For MERLIN Messaging Systems used on a MERLIN LEGEND or MERLIN MAGIX system, ***DO NOT*** open the MERLIN Messaging System module. There are no serviceable parts inside the module.

SAVE THESE INSTRUCTIONS

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1 Getting Started

Welcome

This *Quick Reference* is designed to help you perform all programming required for proper operation of the MERLIN Messaging System once the messaging module has been initially installed. It includes programming tasks you must perform for the 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 the MERLIN 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 System 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 voice messaging services—Automated Attendant Service (AAS), Call Answer Service (CAS), and Voice Mail Service (VMS). A Delay Announcement Service (DAS) is also available when a MERLIN Messaging System module Release 2.5 or later is installed in a MERLIN MAGIX Integrated System Release 2.0 or later. The capabilities provided by these services are highlighted in the illustration on page 13.

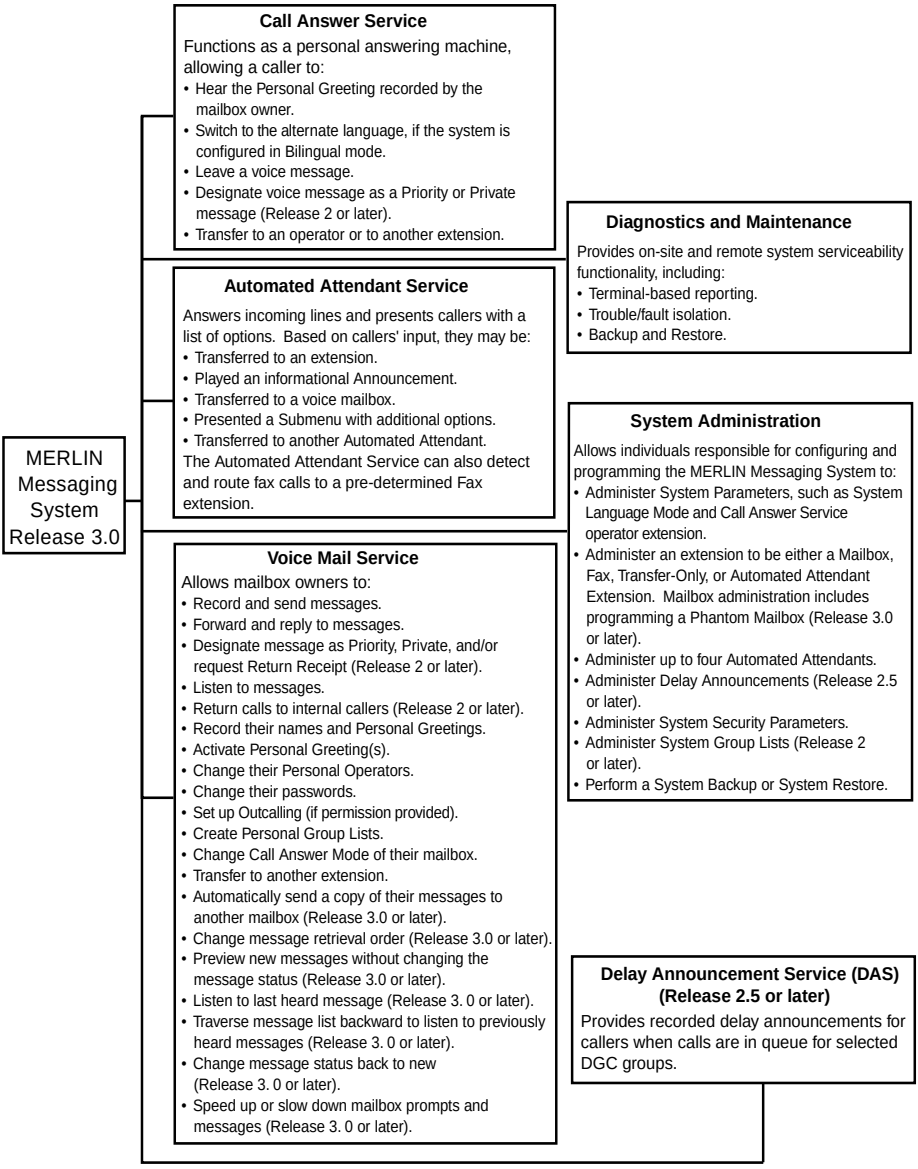
The system features include System Administration, Diagnostics and Maintenance, and Backup and Restore. The System Administration feature allows the System Manager to administer the system locally or remotely using a Touch-Tone telephone. This *Quick Reference* describes the Touch-Tone telephone method for System Administration.

In Release 2 or later, System Administration can also be performed locally from a PC or laptop running the MERLIN Messaging Release 2 or later System Administration software which provides a Graphical User Interface (GUI) for system programming. In Release 3.0 or later, the GUI System Administration software also provides the *Unified Messaging Application* that allows mailbox owners to access their voice messages as email from a PC. See *MERLIN Messaging System 3.0 Administration, Getting Started* for more information. In addition, *www.messenger* software is available for mailbox owners to access their voice messages via a Web browser on any PC. See the *www.messenger User Guide for the MERLIN Messaging System* for more information.

The Diagnostics and Maintenance features provide for on-site and remote system serviceability. The Backup and Restore features allow the System Manager to copy data and voice recordings onto external storage media and then copy this data back to the MERLIN Messaging System. Two Backup and Restore methods are available. Backup and Restore to the MERLIN Messaging System PC Port Card provides a backup of a defined set of data and voice recordings. Backup and Restore using the PC-based MERLIN Messaging Release 2 or later System Administration software provides a backup of all system data and voice recordings, as well as the option to back up all voice messages in all mailboxes.

For more information about Diagnostics and Maintenance, and Backup and Restore to the PC Port Card, see the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide.* For more information on Backup and Restore using the PC-based system administration software, see *MERLIN Messaging System 3.0 Administration, Getting Started.*

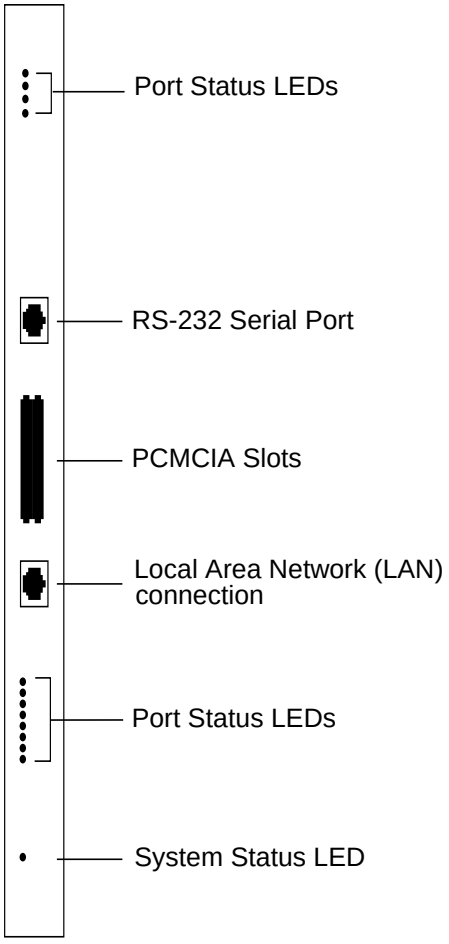
Overview of MERLIN Messaging System Services and Features



The Module

The MERLIN Messaging System is a single module that resides in the communications system carrier. The Release 2, Release 2.5, and Release 3.0 module is shown below. The Release 1 and 1.1 modules are very similar; the differences are noted in the "Module Components" table on the next page.

MERLIN Messaging System Module



Module Components

The module components are described in the following table.

Module Components

Component	Description
Module	
• LEDs	• One LED indicates system status and one LED for each port indicates port status. See the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide* for more information about the LEDs.
• RS-232 Serial Port	• Used to directly connect a PC or laptop to the system.
• Local Area Network (LAN) connection	• Used to connect the system to a LAN (Release 2 or later).
• PCMCIA Slots	• Used to house the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port card[1], or to house the DAS card[2]. Only the left-most slot should be used.
• Touch-Tone Receivers (TTRs)	• Two TTRs serve as communications system resources (an internal component of the module).
Port Cards	The port cards provide:
2-port, 4-port, 6-port, 8-port, 10-port, or 12-port card[1]	• Remote Maintenance Device (RMD). • Media for performing system backup. • Port licensing[3] required for the 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port configuration.

Module Components—Continued

Component	Description
DAS Card	The DAS card provides: • Remote Maintenance Device (RMD). • Port licensing for DAS on ports 9–12.

1 Release 1 and 1.1 offer a 2-, 4-, or 6-port card.

2 When a MERLIN Messaging System Release 2.5 or later is installed in a MERLIN MAGIX Integrated System Release 2.0 or later, the DAS card can be installed to provide 4 ports of DAS service only. When a DAS card is installed, no voice messaging services (AAS, CAS, and VMS) are provided.

3 When a MERLIN Messaging System Release 2.5 or later is installed in a MERLIN MAGIX Integrated System Release 2.0 or later with any port card (2-, 4-, 6-, 8-, 10-, or 12-port card), it includes all voice messaging services (AAS, CAS, and VMS) and Delay Announcement Service (DAS).

System Configurations

The MERLIN Messaging System Release 2.5 or later offers the following configurations:

- **All voice messaging services (AAS, CAS, and VMS) and Delay Announcement Service (DAS)**. This configuration requires a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port card installed in the PCMCIA slot on the MERLIN Messaging module. Message storage capacity is 100 hours for any port card.
- **DAS only on four or fewer ports**. This configuration requires a DAS card installed in the PCMCIA slot on the MERLIN Messaging module. The DAS card does not provide voice messaging services; there is no message storage capability.
- **DAS only on more than four ports.** This configuration requires a 2-port (6 DAS ports), 4-port (8 DAS ports), 6-port (10 DAS ports), or 8-port (12 DAS ports) card installed in the PCMCIA slot on the MERLIN Messaging module.

NOTES

- *Release 1 and 1.1 supports a 2-port, 4-port, or 6-port card, which provides all voice messaging services; DAS is not provided.*
- *Release 2 supports a 2-port, 4-port, 6-port, 8-port, 10-port, or 12-port card, which provides all voice messaging services; DAS is not provided.*

The following table further defines the services available in each system configuration.

Services Provided for Specific System Configurations

Card	Services Provided
2-port card	4 ports DAS (ports 9–12) and 2 ports voice[1] (ports 1–2) *or* 4 ports DAS (ports 9–12) and 2 ports voice or DAS (ports 1–2)
4-port card	4 ports DAS (ports 9–12) and 4 ports voice (ports 1–4) *or* 4 ports DAS (ports 9–12) and 4 ports voice or DAS (ports 1–4)
6-port card	4 ports DAS (ports 9–12) and 6 ports voice (ports 1–6) *or* 4 ports DAS (ports 9–12) and 6 ports voice or DAS (ports 1–6)
8-port card	4 ports DAS (ports 9–12) and 8 ports voice (ports 1–8) *or* 4 ports DAS (ports 9–12) and 8 ports voice or DAS (ports 1–8)
10-port card	2 ports DAS (ports 11–12) and 10 ports voice (ports 1–10) *or* 2 ports DAS (ports 11–12) and 10 ports voice or DAS (ports 1–10)
12-port card	No ports DAS and 12 ports voice (ports 1–12) *or* 12 ports voice or DAS (ports 1–12)
DAS card	4 ports DAS (ports 9–12)

1 Voice refers to voice messaging services which include the Automated Attendant Service (AAS), Call Answer Service (CAS), and Voice Mail Service (VMS).

Port Assignments

The communications system assigns logical IDs and extensions to each of the 12 ports on the MERLIN Messaging System module. The first logical ID and extension assigned to the MERLIN Messaging System module is assigned to Port 1, the second to Port 2, etc.

In Release 2 or later, if a Message-Waiting Light (MWL) update or Outcalling action needs to be performed, the ports shown in the following table are used.

Port Assignments for MWL Update or Outcalling Action

Port Card Installed	Ports Used for MWL Update or Outcalling Action
2-port card	Port 2
4-port card	Port 4
6-port card	Ports 5 and 6
8-port card	Ports 7 and 8
10-port card	Ports 9 and 10
12-port card	Ports 11 and 12

In Release 1 or 1.1, if an MWL update or Outcalling action needs to be performed, port 2, port 4, or port 6 is used on a 2-port, 4-port, or 6-port system, respectively.

In Release 2 or later, the Remote Maintenance Device (RMD) is not assigned to a dedicated logical ID and extension and can be accessed on any port. In Release 1 or 1.1, the RMD is assigned to the twelfth logical ID and extension.

The following table further defines the MERLIN Messaging System port assignments.

MERLIN Messaging System Port Assignments (Release 2.5 or later)

Card	Ports											
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**[1]
2-port	V/D[2]	V/D	N/E[3]	N/E	N/E	N/E	N/E	N/E	D[4]	D	D	D
4-port	V/D	V/D	V/D	V/D	N/E	N/E	N/E	N/E	D	D	D	D
6-port	V/D	V/D	V/D	V/D	V/D	V/D	N/E	N/E	D	D	D	D
8-port	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	D	D	D	D
10-port	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	D	D
12-port	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D	V/D
DAS	N/E	N/E	N/E	N/E	N/E	N/E	N/E	N/E	D	D	D	D

1 In Release 1 and 1.1, the 12th port is dedicated to the Remote Maintenance Device (RMD).
2 V/D = Voice or Delay Announcement Service. Voice includes all voice messaging services (AAS, CAS, and VMS). Prior to Release 2.5, Delay Announcement Service is not available.
3 N/E = Not Equipped.
4 D = Delay Announcement Service. Voice messaging services (AAS, CAS, and VMS) are not available on these ports.

System Capacities

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

System Capacities

Feature	Capacity	Factory Settings
System Administration Prompt Language	U.S. English, Latin American Spanish, and Canadian French	U.S. English
System Parameters		
• System Language	• U.S. English, Latin American Spanish, and Canadian French	• U.S. English
• Language Mode	• Monolingual or Bilingual[1]	• Monolingual
• Call Answer Service Operator	• 1 maximum	• Ext. 768
• General Mailbox Owners	• 4 (one for each Automated Attendant)	• Ext. 10
• Maximum Extension Length	• 2, 3, or 4 digits	• 2 digits

1 When System Language is set to Bilingual mode, the factory-set Primary Language is U.S. English and the factory-set Secondary Language is Latin American Spanish.
2 Release 3.0 or later.
3 Release 2.5 or later, when module is installed in a MERLIN MAGIX system Release 2.0 or later.
4 Release 2 or later.
5 Designating a message as Priority is not available in Release 1 or 1.1; Outcalling activation is for all messages.
6 A maximum of 3 personal greetings is available in Release 1 or 1.1.

System Capacities—Continued

Feature	Capacity	Factory Settings
Extensions		
• Mailbox Extensions	• 200 maximum for any port configuration	• None
— Maximum Number of Messages per Mailbox	— 120 messages	— N/A
— Mailbox Size	— 5–180 minutes (administered per mailbox)	— 20 minutes
— Maximum Message Length	— 2–60 minutes (administered per mailbox)	— 4 minutes
— Mailbox Language	— U.S. English, Latin American Spanish, and Canadian French	— System/ Primary Language
— Outcalling Permission	— On or Off	— Off
— Phantom Mailbox[2]	— Assigned or unassigned	— Unassigned
• Transfer-Only Extensions	• 400 maximum	• None
• Automated Attendant Extensions	• 10 maximum	• None
• Fax Extensions	• 4 (One for each Automated Attendant; Fax Extensions can be shared among Automated Attendants)	• None
• General Mailboxes	• 4 (One for each Automated Attendant)	• 9991, 9992, 9993, 9994

1 When System Language is set to Bilingual mode, the factory-set Primary Language is U.S. English and the factory-set Secondary Language is Latin American Spanish.
2 Release 3.0 or later.
3 Release 2.5 or later, when module is installed in a MERLIN MAGIX Integrated System Release 2.0 or later.
4 Release 2 or later.
5 Designating a message as Priority is not available in Release 1 or 1.1; Outcalling activation is for all messages.
6 A maximum of 3 personal greetings is available in Release 1 or 1.1.

System Capacities—Continued

Feature	Capacity	Factory Settings
Automated Attendants		
• Number of Automated Attendants	• 4 maximum	• 4
• Modes of Operation	• 2 (Day mode and Night mode)	• N/A
• Submenus	• 99 maximum	• None
• Announcements	• 99 maximum	• None
• Schedule Controller	• Follow Switch mode, Weekly Business Schedule, or both	• Switch mode
• Menu Prompts, Submenu Prompts, and Announcements	• 2 minutes in length maximum for each	• N/A
• Number of Line Assignments	• 80 per MERLIN Messaging System	• N/A
Delay Announcement Service (DAS)[3]	99 maximum	None
System Security		
• Minimum Password Length	• 0–15 digits	• 6 digits
• Maximum Password Length	• 15 digits	• 15 digits (fixed)
• Transfer Restrictions	• On or Off	• On

1 When System Language is set to Bilingual mode, the factory-set Primary Language is U.S. English and the factory-set Secondary Language is Latin American Spanish.
2 Release 3.0 or later.
3 Release 2.5 or later, when module is installed in a MERLIN MAGIX system Release 2.0 or later.
4 Release 2 or later.
5 Designating a message as Priority is not available in Release 1 or 1.1; Outcalling activation is for all messages.
6 A maximum of 3 personal greetings is available in Release 1 or 1.1.

System Capacities—Continued

Feature	Capacity	Factory Settings
System Group Lists[4]	10 maximum with up to 50 mailbox extensions in each list	List numbers 50 through 59
User Options		
• Outcalling Telephone/ Pager Numbers (administered by user)	• 5 maximum	• N/A
• Outcalling Cycles	• 1–9	• 3
• Outcalling Interval	• 5–99 minutes	• 15 minutes
• Outcalling Schedule	• Range is 0000–2359	• 24 hours
• Outcalling Activation	• Outcalling for all new messages or for priority messages only[5]	• All new messages
• Personal Greetings (recorded by user)	• 6 maximum[6]	• System Greeting for all calls
• Personal Group Lists (administered by user)	• 10 maximum with up to 50 extensions in each list	• List numbers 1 through 10
• Personal Operator	• 1 per user	• CAS Operator
• Call Answer Mode	• Record mode, Answer-Only mode, or Auto Copy mode[2]	• Record mode
• Message Retrieval Order[2]	• First In–First Out or Last In–First Out	• First In–First Out

1 When System Language is set to Bilingual mode, the factory-set Primary Language is U.S. English and the factory-set Secondary Language is Latin American Spanish.
2 Release 3.0 or later.
3 Release 2.5 or later, when module is installed in a MERLIN MAGIX system Release 2.0 or later.
4 Release 2 or later.
5 Designating a message as Priority is not available in Release 1 or 1.1; Outcalling activation is for all messages.
6 A maximum of 3 personal greetings is available in Release 1 or 1.1.

Programming Overview

This *Quick Reference* provides procedures for all programming required for proper operation of the MERLIN Messaging System.

- 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 communications system and the MERLIN Messaging System is required.
- If you are performing initial programming for a MERLIN Messaging System providing Delay Announcement Service (DAS) only, refer to Chapter 5.
- If you are performing routine tasks required to manage the MERLIN Messaging System—for example, reinitializing a mailbox password—refer to Chapter 6.

Communications System Programming

Programming for the communications system is performed through the system programming console or through a PC with WinSPM software. For more information about how to program the communications system, see *System Programming* for the *MERLIN LEGEND Communications System,* or *Programming Basics* in the *MERLIN MAGIX Integrated System Online Reference*.

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 using a Touch-Tone telephone appear in Chapter 3. In Release 2 or later, system administration can also be performed locally from a PC or laptop running the MERLIN Messaging System Administration software which provides a Graphical User Interface (GUI) for system programming. The PC or laptop must be connected to the MERLIN Messaging System via the LAN port through either a network or direct connection. See *MERLIN Messaging System 3.0 Administration, Getting Started* for more information.

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 System 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 using a PC connected to the MERLIN Messaging System. See the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide* for more information.

2 Initial Preparation

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:

- Activate Auto Configure (optional for Release 2 and later).
- Assign lines to the voice ports used for Outcalling when the communications system is configured in Key mode.
- Set the Outcalling lines to No Ring when the communications system is configured in Key mode.
- Create two Integrated VMI Calling Groups (one for voice messaging services and one for DAS; DAS is available in Release 2.5 or later), assign group members, and specify the calling group hunt type as linear.
- Enable rotary signaling for MERLIN Messaging System voice ports.

If you need further information about communications system features, see the *Feature Reference* for the *MERLIN LEGEND Communications System* or the *Feature Reference* in the *MERLIN MAGIX Integrated System Online Reference.*

About 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	On the System Programming Console	On the PC from WinSPM using Standard SPM Mode
More	Select this option by pressing the imprinted button on the console.	Select this option by clicking on the imprinted button on the console emulated on the PC monitor.
`GrpCalling`	Select this menu option by pressing the unlabeled display button next to the option.	Select this menu option by clicking on the option in the console display screen emulated on your PC monitor.
Enter extension number *[nnn]*	Enter the variable information in brackets.	Enter the variable information in brackets.

If you need further information on how to program the communications system, see *System Programming* for the *MERLIN LEGEND Communications System* or *Programming Basics* in the *MERLIN MAGIX Integrated System Online Reference*.

Activating Auto Configure

If you have a MERLIN MAGIX Integrated System, Release 1.5 or higher, and MERLIN Messaging System, Release 2 or later, an Auto Configure feature is available to automate some of the programming required to support the MERLIN Messaging System. The Auto Configure feature provides three options—Default Configuration, Update with Labels, and Update without Labels. Your system requirements should dictate which option you use.

Regardless of the option you use, be sure the MERLIN MAGIX system dial plan is established before you use the Auto Configure feature. If the dial plan for the MERLIN MAGIX system changes after you have activated the Auto Configure feature to program the MERLIN Messaging system, changes to the dial plan will not automatically be reflected in the MERLIN Messaging System.

NOTES

- *Auto Configure does not perform any programming for remote communications systems in a Centralized Voice Messaging arrangement.*
- *Auto Configure is not available in MERLIN MAGIX Integrated System, Release 1.0 or 1.0i, or in MERLIN LEGEND® Communications System, Release 7.0.*

For more information about the Auto Configure feature, including some guidance on which option to use, programming assignments that occur with each option, and default parameters that are created for Mailbox and Transfer-Only Extensions, see the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide*. Refer to "Preparing the Communications System" under "Installation, Initial Configuration, and Programming."

NOTE *This procedure can take between 5 and 10 minutes.*

Activating Auto Configure

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select System.	`System`
3	Select Config M.Msg.	`Config` `M.Msg`

4	Choose an option.	`Default Configuration`
		or
		`Update` `with labels`
		or
		`Update without labels`

5	If you selected the Default Configuration option, a message appears stating: *Mailboxes will be erased, do you want to continue?* Choose an option.	 `Yes` or `No`

6	If you selected either Update with Labels or Update without Labels, a message appears stating: *Keep or Delete non-matching mailboxes*[1].
	Choose an option.
		
		`Keep` or `Delete`
		`Enter`

7	Return to System Programming menu.	`Exit/Back` `Exit/Back`

1 Non-matching mailboxes are those that do not have an extension number on the local MERLIN MAGIX system. Select *Keep* if you want to keep original **and** revised mailbox and transfer-only programming. For example, select *Keep* if you want to keep extension programming for remote users in a centralized voice messaging arrangement. Select *Delete* if you only want to keep Mailbox and Transfer-Only programming that has been revised.

Regardless of whether you choose *Keep* or *Delete*, all Automated Attendant, Fax, and Guest Mailbox programming is left unchanged.

Changing Settings After Running Auto Configure

After you activate Auto Configure, default parameters are set for Mailbox Extensions and Transfer-Only Extensions. Review these default parameters and a MERLIN Messaging System Configuration Report or Extension Report to determine if you want to change any settings. For instructions on how to run a report, see "Terminal-Based Reporting, Maintenance and Administration" in the *MERLIN Messaging System Installation, Programming, and Troubleshooting Online Guide.* If you want to change the Auto Configure settings, see the appropriate procedure in the table below.

⚠ SECURITY ALERT:
Auto Configure may add mailboxes in the MERLIN Messaging System that do not have owners. As a result, your system security may be compromised. It is strongly recommended that you remove any mailbox extensions in the MERLIN Messaging System that do not belong to anyone.

Changing Settings After Running Auto Configure

To...	See section...	In Chapter...
Change the Calling Group or Group Members	"Creating Calling Groups and Assigning Group Members" on page 35	Chapter 2
Change Rotary Signaling	"Enabling Rotary Signaling" on page 39	Chapter 2
Change Maximum Extension Length	"Programming the Maximum Extension Length" on page 55	Chapter 3
Change parameters for a Mailbox Extension	"Modifying Mailbox Extensions" on page 157	Chapter 6
Change parameters for a Transfer-Only Extension	"Assigning Transfer-Only Extensions" on page 66	Chapter 3
Change the Coverage Group	"Programming Group Coverage" on page 112	Chapter 4
Remove a Mailbox Extension that does not belong to anyone.	"Deleting a Mailbox Extension" on page 166	Chapter 6

Assigning Lines to the Voice Port(s) Used for Outcalling

If the communications system is operating in Key mode and Outcalling is used, you must assign one or more outside lines to the MERLIN Messaging System ports (extensions) used for Outcalling. You must also set the lines to No Ring on these extensions, as described in the next procedure, to ensure proper operation. These procedures are not necessary if the communications system is operating in the Hybrid/PBX mode.

For MERLIN Messaging System Release 2 or later, the port(s) used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a 6-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card. For Release 1 or 1.1, the port used for Outcalling is Port 2 when a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.

Assigning Lines to the Voice Port(s) Used for Outcalling

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Select Lines Trunks.	`Lines Trunks`
4	Enter extension number you want to program.	*[nnn]* `Enter`
5	Add the Outcalling Line Assignments by selecting each line button and turning on the green LED.	Press line button on console
6	Press Exit/Back when you have finished adding the Outcalling lines to that extension.	`Exit/Back`
7	Return to System Programming menu.	`Exit/Back`

Setting the Outcalling Lines to No Ring

If the communications system is operating in Key mode and Outcalling is used, the outside line(s) assigned to the MERLIN Messaging System voice port(s) that are used for Outcalling must be set to No Ring. This procedure is not necessary if the communications system is operating in the Hybrid/PBX mode.

For MERLIN Messaging System Release 2 or later, the voice port(s) used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a 6-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card. For Release 1 or 1.1, the voice port used for Outcalling is Port 2 when a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.

Setting the Outcalling Lines to No Ring

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys Program Exit/Start
2	Display next page menu.	More / ►
3	Select Centralized Telephone Programming.	Cntr-Prg
4	Select Program Extension.	Program Ext
5	Enter the extension you want to program.	*[nnn]* Enter
6	Start Centralized Telephone Programming.	Start
7	Select the line button representing the Outcalling line.	Press button on console
8	Select Ring Options for all lines.	* 3 4 5 or ListFeature Ring Options All Lines Enter No Ring Enter
9	Return to System Programming menu.	Sys Program Exit/Back Exit/Back

Creating Calling Groups and Assigning Group Members

If you are using voice messaging services—Automated Attendant Service (AAS), Call Answer Service (CAS), and Voice Mail Service (VMS)—*and* Delay Announcement Service (DAS), you must create two MERLIN Messaging System calling groups and assign group members to each calling group. One calling group contains the ports used for AAS, CAS, and VMS. The other calling group contains the ports used for DAS. If you are using DAS only, you need to create only one MERLIN Messaging System calling group.

NOTES

- *DAS is available in Release 2.5 or later. If you have a release prior to Release 2.5, create only one calling group containing ports for AAS, CAS, and VMS.*
- *If you are using one or more V/D ports to provide DAS, choose ports beginning with the lowest port number, Port 1. See "MERLIN Messaging System Port Assignments (Release 2.5 or later)" on page 20 for more information on V/D ports.*
- *It is recommended that a single port not provide both voice messaging services and DAS.*

Creating a Calling Group and Assigning Group Members for Voice Messaging Services (AAS, CAS, and VMS)

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Members.	`Members`

Creating a Calling Group and Assigning Group Members for Voice Messaging Services (AAS, CAS, and VMS)—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
6	Enter extension number of the MERLIN Messaging System Calling Group for the voice messaging services (AAS, CAS, and VMS) on the communications system.	*[nnn]* `Enter`
7	Enter members of the MERLIN Messaging System Calling Group for AAS, CAS, and VMS in ascending order. *Repeat this step for each MERLIN Messaging System port used for AAS, CAS, and VMS.*	*[nnn]* `Enter`
8	Confirm that all members are entered in the correct order.	Inspct
9	Return to Group Calling menu.	`Exit/Back`
10	Select Hunt Type.	`Hunt Type`
11	Enter extension number of MERLIN Messaging System Calling Group for AAS, CAS, and VMS on the communications system.	*[nnn]* `Enter`
12	Specify Linear Hunt Group.	`Linear` `Enter`
13	Display next page of menu.	More / ▶
14	Select Group Type.	`Group Type`

Creating a Calling Group and Assigning Group Members for Voice Messaging Services (AAS, CAS, and VMS)—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
15	Enter extension number of MERLIN Messaging System Calling Group for AAS, CAS, and VMS on the communications system.	*[nnn]* `Enter`
16	Select Integrated VMI.	`Integ VMI` `Enter`
17	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

Creating a Calling Group and Assigning Group Members for Delay Announcement Services (DAS)

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Members.	`Members`
6	Enter extension number of the MERLIN Messaging System Calling Group for DAS on the communications system.	*[nnn]* `Enter`

Creating a Calling Group and Assigning Group Members for Delay Announcement Services (DAS)—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
7	Enter members of the MERLIN Messaging System Calling Group for DAS in ascending order. *Repeat this step for each MERLIN Messaging System port used for DAS.*	*[nnn]* `Enter`
8	Confirm that all members are entered in the correct order.	Inspct
9	Return to Group Calling menu.	`Exit/Back`
10	Display next page of menu.	More / ▶
11	Select Group Type.	`Group Type`
12	Enter extension number of MERLIN Messaging System Calling Group for DAS on the communications system.	*[nnn]* `Enter`
13	Select Integrated VMI.	`Integ VMI` `Enter`
14	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

NOTE *You do not need to specify Hunt Type for the DAS Calling Group.*

Enabling Rotary Signaling

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

Enabling Rotary Signaling

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display third page of menu.	More / ▶ More / ▶
4	Select Rotary Enable.	`RotaryEnabl`
5	Enter extension number of MERLIN Messaging System voice port. *Repeat this step for each MERLIN Messaging System voice port.*	*[nnn]* `Enter`
6	Make sure all MERLIN Messaging System voice ports are rotary enabled.	Inspct
7	Return to System Programming menu.	`Exit/Back` `Exit/Back`

3 Programming the Messaging System

Overview

This chapter describes the MERLIN Messaging System programming tasks that must be performed after the module is initially installed.

NOTE *In Release 2 or later, you can program the MERLIN Messaging System locally from a PC or laptop running the MERLIN Messaging System Administration software which provides a Graphical User Interface (GUI) for system programming. See* MERLIN Messaging System 3.0 Administration, Getting Started *for more information.*

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
- Creating Delay Announcements
- Setting Transfer Restrictions
- Setting Minimum Password Length
- Programming System Group Lists (Release 2 or later)

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:
0	Transfer to Operator (Call Answer Service and Automated Attendant Service, but not from a programming menu)
* #	Back up one menu level.
* 4	Play the current prompt again.

Global Commands—Continued

Press:	To:
* 7	• From the System Administration (SA) Main menu, go to the SA Activity menu. • From any SA submenu, go to the SA Main menu. • From Call Answer Service, go to the Voice Mail Service login prompt. • From Automated Attendant Service, go to the Voice Mail Service login prompt. • From a Voice Mail Service submenu, go to the Voice Mail Service Activity menu.
* 8	Hear prompt for transferring to an extension.
* * 9	Exit from the system. (Can also hang up.)
None	• For an Automated Attendant Main menu or submenu, the system handles the call based on the Automated Attendant's Dial 0/Timeout action. • For an Automated Attendant announcement, the system will time out after 5 seconds and disconnect. • For all other menus or prompts, the system will timeout after 5 seconds if no response to a voice prompt is made. After three timeouts, the system will disconnect.

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" on page 154 in Chapter 6.

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 the System Administration extension.	0 #
3	Enter initial System Administration password at password prompt. **NOTE** *The first time you log in, you are prompted to change the password. Until you create it, the System Administration password is not set.*	#

Initially Logging in to System Administration—Continued

Step	Programming Task	Touch-Tone Input
4	Enter new password.	*[nnnnnn]* #
5	Re-enter new password. **NOTE** *Write down the password and store it in a secure location. If you forget or lose this password, you will not be able to log in to the system and make updates and changes.*	*[nnnnnn]* #
6	Select System Administration. **NOTE** *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.*	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—U.S. 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" on page 47 for more information.

NOTE *Select a language even if you want the System Administration Prompt Language to remain in U.S. English. This will ensure a change to the System Language Mode or System Language does not affect the System Administration Prompt Language.*

Selecting the System Administration Prompt Language

Step	Programming Task	Touch-Tone Input
1	Dial the Calling Group Extension for MERLIN Messaging System.	*[nnn]*
2	Enter the System Administration extension.	0 #
3	Enter password.	*[nnnnnn]* #
4	Select System Administration Prompt Language.	1
5	Choose one of the following: • U.S. English • Latin American Spanish • Canadian French	 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.

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: U.S. 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 * 1. When a system is in Bilingual mode, the user includes in their personal greeting instructions for the caller to press * 1 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 U.S. English as the System Language. When the System Language Mode is set to Bilingual, the factory-set Primary Language is U.S. English and the factory-set Secondary Language is Latin American Spanish.

System Language is different from the System Administration Prompt Language. 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

Step	Programming Task	Touch-Tone Input
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 U.S. 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 Language Mode has been changed to Bilingual, the factory-set Primary Language is U.S. 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 Languages from their default settings.

NOTE *If you have not set a System Administration Prompt Language or Mailbox Language, changing the System Language will affect the System Administration Prompt Language and the Mailbox Language.*

Setting System Language

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Parameters.	1
3	Select System Language Mode.	1
4	Select System Language.	2
5	*If system is in Bilingual mode, go to Step 6.* If system is in Monolingual mode, choose one of the following:	
	• Listen to System Language.	2
	— Accept language. *Monolingual procedure is complete.*	* # or
	• Modify System Language, then choose one of the following:	6
	— U.S. English	1 # or
	— Latin American Spanish	2 # or
	— Canadian French	3 #
	■ Confirm language. *Monolingual procedure is complete.*	9 or
	■ Cancel update.	6

Setting System Language—Continued

Step	Programming Task	Touch-Tone Input
6	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• If finished.	* #
7	Choose one of the following:	
	• Listen to System Language.	2
	— Accept language.	* # or
	• Modify language, then choose one of the following:	6
	— U.S. English	1 # or
	— Latin American Spanish	2 # or
	— Canadian French	3 #
	■ Confirm language.	9 or
	■ Cancel update.	6
8	Repeat Steps 6 and 7 for Secondary Language.	
9	End Language Selection.	* #

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.

> **NOTE**
> *Setting the System Date and Time is required only with MERLIN LEGEND Communications System Release 7, and with MERLIN MAGIX Integrated System, Release 1.0. For MERLIN MAGIX Communications System Release 2.0 and later and MERLIN Messaging System 2.0 and later, the MERLIN Messaging board automatically synchronizes its date and time with that of the communications system.*

Setting the System 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

Setting the System Date and Time—Continued

Step	Programming Task	Touch-Tone Input
4	Choose one of the following: • Enter date where: *mm* = month *[01–12]* *dd* = date *[01–31]* *yy* = year *[99, 00–37]* • Keep current date.	 *[mmddyy]* # or #
5	Choose one of the following: • Enter time where: *hh* = hour *[00–23]* *mm* = minute *[00–59]* • Keep current time.	 *[hhmm]* # or #
6	Choose one of the following: • Approve. • Re-enter, then return to Step 4.	 * # 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 then 0.
  - Caller presses 0 while using the directory to transfer.
- In Call Answer Service, when:
  - Caller presses 0 or * 8 then 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 then 0 during the five-second timeout following the greeting.
  - Caller presses 0 or * 8 then 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.

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 phone 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 digits and #, indicating they have finished entering the extension.
- Five-second time-out period has expired.

Programming Maximum Extension Length

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Parameters.	1
3	Select Maximum Extension Length.	5
4	Choose one of the following: • 2 digits. • 3 digits. • 4 digits.	 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 phone 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 identifies information required to program the extensions.

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 up to a 10-letter Directory Listing to address messages or transfer calls. (In Release 1 or 1.1, up to a 4-letter Directory Listing is available.) 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.

  NOTE

  If the mailbox is a destination mailbox for a Phantom mailbox or for a mailbox in Auto Copy mode (both available in Release 3.0 or later), be sure to specify a sufficient amount of storage time to accommodate additional messages that could be stored there.

- **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 (all calls or only Priority calls; in Release 1 or 1.1, Priority calls are not available) 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.
- **Administer Phantom Mailbox Property**. Available in Release 3.0 or later, the Phantom mailbox capability allows messages left for a Phantom mailbox to be deposited in a different mailbox. Messages are not left in the Phantom mailbox, but are left in the destination mailbox you specify. This feature can be used to assure messages are forwarded to an active mailbox when a mailbox becomes vacant. It can also be used to provide a common mailbox for two extensions, each with a different greeting.

NOTE

Confirm the Mailbox Size of the destination mailbox is sufficient enough to accommodate the additional messages that could be stored there.

Assigning Mailbox Extensions

Step	Programming Task	Touch-Tone Input
Required Steps		
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select Extension Administration.	2
3	Enter extension number.	*[nnn]* #
4	Assign a mailbox to this extension.	1
5	Choose one of the following: • If a telephone is associated with this extension. • If a telephone is not associated with this extension.	 9 or 6

Assigning Mailbox Extensions—Continued

Step	Programming Task	Touch-Tone Input
Required Steps—Continued		
6	Choose one of the following:	
	• To program optional features for this extension, go to the appropriate step as follows:	
	— Directory Listing or Recorded Name: *Go to Step 7.*	
	— Message Length and Mailbox Size: *Go to Step 8.*	
	— Outcalling: *Go to Step 9.*	
	— Mailbox Language: *Go to Step 10.*	
	— Phantom Mailbox: *Go to Step 11.*	
	• Delete this extension.	* 3
	— Confirm.	9 or
	— Cancel.	6
	• If finished administering this extension.	* #

Assigning Mailbox Extensions—Continued

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

Assigning Mailbox Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
7 cont.	• Select Directory Listing, then choose one of the following:	2
	— Enter Directory Listing, then choose one of the following:	1
	■ Enter up to first ten letters of name (in Release 1 or 1.1, enter up to first four letters of name). *See Appendix A, "Directory Listing Letter Key," to enter letters using Touch-Tones.* Then choose one of the following:	*[nn nn nn nn nn nn nn nn nn nn]* #
	➢ Approve.	* # or
	➢ Re-enter.	1 or
	■ Exit without changes.	* #
	— If finished administering the Directory Listing. *Return to Step 6.*	* #

Assigning Mailbox Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
8	**For Message Length and Mailbox Size:**	
	Select Message Length and Mailbox Size, then choose one the following:	2
	• Change Message Length and Mailbox Size.	1
	— Choose one of the following:	
	■ Enter Maximum Message Length.	*[nn]* # or
	■ Skip Maximum Message Length.	# or
	■ If finished. *Return to Step 6.*	* #
	— Choose one of the following:	
	■ Enter Mailbox Size, then choose one of the following:	*[nn]* #
	➢ Approve. *Return to Step 6.*	* # or
	➢ Re-enter.	1
	■ Skip Mailbox Size, then choose one of the following:	#
	➢ Approve. *Return to Step 6.*	* # or
	➢ Re-enter.	1
	■ If finished. *Return to Step 6.*	* #
	• If finished administering Message Length and Mailbox Size. *Return to Step 6.*	* #

Assigning Mailbox Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
9	**For Outcalling:**	
	Select Outcalling, then choose one of the following:	5
	• Turn Outcalling On. *Return to Step 6.*	9 or
	• Turn Outcalling Off. *Return to Step 6.*	6
10	**For Mailbox Language:**	
	Select Mailbox Language, then choose one of the following:	6
	• Listen to current Mailbox Language.	2
	— If finished. *Return to Step 6.*	* #
	• Modify Mailbox Language and choose one of the following:	6
	— U.S. English	1 # or
	— Latin American Spanish	2 # or
	— Canadian French	3 #
	■ After modifying, confirm (*Return to Step 6*) or cancel.	9 or 6

Assigning Mailbox Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
11	**For Phantom Mailbox Property:**	
	To set the Phantom Mailbox property, you must enter a valid destination extension number.	
	Select Phantom Mailbox, then choose one of the following:	9
	• Enter destination mailbox. *Return to Step 6.*	*[nnn]* # or
	• Change destination mailbox, if the destination is already assigned. *Return to Step 6.*	*[nnn]* # or
	• Remove Phantom mailbox status. *Return to Step 6.*	* 3 or
	• Leave destination mailbox unchanged. *Return to Step 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 100 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 up to a 10-letter Directory Listing to address or transfer calls. (In Release 1 or 1.1, up to a 4-letter Directory Listing is available.) The Transfer-Only extension name can also be recorded.

Assigning Transfer-Only Extensions

Step	Programming Task	Touch-Tone Input
Required Steps		
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select Extension Administration.	2
3	Enter extension number.	*[nnn]* #

Assigning Transfer-Only Extensions—Continued

Step	Programming Task	Touch-Tone Input
Required Steps—Continued		
4	Assign Transfer-Only permission to this extension.	2
5	Choose one of the following:	
	• Program the Directory Listing or Recorded Name. *Go to Step 6*.	
	• Delete this extension.	* 3
	• If finished administering this extension.	* #
Optional Steps		
6	**For Directory Listing or Recorded Name:**	
	Select Directory Listing or Recorded Name, then do the following:	1
	• Select Record Name, then choose one of the following:	1
	— Listen to name.	1
	■ If finished.	* #
	— Record name; then after recording, press 1 and choose one of the following:	2 *[record name]* 1
	■ Approve name.	* # or
	■ Play back recorded name.	2 3 or
	■ Re-record name.	2 1 or
	■ Delete name just recorded.	* 3
	— If finished recording a name. *Return to Step 5.*	* #

Assigning Transfer-Only Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
6 cont.	• Select Directory Listing, then choose one of the following:	2
	— Enter Directory Listing, then choose one of the following:	1
	■ Enter up to first ten letters of name (in Release 1 or 1.1, enter up to first four letters of name). *See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones.* Then choose one of the following:	*[nn nn nn nn nn nn nn nn nn nn]* #
	➢ Approve.	* # or
	➢ Re-enter.	1
	■ Exit without changes.	* #
	— If finished administering Directory Listing. *Return to Step 5.*	* #

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 up to a 10-letter Directory Listing to address or transfer calls. (In Release 1 or 1.1, up to a 4-letter Directory Listing is available.) The Automated Attendant Extension name can also be recorded.

Assigning Automated Attendant Extensions

Step	Programming Task	Touch-Tone Input
Required Steps		
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: • If a telephone is associated with this extension. • If a telephone is not associated with this extension.	 9 or 6
7	Choose one of the following: • Program Directory Listing or Recorded Name. *Go to Step 8*. • Delete this extension. • If finished administering this extension.	 * 3 * #

Assigning Automated Attendant Extensions—Continued

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

Assigning Automated Attendant Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
8 cont.	■ Re-record name.	2 1 or
	■ Delete name just recorded.	* 3
	— If finished recording a name. *Return to Step 7.*	* #
	• Select Directory Listing, then choose one of the following:	2
	— Administer Directory Listing, then choose one of the following:	1
	■ Enter up to first ten letters of name (in Release 1 or 1.1, enter up to first four letters of name). *See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones.* Then choose one of the following:	*[nn nn nn nn nn nn nn nn nn nn]* #
	➢ Approve.	* # or
	➢ Re-enter.	1
	■ Exit without changes.	* #
	— If finished administering Directory Listing. *Return to Step 7.*	* #

Assigning Fax Extensions

A Fax extension is one that has a fax machine. (See "Identifying Fax Extensions" on page 97 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 up to a 10-letter Directory Listing to transfer calls to the Fax extension. (In Release 1 or 1.1, up to a 4-letter Directory Listing is available.) The Fax extension name can also be recorded.

Assigning Fax Extensions

Step	Programming Task	Touch-Tone Input
Required Steps		
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

Assigning Fax Extensions—Continued

Step	Programming Task	Touch-Tone Input
Required Steps—Continued		
5	Choose one of the following:	
	• Program Directory Listing or Recorded Name. *Go to Step 6*.	
	• Delete this extension.	* 3
	NOTE ▶ *If this fax extension is assigned to an Automated Attendant you must do one of the following:*	
	— Confirm.	9 or
	— Cancel.	6
	• If finished administering this extension.	* #

Assigning Fax Extensions—Continued

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

Assigning Fax Extensions—Continued

Step	Programming Task	Touch-Tone Input
Optional Steps—Continued		
6 cont.	• Select Directory Listing, then choose one of the following:	2
	— Administer Directory Listing, then choose one of the following:	1
	■ Enter up to first ten letters of name (in Release 1 or 1.1, enter up to first four letters of name). *See Appendix A, "Directory Listing Letter Key" to enter letters using Touch-Tones.* Then choose one of the following:	*[nn nn nn nn nn nn nn nn nn nn]* #
	➢ Approve.	* # or
	➢ Re-enter.	1
	■ Exit without changes.	* #
	— If finished administering Directory Listing. *Return to Step 5.*	* #

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 – Automated Attendant Schedule & Fax Assignment, Form 3b – Day/Night Main menu, Form 3c – Submenu, and *Form 3d – Recording Script,* identify the information you need to program the Automated Attendants.

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.	*[nnn]* 0 # *[nnnnnn]* # 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: • Listen to menu. *Go to Step 6.* • Modify menu. *Go to Step 7.* • If finished.	 2 6 * #
6	Choose one of the following: • Listen to menu prompt. If system is in Bilingual mode: — Listen to menu prompt in Primary Language. — Listen to menu prompt in Secondary Language. • Listen to menu definition. • If finished.	 1 1 or 2 2 * #

Programming Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
7	Choose one of the following:	
	• Enter Selector Code, then choose one of the following:	*[1–9]*
	— Modify Selector Code, then choose one of the following:	9
	■ Selector Code transfer.	1 + *ext. number* + # or
	■ Play submenu.	2 + *submenu number* + # or
	■ Play announcement.	3 + *announce. number* + # or
	■ Direct extension transfer.	5, or
	■ Mailbox transfer.	6 + *mailbox ext. number* + # or
	■ Delete Selector Code.	* 3 or
	■ If finished (exit without changing Selector Code).	* #
	— Keep current Selector Code. *To modify another Selector Code, return to beginning of Step 7.*	6

Programming Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
7 cont.	• Select Dial 0/Timeout Action, then choose one of the following:	0
	— Change Dial 0/Timeout Action, then choose one of the following:	9
	■ Transfer to Call Answer Service Operator.	0 or
	■ Transfer to General Mailbox.	1 or
	■ Disconnect.	2 or
	■ Transfer to extension.	3 + *ext. number* + # or
	■ Transfer to mailbox.	4 + *mailbox ext. number* + # or
	■ If finished (exit without changing Dial 0/Timeout Action).	* #
	— Keep current Dial 0/Timeout Action. *Return to beginning of Step 7.*	6
	• If finished modifying menu definitions.	* #
	NOTE▶ *You must continue with either Step 8 or Step 9 and follow the instructions to save the menu definitions and menu prompts.*	

Programming Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
8	*If system is in Bilingual mode, go to Step 9.* If system is in Monolingual mode, choose one of the following:	
	• Record a new prompt; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to prompt.	2 3 or
	— Re-record prompt.	2 1 or
	— Delete recording.	* 3
	• Use existing menu prompt and save menu definition changes. *For Monolingual mode, procedure is finished.*	#
9	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• Save menu definition and menu prompt changes.	#
10	Record a new prompt; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 9.*	* # or
	• Listen to prompt. *Return to Step 9.*	2 3 or
	• Re-record prompt. *Return to Step 9.*	2 1 or
	• Delete recording. *Return to Step 9.*	* 3

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 Attendent 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	*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: • Create submenu. • Cancel.	 9 or 6
7	Choose one of the following: • Listen to submenu. *Go to Step 8.* • Modify submenu. *Go to Step 9.* • Delete submenu. — Confirm deletion. — Cancel deletion. • * # if finished.	 2 6 * 3 9 or 6 * #

Creating Submenus—Continued

Step	Programming Task	Touch-Tone Input
8	Choose one of the following:	
	• If the system is in Monolingual Mode, listen to submenu prompt.	1
	• If system is in Bilingual mode:	
	— Listen to submenu prompt in Primary Language.	1
	— Listen to submenu prompt in Secondary Language.	2
	• Listen to submenu definition.	2
	• If finished.	* #

Creating Submenus—Continued

Step	Programming Task	Touch-Tone Input
9	Choose one of the following:	
	• Enter Selector Code, then choose one of the following:	*[1–9]*
	— Modify Selector Code, then choose one of the following:	9
	■ Selector Code transfer.	1 + *ext. number* + # or
	■ Play submenu.	2 + *submenu number* + # or
	■ Play announcement.	3 + *announce. number* + # or
	■ Direct extension transfer.	5 or
	■ Mailbox transfer.	6 + *mailbox ext. number* + # or
	■ Delete Selector Code.	* 3
	■ If finished (exit without changing Selector Code).	* #
	— Keep current Selector Code action. *To modify another Selector Code, return to beginning of Step 9.*	6
	• When finished modifying submenu definitions.	* #
	NOTE *You must continue with either Step 10 or Step 11 and follow the instructions to save the submenu definitions and submenu prompt.*	

Creating Submenus—Continued

Step	Programming Task	Touch-Tone Input
10	*If system is in Bilingual mode, go to Step 11.* If system is in Monolingual mode, choose one of the following:	
	• Record new submenu prompt; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to prompt.	2 3 or
	— Re-record prompt.	2 1 or
	— Delete recording.	* 3
	• Use existing submenu prompt and save submenu definition changes. *For Monolingual mode, procedure is finished.*	#
11	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• Save submenu definition and submenu prompt changes.	#
12	Record a new prompt; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 11.*	* # or
	• Listen to prompt. *Return to Step 11.*	2 3 or
	• Re-record prompt. *Return to Step 11.*	2 1 or
	• Delete recording. *Return to Step 11.*	* 3

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.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select Automated Attendants.	3
3	Enter Automated Attendant number.	*[1–4]*
4	Select Announcements.	4
5	Enter announcement number.	*[1–99]* #
6	*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: • Create announcement. • Cancel.	 9 or 6

Creating Announcements—Continued

Step	Programming Task	Touch-Tone Input
7	Choose one of the following:	
	• Listen to announcement. *Go to Step 8.*	[2] or
	• Modify announcement. *Go to Step 9.*	[6] or
	• Delete announcement.	[*] [3]
	— Confirm deletion.	[9] or
	— Cancel deletion.	[6]
	• If finished.	[*] [#]
8	Choose one of the following:	
	• If the system is in Monolingual Mode, listen to submenu prompt.	[1]
	• If system is in Bilingual mode:	
	— Listen to announcement in Primary Language.	[1]
	— Listen to announcement in Secondary Language.	[2]
	• If finished.	[*] [#]

Creating Announcements—Continued

Step	Programming Task	Touch-Tone Input
9	*If system is in Bilingual mode, go to Step 10.* If system is in Monolingual mode, choose one of the following:	
	• Record new announcement; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to announcement.	2 3 or
	— Re-record announcement.	2 1 or
	— Delete recording.	* 3
	• Use existing announcement. *For Monolingual mode, procedure is finished.*	#
10	If system is in Bilingual mode, choose one of the following:	
	• Record Primary Language.	1 or
	• Record Secondary Language.	2 or
	• Save any recording changes.	#
11	Record new announcement; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 10.*	* # or
	• Listen to announcement. *Return to Step 10.*	2 3 or
	• Re-record announcement. *Return to Step 10.*	2 1 or
	• Delete recording. *Return to Step 10.*	* 3

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 cancelled anytime before or while the Temporary Schedule is in effect. 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

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: • Listen to Schedule Controller and schedule settings. • Administer Schedule Controller, then choose one of the following: — Follow Switch mode. — Follow Weekly Business Schedule. — Follow both. — If finished administering Schedule Controller. • If finished programming Schedule Options.	 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: • Select Weekly Business Schedule. • If finished.	 3 * #

Administering Weekly Business Schedule—Continued

Step	Programming Task	Touch-Tone Input
6	Choose one of the following:	
	• Enter day to be administered as follows:	
	— Sunday.	1 or
	— Monday.	2 or
	— Tuesday.	3 or
	— Wednesday.	4 or
	— Thursday.	5 or
	— Friday.	6 or
	— Saturday.	7 or
	— All days.	9
	• If finished.	* #
7	Choose one of the following:	
	• Open. *Go to Step 8.*	1
	• Closed. *Return to Step 6.*	2
	NOTE *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.*	
	• If finished.	* #

Administering Weekly Business Schedule—Continued

Step	Programming Task	Touch-Tone Input
8	Enter opening time where: *hh* = hour *[00–23]* *mm* = minute *[00–59]* **NOTE** *To administer a day as "open all day," enter 0000 as the opening time and 2359 as the closing time.*	*[hhmm]* #
9	Enter closing time where: *hh* = hour *[00–23]* *mm* = minute *[00–59]*	*[hhmm]* #
10	Choose one of the following: • Approve and save. *Return to Step 6 to administer another day.* • Re-enter. *Return to Step 8.*	 * # 1

Administering a Temporary Schedule

See "Administering a Temporary Schedule" on page 182 in Chapter 6. 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

NOTE *This procedure only applies to systems that use more than one Automated Attendant. Skip this procedure if your system uses a single Automated Attendant.*

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 – Automated Attendant 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.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select Automated Attendants.	3

Programming Line Assignments—Continued

Step	Programming Task	Touch-Tone Input
3	Enter Automated Attendant number.	*[1–4]*
4	Select Line Assignments.	6
5	Choose one of the following:	
	• Review line assignments.	1
	• Add a line to Automated Attendant, then:	2
	— Enter line number. *Repeat this step for each line you want to add to this Automated Attendant.*	*[nnnn]* #
	— If finished.	* #
	• Delete a line, then:	* 3
	— Enter line number, then:	*[nnnn]* #
	■ Confirm deletion.	9 or
	■ Cancel deletion.	6
	— Repeat the above deletion steps for each line you want to delete from this Automated Attendant.	
	• If finished.	* #

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 72).

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	Choose one of the following: • Enter extension number. • Remove the fax extension for this Automated Attendant. **NOTE** *This removes the Fax Extension assignment to this Automated Attendant only; other Automated Attendants that share this Fax Extension remain unchanged.* • If finished.	 *[nnnn]* # or * 3 * #

Creating Delay Announcements (Release 2.5 or later)

Delay Announcement Service (DAS), available in Release 2.5 or later when the Messaging module is installed in a MERLIN MAGIX system Release 2.0 or later, provides recorded delay announcements for callers when calls are in queue for selected Direct Group Calling (DGC) groups. This service is used in conjunction with the MERLIN MAGIX system, Release 2.0 or later DGC Delay Announcement feature.

- Up to 99 delay announcements can be recorded.
- Delay announcements can be up to two minutes in length.
- Each DGC group can have its own unique delay announcements or more than one DGC group can share the same delay announcements.

NOTE *When creating the delay announcement, be sure the recording includes instructions to press # if you allow your caller to prompt out of queue.*

MERLIN Messaging System Planning Form 5 – Delay Announcements Recording Script, identifies the information you need to create the delay announcements.

Creating Delay Announcements

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select delay announcements.	4
3	Enter delay announcement number.	*[1–99]* #

Creating Delay Announcements—Continued

Step	Programming Task	Touch-Tone Input
4	*If you want to listen to or modify an existing delay announcement, go to Step 5*. If you want to create a new delay announcement, choose one of the following:	
	• Create announcement. *Go to Step 6*.	9 or
	• Cancel.	6
5	Choose one of the following:	
	• Listen to announcement.	2 or
	• Modify announcement.	6 or
	• Delete announcement.	* 3
	— Confirm deletion.	9 or
	— Cancel deletion.	6
	• If finished.	* #
6	Record new delay announcement; then, after recording, press 1 and choose one of the following:	*[record announcement* 1
	• Approve.	* # or
	• Listen to announcement.	2 3 or
	• Re-record announcement.	2 1 or
	• Delete recording.	* 3

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 6 – Security Settings provides the information required to program the security options.

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). This helps to prevent users and callers from committing toll fraud by transferring to an outside operator who could place a call for them. Transfer 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. We strongly recommend 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: • On • Off • If finished	 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.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Security Parameters.	5
3	Select Minimum Password Length.	2
4	Choose one of the following: • Enter Minimum Password Length. *Factory-set length is 6; range is 0–15.* • If finished.	 *[nn]* # * #

Programming System Group Lists (Release 2 or later)

You can program up to ten System Group Lists that allow users to address a message to a group of mailboxes. Up to 50 Mailbox Extensions can be included in each System Group List. A Mailbox Extension can be in more than one System Group List.

MERLIN Messaging System Planning Form 7 – System Group Lists provides the information required to program the System Group Lists.

Programming System Group Lists

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Group Lists.	7
3	Create a System Group List.	1
4	Enter System Group List Number.	*[50–59]* #
5	Choose one of the following: • Enter mailbox extension number. • Add an extension using the directory. — Enter up to first ten letters of name. — If there's more than one match for the name you entered, press the number corresponding to the correct name, as prompted. • Delete last extension entered for this list.	 *[nnn]* # * 2 *[nnnnnnnnn]* # 1 or 2 or 3 or 4 or 5 * 3

Programming System Group Lists—Continued

Step	Programming Task	Touch-Tone Input
6	Repeat Step 5 for each mailbox you want to add to this System Group List.	
7	End programming for this System Group List.	* #
8	Return to Step 3 to create another System Group List.	

Backing Up the System to the PC Card

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

If you need your entire system backed up, use the PC-based system administration software. See the *MERLIN Messaging Release 2 System Administration Guide* for more information.

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. Backing up to the PC card can take up to 20 minutes.*

Backing Up the System to the PC Card

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Backup and Restore.	8
3	Select Backup, then choose one of the following: — Confirm *(wait for confirmation that backup was successful.)* — Cancel	8 9 or 6

Restoring the System

⚠ CAUTION:
Restore should only be used to restore information to a new system when the old system fails. If a Restore is necessary, call the helpline or your authorized dealer.

4 Programming the Communications System

Overview

This chapter describes the communications system programming tasks that must be performed after the MERLIN Messaging System 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 MAGIX Integrated System from a 4424LD+ or MLX-20L® Programming Console, or you can use Windows System Programming Maintenance (WinSPM) software on a personal computer. To program the MERLIN LEGEND Communications System, you can use the MLX-20L console or WinSPM; you cannot use a 4424LD+ console. For more information on using the 4424LD+ or MLX-20L Programming Console or on using WinSPM software, see *Programming Basics* in the *MERLIN MAGIX Integrated System Online Reference* or *System Programming* for the *MERLIN LEGEND Communications System.*

The procedures 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	On the System Programming Console	On the PC from WinSPM using Standard SPM Mode
More	Select this option by pressing the imprinted button on the console.	Select this option by clicking on the imprinted button on the console emulated on the PC monitor.
`GrpCalling`	Select this menu option by pressing the unlabeled display button next to the option.	Select this menu option by clicking on the option in the console display screen emulated on your PC monitor.
Enter extension number *[nnn]*	Enter the variable information in brackets.	Enter the variable information in brackets.

If you need further information on how to program the communications system, see *System Programming* for the *MERLIN LEGEND Communications System* or *Programming Basics* in the *MERLIN MAGIX Integrated System Online Reference*.

Group-Assigned Features

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

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 *Feature Reference* for the *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated System*.

- Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Options.	`Options`
3	Select Transfer.	`Transfer`
4	Select Transfer Return Time.	`Return Time`

Setting Transfer Return Time—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
5	Erase current number of rings.	Backspace or Drop
6	Enter number of rings before calls are transferred to originator.	*[n]* `Enter`
7	Return to System Programming menu.	`Exit/Back` `Exit/Back`

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" on page 115.

- 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 or MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select Auxiliary Equipment.	`AuxEquip`
3	Select Voice Messaging System/Automated Attendant.	`VMS/AA`
4	Select Transfer Return.	`TransferRtn`
5	Erase current number of rings.	Backspace or Drop
6	Enter number of rings before calls are returned from transfer.	*[n]* `Enter`
7	Return to System Programming menu.	`Exit/Back` `Exit/Back`

Call Answer Service

Program the 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 System ports in the MERLIN Messaging System Calling Group (receivers). The communications system sends the call with a code identifying it as a coverage call.

Programming Group Coverage

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

Programming Group Coverage

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ►
4	Select Group Coverage.	`Group Cover`
5	Enter group number.	*[1-30]* `Enter`

Programming Group Coverage—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
6	Enter extensions. *Repeat this step for each extension to be included in the Coverage Group.*	*[nnn]* `Enter`
7	Return to Extensions menu.	`Exit/Back`
8	Select Group Calling.	`Grp Calling`
9	Select Group Coverage.	`GrpCoverage`
10	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
11	Enter Coverage Group number.	*[nn]* `Enter`
12	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

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 or MERLIN MAGIX Integrated 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 4d – MLX Telephone*
- *Form 4e – MFM Adjunct: MLX Telephone*
- *Form 4f – Tip/Ring Equipment*
- *Form 4h – ETR Telephone*
- *Form 4j – MLS Telephone*
- *Form 4k – 4400/4400D Telephone*
- *Form 4m – Multiline 4400-Series Telephone*
- *Form 5b – Direct-Line Console (DLC)*
- *Form 5c – MFM Adjunct: MLX-20L or MLX-28D DLC*

Creating Group Coverage Ring Delay

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Display third page of menu.	More / ▶ More / ▶
4	Select Cover Delay.	`Cover Delay`
5	Select Group.	`Group Cover`
6	Enter sender's extension number.	*[nnn]* `Enter`
7	Erase current number of rings.	Backspace or Drop

Creating Group Coverage Ring Delay—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
8	Enter number of rings for Coverage Delay Interval.	*[1-9]* `Enter`
9	Repeat Steps 5 through 8 for each sender extension assigned to Coverage Group.	
10	Return to System Programming menu.	`Exit/Back` `Exit/Back`

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

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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select Options.	`Options`
3	Display next page of menu.	More / ▶
4	Select Unassigned extension.	`Unassigned`
5	To transfer unassigned calls to QCC Queue, an extension, or a Calling Group, select QCC Queue, Extension, or Group Calling. *If you select QCC Queue, skip to Step 8.*	`QCC Queue` or `Extension` or `Grp Calling`, then `Enter`.
6	If Extension or Group Calling was selected, erase current setting, if necessary.	Backspace or Drop
7	Enter telephone extension or Calling Group to which you want calls redirected.	*[nnn]* `Enter`
8	Return to System Programming menu.	`Exit` / `Back`

Call Handling Methods

The MERLIN Messaging System 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 or MERLIN MAGIX Integrated 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*

Immediate Call Handling

With Immediate Call Handling, the MERLIN Messaging System 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 System 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.

Assigning Personal Lines or Pools to a Telephone

With Immediate Call Handling, if you want a DLC or other telephone that is not a QCC to provide backup call handling for the Automated Attendant, you must assign the lines answered by the Automated Attendant as Personal Line buttons. You must also set the Personal Line buttons to Delay Ring to ensure operation.

Assigning Personal Lines or Pools to a Telephone

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Select Lines Trunks.	`Lines Trunks`
4	Enter the extension number you want to program.	*[nnn]* `Enter`
5	Add the Personal Line or Pool assignments by selecting each line button and turning on the green LED.	Press line button on console.

Assigning Personal Lines or Pools to a Telephone—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
6	Press Exit/Back when you have finished adding the Personal Lines or Pools to that extension.	`Exit/Back`
7	Repeat Steps 4-6 for each extension providing backup Call Handling for the Automated Attendant.	
8	Return to System Programming menu.	`Exit/Back`

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

Use this procedure if the 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 System Calling Group queue is equal to or greater than the programmed Overflow Threshold. Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`

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

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
5	Select Group Calling Overflow Coverage.	`Overflow`
6	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
7	Enter QCC listed directory number.	*[nnn]* `Enter`
8	Select Number-Based Overflow.	`Number Based Overflow`
9	Erase current number of calls.	Backspace or Drop
10	Enter number of calls in queue before calls are sent to QCC.	*[1-99]* `Enter`
11	Select Time-Based Overflow.	`Time Based Overflow`
12	Erase current number of seconds.	Backspace or Drop
13	Enter number of seconds in queue before calls are sent to QCC.	*[0-999]* `Enter`
14	Select Prompt-Based Overflow.	`Prompt Based Overflow`

15	Select Yes or No.	`Yes` or
		`No`
		`Enter`

16	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

Setting the DLC's Lines to Delay Ring

Delay Ring (one of the 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 System 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" on page 122.

See *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated System Planning Form 7d – Group Calling,* for line and pool numbers. Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Display next page of menu.	More / ▶
3	Select Centralized Telephone Programming.	`Cntr-Prg`
4	Select Program Extension.	`Program Ext`
5	Enter extension you want to program.	*[nnn]* `Enter`
6	Start Centralized Telephone Programming.	`Start`

Setting DLC's Lines to Delay Ring—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
7	Select Line/Feature button.	Press button on console.
8	Choose an option: • Set all lines at extension to Delay Ring. • Set individual lines at extension to Delay Ring. *Repeat Steps 7 and 8 as needed.*	 *346 *36

9	Return to System Programming menu.	`Sys Program`
		`Exit/Back`
		`Exit/Back`
		More / ▶

Setting No Ring for Other Extensions

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

- Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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 communications system Centralized Telephone Programming to set the lines answered by the Automated Attendant to No Ring..

NOTE *This procedure is for a communications system in Key mode only. For a 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Display next page of menu.	More / ►
3	Select Centralized Telephone Programming.	`Cntr-Prg`
4	Select Program Extension.	`Program Ext`
5	Enter extension you want to program.	*[nnn]* `Enter`
6	Start Centralized Telephone Programming.	`Start`
7	Select line button.	Press button on console.
8	Choose an option: • Set all lines at extension to No Ring. • Set individual lines at extension to No Ring. *Repeat Steps 7 and 8 as needed.*	 *345 *35

9	Return to System Programming menu.	`Sys Program`
		`Exit/Back`
		`Exit/Back`
		More / ►

Assigning Trunks/Pools to the MERLIN Messaging System Calling Group

Assign the trunks/pools to the MERLIN Messaging System 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* or *MERLIN MAGIX Integrated System Planning Form 7d – Group Calling,* to identify the lines assigned to the MERLIN Messaging System Calling Group.

Assigning Trunks/Pools to the MERLIN Messaging System Calling Group

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Line/Pool assignment.	`Line/Pool`
6	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`

Assigning Trunks/Pools to the MERLIN Messaging System Calling Group —Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
7	Enter trunk/pool numbers. *Repeat this step for all trunks and pools to add to Calling Group*.	*[nnn]* `Enter`
8	Select Inspect to verify that trunks/pools are properly assigned to the Calling Group.	`Inspect`
9	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

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

Administering Fax Ports

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Auxiliary Equipment.	`AuxEquip`
3	Select Fax.	`Fax`
4	Select Extension.	Extension
5	Enter fax machine extension number.	*[nnn]* `Enter`
6	To return to Fax menu.	`Exit/Back`
7	To assign an extension to receive Message-Waiting indication.	`Msg Waiting`
8	Identify fax machine extension number sending the indication.	*[nnn]* `Enter`
9	Enter extension number of telephone you want to assign as fax Message-Waiting Receiver. *Repeat this step for up to four extensions.*	*[nnn]* `Enter`
10	Select Inspect to verify extension numbers.	`Inspect`
11	Return to Fax menu.	`Exit/Back`
12	Select Threshold.	`Threshold`

Administering Fax Ports—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
13	Erase current setting.	Backspace or Drop
14	Enter number of seconds.	*[0-30]* `Enter`
15	Return to System Programming menu.	`Exit/Back` `Exit/Back`

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

Creating Fax Calling Group

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp` `Calling`
5	Select Members.	`Members`

Creating Fax Calling Group—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
6	Enter extension number of Fax Calling Group.	*[nnn]* `Enter`
7	Enter Group Member (extension of fax machine). *Repeat this step for each fax machine.*	*[nnn]* `Enter`
8	Exit.	`Exit/Back`
9	Display next page of menu.	More / ►
10	Select Group Type.	`Group Type`
11	Enter extension number of Calling Group.	*[nnn]* `Enter`
12	Select Auto Login.	`Auto Login` `Enter`
13	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

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 System 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 System 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* or *MERLIN MAGIX Integrated System Planning Form 5b – Direct-Line Console (DLC),* 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* or *MERLIN MAGIX Integrated 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	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ►
4	Select Group Calling.	`Grp Calling`
5	Select Line/Pool.	`Line/Pool`
6	Enter extension number of Delayed Call Handling Calling Group.	*[nnn]* `Enter`
7	Enter line/trunk or pool number. *Repeat this step for each line/trunk or pool that you want to ring directly into Delayed Call Handling Calling Group.*	*[nnn]* `Enter`
8	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

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

Use this procedure to do the following:

- Specify the MERLIN Messaging System 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* or *MERLIN MAGIX Integrated System Form 7d – Group Calling*, to identify the Overflow. Repeat this procedure for each Delayed Call Handling Calling Group.

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

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Overflow.	`Overflow`
6	Enter extension number of Delayed Call Handling Calling Group.	*[nnn]* `Enter`

Providing Overflow Coverage to the MERLIN Messaging System for the Delayed Call Handling Calling Group—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
7	Erase current overflow receiver extension, if assigned.	Drop
8	Enter extension for the MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
9	Select Number-Based Overflow.	`Number Based Overflow`
10	Erase the current number of calls.	Drop
11	Enter the highest setting (to ensure calls go to overflow based on time and not number of calls).	*99* `Enter`
12	Select Time-Based Overflow.	`Time Based Overflow`
13	Erase the current time setting.	Drop
14	Enter the number of seconds (0-900).	*[nnn]* `Enter`
15	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

Creating an Automated Attendant Extension 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 assign the extension for the Delayed Call Handling Calling Group as an Automated Attendant extension in the MERLIN Messaging System. See "Assigning Automated Attendant Extensions" on page 68.

Night-Only Call Handling

If Night-Only Call Handling is programmed, the communications system directs calls to the Automated Attendant Service only when the communications system is in Night Service.

Programming a Night Service Coverage Receiver

Program the MERLIN Messaging System 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* or *MERLIN MAGIX Integrated System Planning Form 9a – Night Service: Group Assignment,* to determine the Night Service Operator Extension and the extension number for the MERLIN Messaging System Calling Group.

Programming Night Service Coverage Receiver

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Night Service.	`NightSrvce`
3	Select Group Assignment.	`GroupAssign`
4	Select Calling Group.	`Calling Grp`
5	Enter extension number of Night Service Operator.	*[nnn]* `Enter`
6	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
7	Return to System Programming menu.	`Exit/Back` `Exit/Back`

Delay Announcement Service (Release 2.5 or later)

Delay Announcement Service (DAS) provides delay announcements for callers when they are waiting in a Direct Group Calling (DGC) queue.

Designating Delay Announcement Devices

The communications system considers each MERLIN Messaging System port you designate in the DAS Calling Group a delay announcement device. Use this procedure to designate the announcement devices used to play messages to callers while they are waiting in a DGC queue.

Designating Delay Announcement Devices

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Delay Announcements.	`DelayAnnce`
6	Enter the extension number of the DGC Group. (This is the extension number of the calling group whose queue hears the announcement.)	*[nnn]* `Enter`
7	Select Primary Announcements.	`Primary Announcements`
8	Enter the extension number of the announcement device. *Repeat this step for each primary announcement device.*	*[nnn]* `Enter`

Designating Delay Announcement Devices—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
9	Return to the Delay Announcement menu.	`Exit/Back`
10	Select Secondary Announcement.	`Secondary Announcement`
11	Enter the extension number of the announcement device.	*[nnn]* `Enter`
12	Select Announcement Interval.	`Announcement Interval`
13	Enter number of seconds (0–900) you want the system to wait before playing the announcement or repeating the announcement, if repeat announcement is programmed.	*[nnn]* `Enter`
14	Select Repeat Announcement.	`Repeat Announcement`
15	Select whether you want the secondary announcement to repeat or not.	`Yes` or `No` `Enter`
16	Display next page of the menu.	More / ▶
17	Select MERLIN Messaging Primary Announcements. A message appears: *This is only needed when Mail System is a Delay Announcement Unit. If one is not in use, press Back, otherwise, press continue.*	`MERLIN Msg Primary Ann.`
18	Select Continue.	`Continue`

Designating Delay Announcement Devices—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
19	Enter Mail System Announcement number to be played (1–99). You can choose up to 10 announcements. *Repeat this step for each primary announcement you want used*.	*[nn]* `Enter`
20	Return to second page of Delay Announcement Menu.	`Exit/Back`
21	Select MERLIN Messaging Secondary Announcement. A message appears: *This is only needed when Mail System is a Delay Announcement Unit. If one is not in use, press Back, otherwise, press continue.*	`MERLIN Msg Secondary Ann`
22	Select Continue.	`Continue`
23	Enter Mail System Announcement number to be played (1–99).	*[nn]* `Enter`
24	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

Programming Group Calling Overflow for Delay Announcements

If you give your callers the option to prompt out of queue while they are listening to a delay announcement, you must use this procedure to designate either another Calling Group or the QCC queue (Hybrid/PBX only) to receive overflow calls. See "Prompt-Based Overflow" under "Group Calling" in the MERLIN MAGIX Online Feature Reference for more information about this feature.

Programming Group Calling Overflow for Delay Announcements

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp Calling`
5	Select Overflow.	`Overflow`
6	Enter the extension number of the DGC Group. (This is the extension number of the calling group whose queue hears the announcement.)	*[nnn]* `Enter`
7	Enter cover overflow group number.	*[nnn]* `Enter`
8	Select Prompt-Based Overflow.	`Prompt Based Overflow`
9	Select Yes or No.	`Yes` or `No` `Enter`
10	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

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 communications system extensions assigned to the MERLIN Messaging System module voice ports should be Outward Restricted if the Outcalling feature *is not* used. For Release 2 or later, if Outcalling *is* used, ports to be Unrestricted are Port 2 when a 2-port card is installed; Port 4 on a 4-port card; Ports 5 and 6 on a 6-port card; Ports 7 and 8 on an 8-port card; Ports 9 and 10 on a 10-port card; or Ports 11 and 12 on a 12-port card. All other ports should be left with outward restrictions.

For Release 1 or 1.1, if Outcalling *is* used, the port to be Unrestricted is Port 2 when a 2-port card is installed; Port 4 on a 4-port card; or Port 6 on a 6-port card. All other ports should be left with outward restrictions.

Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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 System extensions assigned to the MERLIN Messaging System Calling Group as Integrated VMI are Outward Restricted.

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

Programming Outward Restriction to Allow Outcalling

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Select Restriction.	`Restriction`
4	Enter extension number of the MERLIN Messaging System port. For Release 2 or later, when a 2-port or 4-port card is installed, enter only extension number of highest port, i.e., Port 2 or Port 4, respectively. When a 6-port, 8-port, 10-port, or 12-port card is installed, enter the extension numbers of the two highest ports, i.e., Ports 5 and 6, Ports 7 and 8, Ports 9 and 10, or Ports 11 and 12 respectively. For Release 1 or 1.1, enter only extension number of highest port, i.e., Port 2, Port 4, or Port 6 on a 2-port, 4-port, or 6-port card respectively.	*[nnn]* `Enter`
5	Select Unrestrict or Toll Restrict, as appropriate.	`Unrestrict` or `Toll Restrict`
6	Choose Enter if you are finished or Next for next sequential extension.	`Enter` or `Next`
7	Return to System Programming menu.	`Exit/Back`

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* or *MERLIN MAGIX Integrated 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 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. For Release 2 or later, ports used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a six-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card.

For Release 1 or 1.1, ports used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.

Programming Automatic Route Selection (ARS) Restriction

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Restriction.	`ARS Restrct`
5	Enter extension number of MERLIN Messaging System port(s).	*[nnn]* `Enter`
6	Erase current FRL.	Backspace or Drop
7	Enter restriction level.	*[0-6]* `Enter`
8	Repeat Steps 4 through 7 for the second Outcalling port (Release 2 or later).	
9	Return to System Programming menu.	`Exit/Back`

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 System port that is used for Outcalling should be put on the Exclusion List if you want to allow Outcalling after hours. For Release 2 or later, ports used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a six-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card.

For Release 1 or 1.1, ports used for Outcalling are Port 2 when a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.

Use *MERLIN LEGEND Communications System* or *MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...
1	Enter Programming mode.	Menu Sys `Program` `Exit/Start`
2	Select Night Service.	`NightSrvce`

Creating Exclusion List—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
3	Select Exclusion List.	`ExcludeList`
4	Assign MERLIN Messaging System port to Exclusion List. For Release 2 or later, when a 2-port or 4-port card is installed, enter only extension number of highest port, i.e., Port 2 or Port 4, respectively. When a 6-port, 8-port, 10-port, or 12-port card is installed, enter the extension number of the two highest ports, i.e., Ports 5 and 6, Ports 7 and 8, Ports 9 and 10, or Ports 11 and 12, respectively. For Release 1 or 1.1, enter only extension number of highest port, i.e., Port 2, Port 4, or Port 6 on a 2-port, 4-port, or 6-port card, respectively.	*[nnn]* `Enter`
5	Return to previous menu.	`Exit/Back`

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 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Auxiliary Equipment.	`AuxEquip`
3	Select VMS/AA.	`VMS/AA`
4	Select Touch-Tone Duration.	`TT Duration`

5	Choose an option:
	• Verify factory setting of 100 ms. If setting is not correct, erase current setting. To change setting, enter number of milliseconds.
	• If setting is correct, return to System Programming menu.
		
		Backspace or Drop
		[nnn]
		`Enter`
		`Exit/Back`
		`Exit/Back`

Confirming the Touch-Tone Interval

The Touch-Tone Interval defines the time between Touch-Tone signals sent between the 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Select Auxiliary Equipment.	`AuxEquip`
3	Select VMS/AA.	`VMS/AA`
4	Select Touch-Tone Interval.	`TT Interval`

5	Choose an option:
	• Verify factory setting of 100 ms. If setting is not correct, erase current setting. To change setting, enter number of milliseconds.
	• If setting is correct, return to System Programming menu.
		
		Backspace or Drop
		[nnn]
		`Enter`
		
		`Exit/Back`
		`Exit/Back`

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* or *MERLIN MAGIX Integrated 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	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys` `Program`
		`Exit/Start`

2	Select Extensions.	`Extensions`
3	Display next page of menu.	More / ▶
4	Select Group Calling.	`Grp` `Calling`
5	Select Message-Waiting Receiver.	`Message`
6	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
7	Enter extension number of telephone you want to assign as Message-Waiting Receiver.	*[nnn]* `Enter`
8	Return to System Programming menu.	`Exit/Back` `Exit/Back`

Programming Labels

You may program labels to identify your Calling Group and MERLIN Messaging System 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* or *MERLIN MAGIX Integrated System Planning Form 2a – System Numbering: Extension Jacks,* to identify labels.

Programming Labels

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...

1	Enter Programming mode.	Menu
		`Sys Program`
		`Exit/Start`

2	Display next page of menu.	More / ▶
3	Select Labeling.	`Labeling`
4	Select Group Calling.	`Grp Calling`
5	Enter extension number of MERLIN Messaging System Calling Group.	*[nnn]* `Enter`
6	Enter "MERMSG," or some other designation that would identify the calling group.	*[xxxxxxx]* `Enter`
7	Return to previous menu.	`Exit/Back`
8	Select Directory.	`Directory`
9	Select Extension.	`Extension`
10	Enter extension number for MERLIN Messaging System port.	*[nnn]* `Enter`

Programming Labels—Continued

Step	Programming Task	From programming console or from WinSPM in Standard SPM mode, select...
11	Enter "MERMSG," or some other designation that would be meaningful for the MERLIN Messaging System.	*[xxxxxxx]*
12	Save your entry. *Repeat Steps 10–12 for each MERLIN Messaging System port.*	`Enter`
13	Return to System Programming menu.	`Exit/Back` `Exit/Back` `Exit/Back`

Programming Optional Features

The optional features listed below can be programmed for the communications system to help automate MERLIN Messaging System 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 System Installation, Programming, and Troubleshooting Online Guide* for the procedures to program these features.

- **Auto Dial Button** – When pressed, directly dials the MERLIN Messaging System Calling Group.
- **Coverage VMS Off Button** – Prevents outside calls to an extension from being sent to the MERLIN Messaging System. Outside calls go to any other points of coverage.
- **Direct Voice Mail Button** – Allows callers to call directly to a mailbox or transfer a call directly to a mailbox without ringing the associated telephone.
- **Delete Message Button** – Turns off a user's Message-Waiting Light and deletes the label that appears on the display. It does not delete voice mail messages.

5 Programming DAS-Only Systems

Overview

Delay Announcement Service (DAS) is available when a MERLIN Messaging System module Release 2.5 or later is installed in a MERLIN MAGIX Integrated System Release 2.0 or later. DAS provides recorded Delay Announcements for callers when calls are in queue for selected Direct Group Calling (DGC) groups. The MERLIN Messaging System Release 2.5 or later can provide DAS only or voice messaging services (AAS, CAS, or VMS) and DAS. See “System Capacities” on page 21 for more information on different system configurations.

If your MERLIN Messaging System is equipped with a DAS card, an abbreviated version of the System Administration menu is available. There are only two options—Administer Delay Announcements and Change your password.

To initially configure a MERLIN Messaging System that is used for DAS only (whether a DAS card, which provides 4 ports of DAS, is installed; or a Port Card, which can provide DAS on more than four ports, is installed) you perform a subset of the procedures required for a system that is used for voice messaging services.

If your system is used for DAS only, perform the following procedures in the order provided:

- On the communications system, do the following:
  - Create a Calling Group and assign Group Members for DAS, as described on page 37 in Chapter 2.
  - Enable Rotary Signaling, as described on page 39 in Chapter 2.
- On the MERLIN Messaging System, do the following:
  - Initially log in to System Administration, as described on page 44 in Chapter 3.
  - Create Delay Announcements, as described on page 98 in Chapter 3.
- On the communications system, do the following:
  - Designate Delay Announcement devices, as described on page 135 in Chapter 4.
  - Program Group Calling Overflow for Delay Announcements, as described on page 138, in Chapter 4. (Optional)
- Change your MERLIN Messaging System Administration password after initial administration of the system, as described on page 154. (Optional)

6 Managing the System

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.

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" on page 44 in Chapter 3.

Logging in to System Administration

Step	Programming Task	Touch-Tone Input
1	Dial extension number of MERLIN Messaging System Calling Group.	*[nnn]*
2	Enter System Administration extension number.	0 #
3	Enter password.	*[nnnnnn]* #
4	Select System Administration. **NOTE** *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.*	9

Changing System Administration Password

It is recommended that you change the System Administration 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 Administration password can also be changed through the terminal interface.

> **⚠ SECURITY ALERT:**
> **Changing the System Administration password after initial programming is complete is *strongly recommended* to protect the security of the system.**

Changing the System Administration Password

Step	Programming Task	Touch-Tone Input
1	Dial Calling Group extension number of MERLIN Messaging System Calling Group.	*[nnn]*
2	Enter System Administration extension number.	0 #
3	Enter password.	*[nnnnnn]* #
4	Select Change Password.	5
5	Enter new password.	*[nnnnnn]* #
6	Re-enter new 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 System Calling Group.	*[nnn]*
2	Enter System Administration extension number.	0 #

Changing System Administration Prompt Language—Continued

Step	Programming Task	Touch-Tone Input
3	Enter password.	*[nnnnnn]* #
4	Select System Administration Prompt Language.	1
5	Choose one of the following: • U.S. English • Latin American Spanish • Canadian French • Brazilian Portuguese (Release 2 or later)	 1 # or 2 # or 3 # or 4 #

Modifying System Parameters

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

- Setting System Language Mode, see page 48.
- Setting System Language, see page 48.
- Setting Date and Time, see page 51.
- Programming the Call Answer Service Operator Extension, see page 53.
- Programming the General Mailbox Owners, see page 54.
- Programming Maximum Extension Length, see page 55.

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 66.
- Assigning Automated Attendant Extensions, see page 68.
- Assigning Fax Extensions, see page 72.

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.
- Program a Phantom Mailbox.
- Change Destination Extension of a Phantom Mailbox.
- Remove Phantom Mailbox Status from a 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 up to a 10-letter Directory Listing to address or transfer calls. For Release 1 or 1.1, up to a 4-letter Directory Listing can be used. 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:	[1]
	• Select Record Name.	[1]
	• Record name; then after recording, press [1] and choose one of the following:	[2] *[record name]* [1]
	— Approve name.	[*] [#] or
	— Play back recorded name.	[2] [3] or
	— Re-record name.	[2] [1] or
	— Delete name just recorded.	[*] [3]
	• Administer Directory Listing.	[2]
	• Enter Directory Listing, then enter up to first ten letters of name (in Release 1 or 1.1, enter up to first four letters of name). *See Appendix A, "Directory Listing Letter Key," to enter letters using Touch-Tones.* Then choose one of the following:	[1] *[nn nn nn nn nn nn nn nn] nn nn* [#]
	— Approve.	[*] [#] or
	— Re-enter.	[1]
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.	#
8	Choose one of the following: • Approve. *Procedure is finished.* • Re-enter. *Return to Step 6.*	 * # 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]* #
8	Choose one of the following: • Approve. *Procedure is finished.* • Re-enter. *Return to Step 6.*	 * # 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. Mailbox parameters and messages are retained.

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. *Password is reset to factory setting.*	3

Reinitializing a Mailbox

Use this procedure to reinitialize a mailbox. Reinitializing a mailbox deletes all messages in the mailbox and sets all mailbox parameters, except Phone Status, to the factory settings.

Factory-Set Mailbox Parameters

Parameter	Factory Settings
Directory Listing	Blank
Recorded Name	Blank
Personal Greeting	System greeting active for all calls; no Personal Greetings recorded
Mailbox Size	20 minutes
Message Length	4 minutes

Factory-Set Mailbox Parameters—Continued

Parameter	Factory Settings
Mailbox Language	System Language
Phone Status	Unchanged
Outcalling	No Outcalling Privilege
Password	Blank
Personal Operator	None
Personal Group Lists	None
Call Answer Mode	Record Mode
Phantom Mailbox Property (Release 3.0 or later)	None
Message Retrieval Order (Release 3.0 or later)	First In–First Out (FIFO)

Reinitializing a Mailbox

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 Mailbox.	4
5	Choose one of the following: • Confirm • Cancel	 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.

In Release 2 or later, users who use Outcalling can choose to be notified about all new messages or only new Priority messages. (In Release 1 or 1.1, a user cannot assign a Priority category to their message, so Outcalling notifies the user about all new messages, if Outcalling is turned On.)

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: • Turn Outcalling On • Turn Outcalling Off	 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

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 Mailbox Language.	6
5	Select Modify Mailbox Language.	6
6	Choose one of the following: • U.S. English • Latin American Spanish • Canadian French	 1 # or 2 # or 3 # or
7	Choose one of the following: • Confirm • Cancel	 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

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	Change Phone Status.	8
5	Choose one of the following: • If a telephone is associated with this extension. • If a telephone is not associated with this extension.	 9 or 6

Deleting a Mailbox Extension

Use this procedure to delete a mailbox extension.

Deleting a 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: • Confirm • Cancel	 9 or 6

Programming a Phantom Mailbox

Use this procedure to program a Phantom mailbox. To program a Phantom Mailbox, you must enter a valid destination extension number.

Programming a Phantom Mailbox

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 Phantom Mailbox.	9
5	Enter the destination mailbox.	*[nnn]* #
6	When finished.	* #

Changing the Destination Extension of a Phantom Mailbox

Use this procedure to change the destination extension of a Phantom mailbox.

Changing the Destination Extension of a Phantom Mailbox

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 Phantom Mailbox.	9
5	Enter the new destination mailbox.	*[nnn]* #

Removing the Phantom Mailbox Status from a Mailbox Extension

Use this procedure to remove the Phantom mailbox status from the mailbox extension. This procedure deletes the destination extension from the mailbox and sets the Call Answer Mode to Record Mode.

Removing the Phantom Mailbox Status from a 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	Select Phantom Mailbox.	9
5	Remove Phantom Mailbox status.	* 3

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 82.
- To create a new announcement, see "Creating Announcements" on page 87.
- To add a line to an Automated Attendant or to delete a line from an Automated Attendant, see "Programming Line Assignments" on page 95.
- To change or program a fax extension to receive fax calls transferred by an Automated Attendant, see "Identifying Fax Extensions" on page 97. The extension must also be assigned as a Fax Extension type. See "Assigning Fax Extensions" on page 72.

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]*
4	Choose one of the following: • Day menu. • Night menu.	 1 or 2
5	Select Modify the Menu.	6
6	If you want to modify a Selector Code, enter that Selector Code. *Otherwise, go to Step 8.*	*[1–9]*

Modifying Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
7	Modify Selector Code. Then choose one of the following Selector Code Actions:	9
	• Selector Code transfer.	1 + *ext. number* + # or
	• Play submenu.	2 + *submenu number* + # or
	• Play announcement.	3 + *announce. number* + # or
	• Direct extension transfer.	5 or
	• Mailbox transfer.	6 + *mailbox ext. number* + # or
	• Delete Selector Code.	* 3
	To modify another Selector Code, return to beginning of Step 7.	
8	If you want to modify Dial 0/Timeout Action, perform this step. *Otherwise, go to Step 10.*	0
9	Change Dial 0/Timeout Action, then choose one of the following actions:	9
	• Transfer to Call Answer Service Operator.	0 or
	• Transfer to General Mailbox.	1 or
	• Disconnect.	2 or
	• Transfer to extension.	3 + *ext. number* + # or
	• Transfer to mailbox.	4 + *mailbox ext. number* + # or
	• If finished.	* #

Modifying Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
10	If finished modifying menu definition. **NOTE** *You must continue with either Step 11 or Step 12 and follow the instructions to save the menu definitions and menu prompts.*	* #

Modifying Day or Night Menu—Continued

Step	Programming Task	Touch-Tone Input
11	If system is in Bilingual mode, go to Step 12. If system is in Monolingual mode, choose one of the following:	
	• Record a new prompt; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to prompt.	2 3 or
	— Re-record prompt.	2 1 or
	— Delete recording.	* 3
	• Use existing menu prompt and save menu definition changes. *For Monolingual mode, procedure is finished.*	#
12	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• Save menu definition and menu prompt changes.	#
13	Record a new prompt; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 12.*	* # or
	• Listen to prompt. *Return to Step 12.*	2 3 or
	• Re-record prompt. *Return to Step 12.*	2 1 or
	• Delete recording. *Return to Step 12.*	* 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:	9
	• Selector Code transfer.	1 + *ext. number* + # or
	• Play submenu.	2 + *submenu number* + # or
	• Play Announcement.	3 + *announce. number* + # or
	• Direct extension transfer.	5 or
	• Mailbox transfer.	6 + *mailbox ext. number* + # or
	• Delete Selector Code.	* 3
	• If finished modifying this Selector Code.	* #
9	If finished modifying submenu definition. **NOTE** *You must continue with either Step 10 or Step 11 and follow the instructions to save the submenu definition and submenu prompt.*	* #

Modifying Submenu—Continued

Step	Programming Task	Touch-Tone Input
10	If system is in Bilingual mode, go to Step 11. If system is in Monolingual mode, choose one of the following:	
	• Record a new prompt; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to prompt.	2 3 or
	— Re-record prompt.	2 1 or
	— Delete recording.	* 3
	• Use existing submenu prompt and save submenu definition changes. *For Monolingual mode, procedure is finished.*	#
11	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• Save submenu definition and submenu prompt changes.	#
12	Record a new prompt; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 11.*	* # or
	• Listen to prompt. *Return to Step 11.*	2 3 or
	• Re-record prompt. *Return to Step 11.*	2 1 or
	• Delete recording. *Return to Step 11.*	* 3

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: • Confirm. • Cancel.	 9 or 6

Modifying an Announcement

Use this procedure to modify an existing Automated Attendant announcement.

Modifying an 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	Select Modify Announcement.	6

Modifying an Announcement—Continued

Step	Programming Task	Touch-Tone Input
7	If system is in Bilingual mode, go to Step 8. If system is in Monolingual mode, choose one of the following:	
	• Record new announcement; then after recording, press 1 and choose one of the following:	1 *[record new prompt]* 1
	— Approve.	* # or
	— Listen to announcement.	2 3 or
	— Re-record announcement.	2 1 or
	— Delete recording.	* 3
	• Use existing Announcement. *For Monolingual mode, procedure is finished.*	#
8	If system is in Bilingual mode, choose one of the following:	
	• Primary Language.	1 or
	• Secondary Language.	2 or
	• Save any recording changes.	#
9	Record new announcement; then after recording, press 1 and choose one of the following:	*[record new prompt]* 1
	• Approve. *Return to Step 8.*	* # or
	• Listen to announcement. *Return to Step 8.*	2 3 or
	• Re-record announcement. *Return to Step 8.*	2 1 or
	• Delete recording. *Return to Step 8.*	* 3

Deleting an Announcement

Use this procedure to delete an Automated Attendant announcement.

Deleting an 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: • Confirm • Cancel	 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 while the Temporary Schedule is in effect. 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]*
4	Select Schedule Options.	5

Administering Temporary Schedule—Continued

Step	Programming Task	Touch-Tone Input
5	Choose one of the following:	
	• Administer temporary schedule. *Go to Step 6.*	4
	• If finished.	* #
6	Choose one of the following:	
	• Enter day to be administered as follows:	
	— Sunday	1 or
	— Monday	2 or
	— Tuesday	3 or
	— Wednesday	4 or
	— Thursday	5 or
	— Friday	6 or
	— Saturday	7 or
	— All days	9
	• If finished.	* #
7	Choose one of the following:	
	• Open.	1 or
	• Closed.	2 or
	• Delete temporary opening or closing for the day.	* 3 or
	• If finished.	* #
8	Enter starting time for Temporary Schedule where: *hh* = hour *[00–23]* *mm* = minute *[00–59]*	*[hhmm]* #

Administering Temporary Schedule—Continued

Step	Programming Task	Touch-Tone Input
9	Enter ending time for Temporary Schedule where: *hh* = hour *[00–23]* *mm* = minute *[00–59]*	*[hhmm]* #
10	Choose one of the following: • Approve. *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.* • Re-enter. *Return to Step 8.*	 * # or 1
11	If this is a temporary closing schedule, choose one of the following: • Use regular Automated Attendant Night menu prompt. *Return to Step 6 to administer a Temporary Schedule for another day.* • Play a temporary closure greeting before regular Night menu prompt.	 1 or 2
12	Choose one of the following: • Listen to current temporary closure greeting. • Record new greeting, then after recording, press 1 and choose one of the following: — Approve. — Listen to greeting. — Re-record greeting. — Delete greeting. • If finished.	 1 or 2 *[record new greeting]* 1 * # or 2 3 or 2 1 or * 3 * #

Modifying Delay Announcements (Release 2.5 or later)

Use this procedure to review or modify an existing Delay Announcement.

Modifying Delay Announcements

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration. *If this system uses a DAS card, do not enter* [9].	*[nnn]* [0] [#] *[nnnnnn]* [#] [9]
2	Select delay announcements.	[4]
3	Enter delay announcement number.	*[1–99]* [#]
4	Choose one of the following: • Listen to announcement. • Modify announcement. *Go to Step 5.* • Delete announcement. — Confirm deletion. — Cancel deletion. • If finished.	 [2] or [6] or [*] [3] [9] or [6] [*] [#]
5	Record new delay announcement; then after recording, press [1] and choose one of the following: • Approve. • Listen to announcement. • Re-record announcement. • Delete recording.	*[record announcement]* [1] [*] [#] or [2] [3] or [2] [1] or [*] [3]

Reviewing or Modifying System Group Lists (Release 2 or later)

Use this procedure to review or modify an existing System Group List.

Modifying System Group Lists

Step	Programming Task	Touch-Tone Input
1	Log in to System Administration.	*[nnn]* 0 # *[nnnnnn]* # 9
2	Select System Group Lists.	7
3	Review or modify a System Group List.	3
4	For each list, choose one of the following: • Review or modify this list. *Go to Step 5.* • Delete this list. • Skip this list and go to the next one. • If finished.	 1 or * 3 or # or * #
5	Choose one of the following; • To skip this extension. • To delete this extension from the list. • To add an extension to this list. *Go to Step 6*. • If finished.	 # or * 3 or 1 * #

Modifying System Group Lists—Continued

Step	Programming Task	Touch-Tone Input
6	Choose one of the following:	
	• Enter mailbox extension number.	*[nnn]* [#]
	• Add an extension using the directory.	[*] [2]
	— Enter up to first ten letters of name.	*[nnnnnnnnn]* [#]
	— If there's more than one match to the name you entered, press the number corresponding to the correct name, as prompted.	[1] or [2] or [3] or [4] or [5]
	• Delete last extension entered for this list.	[*] [3]
7	Repeat Step 6 for each mailbox you want to add to this System Group List.	
8	End modifying this System Group List.	[*] [#]

Modifying System Security Parameters

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

- Setting Transfer Restrictions, see page 100.
- Setting Minimum Password Length, see page 101.

Backing Up and Restoring the System

See "Backing Up the System to the PC Card" on page 104 and "Restoring the System" on page 105.

7 Troubleshooting

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 helpline at 1-800-628-2888 or your authorized dealer.

Problems and Corrective Actions

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

Possible Cause	Corrective Action
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: Caller hears 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.

Possible Cause	Corrective Action
One or more MERLIN Messaging System ports may be locked or defective.	To verify whether the voice ports on the MERLIN Messaging System module are operating properly: Look at the voice-port LEDs on the MERLIN Messaging System module. • If any voice-port LEDs are Off, call the helpline or your authorized dealer. • If any voice-port LEDs are green, call the extension number associated with the voice port. If you get no answer, call the helpline or your authorized dealer. • 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 helpline or your authorized dealer.
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) associated with the MERLIN Messaging System ports (extensions) connected to the communications system may have been set to No Ring.	Check the settings through communications system programming. The SA or ICOM buttons should be set to Immediate Ring.

PROBLEM: Inside caller hears a ring followed by a short tone and the system does not answer.

Possible Cause	Corrective Action
This is normal when an internal caller calls the MERLIN Messaging System Calling Group and all ports are busy.	None. Add ports if this happens frequently.
MERLIN Messaging System ports have been busied out by the communications system.	Restore the slot containing the MERLIN Messaging System via WinSPM or the communications system administration terminal set. If this has no effect, call the helpline or your authorized dealer.

PROBLEM: The system does not answer immediately.

Possible Cause	Corrective Action
This is normal when all the system ports are busy.	None. Add ports if this happens frequently.
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) on the MERLIN Messaging System ports (extensions) connected to the communications system may have been set to No Ring or Delayed Ring.	Use communications system programming to check the settings. They should be programmed for Immediate Ring.

PROBLEM: Caller hears a busy signal when calling into voice mail.

Possible Cause	Corrective Action
All ports are in use or maintenance is being performed on the MERLIN Messaging System module.	Try again later. If the condition persists, call the helpline or your authorized dealer.

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

Possible Cause	Corrective Action
Voice mailbox is full or system is full.	Delete unneeded messages from the mailbox.
Mailbox is set for Answer-Only Mode.	Set mailbox for Record Mode.

NOTE

Mailbox sizes range from 5 to 180 minutes or 120 messages. The capacity is 100 hours of storage. If users frequently hear "Mailbox 80% Full" or "Mailbox Full", 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	Corrective Action
You may have begun recording the greeting too early.	Re-record the greeting, speaking after the beep ends.

PROBLEM: Calls are not being transferred properly.

Possible Cause	Corrective Action
Automated Attendant Service may not be administered properly.	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 communications system, check the setting for Unassigned under the Options menu.
Rotary Enable has not been administered for the MERLIN Messaging System extensions.	Make sure all MERLIN Messaging System extensions have been programmed as Rotary Enabled. See "Enabling Rotary Signaling" on page 39 in Chapter 2.
The extension programming has Phone Status set to No.	Change Phone Status to Yes.

PROBLEM: Message-Waiting Lights are not turning on and off.

Possible Cause	Corrective Action
The MERLIN Messaging System port that lights the Message-Waiting Light has not been administered as Rotary Enabled.	Check the communications system programming for Port 2 if a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a 6-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card to ensure the port(s) is set to Rotary Enable. For Release 1 or 1.1, check Port 2 if a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.
If the extension programming has Phone Status set to No, this is normal operation.	If Message-Waiting Light activation is desired, change the mailbox Phone Status to Yes.

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

Possible Cause	Corrective Action
Password may be incorrect.	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 Manager 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). This cause does not apply to MERLIN Messaging, Release 2.5 or later, installed in a MERLIN MAGIX, Release 2.0 or later.	Have the helpline or your authorized dealer test TTRs and review your system configuration to make sure you have sufficient TTRs.

Possible Cause	Corrective Action
MERLIN Messaging System port that turns the Message-Waiting Light on and off is defective.	To test if the MERLIN Messaging System port is faulty, dial the extension of the MERLIN Messaging System port that lights the Message-Waiting Light. If a 2-port card is installed, dial the extension for Port 2; on a 4-port card, dial the extension for Port 4; on a 6-port card, dial the extension for Ports 5 and 6; on an 8-port card, dial the extension for Ports 7 and 8; on a 10-port card, dial the extension for Ports 9 and 10; or on a 12-port card, dial the extension for Ports 11 and 12. For Release 1 or 1.1, dial the extension for Port 2 if a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card. The MERLIN Messaging System 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 the helpline or authorized dealer. This can only be done by a trained technician.

Possible Cause	Corrective Action
If only one Message-Waiting Light is affected, the LED on the telephone set may be defective.	From an Operator Console, 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 communications system to make sure that the Calling Group is administered as a Linear Hunt type and that the port(s) that perform Message-Waiting Light activation/deactivation are the last port(s) in the MERLIN Messaging System Calling Group. In Release 2, the port(s) that perform Message-Waiting Light activation/deactivation are Port 2 if a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a 6-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card. In Release 1 or 1.1, the port that performs Message-Waiting Light activation/deactivation is Port 2 when a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.
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.

Possible Cause	Corrective Action
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.

Possible Cause	Corrective Action
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	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 Outcalling.	You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the communications system to make sure that the Calling Group is administered as a Linear Hunt type and that the port that does Outcalling is the last port in the Calling Group. In Release 2, the port(s) that do Outcalling are Port 2 if a 2-port card is installed, Port 4 on a 4-port card, Ports 5 and 6 on a 6-port card, Ports 7 and 8 on an 8-port card, Ports 9 and 10 on a 10-port card, or Ports 11 and 12 on a 12-port card. In Release 1 or 1.1, the port that does Outcalling is Port 2 if a 2-port card is installed, Port 4 on a 4-port card, or Port 6 on a 6-port card.

Possible Cause	Corrective Action
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs). This cause does not apply to MERLIN Messaging, Release 2.5 or later, installed in a MERLIN MAGIX, Release 2.0 or later.	Have the helpline 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.

Possible Cause	Corrective Action
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 Facility Restriction Level.

Possible Cause	Corrective Action
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 callback 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). This cause does not apply to MERLIN Messaging, Release 2.5 or later, installed in a MERLIN MAGIX, Release 2.0 or later.	Have the helpline or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.

Possible Cause	Corrective Action
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.

PROBLEM: Delay Announcement Service (DAS) is not answering.

Possible Cause	Corrective Action
The group or ports assigned to DAS are not programmed correctly on the communications system.	Verify the problem by calling the group or ports assigned to DAS. Assign the correct ports to the DAS calling group. See "Creating Calling Groups and Assigning Group Members" on page 35.

Possible Cause	Corrective Action
The DAS card, for a DAS-only system, is not inserted or inserted incorrectly.	Verify the DAS card is inserted properly, in the left-most PCMCIA slot of the module.
The Port card, for all voice messaging services (including DAS), is not inserted or inserted incorrectly.	Verify the Port card is inserted properly, in the left-most PCMCIA slot of the module.

PROBLEM: DAS answers with default greetings.

Possible Cause	Corrective Action
Delay Announcements were not created.	Create Delay Announcements on the MERLIN Messaging System. See "Creating Delay Announcements (Release 2.5 or later)" on page 98.

PROBLEM: Incorrect Delay Announcements are being played.

Possible Cause	Corrective Action
Delay Announcement recordings are wrong.	Check the MERLIN Messaging Delay Announcement Recordings.
Delay Announcement assignments on the communications system are incorrect.	Check the Delay Announcement assignments on the communications system to be sure the announcements are assigned correctly. See "Designating Delay Announcement Devices" on page 135.

PROBLEM: Callers hear prompt that they cannot leave a message because this mailbox is full.

Possible Cause	Corrective Action
If this is a Phantom Mailbox (Release 3.0 or later):	
• The destination mailbox may have its Call Answer Mode set to Answer-Only.	• Set the Call Answer Mode for the destination mailbox to Record Mode.
• The number of messages in the destination mailbox may have exceeded its assigned capacity.	• Delete old, unneeded messages in the destination mailbox. Then increase the maximum number of minutes assiged to the destination mailbox. See "Changing the Mailbox Size" on page 160.
If this mailbox is administered as an Auto-Copy mailbox (Release 3.0 or later):	
• The Auto-Copy originator mailbox and/or the destination mailbox may have the Call Answer Mode set to Answer-Only.	• Auto-Copy mailbox owner ***and*** destination mailbox owner should change their Call Answer Mode to Record Mode.
• The number of messages in the Auto-Copy originator mailbox and/or the destination mailbox may be close to or exceeding the maximum number of minutes assigned to them.	• Auto-Copy mailbox owner ***and*** destination mailbox owner should delete old, unneeded messages from their mailbox. Then increase the maximum number of minutes assigned to the Auto-Copy originator mailbox and/or destination mailbox. See "Changing the Mailbox Size" on page 160.

PROBLEM: Callers claim they are leaving messages in a mailbox, but the mailbox owner is not getting any messages, and their message waiting light is not being turned on.

Possible Cause	Corrective Action
The mailbox may be administered as a Phantom Mailbox (Release 3.0 or later).	Remove Phantom Mailbox status from the mailbox configuration. See "Removing the Phantom Mailbox Status from a Mailbox Extension" on page 169.

PROBLEM: User complains they are receiving messages for another mailbox.

Possible Cause	Corrective Action
User's mailbox may be assigned as a destination mailbox for a Phantom Mailbox or Auto-Copy originator's mailbox (Release 3.0 or later).	Reinitialize the user's mailbox. See "Reinitializing a Mailbox" on page 161. This will remove the mailbox as a destination for a Phantom Mailbox or for an Auto-Copy originator mailbox.

PROBLEM: Mailbox owner complains they are hearing their messages in a different order; the newer messages before the older messages.

Possible Cause	Corrective Action
User has set their message retrieval order to Last In–First Out (Release 3.0 or later).	User should log in to their mailbox and press 9 1 1.

A Directory Listing Letter Key

In Release 2 or later, you may enter up to a 10-digit alpha Directory Listing for any extension. In Release 1 or 1.1, you may enter up to a 4-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

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 System Installation, Programming, and Troubleshooting Online Guide* so that the forms are a standard 8 1/2 by 11-inch size.

MERLIN Messaging
Planning Form 1 - System Parameters

System Administration Prompt Language

Language		
English	Spanish	French

♦ System (Primary) Language

System Language Mode

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

System Date & Time

Date Format	Time Format
mm=01-12 dd=01-31 yy=99, 00-37	hh=00-23 mm=00-59
mmddyy	hhmm

mm=month dd=day yy=year hh=hour mm=minute

Call Answer Service Operator

Name	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

* If you choose Bilingual, the initial setting for the Primary Language is U.S. English and the Secondary Language is Spanish.

MERLIN Messaging

Planning Form 2 – Extension Administration

All Type Codes		Type Code 3 only	Type Code 1&3		All Type Codes	Type Code 1 only			
Ext.	Type Code	AA no. (1-4)	Phone Yes=9♦ No=6	Name (Optional)	10-Letter Directory Listing* (optional)	Msg. Length 2 - 60 min 4 min ♦	Mailbox Size 5 - 180 min 20 min ♦	Outcalling On=9 Off=6 ♦	Mailbox Lang.

♦ Factory Setting

* For Release 1 and 1.1, a 4-letter Directory Listing is available.

Extension Type	Type Code	Capacities
Mailbox	1	200
Transfer-Only	2	400
Automated Attendant	3	10
Fax	4	4 (1 per Automated Attendant)

Mailbox Language
1 English
2 Spanish
3 French

+ Phantom Mailbox (Release 3.0 or later)	
Mailbox Extension	Destination Extension

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

MERLIN Messaging

Planning Form 3a – Automated Attendant

Schedule & Fax Assignment

Automated Attendant Number (1-4) _____

Schedule Controller *(for Day/Night Service)*
Switch Mode♦
Weekly Business Schedule
Both the Switch Mode and the Weekly Business Schedule

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 open/closed times if open. For 24-hour open operation, set Open to 0000 and Closed to 2359.

Option	**Day**	**Open or Closed♦**	**Open (hhmm)** hh=00-23 mm=00-59	**Closed (hhmm)** hh=00-23 mm=00-59
1	Sunday			
2	Monday			
3	Tuesday			
4	Wednesday			
5	Thursday			
6	Friday			
7	Saturday			
9	All Days			

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

Submenu No. (1-99) _____

Copy this form for each Submenu. Specify the Submenu number.

Selector Codes

Selector Code	Action Code	Extension/Mailbox/ Announcement No./ Submenu No.	Description
1			
2			
3			
4			
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

MERLIN Messaging
Planning Form 3d - Recording Script

☐ **Day Menu**	**Automated Attendant Number (1-4)**	_____
☐ **Night Menu**	**Automated Attendant Number (1-4)**	_____
☐ **Submenu**	**Submenu Number (1-99)**	_____
☐ **Announcement**	**Announcement Number (1-99)**	_____

Copy this form for each Day Menu Script, Night Menu Script, Submenu Script and Announcement.

Script *(for Day/Night Service, Submenus, Announcements)*
If your system is set up for bilingual operation, record the message in both the primary and secondary languages. For Day/Night Main Menu only, direct callers to press *1 to change the language.

Primary Language (maximum length = 2 minutes)

Secondary Language (maximum length = 2 minutes)

MERLIN Messaging

Planning Form 4 – Automated Attendant Line Assignments

If you are using multiple Automated Attendants, indicate which Automated Attendant should answer each line. You can assign a maximum of 80 lines for all Automated Attendants. Any line not assigned to AA2, AA3 or AA4 will be handled by AA1.

Line No.	AA1♦	AA2	AA3	AA4

MERLIN Messaging

Planning Form 5 – Delay Announcement Recording Script (Release 2.5 or later)

Delay Announcement Number (1-99) _____

Copy this form for each Delay Announcement. Specify the Delay Announcement Number and write the script for each announcement.

Recording Script (maximum length = 2 minutes)

MERLIN Messaging

Planning Form 6 – Security Settings

Transfer Restrictions

Transfers Restrictions On ♦
Transfer Restrictions Off

SECURITY ALERT:

When Transfer Restrictions is set to On, the MERLIN Messaging System transfers callers only to those extensions that have been administered by the System Manager. It is strongly recommended that you choose the Transfer Restrictions On option. Choosing the Transfer Restrictions Off option leaves your system vulnerable to toll fraud by unauthorized persons.

Minimum Password Length

Length 0-15 digits, 6♦

SECURITY ALERT:

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

MERLIN Messaging

Planning Form 7 – System Group Lists (Release 2 or later)

System Group List Number	Members (Name and/or Mailbox Extension)
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	

You can put up to fifty extensions in each System Group List.

We'd like your opinion . . .

Avaya Inc. welcomes your feedback on this document. Your comments can be of great value in helping us improve our documentation.

MERLIN® Messaging System, Release 3.0
System Manager's Quick Reference
Issue 5, May 2003
Document No. 585-323-202

1. Please rate the effectiveness of this document in the following areas:

	Excellent	Good	Fair	Poor
Ease of Finding Information	❑	❑	❑	❑
Clarity	❑	❑	❑	❑
Completeness	❑	❑	❑	❑
Accuracy	❑	❑	❑	❑
Organization	❑	❑	❑	❑
Appearance	❑	❑	❑	❑
Examples	❑	❑	❑	❑
Illustrations	❑	❑	❑	❑
Overall Satisfaction	❑	❑	❑	❑

2. Please check the ways you feel we could improve this document:

- ❑ Improve the overview/introduction
- ❑ Improve the table of contents
- ❑ Improve the organization
- ❑ Add more figures
- ❑ Add more examples
- ❑ Add more details
- ❑ Make it more concise
- ❑ Add more step-by-step procedures/tutorials
- ❑ Add more troubleshooting information
- ❑ Make it less technical
- ❑ Add more/better quick reference aids
- ❑ Improve the index

Please add details about your major concerns. _____
_____
_____

3. What did you like most about this document? _____
_____
_____

4. Feel free to write any comments below or on an attached sheet. _____
_____
_____

If we may contact you concerning your comments, please complete the following:

Name: _____ Telephone Number: (____) _____

Company/Organization: _____ Date: _____

Address: _____

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

MERLIN® Messaging System
Release 3.0
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 helpline at 1 800 628-2888 for further assistance; consultation charges may apply.

When you call the helpline, have the following system information and troubleshooting information available.

System Information

Company Name (as on equipment order) _____
Account Number (if known) _____
Customer Identification Number _____
Main Listed Telephone Number (for this location) _____
Authorized Dealer and Telephone Number _____

Troubleshooting Information

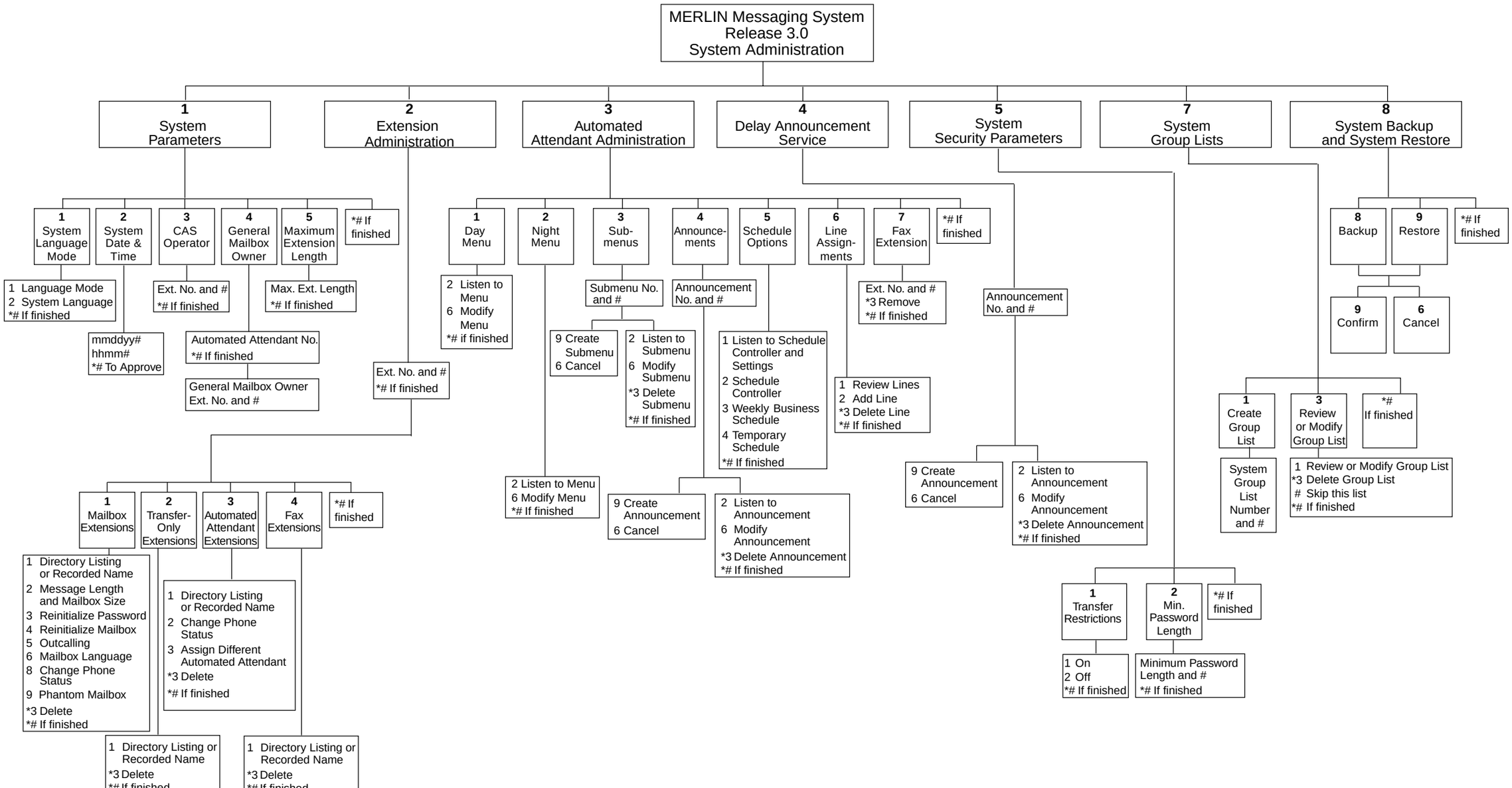
Type of equipment experiencing the problem (for example, MERLIN Messaging System or a particular system component).

System Information Sheet—*Continued*

A description of the problem:

Has this problem occurred before?

Have you attempted to troubleshoot the problem?


MERLIN Messaging System
Release 3.0
System Administration
1 System Parameters
1 System Language Mode
1 Language Mode
2 System Language
*# If finished
2 System Date & Time
mmddyy# hhmm#
*# To Approve
3 CAS Operator
Ext. No. and #
*# If finished
4 General Mailbox Owner
Automated Attendant No.
*# If finished
General Mailbox Owner Ext. No. and #
5 Maximum Extension Length
Max. Ext. Length
*# If finished
*# If finished
2 Extension Administration
Ext. No. and #
*# If finished
1 Mailbox Extensions
1 Directory Listing or Recorded Name
2 Message Length and Mailbox Size
3 Reinitialize Password
4 Reinitialize Mailbox
5 Outcalling
6 Mailbox Language
8 Change Phone Status
9 Phantom Mailbox
*3 Delete
*# If finished
1 Directory Listing or Recorded Name
*3 Delete
*# If finished
2 Transfer-Only Extensions
3 Automated Attendant Extensions
1 Directory Listing or Recorded Name
2 Change Phone Status
3 Assign Different Automated Attendant
*3 Delete
*# If finished
4 Fax Extensions
1 Directory Listing or Recorded Name
*3 Delete
*# If finished
*# If finished
3 Automated Attendant Administration
1 Day Menu
2 Listen to Menu
6 Modify Menu
*# if finished
2 Night Menu
2 Listen to Menu
6 Modify Menu
*# If finished
3 Sub-menus
Submenu No. and #
9 Create Submenu
6 Cancel
2 Listen to Submenu
6 Modify Submenu
*3 Delete Submenu
*# If finished
4 Announce-ments
Announcement No. and #
9 Create Announcement
6 Cancel
2 Listen to Announcement
6 Modify Announcement
*3 Delete Announcement
*# If finished
5 Schedule Options
1 Listen to Schedule Controller and Settings
2 Schedule Controller
3 Weekly Business Schedule
4 Temporary Schedule
*# If finished
6 Line Assign-ments
1 Review Lines
2 Add Line
*3 Delete Line
*# If finished
7 Fax Extension
Ext. No. and #
*3 Remove
*# If finished
*# If finished
4 Delay Announcement Service
Announcement No. and #
9 Create Announcement
6 Cancel
2 Listen to Announcement
6 Modify Announcement
*3 Delete Announcement
*# If finished
5 System Security Parameters
1 Transfer Restrictions
1 On
2 Off
*# If finished
2 Min. Password Length
Minimum Password Length and #
*# If finished
*# If finished
7 System Group Lists
1 Create Group List
System Group List Number and #
3 Review or Modify Group List
1 Review or Modify Group List
*3 Delete Group List
Skip this list
*# If finished
*# If finished
8 System Backup and System Restore
8 Backup
9 Confirm
6 Cancel
9 Restore
*# If finished