



**MERLIN<sup>®</sup> II**  
COMMUNICATIONS SYSTEM

MERLIN II Attendant  
Planning Forms

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# MERLIN II Attendant Planning Form A

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## Business Days

You need to set up a business schedule for the MERLIN II Attendant in order to switch between day and night operations. A business schedule defines the days of the week your business is open and the normal operating hours for each day. The default business schedule for the MERLIN II Attendant is the following:

- Monday through Friday-Open from 8:30 a.m. to 5 p.m.
- Saturday and Sunday-Closed

If these defaults are adequate for your business needs, you need only set the current date and time for the MERLIN II Attendant to activate the business schedule. Refer to the programming information that came with the unit.

NOTE: If you do not set the MERLIN II Attendant clock, the unit remains in Day mode at all times.

To change the business schedule defaults:

- To change the defaults for " the days of the week your business is open, use this form.
- To change the defaults for your business hours, refer to Planning Form B.

### CHANGING YOUR BUSINESS DAYS

Indicate your normal days of business by assigning each day of the week one of the following codes: (1) Open or (2) Closed.

Business Days	Code
Sunday	_____
Monday	_____
Tuesday	_____
Wednesday	_____
Thursday	_____
Friday	_____
Saturday	_____

Use the programming instructions on the back of this form to enter these changes.

## How to Program:

**NOTE:** Remember to set the current date and time for the MERLIN II Attendant. Refer to the programming information that came with the unit for further information. If you do not set the MERLIN II Attendant clock, the unit remains in Day mode at all times.

1. Enter authorized caller mode.
  - a** Dial the MERLIN II Attendant extension number from a Touch Tone phone, preferably a single-line set.
  - b** Wait for an answer.
  - c** Dial \* immediately followed by your authorized caller code and #.  
*The two-beep confirmation tone sounds.*

**NOTE:** If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound ( # ) sign each time a pound ( # ) sign appears in a programming command.
- 2 Dial \*74 followed by a code for the day of the week.  
*(1) Sunday, (2) Monday, (3) Tuesday, (4) Wednesday, (5) Thursday, (6) Friday, (7) Saturday.*
- 3 Dial one digit to indicate whether your business is open or closed for the day you specified.  
*(1) Open, (2) Closed.*  
*The two-beep confirmation tone sounds.*

**NOTE:** If you hear the three-beep (error) tone, return to step 2.
- 4 Repeat steps 2 and 3 of this procedure for each day of the week.
- 5 Continue programming.  
*or*  
Exit authorized caller mode by dialing \*#.
- 6 To disconnect, dial #.

# MERLIN II Attendant Planning Form B

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## Business Hours

You need to set up a business schedule for the MERLIN II Attendant in order to switch between day and night operations. A business schedule defines the days of the week your business is open and the normal operating hours for each day. The default business schedule for the MERLIN II Attendant is the following:

- Monday through Friday—Open from 8:30 a.m. to 5 p.m.
- Saturday and Sunday—Closed

If these defaults are adequate for your business needs, you need only set the current date and time for the MERLIN II Attendant to activate the business schedule. Refer to the programming information that came with the unit.

**NOTE:** If you do not set the MERLIN II Attendant clock, the unit remains in Day mode at all times.

To change the business schedule defaults:

- To change the defaults for your business hours, use this form.
- To change the defaults for the days of the week your business is open, refer to Planning Form A.

### SET BUSINESS HOURS

Indicate your normal operating hours for every day your business is open by entering an opening and closing time 24-hour format (hours and minutes). If your entry number is less than 10, you must enter a leading zero.

**NOTE:** You must have programmed a day as “Open” (using the programming command \*74) before any business hours that you program will take effect. Refer to Planning Form A for further information.

Day	Open	Close
Sunday	_____	_____
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____
or		
Entire Week	_____	_____

(Same business hours for all 7 days.)

Use the programming instructions on the back of this form to enter these changes.

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### How to Program:

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**NOTE:** Remember to set the current date and time for the MERLIN II Attendant. Refer to the programming information that came with the unit for further information. If you do not set the MERLIN 11 Attendant clock, the unit remains in Day mode at all times.

**1** Enter authorized caller mode.

**a** Dial the MERLIN 11 Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**b** Wait for an answer.

**c** Dial \* immediately followed by your authorized caller code and #.

*The two-beep confirmation tone sounds.*

**NOTE:** If you are programming from a multiline Touch-Tone phone connected to the MERLIN 11 system control unit, you must enter an additional pound ( # ) sign each time a pound ( # ) sign appears in a programming command.

**2** Dial \*73 followed by a code for the day of the week.

*(1) Sunday, (2) Monday, (3) Tuesday, (4) Wednesday, (5) Thursday (6) Friday (7) Saturday (8) Sunday (9) Entire week -7 days.*

**3** Dial two digits for the opening hour (00 through 23) using 24-hour time (00 is midnight).

**4** Dial two digits for the opening minute (00 through 59).

**5** Dial two digits for the closing hour (00 through 23) using 24-hour time (00 is midnight).

**6** Dial two digits for the closing minute (00 through 59).

*The two-beep confirmation tone sounds.*

**NOTE:** If you hear the three-beep (error) tone, return to step 2.

**7** Repeat steps 2 through 6 of this procedure for each additional day as needed.

**8** Continue programming.

*or*

Exit authorized caller mode by dialing \*#.

**9** To disconnect, dial #.

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## Announcement Time Reallocation

Each announcement has been assigned a default duration (in seconds) as follows:

Day	=	20
Night	=	20
Transfer Fail	=	14
Hold	=	05
Connect	=	05

The total duration for all announcements cannot exceed 64 seconds.

Use this form if you want to perform either of the following:

- Change the length of any announcement
- Remove an announcement from use by changing its duration to zero

**Caution:** All previously recorded announcements are erased when you use the programming procedure on the back of this form to reallocate (change) announcement durations. You must rerecord all announcements after using this procedure.

### REALLOCATING ANNOUNCEMENT TIME

Enter a new duration for your announcements in seconds. Then, record these changes in the table below using the following instructions:

- If your entry is less than 10, you must enter a leading zero. For example, five seconds is entered as 05.
- To remove an announcement from use, change its time length to zero (00).
- If you make any changes, make sure the total duration for all announcements is not greater than 64 seconds.

Announcement	Duration
Day	_____
Night	_____
Transfer Fail	_____
Hold	_____
Connect	_____

Use the programming instructions at the back of this form to enter these changes.

## How to Program:

**NOTE:** This procedure erases all recorded announcements.

**1** Enter authorized caller mode.

- a** Dial the MERLIN II Attendant extension number from a Touch-Tone phone, preferably a single-line set.
- b** Wait for an answer.
- c** Dial " immediately followed by your authorized caller code and #.

**NOTE:** If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound (#) sign each time a pound (#) sign appears in a programming command.

**2** Dial \*49.

**NOTE:** This step erases all announcements. To exit without reallocating the time for each announcement, skip to step 8.

**3** Dial two digits representing the maximum length in seconds for the Day announcement.

**4** Dial two digits representing the maximum length in seconds for the Night announcement.

**5** Dial two digits representing the maximum length in seconds for the Transfer Fail announcement.

**6** Dial two digits representing the maximum length in seconds for the Hold announcement.

**7** Dial two digits representing the maximum length in seconds for the Connect announcement.

**8** Dial #.

*The two-beep confirmation tone sounds.*

**9** Continue programming.

*or*

Exit authorized caller mode by dialing \*#.

**10** To disconnect, dial #.

# MERLIN II Attendant Planning Form D

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## Announcement Recordings

You can use the standard announcement format provided by filling in the blanks as necessary, or you can write your own message for each announcement you plan to use. Use the programming instructions on the back of this form to record your announcements.

DAY ANNOUNCEMENT greets any calls answered by the MERLIN II Attendant when in Day mode and instructs the caller to dial a number to contact a particular department or dial zero for the operator.

“Thank you for calling \_\_\_\_\_.  
If you are calling from a Touch-Tone phone and know the \_\_\_\_\_ -digit extension number of the person you are calling, you may dial it any time during this message.

For \_\_\_\_\_,  
please dial 1.

For \_\_\_\_\_,  
please dial 2.

For \_\_\_\_\_,  
please dial 3.

For \_\_\_\_\_,  
please dial 4.

For \_\_\_\_\_,  
please dial 5.

Or stay on the line for further assistance. ”

**Your message if different:**

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NIGHT ANNOUNCEMENT greets callers after normal business hours and when the business is closed (Night mode).

“Thank you for calling \_\_\_\_\_.  
Our normal business hours are \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m. Monday through Friday. If you are calling from a Touch-Tone phone and know the \_\_\_\_\_ -digit extension number of the person you are calling, you may try to reach your party directly, or stay on the line to leave a message. ”

**Your message if different:**

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TRANSFER FAIL ANNOUNCEMENT informs the caller that the call cannot be completed.

The person you are calling is unavailable at this time. To leave a message, dial \_\_\_\_\_, or stay on the line for further assistance. ”

**Your message if different:**

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**HOLD ANNOUNCEMENT** informs callers that they are to hold while the call is transferred.

“Please hold while your call is being connected. ”

**Your message if different:**

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**CONNECT ANNOUNCEMENT** informs the person whose extension is dialed that a call is being transferred.

“Connecting a call to you. ”

**Your message if different:**

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<b>How to Program:</b>
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<p><b>NOTE:</b> Make sure that you play back each message after you have finished recording it. If you record a message that is longer than its set duration, the message will be cut off. If you need to reallocate (change) the duration of any announcement, refer to Planning Form C.</p>
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<p>1 Enter authorized caller mode.</p>
--

<p>a Dial the MERLIN 11 Attendant extension number from a Touch-Tone phone, preferably a single-line set.</p>
---

<p>b Wait for an answer.</p>
------------------------------

<p>c Dial * immediately followed by your authorized caller code and #.</p>
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<p><b>NOTE:</b> If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound (#) sign each time a pound (#) sign appears in a programming command.</p>
---

<p>2 Dial *4 followed by the code for the announcement you wish to record.</p>
--

<p><i>(1) Day, (2) Night, (3) Transfer Fail, (4) Hold, (5) Connect.</i></p>
---

<p>3 Record the appropriate announcement. When you are finished, dial #.</p>
--

<p><i>The two-beep confirmation tone sounds.</i></p>
--

<p>4 To record an additional announcement, repeat steps 2 and 3.</p>
--

<p><i>or</i></p>
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<p>To play back any recorded announcement, dial *5 followed by the code for the announcement you wish to play back.</p>
---

<p><i>(1) Day, (2) Night, (3) Transfer Fail, (4) Hold, (5) Connect.</i></p>
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<p><b>NOTE:</b> If you hear a single beep when you attempt to play back an announcement, there is time allotted for the announcement but no announcement has been recorded.</p>
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<p>5 Continue programming.</p>
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<p><i>or</i></p>
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<p>Exit authorized caller mode by dialing *#.</p>
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<p>6 To disconnect, dial #.</p>
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# MERLIN II Attendant Planning Form E

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## Routing Plan

Your Routing Plan determines how the MERLIN II Attendant handles incoming calls, including where and when calls are transferred. You need to establish separate routing plans for both day and night operations. Make your entries in the Routing Plan table on the back of this form as described in the following paragraphs.

Route:

- » **Function:** The business purpose of the route (Sales, Accounting, Service).
- » **Number:** The number the caller dials to reach this business function.

The remaining entries define where a caller is transferred when a route number is dialed during day and night operations. Day and night can be divided into primary and secondary entries providing a first choice and an optional secondary choice reaching a particular business function. You also need to indicate how the call will be processed by the MERLIN II Attendant by entering a transfer code. Refer to the boxed information on this page for an explanation of valid transfer codes.

**Day:** (Normal business hours)

- » **TC:** The transfer code.
- » **Primary Extension:** The extension attempted first when a caller dials this route number.
- » **Secondary Extension:** The extension attempted if the primary extension is busy or does not answer.

**Night:** (Night operation/closed)

- » **TC:** The transfer code.
- » **Primary Extension:** The extension attempted first when a caller dials this route number.
- » **Secondary Extension:** The extension attempted if the primary extension is busy or does not answer.

### Transfer Codes

- 0 = **No Operation.** This entry is used to erase a previously programmed route from the MERLIN II Attendant.
- 1 = **Supervised Transfer.** Calls that are answered by the MERLIN II Attendant are transferred to the route or extension dialed by the caller. If the number is busy or dialed incorrectly, the call is transferred to the receptionist (Route O).  
If you want calls transferred to an alternate extension when the first (primary) extension is unavailable, program a secondary extension for the route. Secondary extension numbers can *only* be used with supervised transfers.
- 2 = **Blind Transfer.** Calls that are answered by the MERLIN II Attendant are transferred to the route or extension dialed by the caller. If the number is busy or dialed incorrectly, the call is transferred to the receptionist (Route O).
- 5 = **Disconnect.** Callers on lines answered by the MERLIN II Attendant hear a prerecorded announcement and are disconnected. They are not allowed to enter a route or extension number.

### Considerations

- The transfer code for Route 0 should be “ 2” for a blind transfer.
- The extension number for Route 0 should be 720, or an extension number *not* included in your dial plan so calls to route O appear on a line button.
- If you are giving callers the option to dial individual extension numbers as well as route numbers, you must program additional information. Refer to Planning Form H.

Once you have completed the Routing Plan, refer to Planning Form F to enter any supervised transfers and Planning Form G to enter any blind transfers. If you need to make an individual change (e.g., one extension number) to an already programmed route, refer to Planning Form I.

## Routing Plan

Route		Day				Night			
Function	Number	T C	Primary Extension	T C	Secondary Extension	Primary Extension	T C	Secondary Extension	
	2								
	3								
	4								
	5								
	6								
	7								
	8								
	9								
Receptionist	0								

### Valid Transfer Codes

- 0 = No Operation
- 1 = Supervised Transfer
- 2 = Blind Transfer
- 3 = Disconnect

# MERLIN II Attendant Planning Form F

## Supervised Transfer Operations

This form is used to facilitate entry of supervised transfer operations only.

**NOTE:** If you have any routes that are blind transfers, refer to Planning Form G for programming information.

If you need to change one extension number in a route, refer to Planning Format I

Copy the information for all supervised transfers from the Routing Plan (Planning Form E) to the form below. Then, use the programming instructions on the back of this form to enter the information.

The front of this form is set up so that once you have entered authorized caller mode, you can see at a glance the entries you need to make.

Day Primary Extension			Day Secondary Extension	Night Primary Extension	Night Secondary Extension	
*	3	1	_____ #	_____ #	_____ #	_____ #
*	3	2	_____ #	_____ #	_____ #	_____ #
*	3	3	_____ #	_____ #	_____ #	_____ #
*	3	4	_____ #	_____ #	_____ #	_____ #
*	3	5	_____ #	_____ #	_____ #	_____ #
*	3	6	_____ #	_____ #	_____ #	_____ #
*	3	7	_____ #	_____ #	_____ #	_____ #
*	3	8	_____ #	_____ #	_____ #	_____ #
*	3	9	_____ #	_____ #	_____ #	_____ #
*	3	0	_____ #	_____ #	_____ #	_____ #

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### How to Program:

To enter your supervised transfers only:

1 Enter authorized caller mode.

**a** Dial the MERLIN II Attendant extension number from a Touch-Tone phone, preferably a single-line set.

**b** Wait for an answer.

**c** Dial \* immediately followed by your authorized caller code and #.

NOTE: If you are programming from a multiline Touch-Tone phone connected to the MERLIN 11 system control unit, you must enter an additional pound ( # ) sign each time a pound ( # ) sign appears in a programming command.

2 Dial \*3 followed by the route number and the Day Primary Extension number.

3 Dial #.

4 Dial the Day Secondary Extension number

NOTE: If you are not entering a secondary extension, skip to step 5.

5 Dial #.

6 Dial the Night Primary Extension number.

7 Dial #.

8 Dial the Night Secondary Extension number

NOTE: If you are *not* entering a secondary extension, skip to step 9.

9 Dial #.

*The two-beep confirmation tone sounds.*

NOTE: If you hear the three-beep (error) tone, return to step 2.

10 To enter additional supervised transfer routes, repeat steps 2 through 9.

11 Continue programming.

or

Exit authorized caller mode by dialing \* #.

12 To disconnect, dial #.

# MERLIN II Attendant Planning Form G

## Blind Transfers

This form is used to facilitate entry of blind transfers *only*. Copy the information for all blind transfers from the Routing Plan (Planning Form E) to the form below. Then, use the entry instructions on the back of this form to program the information. The front of this form is set up so that once you have entered authorized caller mode, you can see at a glance the entries you need to make.

	Transfer Code					Extension Number			
Route 1- Day Primary	*	8	1	1	1	_____	_____	#	#
Route 1- Night Primary	*	8	1	2	1	_____	_____	#	#
Route 2 - Day Primary	*	8	2	1	1	_____	_____	#	#
Route 2- Night Primary	*	8	2	2	1	_____	_____	#	#
Route 3- Day Primary	*	8	3	1	1	_____	_____	#	#
Route 3- Night Primary	*	8	3	2	1	_____	_____	#	#
Route 4- Day Primary	*	8	4	1	1	_____	_____	#	#
Route 4- Night Primary	*	8	4	1	1	_____	_____	#	#
Route 5- Day Primary	*	8	4	2	1	_____	_____	#	#
Route 5- Night Primary	*	8	5	1	1	_____	_____	#	#
Route 6- Day Primary	*	8	5	2	1	_____	_____	#	#
Route 6- Night Primary	*	8	6	1	1	_____	_____	#	#
Route 7- Day Primary	*	8	6	2	1	_____	_____	#	#
Route 7- Night Primary	*	8	7	1	1	_____	_____	#	#
Route 8- Day Primary	*	8	7	2	1	_____	_____	#	#
Route 8- Night Primary	*	8	8	1	1	_____	_____	#	#
Route 9- Day Primary	*	8	8	2	1	_____	_____	#	#
Route 9- Night Primary	*	8	9	1	1	_____	_____	#	#
Route O - Day Primary	*	8	9	2	1	_____	_____	#	#
Route O - Night Primary	*	8	0	1	1	_____	_____	#	#
	*	8	0	2	1	_____	_____	#	#

### Valid Transfer Codes:

- 2 - Blind Transfer
- 5 - Disconnect

## How to Program:

**1** Enter authorized caller mode.

- a** Dial the MERLIN II Attendant extension number from a Touch-Tone phone, preferably a single-line set.
- b** Wait for an answer.
- c** Dial \* immediately followed by your authorized caller code and #.

**NOTE:** If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound ( # ) sign each time a pound (#) sign appears in a programming command.

**2** Dial \*8

**3** Dial the route number.

**4** Dial the extension code.

*11 = Day Primary Extension*  
*21 = Night Primary Extension*

**5** Dial the transfer code.

*2 = Blind Transfer*  
*5 = Disconnect*

**6** Dial the extension number (2 to 4 digits) where the caller will be connected.

**7** Dial ##.

*The two-beep confirmation tone sounds.*

NOTE: If you hear the three-beep (error) tone, return to step 2.

**8** Repeat steps 2 through 7 for each additional blind transfer.

**9** Continue programming.

*or*

Exit authorized caller mode by dialing \* #.

**10** To disconnect, dial #.

# MERLIN II Attendant Planning Form H

## Call Processing Options

Use this form if you want to:

- Make changes to the current settings for your call processing options.
- Set up the MERLIN II Attendant for extension numbers. (Refer to the information on the back of the form.)

### Call Processing Options

Call processing options determine ringing options and time delays that can be adjusted depending on your requirements. Refer to the table below for a description of the options, the default settings, and the possible settings that can be used. The last column can be used to record any settings you wish to change.

	<b>Option/ Description</b>	<b>Default Setting</b>	<b>Possible Settings</b>	<b>Current Setting</b>
2902	<b>Day Answer Delay</b> In Day mode, the number of rings before the MERLIN II Attendant answers an incoming call.	1	1 - 5	
2902	<b>Night Answer Delay</b> In Night mode, the number of rings before the MERLIN II Attendant answers an incoming call. If you are not using Night mode, set the number of rings to 15.	1	1 - 15	
2903	<b>Dialing Delay</b> The number of seconds after an announcement that a caller has to dial a route or an extension number before the call is transferred to the receptionist.	2	2 - 5	

#### How to Program:

**1** Enter authorized caller mode.

- a** Dial the MERLIN II Attendant extension number from a Touch-Tone phone, preferably a single-line set.
- b** Wait for an answer.
- c** Dial \* immediately followed by your authorized caller code and #.

**NOTE:** If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound (#) sign each time a pound (#) sign appears in a programming command.

**2** Dial \*29 followed by the "Program Code" of the option to be changed.

*(01) Day Answer Delay, (02) Night Answer Delay, (03) Dialing Delay.*

**3** Dial the number under "Current Setting. "

**4** Dial #.

*The two-beep confirmation tone sounds.*

**5** Continue programming or exit authorized caller mode by dialing \* #.

**6** To disconnect, dial #.

## Extensions

If you are giving callers the option to dial individual extension numbers as well as route numbers, you must specify the maximum number of digits in your extension number, the type of transfer to be used when an extension is dialed, and the range of extension numbers used in your dial plan.

Program Code	Option/ Description	Default Setting	Possible Settings	Current Setting
2904	<b>Extension Delay</b> Number of rings allowed for an extension to answer before the call is transferred. (See "Extension Transfer.")	4	2 - 6	
2916	<b>Extension Digits</b> The maximum number of digits in an extension.	3	2 - 4	
2918	<b>Extension Transfer</b> Indicates how extension number calls are transferred. If blind transfer (2) is selected, when an extension dialed is busy or does not answer, the call is transferred to the receptionist. If supervised transfer (1) is selected, when an extension dialed is busy or does not answer, the caller hears the Transfer Fail announcement.	1	1 - 2	
9709	<b>Lowest Extension</b> Indicates the range of extension numbers available in your system. Use this command to identify the lowest valid extension number.	-	-	
9710	<b>Highest Extension</b> Indicates the range of extension numbers available in your system. Use this command to identify the highest valid extension number.		-	

### How to Program:

**1** Enter authorized caller mode.

NOTE: If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound ( # ) sign each time a pound ( # ) sign appears in a programming command.

**2** Dial \* followed immediately by your authorized caller number and #.

*The two-beep confirmation tone sounds.*

**3** Dial \* followed by "Program Code" of the option to be changed.

<i>2901 = Day Answer Delay</i>	<i>2916 = Extension Digits</i>
<i>2902 = Night Answer Delay</i>	<i>2918 = Extension Transfer</i>
<i>2903 = Dialing Delay</i>	<i>9709 = Lowest Extension</i>
<i>2904 = Extension Delay</i>	<i>9710 = Highest Extension</i>

**4** Dial the number you have entered under "Current Setting".

**5** Dial #.

*The two-beep confirmation tone sounds.*

NOTE: Dial # again if you selected "Program Code" 9709 or 9710.

**6** Continue programming or exit authorized caller mode by calling \*#.

**7** To disconnect, dial #.

# MERLIN II Attendant Planning Form I

## Combined Routes/Individual Changes

This form is used to program routes that combine blind and supervised transfers and to make individual changes to existing routes (e.g., change one extension number).

Use the programming instructions on the back of this form to enter the information. The front of this form is set up so that once you have entered authorized caller mode, you can see at a glance the entries you need to make.

	Route Number	Extension Code	Transfer Code	Extension Number		
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#
*	8	_____	_____	_____	#	#

### Valid Extension Codes

- 11 - Day Primary Extension
- 12 - Day Secondary Extension
- 21 - Night Primary Extension
- 22 - Night secondary Extension

### Valid Transfer Codes

- 0 = No Operation
- 1 = Supervised Transfer
- 2 = Blind Transfer
- 5 = Disconnect

**NOTE:** If you are entering a blind transfer (transfer code 2), you cannot use extension codes 12 (Day Secondary Extension) or 22 (Night Secondary Extension).

## How to Program:

- 1 Enter authorized caller mode.
  - a Dial the MERLIN 11 Attendant extension number from a Touch-Tone phone, preferably a single-line set.
  - b Wait for an answer.
  - c Dial \* immediately followed by your authorized caller code and #.  
  
NOTE: If you are programming from a multiline Touch-Tone phone connected to the MERLIN II system control unit, you must enter an additional pound ( # ) sign each time a pound ( # ) sign appears in a programming command.
- 2 Dial \*8
- 3 Dial the route number.
- 4 Dial the extension code.
  - 11 = *Day Primary Extension*
  - 12 = *Day Secondary Extension*
  - 21 = *Night Primary Extension*
  - 22 = *Night Secondary Extension*
- 5 Dial the transfer code.
  - 0 = *No Operation*
  - 1 = *Supervised Transfer*
  - 2 = *Blind Transfer*
  - 5 = *Disconnect*
- 6 Dial the extension number (2 to 4 digits) where the caller will be connected.
- 7 Dial # #.  
*The two-beep confirmation tone sounds.*  
  
NOTE: If you hear the three-beep (error) tone, return to step 2.
- 8 For each additional change,
- 9 Continue programing.  
  
*or*  
  
Exit authorized caller mode by dialing \*#.
- 10 To disconnect, dial #.