AT&T

MERLIN®
Communications System

Models 1030 and 3070
With Feature Module 2

Administration Manual

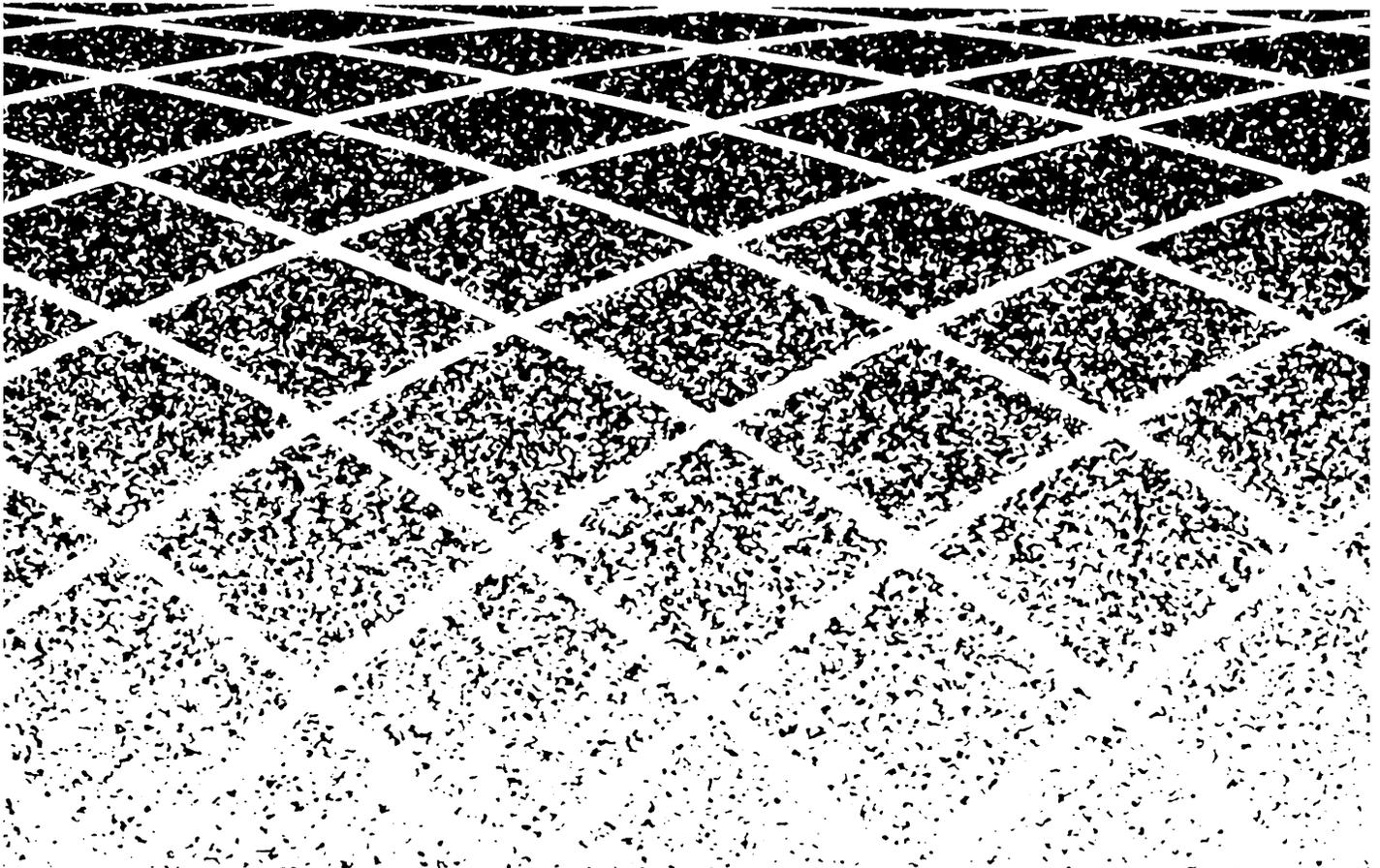# Table of Contents

How to Use This Manual

The advanced technology of the **MERLIN™** communications system offers a flexibility that allows you to customize the system to your business communication needs. As system administrator, you may be responsible for customizing your **MERLIN** system immediately after installation, and you will undoubtedly be the person to make any necessary changes as your business needs change.

This administration manual takes you step by step through the procedures involved in customizing your system. Here is how to use it:

If you are setting up a new system for the first time:

1. Read the "Administration Overview," page 3, to learn about the tasks you'll be performing as system administrator.

2. Review the **"MERLIN** System Components," page 6, to become familiar with the equipment you'll be working with.

3. If you haven't already decided which features you want your **MERLIN** system to have, look through the **"MERLIN** System Features" described on pages 64 through 70.

4. Get ready to administer your system by following the instructions in "Preparing to Administer Your System," page 13.

5. Read through "Basic Administration," page 21, and perform those tasks that apply to your particular system.

6. Similarly, work your way through "Customizing with Additional System Options," page 33, adding features that fit your needs.

7. If you want some voice terminals to have features that affect how other voice terminals operate, oversee the programming of those features as suggested in "Programming Voice Terminals for Office Priorities," page 41.

8. If you choose, further customize features on individual voice terminals by performing the procedures described in "Programming Voice Terminals for Personal Priorities," page 48.

9. To learn how to program your attendant console(s), review "Special Information about Attendant Consoles," page 58.

10. If you have many 5-button voice terminals or basic telephones connected to your system, read "Special Information about 5-Button Voice Terminals" page 61, and "Special Information about Basic Telephones," page 62.

If you are changing some options or features that are already in place:

1. Review the information in "Preparing to Administer Your System," page 13.

2. Using the Table of Contents, index, or page references in **"MERLIN** System Features," page 64, locate the procedure for the option or feature you want to change and perform the necessary steps in the procedure.

3. If you are making a basic modification to the system—that is, modifications that require changing any of the switch settings on your control unit—read the information in "Changing Your System Later," page 24.

Administration Overview

Because the effects of system administration are wide-ranging, only you or someone you delegate should perform administration procedures. The term *administer* as used in this manual refers to the act of establishing certain options and features that have systemwide impact, such as assigning the outside lines that each voice terminal can access or defining System Speed Dial codes for everyone in the system to use. You use a particular voice terminal, the administrator/attendant console, and the switches on your control unit to administer your system. However, before you can perform administration procedures, you have to put the system in a special state of operation, called administration mode. (See "Administration Mode," page 20, for more information about this operating state.) In contrast, the term *program* refers to assigning features to an individual voice terminal from that voice terminal itself. Anyone can put a voice terminal in programming mode and assign it features without entering administration mode.

ADMINISTERING YOUR SYSTEM FOR THE FIRST TIME

System administration involves a series of simple procedures that you perform at the control unit and at the administrator/attendant console (the voice terminal connected to the intercom 10 jack on the control unit). The **MERLIN** system is designed to be up and running with a minimum amount of administration. However, depending on the conditions of your communications environment or the options you choose, certain administration procedures may be *required* to set up a newly installed system. Before attempting any other procedures, you must review the information in "Basic Administration," page 21, and complete the procedures that apply to your system and business needs. Most administration procedures, however, are optional, depending on which features you want to use in your business; these features are described in "Customizing with Additional System Options," page 33.

Expansion Unit

Voice Terminal Module Jack 10

Model 1030 Control Unit

Administrator/Attendant Console
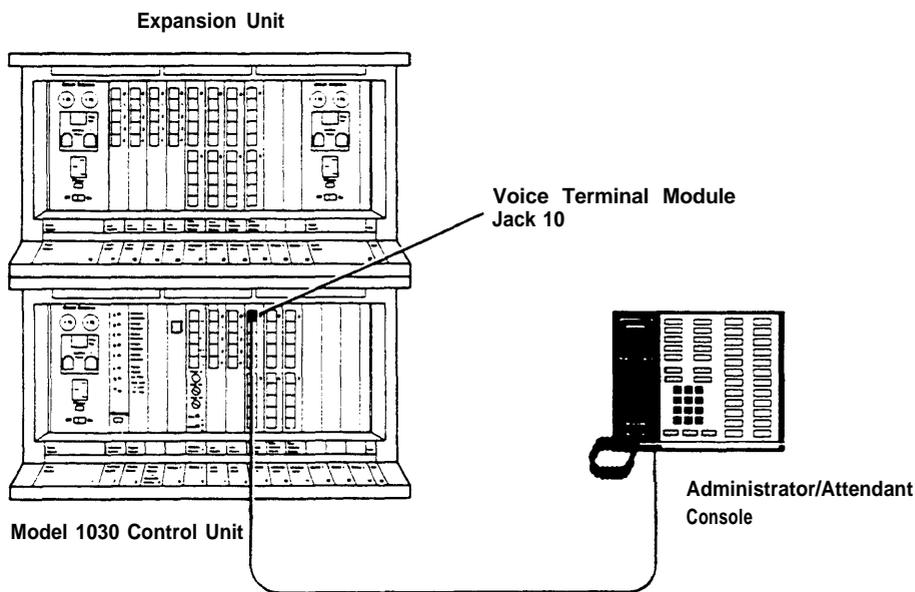
There are some features that you may want to assign to certain voice terminals yourself because they influence call-handling throughout your entire business. Assigning these features does not involve administration procedures, but rather, simple programming procedures at individual voice terminals. These procedures are described in "Programming Voice Terminals for Office Priorities," page 41. Finally, if you want to help people program their voice terminals to meet their individual needs, follow the procedures outlined in "Programming Voice Terminals for Personal Priorities," page 48. Later, if your needs change, you can always alter any system administration or programming that has been done.

The chart on the following page shows the four types of procedures described in this manual. If you are about to perform system administration for the first time, be sure to read "Preparing to Administer Your System," page 13, before you attempt any procedures.

MAKING CHANGES TO YOUR SYSTEM LATER

Changes to system features that are administered from the administrator/attendant console or programmed at individual voice terminals are easiest to implement. To make these changes after your system has been set up, go to the section of this manual that gives the procedure for assigning the feature or option you want, and carry out just that procedure.

Basic changes to the way your system operates—that is, changes to the switch settings on the control unit—may erase important system administration that is now in place. Before you change any switch settings, review the information in "Changing Your System Later," page 24.

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Prepare for System Administration
These procedures help you get ready to administer your system.

- Decide how people will access outside lines.
- Complete and keep handy your System and Voice Terminal Configuration Forms.
- Schedule a time to perform administration procedures.
- Review how to enter and leave administration mode.

Perform Basic Administration
Depending on your system requirements, some of these procedures maybe necessary immediately after your system is installed; you can also perform these procedures whenever you need to change your system later. Perform these procedures at the control unit and the administrator/attendant console.

- Set your control unit.
  IMPORTANT: If you're resetting the control unit, read "Changing Your System Later," page 24.
- Specify Touch-Tone or rotary dialing.
- Set lines for toll prefix or area code only.
- Set up line pools.
- Assign Dial Access to Pools.
- Assign lines and pools to buttons.

Customize with Additional System Options
These procedures are optional—perform them at the administrator/attendant console whenever you want to add these features to your system.

- Assign call restrictions.
- Assign voice terminals to Group Page zones.
- Establish Night Service.
- Program System Speed Dial codes.
- Administer SMDR (Station Message Detail Recording) options.

Program Voice Terminals for Office Priorities
These procedures are optional—perform them at individual voice terminals whenever you want to give someone access to these features.

- Assign Programmable Line Ringing for incoming calls.
- Assign Cover buttons.
- Assign an Automatic Line Selection sequence.

Program Voice Terminals for Personal Priorities
These procedures are optional—perform them at individual voice terminals whenever you want to give someone access to these features.

- Assign features to programmable buttons.
- Assign Personal Speed Dial codes to 5- and 10-button voice terminals.
- Use special characters in programmed dialing sequences.
- Select a Personalized Ring.
- Program Voice Announcement Disable.

MERLIN System Components

When performing your administration tasks, you work with three components of the **MERLIN** system: the control unit, the administrator/attendant console, and individual voice terminals. You may also have some optional equipment that adds features and capabilities to your system, but does not affect system administration. The following descriptions provide information that helps you become familiar with the components that make up your system.

For information about system installation, refer to the *Installation Guide: Models 1030 and 3070.*

THE MODEL 1030 CONTROL UNIT AND EXPANSION UNIT

The Model 1030 control unit provides connections for up to 10 outside lines and 30 voice terminals. The addition of an Expansion Unit makes the Model 1030 control unit a Model 3070 control unit and increases system capacity to up to 30 outside lines and 70 voice terminals.
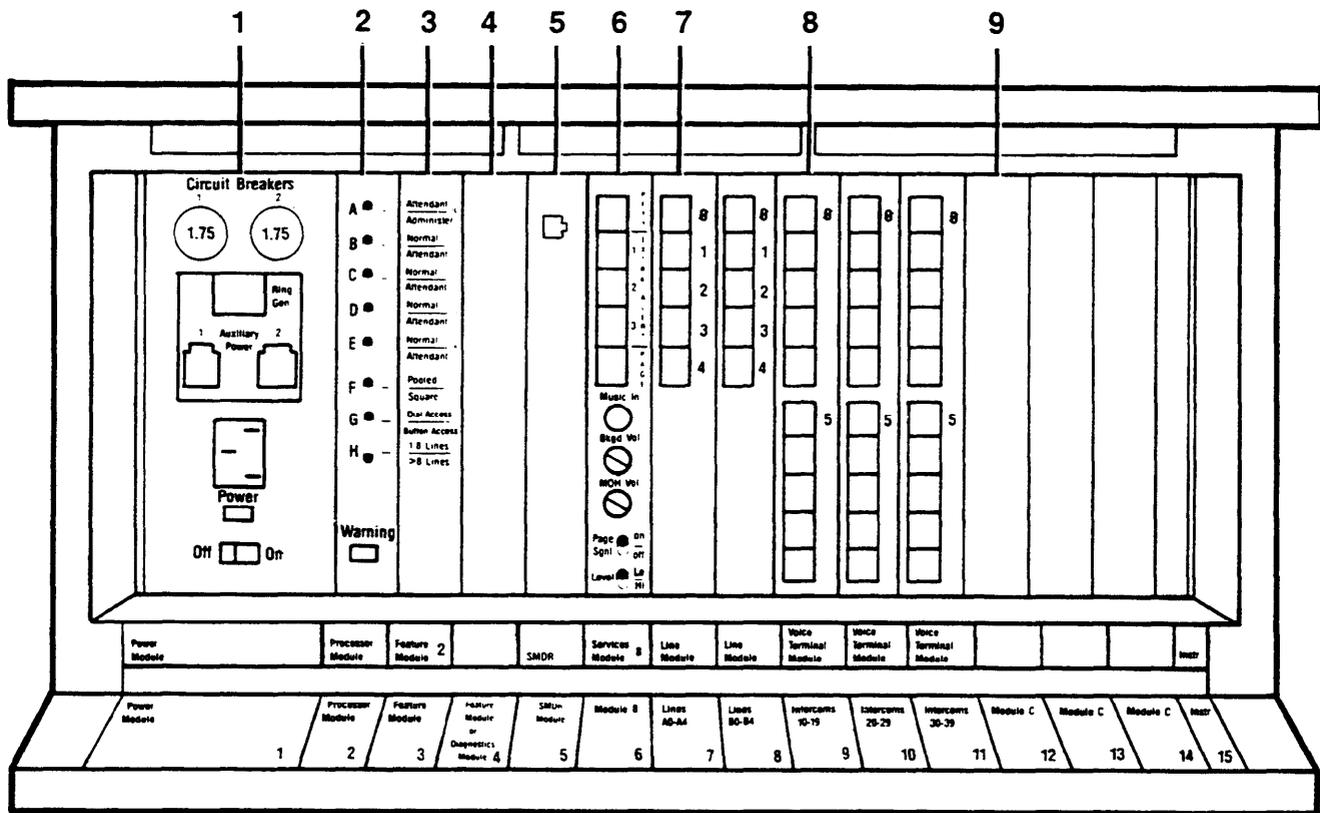
THE MODEL 1030 CONTROL UNIT

1. **Power Module:** Reduces ac power to a level the system can handle.

   - **Circuit Breakers.** Automatically cut the power to the control unit if an overload occurs.
   - **Ring Generator jack.** Optional Ring Generator Unit plugs in here if you have basic Touch-Tone or rotary telephones.
   - **Auxiliary Power jack.** Auxiliary Power Unit plugs in here to provide the additional power for systems with many optional accessories.
   - **Power light.** Green light indicates power is on.

     On/Off switch. Turns the power to the control unit on and off.

2. **Processor Module:** Works in conjunction with Feature Module 2 to control system operating conditions.

   - **Switches A, B, C, D, E, F, G, and H.** Select system options provided by Feature Module 2.
   - **Warning light.** Red light warns of problem in control unit.

3. **Feature Module 2:** Contains the software that controls your **MERLIN** system.

   - **Attendant/Administer (Intercom 10) option.** Selects attendant or administration mode of operation for the administrator/attendant console.
   - **Normal/Attendant (Intercoms 11, 12, 13, 14) options.** Select normal or attendant mode of operation for these four voice terminals.
   - **Pooled/Square option.** Selects mode of operation for the system so that line buttons on voice terminals represent either groups of lines (line pools) or separate lines (square). For detailed information on this option, see "The Square vs. Pooled Decision;" page 14.
   - **Dial Access/Button Access option.** Sets the system so that line pools can be accessed at voice terminals by touching a button only or by touching a button and dialing an access code.
   - **1-8 Lines/ 8 Lines option.** Sets the system size to eight or fewer outside lines (small system) or to more than eight lines (large system).

4. **Diagnostics Module (optional):** Aids in identifying faulty components if the system malfunctions.

5. **SMDR (Station Message Detail Recording) Module:** Allows connection of a printer so you can use the printer to print out call traffic reports automatically as calls are made and to issue configuration reports whenever you want them during administration procedures.

6. **Services Module B (optional):** Contains the following jacks, switches, and adjusters to connect and control optional equipment.

   - **PFTT (Power Failure Transfer Telephone) jacks.** Connects four standard modular telephones for use as backup during commercial power outage. The system automatically switches service to them if power fails.
   - **Extra Alert jacks.** Connects strobe lights, bells, or horns for noisy or remote locations where the regular voice terminal ring cannot be heard.
   - **Page jack.** Connects a loudspeaker paging system for up to three paging zones.
   - **Music-in jack.** Connects a music source for Music-on-Hold or background music through a paging system.
   - **Bkgd Vol (Background Volume) control.** Allows volume adjustment for background music.
   - **MOH Vol (Music-on-Hold Volume) control.** Allows volume adjustment for Music-on-Hold.
   - **Page Sgnl switch.** Position On provides a short tone before loudspeaker paging announcements. Position Off eliminates the signal.
   - **Level switch.** Sets amplification for music source. Lo (up) is for sources without their own amplifiers; Hi (down) is for those with their own amplifiers.

7. **Line Module:** Provides jacks for up to five outside lines. You may have one or two Line Modules in the Model 1030 control unit and up to four additional Line Modules in the expansion unit.

   - **Jacks 0, 1, 2, 3, 4.** Connect outside lines to the **MERLIN** system. Line Modules have letters as well as numbers. For example, the first Line Module in the control unit is lettered A, so all the jacks in that Line Module are called A0, A1, A2, A3, and A4.

8. **Voice Terminal Module:** Provides jacks for ten voice terminals. You may have up to three Voice Terminal Modules for the Model 1030 control unit and up to four additional Voice Terminal Modules in the Expansion Unit. A Basic Telephone Module with jacks for basic TouchTone or rotary telephones is also available.

   - "0" begins the numbering for the first five voice terminal jacks on the module. These jacks (and the location of the module) determine the intercom numbers of the voice terminals plugged into them. For example, if a Voice Terminal Module is plugged into the slot labeled "Intercoms 20-29," the jack labeled "0" is for intercom 20. The jack below it is for intercom 21, and so on.
   - "5" begins the numbers for the second five voice terminals.

9. **Module C (optional):** An Off-Premises Telephone Interface to support off-premises telephones.

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Addition of the Expansion Unit changes the Model 1030 control unit to a Model 3070 control unit and increases overall system capacity to 30 lines and 70 voice terminals. The unit can accommodate:

- Up to two Power Modules
- Up to four Line Modules
- Up to four Voice Terminal Modules

It also has two additional module slots for future use.
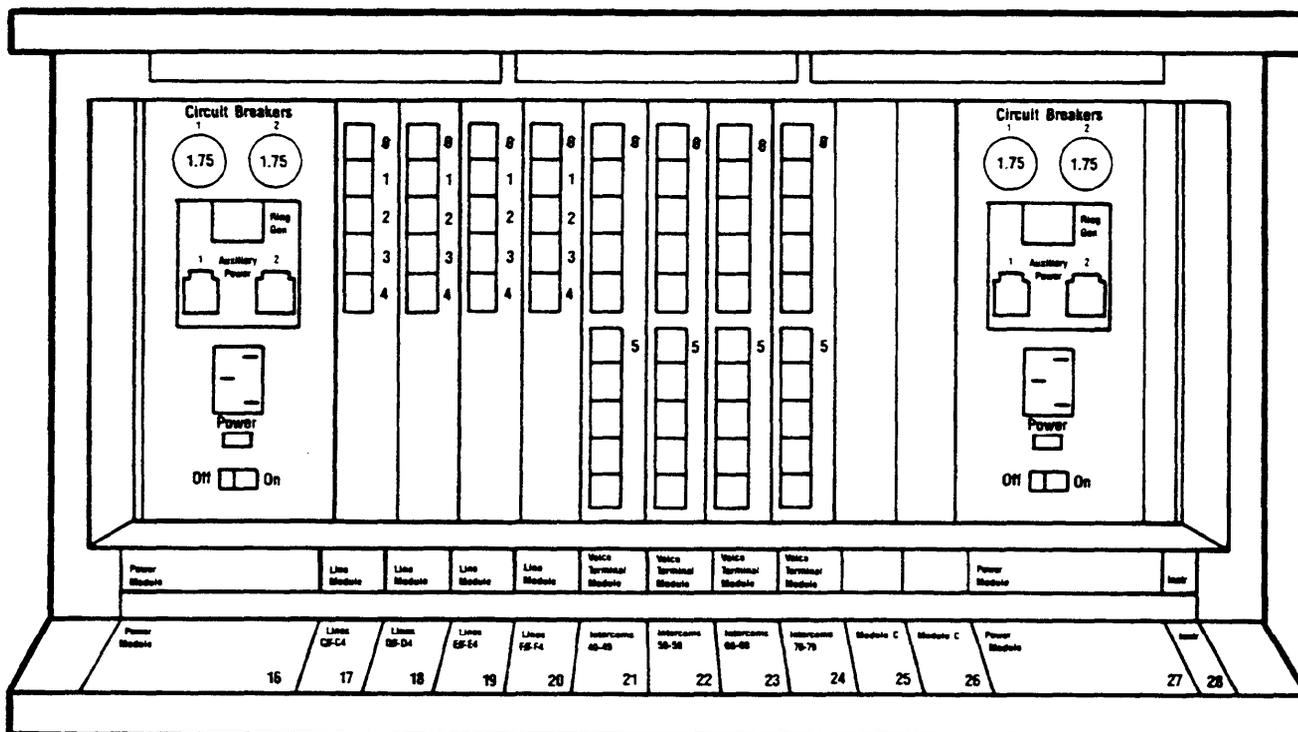
EXPANSION UNIT FOR MODEL 1030

THE ADMINISTRATOR/ATTENDANT CONSOLE

The administrator/attendant console is the voice terminal connected to the intercom 10 Voice Terminal Module jack in the control unit. The console operates in either of two ways:

- It functions as your primary attendant console under ordinary day-to-day conditions.
- It functions as the *administrator console* when it is used to perform many of the procedures explained later in this manual.

To change the administrator/attendant console from one mode of operation to the other, you simply set a switch on the control unit and then set another switch on the console itself. When the console is in administration mode, some of its buttons take on different functions than they do when the console is in the regular call-handling mode. Therefore, you insert a special set of administration mode button labels in the console so that you know which buttons to touch when you administer the system. You will find two sets of button labels, one for a small console and another for a large console, in the back of this manual. (See page 20 for procedures for changing modes.)

The type of administrator/attendant console you have depends on the size of your system. In systems with 20 or fewer voice terminals or eight or fewer lines (small systems—switch H up), the administrator/attendant console is a *34-button deluxe voice terminal.* Only a 34-button deluxe model is suitable for administering small systems, because it has lights next to each programmable button. You use the lights to keep track of what is happening on the lines and voice terminals you are working with. In systems with more than eight lines or 20 voice terminals (large systems— switch H down), the administrator/attendant console consists of a *34-button deluxe voice terminal with an attached Attendant Intercom Selector.* Only this type of console is suitable for administering a large system, because some aspects of administration require the use of the Attendant Intercom Selector. Illustrations of small and large consoles with administration mode labels are on pages 10 and 11.

Using the Console

When you administer your system, you frequently use the Auto Intercom buttons and Shift buttons (large systems only) on the administrator/attendant console. The paragraphs below describe how to use these buttons.

Auto Intercom Buttons. Each person's voice terminal has a unique 2-digit intercom number similar to an extension number. These intercom numbers (10 through 29 for a small system, 10 through 79 for a large system) are automatically assigned to Auto Intercom buttons on the console. During system administration, you use the lights next to each Auto Intercom button to find out which call restrictions and other options are assigned to each voice terminal in your system.

Shift Buttons (large systems only). The large console has three Shift buttons that enable you to administer as many as 70 voice terminals by using only the 30 Auto Intercom buttons on the Attendant Intercom Selector. When you touch one of the Shift buttons, you change the intercom numbers assigned to the Auto Intercom buttons. Use the left Shift button labeled 10-20-30 to select intercom numbers 10 through 39 in the blue band, the center Shift button labeled 40-50-60 to select intercom numbers 40 through 69 in the white band, and the right Shift button labeled 70-80-90 to select intercom numbers 70 through 79 in the gray band. If you want to dial a particular intercom number, you must first touch the Shift button that provides access to the group of intercom numbers that includes the one you want. For example, if you want to assign lines to the voice terminal represented by intercom 31, touch the left Shift button. The light next to the Shift button comes on, and the Auto Intercom buttons now represent intercom numbers 10 through 39.

Small Administrator/Attendant Console* in Administration Mode
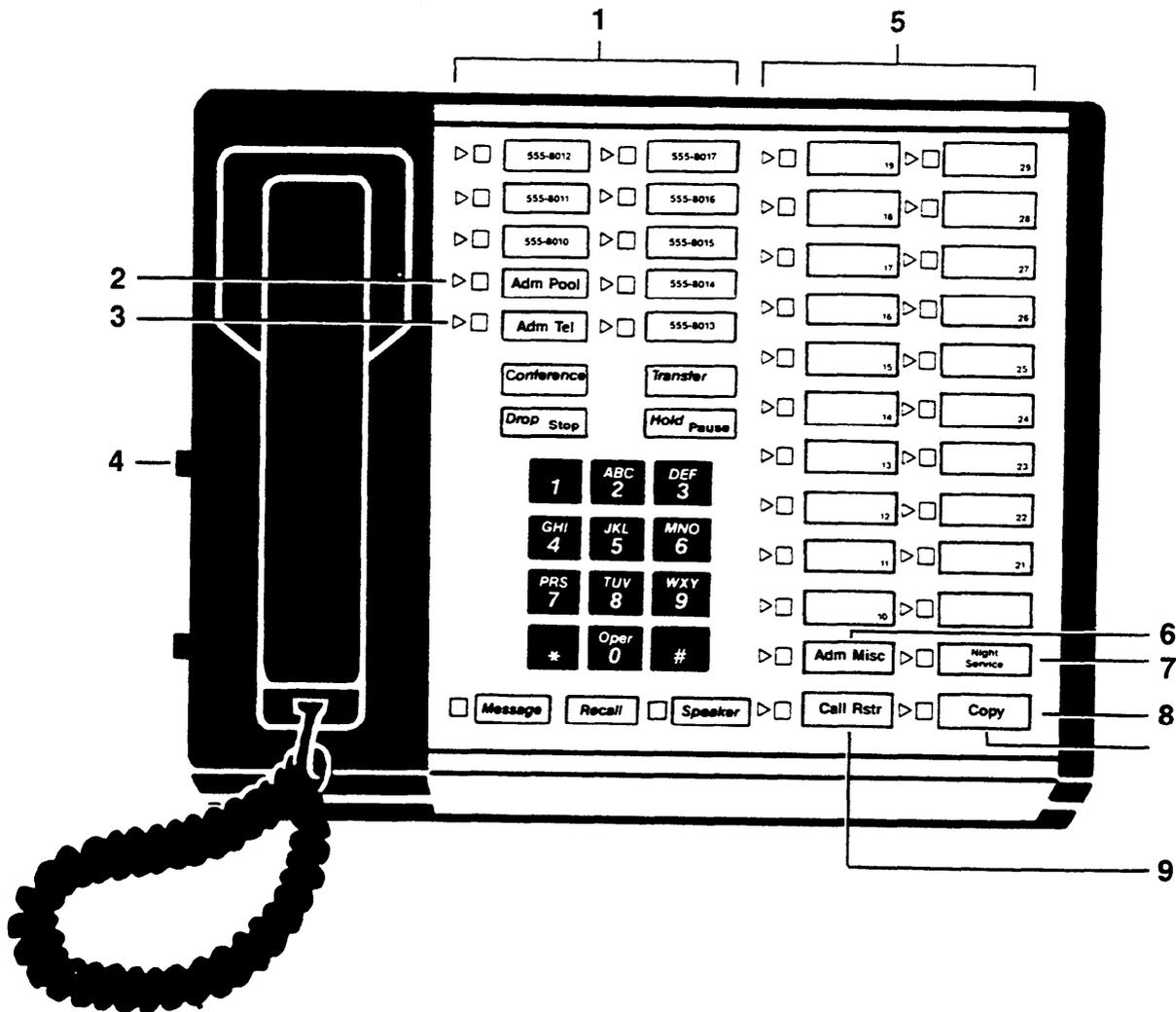
1. Line buttons.

2. Touch **Adm Pool** when setting up line pools.

3. Touch **Adm Tel** when assigning lines to voice terminals and assigning voice terminals Dial Access to Pools.

4. Set the T/P switch to *P* during system administration.

5. Auto Intercom buttons (10 through 29).

6. Touch **Adm Misc** when specifying TouchTone or rotary dialing, assigning allowed-list call restrictions, and administering other system options.

7. Touch **Night Service** when assigning lines to activate extra-alerting devices when attendant is off duty.

8. Touch **Copy** to give a voice terminal the same assignments as one that has already been set up.

9. Touch **Call Rstr** when setting lines for toll prefix or area code only and assigning outward and toll call restrictions to voice terminals.

* For systems with 8 lines or fewer or with 20 or fewer voice terminals—switch H up on control unit.

Large Administrator/Attendant Console* in Administration Mode

The large console provides the same features as the small console but it has more lines and Auto Intercom buttons.
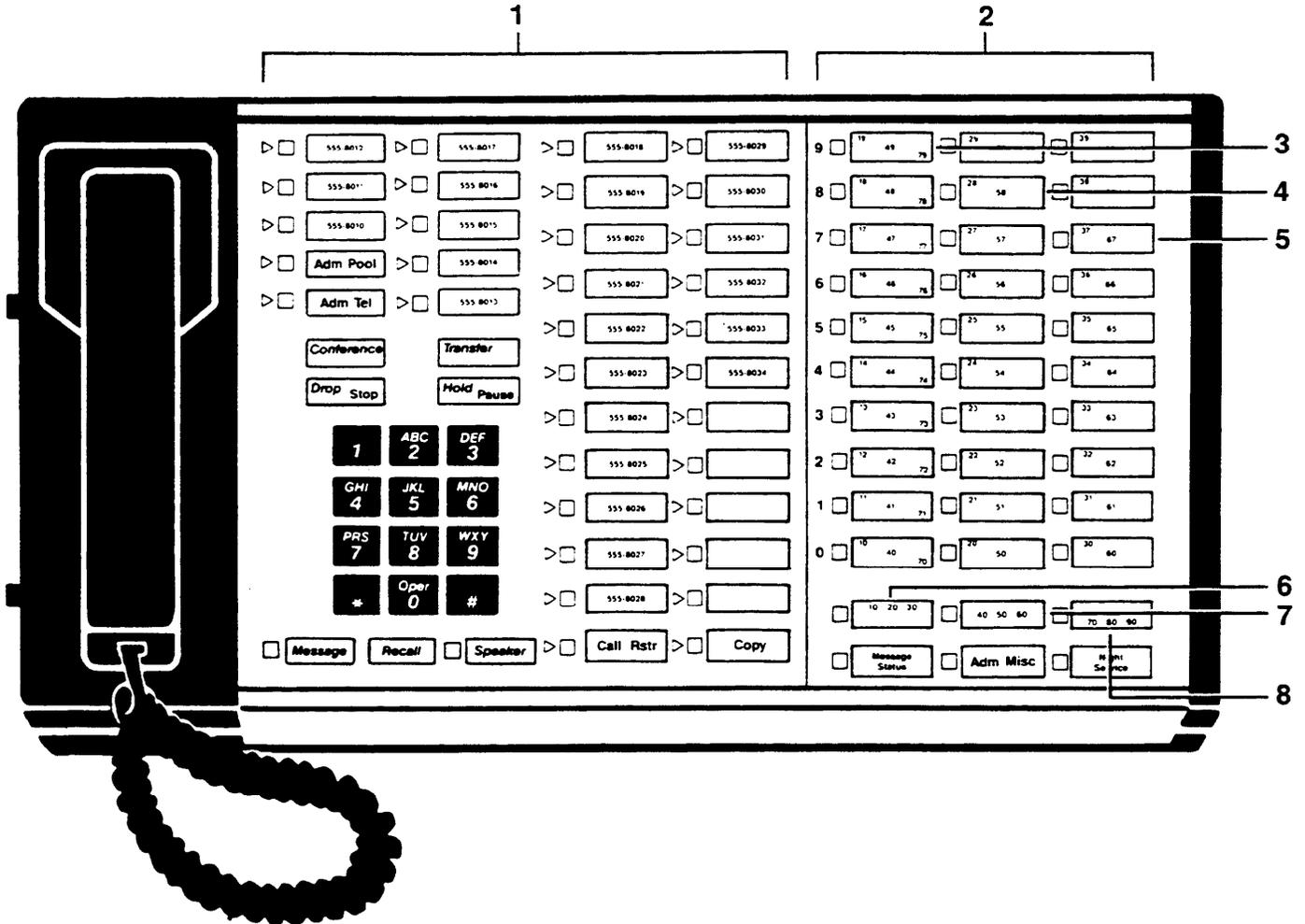
1. Line buttons.

2. Auto Intercom buttons (10 through 79).

3. Buttons in this column represent intercom numbers 10-19, 40-49, or 70-79, depending on which Shift button you touch.

4. Buttons in this column represent intercom numbers 20-29 or 50-59, depending on which Shift button you touch.

5. Buttons in this column represent intercom numbers 30-39 or 60-69, depending on which Shift button you touch.

6. Touch this Shift button to use Auto Intercom buttons for intercom numbers 10-39.

7. Touch this Shift button to use Auto Intercom buttons for intercom numbers 40-69.

8. Touch this Shift button to use Auto Intercom buttons for intercom numbers 70-79.

* For systems with more than 8 lines or more than 20 voice terminals—switch H down on control unit.

OPTIONAL EQUIPMENT

Although you need only the control unit and the administrator/attendant console to administer your system, you may also have optional equipment that adds features and capabilities to your system.

- **Attendant Intercom Selector.** Provides an attendant with 30 additional Auto Intercom buttons.
- **Automatic Multipurpose Adapter.** Connect manually and automatically operated accessories to any **MERLIN** system voice terminal.
- **Basic Telephone and Modem Interface.** Connects telephones and data communication devices, such as autodialers, answering machines, cordless telephones, facsimile machines, and auto-answer or originating modems to your **MERLIN** system. You can also use a transformer to connect a timer to a Basic Telephone and Modem Interface.
- **Basic Telephone Module.** Lets you connect basic Touch-Tone and rotary telephones to the **MERLIN** system.
- **Hands-Free Unit.** Provides you with full speakerphone capability including hands-free telephone conversation, On-Hook Dialing, Monitor-on-Hold, and teleconferencing. The unit requires a programmable button on the voice terminal if you want it to go on automatically when intercom calls ring at the voice terminal.
- **Headset and Headset Adapter.** Enable an attendant to answer and listen to calls without lifting the handset.
- **Manual Multipurpose Adapter.** Allows you to connect manually operated accessories, such as computer modems, to any **MERLIN** system voice terminal.
- **Off-Premises Telephone Interface.** Connect off-premises telephones to your **MERLIN** system.

Preparing to Administer Your System

Before you start to administer your system, review this section to make sure you have the information and completed forms that you need.

Preparation Procedures

- Decide how people will access outside lines.
- Complete your System and Voice Terminal Configuration Forms.
- Schedule a time to perform administration procedures.
- Review how to enter and leave administration mode.

THE SQUARE VS. POOLED DECISION

For systems that have just been installed, you have to make a decision about a basic system characteristic—how people access outside lines with their voice terminals. You have the option of setting your system to be either square or pooled. In a square system, each outside line appears on a separate button at each voice terminal. In a pooled system, outside lines are grouped together so that one button provides access to several outside lines. *On attendant consoles, however each outside line appears on a separate button, whether your system is pooled or square.*

Whether your system should be square or pooled depends on several factors, including the number of outside lines that you have, the number of people in your business, and the types of voice terminals in your system. The characteristics of both configurations are discussed in greater detail in the paragraphs that follow.

About Square Systems

In a square configuration, every outside line is represented by a separate button in the same position on every voice terminal in the system (see diagram below), except for those voice terminals with too few buttons to accommodate all the lines. (See "Special Information about 5-Button Voice Terminals," page 61.)
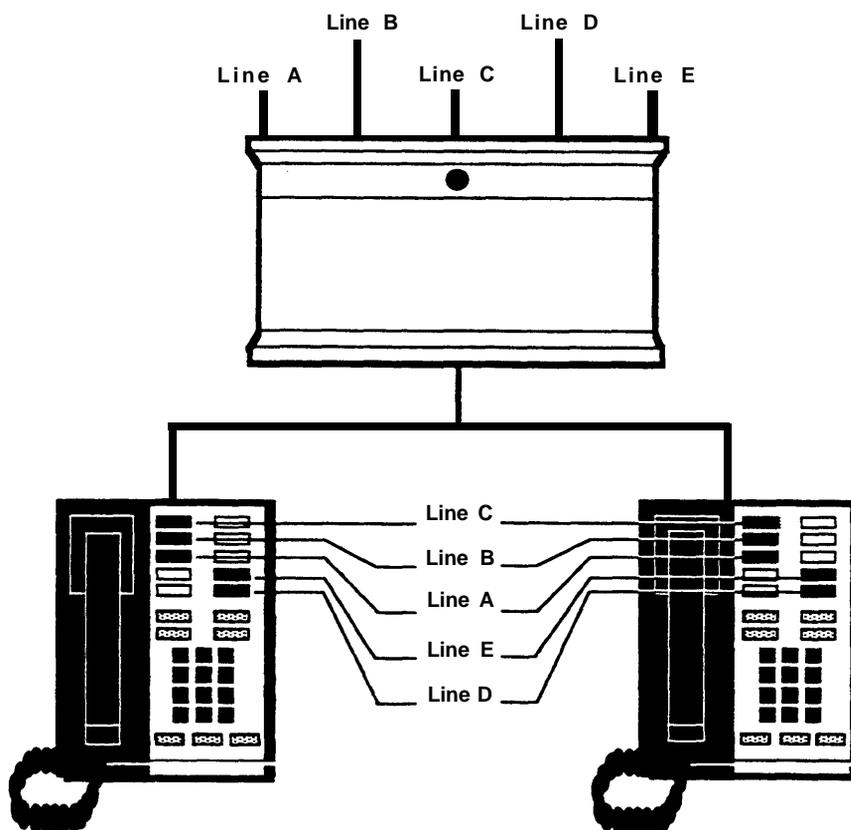
SIMPLE SQUARE SYSTEM

A square arrangement simplifies call handling, because people can join in on calls or pickup calls on hold just by touching the appropriate line button at any voice terminal. Generally, however, square systems are practical only if you have eight or fewer outside lines because only the buttons above the dial pad can be used as line buttons. On 10- and 34-button voice terminals, you can assign a maximum of eight line buttons; on 5-button voice terminals, only three buttons are available for this purpose.

About Pooled Systems

In a pooled configuration, you group several outside lines together into a pool that people can access with a single button on their voice terminals. Your system can have as many as 11 different line pools, and in fact, you will probably want to have more than one pool if you have many special-purpose lines, such as WATS or Foreign Exchange (FX) lines. Each line in a pool should be interchangeable with all other lines in that pool because you cannot control which line people get when they access a pool.

When assigning lines in a pooled system, you can assign any number of lines to a single pool (see diagram below), but you cannot assign any line to more than one pool. By the same token, you do not need to assign all your lines to pools; you can also assign individual lines that are not included in any pool to any voice terminal in your system. A diagram of a pooled system with eight lines appears on page 16.
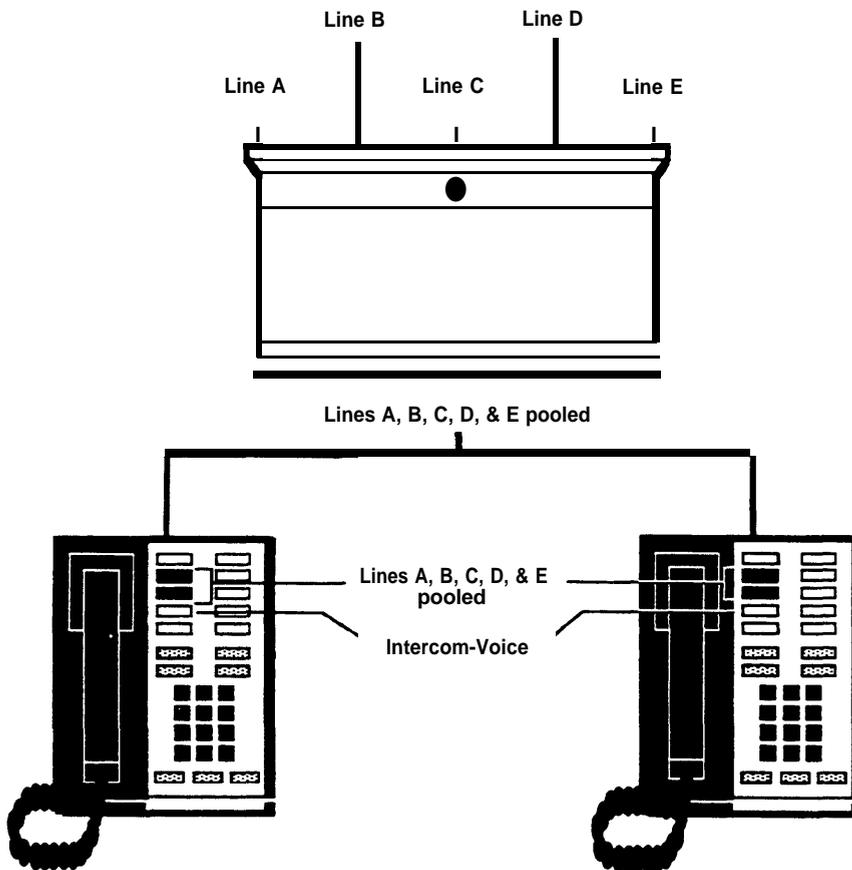
SIMPLE POOLED SYSTEM

A pooled configuration is recommended for systems with more than eight lines, since eight is the maximum number of line buttons that a square system accommodates. Line use is very efficient in a pooled system, so you may need fewer outside lines than you would with a square system. Furthermore, more programmable buttons on voice terminals are available for assignment as special-purpose line buttons or feature buttons.

Attendant console

Line C	**Line H**
Line B	**Line G**
Line A	**Line F**
Intercom-Voice	**Line E**
Intercom-Ring	**Line D**
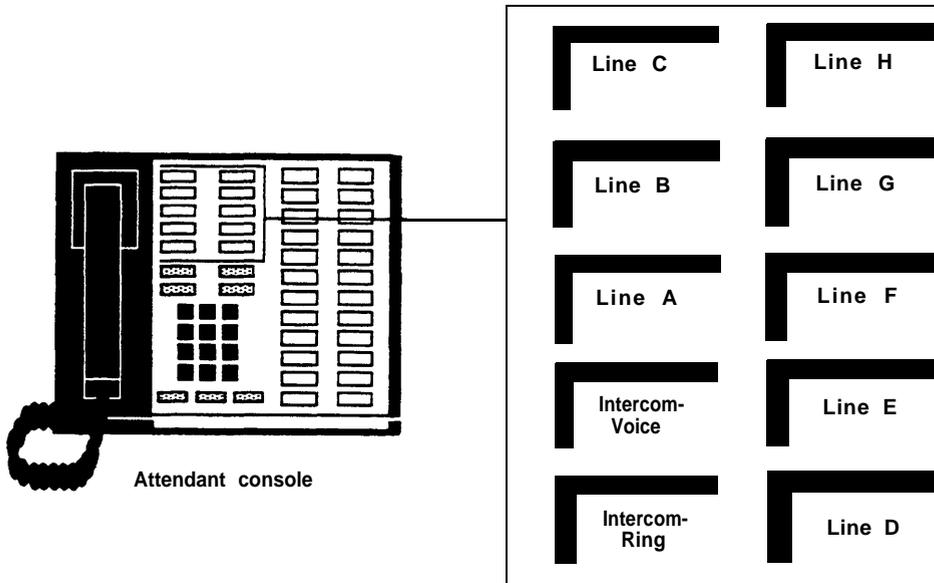
Main pool = Lines A, B, C
Line Pool 2 = Lines E, F
Line pool 3 = Lines G, H
Line not assigned to pool = Line D

Voice terminal 1 — Line pool 3, Main pool, Intercom-Voice

Voice terminal 2 — Line D, Main pool, Intercom-Voice

Voice terminal 3 — Line pool 2, Main pool, Intercom-Voice
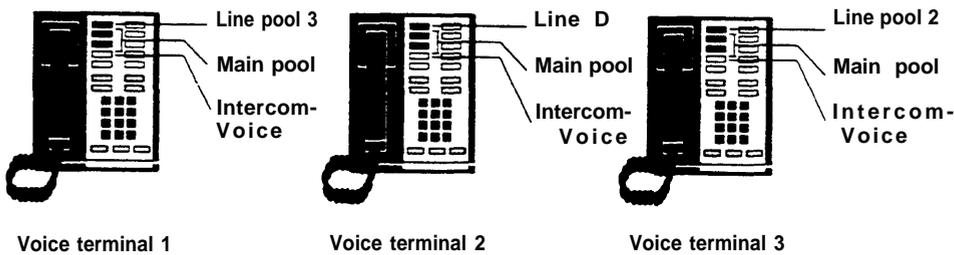
POOLED SYSTEM WITH 8 LINES

Button Access vs. Dial Access to Pools. You can choose one of two access options for line pools: Button Access to Pools or Dial Access to Pools. If your system has several line pools, Dial Access is advantageous because it uses only two buttons on each voice terminal to provide access to all pools. Dial Access is necessary if you want basic telephones to have access to pools or special lines. Dial Access is also necessary if you want 5-button voice terminals to have access to more than one special line or pool. Dial Access is practical only if you have several line pools, so if you have only one or two line pools, Button Access is the best option for your system.

With the Dial Access option (see the diagram below), you arrange the system so that people can access any line pool by lifting the handset, touching one of the two buttons above **Intercom-Voice,** and dialing the access code assigned to the pool (9 for the main pool, or 890 through 899 for the others). But even if you set your system for Dial Access, you can still assign some pools to buttons, if you like. *When you have Dial Access to Pools, all incoming calls (with the exception of those coming in on lines and pools assigned to buttons) ring and flash only at the attendant console and must be transferred to the appropriate person.*

Dial code 893	**= Line pool 5**
Dial code 892	**= Line pool 4**
Dial code 891	**= Line pool 3**
Dial code 890	**= Line pool 2**
Dial code 9	**= Main pool**
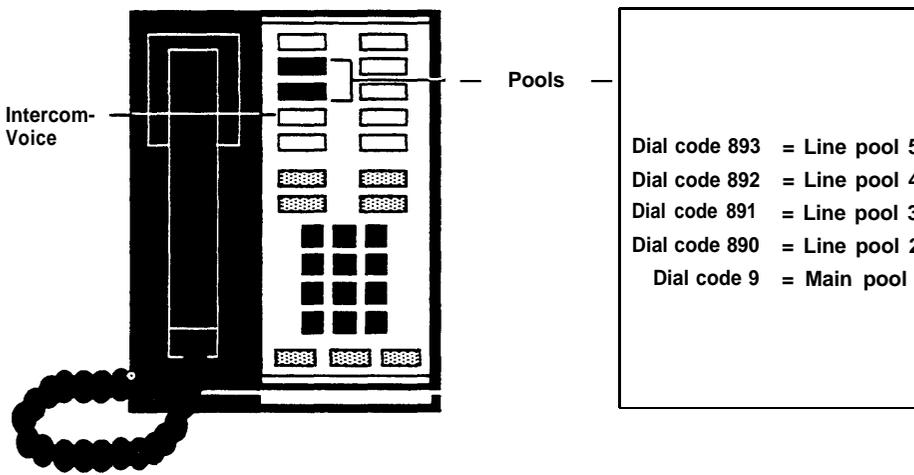
DIAL ACCESS TO POOLS

With the Button Access option (see the diagram below), people access all line pools directly through pool buttons on each voice terminal. In such an arrangement, the first two buttons above Intercom-Voice provide access to the main pool. You may assign additional buttons for access to other pools that may include WATS lines, Foreign Exchange (FX) lines, or lines used for special purposes.

Additional
line pool

Main
pool

Intercom-Voice

BUTTON ACCESS TO POOLS
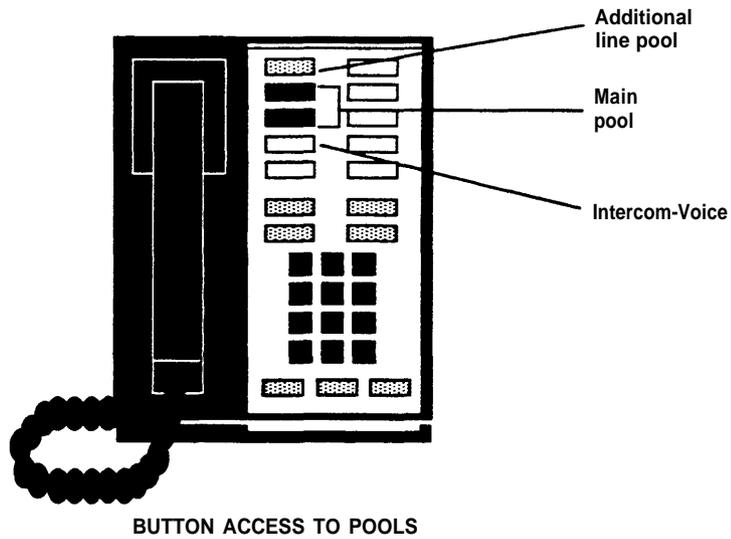
THE FORMS AND LABELS YOU NEED

Before you begin performing administration procedures, be sure to complete all the necessary forms:

- A System Configuration Form to keep a record of how the lines in your system are arranged.
- Voice Terminal Configuration Forms to record the lines and features assigned to all voice terminals. Fill out one of these for each voice terminal.

When you ordered your system, you should have filled out these forms in the process of competing the **MERLIN** *Communications System Planning Guide: Models 1030 and 3070.* If you did not, turn to the Appendix, copy the forms included there, and fill them out before you proceed further. These forms serve as important references throughout later system administration procedures.

During system administration, the buttons on the administrator/attendant console perform completely different functions than they do when the console is being used to handle calls. Therefore, you need a different set of button labels whenever you use the console for system administration. Two sets of preprinted administration mode button labels are in the back of this document: one set for an administrator/ attendant console in systems with switch H on the control unit set to eight or fewer lines, and one set for an administrator/attendant console in systems with switch H set to more than eight lines. Keep the labels and completed forms to use whenever you administer your system.

CHOOSING A TIME TO ADMINISTER YOUR SYSTEM

Before you begin administration procedures, choose a time when you do not expect many people to be using their voice terminals. When you perform some administration procedures, the system blocks all tails on the lines or voice terminals with which you are working. Blocked voice terminals generate soft, periodic beeps to alert people that they cannot use them. If you accidentally try to administer a voice terminal that has an active call, you do not cutoff the caller. Rather, you are unable to to continue administering that voice terminal until it is idle.

ADMINISTRATION MODE

Administration mode is an operating state of your control unit and of your administrator/attendant console that is very different from their everyday state of operation. With the system in administration mode, you are able to set up or change systemwide options or features. When you put the system into administration mode, the buttons of the administrator/attendant console take on entirely different functions from those they perform when the console is in the regular call-handling mode.

Entering and Leaving Administration Mode

You must enter administration mode whenever you use the attendant console to administer your system. The boxed instructions below tell you how to enter administration mode.

Entering Administration Mode

1. Set switch A on the Processor Module of the control unit to *Administer* (down).

2. Insert the administration mode button labels (see the back of this document) in the administrator/attendant console.

3. Slide the T/P switch on the left side of the console to *P.*

   Red and green lights start flashing next to the administration mode buttons labeled **Adm Pool, Adm Tel, Adm Misc, Call Rstr,** *and* **Night Service.**

When you finish administration procedures at the console, you must leave administration mode to resume normal operation. Do this when you complete your initial system administration and whenever you complete any system changes in the future. The boxed instructions below tell you how to leave-administration mode.

Leaving Administration Mode

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

2. Set switch A on the Processor Module of the control unit to *Attendant* (up).

3. Remove the administration mode button labels from the console and insert the regular call-handling labels used by the attendant.

Basic Administration

Once your system planning and paperwork are complete, you can perform basic administration procedures. The chart below summarizes the procedures described in this section. Remember that if you are administering a new system that has just been installed, some of these basic procedures maybe *required* to set the proper operating conditions for your particular environment, and you must perform them first before you goon to do any other system administration. Carry out the procedures in the order listed in the chart, but keep in mind that you may not need to perform ail of them to customize your system to your particular environment. Read each procedure first to see if it applies to you.

IMPORTANT: Whenever you perform any administration procedures, remember to choose a time when you do not expect many people to be using their voice terminals.

Basic Administration

- Set your control unit.
- Specify Touch-Tone or rotary dialing.
- Set lines for toll prefix or area code only.
- Set up line pools.
- Assign Dial Access to Pools to voice terminals.
- Assign lines and line pools to buttons.

SETTING YOUR CONTROL UNIT

The first step in customizing the **MERLIN** system is to set the control unit to the operating conditions you select.

IMPORTANT: If your control unit has been set previously and you just want to change the setting of a particular switch, be sure to read "Changing Your System Later," page 24, before resetting the switch.

Follow these steps to set your control unit:

1. Turn off the control unit by setting the On/Off switch on the Power Module to *Off.*

2. Set switch A to Administer (down).

   Set switch A to this position whenever you need to customize your system from the administrator/attendant console. When you finish customizing, set switch A to *Attendant* (up).

   NOTE: Switch A is the only switch on the control unit that you can reset with the power on. If you reset any other switch with the power on, *the control unit does not record any of the changes you make.*

3. Set switches B through E.

   Switches B through E control intercom numbers 11 through 14, respectively. You can designate any of these four voice terminals as attendant consoles. If you designate a voice terminal to function as an attendant console, each outside line appears on a separate button, regardless of whether you select the pooled or square option.

   The four voice terminals selected by switches B through E plus the administrator/attendant console (intercom 10) provide a maximum of five attendant consoles if you need them.

   - For those voice terminals that function as attendant consoles, set the switch to *Attendant* (down).
   - For those voice terminals that function as regular telephones, set the switch to *Normal* (up).

4. Set switch F.

   - If you have chosen to pool your lines, set switch F to *Pooled* (up).

     IMPORTANT: If you are resetting this switch from *Square* to *Pooled,* be aware that *you erase all system line administration and voice terminal programming that is now in place.*

   - If you want every outside line to appear on a separate button, set switch F to *Square* (down) and go to step 6.

5. Set switch G.

   - If switch F is set to *Pooled* and you have decided to arrange your system so that people can access a line pool directly by simply touching a button on a voice terminal, set switch G to *Button Access* (down).
   - If switch F is set to *Pooled* and you have decided to arrange your system so that people can access any line pool by dialing an access code, set switch G to *Dial* Access (up).

     NOTE: If switch F is set to *Square,* switch G may be set to either position without having any effect on the system.

6. Set switch H.

- If you have eight or fewer outside lines *and* 20 or fewer voice terminals, set switch H to *1-8 Lines* (up).

  NOTE: The switch setting you select does not always have to correspond to the number of outside lines you actually have. For example, if you have eight or fewer lines, but plan to grow beyond eight lines within a year or two, you might be wise to set switch H to > *8 Lines* (down) in order to simplify administering the system later. If you change the setting of this switch later, *you cancel any special line administration or programmed features on your attendant consoles..*

- If you have more than eight outside lines *or* more than 20 voice terminals, or if you expect your system to grow to this size in the next year or so, set switch H to > *8 Lines* (down).

7. If your system has an SMDR (Station Message Detail Recording) Module and a printer with an RS-232 connector, connect the printer to the SMDR Module (refer to the instructions that come with the module).

8. If your system has a Services Module, make the following adjustments. Otherwise, go to step 9.

- If you have background music through a loudspeaker paging system, you can adjust its volume by turning the Bkgd Vol control clockwise to raise the volume, or counterclockwise to lower it. If you do not have background music through a loudspeaker paging system, turn the control counterclockwise as far as it goes.

- If you have Music-on-Hold, you can adjust its volume by turning the MOH Vol control clockwise to raise the volume, or counterclockwise to lower it. If you do not have Music-on-Hold, turn the control counterclockwise as far as it goes.

- If you have a music source with its own amplifier, set the Level switch to *Hi* (down); otherwise, set the switch to *Lo* (up).

- If you have a loudspeaker paging system and want a short tone to precede loudspeaker announcements, set the Page Sgnl switch to *On* (up). Otherwise, set the switch to *Off* (down).

9. Turn on the control unit by setting the On/Off switch on the Power Module to *On.* This causes the system to record the settings you just made.

10. If you are setting up a new system for the first time, enter administration mode, as described on page 20, and continue following the procedures in this chapter.

CHANGING YOUR SYSTEM LATER

Basic changes to the way your system operates—that is, changes to the switch settings on the control unit—may erase important system administration that is now in place. To change switch settings, go to "Setting Your Control Unit," page 22, and follow the instructions for the switch you want to reset. Since you will be skipping steps in these instructions, you must be sure not to skip any that are required. Follow the general instructions below to prevent this from happening.

General instructions for resetting control unit switches:

1. Set the On/Off switch in the Power Module to *Off.*

2. Set switch A to *Administer* (down).

3. Follow the instructions for the switch you intend to reset.

4. Set the On/Off switch in the Power Module to *On.*

5. Perform any required readministration or reprogramming discussed below in "Notes on Resetting Control Unit Switches."

6. Set switch A back to *Attendant* (up).

Notes on Resetting Control Unit Switches

Whenever you change the setting of a switch on the control unit, you will probably have to make other changes in your system. Keep the following in mind:

- If you add or remove attendant consoles (switches B through E), you have to reassign special lines and features to the voice terminals whose function you have just changed.

- If you change the setting of the Pooled/Square switch (switch F), you *erase all system line administration and voice terminal programming that was formerly in place.* You have to completely readminister all your lines, setup pools and Dial Access to pools, if these apply, and reprogram all your voice terminals.

- If you change the setting of the 1-8/>8 switch (switch H), you cancel any special line administration or programmed features on your *attendant consoles.* The setting of this switch determines how the system automatically assigns lines and intercom numbers to the buttons on attendant consoles. It also determines the function of certain buttons on the attendant/administrator console when the console is in administration mode (see the initial feature charts on pages 59 and 60). Note that the switch setting you select does not always have to correspond to the number of outside lines you actually have. For example, if you have eight or fewer lines, but plan to grow beyond eight lines within a year or two, you might be wise to set switch H to *>8* in order to simplify administering the system later.

SPECIFYING TOUCH-TONE OR ROTARY DIALING

When your system is installed, it is set to receive Touch-Tone signals, so if some of your lines are rotary, you need to reset your system accordingly. To determine if your lines are Touch-Tone or rotary, go to the administrator/attendant console and make sure that the T/P switch is in the center position. Then touch each line button and dial out. If a line is Touch-Tone, you hear tones and the dial tone stops. If a line is rotary, you hear tones but the dial tone is not interrupted. Follow the procedure below to specify Touch-Tone or rotary dialing.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Misc.**

    The lights next to the administration mode buttons stop flashing and the green light next to **Adm Misc** *remains on.*

3. Dial #302.

4. One by one, touch the line button for each line in your system until the green light beside it shows the appropriate code. Each successive touch of a button gives you one of the following codes:

    > *Steady green on* = *Touch-Tone dialing*
    > *Green off* = *rotary dialing*

5. Touch **Adm Misc.**

    The lights next to the administration mode buttons flash again.

6. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

SETTING LINES FOR TOLL PREFIX OR AREA CODE ONLY

If you plan to restrict any voice terminals to local calls only, you must perform this procedure. When your system is first installed, it is automatically set to detect a toll prefix (0 or 1) when people dial a long distance call. However, if you are in an area of the country in which people need not dial a toll prefix before placing long distance calls, you must follow the procedure below to set your system to detect area codes only. The system can then detect calls properly.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Call Rstr.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Call Rstr** *remains on.*

3. One by one, touch each line button until the green light next to it shows the appropriate code. Each successive touch of a button gives you one of the following codes:

   > *Steady green on = toll prefix*
   > *Green off = area code only*

4. Touch **Call Rstr.**

   The lights next to the administration mode buttons flash again.

5. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

SETTING UP LINE POOLS

If you plan to pool the lines in your system (as discussed in the section, "The Square vs. Pooled Decision," page 14), you must designate the lines in each pool. Before you set up your line pools, please read the information below.

- Whenever you set switch F on the control unit to *Pooled* and set switch G to either *Button Access* or *Dial Access,* the system automatically assigns all lines to the main pool. You must remove any lines that you do not want in this pool. You can assign these lines to other pools or use them as individual lines.

- Do not mix different types of lines. For example, do not put regular telephone company lines and WATS lines in the same pool. All lines in a pool must be interchangeable, since people cannot tell which lines they are on when they use the pool.

- Assign the type of line most commonly used throughout your business to the main pool. In most cases, these are regular telephone company lines, but in some cases they might not be. For example, if most of the calls made in your business are long distance, you may want the main pool to consist of WATS lines instead of regular lines.

- The number of lines available for pooling is affected by the number of lines you must reserve for personal or special-purpose use. For example, if you have ten outside lines and two people need personal lines, there are eight lines left for pooling.

- You can have up to 11 pools, with as many lines as you like in each pool. However, a line cannot be in more than one pool. If you have Dial Access to Pools, people can access a particular pool by dialing the code assigned to the code (9 for the main pool, 890 through 899 for additional pools).

Now, follow the procedure below.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Pool.**

   The lights next to the administration mode buttons stop flashing and the green light next to **Adm Pool** *remains on. The console gives a 2-beep signal for you to begin.*

   If the light flashes rapidly instead, your lines are in use. Wait until the system signals you to begin, or try again later.

3. You are now administering the main pool, the one people access by dialing 9. A steady red light next to any line button means the line is currently assigned to the main pool. Refer to your completed System Configuration Form to see which lines you want to have in the main pool. Touch the button of any line showing a steady red light that you do *not* want in the pool.

   The red light goes off, confirming that the line is no longer part of the pool.

4. If you want a line in the main pool but the red light beside it is off, touch the line button.

   A *steady red light comes on next to the line button, confirming that the line is now in the pool.*

   NOTE: If a line is already in another pool, you hear a beep. You must remove the line from the other pool before you can assign the line to the pool you are administering.

5. To administer any of the additional pools, dial the appropriate access code (890 through 899), and repeat steps 4 and 5 after dialing each code. To return to pools you've already administered:

   - If you want to administer the main pool again, dial 9.
   - If you want to administer one of the other pools again, dial the appropriate access code (890 through 899).

6. Touch **Adm Pool.**

   The lights next to the administration mode buttons flash again.

7. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

ASSIGNING DIAL ACCESS TO POOLS

If you have a pooled system and switch G on the control unit is set to *Dial Access* (up), you can assign voice terminals Dial Access to Pools. For an explanation of this option, see "Button Access vs. Dial Access to Pools," page 17. With this arrangement, a person can access any line pool by lifting the handset and dialing an access code for the pool (9 for the main pool, 890 through 899 for additional pools). Follow the procedure below to assign voice terminals Dial Access to Pools.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Tel.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Adm Tel** *remains on.*

   Red lights come on next to the buttons of each line assigned to any of the pools.

3. Dial the intercom number or touch the Auto Intercom button for the voice terminal to which you want to assign Dial Access to Pools.

   A green light comes on next to the Auto Intercom button representing the voice terminal, and the console gives a 2-beep signal for you to begin.

   Green lights come on next to the buttons of any lines already assigned to this voice terminal.

   If the green lights beside both the Auto Intercom button and **Adm Tel** flash rapidly instead, the voice terminal is in use. Wait until the green lights become steady, or try again later.

4. Touch the same Auto Intercom button again.

   Steady red and green lights come on next to **Adm Tel.**

5. Refer to your completed Voice Terminal Configuration Form to see which pools require Dial Access. Then touch any buttons that show steady green lights and represent lines that are in pools to which you do *not* want this voice terminal to have access. Keep in mind that the lines in a pool always change as a group. Touching any button representing a line in a pool affects a//the lines in that pool.

   The green lights go off, indicating that the voice terminal no longer has Dial Access to these lines and the pools *that they are in.*

6. Touch any buttons that do not show steady green lights and that represent lines that are in pools to which you do want this voice terminal to have Dial Access.

   The green lights come on, indicating that the voice terminal has Dial Access to the lines and the pools that they are in.

7. Repeat steps 3 through 6 for each voice terminal to which you want to assign Dial Access to Pools.

   If you want to give a voice terminal the same Dial Access assignments as one that has already been set up, use this shortcut:

   - Dial the intercom number or touch the Auto Intercom button of the new voice terminal on which you want to copy line assignments.
   - Touch **Copy.**
   - Dial the intercom number or touch the Auto Intercom button of the voice terminal whose assignments you want to copy.

   NOTE: When you copy the Dial Access assignments, you also copy call restrictions, allowed-list permissions, and line and pool assignments.

8. Touch **Adm Tel.**

   Lights next to the administration mode buttons flash again.

9. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

ASSIGNING LINES AND LINE POOLS TO BUTTONS

You can assign and reassign individual lines and line pools to buttons other than the two regular pool buttons on voice terminals whenever necessary. Before you assign lines and line pools to buttons, please read the following information:

- If you have a pooled system and you assign a line that is in a pool to a separate button on a voice terminal, you are assigning *all* the lines in that particular pool to the button. Therefore, if you want to assign a certain pool, such as a WATS line pool, to a separate button, you can do so by assigning any line in the pool to the button. You can do this whether switch G on the control unit is set to *Button Access* or *Dial Access.*

- Note that none of the voice terminals in your business come with preprinted button labels. Any lines or line pools that you assign have to be labeled on the voice terminal buttons, as do any initial features (see the initial features diagram, pages 42 and 43) or features you assign.

- If someone regularly covers calls that come in on another person's line (for example, a secretary who answers someone's private line), try to assign that line to both people. If you can't, program a Cover button on the first voice terminal (see page 46). Keep in mind, however, that a Cover button covers all calls that come in on the covered voice terminal, not just calls on a specific line.

- If you have a pooled system, you may not want certain voice terminals to use the pools accessed by the two regular pool buttons above the intercom buttons. If so, you can remove the pools from the voice terminal. The pool buttons are then used only to receive transferred calls. You cannot assign any other features to these buttons.

- If you want to remove a line pool that is assigned to a button on any voice terminals, you must remove the pool from the button before removing the lines from the pool. This leaves the button free for other custom features.

- If you have off-premises telephones, see "Special Information about Basic Telephones," page 62.

- Always assign lines and line pools to one voice terminal at a time. Make sure you have a completed Voice Terminal Configuration Form for each voice terminal.

- Lines are assigned to buttons on the attendant console according to how they are plugged into the control unit. Each button on the console corresponds to a different jack in a Line Module (see the initial features diagrams, pages 59 and 60). For example, lines A0, A1, A2, A3, and A4 correspond to the lines plugged into jacks 0 through 4 in Line Module A0-A4.

- If your system is square and you have many people using 5-button voice terminals, make sure the lines they need to use are plugged into jacks A0, A1, and A2 on the control unit. You cannot assign lines plugged into other jacks to 5-button voice terminals.

- Even though you may not be using the full capacity of a Line Module in the control unit, the lines represented by the empty jacks are automatically assigned to buttons on the attendant console. Remove these lines so that the buttons can be used for custom features.

Now, follow the procedure below.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Tel.**

   The lights next to the administration mode buttons stop flashing and the green light next to **Adm Tel** *remains on.*

   If you *have a pooled system, the red light comes on next to the line buttons for each line in the pool.*

   A pooled system automatically assigns pooled lines to the two buttons above **Intercom-Voice** on every voice terminal except attendant consoles, as shown in the diagram.
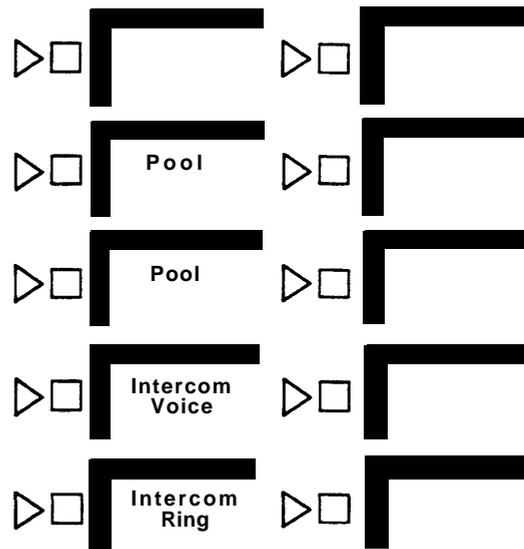
3. Dial the intercom number or touch the Auto Intercom button of the voice terminal to which you want to assign lines or line pools.

   A steady green light comes on next to the Auto Intercom button for the voice terminal whose lines you are assigning, and the console gives a 2-beep signal for you to begin.

   Steady green lights come on next to the buttons of any lines already assigned to this voice terminal.

   If the green lights beside both the Auto Intercom buttons and **Adm Tel** flash instead, the voice terminal whose lines you want to assign is in use. Wait until the green lights become steady, or try again later.

4. Refer to the Voice Terminal Configuration Form to see what lines and line pools you plan to assign to this voice terminal. Make sure there are no green lights beside buttons representing lines that you do *not* want this voice terminal to use. If any are on, touch the button for each line you want to remove.

   The green light next to each button goes off, confirming that the line no longer appears at the voice terminal.

5. Touch any line button that is not showing a green light, but that you want assigned to the voice terminal. If you have a pooled system, you must touch the buttons in a certain order (see the note below).

   The green light goes on, confirming that the line now appears at a button on the voice terminal.

   If the line is in a pool, the pool now appears on a button at the voice terminal, and the red and green lights go on next to the buttons for each line in the pool.

   NOTE: In a square arrangement, the system automatically assigns each line to the same button on every voice terminal. When you are assigning lines or line pools to buttons other than the two regular pool buttons in a pooled system, however, the order in which you touch the line buttons on the console determines the order in which lines are assigned on a voice terminal. The numbers in the diagram below show the order in which the system automatically assigns lines to the buttons above and to the right of the two regular pool buttons. If you use the Button Access to Pools option, the system assigns pools other than your main pool to buttons in the same order. You can change the order in which lines and pools appear on a voice terminal by removing all lines and pools from the voice terminal. Then touch the line buttons in the order you want to assign the lines and pools.
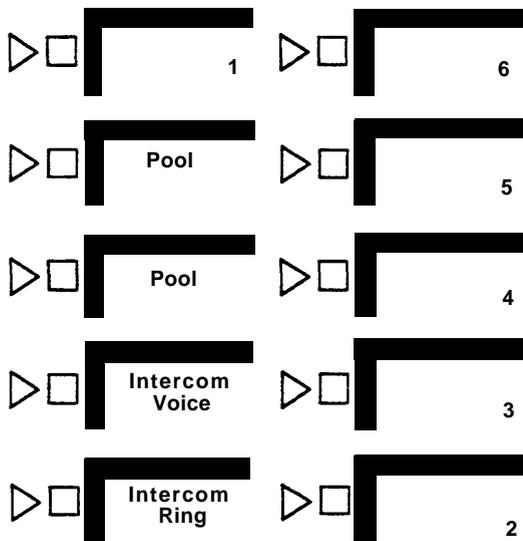
6. Follow steps 3 through 5 of this procedure for each voice terminal in your system.

   If you want to give a voice terminal the same line assignments as one that has already been set up, use this shortcut:

   - Dial the intercom number or touch a Shift button (large systems only) and touch the Auto Intercom button of the voice terminal to which you want to copy line assignments.
   - Touch **Copy.**
   - Dial the intercom number or touch a Shift button (large systems only) and touch the Auto Intercom button of the voice terminal whose assignments you want to copy.

   NOTE: When you copy the line assignments, you also copy call restrictions, Dial Access to Pools, and pool assignments.

7. Touch **Adm Tel.**

   The lights next to the administration mode buttons flash again.

8. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

Customizing with Additional System Options

Once basic administration is completed, you can assign additional options to your system. Among these options are Call Restriction, Group Page, Night Service, System Speed Dial, and various SMDR (Station Message Detail Recording) options. The chart below summarizes the procedures described in this section. You may not need to perform all of them to meet your immediate business needs. Read each procedure first to see if it applies to you.

Customize with Additional System Options

- Assign call restrictions to voice terminals:
  — Assign outward and toll call restrictions.
  — Setup allowed lists.
  — Assign allowed-list call restrictions.
- Assign voice terminals to Group Page zones.
- Establish Night Service.
- Program System Speed Dial codes.
- Administer SMDR (Station Message Detail Recording) options.

ASSIGNING CALL RESTRICTIONS TO VOICE TERMINALS

When your system is first installed, all voice terminals have full calling capability, meaning people can use them to place intercom, local, and toll calls. However, you can restrict selected voice terminals to intercom or local calls; or, if restricted voice terminals require some additional calling capacity, you can designate a list of numbers (an allowed list) that people may call beyond the established restrictions.

As a result, you can assign one of five call restrictions to any of your voice terminals:

- **Outward Call Restriction.** Intercom calls only.
- **Outward Call Restriction** with Allowed List. Intercom calls and outward calls to a predefine list of numbers.
- **Toll Call Restriction.** Intercom and local calls only.
- **Toll Call Restriction** with Allowed List. Intercom calls, local calls, and toll calls to a predefine list of numbers.
- **Unrestricted.** All calls allowed.

Assigning Outward and Toll Call Restrictions

You may want to restrict some voice terminals to intercom or local calls only. For example, you can restrict the calling capacity of voice terminals used by employees who never need to make outside calls, or of voice terminals in public places, such as a lobby. If you want restricted voice terminals to have limited additional calling capacity, follow the procedure for "Setting Up Allowed Lists," on page 35. To assign outward and toll call restrictions to voice terminals, follow the procedure below.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Tel.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Adm Tel** *remains on.*

3. Dial the intercom number or touch a Shift button (large systems only) and touch the Auto Intercom button for the voice terminal you want to restrict.

   A green light comes on next to the Auto Intercom button, and the console gives a 2-beep signs/for you to begin.

   If the green lights next to both the Auto Intercom button and **Adm Tel** flash rapidly instead, the voice terminal you are restricting is in use. Wait until the green lights become steady, or try again later.

4. Refer to the Voice Terminal Configuration Form to see what restrictions you plan to assign to this voice terminal. Then touch **Call Rstr** until the green light beside it shows the code for the call restrictions you want this voice terminal to have. Each successive touch gives you one of the following codes:

   Steady green on = *Unrestricted (all calls permitted)*
   Flashing green = *Toll restricted(local and intercom calls only plus any allowed lists you assign)*
   Green off = *Outward restricted (intercom calls only plus any allowed lists you assign)*

   (See page 35 for more information about allowed lists.)

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5. Follow steps 3 through 5 of this procedure until you have assigned call restrictions to all your voice terminals.

   If you want to give a voice terminal the same call restrictions as one that has already been set up, use this shortcut:

   - Dial the intercom number or touch a Shift button (large systems only) and touch the Auto Intercom button of the voice terminal on which you want to copy call restrictions.
   - Touch **Copy.**
   - Dial the intercom number or touch a Shift button (large systems only) and touch the Auto Intercom button of the voice terminal whose restrictions you want to copy.

   NOTE: When you copy the call restrictions, you also copy allowed-list permissions, Dial Access to Pools, and line and pool assignments.

6. Touch **Adm** Tel.

   The lights next to the administration mode buttons flash again.

7. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

Setting Up Allowed Lists

Call restriction by allowed lists permits people to make toll calls to a predefined list of numbers (allowed-list calling overrides any previous call restrictions, such as outward or toll). An allowed list is a collection of entries, each of which may consist of an area code, an exchange code, or both. For example, if the area code 201 is an entry in an allowed list, all numbers in the 201 area may be reached by any voice terminal assigned that allowed list. If 201-834 is an entry in an allowed list, only numbers with a 201 area code and an 834 exchange code maybe reached by any voice terminal assigned that allowed list. You can establish up to eight allowed lists (which you number 0 through 7), each with a maximum of ten entries (which you number 0 through 9). You can then assign allowed lists to restricted voice terminals (see "Assigning Allowed-List Call Restrictions," page 36). Before you begin setting up allowed lists, fill out the Allowed-List Directory in the Appendix for each allowed list. Then, follow the procedure below.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Misc.**

   *The lights next to the administration mode buttons stop flashing and the green light next to **Adm Misc** remains on.*

3. Dial #5.

4. Dial the list number (0 through 7).

5. Dial the number (0 through 9) of the entry you want to record and then dial an area code, exchange, or both.

   NOTE: If you have a sequence of several new entries for the same list, it is not necessary to dial #5 and the list number for each one. Once you have recorded the first entry, record the remaining entries simply by dialing the entry number and the telephone number of the new entry.

6. If you want to remove an entry from a list, perform steps 3 through 5, and then touch **Drop.**

7. If you have a printer connected to your system for SMDR, you can get a printout of the complete list you are administering by dialing #900 at this point.

8. Touch **Adm Misc.**

   The lights next to the administration mode buttons flash again.

9. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

Assigning Allowed-List Call Restrictions

Once you have created an allowed list, you can assign it to any voice terminal. Follow the procedure below to assign allowed-list call restrictions.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Misc.**

   *The lights next to the administration mode buttons stop flashing, and the green light next to **Adm Misc** remains on.*

3. Dial #4 and then dial the number of the list (0 through 7) that you want to assign or reassign to voice terminals.

4. Touch the Auto Intercom button for each voice terminal that you *do* want to have access to the numbers in the list, but that is not now showing a steady green light.

   A green light comes on next to the Auto Intercom button, indicating that the voice terminal now has access to the numbers in the list.

5. Touch any button that shows a steady green light and represents a voice terminal that you *do not* want to have access to the numbers in the list.

   The green light goes off, confirming that the voice terminal no longer has access to numbers in the list.

6. Touch **Adm Misc.**

   The lights next to the administration mode buttons flash again.

7. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

ASSIGNING VOICE TERMINALS TO GROUP PAGE ZONES

You can use the Group Page feature to page up to ten people through their voice terminal speakers. You do not need an external paging system to use this feature. You may assign a voice terminal to more than one Group Page zone if necessary, but you cannot assign more than ten voice terminals to one zone. *Do not assign basic telephones to Group Page zones.* Follow the procedure below to assign and reassign voice terminals to Group Page zones.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Misc.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Adm Misc** *remains on.*

3. Dial #84 and the number of the Group Page zone (1 through 7) to which you want to assign or reassign voice terminals.

4. A steady green light next to any Auto Intercom button means that the voice terminal represented by the button is currently assigned to the Group Page zone. Refer to your completed System Configuration Form to see which voice terminals you want to assign to the zone. Then touch any button that shows a steady green light and represents a voice terminal that you do *not* want to be in the zone.

   The green light goes off, confirming that the voice terminal is no longer in the Group Page zone.

5. If you want a voice terminal in the Group Page zone, touch the Auto intercom button repeatedly until it shows a steady green light.

   A green light comes on, indicating that the voice terminals now in the Group Page zone. If the zone already has the maximum of ten voice terminals you hear a beep.

6. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

ESTABLISHING NIGHT SERVICE

You can have up to three extra-alerting devices connected to the optional Services Module in the control unit. If you have such devices, you can use them to provide Night Service for your business when the person who usually answers calls is not on duty. You can assign individual lines to activate each of the three extra-alerting devices. Follow the procedure below to assign lines for Night Service.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Night Service.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Night Service** *remains on.*

3. One by one, touch each line button to be covered by Night Service until the green light beside the line button shows the appropriate code. Each successive touch gives you one of the following codes:

   > *Steady green on =* *line activates alerting device 1*
   > *Flashing green =* *line activates alerting device 2*
   > *Rapidly flashing green =* *line activates alerting device 3*
   > *Green off =* *line does not ring at an alerting device*

4. Touch **Night Service.**

   The lights next to the administration mode buttons flash again.

5. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

PROGRAMMING SYSTEM SPEED DIAL CODES

You can assign System Speed Dial codes to selected telephone numbers and store them in your system so that people can reach the numbers by dialing the abbreviated codes. Before programming System Speed Dial codes, please read the following information and fill out the System Speed Dial Numbers Form in the Appendix.

- System Speed Dial codes may be unmarked or marked. When a person uses an *unmarked* System Speed Dial code to make a call on a restricted voice terminal, the number the code represents does not override call restrictions. Furthermore, if your system has Station Message Detail Recording, the phone number dialed is listed in the "Number Dialed" field of the SMDR report (see "Administering SMDR (Station Message Detail Recording) Options," page 40).

- If a person makes a call using a *marked* System Speed Dial code, the phone number is not recorded by SMDR. Instead, the System Speed Dial code (for example, #61) is printed. Marked codes are therefore useful for alternate long distance numbers, access codes, and other numbers you may not want everyone in your business to know. Any restrictions applied to the voice terminal do not apply to the marked System Speed Dial code unless the voice terminal is outward restricted without *any* allowed lists.

Now, follow the procedure below.

1. Set switch A on the Processor Module of the control unit to *Attendant.*
   NOTE: This is the only administration procedure for which you do not enter administration mode.

2. Slide the T/P switch on the left side of the console to *P.*
   The console rings every 5 seconds to remind you that it is in program mode.

3. Dial the code (#60 through #99) that you want to assign to the telephone number.
   NOTE: If you are storing a marked System Speed Dial code, dial * after dialing the Speed Dial code.

4. Dial the telephone number. It can have a maximum of 40 digits, including special characters such as **Hold** (Pause) for a pause, **Drop** (Stop) for a stop, and Recall for a switchhook flash (see "Using Special Characters in Programmed Dialing Sequences," page 54).

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

6. If you have a printer connected to your system for SMDR, you can follow the procedure below to get a printout of your System Speed Dial code numbers:

   a. Enter administration mode by following the boxed instructions on page 20.

   b. Touch **Adm Tel.**

   c. Dial #901.

   All 40 codes (#60 through #99) are printed out, even if some are not yet assigned to telephone numbers. If a number includes special characters, they will appear as t for Touch-Tone Enable, s for Stop, p for Pause, or r for Recall.

   d. Continue to administer your system, or leave administration mode following the boxed instructions on page 20.

ADMINISTERING SMDR (STATION MESSAGE DETAIL RECORDING) OPTIONS

Station Message Detail Recording (SMDR) is a feature that enables your business to keep records of incoming and outgoing calls. To use this feature, you need an SMDR Module in the control unit and a printer with an RS-232 interface connector. Before administering SMDR, please read the following information.

● SMDR gives you information in a *call report.* This is a printed report of outgoing and incoming calls that includes the date and time of each call, its duration, the line and voice terminal on which the call *was* made, and the number dialed if the call is outgoing. This information helps you to build records of your telephone traffic patterns and identify abuses in phone privileges so you can use your system as effectively and efficiently as possible. If an account code is entered when the call is made, the call report prints it out for you. Account codes are helpful in billing customers and different departments of your company for telephone calls that should be charged to them. Call reports are printed automatically as calls go out or come in.

● The system is set to record outgoing calls that have a duration of 1 minute or more; however, you can set the system for a longer or shorter minimum duration. The system is also set to record incoming calls; however, you can set the system not to record them.

Now, follow the procedure below.

1. If you have not already done so, enter administration mode by following the boxed instructions on page 20.

2. Touch **Adm Misc.**

   The lights next to the administration mode buttons stop flashing, and the green light next to **Adm Misc** *remains on.*

3. To set the time, dial #300 and then dial two digits for hours and two digits for minutes in the 24-hour format. For example, if the time is 4:23 A. M., dial 0423. If the time is 4:23 P.M., dial 1623.

4. To set the date, dial #301 and then dial two digits for the month, two digits for the day, and two digits for the year. For example, if the date is March 15, 1985, dial 031585.

5. To specify a minimum length of more than 1 minute for SMDR calls, dial #390 and then dial two digits for minutes. For example, if you want to specify a minimum length of 2 minutes, dial 02.

6. To specify SMDR for incoming calls, dial #391. Then, if you want incoming calls recorded, dial 1. If you do not want incoming calls recorded, dial 0.

7. To get printouts on SMDR options, dial #390 and then dial #900 to get a report on minimum call length and incoming calls.

8. Touch **Adm Misc.**

   The lights next to the administration mode buttons flash again.

9. Continue to administer your system or leave administration mode by following the boxed instructions on page 20.

Setting Your Printer to Scroll to the Top of a Page

Normally, your printer scrolls to the top of the next page and prints a header when it completes a report. However, if it stops doing so, reset the printer by following the procedure below.

1. Turn off the printer and scroll the paper to the top of the next page.

2. Enter administration mode by following the boxed instructions on page 20.

3. Touch **Adm Misc.**

4. Dial #399.

5. Leave administration mode by following the boxed instructions on page 20.

6. Turn your printer back on.

40

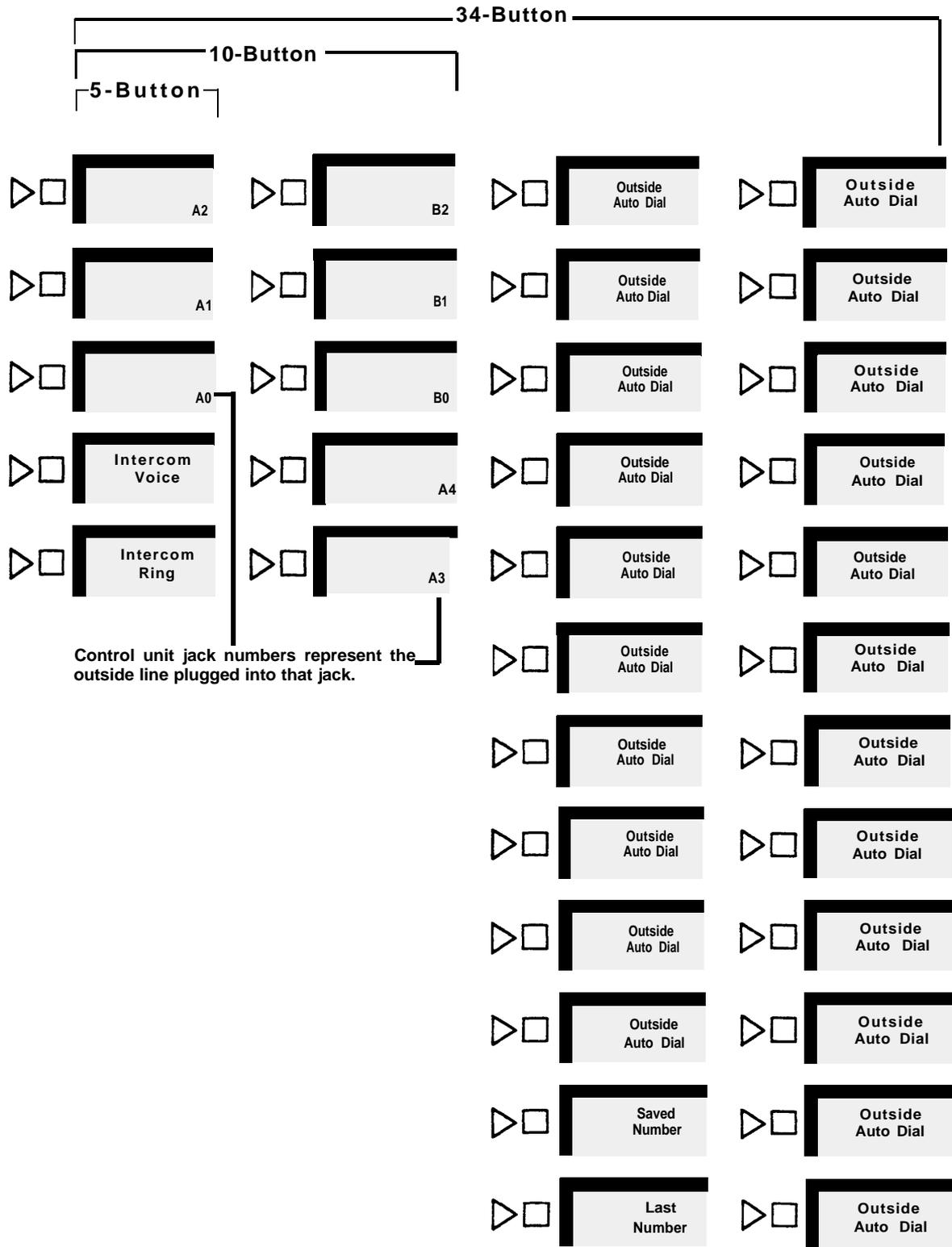# Programming Voice Terminals for Office Priorities

Your system comes ready to use with certain custom features assigned to the voice terminals. The illustrations on pages 42 and 43 show these initial feature assignments for all voice terminals (except attendant consoles) in both square and pooled systems. (Initial feature assignments for attendant consoles appear on pages 59 and 60.) Initially, all buttons on voice terminals are blank, so make sure you label all the buttons on the voice terminals with any initial features you keep, and any additional features you assign, or give the person using the voice terminal a copy of the Voice Terminal Configuration Form.

The people in your business can customize their voice terminals by changing initial custom feature assignments to suit their needs. Most of the features are designed primarily for the convenience of the person using them, but some have a broader application because they affect the calling patterns of your business. These features are Programmable Line Ringing, Call Coverage, and Automatic Line Selection. Because these features have a businesswide influence, you may want to oversee their assignment. The chart below summarizes the procedures presented in this section.

Program Voice Terminals for Office Priorities

- Assign an Automatic Line Selection sequence.
- Assign Programmable Line Ringing for incoming calls.
- Assign Cover buttons.

Initial Feature Assignments for
Non-attendant Voice Terminals in Square Systems

34-Button

10-Button

5-Button

▷□	A2	▷□	B2	▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	A1	▷□	B1	▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	A0	▷□	B0	▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Intercom Voice	▷□	A4	▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Intercom Ring	▷□	A3	▷□	Outside Auto Dial	▷□	Outside Auto Dial

Control unit jack numbers represent the outside line plugged into that jack.

▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Outside Auto Dial	▷□	Outside Auto Dial
▷□	Saved Number	▷□	Outside Auto Dial
▷□	Last Number	▷□	Outside Auto Dial

Initial Feature Assignments for
Non-attendant Voice Terminals in Pooled Systems

34-Button

10-Button

5-Button

▷ ☐ Outside Auto Dial   ▷ ☐ Page **6**   ▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Pool*   ▷ ☐ Attendant (10) **5**   ▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Pool*   ▷ ☐ Do Not Disturb **4**   ▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Intercom Voice   ▷ ☐ Privacy **3**   ▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Intercom Ring   ▷ ☐ Outside Auto Dial **2**   ▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

When you assign lines or pools to a voice terminal, they appear on the buttons in the order indicated by the numbers.

These buttons may be used for direct access or dial access to line pools.

▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Outside Auto Dial   ▷ ☐ Outside Auto Dial

▷ ☐ Saved Number   ▷ ☐ Outside Auto Dial

▷ ☐ Last Number   ▷ ☐ Outside Auto Dial

ASSIGNING AN AUTOMATIC LINE SELECTION SEQUENCE

Automatic Line Selection is a MERLIN system feature that gives you a free line whenever you pick up the handset. When a voice terminal is first installed, it automatically selects lines in the order in which they appear on the voice terminal. However, you can rearrange the Automatic Line Selection sequence, if necessary. For each voice terminal, you can specify which line the system gives you first and, if that line is busy, which line the system gives you second, and so on. A maximum of eight lines may be included in an Automatic Line Selection sequence. Before assigning an Automatic Line Selection sequence, please read the following information.

- When you program several features at once, Automatic Line Selection must be the first feature you program. If the voice terminal is already in programming mode, slide the T/P switch to the center position, and then back to *P.*

- Never place both intercom and outside lines in the Automatic Line Selection sequence for any voice terminal.

- If all the outside lines on a voice terminal are part of a line pool, or if they are all interchangeable with one another (for example, all regular telephone company lines), you may prefer not to program this feature. But if a voice terminal has two or more types of lines, such as a line pool plus a private line or a WATS line, it maybe wise to program the order for Automatic Line Selection.

- To make your system cost-effective, program the lines in the selection sequence so the most frequently used line appears first. For example, if the person using the voice terminal frequently makes long distance calls, program a WATS line to be selected first. Also, placing a line first ensures that most outgoing calls are billed to that line. Placing a line last means that the line will usually be free for incoming calls.

- If people who use 5-button voice terminals need to place many outside calls, you can help keep the lines on their voice terminals free by programming the Automatic Line Selection sequence on *larger* voice terminals "backward"—that is, selecting lines other than those on 5-button voice terminals first. For example, you would select the lines plugged into control unit jacks A3, A4, B0, B1, B2, etc. *before* those plugged into jacks A0, A1, and A2.

Now, follow the procedure below.

1. Go to the voice terminal you want to program.

2. Slide the T/P switch on the left side of the voice terminal to *P.*
   The voice terminal rings every 5 seconds to remind you it is in program mode.

3. Dial **.

4. Touch the line buttons in the order you want them to be selected.

5. If you have more options to program on this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

ASSIGNING PROGRAMMABLE LINE RINGING FOR INCOMING CALLS

You can customize the line buttons, pool buttons, and Cover buttons on your voice terminals so that calls coming in on those lines ring in one of three different ways: immediate ring, delayed ring, and no ring.

When your system is first installed, all lines are set to "immediate ring" except for lines assigned to the pool buttons in a pooled system. These lines are initially set to "no ring" in a pooled system. The ringing assignment for outside calls in no way affects internal calls, such as intercom and transferred calls. If you are assigning line ringing for the first time, please read the following information.

- **Immediate ring.** Assign immediate ringing of a line to anyone responsible for answering that line first (for example, the attendant, a secretary, or a receptionist). This option is also good for private lines that should not be screened or for people who answer their own calls.

- **Delayed ring.** Delayed ring provides backup coverage on shared lines. The voice terminal assigned delayed ringing for a certain line does not ring unless someone else fails to answer after three rings. Assign delayed ringing of a line to anyone responsible for answering a shared line only if someone else doesn't pick it up. A delayed ring backup is useful for a secretary on someone's private line. Delayed ring may also be used on an attendant console as a backup for a different attendant. (If you want to provide coverage for inside or transferred calls, or for lines that are not shared, use the Cover feature described on page 46.)

- **No ring.** Assign no ring to lines on a voice terminal that are always screened first at another voice terminal, such as pooled lines or someone's lines that ring first at a secretary's voice terminal. This option is also appropriate for voice terminals with no regular users or voice terminals in public places such as lobbies or conference rooms. When you assign no ring to an individual line, the green light next to the line button still flashes when a call comes in on the line. However, if you assign no ring to a pool button, the green light next to the button does not flash.
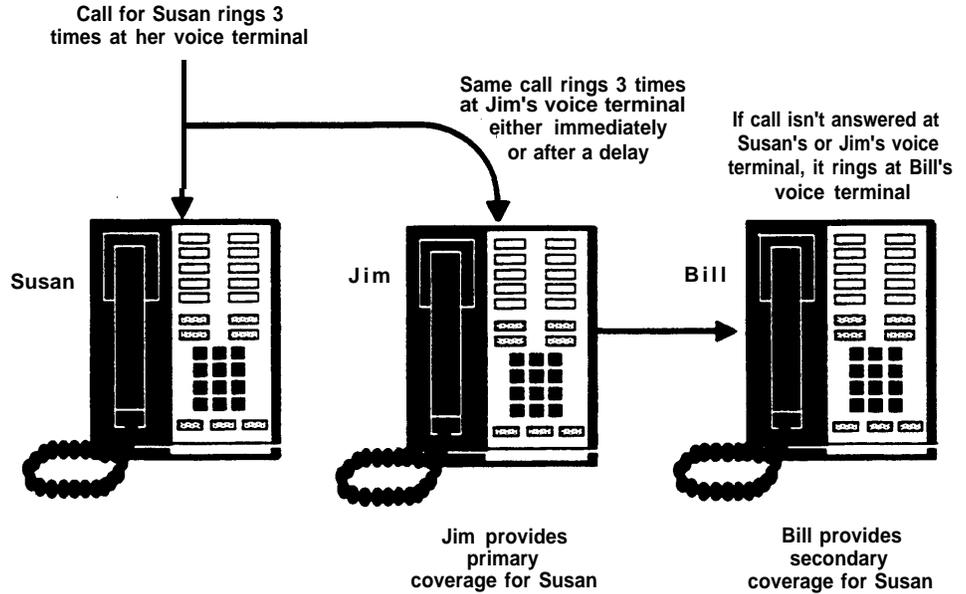
Now, follow the procedure below.

1. Go to the voice terminal you want to program.

2. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

3. Touch the outside line button that you want to program until the red light beside it shows the appropriate code. Each successive touch gives you one of these codes:

   > *Steady red on = immediate ring*
   > *Flashing red = delayed ring*
   > *Red off = no ring*

4. Repeat step 3 for each line that you want to program.

5. If you have more options to program on this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

ASSIGNING COVER BUTTONS

The Call Coverage feature is useful for people who cover calls for others with whom they do not share lines. A Cover button permits coverage of all lines on a voice terminal regardless of whether the covering voice terminal shares lines with the covered voice terminal. The lights next to a Cover button work like those next to any line button, but you cannot use a Cover button to make a call. If you are assigning Cover buttons for the first time, please the following information.

- A Cover button may be programmed for primary or secondary coverage. Suppose that you assign Jim primary coverage for Susan's voice terminal (see diagram below). Then each time a call rings at Susan's voice terminal it also rings at Jim's voice terminal. You can program Jim's voice terminal to ring immediately or after a delay on Susan's calls. But to make certain that Susan's calls are answered when both Susan and Jim are away from their desks, you assign secondary coverage with delayed ring for Susan's voice terminal to Bill. This means that when a call comes in for Susan, it rings three times at Susan's voice terminal and three times at Jim's voice terminal (either immediately or after a delay) and then starts ringing at Bill's voice terminal. Jim's calls do not ring at Bill's voice terminal, however, unless you assign primary coverage for Jim's calls to Bill. With this system, up to six people can have Cover buttons for a single voice terminal.

Call for Susan rings 3 times at her voice terminal

Same call rings 3 times at Jim's voice terminal either immediately or after a delay

If call isn't answered at Susan's or Jim's voice terminal, it rings at Bill's voice terminal

Susan   Jim   Bill

Jim provides primary coverage for Susan

Bill provides secondary coverage for Susan

PRIMARY AND SECONDARY COVERAGE

- Assign *primary coverage* to someone who must screen a co-worker's calls but does not share all lines with that person. You can also assign primary coverage to someone who must cover a co-worker's intercom calls. A secretary who answers someone's calls, for example, would be assigned primary coverage of that person's voice terminal. You may program a primary Cover button for either immediate ring or delayed ring, depending upon the situation and personal preferences.

- Assign secondary coverage to anyone who is a second backup for the covered voice terminal, such as a personal secretary who covers calls for a group secretary when the group secretary doesn't answer calls for which he or she has a primary Cover button. A voice terminal programmed for secondary coverage receives calls if they are not answered at the voice terminal programmed for primary coverage.

- If all calls in your business come in through the attendant console, a Cover button for the console set to no ring is useful for people who sometimes work during times when the attendant is not on duty. In this way, they can tell by the flashing green light that someone is calling, and they can answer the call if they want to, but do not have to be bothered by ringing after regular business hours.

Now, follow the procedure below.

1. Go to the voice terminal you want to program.

2. Label the Cover button with the name of the person whose calls will be covered (for example, "Cover Stanley").

3. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

4. Touch the button you want to be the Cover button. You must use a programmable button with lights, and you may program no more than six Cover buttons on any one voice terminal.

5. Dial *4 to program primary coverage, or dial *5 to program secondary coverage.

6. Dial the 2-digit intercom number of the voice terminal you want the button to cover.

7. If you want to program line ringing options, touch the Cover button until the red light beside it shows the appropriate code. Each successive touch gives you one of the following codes:

   > *Steady red on = immediate ring*
   > *Flashing red = delayed ring*
   > *Red off = no ring*

   If the green light comes on, you have not performed the procedure correctly. Repeat steps 4 through 7.

8. If you have more options to program on this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

Programming Voice Terminals for Personal Priorities

By programming their own voice terminals, people can change the features on all but the fixed feature buttons and the line, pool, and intercom buttons. This allows almost everyone to have features that provide personal convenience, such as an Outside Auto Dial button for calling home. Whether you assign the features or someone else does, be sure the buttons are labeled with the feature names. The chart below summarizes the procedures presented in this section.

Program Voice Terminals for Personal Priorities

- Assign features to programmable buttons.
- Assign Personal Speed Dial codes to 5- and 10-button voice terminals.
- Use special characters in programmed dialing sequences.
- Select a Personalized Ring.
- Program Voice Announcement Disable.

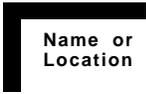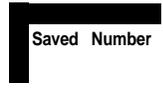**ASSIGNING FEATURES TO PROGRAMMABLE BUTTONS**

As system administrator, you may have to decide which custom features certain voice terminals should have, taking into consideration the individual's needs and the capabilities of the voice terminal. The Feature Programming Chart on pages 50 through 52 lists the programming codes needed to assign the features, and the initial feature assignments diagrams, pages 42 and 43, show what features are automatically assigned to the voice terminals. Before assigning features, please read the the following information.

- Certain features require buttons with lights to indicate if the feature is on or off. These features are: Do Not Disturb, Call Coverage, Privacy, Message, and Coverage Inhibit.
- A button with lights is recommended, but not required, for Auto Intercom.
- Features that require optional equipment may also require a button. These features are: Loudspeaker Page, Auto Answer-Intercom, and Auto Answer-All.
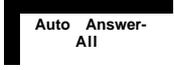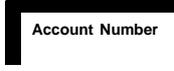
Now, follow the procedure below.

1. Go to the voice terminal you want to program.

2. Label the button with the feature name.

3. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

4. Touch the button that you want to represent the feature.

5. Dial the appropriate feature programming code and additional numbers or characters, if required, from the Feature Programming Chart, pages 50 through 52. If you make a mistake, touch the button again and redial the information.

6. If you have more features to program on the voice terminal, you can do so by repeating steps 4 and 5. Otherwise, slide the T/P switch to the center position to return to normal operation.

Feature Programming Chart

Feature Name (Suggested Button Label)	Description	Programming Code	Notes
Outside Auto Dial **Name or Location**	Dial outside telephone numbers or PBX/Centrex feature codes with one touch	• Dial *90. • Dial an outside number, an account number, or a PBX/Centrex feature code.	
Auto Intercom **Name or Location**	Place ringing intercom calls with one touch.	• Dial *91. • Dial a **MERLIN** system intercom number.	A button with lights is recommended but not required. The green light goes on when the other person is using his or her voice terminal or is using the Do Not Disturb feature. You can use an Auto Intercom button whenever instructions call for dialing an intercom number.
Personal Speed Dial (uses a dial code instead of a button)	Assign a 3-character code (#01-#22) to each telephone number you call frequently.	• Dial a Personal Speed Dial code (#01 through #22). • Dial *90. • Dial an outside telephone number.	For 5- and 10-button voice terminal only.
System Speed Dial **Name or Location**	If you programmed System Speed Dial codes for frequently dialed numbers, you can assign any of them to buttons for one-touch dialing.	• Dial *95. • Dial a System Speed Dial code (60 through 99).	You assign System Speed Dial codes to frequently called numbers; then everyone connected to your **MERLIN** system can use those codes for abbreviated dialing. It is not necessary to assign these codes to buttons.
Saved Number Redial **Saved Number**	Save a number indefinitely for later redialing.	• Dial *74.	If you have a 5- or 10-button voice terminal, you can dial a code to use this feature instead of using a button
Last Number Redial **Last Number**	Redial the number you dialed most recently.	• Dial *73.	If you have a 5- or 10-button voice terminal, you can dial a code to use this feature instead of using a button.
Manual Signaling **Signal Name**	Generate a beep at another person's voice terminal.	• Dial *6. • Dial the intercom number for the person you want to contact.	Use Manual Signaling to contact someone with a prearranged signal. If you program this feature on a button with lights, the green light goes on when the other person is using his or her voice terminal or is using the Do Not Disturb feature.

Loudspeaker Page
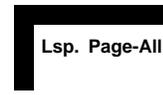 	
Lsp. Page-All
	Use your business' loudspeaker paging system to make announcements to all or some of the people in your organization.	• Dial *91.
		• Dial 80 for all zones
		    81 zone 1
		    82 zone 2
		    83 zone 3
			Used only with loudspeaker paging equipment

Feature Programming Chart (continued)

Feature Name (Suggested Button Label)	Description	Programming Code	Notes

Group Page
 	
Group Page 10
	Make a voice announcement through a group of voice terminal speakers in your **MERLIN** system.	• Dial *91.
		• Dial 841 for zone 1
		    842 zone 2
		    843 zone 3
		    844 zone 4
		    845 zone 5
		    846 zone 6
		    847 zone 7
			You designate the zones. Get a list of the people assigned to individual zones.

Auto Answer-Intercom **Auto Answer-Intercom**	Have a Hands-Free Unit go on automatically when you receive ringing intercom calls.	• Dial *70.	Used only with a Hands-Free Unit. Requires a button with lights.
Auto Answer-All **Auto Answer-All**	Have a modem or answering machine go on automatically whenever a call rings at your voice terminal.	• Dial *75.	Used only with a modem or answering machine. Requires a button with lights and a Multipurpose Adapter.
Call Coverage **Cover Name**	Receive calls for someone who is unable to answer his or her voice terminal.	• Dial *4. • Dial the intercom number of the person you want to cover.	Requires a button with lights. You can program up to six Cover buttons.
Coverage Inhibit **Coverage Inhibit**	Temporarily deactivate the Cover feature to make sure your calls don't ring at someone else's voice terminal.	• Dial *77.	Requires a button with lights.
Privacy **Privacy**	Prevent people from joining your calls.	• Dial *72.	Needed only if you share lines with other people. Requires a button with lights.
Do Not Disturb **Do Not Disturb**	Temporarily prevent calls from ringing at your voice terminal.	• Dial *71.	Requires a button with lights. Does not affect calls transferred from a covered voice terminal.
Touch-Tone Enable **Touch-Tone Enable**	If your system has lines that carry rotary pulse signals, you can switch to Touch-Tone signals to use services such as alternate long distance or credit card authorization.	• Dial *76.	
Account Number Entry **Account Number**	Associate an account number with incoming or outgoing calls.	• Dial *82.	Requires a button with lights.

Feature Programming Chart (continued)

Feature Name (Suggested Button Label)	Description	Programming Code	Notes
Call Park **Call Park**	"Park" a call at your voice terminal for someone to pick up from any voice terminal in your **MERLIN** system.	● Dial *86.	Use this feature when you aren't sure where to transfer a call. You can also dial a code to use this feature if you don't want to use a button.
Call Pickup **Call Pickup**	Pick up a call ringing at another **MERLIN** system voice terminal.	● Dial *85.	You can also dial a code to use this feature
Message **Message**	Have your **MERLIN** system attendant notify you when you have a message waiting.	● Dial *98.	For 5-button voice terminals only. Requires a button with lights.

ASSIGNING PERSONAL SPEED DIAL CODES TO 5- AND 10-BUTTON VOICE TERMINALS

On 5- and 10-button voice terminals, you can program Personal Speed Dial codes instead of Outside Auto Dial buttons for frequently used numbers. Follow the procedure below to program Personal Speed Dial codes.

1. Go to the voice terminal you want to program.

2. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

3. Dial the code you want to assign to the telephone number (available codes are #01 through #22).

4. Dial the telephone number (16-digit maximum). You can include the same special characters that you can use when programming System Speed Dial numbers and Outside Auto Dial numbers.

5. Make a list of all Personal Speed Dial code numbers and the telephone numbers they represent.

6. If you have more Personal Speed Dial numbers to assign to this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

USING SPECIAL CHARACTERS IN PROGRAMMED DIALING SEQUENCES

An Outside Auto Dial or Personal Speed Dial code can store up to 16 digits, including special characters. You use special characters when you need to program a pause, stop, or switchhook flash (which means briefly depressing the switchhook) with the number. Before you program a special character into a sequence, please read the following information.

- If your **MERLIN** system works in combination with a PBX or Centrex system where you have to dial 9 to get an outside line, or if your system has Dial Access to Pools, you should program a pause after the 9 or access code in a programmed dialing sequence.

- If you have Dial Access to Pools, and you want to program a pool access code into an automatic dialing sequence, you should program a pause between the pool access code and the remaining numbers in the sequence.

- When you use an alternate long distance service, you program one Outside Auto Dial button for the special service number and a separate Outside Auto Dial button for each person you use the service to call.

- When using an Outside Auto Dial button or a Personal Speed Dial code with a stop, resume the dialing sequence by touching the Outside Auto Dial button or dialing the Personal Speed Dial code again.

Now, use the *sample* procedures below as guidelines to program special characters into a dialing sequence.

1. Go to the voice terminal you want to program.

2. Label the button with the person's or service's name.

3. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

4. Touch the button you have labeled for Outside Auto Dial.

5. Dial *90.

6. Touch **Hold** (Pause) to program a pause (1.5 seconds) into a dialing sequence. For example, to program a pause between an alternate long distance telephone number and its access code:

   a. Dial 9 or another outside line access code.

   b. Touch **Hold** (Pause).

   c. Dial the outside number you want the button to represent.

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7. Touch **Drop** (Stop) to program a stop into a dialing sequence. For example, to program a stop between a local telephone number and an alternate long distance authorization code:

    a. Dial the local telephone number (seven digits).

    b. Touch **Drop** (Stop).

    c. Dial the authorization code (five or six digits).

8. Touch **Transfer** to program Touch-Tone Enable into a dialing sequence. For example, to program a Touch-Tone Enable between a telephone number and a credit card authorization code:

    a. Dial the telephone number.

    b. Touch **Transfer.**

    c. Dial the credit card authorization code.

9. Touch **Recall** and then **Hold** (Pause) to program a switchhook flash in a dialing sequence. For example, to program a switch hook flash for a Custom Calling or PBX or Centrex code that calls for a switchhook flash:

    a. Touch **Recall.**

    b. Touch **Hold** (Pause).

    c. Dial the PBX or Centrex dial code sequence that accesses the feature you want to program.

10. To program a # onto a **MERLIN** system Outside Auto Dial button to access certain PBX or Centrex features:

    a. Touch the Outside Auto Dial button you want to program with a #.

    b. Dial *90 and ##.

    c. Dial the PBX or Centrex dial code sequence that accesses the feature you want to program.

11. If you have more options to program on this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

SELECTING A PERSONALIZED RING

The **MERLIN** system offers a choice of eight different ringing patterns for any voice terminal. This feature is particularly useful in offices where many people sit in the same room, because it enables people to distinguish the ringing of their voice terminals from the ringing of others. The personalized part of the ring occurs at the end of the ringing pattern, so it does not interfere with the distinctive ringing patterns that signal whether a call is transferred, intercom, or from the outside. Follow the procedure below to program a Personalized Ring.

1. Go to the voice terminal you want to program.

2. Slide the T/P switch on the left side of the voice terminal to *P.*

   The voice terminal rings every 5 seconds to remind you it is in program mode.

3. Touch **Speaker** repeatedly until you hear the ring you want.

4. If you have more features to assign to this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

PROGRAMMING VOICE ANNOUNCEMENT DISABLE

When your system is installed, all voice terminals can receive either announced or ringing intercom calls. However, some people may not want their intercom calls signaled by a voice announcement. For some voice terminals, such as those in public locations, voice announcements may be impractical. Using Voice Announcement Disable, you can program voice terminals to block intercom voice announcements. As a result, all intercom calls to those voice terminals become ringing intercom calls, even if callers try to place an announced intercom call. Follow the procedure below to program this feature.

1. Go to the voice terminal you want to program.

2. Slide the T/P switch on the left side of the voice terminal to P.

   The voice terminal rings every 5 seconds to remind you it is in program mode.

3. Touch the **Intercom-Voice** button successively until the green light next to it shows the appropriate code. Each successive touch gives you one of these codes:

   > *Steady green on = voice announcements permitted*
   > *Green off = voice announcements blocked*

4. If you have more features to program on this voice terminal, you can do so. Otherwise, slide the T/P switch to the center position to return to normal operation.

Special Information about Attendant Consoles

When the **MERLIN** system is installed, your attendant consoles come with features that are convenient for most businesses (see initial feature assignments for small and large attendant consoles, pages 59 and 60). The *Attendant's Guide: Models 1030 and 3070 with Feature Module 2* describes all the attendant console features and how to use them.
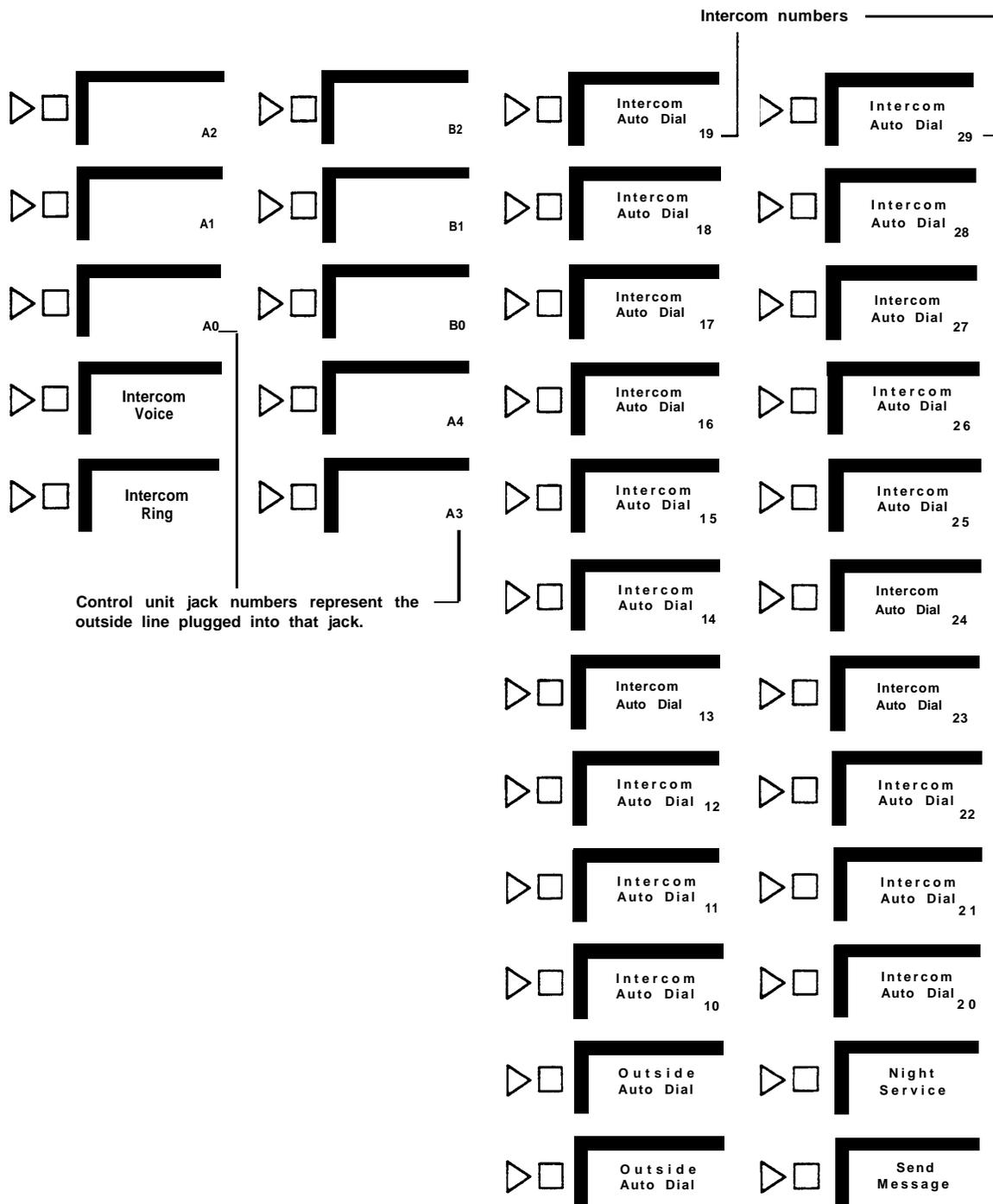
Attendant consoles serve you best when they are customized to handle the calling patterns of *your* business. Procedures for assigning system options and individual features are the same for attendant consoles as for the other voice terminals in your system. Keep in mind, however, that attendant consoles always have a square line arrangement, even in pooled systems.

Programming Tips for Attendant Consoles

- The attendant console for a small system should be a 34-button deluxe voice terminal, which has lights next to every button. The lights next to Auto Intercom buttons indicate which lines are busy and which message lights are on.

- Attendants in systems with more than eight outside lines should have a large console (34-button deluxe voice terminal that includes an Attendant Intercom Selector) so that the system will automatically assign an Auto Intercom button to every voice terminal. These buttons are important because they allow the attendant to transfer calls easily, and the lights beside the buttons tell the attendant which voice terminals are busy and which message lights are on. Also, if the system is set for more than eight lines, you cannot program any Auto Intercom buttons on a small console.

- You probably want attendant lines to ring immediately when a call comes in, but there may be exceptions. For example, some people may want their private lines to ring at the attendant console only if they are not available to answer.In fact, some people may not want their private lines to appear on an attendant console at all. If you do not want the attendant to answer calls on certain lines, set these lines not to ring on the console, or remove those lines from the attendant console.

- If you have more than one attendant, you can assign delayed ring to lines on one attendant console as a backup for the other, and vice versa.

- When an attendant transfers a call, it automatically returns to the attendant console if no one answers it. However, the attendant needs a Cover button for any voice terminal with lines that have been removed from the console but must be covered if no one answers. (For more information about Cover buttons, see "Assigning Cover Buttons," page 46.) A Cover button is also necessary if the attendant is expected to cover intercom or transferred calls for anyone.

- A loudspeaker paging system or the Group Page feature makes it easy for an attendant to announce calls to people who are not always at the same location. You can set up the system so the attendant can page separate zones independently. For example, a paging system in a medical group shared by several doctors could be set up with one zone covering only those locations specific to a particular doctor, such as a consulting office, lab, and examining room. Similarly, the voice terminals in those same areas could comprise a "group" for Group Page. Then, when a call comes in, the attendant can park the call and page the person the call is for without bothering anyone else.

Initial Feature Assignments for
Attendant Consoles in Systems with
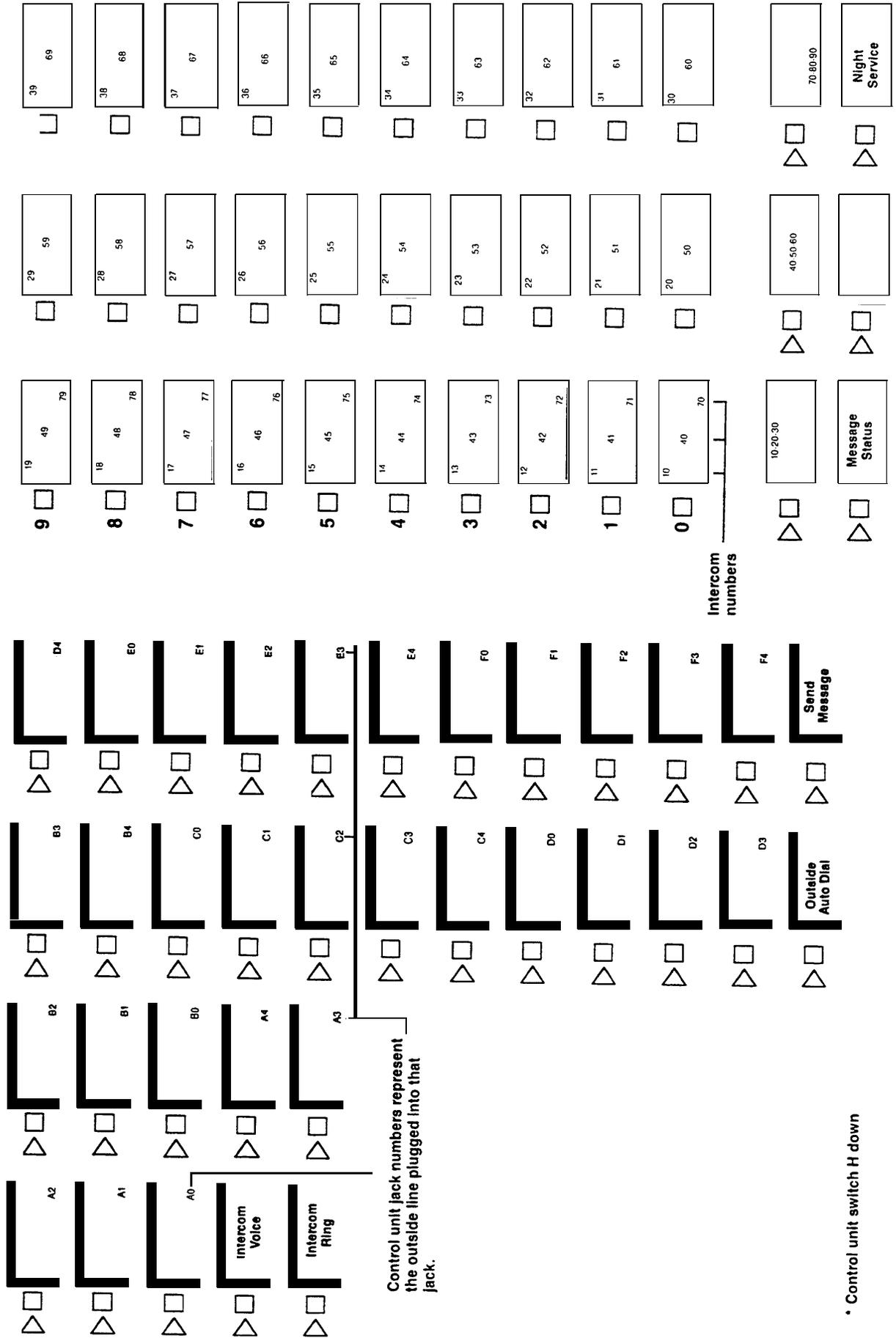## 8 or Fewer Lines and 20 or Fewer Voice Terminals*

34-Button Deluxe Voice Terminal

Intercom numbers

A2	B2	Intercom Auto Dial 19	Intercom Auto Dial 29

A2   B2   Intercom Auto Dial 19   Intercom Auto Dial 29

A1   B1   Intercom Auto Dial 18   Intercom Auto Dial 28

A0   B0   Intercom Auto Dial 17   Intercom Auto Dial 27

Intercom Voice   A4   Intercom Auto Dial 16   Intercom Auto Dial 26

Intercom Ring   A3   Intercom Auto Dial 15   Intercom Auto Dial 25

Control unit jack numbers represent the outside line plugged into that jack.

Intercom Auto Dial 14   Intercom Auto Dial 24

Intercom Auto Dial 13   Intercom Auto Dial 23

Intercom Auto Dial 12   Intercom Auto Dial 22

Intercom Auto Dial 11   Intercom Auto Dial 21

Intercom Auto Dial 10   Intercom Auto Dial 20

Outside Auto Dial   Night Service

Outside Auto Dial   Send Message

* Control unit switch H up

Initial Feature Assignments for
Attendant Consoles in Systems with
More Than 8 Lines or More Than 20 Voice Terminals*

34-Button Deluxe Voice Terminal with an Attendant Intercom Selector

39 69	29 59	19 49 / 79 — 9
38 68	28 58	18 48 / 78 — 8
37 67	27 57	17 47 / 77 — 7
36 66	26 56	16 46 / 76 — 6
35 65	25 55	15 45 / 75 — 5
34 64	24 54	14 44 / 74 — 4
33 63	23 53	13 43 / 73 — 3
32 62	22 52	12 42 / 72 — 2
31 61	21 51	11 41 / 71 — 1
30 60	20 50	10 40 / 70 — 0
70·80·90	40·50·60	10·20·30
Night Service		Message Status

Intercom numbers

D4 E0 E1 E2 E3 E4 F0 F1 F2 F3 F4
Send Message

B3 B4 C0 C1 C2 C3 C4 D0 D1 D2 D3
Outside Auto Dial

B2 B1 B0 A4 A3

A2 A1 A0
Intercom Voice
Intercom Ring

Control unit jack numbers represent the outside line plugged into that jack.

* Control unit switch H down

Special Information about 5-Button Voice Terminals

If you have a square system, you must give special attention to the way 5-button voice terminals operate. These voice terminals accommodate a maximum of three outside lines, and the same three lines (those connected to control unit jacks A0, A1, and A2) are assigned to all 5-button voice terminals in your business (for an explanation of control unit jack letters and numbers, see page 7). This means that people who have 5-button voice terminals cannot use any lines other than these three to answer or make calls. Furthermore, calls that come in on other lines cannot be transferred to 5-button voice terminals by the normal Transfer method.

Programming Tips for 5-Button Voice Terminals

- If you expect people with 5-button voice terminals to answer incoming calls, either directly or via Transfer, make sure that most outside calls come in on the lines connected to control unit jacks A0, A1, and A2. You can do this by listing the number of the line connected to intercom jack A0 in the telephone directory as your business telephone number. This works particularly well if you have an arrangement with your local telephone company whereby one number is listed in the telephone directory but, if that number is busy, incoming calls are automatically transferred to the next open line.

- To switch a call to a 5-button voice terminal from a line that the voice terminal does not have, use Call Park to hold the call, and use Loudspeaker Page or Group Page to announce it to the person for whom it is intended. This person then uses Call Pickup to take the call.

- Be aware that 5-button voice terminals are not always practical for a square system. If you have many 5-button voice terminals in your business and find that having limited line access is a problem, you can solve the problem by switching to a pooled line arrangement.

Special Information about Basic Telephones

If you have basic telephones connected to an Off-Premises Telephone Interface, a Basic Telephone and Modem Interface, or a Basic Telephone Module, you need to review the following information before you administer the telephones.

BASIC TELEPHONES CONNECTED TO AN OFF-PREMISES TELEPHONE INTERFACE OR A BASIC TELEPHONE AND MODEM INTERFACE

Follow the procedure below to administer a basic telephone.

1. Enter administration mode by following the boxed instructions on page 20.

2. Assign lines and pools to the intercom number assigned to the basic telephone by following the instructions in "Assigning Lines and Pools to Buttons," page 29.

   NOTE: Someone using a basic telephone must dial codes to access the lines and pools you assign to the intercom number for the telephone. In a *square system,* people dial the following codes to access particular lines:

   $$804 = \text{line connected to jack A0 in the control unit}$$
   $$806 = \text{line A1}$$
   $$808 = \text{line A2}$$
   $$801 = \text{line A3}$$
   $$803 = \text{line A4}$$
   $$805 = \text{line B0}$$
   $$807 = \text{line B1}$$
   $$809 = \text{line B2}$$

   If you have a *pooled system with Dial Access to Pools,* people using basic telephones must dial 9 and then a code (9 or 890 through 899) to access pools. If you assign additional lines to an intercom number for a basic telephone, the person using the telephone accesses these additional codes by dialing still other codes. The code for each additional lines is determined by the order in which you touch the line buttons on the administrator/attendant console when you administer the intercom number.

   $$808 = \text{first line}$$
   $$801 = \text{second line}$$
   $$803 = \text{third line}$$
   $$805 = \text{fourth line}$$
   $$807 = \text{fifth line}$$
   $$809 = \text{sixth line}$$

   If you have a *pooled system with Button Access to Pools,* people with basic telephones must also dial codes to access the pools you would normally assign to buttons. The code for each pool is determined by the order in which you touch the buttons on the administrator/attendant console when you assign the pools to the intercom number for the basic telephone.

   $$9 = \text{main pool}$$
   $$808 = \text{first pool}$$
   $$801 = \text{second pool}$$
   $$803 = \text{third pool}$$
   $$805 = \text{fourth pool}$$
   $$807 = \text{fifth pool}$$
   $$809 = \text{sixth pool}$$

   Once you have assigned lines or pools to a basic telephone, be sure to provide the person using the telephone with a list of the codes for the lines or pools he or she has access to.

3. If you want to assign call restrictions to a basic telephone, follow the instructions in "Assigning Call Restrictions to Voice Terminals;" page 34.

4. Leave administration mode by following the boxed instructions on page 20.

5. Connect a **MERLIN** system voice terminal *directly* to the control unit voice terminal jack to which you plan to connect the Off-Premises Telephone Interface or the Basic Telephone and Modem Interface.

6. Since basic telephones cannot receive voice-announced intercom calls, you must follow the instructions on page 57 to program Voice Announcement Disable. As a result, voice-announced intercom calls to basic telephones become ringing intercom calls, which basic telephone are able to receive.

7. If you want to change the order in which the system selects available lines, follow the instructions on page 44 to assign an Automatic Line Selection sequence to the telephone. *Do not include intercom lines in the sequence.*

8. Disconnect the voice terminal and connect the Off-Premises Telephone Interface or Basic Telephone and Modem Interface to the same voice terminal jack.

9. Connect the basic telephone to the Off-Premises Telephone Interface or to the Basic Telephone and Modem Interface.

If you later add or change the features assigned to a basic telephone, unplug the interface from the control unit *after* you complete the procedures for adding or changing features. Then, plug the interface back into the control unit. This causes the control unit to record the changes you make.

BASIC TELEPHONES CONNECTED TO A BASIC TELEPHONE MODULE

- If you have a square system, follow the instructions on page 29 to assign lines to a basic telephone; however, you cannot administer the lines connected to jacks A0 and A1 in the control unit. People with basic telephones cannot place calls or receive transferred calls from these lines, or any other lines you do not administer for their telephones. Be sure that people with basic telephones have access to all the lines they need to use.

- If you have a square system, people with basic telephones gain access to an outside line by dialing 88. The system automatically selects an available line from among those you've assigned to that telephone.

- If you have a pooled system, you can follow the procedures on pages 28 or 29 to assign basic telephones Dial Access to Pools or Button Access to Pools.

- If your system has Button Access to Pools, people with basic telephones dial 9 to access the main pool. If you assign additional lines to their telephones, people dial 88 to access an available line. Since the system selects the first available line be sure to assign interchangeable pools and lines to the telephone.

- If your system has Dial Access to Pools, people with basic telephones access pools by dialing 9 and then a pool access code. For example, to access the main pool (access code 9), people dial 9 and then dial 9 again. If they want to access a different pool (for instance, the one with access code 891), they dial 9 and then dial 891.

- Once you have assigned lines or pools to a basic telephone, be sure to provide the person using the telephone with a list of codes for the pools he or she has access to.

- If you want to assign Call Restrictions to a basic telephone, follow the instructions in "Assigning Call Restrictions to Voice Terminals;" page 34.

MERLIN System Features

Your **MERLIN** system offers features that provide exceptional telephone service both on a businesswide and personal basis. As system administrator, you make decisions about how the system operates as a whole and about which features should appear at each voice terminal. The chart on the next few pages describes all of the features available to your system, suggests ways to use some of the features, and can help you decide which features are best for your business. The features are grouped alphabetically in three categories:

- **Fixed Features** are built into the system and require no programming. Some fixed features are associated with factory-labeled buttons on your voice terminal. These button labels appear in bold type in the chart.

- **Custom Features** can be changed according to company priorities and personal needs. Those that you, the system administrator, must assign are coded with the symbol [A] in the chart. Those that individuals may assign to their own voice terminals are coded with the symbol [I] . Features coded with [AI] may be assigned by individuals, but you may want to approve such assignments to ensure that they meet the overall needs of your business.

  A page number under the name of each feature marked with an [A] tells you where you will find instructions on assigning the feature.

- **Optional Features** require the purchase of additional equipment.

The system comes ready to use with certain custom features in place on all voice terminals (see the initial feature assignments, pages 42 and 43). Since no two businesses are alike, however, you may want to change some or all feature assignments. You can change any custom feature by following the appropriate set of steps in this manual.

Fixed Features

Feature	Description
Call Park (See also Loudspeaker Paging.)	Put a call on a special kind of hold so the call can be picked up at any voice terminal. ● Using Call Park, an attendant trying to locate someone can park a call and page the person. The person can take the call at any voice terminal using the Call Pickup feature.
Call Pickup (See also Call Park, Loudspeaker Paging, Night Service.)	Answer a call for one voice terminal from another voice terminal. This feature can be programmed onto a button at any voice terminal. ● Answer another person's voice terminal without leaving your desk. ● Use this feature to retrieve parked calls and to pick up Night Service calls.
Call Waiting	When you are busy with a call, listen for a brief ring or voice announcement from your speaker and watch for a flashing green light that tells you a call is ringing on another line at your voice terminal.
Conference	Make conference calls that include as many as five people—the originator of the call, two people on intercom lines, and two people on outside lines. ● Conference the calling person to someone outside the system, put the call on hold, and be free to do other business. ● Make long distance calls from outside by calling your office and being conference to a WATS line.
Distinctive Ringing	Hear different ringing patterns for outside, transferred, and intercom calls. ● Identify the type of call and answer it accordingly.
Drop	Disconnect one person at a time from a conference call, or drop a busy or unanswered line when you are trying to set up a conference call.
Group Listening **Speaker** (See also Hands-Free Unit.)	Let others in the room hear a caller through your voice terminal's speaker.
Hold (See also Music-on-Hold.)	Keep someone on the line so you can answer a second call or attend to another matter. The green light next to the line button holding your call flashes rapidly. The green lights next to line buttons on which others are holding calls flash at a slower rate.
Automatic Hold Release	Know immediately when a person on hold hangs up because the green light next to the line button goes off.
Automatic Hold Reminder	Hear a brief ring once every minute when you have a call on hold.
Intercom	Call people in your business using 2-digit numbers. ● Signal others by ringing or voice announcement without cutting off your active calls or theirs.
Intercom-Ring	Announce an intercom call with a distinctive ring.
Intercom-Voice (See also Voice Announcement Disable.)	Make or receive short announcements using a **MERLIN** system voice terminal. ● Announce calls before transferring them.
Line Request	Request a busy line, and receive a signal when the line becomes available.

Fixed Features (continued)

Feature	Description
Message Waiting (See also **Send Message.)**	See a green light beside your Message button when your system attendant has a message for you.
Monitor-on-Hold **Speaker**	Use your voice terminal's speaker to listen for a caller to return when you've been put on hold. ● Frees you to do other work when you've been put on hold.
On-Hook Dialing **Speaker** (See also Hands-Free Unit.)	Turn on the speaker and dial an outside or intercom call without lifting the handset.
Recall	Touch Recall instead of pressing the switchhook to access PBX, Centrex, or Custom Calling features. If your **MERLIN** system isn't connected to a PBX or Centrex system, and if you aren't using a Custom Calling feature, use Recall to disconnect a call without hanging up your handset.
Ringing Line Selection	Answer a call without touching any buttons because your **MERLIN** system automatically selects the ringing line when a call comes in.
Send Message	If you're an attendant, notify a person that a message is waiting by touching **Send Message.**
Transfer Transfer Return	Pass outside calls to any voice terminal in your **MERLIN** system. Transfer calls with or without an intercom announcement. ● Attendants can screen calls on intercom as part of transfer. Hear unanswered transferred calls ring again at the voice terminal from which they were transferred. ● Transferred calls are not lost.
Voice Terminal Programming	Program voice terminals with custom features according to business and individual needs.
Voice Terminal Testing	Determine whether all lights and ringing mechanisms are working by sliding the T/P switch on the left side of the voice terminal to the *T* position.
Volume Control	Adjust the sound level of a voice terminal's ring and speaker.

Custom Features

Feature*	Description
Auto Intercom **[I]**	Program buttons on voice terminals for one-touch dialing of frequently called intercom numbers. ● Look at the lights next to the buttons to see if someone is using his or her voice terminal; the green light goes on when the person is on a call or is using the Do Not Disturb feature.
One-Touch Transfer	Transfer a call by touching the appropriate Auto Intercom button. ● Transfer calls with one touch.
Automatic Line Selection **[AI]**	Get an available line when you lift your handset to make a call. Anyone can program a voice terminal to select lines in a specific order. ● Program voice terminals to select long distance lines in the most economical order—for example, WATS line first, then regular service.
Button Access to Pools (See page 29.) **[A]**	Assign line pools to individual buttons. ● Access a pool simply by touching a button.
Call Coverage (See also Programmable Line Ringing.) **[AI]**	Program buttons on voice terminals to cover calls for people with whom you do not share lines. Program buttons for either primary or secondary coverage and for immediate, delayed, or no ring. ● Cover as many as six voice terminals with one Cover button.
Primary Coverage	Assign to someone who screens or answers another person's calls. ● A secretary can answer all calls to a manager's voice terminal.
Secondary Coverage	Assign to someone who provides a second backup for a covered voice terminal. ● A second secretary can answer the manager's calls when the first secretary is away from the desk.
Call Forwarding Using Coverage Inhibit **[I]**	Program a Cover button on another voice terminal and then program a Coverage Inhibit button on your own voice terminal to stop coverage whenever appropriate. ● Have calls ring at a voice terminal in a different location when necessary.
Call Restriction (See page 34.) **[A]**	Assign call restrictions to any voice terminal as necessary. ● Restrict voice terminals according to your business needs.
Outward Call Restriction	Restrict some voice terminals to intercom calls only. ● Restrict voice terminals in public places such as lobbies.
Toll Call Restriction	Restrict voice terminals to intercom and local calls only. ● Prevent abuse of telephone privileges.
Allowed-List Call Restriction	Allow toll restricted voice terminals to make toll calls to a specific list of area codes and/or exchanges. Allow outward restricted voice terminals to make local and toll calls. ● Control telephone costs.

* **[A]** means that the administrator assigns the feature.

[I] means that the individual can assign the feature.

[AI] means that an individual can assign the feature with the administrator's approval.

Custom Features (continued)

Feature*	Description
Dial Access to Pools (See page 28.) **[A]**	Assign all line pools to two buttons on each voice terminal, then access the pools using dial codes. • Have access to as many as 11 line pools using only two buttons on a voice terminal. • Save buttons on voice terminals for other features.
Dial Access to Pools Restriction	Restrict some voice terminals from dial access to certain line pools. People using these voice terminals, however, may receive transferred calls on lines in these pools. • Restrict voice terminals used by people who have no need to make WATS line or Foreign Exchange calls.
Do Not Disturb **[I]**	Prevent a voice terminal from ringing for a temporary period. While Do Not Disturb is in effect, outside calls ring at the attendant console, intercom callers get a busy signal, and a green light goes on next to the Auto Intercom button representing the voice terminal on the attendant console. • Avoid being interrupted by ringing calls.
Group Page (See page 37.) **[A]**	Assign voice terminals to paging zones so that people can page each other through voice terminal speakers. • You do not need a loudspeaker paging system to use this feature.
Last Number Redial **[I]**	Program a button for one-touch dialing of the last number you called. People having 5- or 10-button voice terminals can use this feature by dialing #24.
Line and Pool Assignment to Voice Terminals (See page 29.) **[A]**	Assign any combination of pooled, personal, and special-purpose lines to any voice terminal. • Customize line assignments to control costs. • Reassign lines easily.
Manual Signaling **[I]**	Program a button so that touching it causes a beep at another voice terminal. • Use the button to signal another person.
Multiple Line Pools (See page 29.) **[A]**	Assign outside lines to different line pools so that lines that provide the same service are pooled together. Your business may have up to 11 line pools. • Assign regular lines to one pool, WATS lines to another pool, and so on.
Outside Auto Dial **[I]**	Program buttons for one-touch dialing of frequently dialed account codes or outside telephone numbers.
Personal Speed Dial **[AI]**	For 5- and lo-button voice terminals only. Assign a 3-character Personal Speed Dial code to each account number or telephone number you frequently dial. Then use a Personal Speed Dial code whenever you want to dial any of those numbers. Each person assigns Personal Speed Dial codes for use at his or her voice terminal only. • Use Personal Speed Dial codes when your voice terminal doesn't have room for many Outside Auto Dial buttons.

* **[A]** means that the administrator assigns the feature.

[I] means that the individual can assign the feature.

[AI] means that an individual can assign the feature with the administrator's approval.

Custom Features (continued)

Feature*	Description
Personalized Ring (See page 56.) **[I]**	Select one of eight ringing signals for your voice terminal. • Distinguish the ringing of your voice terminal from that of others.
Privacy **[I]**	Prevent others from joining calls on a personal line or a shared line in a square system.
Programmable Line Ringing (See also Call Coverage.) **[AI]**	Program outside line buttons, pool buttons, and cover buttons to ring immediately, after a delay, or not at all for incoming calls. This does not apply to transferred or intercom calls. • Program voice terminals in public places, such as lobbies and conference rooms, not to ring.
Saved Number Redial **[I]**	Store a dialed number for later one-touch dialing. The stored number remains the same until replaced with another number. A person can make other calls and then redial the saved number by touching the Saved Number button. People having 5- or 10-button voice terminals can use this feature by dialing #23. Any voice terminal may have more than one Saved Number button.
System Speed Dial (See page 39.) **[A]**	Assign System Speed Dial codes to a maximum of 40 telephone numbers. Codes are stored so that people throughout your business can dial them at any voice terminal. • Assign codes to frequently dialed numbers, such as the numbers of your branch offices. • Assign codes to numbers that you may not want everyone in your business to know.
Touch-Tone Enable **[I]**	Adjust the system to temporarily generate Touch-Tone signals when connected to lines that carry rotary signals. • If your business is hooked up to rotary lines, use alternate long distance service, banking-by-phone, credit card authorization, and other electronic services that require Touch-Tone dialing.
Touch-Tone/Rotary Option (See page 25.) **[A]**	Adjust the system to work with either Touch-Tone or rotary lines or both. • Keep your system flexible-connect some voice terminals to Touch-Tone lines, others to rotary lines, if necessary.
Voice Announcement Disable **[AI]**	Program voice terminals to block intercom voice announcements and to ring instead to signal intercom calls. • Program this feature on voice terminals in public places such as lobbies and conference rooms.

* **[A]** means that the administrator assigns the feature.

[I] means that the individual can assign the feature.

[AI] means that an individual can assign the feature with the administrator's approval.

Optional Features

Feature	Description
Extra Alert (See also Night Service.) Required equipment: ● Services Module in control unit ● Extra-alerting devices	Provide audible or visual signal by means of alerting devices such as bells, horns, or strobe lights. The system can accommodate alerting devices in up to three different areas of the building. Your business must supply alerting devices. 　● People in noisy areas can better tell when a call is ringing. 　● Use with Night Service to alert people who are working late to pick up incoming calls by means of Call Pickup.
Loudspeaker Page Required equipment: ● Services Module in control unit ● Loudspeaker paging system	People can page each other using a loudspeaker paging system. The **MERLIN** system can accommodate up to three zones that can be paged individually or together. Your business must provide the paging system. 　● People can quickly locate others who are away from their desk or work areas. 　● Provide background music throughout your office or plant.
Music-on-Hold Required equipment: ● Services Module in control unit	Provide callers with music when they are put on hold. Your business provides the music source (for example, a tape player or FM radio). 　● Reassure callers that they have not been disconnected when they are on hold.
Night Service (See page 38.) (See also Extra Alert.)	Provide extra alert in up to three different areas of your office or plant after hours when no attendant is on duty. Use a button on the attendant console to turn this feature on and off. 　● Alert people who are working late to incoming calls that ring in only one place, such as the attendant console. They can use the Call Pickup feature to answer incoming calls from any location.

Appendix:
System and Voice Terminal
Configuration Forms

This brief guide helps you decide how to set up your **MERLIN** communications system to satisfy the needs of your business. Read through this guide and answer the questions as you come to them. Boxed instructions help you fill out the System Configuration Form (page 78) and a Voice Terminal Configuration Form (pages 79-81) for each voice terminal in your system. You need these forms and the administration manual to customize your **MERLIN** system.

SYSTEM OPTIONS

The following questions help you fill out the System Configuration Form on page 78. Complete this form before filling out any Voice Terminal-Configuration Forms.

1a. How many voice terminals are connected to your **MERLIN** system? _____

1b. How many additional voice terminals do you plan to add to your system in the next year? _____

1c. Total number of voice terminals (#1a+ #1b): _____

2a. How many outside lines does your system control? _____

2b. How many outside lines do you plan to add in the next year? _____

2c. Total number of outside lines (#2a+ #2b): _____

3. Now add the total number of voice terminals (#1c) to the total number of lines (#2c): _____

A.

> **System Size**
>
> If the answer to #2c is greater than 8, or if the answer to #3 is greater than 30, check "Large" on the System Configuration Form, page 78. Otherwise, check "Small."

4. What sort of telephone are the people in your system accustomed to using?

    Key System (a system, such as COM-KEY® or 1A2 Key, where each line appears on a separate button at each telephone) _____

    Non-Key System (a system, such as Horizon®, with many lines available through a few System Access or Trunk Access buttons or with basic telephones that each have their own line) _____

5. Did you order any 5-button voice terminals that will need to receive calls transferred to them on all or most of your outside lines?

    Yes _____

    No _____

B.

> **Line Representation**
>
> If the answer to #2c is greater than 8, or if the answer to #4 is Non-Key System, or if the answer to #5 is yes, check "Pooled" for type of line representation on the System Configuration Form. Otherwise, check "Square," and skip to question #9. See "The Square vs. Pooled Decision," page 14, for more information about line representation.

6. Does your system have any basic telephones that need to have access to special-purpose lines (for example, WATS or Foreign Exchange lines)?

Yes   _____

No   _____

7. Does your system have any 5-button voice terminals that require access to more than a main pool of lines plus one special pool or line?

Yes   _____

No   _____

C.

> **Access to Pooled Line Representation**
>
> If the answer to #6 is yes, check "Dial Access" as type of pool access on the System Configuration Form, and skip to question #9.

8. Circle A or B. Would you rather:

    A. Dial an access code (for example, 9) to get a line, leaving more buttons available for features.

    B. Dedicate one button per line or group of lines, making it unnecessary to dial an access code.

D.

> **Access to Pooled Line Representation**
>
> If the answer to #8 is A, check "Dial Access" as the type of pool access on the System Configuration Form. If the answer to #8 is B, check "Button Access" as the type of pool access.

9. How many attendant consoles does your system have (to be used heavily for answering and transferring calls coming in to your business or for monitoring call traffic)?   _____

E.

> **Attendant Configuration**
>
> If the answer to #9 is 1 or 0, don't check any of the attendant configuration boxes on the System Configuration Form. If the answer to #9 is 2, check the box next to "11" for attendant configuration. If the answer to #9 is 3, check the boxes next "11" and "12"; if the answer is 4, check the boxes beside "11," "12," and "13." If the answer is 5, check the boxes beside "11," "12," "13," and "14." The system supports a maximum of five special attendant positions.

F.

Listing Line Numbers

In the column labeled "Line Number" on the System Configuration Form, list the telephone numbers for your outside lines. Start at the top of the column and work down without skipping any spaces. The order in which you list lines determines the order in which lines appear on attendant consoles and on all voice terminals in systems with square line representation. Group lines of the same type (for example, WATS lines) together. If you select square line representation, be aware that 5-button voice terminals can only handle calls on the first three lines.

G.

Special Lines

Indicate which lines are special-purpose lines (for example, WATS, Foreign Exchange, personal lines, outward calls only, incoming calls only).

NOTE: If you checked "Square" for line representation, skip to question #10.

H.

Assigning Lines to Pools

Now consider any groups of lines that can be used interchangeably for placing calls (for example, all regular local lines or all facsimile (FAX) lines to a particular location). Assign the access code 9 to all the lines in the largest and most frequently used group of lines—write "9" for "Pool Number" on the System Configuration Form. Assign a pool access code (890 through 899) to all the lines in each of the other groups of lines. Note that each pool can have as many or as few lines as you like but that each line can be in only one pool.

10. Is it necessary to dial 0 or 1 to place long distance calls on any of your lines?

Yes _____

No _____

I.

Toll Environment

For each line that does not require dialing 0 or 1 before placing long distance calls, check "Area Code Only" on the System Configuration Form.

J.

Rotary Lines

If you have any rotary outside lines, circle the "r" next to each line on the System Configuration Form. If you aren't sure if you have rotary or Touch-Tone lines, use the instructions in "Specifying Touch-Tone or Rotary Lines," page 25, to check your lines.

K.

Night Service

If your system will have an extra-alerting device, check "Night Ring" on the System Configuration Form to indicate which lines will activate this device when the person who usually answers calls is not available. If you have more than one extra-alerting device, indicate on the form which device will be activated by which lines.

L.

SMDR Options

If your system will use SMDR (Station Message Detail Recording) to keep a record of calls, fill in the minimum length of calls to be recorded. (If you don't specify a minimum call length, the system doesn't record calls that last less than 1 minute.) Also indicate whether or not the system should record incoming calls.

M.

System Speed Dial Numbers

If you want to store numbers that anyone in your business can dial using a 3-character code, fill in these numbers on the System Speed Dial Numbers Form, page 82. You can associate up to 40 digits and special characters, including pauses (p), recall (r), and Touch-Tone Enable(t), with each System Speed Dial code.

N.

Group Page Zones

If you plan to use the Group Page feature, which allows people to receive paging messages through their voice terminal speakers (see "Group Page;" page 37), you need to assign intercom numbers to Group Page zones. On the Group Page Zones Form, page 84, fill in the intercom numbers and names designated for each zone. You may establish up to seven zones, each covering a maximum often people.

O.

Allowed Lists

If you need to restrict the numbers that certain people can call, but you want them to be able to call some specific area codes or exchanges for business reasons, list the allowed area codes and exchanges on the Allowed-List Directory, page 83. Each entry can have up to six digits (for example, an area code followed by an exchange number). You may create up to eight lists, each containing a maximum of ten allowed numbers.

VOICE TERMINAL OPTIONS

Now that you've completed the System Configuration Form, begin filling out Voice Terminal Configuration Forms, one for each voice terminal in your system. You may want to begin by creating a system directory and planning which intercom number and which type of voice terminal each person will use.

On pages 79-81, there are forms for voice terminals in square systems and pooled systems, and for attendant consoles. Make copies of these forms so you can fill out an appropriate form for each of your voice terminals (since some of the forms are for pooled systems and some are for square systems, be sure you copy the ones that are appropriate for your system).

P.

Basic Information

Fill in an intercom number (10 through 39 for Model 1030, 10 through 79 for Model 3070) and user name. Fill out a form for intercom 10 first (this should be your primary attendant's console; refer to your System Configuration Form for the intercom numbers for additional attendant consoles), then fill out forms for remaining intercoms in numerical order without skipping numbers. On each Voice Terminal Configuration form, check the appropriate boxes to indicate voice terminal size, the type of voice terminal stand, and the type of accessories used with the voice terminal. Group basic telephones together (for example, reserve intercom numbers 60 through 69 for basic telephones) and use remaining intercom numbers for **MERLIN** system voice terminals.

Q.

Assigning Lines (Pooled Systems)

Fill in the line numbers in the columns of buttons on the Voice Terminal Configuration Form. If you have a square system or if the voice terminal serves as an attendant console, skip to box S. Otherwise, the first two buttons above the intercom buttons will be used for Dial Access to Pools or for Button Access to the main pool (access code 9). Assign any additional lines or pools to separate buttons. You can assign up to six additional lines. Write the line or pool numbers or names in the numbered buttons on the Voice Terminal Configuration Form. Fill in the button labeled "1" first, then "2," "3," and so on.

R.

Dial Access to Pools

If you selected the Dial Access to Pools option, and the person using a particular voice terminal will use dial codes to select lines, list the dial codes in the lower left of the Voice Terminal Configuration Form. Refer to the System Configuration Form to check which lines are assigned to line pools.

S.

Assigning Lines (Attendant Consoles and Square Systems)

If a particular voice terminal will serve as an attendant console, or if you have a square system, lines *must* appear on certain buttons. On the System Configuration Form, you associated each line with a control unit jack number. These numbers appear on the buttons on your Voice Terminal Configuration Form to show you where each line must appear. In each button on the form, write the telephone number for the line associated with the button. If a button is not associated with a line, leave the button blank.

T.

Call Coverage

If a voice terminal needs to cover calls to another voice terminal (see 'Assigning Cover Buttons," page 46), write "Cover" and the name or intercom number of the person whose calls are to be covered on an available button (one that is not already a line or intercom button). Use only a button with lights next to it. Also assign an Auto Intercom button for each person to be covered and label the button with the person's name. These buttons should have lights. Check the initial feature assignment on pages 42 and 43 to see if there is a feature there that you can replace with Call Coverage.

U.

Automatic Answering

If a voice terminal has a Hands-Free Unit, write "Auto Answer-intercom" on an available button with lights on the Voice Terminal Configuration Form. If a voice terminal has an Automatic Multipurpose Adapter, write "Auto Answer-Outside" on an available button with lights on the form.

V.

Assign Other Features to Buttons

Review the initial features assignment diagram for the voice terminal (for non-attendant voice terminals, see pages 42 and 43; for attendant consoles, see pages 60 and 61). Unless you have replaced the initial features with other features, copy the feature names onto the appropriate button label on the Voice Terminal Configuration Form (leave Outside Auto Dial buttons blank).

W.

Line Ringing

Determine which lines should ring immediately at the voice terminal, which should ring after a delay (so that calls ring only if someone who usually answers is unavailable), and which should not ring at all. Indicate the type of line ringing on the Voice Terminal Configuration Form by writing next to each line button "R" for immediate ringing, "D" for delayed ringing after three rings. Similarly, indicate whether cover buttons should ring immediately ("R"), after a three-ring delay ("D"), or after a six-ring delay ("DD"). If a line shouldn't ring at the voice terminal, leave the space next to its button blank. Calls *transferred* on this line will still ring.

X.

Calling Restrictions

If the voice terminal should be restricted from making toll (long distance) calls, check "Toll Call Restriction" on the Voice Terminal Configuration Form. If the voice terminal should be restricted from making any outside calls, check "Outside Call Restriction."

Y.

Allowed-List Assignment

If you are assigning one or more allowed lists (lists of area codes and/or exchanges that people with restricted voice terminals can call) to the voice terminal, record the numbers of the lists on the Voice Terminal Configuration Form.

Z.

Automatic Line Selection

If lines don't appear on the voice terminal in the order in which they are most likely to be used, list them in the appropriate order under "Automatic Line Selection" on the Voice Terminal Configuration Form.

Return to box P and repeat this process for each voice terminal in your system.

System Configuration Form for
Model 1030 and 3070

System Size:
❏ Small (1-8 Lines)
❏ Large (> 8 Lines)

Line Representation:
❏ Square   ❏ Pooled
                    ❏ Dial Access
                    ❏ Button Access

Attendant Configuration:
❏ 11 ❏ 12 ❏ 13 ❏ 14

SMDR Options:
❏ Minimum length of calls recorded (minutes): _____
❏ Incoming calls recorded? (Y/N) _____

Line Number	Control Unit Jack Number	Special Line Type?	Pool Number (9, 890-899)	Check if Area Code Only	Circle if Rotary	Check if Night Ring
	A0				r	
	A1				r	
	A2				r	
	A3				r	
	A4				r	
	B0				r	
	B1				r	
	B2				r	
	B3				r	
	B4				r	
	C0				r	
	C1				r	
	C2				r	
	C3				r	
	C4				r	
	D0				r	
	D1				r	
	D2				r	
	D3				r	
	0 4				r	
	E0				r	
	E1				r	
	E2				r	
	E3				r	
	E4				r	
	F0				r	
	F1				r	
	F2				r	
	F3				r	
	F4				r	

Voice Terminal Configuration Form for Models 1030 and 3070 Attendant Consoles

Intercom # _____   Identification _____

Stand Type:
- ❏ Wall
- ❏ Plastic
- ❏ Fixed
- ❏ Desk
- ❏ Metal
- ❏ Adjustable

Accessories:
- ❏ Headset
- ❏ Headset Adapter
- ❏ Hands-Free Unit
- ❏ Manual Multipurpose Adapter
- ❏ Automatic Multipurpose Adapter
- ❏ Extra Long Cord

- ❏ Acoustic Coupler Adapter
- ❏ Hearing-Impaired Handset
- ❏ Push-to-Listen Handset
- ❏ Voice Terminal Power Supply
- ❏ Attendant Intercom Selector

34-Button

▷□ A2	▷□ B2	▷□ B3	▷□ D4
▷□ A1	▷□ B1	▷□ B4	▷□ E0
▷□ A0	▷□ B0	▷□ C0	▷□ E1
▷□ Intercom Voice	▷□ A4	▷□ C1	▷□ E2
▷□ Intercom Ring	▷□ A3	▷□ C2	▷□ E3
		▷□ C3	▷□ E4
		▷□ C4	▷□ F0
		▷□ D0	▷□ F1
		▷□ D1	▷□ F2
		▷□ D2	▷□ F3
		▷□ D3	▷□ F4
		▷□	▷□

Calling Restriction:
- ❏ Toll Call Restriction
- ❏ Outside Call Restriction

Allowed-List Numbers (0-7):

Automatic Line Selection:

Voice Terminal Configuration Form for
Models 1030 and 3070 Non-attendant Voice Terminals
(Square Systems)

Intercom # _____   Identification _____

Voice Terminal Size:
- ❏ 5-Button
- ❏ 10-Button
- ❏ 34-Button
- ❏ 34-Button Deluxe
- ❏ Basic Touch-Tone/ Rotary Telephone

Stand Type:
- ❏ Wall
- ❏ Plastic
- ❏ Fixed
- ❏ Desk
- ❏ Metal
- ❏ Adjustable

Accessories:
- ❏ Headset
- ❏ Headset Adapter
- ❏ Hands-Free Unit
- ❏ Manual Multipurpose Adapter
- ❏ Automatic Multipurpose Adapter
- ❏ Extra Long Cord

- ❏ Acoustic Coupler Adapter
- ❏ Hearing-Impaired Handset
- ❏ Push-to-Listen Handset
- ❏ Voice Terminal Power Supply
- ❏ Attendant Intercom Selector

34-Button

10-Button

5-Button

A2 · B2

A1 · B1

A0 · B0

Intercom Voice

Intercom Ring

Calling Restriction:
- ❏ Toll Call Restriction
- ❏ Outside Call Restriction

Allowed-List Numbers (0-7):

Automatic Line Selection:

Voice Terminal Configuration Form for
Models 1030 and 3070 Non-attendant Voice Terminals
(Pooled Systems)

Intercom # _____   Identification _____

Voice Terminal Size:
- ❏ 5-Button
- ❏ 10-Button
- ❏ 34-Button
- ❏ 34-Button Deluxe
- ❏ Basic Touch-Tone/
  Rotary Telephone

Stand Type:
- ❏ Wall
- ❏ Plastic
- ❏ Fixed
- ❏ Desk
- ❏ Metal
- ❏ Adjustable

Accessories:
- ❏ Headset
- ❏ Headset Adapter
- ❏ Hands-Free Unit
- ❏ Manual Multipurpose Adapter
- ❏ Automatic Multipurpose Adapter
- ❏ Extra Long Cord
- ❏ Acoustic Coupler Adapter
- ❏ Hearing-Impaired Handset
- ❏ Push-to-Listen Handset
- ❏ Voice Terminal Power Supply
- ❏ Attendant Intercom Selector

Dial Access to Pools (9, 890-899):

Calling Restriction:
- ❏ Toll Call Restriction
- ❏ Outside Call Restriction

Allowed-List Numbers (0-7):

Automatic Line Selection:

81

System Speed Dial Numbers Form

Dial Code	Stored Number	Dial Code	Stored Number
#60		#80	
#61		#81	
#62		#82	
#63		#83	
#64		#84	
#65		#85	
#66		#86	
#67		#87	
#68		#88	
#69		#89	
#70		#90	
#71		#91	
#72		#92	
#73		#93	
#74		#94	
#75		#95	
#76		#96	
#77		#97	
#78		#98	
#79		#99	

Allowed-List Directory

List 0	List 1	List 2	List 3
Entry 0	Entry 0	Entry 0	Entry 0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

List 4	List 5	List 6	List 7
Entry 0	Entry 0	Entry 0	Entry 0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

Group Page Zones Form

Zone 1			Zone 2			Zone 3	

Zone 1

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Zone 2

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
a _____ _____
9 _____ _____
10 _____ _____

Zone 3

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Zone 4

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Zone 5

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Zone 6

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Zone 7

Intercom #   Identification

1 _____ _____
2 _____ _____
3 _____ _____
4 _____ _____
5 _____ _____
6 _____ _____
7 _____ _____
8 _____ _____
9 _____ _____
10 _____ _____

Index

Quick Reference Guide to Administration Procedures

This chart summarizes the administrative procedures described on pages 25 through 40. For more information about a procedure, refer to the page listed.

Before you perform any of these procedures, enter administration mode by following the steps below.

- Set switch A on the Processor Module in the control unit to *Administer* (down).
- Insert the administration mode button labels (see the back of this document) in the administrator/attendant console.
- Slide the T/P switch on the left side of the console to *P.*

When you finish administering your system, leave administration mode by following the steps below:

- Slide the T/P switch to the center position.
- Set switch A on the processor module to *Attendant* (up).
- Remove the administration mode button labels from the console and insert the regular call-handling labels used by the attendant.

| Procedure	Touch	Then
PERFORM BASIC ADMINISTRATION		

Specify Touch-Tone or rotary dialing.
 	
(See page 25.)
	Adm Misc	• Dial #302.
		• Touch line buttons.
		   Steady green on = Touch-Tone
		    Green off = rotary

Set lines for toll prefix or area code only.
 	
(See page 26.)
	Call Rstr	• Touch line buttons.
		   Steady green on = toll prefix
		    Green off = area code only

Set up line pools.
 	
(See page 27.)
	Adm Pool	• Dial pool code (9 for main pool or 890 through 899 for additional pools) if administering more than one line pool.
		• Touch line buttons.
		   Steady red on = line is in pool
		    Red off = line is not in pool

Assign lines and pools to voice terminals.
 	
(See page 29.)
	Adm Tel	• Touch Auto Intercom button representing voice terminal.
		• Touch line buttons.
		   Steady green on = line or pool assigned
		    Green off = line or pool not assigned
		   Steady red on = line is in pool assigned
		   next to steady green to voice terminal

Assign Dial Access to Pools
 	
(See page 28.)
	Adm Tel	• Touch Auto intercom button representing voice terminal.
		• Touch same Auto Intercom button again.
		• Touch line buttons.
		   Steady green *on = dial access to pool containing line*
		    Green off = no dial access to pool containing line
		   Steady red on = line is in pool assigned to
		   next to steady green *voice terminal*

Quick Reference Guide to Administration Procedures (continued)

| Procedure	Touch	Then
CUSTOMIZE OTHER SYSTEM OPTIONS		
Set up allowed lists. (See page 35.)	**Adm Misc**	● Dial #5. ● Dial list number (0 through 7), then dial entry number (0 through 9). ● Dial entry (area code and/or exchange) ● Dial #900 to get a printout of an allowed list.

Assign allowed-list call restrictions to voice terminals.
 	
(See page 36.)
	Adm Misc	● Dial #4, then dial list number.
		● Touch Auto Intercom button representing voice terminal.
		  Steady green on = access to numbers in list
		  Green off = no access to numbers in list

Assign outward and toll call restrictions to voice terminals.
 	
(See page 34.)
	Adm Tel	● Touch Auto Intercom button representing voice terminal.
		● Touch **Call Rstr.**
		  Steady green on = all calls permitted
		  Flashing green = local and intercom calls and assigned list
		  Green off = intercom calls and assigned list

Assign voice terminals to Group Page zones.
 	
(See page 37.)
	Adm Misc	● Dial #84, then dial Group Page zone number.
		● Touch Auto Intercom button representing voice terminal.
		  Steady green on = assigned to paging zone
		  Green off = not assigned to paging zone

Establish Night Service.
 	
(See page 38.)
	Night Service	● Touch line buttons.
		  Steady green on = line activates alerting device 1
		  Flashing green = line activates alerting device 2
		  Rapidly flashing green = line activates alerting device 3
		  Green off = line does not activate alerting device

Give a voice terminal the same line and call restriction assignments as another voice terminal.	**Adm Tel**	● Touch Auto Intercom button representing new voice terminal. ● Touch **Copy.** ● Touch Auto Intercom button representing voice terminal you want to copy.
Assign System Speed Dial codes. (Do this in program mode *not* administration mode.) (See page 39)		● Dial System Speed Dial code (#60 through #99; dial * before code if *marked*). ● Dial telephone number. ● To get a printout of System Speed Dial codes, enter administration mode and then dial #901.
Administer Station Message Detail Recording (SMDR) Options (See page 40.)	**Adm Misc**	● Dial #300 and set time, then dial #301 and set date. ● Dial #390 and set minimum call duration to be recorded. ● Dial #391 followed by 0 or 1 to specify whether incoming calls are recorded. ● Dial #390 and then #900 to get a printed report on minimum tail length and on incoming calls.

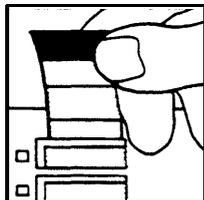| SLOT 1	SLOT 2	SLOT 3	SLOT
A2	B2	19	29
A1	B1	18	28
A0 *	B0	17	27
Adm Pool	A4	16	26
Adm Tel	A3	15	25
		14	24
		13	23
		12	22
		11	21
		10 †	20
		Adm Misc	**Night Service**
		Call Rstr	**Copy**

How to Use Label Strips
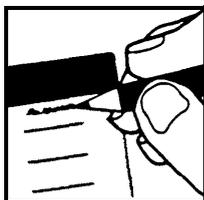
1. **Type or print** the appropriate outside line number* or person's name† on each label.
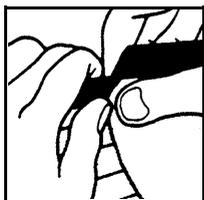
2. **Crease** perforated edges first, **then tear out** each label strip.

3. **Insert label strips** into the slots on administrator/attendant console. Numbers on the tabs at the top of each strip indicate the correct slot for the strip. Slot 1 is on the far left; slot 4 on the far right.

* Note the control unit jack numbers (A0-B2) printed on the line button labels. Label each button with the number of the outside line plugged into the control unit jack whose number is printed on the button label.

† The numbers (10-20) printed on the button labels indicate the intercom number of the voice terminal each button represents. Label each intercom button with the appropriate person's name.
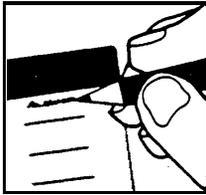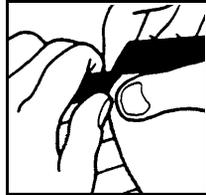
SLOT 1	SLOT 2	SLOT 3	SLOT
A2	B2	B3	D4
A1	B1	B4	E0
A0 *	B0	C0	E1
Adm Pool	A4	C1	E2
Adm Tel	A3	C2	E3
		C3	E4
		C4	F0
		D0	F1
		D1	F2
		D2	F3
		D3	
		Call Rstr	**Copy**

How to Use Label Strips

1. **Type or print** the appropriate outside line number* on each label.

2. **Crease** perforated edges first, **then tear out** each label strip.
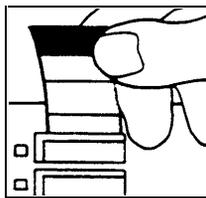
3. **Insert label strips** into the slots on administrator/attendant console. Numbers on the tabs at the top of each strip indicate the correct slot for the strip. Slot 1 is on the far left; slot 4 on the far right.

* Note the control unit jack numbers (A0-F4) printed on the line button labels. Label each button with the number of the outside line plugged into the control unit jack whose number is printed on the button label.

SLOT 1   **SLOT 2**   **S L O T**

**ADMINISTRATION MODE BUTTON LABELS FOR
ATTENDANT INTERCOM SELECTOR
(SYSTEMS WITH MORE THAN EIGHT LINES)**

| Slot 1	Slot 2	Slot 3
19 49 79	29 59	39 69
18 48 78	28 58	38 68
17 47 77	27 57	37 67
16 46 76	26 56	36 66
15 45 75	25 55	35 65
14 44 74	24 54	34 64
13 43 73	23 53	33 63
12 42 72	22 52	32 62
11 41 71	21 51	31 61
10 * 40 70	20 50	30 60
Message	**Adm Misc**	**Night Service**

How to Use Label Strips

1. **Type or print** the appropriate names on each label. *

2. **Crease** perforated edges first, **then tear out** each label strip.

3. **Insert label strips** into appropriate slots on Attendant Intercom Selector. Numbers on the tabs at the top of each strip indicate the correct slot for the strip. Slot 1 is on the far left; slot 3 on the far right.

* Numbers printed on labels are voice terminal intercom numbers for each shift level the button represents.