AT&T

MERLIN™
COMMUNICATIONS SYSTEM

USER'S GUIDE FOR OFF-PREMISES
AND BASIC TELEPHONES*

*Applies only to basic telephones connected to an Off-Premises
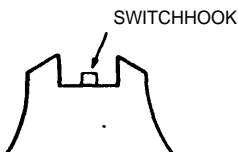Telephone Interface or a Basic Telephone and Modem Interface

User's Guide For Off-Premises and Basic Telephones

Your basic Touch-Tone telephone is now connected to the MERLIN™ communications system. The technologically advanced MERLIN system control unit enhances your telephone by providing many special features. You can access these features by using dialing codes and switchhook signals, and you can communicate with all other MERLIN system users via an intercom network.

GETTING STARTED
Important facts to remember for better performance:

Know the switchhook operation

SWITCHHOOK

Now that your telephone is part of the MERLIN system, the switchhook still disconnects calls, but it also sends signals that allow you to use the system's convenient features.

To send a signal, press the switchhook down firmly as far as it will go and then release it. If you do not press the switchhook long enough, the signal does not work. A longer than necessary press will disconnect the call.

Know the different dial tones and rings
Intercom and outside dial tones sound different. Intercom dial tone is what you hear when you first lift the handset to place a call. Intercom, outside, and transferred calls each have a distinctive ring that you should learn to recognize. (Intercom = 1 ring; outside = 2 rings; and transferred = 3 rings.)

PLACING CALLS

To Place an Intercom Call

- Lift handset (hear intercom dial tone)
- Dial intercom number (hear ringing on line)

To Place an Outside Call

- Lift handset (hear intercom dial tone)
- Dial 9 (hear outside dial tone)
- Dial outside number (hear ringing on line)

To Place an Outside Call on a Special Line (e.g., personal line, WATS)

- Lift handset (hear intercom dial tone)
- Dial 88X, where X represents an access code for the special line (see your system

ANSWERING CALLS

To Answer Calls

- Lift handset
- Begin conversation

PUTTING CALLS ON HOLD

To Hold a Call

- Press switchhook down firmly and then release it (hear intercom dial tone)
- Lay handset next to telephone (do not hang up)

To Return to a Held Call

- Press the switchhook down twice (press firmly and then release it)
- Continue conversation

CALL WAITING

You receive a signal whenever a call comes in while you are using the phone (1 beep indicates an intercom call; 2, an outside call; 3, a transferred call).

To Drop the First Call and Answer the Waiting Call

- Hang up (hear ring)
- Lift handset
- Begin conversation

To Put the First Call on Hold and Answer the Waiting Call

- Press switchhook down firmly and then release it (hear intercom dial tone — call is now on Hold)
- Dial *9
- Begin conversation

To Return to the Held Call Once You've Finished Talking to the Other Caller

- Press the switchhook down twice (press firmly and then release it)
- Continue conversation

TRANSFERRING CALLS

To Transfer a Call

- Press switchhook down firmly and then release it (hear intercom dial tone — call is now on Hold)
- Dial intercom number
- Announce call after beep or when person answers.
- Hang up

- Lift handset
- Continue conversation

   NOTE: Calls transferred to an off-premises telephone from any MERLIN system voice terminal should be made without voice announcement.

MAKING 3-WAY CONFERENCE CALLS

To Place a Conference Call

- Place first call
- Announce call
- Press switchhook down firmly and then release it (hear intercom dial — call is now on Hold)
- Place second call
- Announce call
- Press switchhook down firmly and then release it (conference is now complete)

To Drop a Call from a 3-Way Conference Call

- Press switchhook down firmly and then release it (call added last is dropped from conference)

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