



MERLIN[®] Messaging System User's Guide

Back Panels:

More Mailbox Options

Using Personal Group Lists

Using Outcalling

Front Panels:

Getting Started

Personalizing Your Mailbox

Your Messages

Getting Started

Logging In

- 1: Choose an option:**
 - If you are at an internal extension, go to Step 2.
 - If you are at an external telephone, call in on a line answered by MERLIN Messaging Automated Attendant or Call Answer Service, and press ***7** when you hear the menu or greeting. (See your System Manager for the Call Answer Service number.) Skip to Step 3.
- 2: Dial the MERLIN Messaging extension, _____, to access the Voice Messaging system.**
- 3: Choose an option:**
 - If you are at your own extension, press **#**.
 - If you are at another telephone, enter your extension number, then press **#**.
- 4: Enter your Password, then press **#**.**

The first time you log in, your Password is not set. Press **#** for Step 4, then follow the system prompts to enter your new Password and record your name.

The system announces the number of new and old messages in your mailbox.

Getting Started

Options

After you log in, choose an option.

Press...	To...
3 4 5 8	Change your name or Personal Greeting. Change your Personal Operator. Change your Password. Change Call Answer Mode.
2 1	Listen to messages. Record and send messages.
9	Access more mailbox options: (Release 3.0 or later.) 1 Message retrieval order 2 New message preview 3 Last heard message
7	Program Personal Group Lists.
6	Program Outcalling (if Outcalling permission is activated for your mailbox).

Hints

- To transfer to another extension at any time, press *** 8**, then the extension number followed by **#**.
- To transfer to another extension using the Directory, press *** 8**, then press *** 2**.
- To replay a Voice Messaging menu, press *** 4**.
- To go back to the previous Voice Messaging menu, press *** #**.
- To return to the Voice Messaging Activity Menu, press *** 7**.
- To replay message header only, press **2 3**.
- To change message status back to new, press *** 6**. (Release 3.0 or later)
- To return to previous message, press *** 5**. (Release 3.0 or later)
- While a message is playing you can:
 - Press **3** to pause the playback and **3** again to resume playback. (Release 2 or later.)
 - Press **4** to raise the volume or **7** to lower it.
 - Press **5** to rewind the message four seconds and play, or **6** to skip forward four seconds and play. (Release 1.1 or later.)
 - Press **9** to increase speed or **8** to decrease. (Release 3.0 or later.)

Personalizing Your Mailbox

Recording Your Name

- 1: *Log in to Voice Messaging.*
- 2: *Press **3** to change your name recording or greeting.*
- 3: *Press **2** to change your name recording.*
- 4: *Choose an option:*
 - Press **0** to listen to the current name.
 - Press **1** to record your name.
- 5: *Record your name, then press **1**.*
- 6: *Choose an option:*
 - Press ***#** to approve your name.
 - Press **2 3** to play back your name.
 - Press **2 1** to re-record your name.

Recording or Deleting a Personal Greeting

You can have up to 6 different Personal Greetings (for Release 1 or 1.1, you can have up to 3 different Personal Greetings).

HINT:

- If the system is set for Bilingual Mode, you can record your Personal Greeting(s) in both languages. Your greeting(s) should tell the callers they can press *** 1** to hear the Personal Greeting in an alternate language.

- 1: *Log in to Voice Messaging.*
- 2: *Press **3** to change your name recording or greeting.*
- 3: *Press **1** to change your greeting.*

The system announces the current setting(s).

- 4: *Enter the greeting number [1–6].*
- 5: *Choose an option:*
 - If the system is set for Monolingual Mode, go to Step 6.
 - If the system is set for Bilingual Mode, press **1** to record your greeting in the Primary Language, or press **2** to record your greeting in the Secondary Language. Then go to Step 6.
- 6: *Choose an option:*
 - Press **0** to listen to your greeting.
 - Press **1** to record your greeting.
 - Press *** 3** to delete your greeting.

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Personalizing Your Mailbox

Recording or Deleting a Personal Greeting (continued)

- 7:** Record your greeting, then press **1**.
- 8:** Choose an option:
- Press *** #** to approve your greeting. (For Release 2 or later, go to Step 6 of Activating a Personal Greeting.)
 - Press **2 3** to play back your greeting.
 - Press **2 1** to re-record your greeting.
 - Press *** 3** to delete the greeting just recorded.
- 9:** For Release 2 or later, do one of the following:
- If greeting is not already active, go to Step 6 of *Activating a Personal Greeting*.
 - If greeting is currently active, choose one of the following:
 - Press *** #** to keep current activation setting.
 - Press **1** to change, then go to Step 6 of *Activating a Personal Greeting*.

Activating a Personal Greeting

You can record up to 6 Personal Greetings. Activate the Personal Greeting you want a caller to hear. For Release 2 or later, you can activate up to 2 Personal Greetings. You can have 1 greeting for internal calls and 1 greeting for external calls, or you can use the same greeting for both internal and external calls.

- 1:** Log in to Voice Messaging.
- 2:** Press **3** to change your name or greeting.
- 3:** Press **1** to change your greeting.
- 4:** Press **9** to activate a greeting.

If a Personal Greeting is not active, the system greeting is used.

- 5:** Choose an option:
- Enter the number of the greeting you want to activate.
 - Press **0** to activate the system default greeting.
- 6:** Choose an option (Release 2 or later):
- Press **0** to use this greeting for all calls.
 - Press **1** to use this greeting for internal calls only.
 - Press **2** to use this greeting for external calls only.
 - Press *** #** if finished.

Personalizing Your Mailbox

Changing Your Personal Operator

Your Personal Operator is the person you want to handle your calls when the caller needs immediate assistance and you are not available. In your greeting, be sure to mention that callers can press **0** to reach your Personal Operator or the System Operator.

- 1: *Log in to Voice Messaging.*
- 2: *Press **4** to change your Personal Operator.*
- 3: *Choose an option:*
 - Enter your Personal Operator's extension, then press **#**.
 - Press *** 3** to delete your Personal Operator.
 - Press *** #** if finished.

Changing Your Password

- 1: *Log in to Voice Messaging.*
- 2: *Press **5** to change your Password.*
- 3: *Enter the new Password, then press **#**.*
- 4: *Re-enter the new Password, then press **#**.*

Choosing Call Answer Mode

Call Answer Mode determines whether or not the system allows callers to leave a message after listening to your Personal Greeting. When your mailbox is in Record Mode, callers can leave a message; when it is in Answer-Only Mode, they cannot. Auto-Copy Mode (Release 3.0 or later) allows you to designate that a copy of all messages left in your mailbox also be left in another mailbox. The caller leaving the message is not aware of this unless you explain it in your Personal Greeting. Private messages are not copied to the other mailbox.

- 1: *Log in to Voice Messaging.*
- 2: *Press **8** to change Call Answer Mode.*
- 3: *Choose an option:*
 - Press **1** for Record Mode.
 - Press **2** for Answer-Only Mode.
 - Press **3** for Auto-Copy Mode. Then do one of the following:
 - Enter destination extension, then press **#**.
 - If mailbox is already in Auto-Copy Mode, do one of the following
 - Press **#** to keep current destination.
 - To change current destination, enter new destination extension, then press **#**.

The Call Answer Mode of the destination mailbox must be set to Record Mode in order for Auto-Copy to work.

Your Messages

About Message Categories

In Release 2 or later, you can assign Priority, Private, and/or Return Receipt categories to messages you send. New Priority messages are heard first when listening to new messages. Private messages cannot be forwarded. Return Receipt messages notify you when the message is listened to by the recipient. You can assign one, two, or all three categories to a message. In Release 3.0 or later, you can receive an Auto-Copy message, which is sent to you by an originating mailbox that has designated your mailbox as an Auto-Copy destination. The message header indicates the mailbox where the message originated and that the message is an Auto-Copy.

Listening to Messages

1: *Log in to Voice Messaging.*

2: Press **2** to get messages.

The system plays the message header.

3: *Choose an option:*

- Press **0** to listen to the message body.
- Press **#** to skip the message. (The message will remain as "new" until you listen to the body.)
- Press ***3** to delete the message.

HINTS:

While the message plays, you can choose additional options:

- Press **3** to pause and **3** again to resume. (Release 2 or later.)
- Press **5** to rewind four seconds and play. (Release 1.1 or later.)
- Press **6** to skip forward four seconds and play. (Release 1.1 or later.)
- Press **4** to increase volume or **7** to decrease volume.
- Press **9** to increase speed or **8** to decrease. Change in speed lasts for current Voice Messaging connection. (Release 3.0 or later.)

4: *After the message plays, choose an option:*

- Press **#** to save (skip) the message.
- Press **0** to replay the message.
- Press **23** to replay the header only.
- Press ***6** to change the message status back to new, then press **#** to go to the next message. The next time you log in for messages, you will hear this as a new message. (Release 3.0 or later.)
- Press ***5** to return to the previous message. Repeatedly press ***5** to backup to the desired message. (Release 3.0 or later.)
- Press **1** to respond to the message (see next section).

Your Messages

Responding to a Message

- 1: After the recorded message plays, press **1** to respond to the recorded message.
- 2: Choose an option:
 - Press **1** to reply to the sender. (In order to reply, the sender must have a mailbox in the system.)
 - Press **2** to forward the recorded message.
 - Press **3** to return the call to an internal sender. (Release 2 or later.)
- 3: Record your message, then press **1** again.
- 4: Choose an option:
 - Press *** #** to approve.
 - Press **2 3** to play back your comments.
 - Press **2 1** to re-record your comments.
 - Press *** 3** to cancel replying or forwarding.
- 5: Do one of the following:
 - For Release 2 or later, if replying, go to Step 6.
 - For Release 1 or 1.1, return to Step 4 of *Listening to Messages*.
 - If forwarding, do one of the following:
 - Enter the extension of an individual, then press **#**.
 - Press *** 5** and a Group List number, then **#**. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59.
 - Press *** 2** to use the Directory. (See *Using the Directory*.)
 - Press *** 3** to delete the last entry.

Repeat Step 5 to address the message to others.

- 6: Press *** #** when finished addressing.
- 7: For Release 2 or later, choose an option:
 - Press **1** to make this a Private message.
 - Press **2** to make this a Priority message.
 - Press **3** to request a Return Receipt.
 - Press **0** to cancel the category.
 - Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

- 8: Return to Step 4 of *Listening to Messages*.

Sending a Message

- 1: Log in to Voice Messaging.
- 2: Press **1** to record a message.
- 3: Record your message.
- 4: Press **1** when finished recording.

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Your Messages

Sending a Message (continued)

5: Choose an option:

- Press *** #** to approve the recorded message. (Go to Step 6.)
- Press **2 3** to play back the recorded message.
- Press **2 1** to re-record the message. (Go to Step 3.)
- Press *** 3** to delete the recorded message and return to the Voice Messaging Activity Menu.

6: Choose an option:

- Enter the extension of an individual, then press **#**.
- Press *** 5** and a Group List number, then **#**. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59.
- Press *** 2** to use the Directory. (See *Using the Directory*.)
- Press *** 3** to delete the last entry.

Repeat Step 6 to address the recorded message to others.

7: Press *** #** when finished addressing.

8: For Release 2 or later, choose an option:

- Press **1** to make this a Private message.
- Press **2** to make this a Priority message.
- Press **3** to request a Return Receipt.
- Press **0** to cancel the category.
- Press **#** to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

Using the Directory

To use the Directory to transfer to an extension:

- 1: Press *** 8** then *** 2** to transfer to a user's extension.
- 2: For Release 2 or later, enter up to the first ten letters of the name, then **#**. For Release 1 and 1.1, enter up to the first four letters of the name. (Ask your System Manager if users are listed by first or last name.)

To use the Directory to address a message, or to add entries to a Group List:

- 1: Press *** 2** to access the Directory.
- 2: For Release 2 or later, enter up to the first ten letters of the name, then **#**. For Release 1 and 1.1, enter up to the first four letters of the name.

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

More Mailbox Options

Options

In Release 3.0 or later, additional mailbox options are available.

- Change the Message Retrieval Order – you can listen to your messages in First-In First-Out order or Last-In First-Out order.
- Use Message Preview Mode – you can listen to the message body of all new messages and keep the message status marked as new. This feature is particularly helpful when accessing your new messages remotely from a cell phone. Minimal button presses are required to listen to all your new messages.
- Listen to Last Heard Message – you can listen to the last message you heard during your previous message retrieval session.

Change Message Retrieval Order

- 1: *Log in to Voice Messaging.*
- 2: Press **9** for more mailbox options.
- 3: Press **1** to change the message retrieval order.
- 4: *Choose an option:*
 - Press **1** to listen to messages in First-In First-Out order.
 - Press **2** to listen to messages in Last-In First-Out order.
 - Press ***#** when finished.

Listening to New Messages in Preview Mode

- 1: *Log in to Voice Messaging.*
- 2: Press **9** for more mailbox options.
- 3: Press **2** to preview new messages.
- 4: *Choose an option:*
 - Press **0** to immediately begin listening to the first new message.
 - Press ***4** for options to use while a message is playing. See *Listening to Messages*.
 - Press ***#** to exit Preview Mode.

HINT:

To quickly listen to new messages when you log in to your mailbox, set your message retrieval order to Last-In First-Out and listen to your messages in Preview Mode.

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More Mailbox Options

Listening to Last Heard Message

- 1: *Log in to Voice Messaging.*
- 2: *Press **9** for more mailbox options.*
- 3: *Press **3** to listen to the last message you heard. The system plays the message header.*
- 4: *Press **0** to listen to the message body.*

See *Listening to Messages* for options to use while and after the message plays. You cannot press **#** to skip forward to the next message or ***5** to return to the previous message. Both of these options return you to the Voice Messaging Activity Menu.

If you deleted the last message you heard and exited your mailbox, there is no last message to hear.

Using Personal Group Lists

Creating Personal Group Lists

You can use Group Lists to address messages to sets of mailboxes without entering each extension individually. You can create up to 10 Personal Group Lists, each with up to 50 mailboxes in it.

- 1: *Log in to Voice Messaging.*
- 2: *Press **7** to select Group Lists.*
- 3: *Press **1** to create a list.*
- 4: *Enter the Group List number [1–10], then press **#**.*
- 5: *Choose an option:*
 - Enter the extension of the mailbox, then press **#**.
 - Press ***2** to use the Directory. (See *Using the Directory*.)
 - Press ***3** to delete the last entry.

Repeat Step 5 for each mailbox that you want to add.

- 6: *Press ***#** when finished.*

Reviewing or Modifying Personal Group Lists

- 1: *Log in to Voice Messaging.*
- 2: *Press **7** to select Group Lists.*
- 3: *Press **3** to review or modify Group Lists.*

The system announces the number of entries in the first Group List.
- 4: *Choose an option:*
 - Press **1** to review or modify the list. (Go to Step 5).
 - Press ***3** to delete the list.
 - Press **#** to skip to the next list. (Repeat Step 4).
- 5: *Choose an option:*
 - Press **#** to skip the extension.
 - Press ***3** to delete the extension.
 - Press **1** to add an extension, then choose an option:
 - Enter the extension of the mailbox, then press **#**.
 - Press ***2** to use the Directory (see *Using the Directory*).
- 6: *Press ***#** when finished.*

Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

Group List Number	Members (Name and/or Extension)
1	
2	
3	
4	
5	

You can put up to 50 extensions in each Personal Group List.

Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

Group List Number	Members (Name and/or Extension)
6	
7	
8	
9	
10	

You can put up to 50 extensions in each Personal Group List.

Using Outcalling

About Outcalling

If you turn on Outcalling, MERLIN Messaging calls the numbers which you have programmed to signal that a new message has arrived in your mailbox. In Release 2 or later, you can have Outcalling for all messages or just Priority messages.

HINT:

- If you choose Outcalling for Priority messages only, give your callers instructions on how to leave a Priority message.

Check with your System Manager to see if your mailbox has been assigned Outcalling privileges.

Outcalling continues until one of the following happens:

- During the Outcalling message call, you press ***#** to cancel Outcalling until a new message arrives for you.
- You log in to your mailbox and listen to the message.
- The interval specified in your Outcalling Schedule expires.
- MERLIN Messaging has called all numbers in your Outcalling List the number of times specified by the Cycles option.

Turning Outcalling On or Off

1: *Log in to Voice Messaging.*

2: *Press **6** to select Outcalling.*

3: *For Release 2 or later, press **1** then choose an option:*

- Press **1** to turn Outcalling On for all messages.
- Press **2** to turn Outcalling On for Priority messages only.
- Press **0** to turn Outcalling Off.
- Press ***#** to return to the Outcalling menu.

*For Release 1 or 1.1, press **1** to toggle Outcalling on and off.*

Setting Your Outcalling Numbers

1: *Log in to Voice Messaging.*

2: *Press **6** to select Outcalling.*

3: *Press **4** to change your list of Outcalling Numbers.*

4: *Choose the entry number [1–5].*

If an Outcalling Number is programmed, you hear the Outcalling entry information. If an Outcalling Number is not programmed, you hear, "Entry number x is not used."

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Using Outcalling

Setting Your Outcalling Numbers (continued)

5: Choose an option:

- Press **1** to change or add an Outcalling Number. (Go to Step 6.)
- Press ***3** to delete the Outcalling Number.
- Press ***#** to keep the Outcalling Number and return to the Outcalling menu.

6: Choose an option:

- Press **1** to enter a telephone Outcalling Number.
- Press **2** to enter a pager Outcalling Number.
- Press ***#** to return to the Outcalling menu without making a change.

7: Enter the Outcalling Number and wait 5 seconds for the system confirmation.

See *Guidelines for Setting Outcalling Numbers* for further details and examples of how to set your Outcalling Numbers.

8: Choose an option:

- When prompted, press ***#** if you are finished entering the number. Listen to the Outcalling entry information and go to Step 9.
- Press **1** to enter more digits, then repeat Step 7.

9: Choose an option:

- Press **9** to confirm your entry.
- Press **6** to cancel your entry.

Return to Step 4 to program more Outcalling Numbers.

Guidelines for Setting Outcalling Numbers

You may enter any combination of up to 60 digits **#** including **0 – 9**, ***** (for a 1.5-second pause), and **#** in an Outcalling Number. The Outcalling Number can consist of:

- **9*** to access an outside line (this is required to reach an external number).
- The telephone number and/or paging system numbers (including area codes, if necessary).
- Your paging system Personal Identification Number (PIN), if any.
- A Callback Number, if Outcalling to a pager.

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Using Outcalling

Guidelines for Setting Outcalling Numbers (continued)

EXAMPLE:

Your Outcalling Number is a paging system. To place the call, the Voice Messaging system must access an outside line, dial the number, wait several seconds for the paging system to answer, enter your PIN followed by #, and a Callback Number followed by #.

The Outcalling Number you would enter is:

9 * 5 5 5 1 2 3 4 * * * * * 3 7 5 # 8 8 9 9 #

To enter this Outcalling Number, you must dial:

- 9 * (where * represents a pause) to allow the Voice Messaging system time to access an outside line.
- 5 5 5 1 2 3 4 to reach your paging system.
- * * * * * to allow several seconds for the paging system to answer.
- 3 7 5 followed by # as your PIN.
- 8 8 9 9 followed by # as your Callback Number.

Reviewing Your Outcalling Numbers

- 1: Log in to Voice Messaging.
- 2: Press 6 to select Outcalling.
- 3: Press 2 to review your Outcalling Numbers.

The system announces your list of Outcalling Numbers.

Setting Your Outcalling Cycles

Your Outcalling Cycles setting determines the number of times the system will call your list of Outcalling Numbers. The default setting is 3 times. It is suggested that you use at least 2 cycles.

- 1: Log in to Voice Messaging.
- 2: Press 6 to select Outcalling.
- 3: Press 7 to change the number of your Outcalling Cycles.
- 4: Choose an option:
 - Enter the number of times [1–9] your Outcalling List should be called, then press #.
 - Press * # to keep the current setting and return to the Outcalling menu.

Using Outcalling

Setting Your Outcalling Interval

Your Outcalling Interval is the minimum amount of time (in minutes) the system will wait before calling the next number in your Outcalling List. The system default is 15 minutes.

- 1: *Log in to Voice Messaging.*
- 2: *Press **6** to select Outcalling.*
- 3: *Press **6** to change the Outcalling Interval.*
- 4: *Choose an option:*
 - Enter the number of minutes [5–99] for the Outcalling Interval, then press **#**.
 - Press ***#** to keep the current setting and return to the Outcalling menu.

Setting Your Outcalling Schedule

You can set the time period during which the system will perform Outcalling for your mailbox. The default schedule is set to perform Outcalling 24 hours a day.

- 1: *Log in to Voice Messaging.*
- 2: *Press **6** to select Outcalling.*
- 3: *Press **5** to change the Outcalling Schedule.*
- 4: *Choose an option:*
 - Press **1** to change starting time and/or ending time.
 - Press ***#** to keep the current schedule and return to the Outcalling menu.
- 5: *Enter the starting time in 24-hour format in the form hhmm (hh=hour, mm=minute), or to keep the current starting time, press **#**.*
- 6: *Enter the ending time in 24-hour format in the form hhmm, or to keep the current ending time, press **#**.*
- 7: *Choose an option:*
 - Press ***#** to approve your new schedule and return to the Outcalling menu.
 - Press **1** to re-enter. (Return to Step 5).