



MERLIN

COMMUNICATIONS SYSTEM

ATTENDANT'S GUIDE:
MODELS 1030 AND 3070
WITH FEATURE MODULE 3

Table of Contents

	Page		Page
Getting Started	3	PBX/Centrex Calls	20
Three Groups of Callers	3	Outside Calls	20
Your Console	3	Automatic Line Selection	21
Small Attendant Console (illustration)	4	Outside Auto Dial	21
Large Attendant Console (illustration)	5	Special Characters in Outside Auto Dial Sequences	22
Small Console	6		
Large Console	6	Setting Up Conference Calls	23
The Recall Button	7	Using Drop with Conference Calls	23
Programming Custom Features	8	Programmable Intercom Conference	24
Key to Symbols	9	Intercom Drop	25
		Connecting Outside Callers to Outside Lines	25
Answering Calls	10		
Answering While on a Call—The Hold Feature	11	Other Useful Features	26
Call Pickup	12	Using the Speaker	26
Programmable Line Ringing	12	On-Hook Dialing	26
Voice Announcement Disable	13	Monitor-on-Hold	26
		Group Listening	26
Covering Calls	14	Headset Adapter	26
Call Coverage	14	Personalized Ringing	27
		Manual Signaling	27
Transferring Calls	15	Auto Answer-Outside	28
		Auto Answer-Intercom	28
Loudspeaker Page	16	Last Number Redial	29
Programming Loudspeaker Page Buttons	16	Saved Number Redial	29
		Privacy	30
Turning on Message Lights	17	Do Not Disturb	30
Using Line Buttons	17	Touch-Tone Enable	31
Using Auto Intercom Buttons	17	Ring Option Override	31
Small Console	17		
Large Console	18	Feature Programming Chart	32
Placing Calls	19	Attendant's Quick Reference	34
Intercom Calls	19		
Intercom Calls with Voice Announcement	19	Index	39
Intercom Calls with Ringing Signal	19		

Getting Started

With your attendant console, you can use both MERLIN™ system features and PBX/Centrex features to handle calls in your office efficiently. This attendant's guide describes how to program your console with convenient features and how to use it to best advantage. Keep this guide and your PBX/Centrex user's guide handy for quick reference.

THREE GROUPS OF CALLERS

As an attendant you work with three different groups of callers:

- People (including yourself) connected to your MERLIN system *and* to your PBX/Centrex
- People in your business connected to your PBX/Centrex but *not* to your MERLIN system
- People outside your business

You and other people in your MERLIN system can call each other by using 2-digit intercom numbers or PBX/Centrex extension numbers. If you just need to talk to the person, use the intercom number to keep the PBX/Centrex lines free for incoming calls. However, if you may have to transfer that call or use a PBX/Centrex feature, you *must* dial the person's PBX/Centrex extension number.

Dial PBX/Centrex extension numbers to reach people in your business who are not connected to the MERLIN system. They must dial your PBX/Centrex extension number to reach you.

YOUR CONSOLE

You may have a small attendant console or a large one. The large attendant console has 30 additional buttons that can be programmed with features. The two consoles do not operate in exactly the same way. Familiarize yourself with your console and its capabilities by referring to the illustration on page 4 (small console) or 5 (large console). Explanations of some essential features of each console and instructions for programming custom features follow the illustrations.

Small Attendant Console

Use line buttons to place and receive outside and PBX/Centrex calls. Program Auto Intercom or custom features on extra buttons.

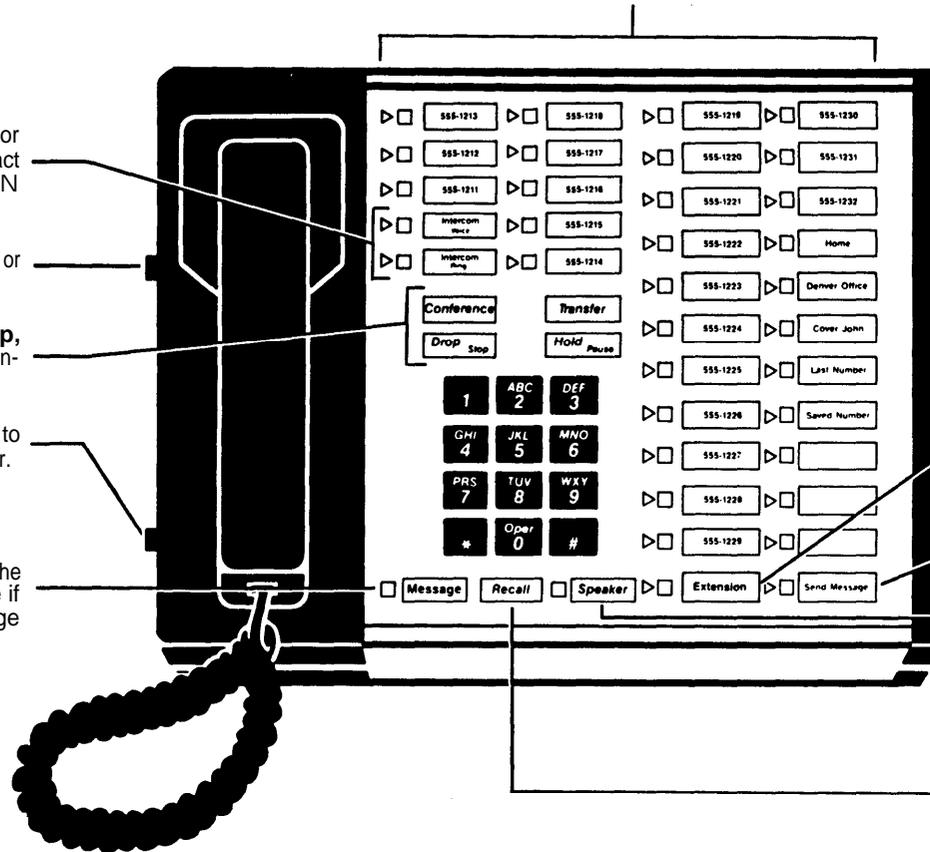
Touch **Intercom-Voice** or **Intercom-Ring** to contact others in your MERLIN system.

Slide the T/P switch to test or program your console.

Use **Conference**, **Drop**, **Transfer**, and **Hold** to handle calls efficiently.

Use the volume control to adjust speaker and ringer.

Check the green light by the **Message** button to see if you have a message waiting.



Touch **Extension** and the appropriate line button to place a PBX/Centrex call to someone connected to your MERLIN system.

Touch **Send Message** to turn on the Message light at a MERLIN system voice terminal.

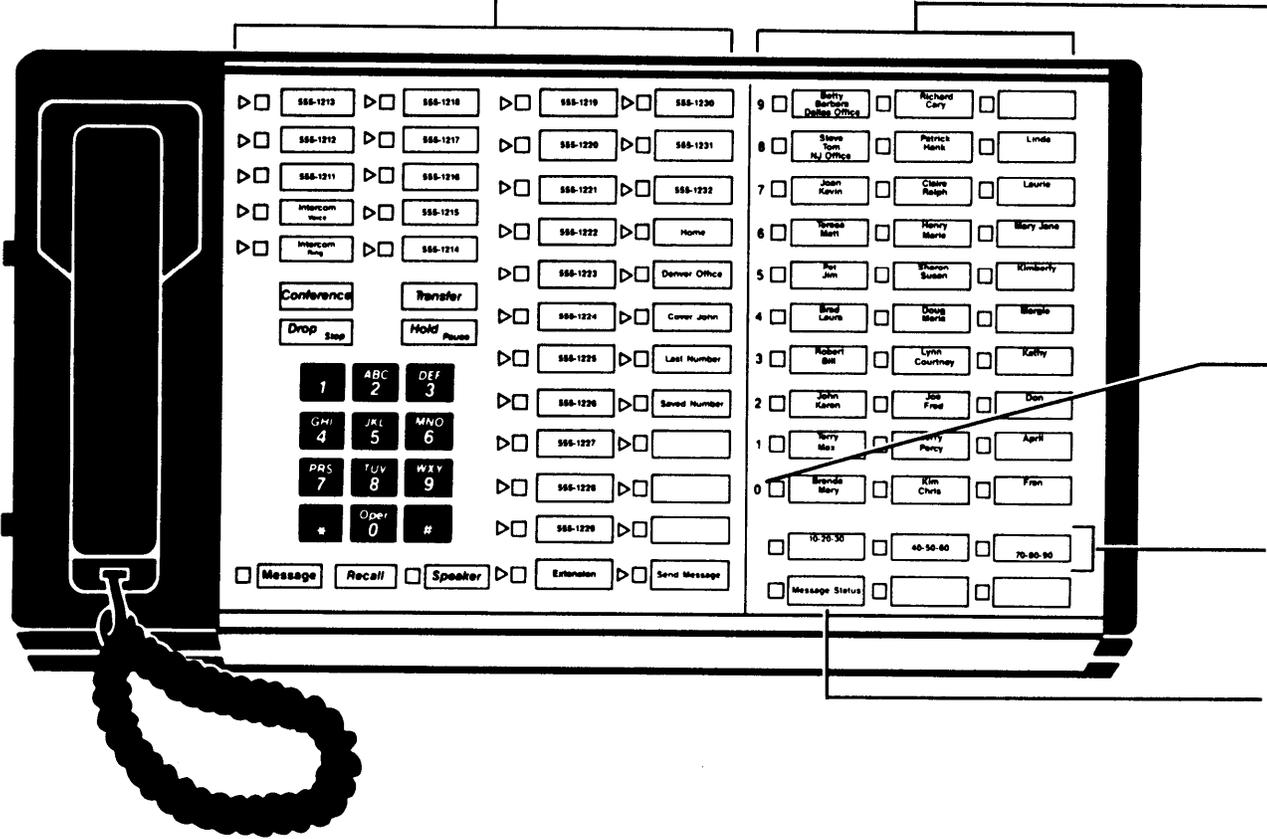
Touch **Speaker** for On-Hook Dialing, Group Listening, and Monitor-on-Hold.

Use **Recall** instead of a switchhook flash when accessing PBX/Centrex features. Touch **Recall** to disconnect an intercom call without hanging up the handset.

Large Attendant Console

Refer to the small console on the opposite page for information on this part of the large console.

Each feature button has three color bands. Use Auto Intercom (preprogrammed on all of the blue and 20 of the white bands) to contact people in your MERLIN system. Program the remaining white and gray bands with custom features.



Use these numbers to find the horizontal row for each intercom number. The 0 indicates the row for intercom numbers whose second digit is 0 (10, 20, 30, 40, etc.). The 1 indicates intercom numbers ending in 1 (11, 21, 31, etc.), and so on.

Touch a Shift button to select the blue, white, or gray band on a feature button.

Use **Message Status** with the Shift buttons to see which voice terminals have Message lights turned on.

Small Console

Although you can program extra line buttons with any MERLIN system feature, you will probably want to program them with the Auto Intercom feature. (See page 32 for programming instructions.)

Auto Intercom enables you to call someone in your MERLIN system by touching the Auto Intercom button for that person instead of dialing a 2-digit intercom number.

IMPORTANT: When an instruction step in this guide tells you to touch an Auto Intercom button that you haven't programmed, you can dial an intercom number instead.

Each Auto Intercom button has a green light and a red light beside it. The green light tells you the line status of the voice terminal:

- Green light on = the person is busy on a call
- Green light flashing rapidly = the person is calling you on the intercom
- Green light off = the voice terminal is not in use

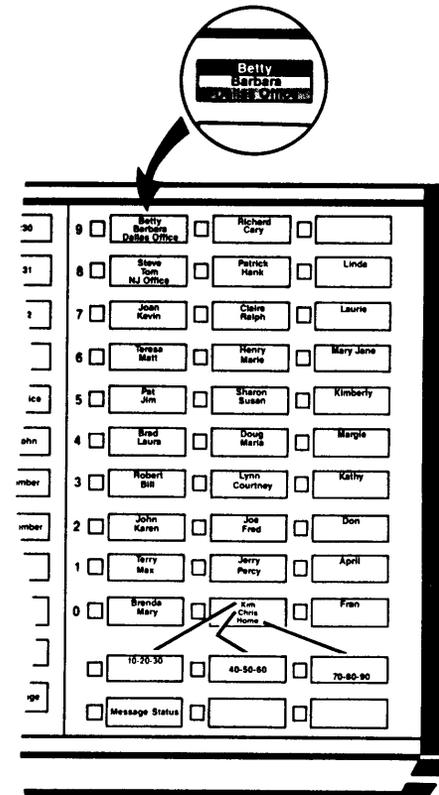
This information is useful if a call comes in for a person and you want to know if the person is using the voice terminal. The red light next to an Auto Intercom button tells you whether or not the person's Message light is on.

Large Console

Each of the 30 programmable feature buttons on the right side of the large console can represent three features—one in the blue band, one in the white band, and one in the gray band on each button. The three Shift buttons below the feature buttons let you select the particular color band on which the feature you want to use appears. Use the 10-20-30 Shift button to select features on the blue band. Use the 40-50-60 Shift button to select features on the white band. Use the 70-80-90 Shift button to select features on the gray band.

To use a feature:

- Touch the Shift button that selects the color band on which the feature appears.
The green light comes on beside the Shift button.
- Touch the feature button.



You can program a custom feature onto the gray band on each feature button. When programming features, be sure to label the buttons on the appropriate color band. (For information on programming, see page 32.) You can also program a custom feature onto the blue or white band of any feature button if the band is not preprogrammed for Auto Intercom. However, most of the blue and white bands are preprogrammed as Auto Intercom buttons for everyone in your MERLIN system.

With the Auto Intercom feature, you can call someone in your MERLIN system by touching the Auto Intercom button for that person instead of dialing a 2-digit intercom number. The green light beside each Auto Intercom button tells you the line status of the voice terminal:

- Green light on = the person is busy on a call
- Green light flashing rapidly = the person is calling you on the intercom
- Green light off = the voice terminal is not in use

This information is useful if a call comes in for someone and you want to know if the person is using the voice terminal. The green lights beside the Auto Intercom buttons also give you information about people's Message lights. If you touch a Shift button and **Message Status** and the light is on next to an Auto Intercom button, that person's Message light is on. (For more information, see "Turning on Message Lights," page 17.)

THE RECALL BUTTON

The Recall button is important because it takes the place of a switchhook flash (a brief press of the switchhook). When you want to use a PBX/Centrex feature that requires a switchhook flash, touch **Recall** instead. In the MERLIN system, pressing the switchhook disconnects a call.



PROGRAMMING CUSTOM FEATURES

Some features, such as Transfer, Hold, and Speaker, are already programmed and labeled on your console, and you cannot change them. Custom features, though, are ones you select and program yourself. On the small console, you can program custom features on extra line buttons. On the large console, you can program features on extra line buttons as well as on available feature buttons. You can program a feature on any color band not used for Auto Intercom.

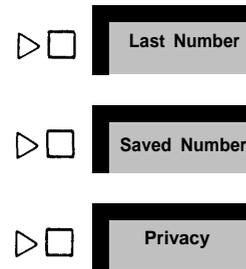
The basic programming procedure is:

- Label the button(s) you want to program.
- Slide the T/P (Test/Program) switch, located on the left side of your console, to the *P* (Program) position.
Your console rings every 5 seconds to remind you that you are programming and that you cannot place or receive calls.
- If you are programming a feature button on the right side of the large console, touch the Shift button that selects the color band on which you want the feature to appear.
- Touch the first button to be programmed.
- Dial the feature's programming code and additional numbers or special characters (if required). If you make a mistake, touch the button again and reenter the code.
- If you want to program other buttons, repeat the previous three steps.
- Slide the T/P switch to the center position.

When you must program a feature before you can use it, abbreviated programming instructions precede instructions for using the feature. An example of an abbreviated programming instruction is:

To Program: • T/P to *P* • Touch the button • Dial * 4 + intercom number of person you want to cover • T/P to center

The Feature Programming Chart, page 32, is a quick reference for programming features.



Key to Symbols

This guide uses the following symbols to illustrate how to use your MERLIN system attendant console. After you are familiar with your console, the symbols should serve as quick reminders.

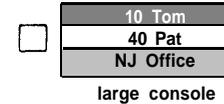


Lift your handset.



Dial a number.

(This can be an outside number, an intercom number, or a PBX/Centrex feature code.)



large console

Touch an Auto Intercom button.



small console

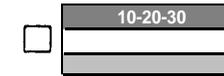


Hang up your handset.



Touch a button.

(The symbols for buttons are shaded and labeled to look like the buttons on your console.)



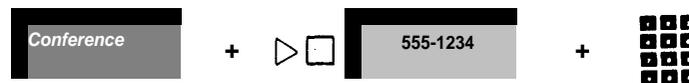
Touch a Shift button.

(For large consoles only. Select the button controlling the group that includes the intercom number you want.)



Don't lift your handset.

Each symbol represents one action. A sequence of two or more symbols illustrates an entire procedure. For example,



means touch **Conference**, touch a line button, and dial a number.

The Attendant's Quick Reference, page 34, is a brief guide to using features.

Answering Calls

When a call rings at your console, the red light goes on next to the line button for the call and the green light next to the line button flashes.

To answer the call:

- Lift the handset.

You are automatically connected to the call.



If two calls come in at once, the green lights flash beside both line buttons, but the red light goes on beside the line you get when you lift the handset. To answer the other call first, touch its line button before lifting your handset.

You can tell what kind of call you're receiving by the sound of the ring. The ringing patterns listed below are the most common ones; however, they may vary depending on your PBX/Centrex.

- MERLIN system intercom call = one short ring
- PBX/Centrex call = one long ring
- PBX/Centrex special or priority calls = two short and one long ring
- Outside call = one short and one long ring

TIP: You can make your console's ring easy to distinguish from others by programming it with a different ringing pattern. However, you can still distinguish the different types of calls listed above. (See "Personalized Ringing," page 27.)

ANSWERING WHILE ON A CALL—THE HOLD FEATURE

When you are busy on one line, another call may come in on *that* line or on *another* line.

To answer a second call that comes in on *another* line:

- Touch **Hold**.

The green light next to the held call's line button flashes rapidly.

- Touch the line button where the second call is ringing.

The flashing green light next to that line button becomes steady.

IMPORTANT: If you touch the line button where the second call is ringing before you touch **Hold**, you disconnect the original call.

To return to the original call:

- Touch the line button next to the rapidly flashing green light.

Calls that other people in your system put on hold show on your console, too, but the green lights next to these line buttons flash more slowly than they do for calls you put on hold.

To answer a second call when you hear a Call Waiting signal *on the line you are using*:

- Refer to your PBX/Centrex user's guide for instructions.

IMPORTANT: If your PBX/Centrex requires you to press the switchhook to put a call on hold, touch **Recall** instead.



CALL PICKUP

The Call Pickup feature lets you answer calls for someone whose line does not appear on your console. This feature is useful if you occasionally answer calls for someone whose voice terminal is nearby. The system administrator determines who can pick up calls for whom.

To answer a call for someone in the MERLIN system from your console:

- Touch **Intercom-Ring** or **Intercom-Voice**.
- Lift the handset.
- Dial * 7.
- Dial the ringing voice terminal's intercom number.



To answer a call for someone in your business who is not part of your MERLIN system:

- Use the PBX/Centrex Call Pickup feature.

PROGRAMMABLE LINE RINGING

You can program any outside line to ring immediately at your console, to ring after a delay, or not to ring at all. If you are responsible for answering calls first, you should program most lines to ring immediately at your console. However, delayed ringing is useful for backup coverage. For example, if you must answer calls on a line only when someone else does not answer them, program the line for delayed ringing.

If another attendant is responsible for answering calls when you are busy or not at your desk, it may be advisable to program the lines on that person's console for delayed ringing. If you and one or more attendants are usually kept busy answering calls, however, program all lines to ring immediately.

To program line ringing:

- Slide the T/P switch to the *P* position.
- Touch the line button successively until the red light indicates the type of ringing you want.

Red light on = immediate ring
Red light flashing = delayed ring
Red light off = no ring

- Slide the T/P switch to the center position.

NOTE: This programming does not affect intercom calls, which always ring immediately at your voice terminal.

VOICE ANNOUNCEMENT DISABLE

Ordinarily, people can announce calls through your voice terminal speaker when they call you on the intercom. However, you can prevent voice announcements and have all intercom calls ring instead.

To program Voice Announcement Disable:

- Slide the T/P switch to the *P* position.
- Touch **Intercom-Voice**.
 - Green light on = voice announcement allowed*
 - Green light off = voice announcement prevented*
- Slide the T/P switch to the center position.

Covering Calls

CALL COVERAGE

To Program: • T/P to P • Touch the button • Dial * 4 + intercom number of person you want to cover • T/P to center

With Programmable Line Ringing (see page 12), you can cover *only* those PBX/Centrex and outside calls that ring on lines that appear on your console. The Call Coverage feature lets you cover all ringing calls for a person regardless of whether you share lines. You can cover up to five voice terminals. The system administrator determines who can cover for whom.

When you receive a call for a person you're covering, your console rings, the red light moves to the Cover button, and the green light flashes. To answer the call:

- Lift the handset.

You are automatically connected to the call.

If you program the covered line not to ring, however, you have to rely on the green light that flashes next to the Cover button to let you know when a call comes in. To answer the call:

- Touch **Cover**.
- Lift the handset.

IMPORTANT: If you have a large console, do not program the Call Coverage feature on buttons that do not have red lights. For proper operation, a Cover button requires red and green lights to indicate line status.



Transferring Calls

After you answer a call, you may have to transfer it. You can transfer calls to people connected to your MERLIN system or to your PBX/Centrex.

To transfer a call to someone in your MERLIN system or in your PBX/Centrex:

- Touch **Transfer** and wait for “stutter” dial tone.
The call goes on hold.
- Dial the person’s PBX/Centrex extension number (or touch the person’s line button).
- When the person answers, announce the call and hang up.
The call goes off hold and transfers to the person’s voice terminal.

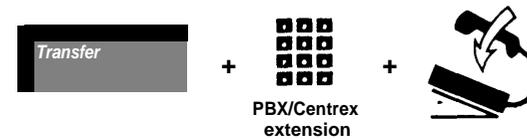
IMPORTANT: Your PBX/Centrex may require a different procedure. If this one does not work, use the one in your PBX/Centrex user’s guide.

If the line is busy or no one answers:

- Follow the instructions in your PBX/Centrex user’s guide for retrieving a transferred call.

To screen a call before you transfer it:

- Follow the instructions in your PBX/Centrex user’s guide.



Loudspeaker Page

Your MERLIN system allows you to make announcements in up to three separate zones through an optional loudspeaker paging system.

If your loudspeaker paging system is connected to the MERLIN system:

- Touch **Intercom-Voice** or **Intercom-Ring**.
- Lift your handset.
- Dial one of the Loudspeaker Page codes listed below.

80 for all zones
81 zone 1
82 zone 2
83 zone 3

- Make your announcement by speaking through your handset.

If your loudspeaker paging system is connected to the PBX/Centrex:

- Follow the instructions in the PBX/Centrex user's guide.

PROGRAMMING LOUDSPEAKER PAGE BUTTONS

To Program: • T/P to *P* • Touch the button • Dial * 91 + Loudspeaker Page code • T/P to center

You may program a button for each of the paging zones (**Page-All**, **Page 1**, and so on), so you touch only one button instead of touching an Intercom button and then dialing a code. The page codes for programming are listed above in the Loudspeaker Page procedure.



Turning on Message Lights

When you take messages for people in the MERLIN system, turn on the Message lights at their voice terminals so they know to call you for their messages.

You can use line or Auto Intercom buttons to turn on a person's Message light. An Auto Intercom button has a message status light beside it that comes on when a person's Message light is on. A line button does not, so you do not know if the person's Message light is on. Only the person with the message can turn off the Message light.

USING LINE BUTTONS

To turn on a person's Message light:

- Touch **Send Message**.
- Touch the line button for that person.



USING AUTO INTERCOM BUTTONS

This procedure varies for small and large consoles.

Small Console

Auto Intercom buttons on the small console have red message status lights that come on when a person's Message light is on.

If the red light beside the person's button is off:

- Touch **Send Message**.
- Touch the Auto Intercom button for that person.

The red light next to the Auto Intercom button comes on to tell you that the person's Message light is on.



Large Console

When you are in **Message Status** mode, the green lights next to the Auto Intercom buttons show message status and not line status. If the green light beside a person's Auto Intercom button is on, the Message light is on at that person's voice terminal.

To enter Message Status mode:

- Touch **Message Status**.

*Green lights come on beside **Message Status** and beside the Auto Intercom buttons of people whose Message lights are on.*

- Touch the appropriate Shift button.

If the green light beside the person's Auto Intercom button is off:

- Touch **Send Message**.
- Touch the Auto Intercom button for that person.

A green light comes on beside the button.

When the green light is on (whether you turned it on or it was already on):

- Touch **Message Status** again.

You are out of the Message Status mode and the lights beside Auto Intercom buttons now tell you the line status of each voice terminal.

Keep in mind that when the green light next to **Message Status** is on, you can see which voice terminals have Message lights on. When the green light next to **Message Status** is off, you can determine which voice terminals are busy.

IMPORTANT: The PBX message center cannot turn on the Message light on a MERLIN system voice terminal.



Placing Calls

INTERCOM CALLS

By using 2-digit intercom numbers to call others in your MERLIN system, you keep your PBX/Centrex lines free for incoming calls. If you just need to make a simple call to someone, it is best to use an intercom number. However, if you think you may want to do something further with the call, such as transfer it, you must use the person's PBX/Centrex extension number instead. You can make two types of intercom calls: one with a voice announcement and one with a ringing signal.

Intercom Calls with Voice Announcement

To announce your call through the voice terminal speaker:

- Touch **Intercom-Voice**.
- Lift your handset.
- Touch the appropriate Shift button (large console only).
- Touch the Auto Intercom button for the person's voice terminal.
- When you hear the beep, speak into your handset.

Since intercom calls don't interfere with existing outside calls, this feature is useful when you need to inform someone of an urgent incoming call and that person is on another line.

If you try to place an announced intercom call to a voice terminal that has been programmed with Voice Announcement Disable, your call automatically becomes a *ringing* intercom call.

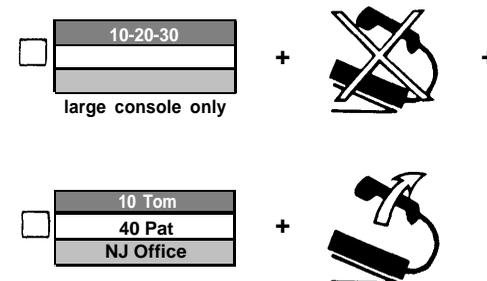
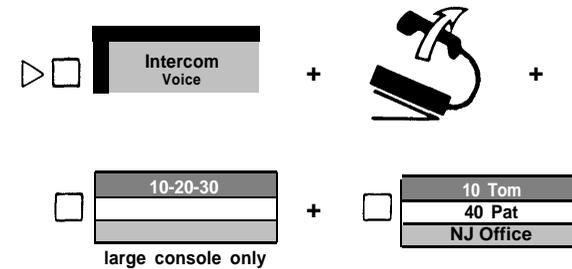
Intercom Calls with Ringing Signal

Place a ringing intercom call when you want to have a two-way conversation with someone in your MERLIN system.

To place a ringing intercom call:

- Touch the appropriate Shift button (large console only).
- *Without lifting your handset*, touch the Auto Intercom button for the person's voice terminal.
Your console speaker goes on, and you hear ringing.
- When the person answers, lift your handset.

If the red light next to **Intercom-Voice** is on, touch **Intercom-Ring** before you touch the Auto Intercom button.

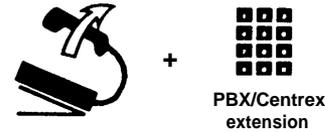


PBX/CENTREX CALLS

You can make PBX/Centrex extension calls to anyone connected to your PBX/Centrex, including people in the MERLIN system.

To call someone in your PBX/Centrex system:

- Lift your handset.
- Dial the person's PBX/Centrex extension number.



Use this shortcut to call someone who is in your PBX/Centrex *and* your MERLIN system:

- Lift your handset.
- Touch **Extension**.
- Touch the person's line button.

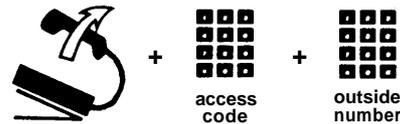


Because a PBX/Centrex call ties up lines for outside calls, use it for people connected to the MERLIN system only when you have to transfer the call.

OUTSIDE CALLS

To call someone who is not connected to your PBX/Centrex or MERLIN system:

- Lift your handset.
The MERLIN system automatically selects your line.
- Dial an outside line access code (for example, 9).
- Dial the outside number.



You can select a different line by touching the line button for the line you want.

AUTOMATIC LINE SELECTION

This feature controls the order in which the MERLIN system selects outside lines when you lift your handset to place a call. If the first line in the selection sequence is busy, the system automatically connects you to the next line in the sequence so you don't have to touch a line button to get a line. The system selects your personal line unless you program it to do otherwise.

You can specify up to eight of your lines for an Automatic Line Selection sequence. Do not mix different types of lines (such as outside lines and intercom lines) in the sequence.

NOTE: If you're planning to program other features during this programming session, program Automatic Line Selection first. If you're already in the middle of a programming session, slide the T/P switch to the center position, then back to *P*.

To program an Automatic Line Selection sequence:

- Slide the T/P switch to the *P* position.
- Dial * * .
- Touch the line buttons in the order you want the system to select them.
- Slide the T/P switch to the center position.

OUTSIDE AUTO DIAL

To Program: • T/P to *P* • Touch the button • Dial * 90 + outside number • T/P to center

To place an outside call to someone using an Outside Auto Dial button:

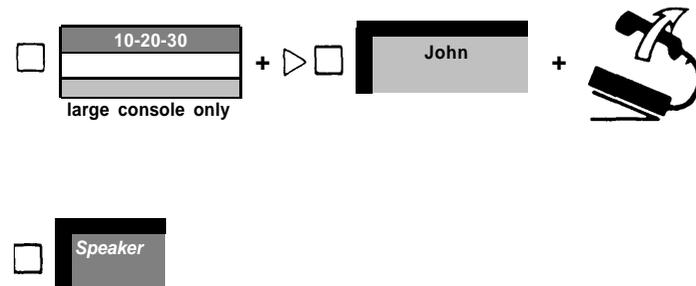
- Touch the appropriate Shift button (large console only).
- Touch the Outside Auto Dial button for that person.

The MERLIN system selects a PBX/Centrex line, turns on the speaker, and dials the number for you.

- Lift your handset when you hear the other person answer.

If no one answers:

- Touch **Speaker** to cancel the call.



SPECIAL CHARACTERS IN OUTSIDE AUTO DIAL SEQUENCES

An Outside Auto Dial button can store up to 16 digits. For some types of calls, however, you need to program a pause, stop, or switchhook flash with the number. For instance, if your MERLIN system is connected to a PBX that does not immediately return a dial tone after you dial an outside line access code (for example, 9), you must program one or more pauses after the outside line access code on your Outside Auto Dial button. Or, when you program an Outside Auto Dial button to dial an alternate long distance service sequence or a credit card authorization code, you may need to program an automatic stop.

Pause. To program a pause (1.5 seconds) into an auto dialing sequence:

- Touch **Hold** (Pause).

Switchhook Flash. To program a switchhook flash at the beginning of an auto dialing sequence for PBX/Centrex codes:

- Touch **Recall**.
- Touch **Hold** (Pause).

Stop. To program a stop into an auto dialing sequence:

- Touch **Drop** (Stop).

To use an Outside Auto Dial sequence with a stop in it:

- Touch the Outside Auto Dial button.
- Wait until the connection is made after the stop.
- Touch the button again to resume dialing.



Setting Up Conference Calls

You can set up a conference call with as many connections as your PBX/Centrex allows (see your PBX/Centrex user's guide for the limit). All calls connected to the conference call must be PBX/Centrex or outside calls, unless you program a button for Programmable Intercom Conference. (See "Programmable Intercom Conference," page 24.)

When someone asks you to set up a conference call, you can make the connections with the person already on the line or add that person to the conference last.

To set up a conference call with the first person already on the line:

- Touch **Conference**.
- Dial an outside number or a PBX/Centrex extension for the next person (or touch **Extension** and that person's line button).
- Touch **Conference** again.



Repeat the conferencing procedure for each person you want to add to the conference call.

If the person who requested the conference call asks to be added last:

- Make the first call, then follow the conferencing procedure.
- Repeat the conferencing procedure to add other participants, including the person who requested the conference.

IMPORTANT: Your PBX/Centrex may require a different procedure. If this one does not work, use the one in your PBX/Centrex user's guide.

USING DROP WITH CONFERENCE CALLS

If you get a busy signal or no answer when trying to add a connection to a conference call:

- Touch **Drop**.
You hear a dial tone.

IMPORTANT: For certain PBX/Centrex systems, you may have to touch **Drop** twice before you hear a dial tone.



To remove the last person added to a conference call:

- Touch **Drop**.



PROGRAMMABLE INTERCOM CONFERENCE

To program: • T/P to *P* • Touch a button • Dial * 96 • T/P to center

With a programmed **Intercom Conference** button, you can set up conference calls with intercom lines as well as PBX/Centrex lines. You can include up to two intercom lines and two PBX/Centrex lines (for outside calls or calls to people in your PBX/Centrex system).

If you include only intercom lines in an Intercom Conference call, the call does not tie up PBX/Centrex lines, and the people in the call can still receive outside and PBX/Centrex calls. If you program an Intercom Conference button, you must also program an Intercom Drop button.

To set up an Intercom Conference, first call one of the people you want to include. The call does not have to be an intercom call.

To add another person to the conference:

- Touch **Intercom Conference**.
- Touch a free line button (or **Intercom-Voice** or **Intercom-Ring**).
- Dial a PBX/Centrex extension or an outside number (or touch the appropriate Shift button and touch an Auto Intercom button).

NOTE: When you include the second intercom line in the conference call, an announced intercom call becomes a *ringing* intercom call.

Repeat this procedure for other people you want to include in the conference call. If you do not want people already in the conference to listen to you as you set up the other calls, touch **Hold** before you repeat the conferencing procedure.

To return the calls on hold to the conference:

- Touch **Intercom Conference**.
- Touch one of the line buttons or the Auto Intercom buttons of the people on hold.

Repeat this procedure for each person you put on hold.

If you want to remove yourself temporarily from the conference:

- Touch **Hold**.

To return to the conference:

- Touch one of the line buttons or Auto Intercom buttons of the conference call.



INTERCOM DROP

To program: • T/P to *P* • Touch a button • Dial * 97 • T/P to center

When you program an Intercom Conference button to include intercom lines in your conference calls, you also must program an Intercom Drop button that allows you to remove people from the conference. If a person in the Intercom Conference call does not answer or if you want to disconnect someone in the conference, you can use your programmed Intercom Drop button.

To disconnect a person from the conference:

- Touch **Intercom Drop**.
- Touch the line button or the Auto Intercom button of the person you want to disconnect.

Repeat this procedure for each person you want to drop from the conference.

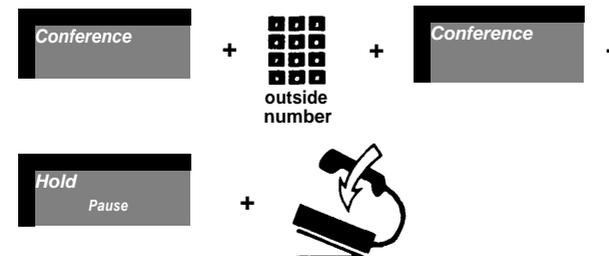
CONNECTING OUTSIDE CALLERS TO OUTSIDE LINES

At times you may have to connect an incoming call to someone who is not at the office. For instance, a caller may want to talk with someone in your company who is visiting another business location or working at home. Or, a salesperson on the road may want to use a WATS line. You can “transfer” the call to the person by establishing a conference.

With the caller on the line:

- Touch **Conference**.
- Dial the person’s telephone number.
- When the person answers, touch **Conference** again.
- Touch **Hold** to remove yourself from the call.
- Hang up.

IMPORTANT: Some PBX/Centrex systems will not automatically disconnect your line when everyone connected to the conference has hung up. You may have to free your line manually by touching the line button you put on hold.



Other Useful Features

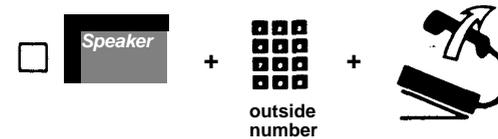
USING THE SPEAKER

You can use your console's speaker to dial without lifting your handset, monitor a call on hold, and let others in the room listen to your conversation.

On-Hook Dialing

To place a call without lifting your handset:

- Touch **Speaker**.
*The light goes on next to **Speaker**, and you hear a dial tone.*
- Dial the number.
- Lift the handset when the other person answers. If no one answers, touch **Speaker** again.



Monitor-on-Hold

When you've been put on hold, you can continue working while you wait for someone to return to the call:

- Touch **Speaker**.
- Hang up.



When you hear the person on the other end return to the call:

- Lift your handset.
The speaker goes off automatically.



Group Listening

To let others in the room hear your telephone conversation:

- Without hanging up your handset, touch **Speaker**.



You must speak to the other person through the handset unless you have a Hands-Free Unit.

TIP: Touch **Speaker** again before hanging up. This prevents a squeal from your speaker as the handset comes close to it.

HEADSET ADAPTER

If you handle many calls, you may prefer to use the optional Headset Adapter and headset rather than lifting and holding your handset throughout the day.

To place or answer a call using the Headset Adapter:

- Press **On** without lifting your handset.
- Speak into the microphone.
- Press **Off** to end the call.

To speak with someone in your office while you're on another call:

- Hold down the **Quiet** button to mute the microphone.
- Release **Quiet** to resume your call.

PERSONALIZED RINGING

If your console's ringing is easily confused with the ringing of other nearby consoles or voice terminals, you can choose another ringing pattern from eight different ringing options. If you personalize your ring, you can still distinguish the ringing of different types of calls such as intercom calls and PBX/Centrex calls.

To program Personalized Ringing:

- Slide the T/P switch to the *P* position.
You hear the ringing sound that your console makes when you receive an outside call.
- Touch **Speaker**.
The ringing sound changes.
- Touch **Speaker** repeatedly until you hear a ringing sound you like.
- Slide the T/P switch to the center position.

MANUAL SIGNALING

To Program: •T/P to *P* •Touch the button •Dial * 6 + intercom number •T/P to center

Use this feature to generate a beep at a co-worker's voice terminal. Assign a Manual Signaling button to each person you want to be able to signal.

To signal a co-worker with a beep:

- Without lifting your handset, touch a Manual Signaling button.

Label a Manual Signaling button in a way that distinguishes it from your Auto Intercom button for the same person. The green light next to the button goes on when your co-worker is using his or her voice terminal.



AUTO ANSWER-OUTSIDE

To Program: • T/P to P • Touch the button • Dial * 75 • T/P to center

To have a modem or answering machine come on automatically when an outside call rings at your console:

- Touch the appropriate Shift button (large console only).
- Touch **Auto Answer-Outside**.

The green light next to the button goes on.

To return to answering calls yourself:

- Touch the appropriate Shift button (large console only).
- Touch **Auto Answer-Outside**.

The green light beside the button goes off.

IMPORTANT: This feature works only for lines programmed to ring at your console, (See “Programmable Line Ringing,” page 12.)

AUTO ANSWER-INTERCOM

To Program: • T/P to P • Touch the button • Dial * 70 • T/P to center

To have an optional Hands-Free Unit turn on automatically whenever you receive ringing intercom calls, program an Auto Answer-Intercom button on your console.

To have ringing intercom calls answered automatically:

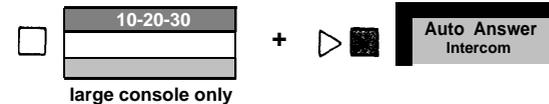
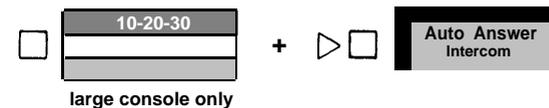
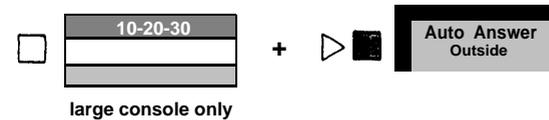
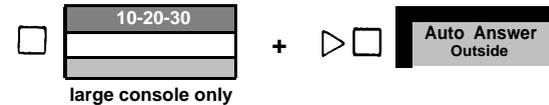
- Touch the appropriate Shift button (large console only).
- Touch **Auto Answer-Intercom**.

The green light next to the button goes on.

To return to answering calls yourself:

- Touch the appropriate Shift button (large console only).
- Touch **Auto Answer-Intercom**.

The green light goes off.



LAST NUMBER REDIAL

To Program: •T/P to P •Touch the button •Dial * 73 •T/P to center

To redial the number you dialed most recently:

- Touch the appropriate Shift button (large console only).
- Touch **Last Number**.
- Lift your handset when someone answers or touch **Speaker** to cancel the call.

Once you program this feature, the last number you dialed is automatically saved—you don't have to reprogram the feature every time you want to use it.

IMPORTANT: If your PBX/Centrex does not return a dial tone *immediately* after you dial the outside line access number, this feature may not work properly.

SAVED NUMBER REDIAL

To Program: •T/P to P •Touch the button •Dial * 74 •T/P to center

To save a number for later redialing:

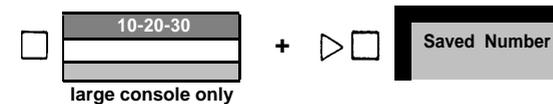
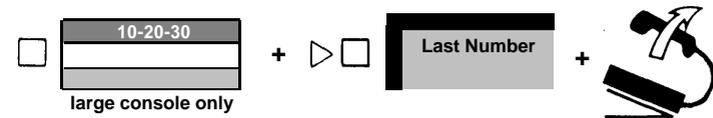
- Touch the appropriate Shift button (large console only).
- Before hanging up, touch **Saved Number**.

To redial the number you saved:

- Touch the appropriate Shift button (large console only).
- Touch **Saved Number**.
- Lift your handset when someone answers or touch **Speaker** to cancel the call.

Each time you touch **Saved Number** before hanging up, you save a different number. However, you only have to program the feature once.

IMPORTANT: If your PBX/Centrex does not return a dial tone *immediately* after you dial the outside line access number, this feature may not work properly.



PRIVACY

To Program: ●T/P to P ●Touch the button ●Dial * 72 ●T/P to center

Use this feature to prevent people who share your lines from joining your calls. Before you place or receive a call that may need to be private:

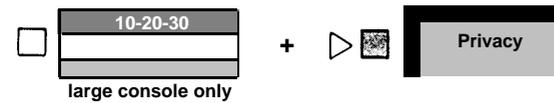
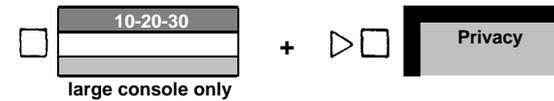
- Touch the appropriate Shift button (large console only).
- Touch **Privacy**.

The green light next to the button goes on.

To turn off the feature:

- Touch the appropriate Shift button (large console only).
- Touch **Privacy**.

The green light next to the button goes off.



DO NOT DISTURB

To Program: ●T/P to P ●Touch the button ●Dial * 71 ●T/P to center

Use this feature to keep calls from ringing at your console:

- Touch the appropriate Shift button (large console only).
- Touch **Do Not Disturb**.

*The green light next to **Do Not Disturb** goes on.*

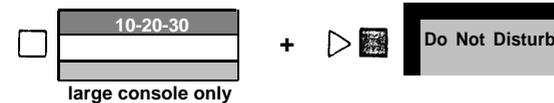
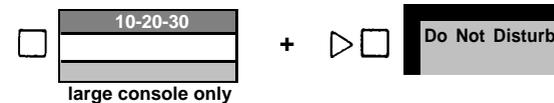
Even though your voice terminal doesn't ring while Do Not Disturb is active, a green light flashes next to a line button whenever a call comes in, so you can answer a call if necessary.

While Do Not Disturb is active, outside calls may be answered by another attendant, transferred calls are returned to the sender, and intercom callers get a busy signal.

To turn off the feature:

- Touch the appropriate Shift button (large console only).
- Touch **Do Not Disturb**.

The green light goes off.



TOUCH-TONE ENABLE

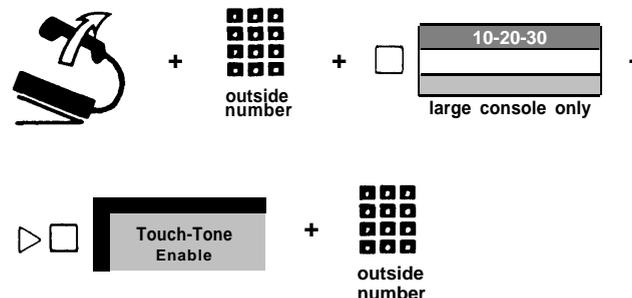
To Program: ● T/P to P ● Touch the button ● Dial * 76 ● T/P to center

If your system has lines that carry rotary signals, you can program a button that allows you to switch to Touch-Tone signals to use services such as an alternate long distance service or credit card authorizations.

- Lift your handset.
- Dial the first part of the number.
You hear rotary clicks.
- Touch the appropriate Shift button (large console only).
- Touch **Touch-Tone Enable**.
- Dial remaining numbers.

You hear Touch-Tone signals.

You turn off the Touch-Tone Enable feature when you hang up your handset.



RING OPTION OVERRIDE

To Program: ● T/P to P ● Touch the button ● Dial * 78 ● T/P to center

You may have to answer calls when everyone in your business is out to lunch or in a meeting. The Ring Option Override feature allows all the lines that appear on your console to ring immediately, regardless of whether they are programmed to ring after a delay or not at all.

To have all calls ring immediately at your console:

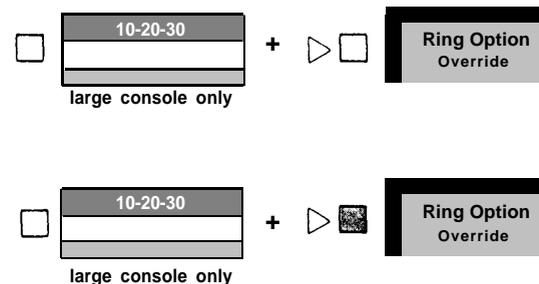
- Touch the appropriate Shift button (large console only).
- Touch **Ring Option Override**.

The green light next to the button comes on.

To return to your programmed line ringing:

- Touch the appropriate Shift button (large console only).
- Touch **Ring Option Override**.

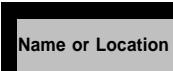
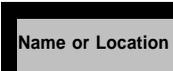
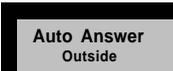
The green light next to the button goes off.



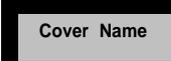
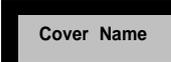
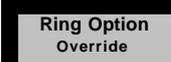
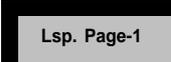
Feature Programming Chart

Use this chart to program custom features on your console quickly and easily. To program one or more buttons:

- Label the button(s) you want to program.
- Slide the T/P (Test/Program) switch, located on the left side of your console, to the P (Program) position.
Your console rings every 5 seconds to remind you that you are programming and that you cannot place or receive calls.
- Touch the Shift button for the appropriate color band, if you are programming a feature onto one of the 30 buttons on the right side of your console (large consoles only).
- Touch the first button to be programmed.
- Dial the feature's programming code and additional numbers or special characters (if required). If you make a mistake, touch the button again and reenter the code.
- If you want to program other buttons, repeat the two previous steps.
- Slide the T/P switch to the center position.

Feature Name (suggested button label)	Programming Code	Notes
QUICK DIALING FEATURES		
Outside Auto Dial 	Dial * 90 + an outside number, account number, or PBX/Centrex feature code.	See page 21.
Auto Intercom 	Dial * 91 + a 2-digit MERLIN system intercom number.	A button with lights is recommended but not required. See pages 6 and 7.
Saved Number Redial 	Dial * 74.	See page 29.
Last Number Redial 	Dial * 73.	See page 29.
AUTO ANSWER FEATURES		
Auto Answer-Outside 	Dial * 75.	Used only with a modem or answering machine. Requires a button with lights and a Multipurpose Adapter. See page 28.
Auto Answer-Intercom 	Dial * 70.	Used only with a Hands-Free Unit. Requires a button with lights. See page 28.

Feature Programming Chart (continued)

Feature Name (suggested button label)	Programming Code	Notes
CALL COVERAGE FEATURES		
Call Coverage 	Dial * 4 + the intercom number of the person you want to cover.	Requires a button with red and green lights. See page 14.
Secondary Coverage 	Dial * 5 + the intercom number of the person you want to back up.	Used to back up a person who has a Cover button for someone's telephone. Calls automatically ring after a delay.
OTHER FEATURES		
Ring Option Override 	Dial * 78.	Requires a button with lights. See page 31.
Message 	Dial * 98.	For 5-button voice terminals only. Requires a button with lights. See page 17.
Loudspeaker Page 	Dial * 91 + one of the following: 80 for all zones 81 zone 1 82 zone 2 83 zone 3	Used only with loudspeaker paging equipment. You can also dial a code to use this feature. A button with lights is recommended. See page 16.
Privacy 	Dial * 72.	Needed only if you share lines with other people. Requires a button with lights. See page 30.
Do Not Disturb 	Dial * 71.	Requires a button with lights. See page 30.
Touch-Tone Enable 	Dial * 76.	See page 31.
Manual Signaling 	Dial * 6 + intercom number	See page 27.

Attendant's Quick Reference

If you want to:

USE THE SHIFT BUTTONS (large console only)

To access a feature on the blue band:

- Touch the 10-20-30 Shift button.
- Touch the feature button that you want.

To access a feature on the white band:

- Touch the 40-50-60 Shift button.
- Touch the feature button that you want.

To access a feature on the gray band:

- Touch the 70-80-90 Shift button.
- Touch the feature button that you want.

TRANSFER A CALL

- Touch **Transfer** and wait for a "stutter" dial tone.
- Dial the person's PBX/Centrex extension (or touch the person's line button).
- When the person answers, announce the call, then hang up.

To screen a call before you transfer it, refer to your PBX/Centrex user's guide.

PAGE SOMEONE THROUGH A LOUDSPEAKER

- Touch **Intercom-Voice** or **Intercom-Ring**.
- Lift your handset.
- Dial the appropriate Loudspeaker Page code.
- When you hear a beep, make your announcement through the handset.
- Hang up.

TURN ON MESSAGE LIGHTS

Using line buttons on a large or small console:

- Touch **Send Message**.
- Touch the person's line button.

Using the Auto Intercom buttons on the small console:

- Check the red light beside the person's Auto Intercom button.

Red light on?

- Do nothing. The Message light is already on.

Red light off?

- Touch **Send Message**.
- Touch the appropriate Auto Intercom button.

Using the Auto Intercom buttons on the large console:

- Touch the appropriate Shift button.
 - Touch **Message Status**.
- Message light on?*
- Touch **Message Status** again to return to normal operation.

Message light off?

- Touch **Send Message**.
- Touch the person's Auto Intercom button.
- Touch **Message Status** again to return to normal operation.

ANNOUNCE A SHORT MESSAGE THROUGH A VOICE TERMINAL SPEAKER

- Touch **Intercom-Voice**.
- Lift your handset.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button for the person's voice terminal.
- When you hear the beep, speak into your handset.
- Hang up.

PLACE A RINGING INTERCOM CALL

- Touch the appropriate Shift button (large console only).
- Touch the Auto Intercom button.

OR

- Touch **Intercom-Ring**.
- Lift your handset.
- Dial the person's intercom number.

COVER CALLS FOR OTHERS

- Program a Cover button for each voice terminal you need to cover.
- Lift your handset to answer calls for others when the green light flashes next to their Cover buttons.

**ESTABLISH A CONFERENCE CALL WITH PBX/CENTREX AND
OUTSIDE CALLERS**

For each caller:

- Touch **Conference**.
- Dial an outside number or PBX/Centrex extension number.
- Touch **Conference**.

**ESTABLISH AN INTERCOM CONFERENCE CALL WITH UP TO TWO
INSIDE CALLERS, TWO OUTSIDE CALLERS, AND YOURSELF**

For each outside caller:

- Touch **Intercom Conference**.
- Touch a free line button.
- Dial an outside number.

And for each intercom caller:

- Touch **Intercom Conference**.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button (or touch **Intercom-Voice** or **Intercom-Ring** and dial the intercom number).

CONNECT AN OUTSIDE OR PBX/CENTREX CALL TO ANOTHER OUTSIDE LINE

- Touch **Conference**.
- Dial the person's telephone number.

Connection made?

- Touch **Conference**.
- Touch **Hold** to remove yourself from the call.
- Hang up.

Not made?

- Touch **Drop**. You may have to touch **Drop** twice.
- Inform the caller, then hang up.

Index

- Answering Calls, 10
- Answering Machine, 28
- Attendant Console, 3 - 7
 - Small Console, 4
 - Large Console, 5
- Attendant's Quick Reference, 34 - 38
- Auto Answer-Outside, 28
- Auto Answer-Intercom, 28
- Auto Intercom Buttons, 6, 7
 - Large Console, 7
 - Small Console, 6
- Automatic Line Selection, 21
- Call Coverage, 14
 - Secondary Coverage, 33
- Call Pickup, 12
- Conference Calls, 23
 - Connecting Outside Callers to Outside Lines, 25
 - Drop, 23
 - Intercom Drop, 25
 - Programmable Intercom Conference, 24
- Delayed Ringing. See Programmable Line Ringing
- Do Not Disturb, 30
- Drop, 23
- Feature Programming Chart, 32 - 33
- Group Listening, 26
- Headset Adapter, 26
 - Quiet Button, 27
- Hold, 11
 - Monitor-on-Hold, 26
- Immediate Ringing. See Programmable Line Ringing
- Intercom Calls, 19
 - Voice Announcement Disable, 13
 - With Ringing Signal, 19
 - With Voice Announcement, 19
- Intercom Numbers, 3
- Intercom-Ring, 4, 19
- Intercom-Voice, 4, 19
- Key to Symbols, 9
- Last Number Redial, 29
- Line Buttons, 4
 - Meaning of Lights, 10, 11
- Loudspeaker Page, 16
 - Page Codes, 16
- Manual Signaling, 27
- Message Service. See Send Message
- Message Status, 18
- Monitor-on-Hold, 26
- No Ringing. See Programmable Line Ringing
- On-Hook Dialing, 26
- Outside Auto Dial, 21
- Page Codes, 16
- Pause, 22
- Personalized Ringing, 27
- Placing Calls, 19
 - Conference Calls, 23
 - Intercom Calls, 19
 - Outside Calls, 20
 - PBX/Centrex Calls, 20
- Privacy, 30
- Programmable Line Ringing, 12
 - Delayed Ring, 12
 - Immediate Ring, 12
 - No Ring, 12
- Programming, 8
 - Feature Programming Chart, 32 - 33
 - Basic Instructions, 8
- Quick Reference, 34 - 38
- Recall, 4, 7, 22
 - Instead of Switchhook Flash, 7, 22
- Ringling, 10, 12, 27, 31
 - Meaning of Different Sounds, 10
 - Personalized Ringing, 27
 - Programmable Line Ringing, 12
 - Ring Option Override, 31
- Saved Number Redial, 29
- Secondary Coverage, 33
- Selecting an Outside Line, 20, 21
- Send Message, 17, 18
- Shift Buttons, 5, 6
- Speaker, 26
 - Group Listening, 26
 - Monitor-on-Hold, 26
 - On-Hook Dialing, 26
- Special Characters, 22
 - Pause, 22
 - Stop, 22
 - Switchhook Flash, 7, 22
- Switchhook Flash. See Recall
- Touch-Tone Enable, 31
- T/P (Test/Program) Switch, 4, 8
- Transfer, 15
- Voice Announcement Disable, 13
- Volume Control, 4