AT&T

MERLIN MAIL™

Voice Messaging System
Quick Reference Card

Voice Mail Service acts like a built-in answering machine. Callers from inside and outside your company can leave messages for you in your mailbox which you can listen to, forward, save, or discard. A password you create keeps messages private. You can also send messages, respond to messages, or add your comments to a message and foward both to other people in your company.

HELPFUL HINTS

- Program a button on your phone for one-touch dialing into the MERLIN MAIL system.

- You can dial the next sequence without waiting for a greeting or prompt to finish.

- If your phone has a display, "Call MERMAIL" appears and your green message lamp goes on when a message is sent to your Mailbox. Use the Delete Message feature to delete the display message. (Even if multiple messages are left, only one "Call MERMAIL" appears.)

- If you have a phone without a display, press **MESSAGE** to turn off the message waiting lamp when messages remain in your Mailbox.

- If you have a basic Touch-Tone phone, lift the handset, then press [#] [5] [4] to turn off the message waiting lamp when messages remain in your Mailbox.

- To call for your messages from outside your company, call in on a line answered by the MERLIN MAIL system or ask your System Operator to transfer you to the Voice Mail extension.

- See "Using the Directory" to look up other subscribers' extensions.

- When your Mailbox reaches its storage limit, the "Mailbox Nearly Full" warning plays.

LOGGING IN

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

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

3 Your **EXTENSION** followed by [#].

4 Your **PASSWORD** followed by [#].
   Voice Mail announces the number of messages in your Mailbox.

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

5 Select an option from the Voice Mail Menu:

   [1] to record messages.

   [2] to get messages.

   [3] to administer name or greeting.

   [4] to change your password.

   [*] [T] to transfer to another extension.

SENDING A MESSAGE

1 Log into Voice Mail.
   The Voice Mail Menu plays.

2 [1] to record a message.
   Prompt plays, "Record your message at the tone."

3 Record your message, then [1] again.
   Example: "Joe, please attend an 11:00 meeting today."

4 Select an option or go to step 5:

   [2] [3] to rewind and play back the message.

   [2] [1] to rerecord the message.

   [*] [D] to delete the message.

5 [*] [#] to approve the message.
   The Message Addressing Menu plays and prompts for an extension.

6 Receiving **EXTENSION** followed by [#].

   NOTE: Repeat step 6 to send the message to others.

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

LISTENING TO MESSAGES

1 Log in to Voice Mail.
  The Voice Mail Menu plays.

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

3 [0] to play the message.
  The message plays.

4 While the message plays, you can choose additional options:

  [3] to pause; [3] again to resume.

  [5] to rewind four seconds.

  [6] to skip forward four seconds.

5 After the message plays, choose the appropriate option:
  To reply to sender, see "Replying to a Message."

  To forward a message with comments, see "Forwarding a Message."

  [2] [3] to rewind and play the current message header.
  Go to step 3.

  [2] [0] to rewind and play the current message. Go to step 4.

  [*] [D] to delete the message.
  The prompt says, 'Message deleted, " and the next message header plays.

  [#] to save the message and skip to the next message header.
  Go to step 3.
  The next message header plays.

REPLYING TO A MESSAGE

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

2 [1] to reply to the sender.
  The Message Recording Menu plays. The prompt says, "Record at the tone."

3 Record your reply, then [1] again.
  Example: "Sandy, I got your message about the meeting. I'll be there."

4 Choose an option or go to step 5:

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

    [2] [1] to rerecord your response. Go to step 3.

    [*] [D] to delete your response.
    Voice Mail confirms, "Message not created. No response sent."

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

FORWARDING A MESSAGE

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

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

3 [1] after recording your comments.
    Example: "Laura, I'm forwarding this message to you from Joe."

4 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 2.

    [*] [D] to delete your comments.

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

6 Receiving **EXTENSION** (the person receiving the forwarded message) followed by [#].

    NOTE: Repeat step 6 to forward the message to others.

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

USING THE DIRECTORY

1 Use procedure to send, forward, or transfer a message.

2 [*] [A] to look up an extension in the directory.

3 Dial the first four letters of the last name.
    Example: To find the extension for Joe Conlin, you would dial 2665.

    NOTE: Use [7] for the letter Q. Use [9] for the letter Z.

4 One of the following actions occurs:

A match is made.

The Message Addressing Menu plays and prompts for next extension.

The letters match more than one person.

Voice Mail announces the names that match. After you select one, the Message Addressing Menu plays.

No match is found.

The Message Addressing Menu plays.

RECORDING YOUR PERSONAL GREETING

1 Log in to Voice Mail.
  The Voice Mail Menu plays.

2 [3] to record a greeting.
  The Greeting Change Menu plays.

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

3 [1] to record your personal greeting (two minutes maximum).
  The prompt says, "Record your greeting at the tone."

4 [1] again after recording your greeting.
  Example: "This is Joe Conlin. I'm in the office today but away from my desk. Please leave a message at the sound of the tone."

5 Choose an option or go to step 6:

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

  [2] [1] to rerecord the greeting. Go to step 4.

  [*] [D] to delete the greeting.

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

RECORDING YOUR NAME

1 Log into Voice Mail.
  The Voice Mail Menu plays.

2 [3] to record a greeting.
  The Name Change Menu plays.

3 [2] to record your name (up to four seconds).
  The prompt says, "Record your name at the tone."

4 [1] after recording your name.

5 Choose an option or go to step 6:

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

[2] [1] to rerecord the name. Go to step 4.

[*] [D] to delete the name.

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

CHANGING YOUR PASSWORD

1 Log in to Voice Mail.
The Voice Mail Menu plays.

2 [5] to change your password.
The prompt says, "Enter new password."

3 **PASSWORD** (up to four digits, no 0's) followed by [#].
The prompt says, "Reenter password."

4 **PASSWORD** again followed by [#].

TRANSFERRING TO ANOTHER EXTENSION

While in Voice Mail, you can transfer to another extension:

1 [*] [T] to transfer your call.
The prompt says, "Enter the extension."

2 Receiving **EXTENSION** followed by [#].