
MERLINTM

COMMUNICATIONS SYSTEM

**ATTENDANT'S GUIDE:
MODELS 1030 AND 3070
WITH FEATURE MODULE 2**

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Getting Started

With your MERLIN™ system attendant console, you can handle calls in your office efficiently and program many convenient features. This attendant's guide contains the information you need to use your console to best advantage. Keep the guide handy for quick reference.

YOUR CONSOLE

You may have a small attendant console or a large one depending on the number of lines and voice terminals (MERLIN system telephones) in your system. Familiarize yourself with your console and its capabilities by referring to the illustration on page 4 (small console) or 5 (large console). Refer also to the Key to Symbols on page 6 for an illustration of the symbols used throughout this guide. Explanations of some essential features for handling calls and customizing your console follow the illustrations.

Attendant Console for Small Systems*

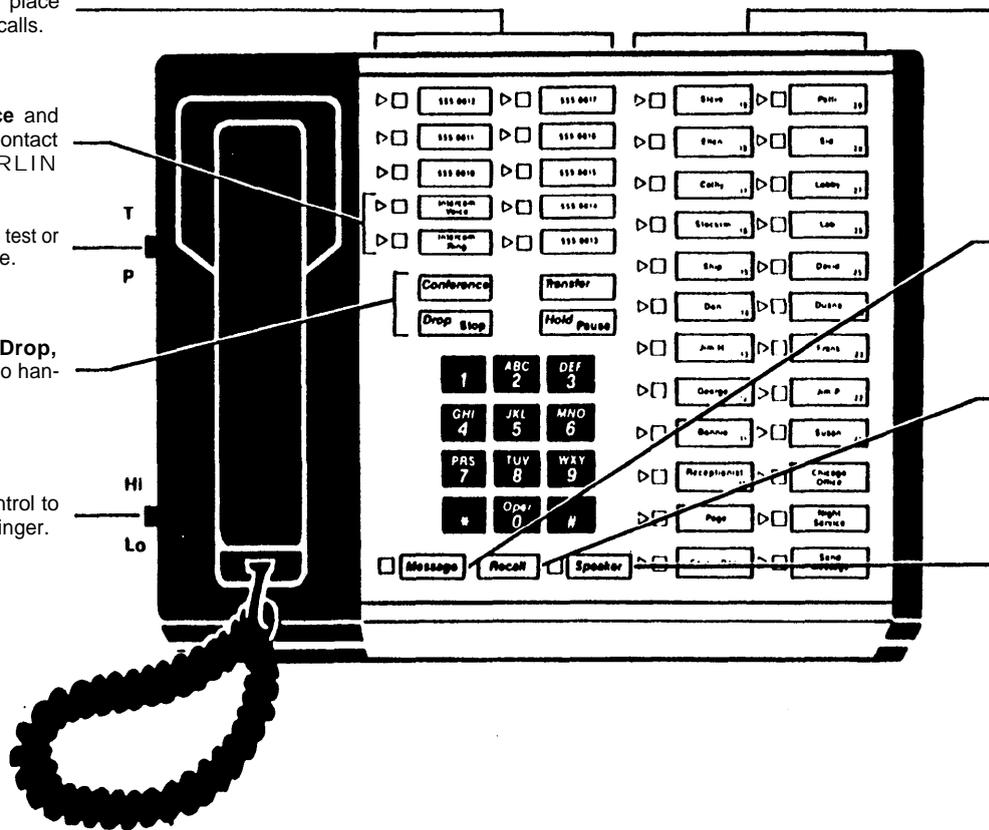
Use line buttons to place and receive outside calls.

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

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

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

Use the Volume Control to adjust speaker and ringer.



Use Auto Intercom buttons to transfer calls quickly and contact people in your system. Program custom features on buttons not used for Auto Intercom.

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

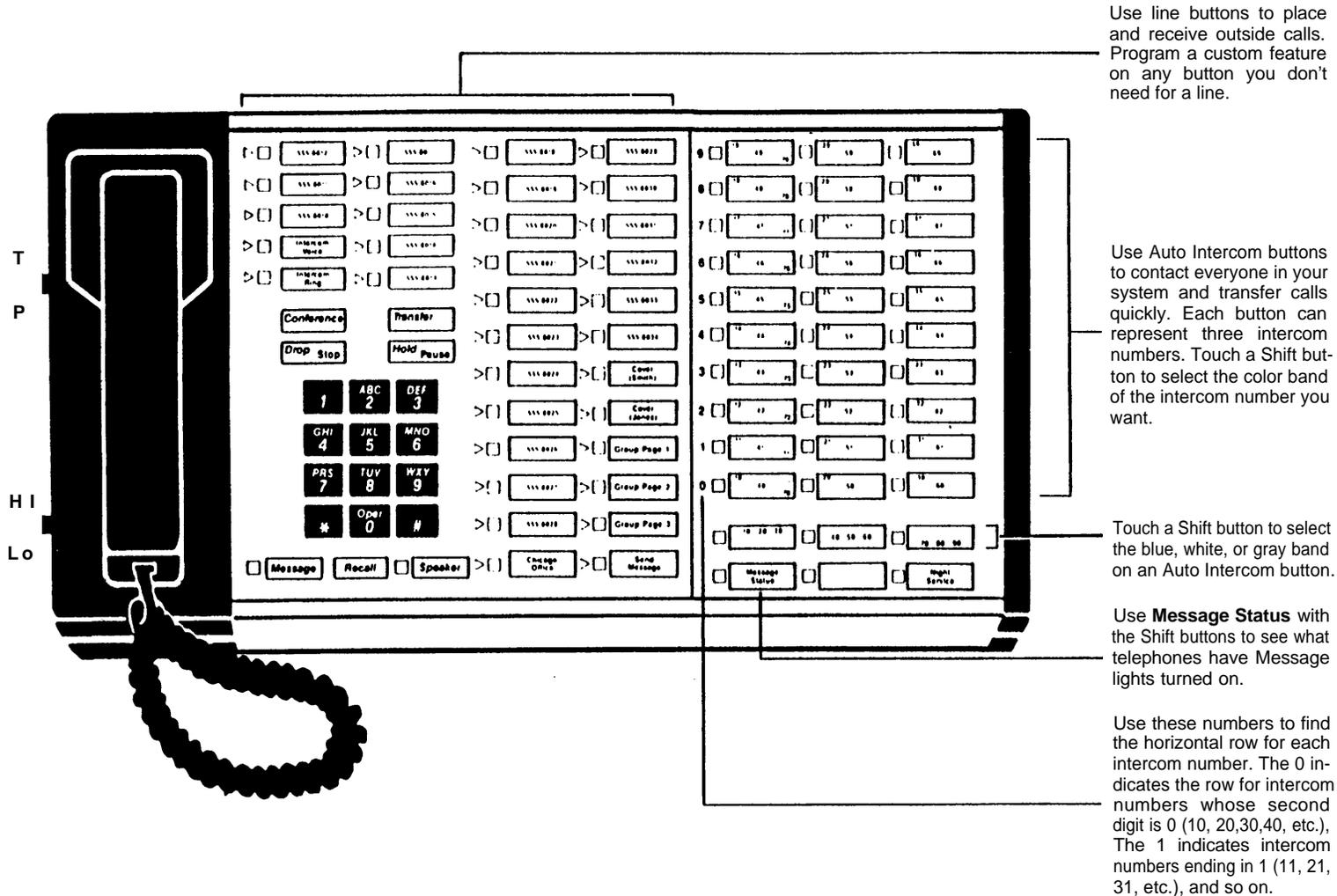
Touch **Recall** to disconnect calls without hanging up your handset.

Touch **Speaker** for on-hook dialing, group listening, and on-hook monitoring when you are put on hold.

* Systems with 8 lines or fewer.

Attendant Console for Large Systems*

The large attendant console provides the same features as the small console pictured on the preceding page but has more line and Auto Intercom buttons.



* Systems with more than 8 lines.

Key to Symbols

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



Lift your handset.



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

Touch an Auto Intercom button.



Hang up your handset.

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

Touch a Shift button.
(For large systems only. Select the button controlling the group that includes the intercom number you want.)



Don't lift your handset.

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



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

The "Attendant's Quick Reference," page 41, is a brief guide to using features.

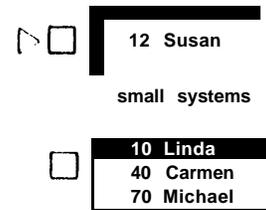
AUTO INTERCOM BUTTONS

Each person's voice terminal has a 2-digit intercom number, similar to an extension number. These intercom numbers, ranging from 10 through 39 for small systems or 10 through 79 for large systems, are automatically assigned to the Auto Intercom buttons on your console. These buttons make it easy to contact others in your business and to transfer calls with the touch of a button.

You should have an Auto Intercom button for everyone in your office, or at least for everyone who receives calls frequently. If you have a small console, you can program a feature on any button you don't need for Auto Intercom.

The green light next to each Auto Intercom button indicates line status, so when a call comes in for someone you can tell whether that person is using the voice terminal. If the green light for a particular intercom number is on, the voice terminal is busy or has the Do Not Disturb feature turned on. If the green light flashes rapidly, the person is calling you on the intercom. If the green light is off, the voice terminal is not in use.

NOTE: You can always dial an intercom number using the dial pad instead of using an Auto Intercom button. If an instruction step in this guide tells you to touch an Auto Intercom button that you don't have, substitute touching **Intercom-Voice** or **Intercom-Ring** and dialing the intercom number.



SHIFT BUTTONS (Large Systems Only)

The console for a large system has three Shift buttons that enable you to attend as many as 70 voice terminals (the system capacity) by using the 30 Auto Intercom buttons on the right side of the console. When you touch a Shift button, you change the intercom numbers assigned to each Auto Intercom button. Auto Intercom and Shift buttons used together enable you to call intercom numbers, transfer calls, and determine line status.

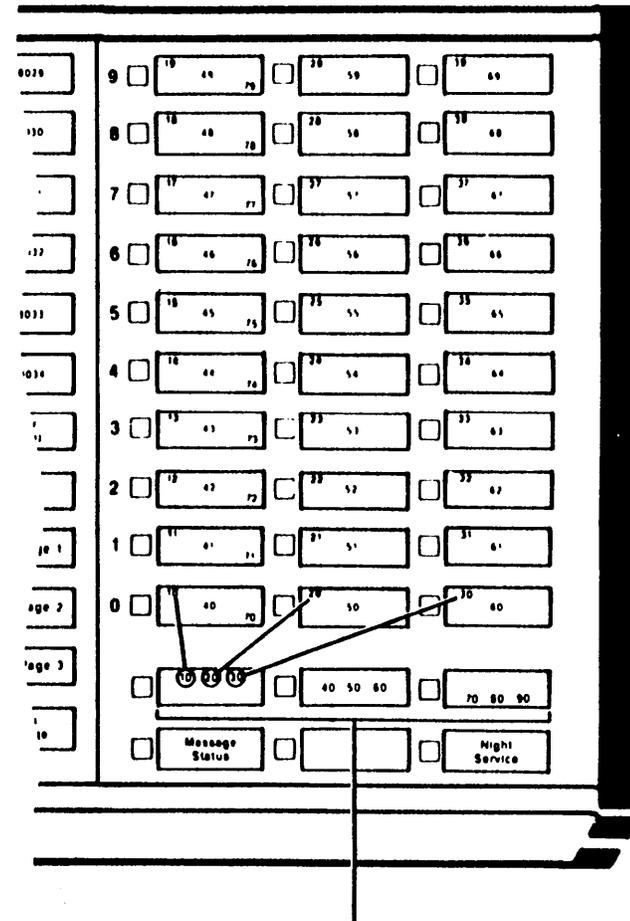
Each Shift button is labeled with three numbers, for example, 10-20-30. From left to right, each number on a Shift button corresponds to a column of Auto Intercom buttons as illustrated. The leftmost number corresponds to the left column of buttons, the middle number corresponds to the middle column, and the rightmost number corresponds to the right column of buttons.

So, for example, if you touch the 10-20-30 Shift button, the left column of Auto Intercom buttons represents intercoms 10 through 19, the center column of buttons represents intercoms 20 through 29, and the right column represents intercoms 30 through 39. In other words, the 10-20-30 Shift button represents intercom numbers in the blue band on the Auto Intercom buttons.

If you touch the 40-50-60 Shift button, on the other hand, the columns of buttons from left to right represent intercoms 40 through 49, 50 through 59, and 60 through 69 (the intercom numbers in the white band). The 70-80-90 Shift button represents intercoms 70 through 79 in the gray band.

You can tell what the second digit is in each Auto Intercom button by looking at the column of numbers (0 through 9) beside the leftmost column of Auto Intercom buttons. To call intercom 21, for example, touch Shift button 10-20-30, go to the middle column of Auto Intercom buttons, and touch the button that corresponds to 1 in the column of digits printed on your console.

When you touch a Shift button, the green light beside it goes on. In addition, if any intercom number associated with that Shift button is busy, the green light next to its Auto Intercom button goes on.



Shift buttons

LINE BUTTONS

Most of the buttons above your dial pad (and to the right of it, in large systems) are line buttons for placing and receiving outside calls. Each line button has a red light and a green light beside it that indicate line status. You can read more about these lights later in “Answering Calls” and “Placing Calls,” pages 10 and 23.

PROGRAMMING CUSTOM FEATURES

Some features, such as Transfer, Hold, and Speaker, are already programmed and labeled on your console and you cannot change them. Custom features, though, are ones you select and program yourself. On the small console, you can program custom features on extra Auto Intercom buttons. On the large console, you can program custom features on extra line buttons.

The basic programming procedure is:

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

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

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

The Feature Programming Chart, page 38, is a quick reference for programming features.



Answering Calls

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

To answer a call:

- Lift the handset.

You are automatically connected to the call.

If two calls come in at once, the green lights flash beside both line buttons, but the red light goes on beside the line you get when you lift the handset. If you want to answer the other line instead:

- Before lifting your handset, touch the line button for the call you want to answer.

You are connected to the call.

This is handy, for example, when someone in your company is expecting an important call on a personal line. If that line rings at the same time another line rings, you may want to answer the personal line first.

Even before you answer a ringing call, you can tell what kind of call it is by the sound of the ring.

Intercom = two short and one long ring
Outside = one long ring
Transferred = one short and one long ring

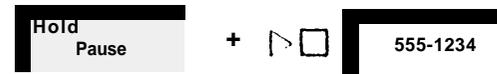
TIP: You can make your console's ring easy to distinguish from others by programming it with a different ringing pattern. However, you can still distinguish intercom, outside, and transferred calls. (See "Personalized Ringing," page 32.)



ANSWERING WHILE ON A CALL–THE HOLD FEATURE

To answer a second call when you are already on a line:

- Touch **Hold**.
The green light next to the held call's line button flashes rapidly.
- Touch the line button where the second call is ringing.
The flashing green light next to that line button becomes steady.



NOTE: If you touch the line button where the second call is ringing *without touching Hold first*, the original call is disconnected.

When you leave a call on hold for more than 60 seconds, your console rings to remind you the call is still on hold.

To return to the call you put on hold:

- Touch the line button next to the rapidly flashing green light that identifies the call on hold.



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

PROGRAMMABLE LINE RINGING

You can program any outside line to ring immediately at your console, to ring after a delay, or not to ring at all. Most lines should be programmed to ring at your console immediately, but if you answer calls on a certain line only when someone else doesn't answer them, program the line for delayed ringing.

On the other hand, if someone else is responsible for answering calls when you are busy or not at your desk, it may be advisable to program that person's console for delayed ringing to be sure all your calls are answered. If you and one or more attendants are usually kept busy answering calls, however, program all lines to ring immediately.

To program line ringing:

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

Red light on = immediate ring

Red light flashing = delayed ring

Red light off = no ring

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

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

VOICE ANNOUNCEMENT DISABLE

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

To program Voice Announcement Disable:

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

Covering Calls

CALL COVERAGE

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

Although you can use Programmable Line Ringing to cover shared lines, Call Coverage is a way to cover calls for people even if their lines do not appear on your console. Depending on how many programmable buttons you have available, you can program **Cover** buttons for as many as six voice terminals. You and the person you cover must decide whether you want that person's calls to ring at your console immediately, after a delay, or not all. (See "Programmable Line Ringing," page 12.)

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

- Lift the handset.

You are automatically connected to the call.

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

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



COVERAGE INHIBIT

To Program: •T/P to P •Touch the button •Dial * 77 •T/P to center

If your company has another attendant who serves as a backup, you and that attendant may use **Cover** buttons to cover each other's calls. However, when you are available to answer calls, use the Coverage Inhibit feature to temporarily turnoff Call Coverage so that calls coming in to your console ring *only* at your console, and not at the other attendant's as well.

To turn on Coverage Inhibit:

- Touch **Coverage Inhibit**.

The green light next to the button goes on.



To turn off Coverage Inhibit and activate Call Coverage:

- Touch **Coverage Inhibit**.

The green light goes off.



NOTE: Calls to people you cover will not go to the second attendant unless he or she also has **Cover** buttons for those people.

Automatic Answering

You need the Auto Answer feature to have optional accessories such as a Hands-Free Unit, an answering machine, or a modem automatically answer your calls. Consult your system administrator if you think you need automatic answering but do not have the proper accessory.

AUTO ANSWER-ALL

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

If you want an answering machine or modem (connected to your console with an Automatic Multipurpose Adapter) to go on automatically whenever calls ring at your console, program an **Auto Answer-All** button. This feature works only for lines programmed to ring at your console. (See "Programmable Line Ringing," page 12.)

To use an answering machine or modem:

- Touch **Auto Answer-All**.

The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-All**.

The green light goes off.



AUTO ANSWER-INTERCOM

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

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

To have ringing intercom calls answered automatically:

- Touch **Auto Answer-Intercom**.

The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-Intercom**.

The green light goes off.



Transferring Calls

Transferring calls is an important part of your job, and the MERLIN system offers several ways to do it. You can simply transfer the call, or you can transfer it with a voice announcement, screen it by using **Hold**, or “park” the call and page the person to pick it up.

TRANSFER

This is the quickest way to transfer a call. Without hanging up or touching any other button:

- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button for the person to whom you are transferring the call.
- Hang up.

If no one answers the call after a few rings, it returns to your console.

To transfer a call to someone for whom you do not have an Auto Intercom button:

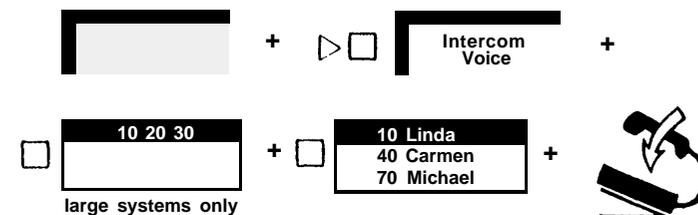
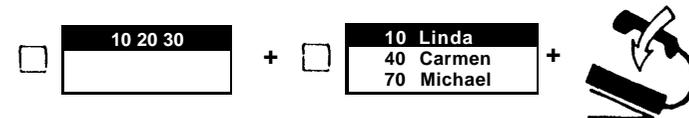
- Touch **Transfer**.
- Dial the person’s intercom number.
- Hang up.

TRANSFER WITH VOICE ANNOUNCEMENT

To announce a transferred call:

- Touch **Transfer**.
- Touch **Intercom-Voice**.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button of the voice terminal to which you intend to transfer the call, and announce the call through your handset.
- Hang up.

With this method, the call goes to the recipient automatically. If you think a person may not want to accept the call, use the screening method described below.

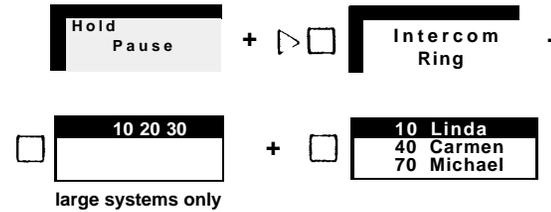


SCREENING CALLS

By screening calls you can find out if a person wants to accept a call and then transfer it or advise the caller.

To screen a call:

- Touch **Hold**.
- Touch **Intercom-Ring**.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button for the person with whom you are checking.
- Announce the call when the person answers, and ask if it will be accepted.



No?

- Touch the call's line button.
- Advise caller.
- Hang up.



Yes?

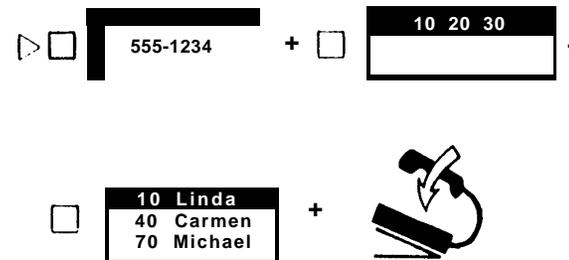
If the call's line button appears on the person's voice terminal:

- Announce the number of the line so the person can take the call by touching the line button.
- Hang up.



If the line does not appear on the person's voice terminal, transfer the call as follows:

- Touch the held call's line button.
- Ask the caller to hold while you transfer the call.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button for the voice terminal to which you're transferring the call.
- Hang up.



CALL PARK WITH LOUDSPEAKER PAGING

You may not always be able to use the Transfer feature to pass calls on. For example, if a call comes in for a person who maybe in one of several locations, you won't know where to transfer it. If you have a loudspeaker paging system, you can "park" the call by transferring it to yourself while you page the person it is for. (See "Loudspeaker Paging," page 19.)

To park a call and page someone:

- Touch **Transfer**.
- Dial your own intercom number.
- Touch **Intercom-Voice** or **Intercom-Ring**.
- Dial the appropriate loudspeaker paging code. The codes are:

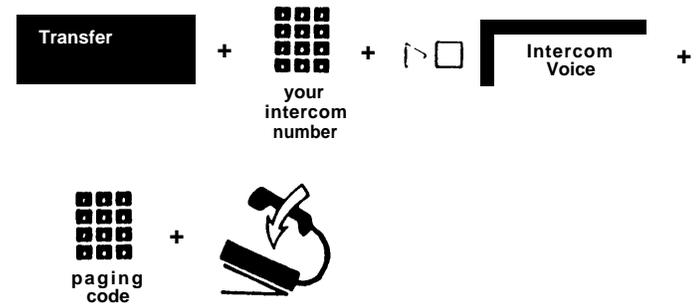
80	for all zones
81	zone 1
82	zone 2
83	zone 3
- When you hear a beep, speak through your handset. Tell the person you are paging to pickup the call by using the Call Pickup feature (touching **Intercom-Voice** or **Intercom-Ring** and dialing *7 plus your intercom number).
- Hang up.

If the call isn't picked up within 60 seconds, your console beeps to let you know the call has not been answered.

Programming a Call Park Button

To Program: •VP to P •Touch the button •Dial *86 •T/P to center

If you park calls frequently, you can program a **Call Park** button on your console to perform the first two steps of the Call Park procedure automatically.



Paging

The MERLIN system offers two kinds of paging: Loudspeaker Paging and Group Paging. Loudspeaker Paging announcements are heard through a loudspeaker system. Group Paging announcements are heard through the voice terminal speaker located underneath the handset.

LOUDSPEAKER PAGING

If your company has a loudspeaker system, it is probably set up in zones, so you can page people in one zone without bothering those in another. The MERLIN system lets you page as many as three separate zones. Your system administrator can give you a list of the areas covered by each zone.

To page someone:

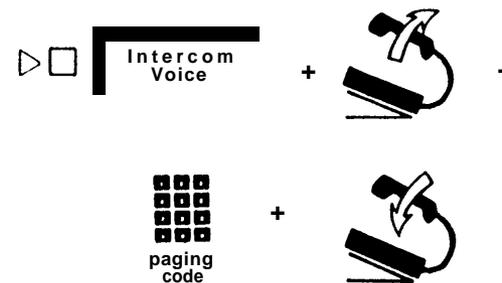
- Touch **Intercom-Voice** or **Intercom-Ring**.
- Lift your handset.
- Dial the appropriate paging code:

80	for all zones
81	zone 1
82	zone 2
83	zone 3
- When you hear a beep, make your announcement through your handset.
- Hang up.

Programming Loudspeaker Page Buttons

To Program: •T/P to *P* •Dial *91 + loudspeaker paging code
•T/P to center

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



GROUP PAGING

Use Group Paging to make an announcement through a group of voice terminal speakers. Your system administrator designates up to seven groups and can give you a list of the people in each group.

To page a group of voice terminals:

- Touch **Intercom-Voice**.

- Lift your handset.

- Dial the appropriate group paging code:

841	for zone 1
842	zone 2
843	zone 3
844	zone 4
845	zone 5
846	zone 6
847	zone 7

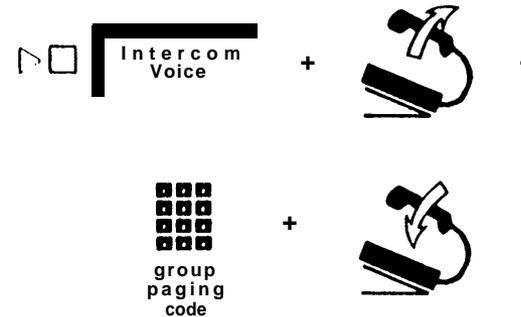
- When you hear a beep, make your announcement through the handset. (You hear a busy signal if all the voice terminals in the group are busy.)

- Hang up.

Programming Group Page Buttons

To Program: • T/P to P • Touch the button • Dial *91 + a group paging code • T/P to center

You may program buttons for any of the seven groups that you page frequently, so you only have to touch one button (**Grp. Page 1**, **Grp. Page 2**, and so on) instead of touching an **Intercom** button and then dialing a code. The paging codes for programming are listed in the Group Paging procedure.



Turning on Message Lights

Whenever you take a message for someone, turn on the Message light at the person's voice terminal. The procedure for turning on Message lights differs for small and large systems.

NOTE: If you take messages for people with 5-button voice terminals, they must program **Message** buttons in order to have a Message light.

SMALL SYSTEMS

To turn on a Message light from a small console, check the red light next to the Auto Intercom button for the person's voice terminal.

If the red light is on, the person's Message light is already on. Do nothing further but save the message.

If the red light is off:

- Touch **Send Message**.
- Touch the Auto Intercom button for the person's voice terminal.
The red light next to the Auto Intercom button goes on, telling you the person's Message light is lit.

To turn off someone else's Message light from your console:

- Touch **Send Message**.
- Touch the Auto Intercom button for the person's voice terminal.
The red light goes off.



LARGE SYSTEMS

If you have a large console, first make sure the person's Message light is not already turned on:

- Touch **Message Status**.

The green light next to the button goes on.

- Touch the appropriate Shift button.

The green light next to the button goes on.



When the green lights are on next to both the **Message Status** and the Shift buttons, you know that the group of Auto Intercom buttons on your console shows message status and not line status.

If the green light is on beside an Auto Intercom button, the person's Message light is already on:

- Touch **Message Status** again and save the message.



If the green light is off, the person's Message light is not on. To turn it on:

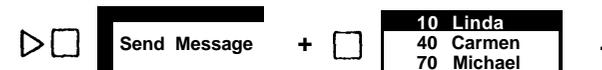
- Touch **Send Message**.

- Touch the Auto Intercom button for the person's voice terminal.

The green light beside the button goes on, telling you the person's Message light is on.

- Touch **Message Status**.

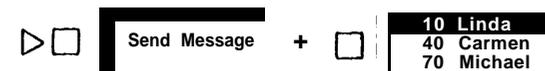
The green light goes off, telling you the green lights beside that group of Auto Intercom buttons show line status not message status.



To turn off someone else's Message light from your console:

- Touch **Send Message**.

- Touch the Auto Intercom button for the person's voice terminal.



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

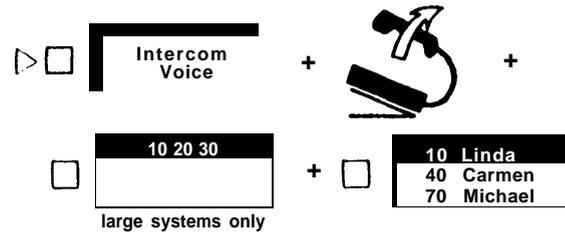
Placing Calls

INTERCOM CALLS WITH VOICE ANNOUNCEMENT

Use **Intercom-Voice** to make a brief one-way announcement to someone in your system. Intercom calls do not interfere with existing outside calls, so this feature is particularly useful when you need to inform someone of an urgent incoming call, even though he or she is busy on another outside line.

To announce your call through the voice terminal speaker:

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

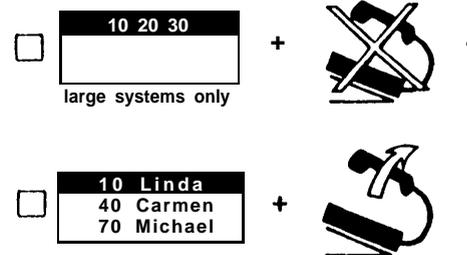


INTERCOM CALLS WITH RINGING SIGNAL

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

To place a ringing intercom call:

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



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

OUTSIDE CALLS

When the red light is on next to a line button, that line is the one the system selects when you lift the handset.

To place an outside call:

- Lift the handset.
The system automatically gives you a free outside line.
- Dial the number.



To select a specific outside line:

- Touch the button for the line you want.
The red light moves to that button.
- Lift the handset.
- Dial the number.

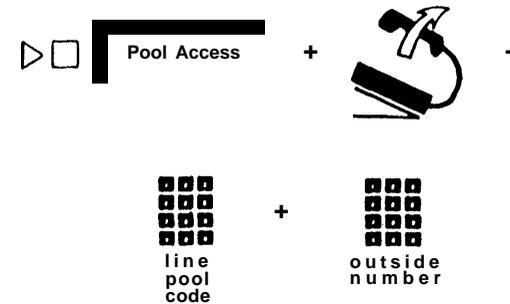


Dial Access to Line Pools

Your MERLIN system may be "pooled," meaning one or two buttons give you access to a group of outside lines. You may have more than one pool of lines, such as a local line pool, a WATS line pool, or a Foreign Exchange line pool. To access a particular line pool, you may need to dial a code before you place your call. Ask your system administrator for a list of codes and the line pool each code represents.

Then, to place a call:

- Touch one of the line pool buttons.
- Lift your handset.
- Dial a line pool code.
You hear a dial tone.
- Dial the outside telephone number.



LINE REQUEST

If you are waiting to use a line that is busy (the green light next to the line button is on), have the MERLIN system signal you when the line becomes free.

- Without lifting the handset, touch the button of the busy line.
The red light next to the button goes on, When that line becomes available, your console rings.
- After you hear the ring, lift the handset.
You hear a dial tone.
- Dial the number.

You cancel your Line Request when you touch another line button or when you receive or place another call.

AUTOMATIC LINE SELECTION

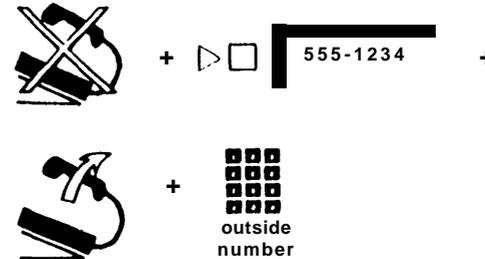
This feature controls the order in which the system selects outside lines when you lift your handset to place a call. You can, for instance, program the line you use most often to be the first line in the Automatic Line Selection, a line you use less frequently to be the next line the system selects, and soon. Then, when you pick up your handset, the system automatically selects the line you usually use, if it is not busy. If that line is busy, the system automatically selects your second choice, unless it is also busy.

You can specify up to eight of your line or intercom buttons for an Automatic Line Selection sequence.

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

To program an Automatic Line Selection sequence:

- Slide the T/P switch to the *P* position.
- Dial **.
- Touch the line buttons in the order you prefer.
- Slide the T/P switch to the center position.



OUTSIDE AUTO DIAL

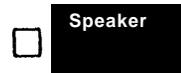
To Program: •T/P to P •Touch the button •Dial *90 + outside number •T/P to center

For one-touch dialing, program Outside Auto Dial buttons with frequently dialed outside numbers or account numbers.

- Without lifting your handset, touch an Outside Auto Dial button. Your voice terminal speaker goes on, and you hear a dial tone, then dialing signals.
- Lift your handset when you hear the other person answer.

If the line is busy or if no one answers:

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



SYSTEM SPEED DIAL

Your system administrator may have programmed 3-character System Speed Dial codes (#60 through #99) for everyone on your system to use for quick dialing of frequently called numbers. If you intend to use System Speed Dial, ask your system administrator to give you a list of the System Speed Dial codes and their associated outside numbers.

To dial the outside number:

- Lift your handset.
- Dial the System Speed Dial code (#60 through #99) assigned to the number you want to dial.



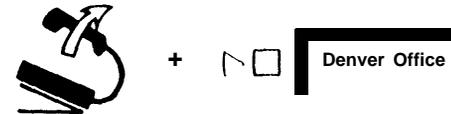
With System Speed Dial Code on a Button

To Program: •T/P to P •Touch the button •Dial *95 + 2-digit System Speed Dial code (60 through 99 — do not enter the #) •T/P to center

If you use a particular System Speed Dial code frequently, you can program it onto an available feature button.

Then to dial the outside number:

- Lift your handset.
- Touch the System Speed Dial button for a particular code.



SPECIAL CHARACTERS IN OUTSIDE AUTO DIAL OR SPEED DIAL SEQUENCES

When you program your console with Outside Auto Dial or Speed Dial numbers, you may need to program special characters into the dialing sequence. For example, if you program the access code for an alternate long distance service, you might need to program a telephone number, a pause, Touch-Tone Enable, another pause, and an access code into one sequence. Below are the characters you can use.

Pause. To program a pause (1.5 seconds) into a dialing sequence (for example, between a pool access code and a telephone number in an Outside Auto Dial sequence):

- Touch **Hold** (Pause).

Touch-Tone Enable. To program Touch-Tone Enable in a dialing sequence (for example, a credit card authorization):

- Touch **Transfer**.

Switchhook Flash. To program a switchhook flash (for example, in a PBX/Centrex feature code):

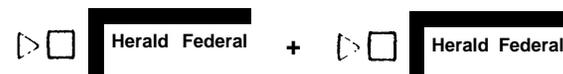
- Touch **Recall**.
- Touch **Hold** (Pause).

Stop. To program a stop into a dialing sequence (for example, a computerized banking service):

- Touch **Drop** (Stop).

To use Outside Auto Dial or System Speed Dial sequences with a stop in them:

- Touch the Outside Auto Dial or System Speed Dial button.
- Wait until the connection is made after the stop.
- Touch the button again (or dial the Speed Dial code, if it is not programmed on a button) to resume dialing.



Setting Up Conference Calls

You can set up a call that includes up to two outside lines, two intercom lines, and yourself. You can either keep each person connected to you while you set up the conference or put them on hold until the conferencing process is complete.

WITH THE PERSON CONNECTED

To keep the person who requested the call on the line, and to let each person remain connected to you while you set up the conference:

- Touch **Conference**.
- Touch a free line button (for outside calls) or touch **Intercom-Voice** or **Intercom-Ring** (for inside calls).
- Dial the outside or intercom number.

Repeat this procedure for each call in the conference.

WITH THE PERSON ON HOLD

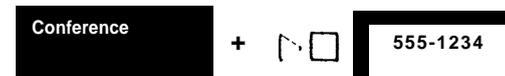
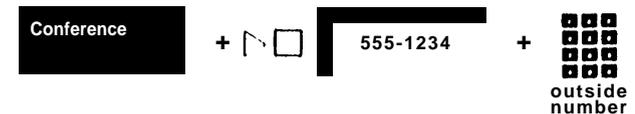
To put each person in the conference on hold while you establish the rest of the connections:

- Touch **Hold**.
- Touch **Conference**.
- Touch a free line button (for outside calls) or touch **Intercom-Voice** or **Intercom-Ring** (for inside calls).
- Dial the outside or intercom number.

Repeat these steps for each person in the conference. To join the calls once all connections are established:

- Touch **Conference**.
- Touch a call's line button.

Repeat the procedure for each call in the conference.



To remove yourself from the conference call once everyone is connected:

- Touch **Hold**.



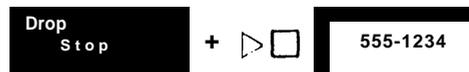
To rejoin a conference call:

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



To disconnect a particular connection in a conference call or to disconnect a busy or unanswered line:

- Touch **Drop**.
- Touch the line button of the call to be disconnected.



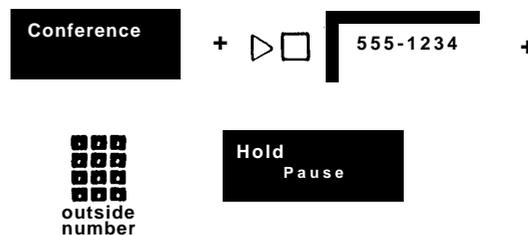
IMPORTANT: You *must* use **Drop** when you want to disconnect one line from a conference call. If you press the switchhook or touch **Recall**, you'll end the conference call.

CONNECTING OUTSIDE CALLERS TO OUTSIDE LINES

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

With the caller on the line:

- Touch **Conference**.
- Touch a free line button.
- Dial the number of the person who is away from the office.
- Touch **Hold** to remove yourself from the call.



Using PBX, Centrex, or Custom Calling Features

If you have PBX, Centrex, or Custom Calling features, use them exactly as their instructions describe with one important exception: Any non-MERLIN system feature code that begins with a # *must* be preceded by a second #. For example, if PBX, Centrex, or Custom Calling instructions tell you to dial

#1234

you must dial

##1234

to use the feature with your MERLIN system.

Similarly, when you program a PBX, Centrex, or Custom Calling feature code beginning with a # for Outside Auto Dial, you *must* enter ## before you enter the rest of the feature code.

Other Useful Features

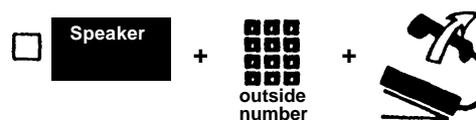
USING THE SPEAKER

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

On-Hook Dialing

Instead of using your handset to listen while you place a call, you can use your console's built-in speaker:

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



Monitor-on-Hold

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

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



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

- Lift your handset.
The speaker goes off automatically.



Group Listening

To let others in the room hear your telephone conversation:

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

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



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

HEADSET ADAPTER

If you have a heavy call-handling load, you may want to request a Headset Adapter — an optional accessory that lets you use a headset instead of your handset.

To place or answer a call using the Headset Adapter:

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

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

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

PERSONALIZE RINGING

If your console's ringing is easily confused with the ringing of other nearby consoles or voice terminals, you can choose another ringing pattern from eight different ringing options.

To program Personalized Ringing:

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

NIGHT SERVICE

When no attendant is on duty, your company may use the Night Service feature to turn on optional extra-alerting devices, such as a loud bell or flashing light, so people know a call is coming in.

To turn on extra-alerting devices:

- Touch **Night Service**.

*The green light next to **Night Service** goes on.*



To turn off extra-alerting services:

- Touch **Night Service**.

The green light goes off.



People in your company can answer a Night Service call from any telephone in the system by using the Call Pickup feature below.

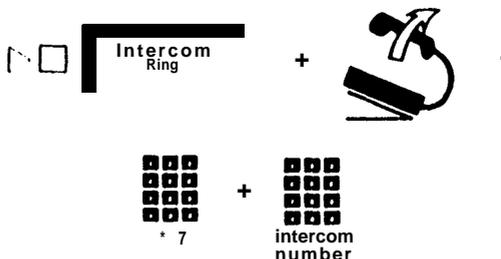
NOTE: For call coverage during off-hours, you can program a **Cover** button at other voice terminals and program a **Coverage Inhibit** button at your console, (See "Call Coverage" and "Coverage Inhibit," pages 13 and 14.)

CALL PICKUP

Use this feature to answer a parked call or one that is ringing at another voice terminal (for example, during Night Service).

To use Call Pickup:

- Touch **Intercom-Ring** or **Intercom-Voice**.
- Lift the handset.
- Dial * 7 (or touch **Call Pickup** if you have programmed a button).
- Dial the intercom number of the ringing voice terminal.



Programming a Call Pickup Button

To Program: •T/P to P •Touch the button •Dial * 85 •T/P to center

If you program a **Call Pickup** button, you can touch it instead of dialing * 7 during the Call Pickup procedure.

LAST NUMBER REDIAL

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

Use this feature to redial the number you dialed most recently:

- Lift your handset.
- Touch **Last Number**.



To use On-Hook Dialing with this feature, touch **Speaker** and then touch **Last Number**. Touch **Speaker** again if no one answers the call.

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

SAVED NUMBER REDIAL

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

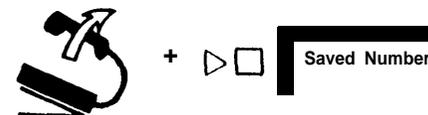
Use this feature to save a number for later redialing:

- Before hanging up, touch **Saved Number**.



To redial the number you saved:

- Lift your handset.
- Touch **Saved Number**.



To use On-Hook Dialing with this feature, touch **Speaker** and then touch **Saved Number**. Touch **Speaker** again if no one answers the call.

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

PRIVACY

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

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

- Touch **Privacy**.

The green light next to Privacy goes on.



To turn off the feature:

- Touch **Privacy**.

The green light goes off.



DO NOT DISTURB

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

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

- Touch **Do Not Disturb**.

The green light next to Do Not Disturb goes on.



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

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

To turn off the feature:

- Touch **Do Not Disturb**.

The green light goes off.



MANUAL SIGNALING

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

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

To signal a co-worker with a beep:

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

Label a Manual Signaling button in a way that distinguishes it from your Auto Intercom button for the same person. If you program Manual Signaling on a button with lights, the green light next to the button goes on when your co-worker is using his or her voice terminal or has activated the Do Not Disturb feature.

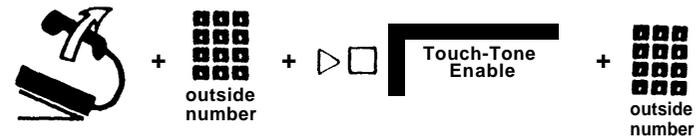


TOUCH-TONE ENABLE

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

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

- Lift your handset.
- Dial the first part of the number.
You hear rotary clicks.
- Touch **Touch-Tone Enable**.
- Dial remaining numbers.
You hear Touch-Tone signals.



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

ACCOUNT NUMBER ENTRY (Only for Use with SMDR)

To Program: • T/P to P • Touch the button • Dial * 82 • T/P to center

With this feature, you can associate an account number with any calls you make. The account number then appears on the SMDR entry for that call, so your system administrator can keep track of all calls going in and out of your MERLIN system.

To enter an account code:

- Touch **Account Number** while you have a call in progress.

*The green light next to **Account Number** flashes.*

- Dial the account code on the dial pad.

- Touch **Account Number** again.

The green light next to the button stops flashing.

If you make a mistake as you enter an account code, simply repeat the Account Code Entry procedure while you're still on the call.

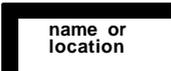
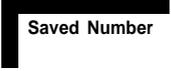
TIP: You can program an account code onto a button the same way you would program an Outside Auto Dial button. (See "Outside Auto Dial," page 26.)



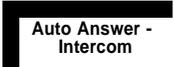
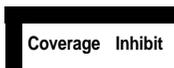
Feature Programming Chart

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

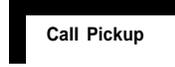
- Label the button(s) you want to program.
- Slide the T/P (Test/Program) switch, located on the left side of your console, to the P (Program) position.
Your console rings every 5 seconds to remind you that you are programming and that you cannot place or receive calls.
- Touch the first button to be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

Feature Name (suggested button label)	Programming Code	Notes
QUICK DIALING FEATURES		
Outside Auto Dial  name or location	Dial *90 + an outside number, account number, or PBX/Centrex feature code.	See page 26.
Auto Intercom  name or location	Dial *91 + a 2-digit MERLIN system intercom number.	A button with lights is recommended but not required. See page 7.
System Speed Dial  name or location	Dial *95 + a 2-digit System Speed Dial code (60 through 99 — do not enter the #).	You don't have to assign these codes to buttons; you may dial the code instead. See page 26.
Saved Number Redial  Saved Number	Dial * 74.	See page 34.
Last Number Redial  Last Number	Dial *73.	See page 34

Feature Programming Chart (Continued)

Feature Name (suggested button label)	Programming Code	Notes
AUTO ANSWER FEATURES		
Auto Answer-All 	Dial * 75.	Used with only a modem or answering machine. Requires a button with lights and a Multipurpose Adapter. See page 15.
Auto Answer-Intercom 	Dial * 70.	Used only with a Hands-Free Unit. Requires a button with lights. See page 15.
CALL COVERAGE FEATURES		
Call Coverage 	Dial * 4 + the intercom number of the person you want to cover.	Requires a button with lights. See page 13.
Coverage Inhibit 	Dial * 77.	Requires a button with lights. See page 14.
PAGING FEATURES		
Group Page 	Dial *91 + one of the following: 841 for zone 1 842 zone 2 843 zone 3 844 zone 4 845 zone 5 846 zone 6 847 zone 7	You can also dial a code to use this feature. See page 19.
Loudspeaker Page 	Dial *91 + one of the following: 80 for all zones 81 zone 1 82 zone 2 83 zone 3	Used only with loudspeaker paging equipment. You can also dial a code to use this feature. See page 20.

Feature Programming Chart (Continued)

Feature Name (suggested button label)	Programming Code	Notes
OTHER FEATURES		
Privacy 	Dial *72.	Needed only if you share lines with other people. Requires a button with lights. See page 35.
Do Not Disturb 	Dial *71.	Requires a button with lights. See page 35.
Manual Signaling 	Dial * 6 + an intercom number,	See page 36.
Touch-Tone Enable 	Dial *76.	See page 36.
Account Number Entry 	Dial *82.	Requires a button with lights. See page 37.
Call Park 	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. See page 18.
Call Pickup 	Dial *85.	You can also dial a code to use this feature, See page 33.
Message 	Dial *98.	For 5-button voice terminals only. Requires a button with lights. See page 21.

Attendant's Quick Reference

If you want to:

USE THE SHIFT BUTTONS (Large Systems Only)

For access to intercom numbers 10 to 39:

- Touch the Shift button labeled 10-20-30.
- Touch the Auto Intercom button for the voice terminal you want.

For access to intercom numbers 40 to 69:

- Touch the Shift button labeled 40-50-60.
- Touch the Auto Intercom button for the voice terminal you want.

For access to intercom numbers 70 to 79:

- Touch the Shift button labeled 70-80-90.
- Touch the Auto Intercom button for the voice terminal you want.

TRANSFER A CALL WITHOUT VOICE ANNOUNCEMENT

- Touch the appropriate Shift button (large systems only).
 - Touch the Auto Intercom button.
 - Hang up.
- OR
- Touch **Transfer**.
 - Dial the intercom number.
 - Hang up.

TRANSFER A CALL WITH VOICE ANNOUNCEMENT

- Touch **Transfer**.
- Touch **Intercom-Voice**.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button (or dial the intercom number).
- Announce the call.
- Hang up.

SCREEN A CALL

- Touch **Hold**.
- Touch **Intercom-Ring**.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button (or dial the intercom number) for the person with whom you are checking.
- Check to see if the person will take the call.

No?

- Touch the call's line button.
- Advise the caller.
- Hang up.

Yes?

If the call's line button appears on the person's voice terminal:

- Tell the person to take the call by touching the call's line button.
- Hang up.

Otherwise:

- Touch the held call's line button.
- Ask the caller to hold while you transfer the call.
- Touch the appropriate Shift button (large systems only).
- Touch the Auto Intercom button (or touch **Transfer** and dial the intercom number).
- Hang up.

PARK A CALL TO PAGE SOMEONE

- Touch **Transfer**.
- Dial your own intercom number.
- Touch **Intercom-Voice**.
- Dial the appropriate paging code.
- Page the person to pick up the call and tell the person to touch **Intercom-Voice** or **Intercom-Ring** and then to dial * 7 plus your intercom number.
- Hang up.

PAGE SOMEONE THROUGH A LOUDSPEAKER

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

PAGE A GROUP OF INTERCOMS

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

NOTIFY SOMEONE THAT YOU TOOK A MESSAGE

Small Systems

- Check the red light beside the person's Auto Intercom button.
On?
- Do nothing.
Off?
- Touch **Send Message**.
- Touch the Auto Intercom button for the person's voice terminal.

Large Systems

- Touch Message **Status**.
- Touch the appropriate Shift button.
- Check the green light beside the person's Auto Intercom button.
On?
- Touch **Message Status** again to return to normal operation.
Off?
- Touch **Send Message**.
- Touch the Auto Intercom button for the person's voice terminal.
- Touch **Message Status** again to return to normal operation.

ANNOUNCE A SHORT MESSAGE THROUGH A VOICE TERMINAL SPEAKER

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

PLACE A RINGING INTERCOM CALL

- Touch the appropriate Shift button (large systems only).
 - Touch the Auto Intercom button.
- OR
- Touch **Intercom Ring**.
 - Lift your handset.
 - Dial the person's intercom number.

COVER CALLS FOR OTHERS

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

To temporarily stop coverage:

- Program a **Coverage Inhibit** button at the covered voice terminal.
- Touch **Coverage Inhibit** at the covered voice terminal.

ESTABLISH A CONFERENCE CALL WITH UP TO TWO INSIDE AND TWO OUTSIDE CALLERS

For each outside caller:

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

And for each intercom caller:

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

ENTER AN ACCOUNT NUMBER FOR A CALL

- Touch **Account Number** while on the call.
- Dial the account code.
- Touch **Account Number** again (before hanging up).

If you need to reenter an account code, for any reason:

- Repeat the above procedure while you're still on the call.

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