AT&T

MERLIN MAIL™

VOICE MESSAGING SYSTEM
System Administrator's Guide
for Merlin® II
Communications System
Release 3

NOTICE

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FCC Notification and Repair Information

This equipment is registered with the Federal Communications Commission (FCC) in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

MEANS OF CONNECTION: Connection to the telephone network shall be through a standard network interface jack USOC RJ11C. These USOCs must be ordered from your Telephone Company.

This equipment may not be used with party lines or coin telephone lines.

NOTIFICATION TO THE TELEPHONE COMPANIES: Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:

- The telephone numbers you will be using with this equipment.
- The appropriate registration number and ringer equivalence number (REN) which can be found on the back or bottom of the control unit.

You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

Repair Instructions: If you experience trouble because your equipment is malfunctioning, the FCC requires that the equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment can only be made by the manufacturers, their authorized agents, or by others who may be authorized by the FCC. [In the event repairs are needed on this equipment, please contact the AT&T National Service Assistance Center (NSAC) at 1-800-628-2888.]

Rights of the Local Telephone Company: If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

INTERFERENCE INFORMATION NOTICE:
FCC Rules require that you be notified of the following:

- This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions in this manual and the *MERLIN MAIL System Installation and Implementation Guide,* may cause interference to radio communications.

- This equipment has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment.

- Operating this equipment in a residential area is likely to cause interference, in which case the user, at his or her own expense, will be required to do whatever is necessary to correct the interference.

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MERLIN MAIL™ Voice Messaging System works with the MERLIN® II Release 3 Communications System to process calls promptly and efficiently. It offers the following benefits:

- Reduces the workload of the System Operator, freeing this person to perform other tasks.

- Insures that incoming calls are answered quickly, and transfers them to the appropriate destination.

- Answers and routes calls when a company is closed.

- Accepts voice messages from callers inside and outside the company and keeps the messages confidential.

- Identifies and directs facsimile (fax) calls without the need for a dedicated fax line.

This section provides an overview of the services offered by the MERLIN MAIL system and explains how the services can be used. It also includes an explanation of the conventions used throughout this guide. Refer to the Glossary at the back of this guide for definitions of terms.

System Administrator's Responsibilities

As the System Administrator, you will use this guide to update and maintain the MERLIN MAIL system. It isn't difficult to do, since the MERLIN MAIL system prompts you through every step of the way.

In addition to making routine changes to the MERLIN MAIL system such as adding Mailboxes, or changing greetings, you will be responsible for the Trouble Mailbox. The Trouble Mailbox is a place where

subscribers can send messages to report any problems they experience with the MERLIN MAIL system. When a message is sent to the Trouble Mailbox, the message waiting lamp on your phone goes on.

You will also need to give a copy of the instructions for forwarding General Mailbox messages to the person who has been assigned as the General Mailbox Owner (the assignment should be recorded on Form B: System Parameters). See "Forwarding General Mailbox Messages" in the back of this guide.

Services Offered

The MERLIN MAIL system provides three services for your MERLIN II Release 3 Communications System:

AUTOMATED ATTENDANT SERVICE

The Automated Attendant Service greets callers then directs them to a Main Menu from which they can choose the extension or department they want. If there is no answer, or the phone is busy, callers can be given the option to leave a message or try another extension.

The Automated Attendant Service offers enormous flexibility. You create menus that offer callers a list of one digit codes to reach the department or individual they want. You can also build multilevel menus, known as submenus, to help filter calls to their proper destination.

If callers frequently request specific information, you can prerecord announcements that play when selected. You can also set up the Main Menu so callers can bypass it if they want to reach an extension that is not listed on the menu. Calls from fax machines can be transferred immediately to a receiving fax machine without a dedicated fax line.

In addition, you can record different greetings and offer different menu options depending whether your company is open or closed. For holidays, emergency closings, and temporary changes in your business schedule, you can record special greetings and activate them from any Touch-Tone phone, even from your home.

CALL ANSWER SERVICE

The Call Answer Service allows callers to leave messages or transfer to another extension when the extension selected is busy or is not answered. When a message is left, Call Answer deposits the message quickly and accurately in the called person's Mailbox, then lights the message waiting lamp.

In addition to acting like an answering machine, Call Answer Service allows callers to dial 0 for assistance, transfer to another extension, lookup extension numbers in a directory, and lets callers play back messages before depositing them in the Mailboxes.

Callers who are calling from rotary phones or callers who need assistance can be given the option to leave messages in a General Mailbox. Messages left in the General Mailbox are transferred to the appropriate person by the General Mailbox Owner.

VOICE MAIL SERVICE

The Voice Mail Service allows subscribers (people on the MERLIN MAIL system) to send messages to other subscribers, retrieve messages, forward messages, record their own personal greetings and names, and assign their own passwords. Passwords can be changed at any time to ensure that messages are kept confidential.

Additional Features

In addition to the three services listed above, the MERLIN MAIL system provides the following features:

- **Directory**
  Helps callers look up extension numbers of subscribers.

- **Dial 0/Timeout option**
  Provides three options for handling calls when callers need assistance or when callers do not select a menu option within four seconds. Calls can be transferred to the System Operator, General Mailbox, or disconnected.

- **Announcements**
  Frequently-requested information can be recorded by the System Administrator and played to callers who select it from a menu. Up to 99 announcements can be recorded.

- **Mailboxes for Visitors**
  Visitors or employees without their own phones can be assigned a Mailbox with No Transfer so that callers who need to reach them can leave messages for them. These visitors or employees can use any Touch-Tone phone to dial into the MERLIN MAIL system and retrieve the messages left for them.

Processing Calls

When the MERLIN MAIL system detects an incoming call, it waits a specified number of rings, answers the call, then plays a prerecorded greeting. The MERLIN MAIL system can be set to answer calls immediately (primary) or after a four-ring delay (secondary).

When the Automated Attendant Service is selected, after the greeting, the Main Menu plays a list of one-digit Selector Codes so that callers press one button to reach the department they want. Callers who do not enter a selection within four seconds after the menu plays are transferred to the System Operator, General Mailbox, or disconnected (depending on the Dial 0/Timeout setting).

The MERLIN MAIL system can be administered to dial the extension number selected and monitor the call until it is answered. If the extension requested is busy or is not answered, the MERLIN MAIL system retrieves the call and gives the caller the option to leave a message or transfer to another extension.

To speed call processing, the MERLIN MAIL system can be set up to dial the extension number requested then drop the call even when the phone is busy or is not answered. If call coverage is provided by an alternate extension (a Call Answer port can be specified as an alternate extension), the call is transferred to the alternate extension if it is not answered by the first extension.

Call Answer Service provides another method of call coverage. Each Call Answer port is assigned as the alternate answering position for up to six phones. Calls ring at the primary extension first. If after four rings the extension is not answered, the call is automatically forwarded to a Call Answer port. The caller is asked to reenter the extension number if he or she wants to leave a message.

If the System Operator or group secretary handles calls for individuals who are unavailable to answer their phones, Call Answer Service can be used when callers want to leave messages. The System Operator or group secretary transfers calls to a Call Answer port, then the caller is asked to reenter the extension number to leave a message.

Call coverage can also be provided for internal callers who want to leave messages for other internal callers. Internal callers dial the MERLIN MAIL system extension, enter Voice Mail, then dial the extension number to leave a message.

Conventions

This guide uses the following conventions to indicate the action you need to take:

[1] means press 1 on the dial pad.

[MERMAIL] means dial the MERLIN MAIL system extension number.

[Ext.] means dial the appropriate extension number.

[#] means press the pound button. (This is frequently used as a termination character, so that the MERLIN MAIL system knows when you have entered an entire extension number or password.)

[Mailbox] means dial the Mailbox number (which is usually the same as the extension number) of a subscriber.

[*] means press the star button.

The prompts provided by the MERLIN MAIL system are shown in this manner:
This is a response prompt.

Helpful Hints

After you are familiar with the MERLIN MAIL system, these hints and shortcuts could save you a lot of time.

- You never need to wait for a greeting or a prompt to play before dialing the next step.

- Dialing [*] [7] from anywhere during the MERLIN MAIL system administration will always bring you back to the System Administration Menu.

- Dialing [*] [*] [9] exits the MERLIN MAIL system. (You can also hang up.)

- The templates included in the pocket of this guide are there to help you with the following administration procedures:

  > Adding Mailboxes.

  > Recording Announcements.

  > Changing Greetings.

  > Changing the Main Menu.

  > Changing Submenus.

  > Changing the Schedule.

- If you are using a speakerphone during administration, you'll get better sound quality if you lift the handset to record messages, greetings, or names. After recording, press [1] before turning on the speakerphone.

- Turn off your microphone when performing administration.

- If a Mailbox is assigned to a visitor or an employee without a phone, you can check to see if that individual has any messages by pressing **Message Status** on the bottom right of the display console. The green light goes on next to all Auto Intercom buttons that have messages in their Mailboxes.

Changing Voice Mail Extensions

You administer these four positions differently than other extensions in the MERLIN MAIL system:

- System Administrator
- System Operator
- General Mailbox Owner
- Fax station(s)

Use the appropriate procedure below when changing any of these extensions.

Changing the System Administrator's Extension

Follow the procedure below to reassign the System Administrator's position.

NOTE: Be sure to update the System Administrator's information on Planning Form B: System Parameters.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [1] for System Parameters.
The System Parameters Menu play.

7 [7] to change the System Administrator's extension.

The current System Administrator's extension plays.

8 New [Ext.] followed by [#].

The new extension number plays, followed by the System Parameters Menu.

Changing the System Operator's Extension

Follow the procedure below to reassign the System Operator's position.

NOTE: Be sure to update the System Operator's information on Planning Form B: System Parameters.

1 [MERMAIL] (the MERLIN MAIL system extension).

The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.

The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].

Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.

The System Administration Menu plays.

6 [1] for System Parameters.

The System Parameters Menu plays.

7 [5] to change the System Operator's extension.

The current System Operator's extension plays.

8 New [Ext.] followed by [#].

The new extension number plays, followed by the System Parameters Menu.

Changing the General Mailbox Owner's Extension

Follow the procedure below to reassign the General Mailbox Owner's extension.

NOTE: Be sure to update the General Mailbox Owner's information on Planning Form B: System Parameter.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system,
   The System Adminstration Menu plays.

6 [1] for System Parameters.
   The System Parameters Menu plays.

7 [6] to change the extension of the General Mailbox Owner.
   The current General Mailbox Owner's extension plays.

8 New [Ext.] followed by [#].
   The new extension number plays, followed by the System Parameters Menu.

Changing the Fax Extension

Follow the procedure below to assign a new fax extension.

NOTE: Be sure to update the fax extension on Planning Form D: Automated Attendant Settings.

1   [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6   [1] for System Parameters.
The System Parameters Menu plays.

7   [4] to change the fax extension.
The current fax extension plays.

8   New [Ext.] followed by [#].
The new extension number plays, followed by the System Parameters Menu.

Changing Other Mailbox Assignments

Whenever employees are hired or their employment status changes (i.e. promoted, relocated, leave the company), you may have to add, change, or delete their Mailboxes. You may also want to change the Class of Service, which specifies the type of transfer and time (in minutes) available for messages, or reassign a password for an employee who has forgotten it.

Adding a Mailbox

The MERLIN MAIL system supports up to 100 Mailboxes, although for storage reasons most companies will want to hold the maximum to 40. To add a new employee to the MERLIN MAIL system, follow the procedure below.

NOTE: Be sure to update the Mailbox Assignment on Planning Form A: Voice Mail Assignments.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [*].
   Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administration Menu plays.

6 [4] for Mailbox administration.
   The Mailbox Administration Menu plays.

7 [4] to create a new Mailbox.

8 [Mailbox] followed by [#].

9 Enter the Class of Service (see key below) followed by [#].

Class of Service (COS) Key		
Class	**Mins**	**Transfer Type**
1	*5*	*Unsupervised*
2	*10*	*Unsupervised*
3	*15*	*Unsupervised*
4	*5*	*Supervised*
5	*10*	*Supervised*
6	*15*	*Supervised*
7	*15*	*No Transfer*

10 Using the dial pad as shown in the Letter key, enter the employee's last name (up to 10 letters) followed by [#].
The letters are repeated for confirmation.

Letter Key					
A	=	*2 1*	**N**	=	*6 2*
B	=	*2 2*	**O**	=	*6 3*
C	=	*2 3*	**P**	=	*7 1*
D	=	*3 1*	**Q**	=	*7 4*
E	=	*3 2*	**R**	=	*7 2*
F	=	*3 3*	**S**	=	*7 3*
G	=	*4 1*	**T**	=	*8 1*
H	=	*4 2*	**U**	=	*8 2*
I	=	*4 3*	**V**	=	*8 3*
J	=	*5 1*	**W**	=	*9 1*
K	=	*5 2*	**X**	=	*9 2*
L	=	*5 3*	**Y**	=	*9 3*
M	=	*6 1*	**Z**	=	*9 4*

11 Choose the appropriate option:

> [9] for yes to approve the name.

> [6] for no to disapprove the name. Go to step 10.

12 Record the employee's name followed by [#].
"Record at the tone."

13 [1] after recording the name.

14 Choose the appropriate option:

> [2] [1] to rerecord the name.

> [2] [3] to rewind and play back the name.

> [*] [D] to erase the name. Record the name again.

15 [*] [#] to approve the name.

Changing the Name on a Mailbox

When an employee's name changes or an extension is reassigned, update the Mailbox as follows.

NOTE: Be sure to change the name on Planning Form A: Voice Mail Assignments.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [4] for Mailbox administration.
The Mailbox Administration Menu plays.

7 [6] to modify a Mailbox.

8 [Mailbox] followed by [#].

9 [1] to modify the name.

10 Enter the employee's new last name (up to 10 letters) using the Letter key below, followed by [#].

The letters are repeated for confirmation.

Letter Key					
A	=	21	**N**	=	62
B	=	22	**O**	=	63
C	=	23	**P**	=	71
D	=	31	**Q**	=	74
E	=	32	**R**	=	72
F	=	33	**S**	=	73
G	=	41	**T**	=	81
H	=	42	**U**	=	82
I	=	43	**V**	=	83
J	=	51	**W**	=	91
K	=	52			

Deleting a Mailbox

If an employee leaves your company and you do not want to reassign the extension, follow the procedure below to delete the Mailbox.

NOTE: Be sure to remove the name from Planning Form A: Voice Mail Assignments.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [4] to administer Mailboxes.
The Mailbox Administration Menu plays.

7 [*] [D] to delete the Mailbox.

CAUTION: Any messages in the Mailbox are lost when a Mailbox is deleted.

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8 [Mailbox] followed by [#].

9 Choose the appropriate option:

> [9] for yes to delete the Mailbox.
The Mailbox is deleted.

> [6] for no to save the Mailbox.
The Mailbox and messages are saved.

10 [*] [#] to return to the Mailbox Administration Menu.
The Mailbox Administration Menu plays.

Changing the Class of Service

Each Mailbox is assigned a Class of Service (COS) that specifies the type of transfer and the total time in minutes available for messages. To change the current assignment, perform the following procedure.

NOTE: Be sure to change the COS on Planning Form A: Voice Mail Assignments.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [4] for Mailbox administration.
The Mailbox Administration Menu plays.

7 [6] to modify a Mailbox.

8 [Mailbox] followed by [#].

9 [2] to change the Class of Service.

10 Enter the new Class of Service (see key below) followed by [#].

Class of Service (COS) Key		
Class	**Mins**	**Transfer Type**
1	*5*	*Unsupervised*
2	*10*	*Unsupervised*
3	*15*	*Unsupervised*
4	*5*	*Supervised*
5	*10*	*Supervised*
6	*15*	*Supervised*
7	*15*	*No Transfer*

11 [*] [#] to return to the Mailbox Administration Menu.
The Mailbox Administration Menu plays.

Changing the Password Back to 1234

If an employee in your company forgets the password to his or her Mailbox, you can reset the password to 1234 so that the employee can retrieve the messages in the Mailbox. The employee can then change the password to a private number.

NOTE: This procedure cannot be used to reset the System Administrator's password. To reset the System Administrator's password, call the AT&T National Service Assistance Center (NSAC) at 1-800-628-2888.

Follow the procedure below to reset a password to 1234.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administration Menu plays.

6 [4] for Mailbox administration.
   The Mailbox Administration Menu plays.

7 [6] to modify a Mailbox.

8 [Mailbox] followed by [#].

9 [3] to reset the password.
   The password is 1234.

10 [*] [#] to return to the Mailbox Administration Menu.
   The Mailbox Administration Menu plays.

Changing Automated Attendant Greeting

Callers hear one of three different Automated Attendant Greetings when your company is open, closed, or temporarily changes hours. See the instructions below to change a Day or Night Greeting, activate a temporary greeting for a holiday or emergency closing, or listen to the current greeting.

To determine quickly when calls are coming from rotary phones that cannot use the MERLIN MAIL system, activate the Touch-Tone Gate. When the Touch-Tone Gate is on, callers must enter a digit from a Touch-Tone phone before the Main Menu plays. Callers who are using rotary phones and callers who need assistance are automatically transferred to the System Operator. The Touch-Tone Gate setting must be administered except when fax answer is selected, then it is automatically set to on.

For example, this is the Automated Attendant Day Greeting for ABC Travel Agency that plays when the agency is open:

"Thank you for calling ABC Travel Agency. If you are calling from a Touch-Tone phone, please press [1] *now."*

Listening to an Automated Attendant Greeting

To listen to the greeting that plays to callers when their calls are answered by the Automated Attendant Service, follow the procedure below.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

8 Choose the greeting you want to play back:

> **[1]** for Day Greeting.

> **[2]** for Night Greeting.

> **[3]** for Temporary Closure Greeting.

9 [0] to listen to the greeting you selected.
The current greeting plays.

10 [*] [#] to return to the Automated Attendant Administration Menu.
The Automated Attendant Administration Menu plays.

Changing the Touch-Tone Gate Setting

When the Touch-Tone Gate is on, the greeting must instruct callers to press [1] before the Main Menu plays. If a caller does not press [1], the call is transferred to assistance.

NOTE: The Touch-Tone Gate is automatically on when Fax Answer is selected and cannot be turned off.

When the Touch-Tone Gate is off, the greeting and the Main Menu play before rotary callers who cannot use the MERLIN MAIL system are transferred for assistance. To change the current setting of the Touch-Tone Gate, follow the procedure below.

NOTE: Be sure to update the Touch-Tone Gate setting on Form D: Automated Attendant Settings.

1 [MERMAIL] (the MERLIN MAIL system extension),
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7 [5] for Touch-Tone Gate.
The current setting plays.

8 Choose the appropriate option:

> [9] to turn on the Touch-Tone Gate.

> [6] to turn off the Touch-Tone Gate.

Changing the Day Greeting

The Day Greeting plays when your company is open. Typically, the greeting lets callers know the company name and related information before the menu plays. If the Touch-Tone Gate is on, the Day Greeting must ask callers to press [1] before the Day Main Menu plays. (Calls from rotary phones are transferred to the System Operator or General Mailbox, or are disconnected depending on the Day Dial 0/Timeout setting.)

Follow the procedure below to change the Day Greeting.

NOTE: Be sure to update the Day Greeting on Form C: System Greetings.

1   [MERMAIL] (the MERLIN MAIL system extension).
    The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
    The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
    Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
    The System Administration Menu plays.

6   [7] for System Greeting.
    The System Greeting Menu plays.

7   [3] for the Automated Attendant Greeting.
    The Automated Attendant Greeting plays.

8   [1] to change the Day Greeting.
    The Day Greeting Menu plays.

9   [1] to record the Day Greeting.
    "Record at the tone."

10   Record the Day Greeting (up to ten seconds).

11   [1] after recording the greeting.

12 Select one of the following options or go to step 13:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting and use the current greeting.

13 [*] [#] to approve the greeting.
The Day Greeting Menu plays.

Changing the Night Greeting

The Night Greeting plays when your company is closed. This greeting usually provides the company name and hours. If the Touch-Tone Gate is on, the Night Greeting should ask callers to dial a digit, usually [1], before the Night Main Menu plays. (Calls from rotary phones are transferred to the System Operator or General Mailbox, or are disconnected, depending on the Night Dial 0/Timeout Option.)

Follow the procedure below to change the Night Greeting,

NOTE: Be sure to update the Night Greeting on Form C: System Greetings.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [3] for the Automated Attendant Greeting.
The Automated Attendant Administration Menu plays.

8 [2] for the Night Greeting.
The Night Greeting Menu plays.

9 [1] to record the Night Greeting.
"Record at the tone."

10 Record the Night Greeting (up to ten seconds).

11 [1] after recording the greeting.

12 Select one of the following options or go to step 13:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting and use the current greeting.

13 [*] [#] to approve the greeting.
The Night Greeting Menu plays.

Using the Temporary Closure Greeting

If your company will be temporarily closed on a day that it is normally open, or is closing earlier than normal, use the procedure below to record a Temporary Closure Greeting. This greeting turns off automatically the following day.

You can record your own Temporary Closure Greeting or use the following prerecorded greeting:

"Hello, welcome to the MERLIN MAIL system. Our office is temporarily closed. If you have a Touch-Tone telephone, press [1] *now. Otherwise please wait to leave a message."*

1   [MERMAIL] (the MERLIN MAIL system extension).
    The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
    The Voice Mail greeting plays,

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
    Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
    The System Administration Menu plays.

6   [7] for System Greeting.
    The System Greeting Menu plays.

7   [3] for Automated Attendant Greeting.
    The Automated Attendant Greeting Menu plays.

8   [3] for the Temporary Closure Greeting.
    The Temporary Closure Greeting Menu plays.

9   Choose the appropriate option:

    > [1] to record your own Temporary Closure Greeting. Go to step 10.
      "Record at the tone."

    > [2] to use the prerecorded Temporary Closure Greeting. No further action is required.
      The prompt says, "The system default greeting will be used."

10 Record a Temporary Closure Greeting.

11 [1] after recording the greeting.

12 Choose an option or go to step 13:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting and use the current greeting.

13 [*] [#] to approve the greeting.
The Temporary Closure Greeting Menu plays.

Changing the Call Answer Greeting

The Call Answer Greeting plays to callers on lines assigned to the Call Answer Service. Generally, the greeting includes your company name, and related information that callers need to know. You can record your own Call Answer Greeting or use the prerecorded greeting as follows:

"Welcome to the MERLIN MAIL system. Please enter the extension number of the person for whom you wish to leave a message. For a directory of extensions, press [*] [A]. If you do not have a Touch-Tone telephone, please wait to leave a message."

Changing the Transfer from a Call Answer Port

In addition to leaving a message, you can give callers the option to transfer to another extension, or to dial 0 for assistance, by permitting transfers from a Call Answer port.

NOTE: Transfer from a Call Answer Port is *not* available with Button Coverage.

1   [MERMAIL] (the MERLIN MAIL system extension).
    The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
    The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
    Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
    The System Administration Menu plays.

6   [1] to administer System Parameters.
    The System Parameters Menu plays.

7 [9] for Transfer from Call Answer Port.
The current setting plays.

8 Choose the appropriate option:

> [9] for Yes, transfer permitted.

> [6] for No, no transfer permitted.

Listening to a Call Answer Greeting

You may want to listen to the greeting that plays when calls are answered by the Call Answer Service. Use the procedure below to listen to the current Call Answer Greeting.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [2] for Call Answer.
The Call Answer Menu plays.

8 [0] to listen to the greeting.
The current greeting plays.

Changing the Call Answer Greeting

If you want to change the Call Answer Greeting to update the information provided to callers, follow the procedure below. If you set the Transfer from a Call Answer Port to on, be sure to include instructions to callers to dial [0] for assistance or [*] [T] to transfer to another extension.

NOTE: Be sure to update the Call Answer Greeting on Form C: System Greetings (Continued).

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administration Menu plays.

6 [7] for System Greeting.
   The System Greeting Menu plays.

7 [2] for Call Answer.
   The Call Answer Greeting Menu plays.

8 Choose the appropriate option:

   > [1] to record the Call Answer Greeting (up to two minutes). Go to step 9.
     "Record at the tone."

   > [2] to select the prerecorded Call Answer greeting. Go to step 11.

9 Record the Call Answer greeting.

10 [1] after recording the greeting.

11 Choose an option or go to step 12:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting.

12 [*] [#] to approve the greeting.
The Call Answer Greeting Menu plays.

Changing a Voice Mail Greeting

The Voice Mail Greeting plays to subscribers when they call into the Voice Mail Service. You can record your own Voice Mail Greeting or use the prerecorded greeting as follows:

"Welcome to the MERLIN MAIL system. Please enter extension and [#]."

Listening to a Voice Mail Greeting

To listen to the greeting that plays when calls are placed into Voice Mail Service, follow the procedure below.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [1] for Voice Mail.
The Voice Mail Greeting Menu plays.

8 [0] to listen to the greeting.
The current greeting plays.

Changing the Voice Mail Greeting

To change the Voice Mail greeting, follow the procedure below.

NOTE: Be sure to update the Voice Mail Greeting on Form C: System Greetings (Continued).

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [1] for Voice Mail.
The Voice Mail Greeting Menu plays.

8 Choose the appropriate option:

   > [1] to record the Voice Mail Greeting.
     Go to step 9.
     "Record at the tone."

   > [2] to select the prerecorded Voice Mail greeting.
     Go to step 11.

9 Record the Voice Mail Greeting.

10 [1] after recording your greeting.

11 Choose an option or go to step 12:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting and use the current greeting.

12 [*] [#] to approve the greeting.
The Voice Mail Greeting Menu plays.

Changing the Automated Attendant Menu

Callers hear the Main Menu after the Automated Attendant Greeting on lines answered by the Automated Attendant Service. This menu offers callers the option of dialing one digit to reach frequently called departments or extensions. The Day Main Menu plays after the Day Greeting when your business is open. The Night Main Menu plays after the Night Greeting when your business is closed.

For example, the Main Menu for ABC Travel Agency offers these options:

For Cruises, press [1].

For Corporate Travel, press [2].

For Personal Travel, press [3].

For Discounted Trip Information, press [4].

Press [5] *if you know the extension of the person you are calling.*

Or press [0] *for operator assistance.*

Choosing the Type of Transfer

Before you change an item on the menu, update Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu. Determine which Selector Code (0 through 9) you want to change, what happens when a caller chooses that code, then write a revised script for the entire Main Menu.

NOTE: If you are changing more than one Selector Code, update the appropriate form, then make the changes to the Selector Codes and transfer types before recording the Main Menu script.

Here are the options:

- **Transfer to a Specific Extension**
  Calls are transferred to a specific extension or
  Call Distribution Group. For example, at ABC Travel
  Agency, when callers press [2], they are connected to
  extension 28, the corporate travel agent's extension.

- **Transfer to an Existing Submenu**
  Callers hear another menu, from which they choose
  another Selector Code. For example, at ABC Travel
  Agency, when callers press [1] for Cruises, they are
  connected to a submenu where they can press [1] for
  Caribbean Cruises, [2] for Hawaiian Cruises, or [3]
  for Alaskan Cruises.

  Submenus *must* be created before the Main Menu.

- **Transfer to an Existing Announcement**
  Calls are transferred to a prerecorded announcement.
  Use this type of transfer when the information callers
  need can be provided in an announcement. For
  example, the ABC Travel Agency offers special
  discounted trips each month. Callers who are
  interested in discounted trips press [4] to hear an
  announcement that provides destinations, departure
  dates, and prices.

  Announcements *must* be created before the
  Main Menu or submenus.

- **Transfer to a Prompt**
  Callers enter a Selector Code before they dial an
  individual extension number. This is used when a
  company's extension numbers coincide with Selector
  Codes. For example, ABC Travel Agency has twenty
  agents, with extension numbers ranging from 28 to 48.
  If a caller attempts to dial extension 31 from the Main
  Menu, as soon as [3] is entered, the caller is connected
  to the Personal Travel Agent. To avoid this, callers are
  asked to press [5] before dialing an extension number.

● **Transfer Directly to an Extension**
   Callers can dial individual extensions directly from the
   Main Menu when corresponding Selector Codes are
   reserved for direct extension dialing. For example,
   if the extensions at ABC Travel Agency range from
   28 to 48, Selector Codes 2, 3, and 4 could be reserved
   for direct dialing. Callers who want to be connected to
   a specific extension can dial the extension number
   after the greeting plays.

Transfer to a Specific Extension

To transfer calls to a specific extension, follow the
procedure below.

NOTE: Be sure to update the Main Menu on Planning
            Form E: Automated Attendant Day Main Menu
            or Planning Form F: Automated Attendant Night
            Main Menu.

1   [MERMAIL] (the MERLIN MAIL system extension).
      The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
      The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
      Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
      The System Administration Menu plays.

6   [3] for Automated Attendant.
      The Automated Attendant Administration Menu plays.

7   Choose the appropriate option:

>   [1] to select the Day Main Menu.
    The Menu Definition Options play.

>   [2] to select the Night Main Menu.
    The Menu Definition Option play.

8   [6] to modify the Main Menu.

9   Enter a Selector Code ([1] through [9]).
    If the Selector Code is already assigned, you'll be asked to
    press [9] to confirm that you want to modify it.

10 [1] to transfer to a specific extension.

11 [Ext.] (where calls will be transferred) followed by [#].
    The Selector Code and extension number care confirmed.

>   **NOTE:**   If you are changing more than one Selector
        Code, enter the next Selector Code and its
        transfer type now, before you record the
        Main Menu script.

12 [*] [#] to approve.
    You'll be asked to record the entire Main Menu script,
    "Record at the tone."

13 Record the Main Menu script.

>   **NOTE:**   Even if you've changed only one Selector
        Code, you must rerecord the Main Menu in its
        entirety.

14 [1] after recording.
    The Message Recording Menu plays.

15 Choose an option or go to step 16:

>   [2] [1] to rerecord the Main Menu script.

>   [2] [3] to rewind and play back the Main Menu
    script.

>   [*] [D] to delete the Main Menu script and use the
    one previously recorded.

16 [*] [#] to approve the Main Menu script.
"Menu saved."

17 [*] [#] to select a Dial 0/Timeout Option.
The current Dial 0/Timeout Option plays followed by the
Timeout Option Menu.

18 Choose the Dial 0/Timeout Option:

> [0] for System Operator.

> [1] for General Mailbox.

> [2] to Disconnect.

The Dial 0/Timeout Option is confirmed.

Transfer to an Existing Submenu

To transfer callers from the Main Menu to a submenu, the
submenu *must already exist* with a submenu number
assigned to it. See Chapter 5, "Changing Submenus,"
for details. After creating and recording the submenu,
follow the procedure below.

NOTE: Be sure to update the Main Menu on Planning
Form E: Automated Attendant Day Main Menu
or Planning Form F: Automated Attendant Night
Main Menu.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6   [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7   Choose the appropriate option:

>   [1] to select the Day Main Menu.
    The Menu Definition Options play.

>   [2] to select the Night Main Menu.
    The Menu Definition Options play.

8   [6] to modify the Main Menu.

9   Enter a Selector Code ([1] through [9]).
If the Selector Code is already assigned, you'll be asked to press [9] to confirm that you want to modify it.

10 [2] to transfer to an existing submenu.

11 Enter the submenu number followed by [#].
The Selector Code and submenu number are confirmed.

> **NOTE:**   If you are changing more than one Selector Code, enter the next Selector Code and its transfer type now, before you record the Main Menu script.

12 [*] [#] to approve.
The Menu Definition plays. "Record at the tone."

13 Record the Main Menu script.

> **NOTE:**   Even if you've changed only one Selector Code, you must rerecord the Main Menu script in its entirety.

14 [1] after recording.
The Message Recording Menu plays.

15 Choose an option or go to step 16:

> ➤ [2] [1] to rerecord the Main Menu script.

> ➤ [2] [3] to rewind and play back the Main Menu script.

> ➤ [*] [D] to delete the Main Menu and use the previously recorded Main Menu script.

16 [*] [#] to approve the Main Menu script.
"Menu saved."

17 [*] [#] to select a Dial O/Timeout Option.
The current Dial 0/Timeout Option plays followed by the Timeout Option Menu.

18 Choose the Dial 0/Timeout Option:

> ➤ [0] for System Operator.

> ➤ [1] for General Mailbox.

> ➤ [2] to Disconnect.

The Dial 0/Timeout Option is confirmed.

Transfer to an Existing Announcement

You can create up to 99 separate announcements to play to callers who choose the corresponding Selector Code. Before you administer a Selector Code to transfer callers to an announcement, you must have already recorded the announcement and assigned it an announcement number (01 through 99).

CREATING AN ANNOUNCEMENT

Create an announcement, and assign it an announcement number, then follow the procedure below.

NOTE: Be sure to create the announcement on Planning Form H: Automated Attendant Announcements.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.

7 [4] to administer an announcement.

8 [7] to record an announcement.

9 Enter the announcement number (01 through 99) followed by [#].
"Record at the tone."

If the announcement already exists, you'll be asked to press [9] to confirm that you want to modify it.

10 Record the announcement.

11 [1] after recording the announcement.

12 Choose an option or go to step 13:

> [2] [1] to rerecord the announcement.

> [2] [3] to rewind and play back the announcement.

> [*] [D] to delete the announcement,

13 [*] [#] to approve the announcement.

**ASSIGNING A
SELECTOR CODE**

After you have recorded an announcement, use the procedure below to change a Selector Code to transfer calls to the announcement.

NOTE: Be sure to update the Main Menu on Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu.

1 [*] [#] to change the Selector Code.
The Automated Attendant Administration Menu plays.

2 Choose the appropriate option:

> [1] to select the Day Main Menu.
The Menu Definition Options play.

> [2] to select the Night Main Menu.
The Menu Definition Option play.

3 [6] to modify the Main Menu.

4 Enter a Selector Code ([1] through [9]).
If the Selector Code is already assigned, you'll be asked to press [9] to confirm that you want to modify it.

5 [3] to transfer to an existing announcement.

6 Enter the announcement number (01 through 99) followed by [#].
The Selector Code and announcement number are confirmed.

NOTE: If you are changing more than one Selector Code, enter the next Selector Code and its transfer type now, before you record the Main Menu script.

7 [*] [#] to approve.
You'll be asked to record the entire Main Menu script, "Record at the tone."

8 Record the Main Menu script.

> **NOTE:** Even if you've changed only one Selector
> Code, you must rerecord the Main Menu in its
> entirety.

9 [1] after recording.
The Message Recording Menu plays.

10 Choose an option or go to step 11:

> ➤ [2] [1] to rerecord the Main Menu script.

> ➤ [2] [3] to rewind and play back the Main Menu
> script.

> ➤ [*] [D] to delete the Main Menu script and use the
> one previously recorded.

11 [*] [#] to approve the Main Menu script.
"Menu saved."

12 [*] [#] to select a Dial 0/Timeout Option.
The Timeout Option Menu plays.

13 Choose the Dial 0/Timeout Option:

> ➤ [0] for System Operator.

> ➤ [1] for General Mailbox.

> ➤ [2] to disconnect.

The Dial 0/Timeout Option is confirmed.

Prompt for an Extension

If your company's extension numbers coincide with one or more Selector Codes, you can require that callers enter a Selector Code before they can dial an individual extension number.

NOTE: Be sure to update the Main Menu on Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7 Choose the appropriate option:

> [1] to select the Day Main Menu.
The Menu Definition Options play.

> [2] to select the Night Main Menu.
The Menu Definition Options play.

8 [6] to modify the Main Menu.

9 Enter a Selector Code ([1] through [9]).
If the Selector Code is already assigned, you'll be asked to press [9] to confirm that you want to modify it.

10 [4] to prompt for an extension.

The Selector Code and transfer type are confirmed.

> **NOTE:** If you are changing more than one Selector Code, enter the next Selector Code and its transfer type now, before you record the Main Menu script.

11 [*] [#] to approve.

You'll be asked to record the entire Main Menu script,
"Record at the tone."

12 Record the Main Menu script.

> **NOTE:** Even if you've changed only one Selector Code, you must rerecord the Main Menu script in its entirety.

13 [1] after recording.

The Message Recording Menu plays.

14 Choose an option or go to step 15:

> ➤ [2] [1] to rerecord the Main Menu script.

> ➤ [2] [3] to rewind and play back the Main Menu script.

> ➤ [*] [D] to delete the Main Menu script and use the one previously recorded.

15 [*] [#] to approve the Main Menu script.

"Menu saved."

16 [*] [#] to select a Dial 0/Timeout option.

The Timeout Option Menu plays.

17 Choose the Dial 0/Timeout Option:

> ➤ [0] for System Operator.

> ➤ [1] for General Mailbox.

> ➤ [2] to disconnect.

The Dial 0/Timeout Option is confirmed.

Transfer Directly to an Extension

You can reserve Selector Codes that match the first digit of the extension numbers in your company for direct dialing of extension numbers from the Main Menu.

NOTE: Be sure to update the Main Menu on Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu.

1   [MERMAIL] (the MERLIN MAIL system extension).
    The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
    The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
    Your name plays, followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
    The System Administration Menu plays.

6   [3] for Automated Attendant.
    The Automated Attendant Administration Menu plays.

7   Choose the appropriate option:

    > [1] to select the Day Main Menu.
      The Menu Definition Options play.

    > [2] to select the Night Main Menu.
      The Menu Definition Options play.

8   [6] to modify the Main Menu.

9   Enter a Selector Code ([1] through [9]).
    If the Selector Code is already assigned, you'll be asked to press [9] to confirm that you want to modify it.

10 [5] to transfer directly to an extension.
    The Selector Code and transfer type are confirmed.

    NOTE: If you are changing more than one Selector Code, enter the next Selector Code and its transfer type now, before you record the Main Menu script.

11 [*] [#] to approve.

You'll be asked to record the entire Main Menu script,
"Record at the tone."

12 Record the Main Menu script.

> **NOTE:** Even if you've changed only one Selector
> Code, you must rerecord the Main Menu
> script in its entirety.

13 [1] after recording.

The Message Recording Menu plays.

14 Choose an option or go to step 15:

> **>** [2] [1] to rerecord the Main Menu script.

> **>** [2] [3] to rewind and play back the Main Menu
> script.

> **>** [*] [D] to delete the Main Menu script and use the
> one previously recorded.

15 [*] [#] to approve the Main Menu script.

"Menu saved."

16 [*] [#] to select a Dial 0/Timeout Option.

The Timeout Option Menu plays.

17 Choose the Dial 0/Timeout Option:

> **>** [0] for System Operator.

> **>** [1] for General Mailbox.

> **>** [2] to disconnect.

The Dial 0/Timeout Option is confirmed.

Recording the Main Menu Script Only

If you want to change the Main Menu script but do not want to change the Selector Codes or transfer types, use the procedure below:

NOTE: Be sure to update the Main Menu Script on Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administration Menu plays.

6 [3] for Automated Attendant.
   The Automated Attendant Administration Menu plays.

7 Choose the appropriate option:

   > [1] to select the Day Main Menu.
     The Menu Definition Options play.

   > [2] to select the Night Main Menu.
     The Menu Definition Options play.

8 [6] to modify the Main Menu.

9 [*] [#] to record the Main Menu.
   You'll be asked to record the entire Main Menu script, "Record at the tone."

10 Record the Main Menu script.

11 [1] after recording.
The Message Recording Menu plays.

12 Choose an option or go to step 13:

> [2] [1] to rerecord the Main Menu script.

> [2] [3] to rewind and play back the Main Menu
script.

> [*] [D] to delete the Main Menu script and use the
one previously recorded.

13 [*] [#] to approve the Main Menu script.
"Menu saved."

14 [*] [#] to select a Dial 0/Timeout Option.
The Timeout Option Menu plays.

15 Choose the Dial 0/Timeout Option:

> [0] for System Operator.

> [1] for General Mailbox.

> [2] to disconnect.

The Dial 0/Timeout Option is confirmed.

Deleting a Selector Code from the Main Menu

If you want to delete a Selector Code that is currently assigned to the Main Menu, follow the procedure below.

NOTE: Be sure to update the Main Menu on Planning Form E: Automated Attendant Day Main Menu or Planning Form F: Automated Attendant Night Main Menu.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7 Choose the appropriate option:

> [1] to select the Day Main Menu.
The Menu Definition Options play.

> [2] to select the Night Main Menu.
The Menu Definition Options play.

8 [6] to modify the Main Menu.

9 Enter a Selector Code ([1] through [9]).
Since the Selector Code is already assigned, you'll be asked to press [9] to confirm that you want to modify it.

10 [9] for Yes to modify the Selector Code.

11 [*] [D] to delete the Selector Code.
The Selector Code is deleted.

> **NOTE:** If you are deleting more than one
> Selector Code, go to step 9.

12 [*] [#] to approve.
You'll be asked to record the entire Main Menu script,
"Record at the tone."

13 Record the Main Menu script.

> **NOTE:** Even if you've changed only one Selector
> Code, you must rerecord theMain Menu
> script in its entirety.

14 [1] after recording.
The Message Recording Menu plays.

15 Choose an option or go to step 16:

> ➤ [2] [1] to rerecord the Main Menu script.

> ➤ [2] [3] to rewind and play back the Main Menu
> script.

> ➤ [*] [D] to delete the Main Menu script and use the
> one previously recorded.

16 [*] [#] to approve the Main Menu.
"Menu saved."

17 [*] [#] to select a Dial 0/Timeout Option.
The Timeout Option Menu plays.

18 Choose the Dial 0/Timeout Option:

> ➤ [0] for System Operator.

> ➤ [1] for General Mailbox.

> ➤ [2] to disconnect.

The Dial 0/Timeout Option is confirmed.

Changing Automated Attendant Submenu

A submenu is another menu level that provides a second list of options to callers. Generally, callers are directed to a submenu from the Main Menu.

For example, the Main Menu for ABC Travel Agency offers these options:

For Cruises, press [1].

For Corporate Travel, press [2].

For Personal Travel, press [3].

For Discounted Trip Information, press [4].

Press [5] *if you know the extension number of the person you're calling.*

Or press [0] *for operator assistance.*

When a caller presses [1], a submenu offers the following options:

For Caribbean Cruises, press [1].

For Hawaiian Cruises, press [2].

For Alaskan Cruises, press [3].

For more information, press [4].

Choosing the Type of Transfer

Choose a Selector Code (0 through 9), from the submenu and determine what happens when a caller chooses it. Here are the options:

- **Transfer to a Specific Extension**
  Callers are transferred to a specific extension or Call Distribution Group. For example, at ABC Travel Agency, when callers press [2] from the Cruise submenu they are corrected to extension 29, the Hawaiian Cruise travel agent's extension.

- **Transfer to an Existing Submenu**
  The caller hears another submenu from which he or she selects another Selector Code.

  NOTE: More than two menu levels can confuse callers.

  For example, at ABC Travel Agency, when callers press [1] from the Main Menu, the Cruise submenu plays. One of the submenu options is for Caribbean Cruises. Callers interested in Caribbean cruises press [1] and are then connected to another submenu where they can press [1] for Grand Cayman, [2] for Jamaica, or [3] for the Bahamas.

- **Transfer to an Existing Announcement**
  Calls are transferred to a prerecorded announcement. Use this type of transfer when the information callers need can be provided in an announcement. For example, at the ABC Travel Agency, when callers press [4] from the Cruise submenu, an announcement provides cruise destinations, departure dates, and prices.

Transfer to a Specific Extension

If a submenu Selector Code transfers calls to an extension, follow the procedure below to add or change it.

NOTE: Be sure to update the submenu on Planning Form G: Automated Attendant Submenus.

1   [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2   [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3   Your [Ext.] followed by [#].

4   Your [Password] followed by [#].
Your name plays followed by the Voice Mail Activity Menu.

5   [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6   [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7   [3] to define the submenu.
The Menu Definition Options play.

8   Choose the appropriate option:

> [4] to create a submenu.

> [6] to change an existing submenu.

9   Enter the submenu number followed by [#].

10 Enter a Selector Code ([1] through [9]).
If the Selector Code is already assigned, you'll be asked to press [9] if you are modifying it.

11 [1] to transfer to a specific extension.

12 [Ext.] where the calls will be transferred followed by [#].

The Selector Code and extension number are confirmed.

NOTE: If you are changing more than one Selector Code, enter the next Selector Code and transfer type now, before you record the submenu script.

13 [*] [#] to approve.

You'll *be asked to record the entire submenu script, "Record at the tone."*

14 Record the submenu script.

15 [1] after recording.

The Message Recording Menu plays.

16 Choose an option or go to step 17:

> [2] [1] to rerecord the submenu script.

> [2] [3] to rewind and play back the submenu script.

> [*] [D] to delete the submenu script.

17 [*] [#] to approve the submenu script.

"Menu saved."

Transfer to an Existing Submenu

If you are adding or changing a Selector Code that transfers callers to another submenu, follow the procedure below, The lowest leveI submenu *must* be created and recorded *first.*

NOTE: Be sure to update the submenu on Planning Form G: Automated Attendant Submenus.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administration Menu plays.

6 [3] for Automated Attendant.
   The Automated Attendant Administration Menu plays.

7 [3] to define a submenu.
   The Submenu Definition Options play.

8 Choose the appropriate option:

   > [4] to create a submenu.

   > [6] to change an existing submenu.

9 Enter the submenu number followed by [#].

10 Enter a Selector Code ([1] through [9]) that will direct calls to that submenu.
   If the Selector Code is already assigned, you'll be asked to press [9] if you are modifying it.

11 [2] to transfer to an existing submenu.

12 Enter the lower level submenu number followed by [#].

The Selector Code and submenu number are confirmed,

> **NOTE:** If you are changing more than one Selector Code, enter the next Selector Code and transfer type now, before you record the submenu script.

13 [*] [#] to approve.
You'll be asked to record the entire submenu script,
"Record at the tone."

14 Record the submenu script.

15 [1] after recording.
The Message Recording Menu plays.

16 Choose an option or go to step 17:

> ➤ [2] [1] to rerecord the submenu script.
> ➤ [2] [3] to rewind and play back the submenu script.
> ➤ [*] [D] to delete the submenu script.

17 [*] [#] to approve the submenu script.
"Menu saved."

Transfer to an Existing Announcement

You can create up to 99 separate announcements to play to callers who choose the corresponding Selector Code from either a Main Menu or submenu. Before you administer a Selector Code to transfer callers to an announcement, you must record the announcement and assign it an announcement number (01 through 99).

CREATING AN ANNOUNCEMENT

If the announcement has not been created, follow the procedure below before you change the submenu Selector Code to transfer to the announcement.

NOTE: Be sure to create the announcement using Planning Form H: Automated Attendant Announcements.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays followed by the Voice Mail Activity Menu,

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7 [4] to administer an announcement.

8 [7] to record an announcement.

9 Enter the announcement number (01 through 99) followed by [#].

"Record at the tone."
If the announcement already exists, you'll be asked to press [9] if you want to modify it.

10 Record the announcement.

11 [1] after recording the announcement.

12 Choose an option or go to step 13:

> [2] [1] to rerecord the announcement.

> [2] [3] to rewind and play back the announcement.

> [*] [D] to delete the announcement.

13 [*] [#] to approve the announcement.

CHANGING THE SELECTOR CODE

To change the Selector Code in a submenu to transfer to an existing announcement, follow the procedure below.

NOTE: Be sure to update the submenu on Planning Form G: Automated Attendant Submenus.

1 [*] [#] to change the submenu Selector Code.
The Automated Attendant Administration Menu plays.

2 [6] to modify a submenu.
The Menu Definition Options play.

3 Choose the appropriate option:

> [4] to create a submenu.

> [6] to change an existing submenu.

4 Enter the submenu number followed by [#].

5 Enter a Selector Code ([1] through [9]) that will transfer calls to the announcement.
If the Selector Code is already assigned, you'll be asked to press [9] if you are modifying it.

6 [3] to transfer to an existing announcement.

7 Enter the announcement number.
The Selector Code and announcement number are confirmed.

   NOTE: If you are changing more than one Selector Code, enter the next Selector Code and transfer type now, before you record the submenu script.

8 [*] [#] to approve.
You'll be asked to record the entire submenu script, "Record at the tone."

9 Record the revised submenu script.

   NOTE: Even if you've changed only one Selector Code, you must rerecord the submenu in its entirety.

10 [1] after recording the submenu script.
The Message Recording Menu plays.

11 Choose an option or go to step 12:

> [2] [1] to rerecord the submenu script.

> [2] [3] to rewind and play back the submenu script.

> [*] [D] to delete the submenu script and use previously recorded submenu script.

12 [*] [#] to approve the submenu.

Recording the Submenu Script Only

If you want to change the submenu script but do not want to change the Selector Codes or transfer types associated with it, use the procedure below.

NOTE: Be sure to update the submenu script on Planning Form G: Automated Attendant Submenus.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [3] for Automated Attendant.
The Automated Attendant Administration Menu plays.

7 [3] to define a submenu.

8 [6] to modify the submenu.

9 [*] [#] to record the submenu script.
You'll be asked to record the entire submenu script, "Record at the tone."

10 Record the submenu script.

11 [1] after recording.
The Message Recording Menu plays.

12 Choose an option or go to step 13:

>   [2] [1] to rerecord the submenu script.

>   [2] [3] to rewind and play back the submenu script.

>   [*] [D] to delete the submenu script and use the one previously recorded.

13 [*] [#] to approve the submenu.

"Menu saved."

Deleting a Selector Code from a Submenu

If you want to delete a Selector Code that is currently assigned to a submenu, follow the procedure below.

NOTE: Be sure to update the submenu on Planning Form G: Automated Attendant Submenus.

1 [MERMAIL] (the MERLIN MAIL system extension).

The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.

The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].

Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.

The System Administration Menu plays.

6 [3] for Automated Attendant.

The Automated Attendant Administration Menu plays.

7 [3] to define a submenu.

The Submenu Definition Options play.

8 [6] to modify the submenu.

9 Enter a Selector Code ([1] through [9]).
Since the Selector Code is already assigned, you'll be asked to press [9] if you are modifying it.

10 [9] for Yes to modify the Selector Code.

11 [*] [D] to delete the Selector Code.
The Selector Code is deleted.

> **NOTE:** If you are deleting more than one Selector Code, go to step 9.

12 [*] [#] to approve.
You'll be asked to record the entire submenu script, "Record at the tone."

13 Record the submenu script.

> **NOTE:** Even if you've changed only one Selector Code, you must rerecord the submenu script in its entirety.

14 [1] after recording.
The Message Recording Menu plays.

15 Choose an option or go to step 16:

> ➤ [2] [1] to rerecord the submenu script.
> ➤ [2] [3] to rewind and play back the submenu script.
> ➤ [*] [D] to delete the submenu script and use the one previously recorded.

16 [*] [#] to approve the submenu.
"Menu saved."

Changing Automated Attendant Schedule

Automated Attendant Service provides both day and night operation so that callers hear the appropriate greeting and menu options whenever they call. The MERLIN MAIL system keeps track of the time and switches to day or night operation automatically.

Changing the Date and Time

Although the current time and date are set when the MERLIN MAIL system is installed, it maybe necessary to reset them during daylight saving time, after a power failure, or following maintenance.

To enter the date, use the *mmddyy* format, where *mm* is a two-digit month (01 through 12), *dd* is a two-digit day (01 through 31), and *yy* is the last two digits of the year (00 through 99). To enter the time, you can use either the 24-hour format (0000 through 2359) or the 12-hour format (1200 through 1159) followed by a selection of a.m. or p.m.

1 [MERMAIL] (the MERLIN MAIL system extension).
   The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
   The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
   Your name plays followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
   The System Administratiun Menu plays.

6 [2] to administer the Schedule.

7 [1] to update the date and time.

> **NOTE:** You can skip the date and change the time only by pressing [#] when the date is requested, and vice versa.

8 Enter the date *(mmddyy)*.
The date is confirmed.

9 Enter the time *(hhmm)*.
The time is confirmed.

> **NOTE:** If requested, [1] for a.m. or [2] for p.m.

10 Choose the appropriate option:

> **>** [1] to reenter the date or time.

> **>** [*] [#] to approve.

Changing the Weekly Business Schedule

The business schedule indicates which days your company is open and the time it opens and closes. If you change your hours of operation on a permanent basis, you must change the business schedule accordingly. You can also change the schedule up to six days in advance of a holiday. When a holiday closing is requested, it remains in effect until the next day when the regular schedule resumes automatically.

If you are changing the setting for one day, it is not necessary to enter the entire week's schedule.

NOTE: For an emergency closing, see "Temporarily Changing Your Business Schedule."

To enter the time, you can use either the 24-hour format (0000 through 2359) or the 12-hour format (1200 through 1159) followed by a selection of a.m. or p.m. Follow the procedure below to change your business schedule.

NOTE: Be sure to update the weekly business schedule on Planning Form B: System Parameters.

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [2] to administer the Schedule.

7 [2] to administer the Weekly Business Schedule.

8 Choose the appropriate day:

> [1] for Sunday.

> [2] for Monday.

> [3] for Tuesday.

> [4] for Wednesday.

> [5] for Thursday.

> [6] for Friday.

> [7] for Saturday.

> [9] for all days.

9 Choose the appropriate setting:

> **>** [1] for open. Go to step 13.

> **>** [2] for closed. Go to step 15.

> **>** [3] for holiday closing. Go to step 10.

> **NOTE:** If you specify a holiday closing on the day of the holiday, you'll be asked to confirm it. [9] for yes or [6] for no.

10 Choose the appropriate greeting:

> **>** [1] to record a holiday greeting.
> *The prompt says, "Record at the tone."*

> **>** [2] to use the prerecorded Temporary Closure Greeting.

11 [1] after recording the holiday greeting.

12 Choose the appropriate option:

> **>** [2] [1] to rerecord the greeting.

> **>** [2] [3] to rewind and play back the greeting.

> **>** [*] [D] to delete the greeting.

> **>** [*] [#] to approve the greeting.

13 Enter the opening time *(hhmm).*

> **NOTE:** If requested, [1] for a.m. or [2] for p.m.

14 Enter the closing time *(hhmm).*

> **NOTE:** If requested, [1] for a.m. or [2] for p.m.

15 To administer the schedule for consecutive days, [#] then go to step 9.

Temporarily Changing the Business Schedule

The procedures that follow allow you to change the business schedule to accommodate an early closing on a day your business is usually open (for example, an emergency closing due to inclement weather) and to record a Temporary Closure Greeting.

NOTE: This change affects only the day you make it. The regular schedule automatically resumes the next day.

CHANGING THE GREETING TEMPORARILY

You can record a greeting that announces the temporary change in your business schedule or you can use the prerecorded greeting as follows:

"Hello, welcome to the MERLIN MAIL system. Our office is temporarily closed. If you have a Touch-Tone telephone, press [1] now. Otherwise please wait to leave a message."

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].

5 [9] to administer the MERLIN MAIL system.

6 [7] for System Greeting.
The System Greeting Menu plays.

7 [3] for Automated Attendant Greeting.
The Automated Attendant Greeting Menu plays.

8 [3] for the Temporary Closure Greeting.

   NOTE: To listen to the current greeting, [0].

9 Choose the appropriate option:

> [1] to record a Temporary Closure Greeting.
   Go to step 10.
   "Record at the tone."

> [2] to use the prerecorded Temporary Closure
   Greeting.

10 [1] after recording the greeting.

11 Choose an option:

> [2] [1] to rerecord the greeting.

> [2] [3] to rewind and play back the greeting.

> [*] [D] to delete the greeting and use the current
   greeting.

> [*] [#] to approve the greeting.

**CHANGING THE
SCHEDULE
TEMPORARILY**

Your company's business schedule may change due to an early closing or an emergency. You can record a Temporary Closure Greeting (see above) to tell callers why the hours changed, or you can use the Night Greeting that normally plays when your company is closed.

To change your business schedule when your company is open on a day that it is normally closed, or is closed on a day that it is normally open, folIow the procedure below:

1 [MERMAIL] (the MERLIN MAIL system extension).
The MERLIN MAIL system greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 Your [Ext.] followed by [#].

4 Your [Password] followed by [#].
Your name plays, followed by the Voice Mail Activity Menu.

5 [9] to administer the MERLIN MAIL system.
The System Administration Menu plays.

6 [2] to administer the Schedule.

7 [3] to change to open or closed.

8 Choose the appropriate option:

> ➤ [1] for open.

> ➤ [2] for closed. Go to step 9.

9 Choose the appropriate option:

NOTE: [0] to listen to the current greeting.

> ➤ [1] to select the regular closed greeting
> (the Automated Attendant Night Greeting).
> No further action is required.
> *The prompt says, "The business will be closed for the day."*

> ➤ [2] to select the Temporary Closure Greeting.
> Go to step 10.

10 Choose the appropriate option:

> ➤ [1] to record a Temporary Closure Greeting.
> Go to step 11.
> *The prompt says, "Record at the tone."*

> ➤ [2] to use the prerecorded Temporary Closure
> Greeting. No further action is required.
> *The prompt says, "The system default greetingwill be used."*

11 [1] after recording the Temporary Closure Greeting.

12 Choose the appropriate option:

> ➤ [2] [1] to rerecord the greeting.

> ➤ [2] [3] to rewind and play back the greeting.

> ➤ [*] [D] to delete the greeting.

> ➤ [*] [#] to approve the Temporary Closure
> Greeting.

Troubleshooting

Trouble Indication	Your Response
Touch-Tones are being missed.	If you are using a speakerphone, turn off the microphone.
	If you have a weak connection, the MERLIN MAIL system may not be able to interpret Touch-Tones while a greeting plays. Wait until the greeting finishes before entering the Touch-Tones.
A call transferred by the MERLIN MAIL system appears on both the intercom button and a line button on a phone.	When the MERLIN MAIL system transfers a call to a phone, and that phone has a line appearance for the line the call is on, the call rings at the intercom button but also flashes on the line button. The call can only be answered on the intercom button.
No one is on the line when you first answer a call transferred by the MERLIN MAIL system.	If the MERLIN MAIL system is using supervised transfer, it waits for you to answer the call before it connects it. Thus there is a momentary delay between when you pick up the call and when the caller is actually connected. In these circumstances, the MERLIN MAIL system waits to hear your voice before connecting the call. When you answer a call, wait a moment (you'll hear two beeps), then speak again. The caller should be connected.
Part of the greeting gets cut off.	A Touch-Tone signal may have been accidentally recorded with the greeting. Rerecord the greeting.
	You may have begun recording too soon. Pause before beginning your recording.

Trouble Indication	Your Response
Message waiting lamp will not turn on or off.	It takes about 30 seconds to turn the lamp on or off. If the system has heavy call traffic, it may take slightly longer. Message lamp remains on until *all* messages are removed from the Mailbox.

If you are the System Administrator or the General Mailbox Owner, the message waiting lamp may be indicating that there is a message in either the Trouble Mailbox or the General Mailbox. |
Messages cannot be left because Mailbox is full.	Delete old messages regularly from your Mailbox.
Callers complain they are unable to leave messages.	If subscribers frequently hear the "Mailbox Nearly Full" message, you may want to increase the storage size (Class of Service) of their Mailboxes. Mailbox sizes range from 5 to 15 minutes.
Calls are not being transferred properly.	Make sure a valid extension has been administered or requested. If the problem involves the System Operator, be sure the proper extension has been designated for him or her.
Callers hear ringing, but the MERLIN MAIL system does not answer.	This is normal when all the MERLIN MAIL system ports are busy.

If the system is not busy, check the connections of the modular cords to the MERLIN MAIL system unit. Call the MERLIN MAIL system port directly to see if the call is answered. If not, the connection may not be secure. |

Trouble Indication	Your Response
The MERLIN MAIL system doesn't answer immediately.	The system may be administered for delayed answer, or the MERLIN II system may have been set for delayed ring or no ring. Check the modular cords on the MERLIN MAIL system unit to make sure they are securely connected.
System terminates recording of name, greeting, or message before user finishes.	Be sure the recording does not exceed the time limit set for it, then rerecord it.
Subscriber unable to log in to Voice Mail.	Check to see that your password is correct. Make sure the person having difficulty logging on is a registered subscriber.
Busy signal received when calling into Voice Mail.	All lines are in use or maintenance is being performed on the unit. Please wait.

Glossary

Administration

The method of programming used to select, activate, and deactivate the MERLIN MAIL system features.

Announcement

An informative message (usually provides frequently requested information) that is prerecorded by the System Administrator and plays to callers who select it from the Main Menu or submenus. Callers cannot select another extension or Selector Code once they select an announcement from the menu.

Automated Attendant Service

Acts as an office receptionist for your business by automatically answering and directing incoming calls.

Business Schedule

The hours a business opens or closes that determines when the Automated Attendant Day or Night Service is offered.

Call Answer Service

Allows callers to leave a message or, if selected, to transfer to another extension when their calls are not answered (either busy or no answer). Callers must reenter the extension number to leave a message.

Call Distribution Group (CDG)

Assigns a single extension number to a group of phones so that calls ring in a round robin fashion. After three rings, all the phones assigned to the group ring.

Class of Service

Consists of the total time allocated to a Mailbox (5, 10, or 15 minutes) and the type of transfer (unsupervised, supervised, or no transfer).

Coverage

Designates an alternate answering position when the person called is not available to answer the phone. Using Call Answer Service, a Call Answer port can be designated as a coverage position.

Day Greeting

The Automated Attendant Greeting that plays when a company is open.

Dial Plan

The extension assignments for all equipment (phone, voice, or data) connected to the MERLIN II system.

Dial 0/Timeout Option

Determines how a call is processed when the caller does not enter a selection from a menu within four seconds or when a caller dials 0. Calls can be transferred to the System Operator, General Mailbox, or disconnected.

Extension Number

Two to four digits that identify a phone or other voice or data equipment connected to the system.

Factory Settings

The settings that are in effect when the MERLIN MAIL system is shipped.

General Mailbox

A storage area (Mailbox 9999) where callers who are dialing from rotary phones or callers who do not know the extension of the person they would like to contact can leave messages.

General Mailbox Owner

The individual responsible for transferring messages in the General Mailbox to the appropriate person. The message waiting lamp on this person's phone goes on whenever a message is placed in the General Mailbox.

Greetings	Different messages play to callers depending on the service selected and the time of day. The Automated Attendant Day Greeting plays to callers when the company is open. The Automated Attendant Night Greeting plays to callers when the company is closed. The Automated Attendant Temporary Closure Greeting plays to callers when an emergency results in an early closing. The Call Answer Greeting plays to callers when a subscriber's phone is busy or no one answers. The Voice Mail Greeting plays to subscribers who call the Voice Mail Service.
Mailbox	All registered subscribers are assigned storage space where messages can be left. Mailbox numbers are the same as extension numbers, except for the General Mailbox and the Trouble Mailbox.
Main Menu	The list of Selector Codes and transfer types that directs callers on lines answered by the Automated Attendant Service to a specific extension, submenu, or an announcement. Can also be used to direct callers to specific individuals not listed on the menu.
Main Menu Script	The list of options that plays after the Automated Attendant Day or Night Greeting. It describes what is available on the Main Menu and provides a list of Selector Codes to direct callers to the extension, submenu, or announcement they want.
Night Greeting	The greeting that plays when a company is closed.

No Transfer   A transfer type that is normally used for visitors, guests, or employees who need to receive messages in the office but do not have a phone assigned to them. Callers can dial the visitor's extension number and leave a message which the visitor can retrieve by calling into Voice Mail.

Selector Code   A one-digit number ranging from 0 through 9 that callers dial from the Main Menu or submenu to transfer them to an extension, submenu, or an announcement. Can also be reserved for direct dialing of individual extension numbers.

Submenu   A lower level menu that is accessed through the Main Menu or another submenu that provides additional menu options to callers.

Submenu Script   Plays to callers when they select a submenu from the Main Menu or another submenu and offers the list of options available on the submenu. It also provides Selector Codes and directs callers to the extension, submenu, or announcement they want.

Subscriber   The owner of an extension that is registered with the MERLIN MAIL system. Every subscriber has a Mailbox (the number is generally the same as the extension number) to receive messages left by callers when the subscriber cannot be reached. Subscribers can also communicate with other subscribers via the Voice Mail Service.

Supervised Transfer	The MERLIN MAIL system monitors a call until it is answered. If the line is busy or is not answered, callers are given two options: choose another extension or leave a message (caller does not need to reenter the extension number). Should be used when a phone does not have coverage assigned to it.
System Administrator	The person who updates the MERLIN MAIL system to address the company's requirements. The system administrator is a registered subscriber and is also responsible for the Trouble Mailbox.
System Operator	The person who answers calls when callers press [0], and when callers do not enter a Selector Code within four seconds, if the Dial 0/Timeout Option is set for transfer to System Operator.
Temporary Closure Greeting	A special greeting that plays to callers when a company closes unexpectedly due to inclement weather or an emergency.
Touch-Tone Gate	A feature that can be activated to determine quickly whether a caller is dialing from a rotary phone. When the Touch-Tone Gate is on, callers must dial a digit before the Main Menu plays. If the gate is off, callers who are calling from a rotary phone must listen to the entire Main Menu before their calls are transferred to the System Operator.
Transfer Type	Specifies what action will be taken when a caller enters a Selector Code. The actions are: calls are transferred to a predetermined extension, submenu, or announcement or to an individual extension requested by the caller.

Trouble Mailbox
This storage space is reserved for subscribers to report any problems they may experience with the MERLIN MAIL system so that the System Administrator can correct them. To report a problem, a subscriber calls the extension [9] [9] [9] [8] and leaves a message in the Trouble Mailbox. Whenever a message is left in the Trouble Mailbox, the System Administrator's message waiting lamp goes on.

Unsupervised Transfer
The Automated Attendant Service transfers calls without waiting to see if the extension requested is busy or is not answered. This reduces the time the MERLIN MAIL system port is tied up on a call and should be used when a phone has coverage assigned to it.

Voice Mail Service
Allows subscribers to send messages to other subscribers, retrieve their own messages, record their own greetings, and create their own passwords. System administration for the MERLIN MAIL system is done through the Voice Mail Service.

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FORWARDING GENERAL MAILBOX MESSAGES

If you are the General Mailbox Owner, when your green message waiting lamp comes on, check the General Mailbox as follows:

1 MERMAIL (the extension for the MERLIN MAIL system).
The greeting plays.

2 [*] [7] to enter Voice Mail.
The Voice Mail greeting plays.

3 [9] [9] [9] [9] followed by [#].

4 General Mailbox **PASSWORD** followed by [#].
The prompt confirms that you have logged into the General Mailbox.

  NOTE: Until you change it, the password is [1] [2] [3] [4].

5 [2] to get messages.
The message header plays.

6 [0] to listen to the message and determine who the message is for.
The message plays.

7 After the message plays, [1] to respond to the message.
The Message Responding Menu plays.

8 [2] to forward your comments along with the original message.
The Message Recording Menu plays.

9 [1] after recording your comments.
Example: "Joe, this is a message for you from the General Mailbox."

10 Choose an option or go to step 5:

  [2] [3] to rewind and play back your comments.

  [2] [1] to rerecord your comments. Go to step 9.

  [*] [D] to delete your comments.

11 [*] [#] to approve your comments.
The Message Addressing Menu plays and prompts for an extension.

12 Receiving **EXTENSION** (the person who is to receive the forwarded message) followed by [#].

  NOTE: Repeat step 12 to forward the message to others.

13 [*] [#] to send the message.
The green message waiting lamp goes on at the destination phone.