

# Merlin 206,410,820 & Plus Classic Mail Design Package 1.6

## Site Survey

### Record Merlin System Data

**Procedure:** Record Merlin system information on the Site Survey forms.

**Requirements:**

- Merlin 206, 410, 820
- Merlin Plus release 1 & 2
- 2 - 4 vacant Voice Terminal Jacks
- Merlin Control Unit set for Tone (DTMF) signaling

**\* Note:** Enter this information on pages 6 and 7 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

### Determine the Classic Mail Mounting Location:

**Procedure:** Decide where to mount the Classic Mail.

**Requirements:** The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

**\* Note:** The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 6 of this package.

### Determine Telephone Emulation Connections

**Procedure:** Decide which Merlin Voice Terminal ports to use for Telephone Emulation.

**Requirements:** The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports. Two Voice Terminal ports are required for a two-port Classic Mail and four Voice Terminal ports are required for a four-port Classic Mail.

**\* Note:** Voice Terminal port #10 (port #0 on Model 206) must be connected to Classic Mail Telephone Emulation jack #1 before the Classic Mail can operate the message lamps. Enter this information on page 7 of this package. For an explanation of Telephone Emulation, see page 17 of this package.



## Determine Voice Mail Access Lines

**Procedure:** Decide which Merlin Tel. Co. ports to use for internal voice mail access.

**Requirements:** The Classic Mail is must be connected to the Merlin Control Unit using Tel. Co. ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant Tel. Co. ports to Classic Mail interpose jacks 1 - 4. If there are no vacant Tel. Co. jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

**\* Note:** If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 7 of this package. For an explanation of Interposed voice mail access, see page 18 of this package.

## Document Voice Terminal/Mailbox Data

**Procedure:** Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

**\* Note:** Copy page 8 of this package for each mailbox user.

## Determine Voice Mail Access Code

**Procedure:** Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

**Requirements** The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

**\* Note:** Enter this information on page 9 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

## Determine the Need for a Touch-Tone Gate

**Procedure:** The Touch-Tone Gate may be used to enhance messaging for callers with rotary-dial telephones. When this feature is activated the Classic Mail, after answering , will wait for three seconds to receive any DTMF signal. If this signal is not received within three seconds, the Classic Mail will transfer the caller to the designated Attendant's Intercom number. If the Touch-Tone gate is activated, the Company Greeting must be recorded with instructions to "press any key" if the caller has a Touch-Tone telephone.

**\* Note:** Enter yes or no on page 9 of this package.



## Determine if Merlin Message Lamps are Required

**Procedure:** Determine if the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals.

**Requirements:** This feature is available only if the Merlin Control Unit has Feature Package 2 or is an 820D or 820D2 model. Telephone Emulation jack #1 must be connected to the Merlin attendant port #10 (Port #0 on a Model 206). The attendant port on Merlin 820D2 must be configured with the attendant's template.

**\* Note:** Enter this information on page 9 of this package. If message lamps are not required, write "No" in the space provided.

## Decide who will be the Attendant.

**Procedure:** Determine who will be responsible for answering calls coming into the business.

**Requirements:** When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without an Attendant's Intercom.

**\* Note:** Enter this information on page 9 of this package. If there is no attendant write "none" in the space provided.

## Determine Administrator's Mailbox Number

**Procedure:** The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required.

**\* Note:** Enter this information on page 9 of this package.

## General Delivery Mailbox

**Procedure:** If required, the general delivery mailbox function can be assigned to any mailbox or may be disabled entirely.

**\* Note:** If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled. Enter this information on page 9 of this package. If this feature is not required, write "none" in the space provided.

## Complete Business Hour Schedule

**Procedure:** Determine the opening and closing hour and minute for each day of the week.

**Requirements:** This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only.

**\* Note:** Enter this information on page 9 of this package.



## Determine the Rings Before Answering Incoming Calls

**Procedure:** Determine how long the Classic Mail should wait before answering incoming calls.

**Requirements:** The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line.

**\* Note:** Enter the number of rings before the Classic Mail will answer incoming calls during day and night operation on page 9 of this package. For any line, such as those with special telephone services that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Setting the rings before answering for any single line will cause that line to ignore the Business Hour Schedule and always answer on the rings defined for that line. If there are special telephone services on any line, enter this information on page 7 of the Classic Mail Design Package.

## Determine the Rings Before Picking Up a Transferred Call

**Procedure:** Determine how long the Classic Mail will wait before reconnecting with a caller after transferring a call to an intercom.

**Requirements:** After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings.

**\* Note:** Enter this information on page 9 of this package.

## Determine the Call Transfer Type

**Procedure:** Select either direct or announced transfer method.

**Requirements:** The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. For direct transfer, the Merlin must have the transfer feature.

**\* Note:** Enter this on page 9 of the Classic Mail Design Package.

## Script the Company Greetings

**Procedure:** Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

**\* Note:** Enter this information on page 10 of this package. If the Touch-Tone Gate is being used, add this information to the script.





## □ Complete Call Routing Worksheets

**Procedure:** Use the Call Routing worksheets to document the call routing design.

**Requirements:** Each telephone key 1 through 9 may be defined with one of three functions: 1) Play an informational message. 2) Transfer to an intercom or 3) Leave a message in a mailbox. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

\* **Note:** Complete the Call Routing worksheets for day and night operation on pages 11 through 14 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used in a Call Routing application must be set up with a password and a greeting before it can be specified in a route definition.

## □ Complete Mailbox Assignment Worksheet

**Procedure:** List all mailbox owners on the Mailbox Assignment Sheets

**Requirements:** Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

\* **Note:** Enter this information on pages 15 and 16 of this package.



# Merlin 206, 410, 820 & Plus Site Survey

Company \_\_\_\_\_ Contact \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 Zip \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_  
 C.I.N. \_\_\_\_\_ Order # \_\_\_\_\_  
 Installing Technician \_\_\_\_\_ Account Exec. \_\_\_\_\_

## Merlin System Information

Merlin Model: \_\_\_\_\_ Feature Pkg: \_\_\_\_\_  
 Power Requirements: 110 Volts A/C  Ground Test: Pass  Fail  (Installers Only)

\* **Note:** Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. Requires an area of 19" X 18" for mounting.

### Merlin Tel.Co. Connections

### Block Off-Site Message Alert

### Special Services

Telephone Number	Tel.Co. Jack	Line #	Line #
	A	1 <input type="checkbox"/>	1 <input type="checkbox"/>
	B	2 <input type="checkbox"/>	2 <input type="checkbox"/>
	C	3 <input type="checkbox"/>	3 <input type="checkbox"/>
	D	4 <input type="checkbox"/>	4 <input type="checkbox"/>
	E	5 <input type="checkbox"/>	5 <input type="checkbox"/>
	F	6 <input type="checkbox"/>	6 <input type="checkbox"/>
	G	7 <input type="checkbox"/>	7 <input type="checkbox"/>
	H	8 <input type="checkbox"/>	8 <input type="checkbox"/>

\* **Note:** Off-Site Message Alert should only be allowed on local lines.

Describe the mounting location of the Classic Mail unit:

---



---



---



# Merlin Voice Terminal Connections

## Model 206

Intercom	Occupied	Vacant
0	<input type="checkbox"/>	<input type="checkbox"/>
1	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>

## Model 410

Intercom	Occupied	Vacant
10	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>

## Model 820 & Merlin Plus

Intercom	Occupied	Vacant
10	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>
20	<input type="checkbox"/>	<input type="checkbox"/>
21	<input type="checkbox"/>	<input type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>
23	<input type="checkbox"/>	<input type="checkbox"/>
24	<input type="checkbox"/>	<input type="checkbox"/>
25	<input type="checkbox"/>	<input type="checkbox"/>
26	<input type="checkbox"/>	<input type="checkbox"/>
27	<input type="checkbox"/>	<input type="checkbox"/>
28	<input type="checkbox"/>	<input type="checkbox"/>
29	<input type="checkbox"/>	<input type="checkbox"/>

**Administrator's Mailbox:**

**Password:**

**Admin. Password:**

## Telephone Emulation

Classic Mail Telephone Emulation	Merlin Voice Terminal <small>(message lamps - 10)</small>
Jack #1	
Jack #2	
Jack #3	
Jack #4	

## Voice Mail Access Lines

Classic Mail Outside Lines	Classic Mail Interposed Lines	Merlin Tel.Co. Lines
Jack #1	Jack #1	
Jack #2	Jack #2	
Jack #3	Jack #3	
Jack #4	Jack #4	



# Voice Terminal/Mailbox Data Sheet

(Copy this page for each mailbox)

5 Button	10 Button	22 Button	34 Button
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

User Name: \_\_\_\_\_ Intercom #: \_\_\_\_\_

Type: \_\_\_\_\_

Name Spelling

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mailbox #: \_\_\_\_\_

Regular

Guest

Off-Site Message Alert - Dialing Sequence: \_\_\_\_\_

\* Note: Script mailbox owner's primary and alternate personal greetings on the back of this sheet





# Merlin 206,410,820 & Plus Classic Mail Application Design

Access Code Required:	▲ 6 - 1	(star)
Touch-Tone Gate:	▲ 6 - 9	Yes/No
Administration Level Password:	▲ 5 - 4	0000
Administrator's Mailbox Number:	▲ 5 - 5	1st MB
Attendant's Intercom Number:	▲ 5 - 6	1st MB
General Delivery Mailbox Number:	▲ 5 - 7	1st MB
Message Lamps Required:	Yes/No	

## Business Hour Schedule ▲ 5 - 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Closed							

## Rings Before Answering Incoming Calls

▲ 5 - 1

Day Mode	Night Mode	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99

\* Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and always answer on the rings defined for that line. See the Site Survey for information on lines with special telephone services.

<b>Rings Before Answering a Transferred Call:</b> ▲ 6 - 2	1 - 9
--	-------

## Classic Mail Transfer Method

▲ 6 - 7

- Direct:
- Announced:



# Company Greetings

**Day Greeting: ▲ 1 - 1**

\* **Note:** Record Auto Attendant and Call Routing information in Day Top-Level Menu - ▲ 2 - 3

*"Thank you for calling [Company Name]..."*

\* **Touch-Tone Gate:** *"If you are calling from a Touch-Tone telephone, press any key now. Other wise,  
remain on the line and your call will be transferred to the attendant."*

**Night Greeting: ▲ 1 - 2**

\* **Note:** Record Auto Attendant and Call Routing information in Night Top-Level Menu - ▲ 2 - 1 - 3

*"Thank you for calling [Company Name]. Our business hours are [business hours]..."*

\* **Touch-Tone Gate:** *"If you are calling from a Touch-Tone telephone, press any key now. Other wise,  
remain on the line to leave a message in the General Delivery Mailbox."*



# Call Routing Worksheet

## Day Operation

**Company Greeting:** "Thank you for calling [YOUR COMPANY NAME]." ▲ 1 - 1

**Top-Level Menu:** ▲ 2 - 3

Script the Top-Level Menu of instructions in the space below:

*"For sales, press 7. For service, press 8...."*

---

---

---

---

---

---

---

---

---

---

**Key Routes:** ▲ 2 - 2

Select the action that will take place for each key used in the call routing map.

Day

**Selector Code Key #** \_\_\_\_\_

- Hear a Message (Announcement Only)**

Message Script:

---

---

---

---

---

---

---

---

---

---

- Transfer to an Intercom**  
(Extension)

Intercom Number: \_\_\_\_\_  
(Extension)

- Leave a Message in a Mailbox**  
(No Coverage)

Mailbox Number: \_\_\_\_\_



\* Note: To design additional routes, reproduce this page.

Day

**Selector Code Key # \_\_\_\_\_**

- Hear a Message (Announcement Only)**

Message Script:

---

---

---

---

---

---

---

---

- Transfer to an Intercom  
(Extension)**

Intercom Number: \_\_\_\_\_  
(Extension)

- Leave a Message in a Mailbox  
(No Coverage)**

Mailbox Number: \_\_\_\_\_

Day

**Selector Code Key # \_\_\_\_\_**

- Hear a Message (Announcement Only)**

Message Script:

---

---

---

---

---

---

---

---

- Transfer to an Intercom  
(Extension)**

Intercom Number: \_\_\_\_\_

- Leave a Message in a Mailbox  
(No Coverage)**

Mailbox Number: \_\_\_\_\_





# Call Routing Worksheet

## Night Operation

**Company Greeting:** "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]." ▲ 1 - 2

### Top-Level Menu: ▲ 2 - 1 - 3

Script the Top-Level Menu of instructions in the space below:

*"For sales, press 7. For service, press 8..."*

---

---

---

---

---

---

---

---

---

---

### Key Routes: ▲ 2 - 2

Select the action that will take place for each key used in the call routing map.

Night

**Selector Code Key #** \_\_\_\_\_

- Hear a Message (Announcement Only)**

Message Script:

---

---

---

---

---

---

---

---

---

---

- Transfer to an Intercom  
(Extension)**

Intercom Number: \_\_\_\_\_

- Leave a Message in a Mailbox  
(No Coverage)**

Mailbox Number: \_\_\_\_\_







# Mailbox Assignment Sheet

▲ 7

Mailbox Owner	No.	Mailbox Owner	No.
	10 (1)		910
	11 (2)		911
	12 (3)		912
	13 (4)		913
	14 (5)		914
	15		915
	16		916
	17		917
	18		918
	19		919
	20		920
	21		921
	22		922
	23		923
	24		924
	25		925
	26		926
	27		927
	28		928
	29		929
	900		930
	901		931
	902		932
	903		933
	904		934
	905		935
	906		936
	907		937
	908		938
	909		939



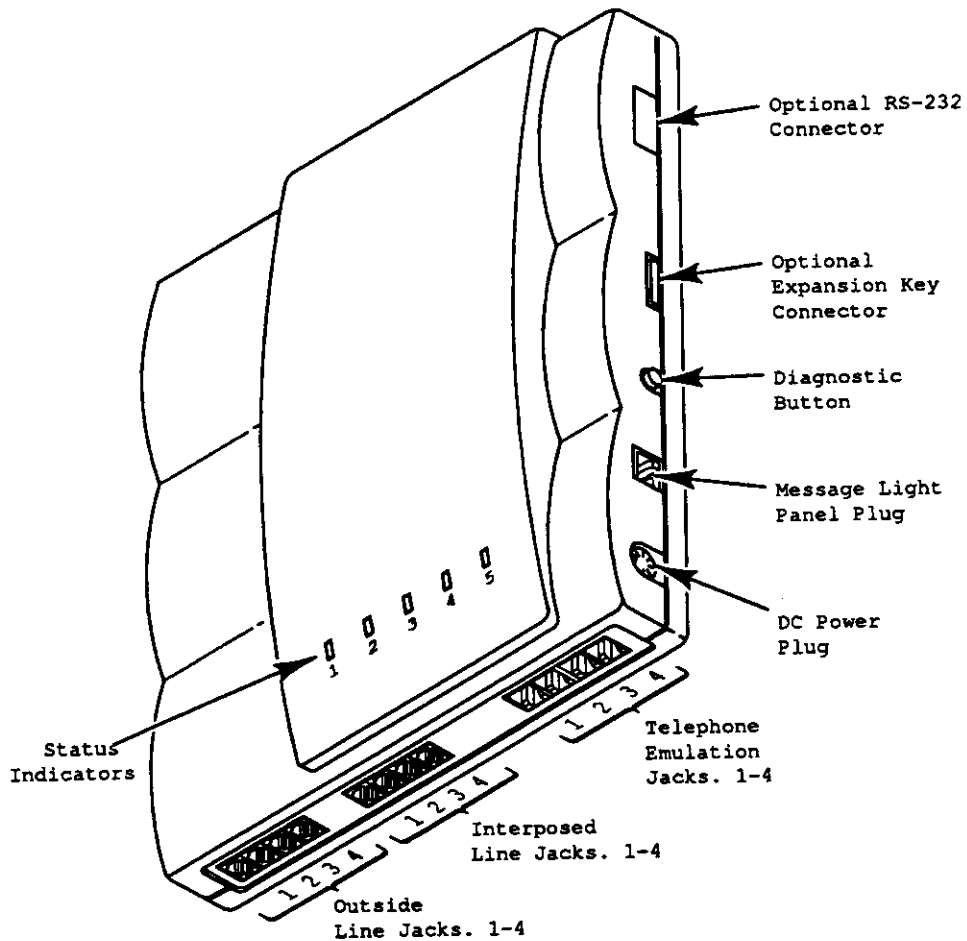
Mailbox Owner	No.	Mailbox Owner	No.
	940		970
	941		971
	942		972
	943		973
	944		974
	945		975
	946		976
	947		977
	948		978
	949		979
	950		980
	951		981
	952		982
	953		983
	954		984
	955		985
	956		986
	957		987
	958		988
	959		989
	960		990
	961		991
	962		932
	963		993
	964		994
	965		995
	966		996
	967		997
	968		998
	969		999





# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

### Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.



## **Interposed Lines:**

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

## **Other Connections:**

Power Plug - connects an external wall-mounted power supply.

Message Light Panel - connects the optional panel that provides message waiting notification.

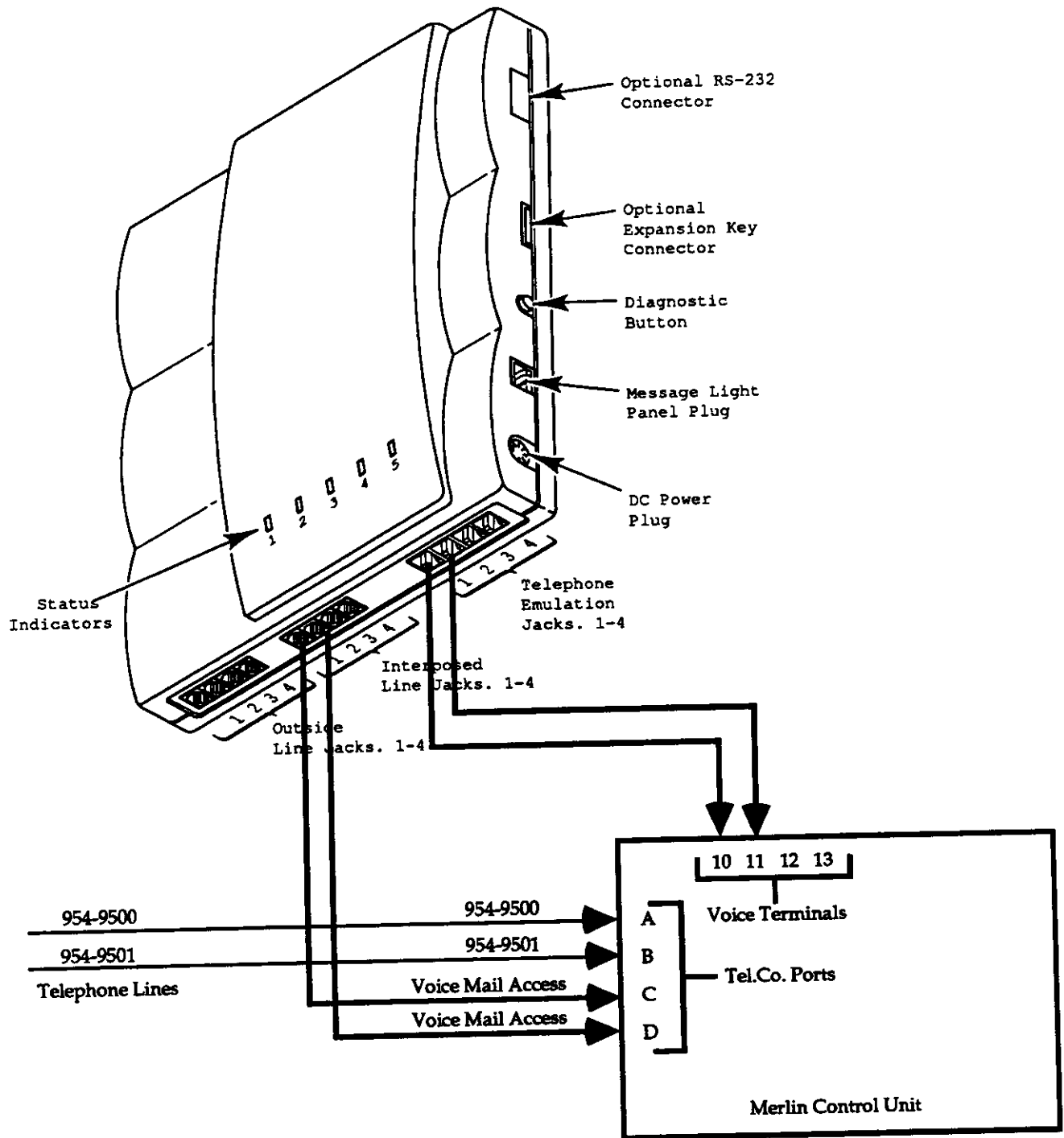
Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

RS-232 - used for manufacturing testing only.



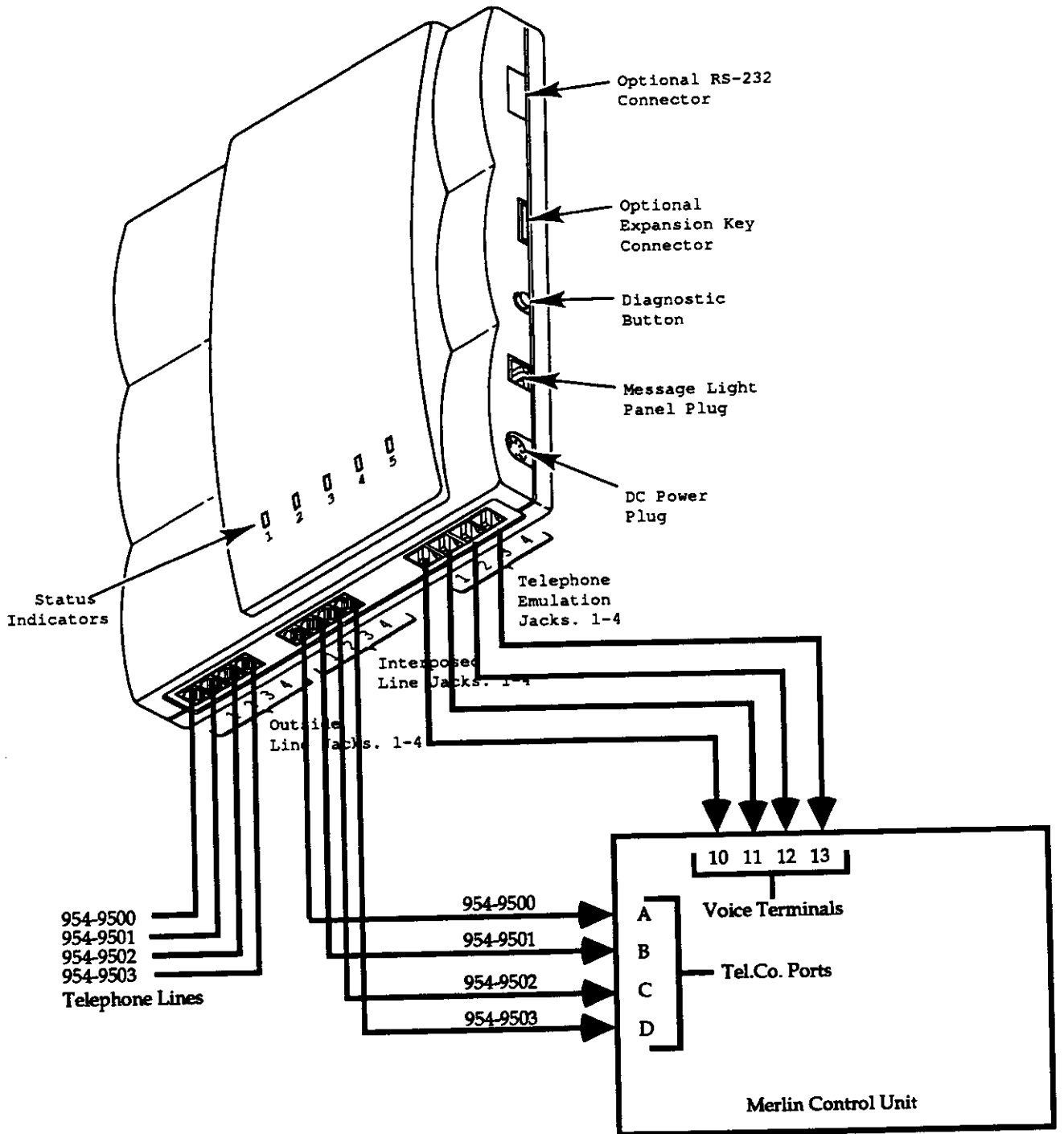
# Voice Mail Access Lines



## Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



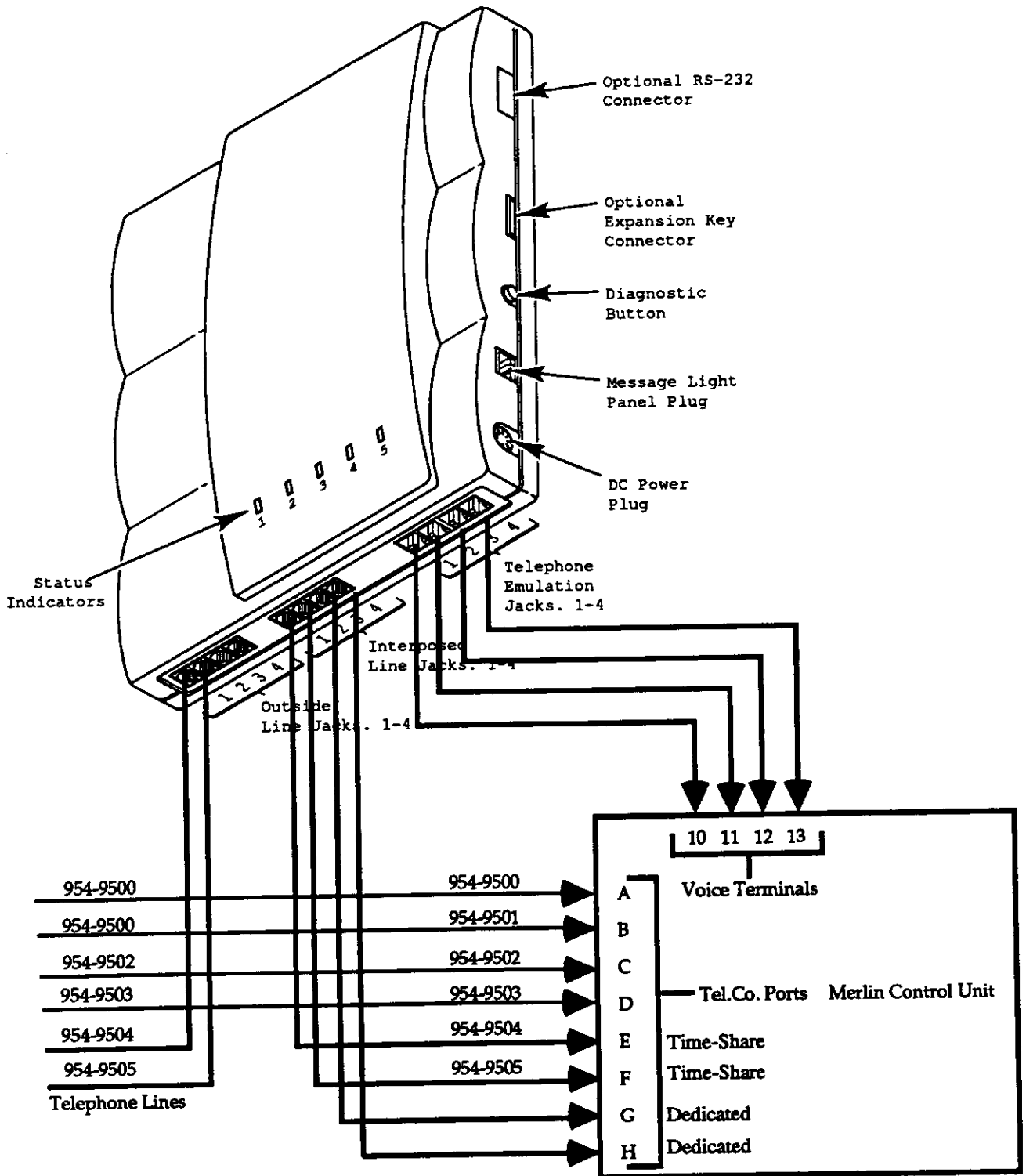


### Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line can be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.







### Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connection to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.



# Merlin 206,410,820 & Plus Classic Mail Installation Package 1.6

## Unpack Classic Mail

Reference: System Reference Guide Chapter 2 - The Classic Mail

Procedure: Confirm that all the parts are within the shipping container.

\* Note: Contact AT&T if any parts are missing.

## Identify Classic Mail Connections

Reference: System Reference Guide Chapter 2 - The Classic Mail

Procedure: Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin Tel.Co. jacks that will be used for voice mail access.

\* Note: See page 7 of the Classic Mail Design Package for this information.

## Complete Pre-Installation Requirements

Procedure: Confirm that all Merlin Voice Terminal ports and Tel.Co. ports conform to Classic Mail installation requirements.

\* Note: See pages 13 through 23 of the Classic Mail Installation Package for instructions regarding specific Merlin Control Units. All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19, 20 or 23 of this package. A 34 button display set is required to verify the correct button programming. **Do Not** proceed without this!

## Mount the Classic Mail

Reference: System Reference Guide Chapter 3 - Mounting The Classic Mail to the Wall

Procedure: Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed.

\* Note: See page 6 of the Classic Mail Design Package for the mounting location.

## Connect Voice Mail Access Lines

Reference: System Reference Guide Chapter 4 - Maximizing Telephone System Performance  
System Reference Guide Chapter 3 - Interposing between your Outside Line and Control Unit

Procedure: Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Tel.Co. ports. Or, use the secondary method by interposing existing telephone lines to provide time-share voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access.

\* Note: If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. See page 7 of the Classic Mail Design Package for this information. For an explanation of connection methods see pages 26 through 28.



## ❑ Complete TEST 1

Reference: System Reference Guide Chapter 3 - Test 1

Procedure: Test each outside telephone line that is interposed with the Classic Mail.

\* Note: Make sure a call can be completed on each line.

## ❑ Connect Telephone Emulation

Reference: System Reference Guide Chapter 3 - Connecting the Telephone Emulation Cables

Procedure: Connect the Classic Mail Telephone Emulation jacks to vacant Merlin Voice Terminal ports.

\* Note: See page 7 of the Classic Mail Design Package for this information. If the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals, Telephone Emulation Jack #1 must be connected to the attendant's Voice Terminal port on the Merlin Control Unit (port 0 for Merlin 206 or port 10 for Merlin 410, 820, 820D or 820D2). All line appearances and Intercom Auto Dial buttons must be programmed to match the attendant's template on page 19, 20 or 23 of this package. A 34 button display set is required to verify the correct button programming. **Do Not proceed without this! USE ONLY APPROVED FOUR-PAIR CABLES**

## ❑ Test Power Source Grounding

Procedure: Use a ground tester to confirm that the 110 VAC power source is properly grounded.

\* Note: Enter the results of this test on page 6 of the Classic Mail Design Guide. **Do not** install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.

## ❑ Install the Power Supply

Reference: System Reference Guide Chapter 3 - Installing the Power Supply

Procedure: Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. **NEVER POWER DOWN THE CLASSIC MAIL DURING SELF-INITIALIZATION**

\* Note: Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source must be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply. Classic Mail must be provided with lightening and surge protection equivalent to that is used to protect the Merlin Control Unit.

## ❑ Complete TEST 2

Reference: System Reference Guide Chapter 3 - Test 2

Procedure: Verify that all voice mail access lines are functional.

\* Note: After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered.



## Complete TEST 3

Reference: System Reference Guide Chapter 3 - Test 3

Procedure: Verify that all telephone lines are in service.

\* Note: This test confirms that all incoming telephone lines are functioning normally.

## Label Merlin Telephones

Reference: System Reference Guide Chapter 3 - Labeling Your Telephones

Procedure: Label voice mail access lines on the Merlin Voice Terminals with green voice mail labels.

\* Note: The stickers indicate which lines allow internal access to voice mail services.

## Complete TEST 4

Reference: System Reference Guide Chapter 3 - Test 4

Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons.

\* Note: Be certain only the voice mail access lines are labeled.

## Initialize the Classic Mail.

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000).

\* Note: The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required.

## Verify the Results of Self-Initialization

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Compare the Control Unit type, Control Unit software and in-service line assignments to the information prompted by the Classic Mail after system initialization.

\* Note: The Self-Initialization process takes about five minutes. See pages 6 and 7 of the Classic Mail Design Package for confirming data.

## Set the Date and Time

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Set the system clock to the correct date and local time.

\* Note: The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "...press 1 for AM or 2 for PM."





## □ Initialize the Attendant's Mailbox

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Enter the attendant's new password, directory name recording and spelling.

\* Note: Write down the Attendant's mailbox number and password on page 7 of the Classic Mail Design Package. Access to system administration functions is through this mailbox.

## □ Complete TEST 5

Reference: System Reference Guide Chapter 3 - Test 5

Procedure: Confirm Attendant's intercom and mailbox number.

\* Note: Be certain the correct mailbox has been opened for the Attendant.

## □ Unlock the Assigned Mailboxes

Reference: System Reference Guide Chapter 6 - Assigning, Unlocking and Locking Mailboxes

Procedure: Unlock individual (or multiple) mailboxes assigned to owners, including those used by call routing.

\* Note: See page 15 and 16 of the Classic Mail Design Package. Do not unlock mailboxes that are unassigned.

▲ Fast Track: 7

\* Note: All Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Figure 5A or page 29 of this package.

## □ Set the Access Code

Reference: System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

Procedure: If required, set the Classic Mail access code to be a different single digit on the telephone.

\* Note: See page 9 of the Classic Mail Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as last-number-redi

▲ Fast Track: 6 - 1

## □ Enable the Touch-Tone Gate

Reference: System Reference Guide Chapter 9 - Enabling the Touch-Tone Gate

Procedure: If required, enable the Classic Mail Touch-Tone Gate to enhance access for callers with rotary-dial telep.

\* Note: See page 9 of the Classic Mail Design Package for this information. The default setting is Touch-Tone Gate Disabled. To activate this feature, enable the Touch-Tone Gate and include the phrase "If you have Touch-Tone telephone, press any key." in the recorded Company Greeting.

▲ Fast Track: 6 - 9



## Set the Administration Password

Reference: System Reference Guide Chapter 6 - Changing the Administration Password

Procedure: Assign a new password to secure the administration menus. Use an eight digit password for maximum security.

\* Note: Write down the Administration Password on page 7 of the Classic Mail Design Package.

▲ Fast Track: 5 - 4

## Administrator's Mailbox Number

Reference: System Reference Guide Chapter 6 - Changing the Administrator's Mailbox Number

Procedure: If required, reassign the administrator's functions to a different mailbox.

\* Note: This mailbox must be unlocked before reassignment can be done. See page 9 of the Classic Mail Design Package for the Administrator's Mailbox Number. These functions will be transferred to the new mailbox when the current Administrator's Mailbox is closed.

▲ Fast Track: 5 - 5

## Attendant's Intercom Number

Reference: System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

Procedure: If required the attendant transfer function can be assigned to a different intercom or it may be disabled entirely.

\* Note: See page 9 of the Classic Mail Design Package for the Attendant's Intercom Number. If no individual is responsible for answering incoming calls, disable the attendant transfer feature.

▲ Fast Track: 5 - 6

## General Delivery Mailbox

Reference: System Reference Guide Chapter 7 - Changing the General Delivery mailbox Number

Procedure: If required, the general delivery mailbox function can be moved to a different mailbox or may be disabled entirely.

\* Note: See page 9 of the Classic Mail Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled.

▲ Fast Track: 5 - 7



## Business Hour Schedule

Reference: System Reference Guide Chapter 8 - Setting the Business Hour Schedule

Procedure: Define the opening and closing time for Monday through Sunday.

\* Note: See page 9 of the Classic Mail Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted "... press one for AM or 2 for PM."

▲ Fast Track: 5 - 2

## Rings Before Answering Incoming Calls

Reference: System Reference Guide Chapter 8 - Setting the Number of Rings

Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required.

\* Note: See page 9 of the Classic Mail Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line.

▲ Fast Track: 5 - 1

## Set Rings Before Answering a Transferred call

Procedure: Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom.

\* Note: See page 9 of the Classic Mail Design Package for this information. The default value is four rings.

▲ Fast Track: 6 - 2

## Set the Call Transfer Type

Reference: System Reference Guide Chapter 9 - Changing the Call Transfer Type

Procedure: Select either direct or announced transfer method.

\* Note: See page 9 of the Classic Mail Design Package for this information. The announce method is mandatory for Merlin systems without the transfer feature.

▲ Fast Track: 6 - 7

## Block Lines for Off-Site Message Alert

Reference: System Reference Guide Chapter 9 - Blocking Lines for Off-Site message Alert

Procedure: If required, block individual lines from performing Off-Site Message Alert.

\* Note: See page 6 of the Classic Mail Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions.

▲ Fast Track: 6 - 3



## □ Initialize Mailboxes

Reference: Mailbox User's Guide Chapter 2 - First-Time Use

Procedure: Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.

\* Note: It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them.

## □ Mailbox Greetings

Reference: Mailbox User's Guide Chapter 2 - Recording a Greeting

Procedure: Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing must be set up before the route is defined.

\* Note: A generic greeting will be played to callers if a custom greeting is not recorded.

## □ Record Company Greetings

Reference: System Reference Guide Chapter 8 - Recording Company Greetings

Procedure: Using the written script, record the greetings that will be played to callers during day and night operation.

\* Note: See page 10 of the Classic Mail Design Package for the day and night company greeting scripts.

▲ Fast Track 1 - 1 for Day 1 - 2 for Night

## □ Call Routing Maps

Reference: System Reference Guide Chapter 8 - Entering Advanced Answering Service Information

Procedure: Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.

\* Note: See pages 12 through 14 of the Classic Mail Design Package for Call Routing information. Read System Reference Guide Chapter 8 - Entering Advanced Answering Service Information before first attempting to set up a Call Routing application.

▲ Fast Track: 2





# Merlin 206,410,820 & Plus System Testing Checklist

\* **Note:** Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Figure 5A or page 29 of this package.

## 1. Classic Mail Access Code

- ☛ Call into the Classic Mail from a Merlin Voice Terminal
- ☛ Enter the specified access code and verify that Classic Mail answers

### **Troubleshooting**

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

\* System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

▲ Fast Track: 6 - 1

## 2. Simultaneous Access

- ☛ Select a voice mail access line
- ☛ Enter the specified access code
- ☛ Verify that the Classic Mail answers the call, then put the line on hold
- ☛ Continue until all Classic Mail ports are operating simultaneously

### **Troubleshooting**

Make certain that you are using a voice mail access lines. If all ports do not answer simultaneously, confirm that the Classic Mail unit is not a 2-port model. On 2-port models you will hear busy tone when you attempt to access more than two ports. If the unit is a 4-port model and this test fails, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

\* System Reference Guide Chapter 9 - Changing the line Configuration

▲ Fast Track: 6 - 4

## 3. Rings Before Answer:

- ☛ Force the Classic Mail into day or night operation
- ☛ Call into the Classic Mail using an outside line and verify the rings before answer



## **Troubleshooting**

Use different Voice Terminal ports or Merlin control unit and retest.

\* System Reference Guide Chapter 9 - Setting the Number of Rings

▲ Fast Track: 5 - 1 - 1 (Day Operation)

▲ Fast Track: 5 - 1 - 2 (Night Operation)

▲ Fast Track: 5 - 1 - 3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

## 4. Company Greetings

- ☛ Verify that the correct greeting (Day or Night) plays

### **Troubleshooting**

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

\* System Reference Guide Chapter 8 - Recording Company Greetings

▲ Fast Track: 1 - 1 (Day Greeting)

▲ Fast Track: 1 - 2 (Night Greeting)

## 5. Call Routing Map

- ☛ Select a call routing option
- ☛ Verify that the correct action takes place
- ☛ Repeat the previous steps until all options for the day and night Call Routing maps have been tested

### **Troubleshooting**

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

\* System Reference Guide Chapter 8 - Entering the Call Routing Map Information

▲ Fast Track: 2



## 6. Attendant's Intercom Number

- Press 0 to transfer to the attendant
- Verify that the correct intercom rings

### **Troubleshooting**

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

\* System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

▲ Fast Track: 5 - 6

## 7. General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

### **Troubleshooting**

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

\* System Reference Guide Chapter 7 - Changing the General Delivery Mailbox Number

▲ Fast Track: 5 - 7

## 8. Message Waiting Notification

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Verify that the Message Waiting Alert Prompt plays over the intercom speaker
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.



## **Troubleshooting**

If none of the message lamps work, check to make certain that Classic Mail is configured for the correct Control Unit type and software package. Confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 10. Also confirm that the Merlin Control Unit has Feature Package 2 and that the cartridge is firmly seated in its' socket or that it is an 820D or 820D2. Next connect a 34 button display set to Voice Terminal port 10. The 34 button display set will confirm the contents of each programmable key related to port 10. If the keys do not match the template for an attendant's intercom (see page 19, 20 or page 23 for templates), reprogram the keys to conform with the template. After confirming the correct programming of port 10, verify that each intercom message lamp can be turned on and off manually from the 34 button display set. If you can't turn the lights on and off manually, it is likely that the feature cartridge is bad.

If the message lamps work on some phones and not others, follow the same procedure to confirm the Classic Mail hardware connections and Merlin port 10 programming. If an intercom message lamp still will not illuminate, the lamp may not be functional. Change the Voice Terminal set. If, after changing sets, the lamp will not operate, the Merlin voice terminal port is probably bad.

If the Message Waiting Alert prompt does not play over the intercom speaker, first verify that the Message Alert feature is enabled for the user's mailbox. Next confirm that the announce feature on the user's intercom is enabled. This can be done by putting the intercom into program mode and pressing the intercom button until the green light is illuminated. For Merlin Plus Release 2, put the intercom in program mode and press \*38 to enable the announce feature.

\* System Reference Guide Chapter 10 - Troubleshooting Tables

▲ Fast Track: 6 - 6

## 9. Disconnect Supervision

- ☛ Call into the Merlin using an outside line
- ☛ Answer the call on this line, then disconnect the far end.
- ☛ Listen on the Merlin end for dial-tone, busy, howler or silence.

### **Troubleshooting**

If nothing but silence is returned after a far-end disconnect the Classic Mail may have difficulty releasing a line.

- Confirm that silence is the response to a far-end disconnect. If you enable disconnect supervision, test auto attendant transfer a number of times making certain that no random disconnects occur. The disconnect parameters allow fine-tuning to adjust for varying type of telephone lines.

\* System Reference Guide Chapter 9 - Adjusting Disconnect Parameters

▲ Fast Track: 6 - 8

## 10. Off-Site Message Alert

- ☛ Call into the Classic Mail using an outside line
- ☛ Leave a message in a mailbox that has Off-Site Message Alert activated
- ☛ Verify the pager or off-site telephone number is contacted by the Classic Mail.





## **Troubleshooting**

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert, reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.

\* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6 - 3

- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the first digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.

\* Mailbox User's Guide Chapter 4 - How Off-Site Message Alert Works

## **Troubleshooting**

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert, reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.

\* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6 - 3

## 11. Blocking Lines for Off-Site Message Alert

- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

## **Troubleshooting**

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

\* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6 - 3



# Pre-Installation Requirements

## Merlin 206, 410 & 820 Basic

(No Feature Modules Installed)

### 1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).

\* Note: When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.

- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail installation.

\* Note: Line key programming not possible. No pre-installation programming is required.

### Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

\* Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



## Merlin 206, 410 & 820 with Feature Module 1

### 1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
  - \* **Note:** When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail installation.
  - \* **Note:** Line key programming not possible. No pre-installation programming checks required.

### 2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
  - \* **Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



## Merlin 206, 410 & 820 with Feature Module 2

### 1. Check Voice Terminal Functionality

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
  - \* **Note:** When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that each port is operational. If you can make and receive a call the voice terminal port is good.
- Verify that each port has access to all necessary C.O. lines by touching each line button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines do not appear proceed to the next step.

### 2. Enter Administration Mode

- Plug a Merlin Voice Terminal into port #10 (or port 0 on the 206), place the "Admin" switch in the "Admin" position, (on the 820 it is located on the front upper left of the KSU, on the 410, switch #10 must be in the down position, on the 206, switch #0 must be in the down position).
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into "System Administration" by pressing Administer on the Voice Terminal or dialing #01. **Do not lift the hand set or enable the speaker-phone.**

### 3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc. On the 206, port 0 = intercom 0 etc.) If all lines to be answered by the Classic Mail are green dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Remove call restrictions from Voice Terminal ports used for Telephone Emulation.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

**NOTE:** If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.





**4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.**

- Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
- Put the port into program mode by sliding the T/P switch to the P position.
- Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.

**\* Note:** This must be done or the Classic Mail will not function properly.

**5. Check all vacant Merlin Tel.Co. ports**

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

**\* Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



# Merlin Plus Release I

## 820 D

### 1. Check Voice Terminal ports. Verify access to necessary lines

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).

\* Note: When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.

- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.

\* Note: If the necessary lines do not appear proceed to the next step.

### 2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into "System Administration" by Hitting Administer on the Voice Terminal or dialing #01. **Do not** lift the hand set or enable the speaker-phone.

### 3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) Press Conference. If all lines to be answered by the Classic Mail are green, press conference. Repeat this step as necessary.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the Voice Terminal requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

\* Note: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.



**4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.**

- Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
- Put the port into program mode by sliding the T/P switch to the P position.
- Using the diagram on the page 20, program each Intercom Auto Dial button to match the template.

**\* Note:** This must be done or the Classic Mail will not function properly.

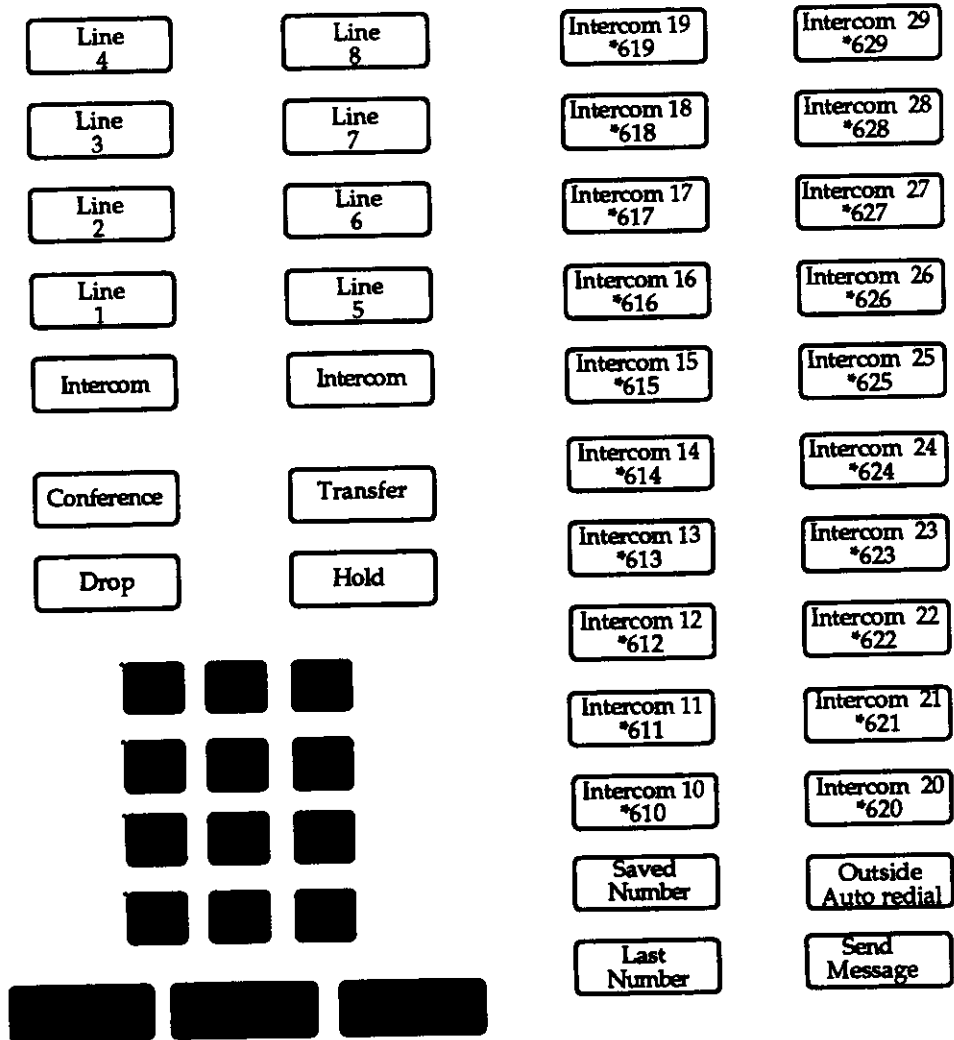
**5. Check all vacant Merlin Tel.Co. ports**

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

**\* Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



# Classic Mail Telephone Emulation Template Merlin 206, 410, 820

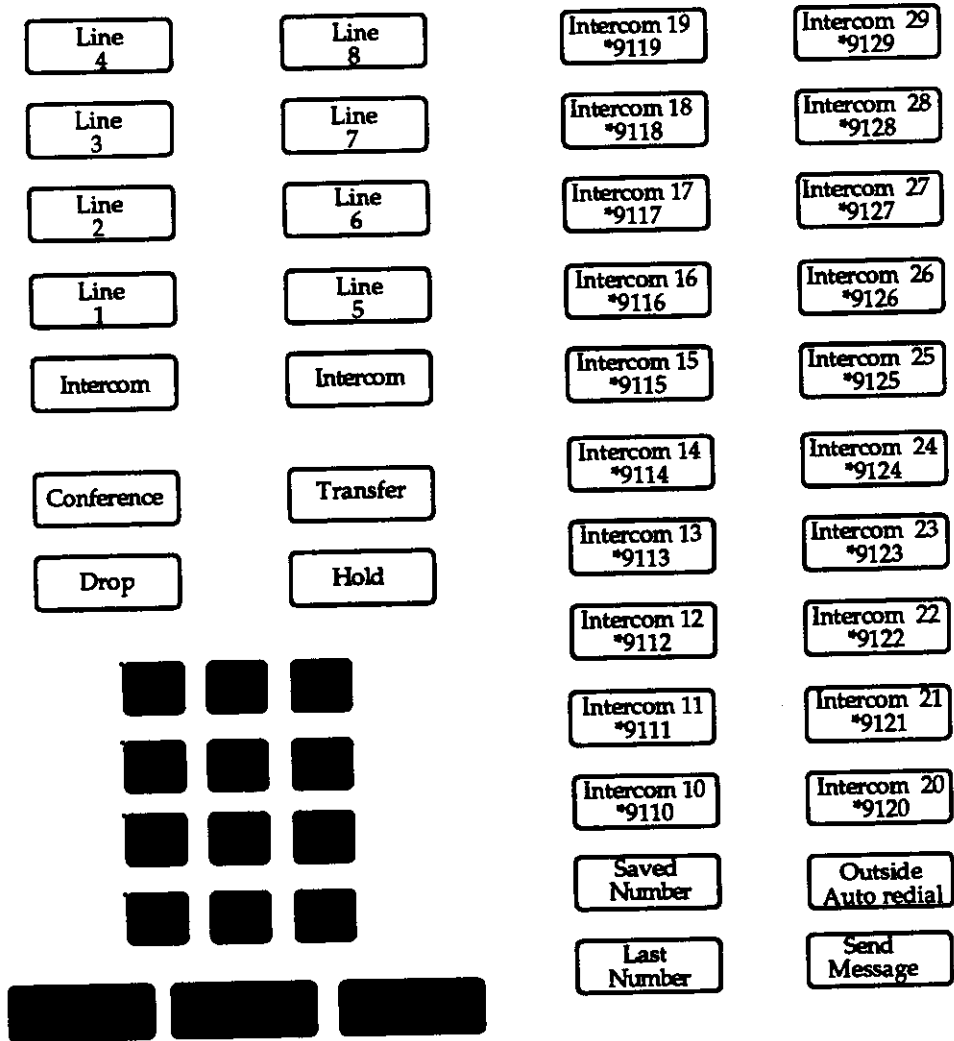


<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button ( Located above Transfer Button) or press #01</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Voice Terminal into Program Mode.</li> <li>2. Press an Intercom Button</li> <li>3. Press *6</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Repeat for each button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin mode</li> <li>2. Press *99</li> <li>3. Turn the Merlin off, then on again</li> </ol>





# Classic Mail Telephone Emulation Template Merlin 820D



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button ( Located above Transfer Button) or press #01</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Voice Terminal into Program Mode.</li> <li>2. Press an Intercom Button</li> <li>3. Press *91</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Repeat for each button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin mode</li> <li>2. Press *99198</li> <li>3. Turn the Merlin off, then on again</li> </ol>



<b>Merlin Plus Release 2</b> <b>820 D2</b>
---

### 1. Check Voice Terminal ports

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).

\* **Note:** When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.

- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines are not appearing proceed to the next step.

### 2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the **P** position, enter into "System Administration" by pressing Administer on the Voice Terminal or dialing #49. **Do not** lift the hand set or enable the speaker-phone.

### 3. Program Intercom Lines

- Dial an intercom number used for Telephone Emulation port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) If all lines to be answered by the Classic Mail are green, dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.



#### 4. Message Waiting Lights

- Program each Voice Terminal port used for Telephone Emulation to use the Attendant's Template (See the diagram on the next page for the Attendant's Template). While in the Admin mode, enter the intercom number for a Telephone Emulation port and dial \*104 [intercom number]. This will set the port to the default button assignments which enables message waiting. Repeat this for each Voice Terminal port used for Telephone Emulation.

\* Note: This must be done or the Classic Mail will not function properly.

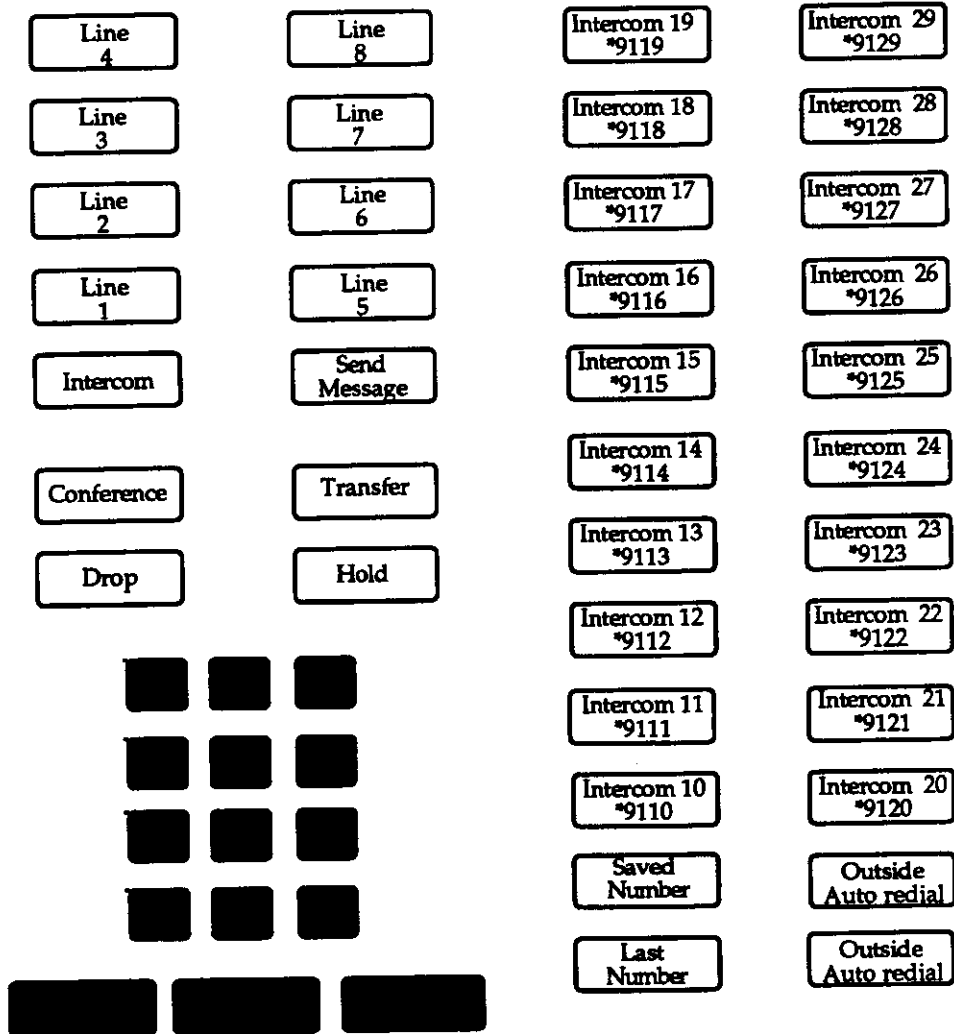
#### 5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Tel.Co.. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant line port.
- If all ports are good and have proceed with installation.

\* Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



# Classic Mail Telephone Emulation Template Merlin 820 D2



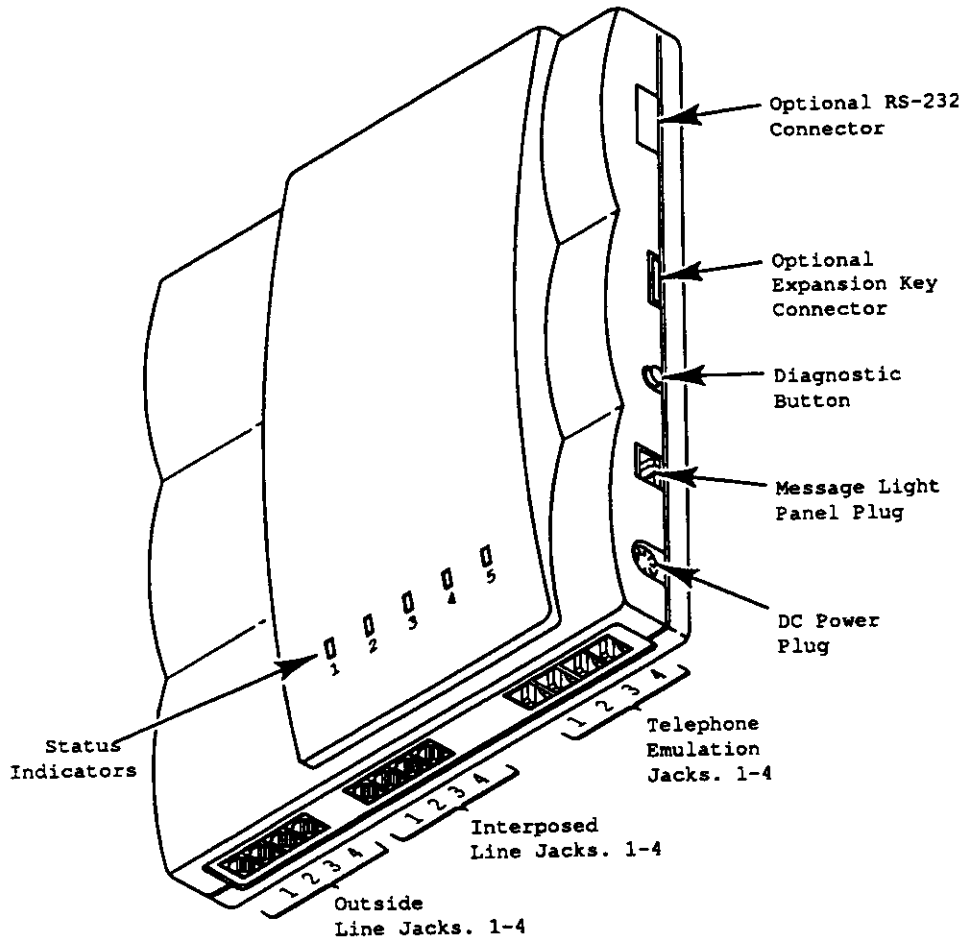
<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button ( Located above Transfer Button) or press #49</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin.</li> <li>2. Press *10</li> <li>3. Press 4 ( Admin. Template)</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Press Admin. Button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin and</li> <li>2. Press *99198</li> <li>3. Turn the Merlin off, then on again</li> </ol>





# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

### Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.



## Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

## Other Connections:

Power Plug - connects an external wall-mounted power supply.

Message Light Panel - connects the optional panel that provides message waiting notification.

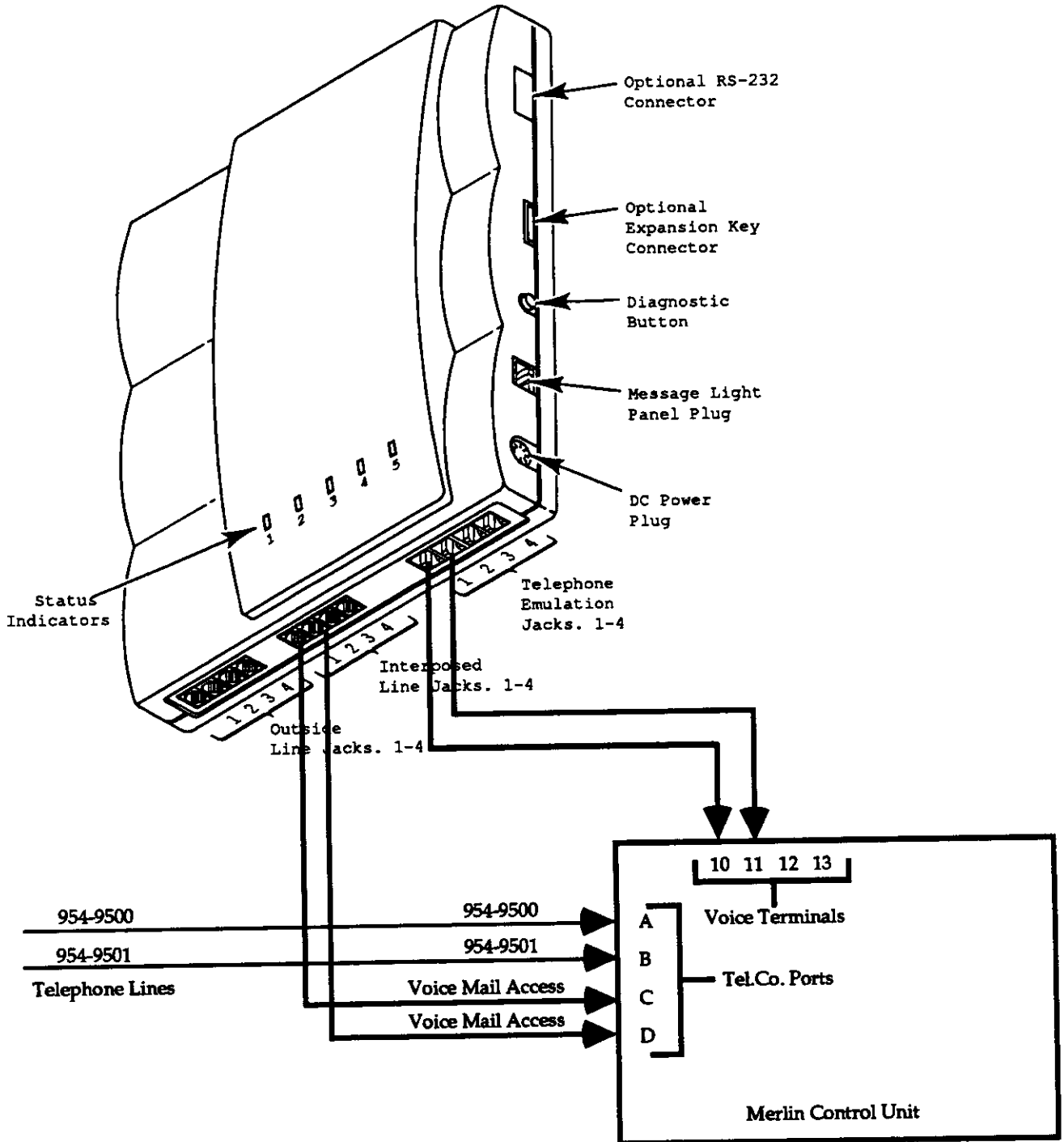
Diagnostic Button - used to reset administration passwords.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

RS-232 - used for manufacturing testing only.



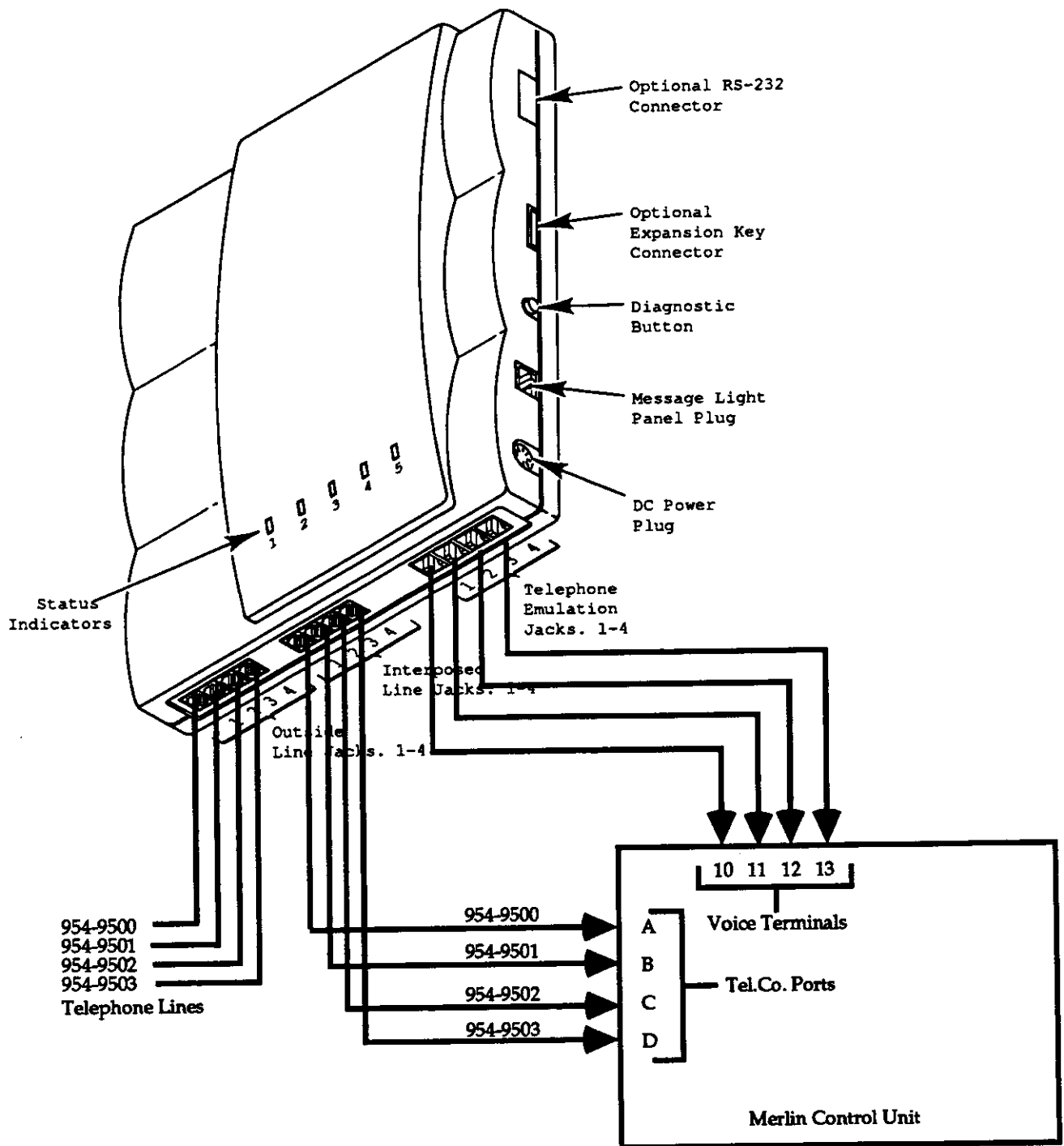
# Voice Mail Access Lines



## Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



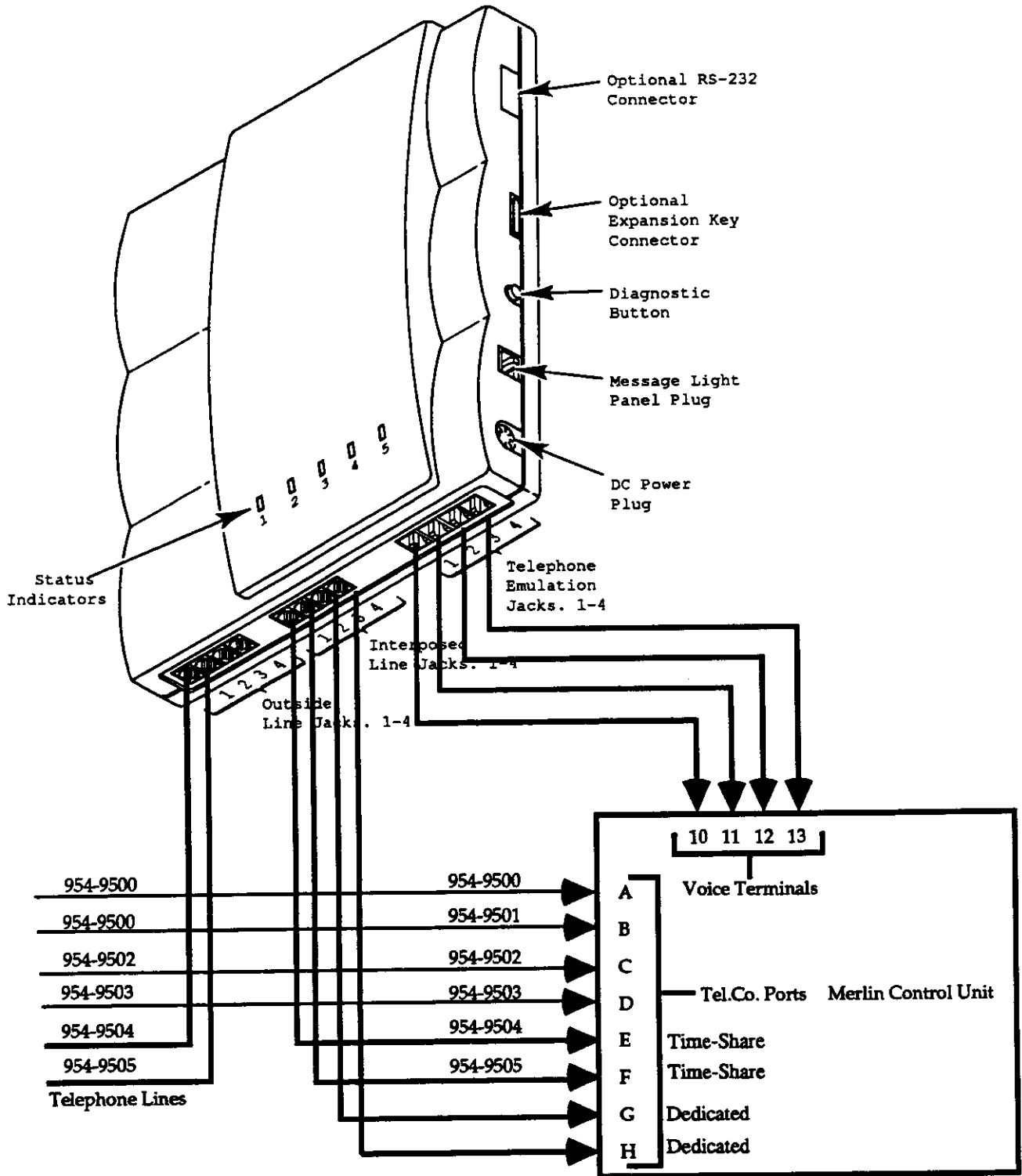


### Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line can be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.





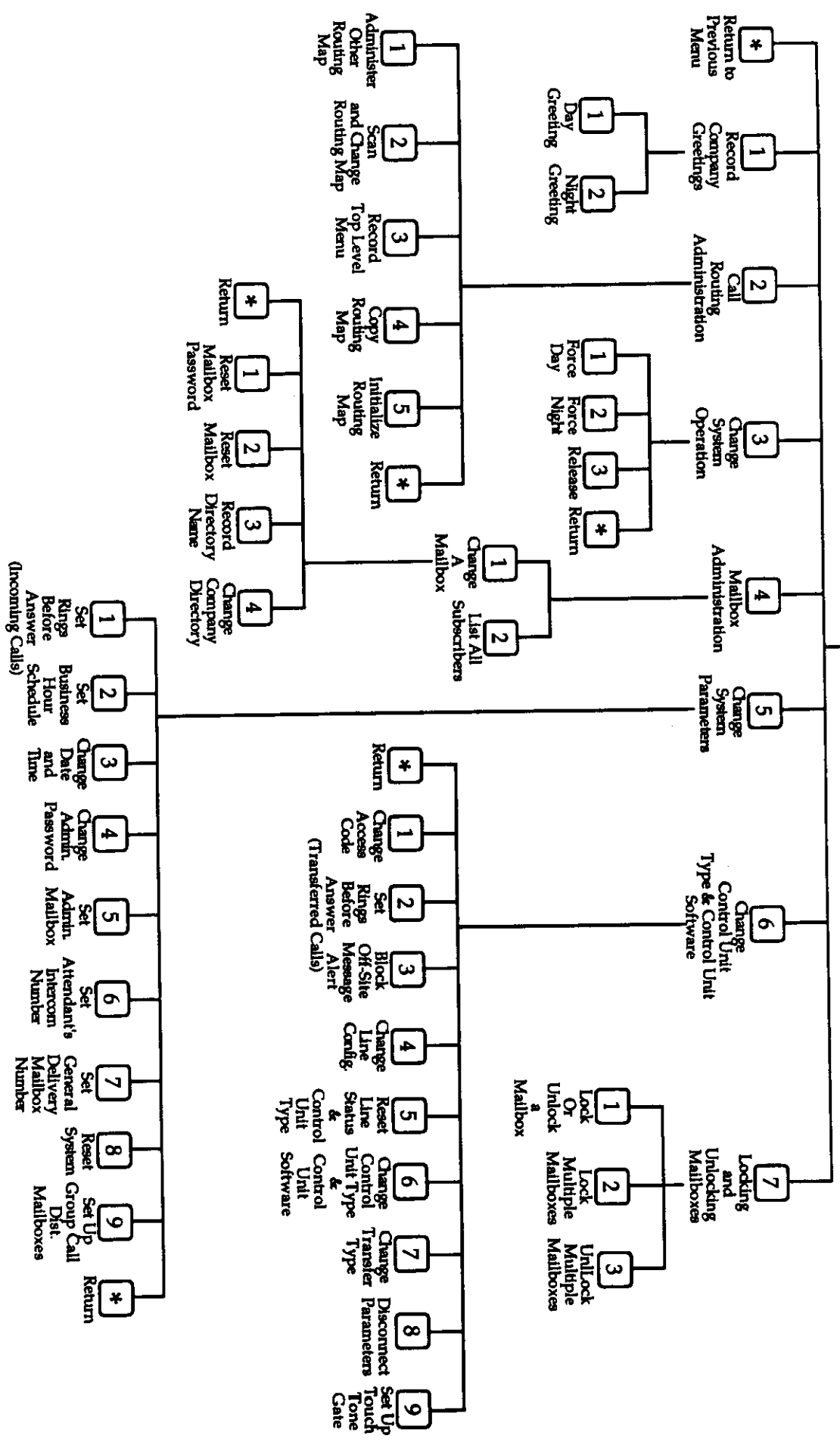


### Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connections to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.



**Open Administrator's Mailbox**  
**Mailbox: \_\_\_\_\_ Password: \_\_\_\_\_**  
**Press 9 then enter the Admin Password**





Merlin 1030/3070  
Classic Mail  
Design Package  
For Release 1.6

Site Survey

Record Merlin System Data

Procedure: Record Merlin system information on the Site Survey forms.

Requirements:

- Merlin 1030
- Feature Package 1, 2, 4 or 5
- Voice Terminal ports 11, 12, 13 and 14 set as ATTENDANT
- Merlin line ports set for Tone (DTMF) signaling

\* Note: Enter this information on pages 6 and 7 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

\* Note: The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 7 of this package.

Confirm Telephone Emulation Connections

Procedure: Confirm that Merlin Voice Terminal ports 11, 12, 13 and 14 are available to use for Telephone Emulation.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports 11, 12, 13 and 14. Four Voice Terminal ports are required.

\* Note: Voice Terminal ports 11,12,13 and 14 must be set to ATTENDANT. For an explanation of Telephone Emulation, see page 18 of this package.



## Determine Voice Mail Access Lines

**Procedure:** Decide which Merlin line ports to use for internal voice mail access.

**Requirements:** The Classic Mail is must be connected to the Merlin Control Unit using line ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant line ports to Classic Mail interpose jacks 1 - 4. If there are no vacant line jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

**\* Note:** If possible, always dedicate voice mail access using vacant line ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 7 of this package. For an explanation of Interposed voice mail access, see page 19 through 21 of this package.

## Record Voice Terminal/Mailbox Data

**Procedure:** Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

**\* Note:** Copy page 8 of this package for each mailbox user.

## Determine Voice Mail Access Code

**Procedure:** Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

**Requirements** The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

**\* Note:** Enter this information on page 9 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

## Determine the Need for a Touch-Tone Gate

**Procedure:** The Touch-Tone Gate may be used to enhance messaging for callers with rotary-dial telephones. When this feature is activated the Classic Mail, after answering , will wait for three seconds to receive any DTMF signal. If this signal is not received within three seconds, the Classic Mail will transfer the caller to the designated Attendant's Intercom number. If the Touch-Tone gate is activated, the Company Greeting must be recorded with instructions to "press any key" if the caller has a Touch-Tone telephone.

**\* Note:** Enter yes or no on page 9 of this package.





## Determine Administrator's Mailbox Number

**Procedure:** The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required.

**\* Note:** Enter this information on page 9 of this package.

## Decide who will be the Attendant.

**Procedure:** Determine who will be responsible for answering calls coming into the business.

**Requirements:** When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without a designated Attendant's Intercom.

**\* Note:** Enter this information on page 9 of this package. If there is no attendant write "none" in the space provided.

## General Delivery Mailbox

**Procedure:** If required, the general delivery mailbox function can be assigned to any mailbox or may be disabled entirely.

**\* Note:** If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled. Enter this information on page 9 of this package. If this feature is not required, write "none" in the space provided.

## Assign Group Call Distribution Mailboxes

**Procedure:** Calls into Group Call Distribution intercom numbers (850 - 855) may be routed to a single mailbox.

**Requirements:** The Merlin Control Unit must have Feature Package 5

**\* Note:** Enter this information on page 9 of this package.

## Complete Business Hour Schedule

**Procedure:** Determine the opening and closing hour and minute for each day of the week.

**Requirements:** This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only.

**\* Note:** Enter this information on page 9 of this package.



## Determine the Rings Before Answering Incoming Calls

**Procedure:** Determine how long the Classic Mail should wait before answering incoming calls.

**Requirements:** The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line.

\* **Note:** Enter the number of rings before the Classic Mail answers calls during day and night operation on page 9 of this package. For any line that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line.

## Determine the Rings Before Picking Up a Transferred Call

**Procedure:** Determine how long the Classic Mail will wait before reconnecting with a caller.

**Requirements:** After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings.

\* **Note:** Enter this information on page 9 of this package.

## Determine the Call Transfer Type

**Procedure:** Select either direct or announced transfer method.

**Requirements:** The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line.

\* **Note:** Enter this on page 9 of the Classic Mail Design Package.

## Script the Company Greetings

**Procedure:** Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

\* **Note:** Enter this information on page 10 of this package. If the Touch-Tone Gate is being used, add this information to the script.



## □ Complete Call Routing Worksheets

**Procedure:** Use the Call Routing worksheets to document the call routing design.

**Requirements:** Each telephone key 1 through 9 may be defined with one of three functions: 1) Play an informational message. 2) Transfer to an intercom or 3) Leave a message in a mailbox. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

**\* Note:** Complete the Call Routing worksheets for day and night operation on pages 11 through 14 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing must be set up with a password and a greeting before it can be specified in a route definition.

## □ Complete Mailbox Assignment Worksheet

**Procedure:** List all mailbox owners on the Mailbox Assignment Sheets

**Requirements:** Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

**\* Note:** Enter this information on pages 15 through 17 of this package.



# Site Survey

## General Information

Company \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Contact \_\_\_\_\_

Installing Technician \_\_\_\_\_

## Merlin System Information

Merlin Model: 1030/3070 Feature Modules:  1  2  4  5

Automatic Route Selection:  Yes  No \* If yes, attach SMDR Data

Square:  Pooled - Dial Access:  Pooled - Button Access:

Power Requirements: 110 Volts A/C  Ground Test: Pass  Fail  (Installers Only)

Merlin 1030/3070	Line Connections	Line Pools	Block OSA	Merlin 1030/3070	Line Connections	Line Pools	Block OSA
Telephone Number	Line Jack	Pool #	✓	Telephone Number	Line Jack	Pool #	✓
	A0 (1)		<input type="checkbox"/>		D0 (16)		<input type="checkbox"/>
	A1 (2)		<input type="checkbox"/>		D1 (17)		<input type="checkbox"/>
	A2 (3)		<input type="checkbox"/>		D2 (18)		<input type="checkbox"/>
	A3 (4)		<input type="checkbox"/>		D3 (19)		<input type="checkbox"/>
	A4 (5)		<input type="checkbox"/>		D4 (20)		<input type="checkbox"/>
	B0 (6)		<input type="checkbox"/>		E0 (21)		<input type="checkbox"/>
	B1 (7)		<input type="checkbox"/>		E1 (22)		<input type="checkbox"/>
	B2 (8)		<input type="checkbox"/>		E2 (23)		<input type="checkbox"/>
	B3 (9)		<input type="checkbox"/>		E3 (24)		<input type="checkbox"/>
	B4 (10)		<input type="checkbox"/>		E4 (25)		<input type="checkbox"/>
	C0 (11)		<input type="checkbox"/>		F0 (26)		<input type="checkbox"/>
	C1 (12)		<input type="checkbox"/>		F1 (27)		<input type="checkbox"/>
	C2 (13)		<input type="checkbox"/>		F2 (28)		<input type="checkbox"/>
	C3 (14)		<input type="checkbox"/>		F3 (29)		<input type="checkbox"/>
	C4 (15)		<input type="checkbox"/>		F4 (30)		<input type="checkbox"/>





## Merlin 1030/3070 Voice Terminal Connections

Intercom	Occupied	Vacant	Intercom	Occupied	Vacant	Intercom	Occupied	Vacant
10	<input type="checkbox"/>	<input type="checkbox"/>	35	<input type="checkbox"/>	<input type="checkbox"/>	60	<input type="checkbox"/>	<input type="checkbox"/>
11	TE-1	<input type="checkbox"/>	36	<input type="checkbox"/>	<input type="checkbox"/>	61	<input type="checkbox"/>	<input type="checkbox"/>
12	TE-2	<input type="checkbox"/>	37	<input type="checkbox"/>	<input type="checkbox"/>	62	<input type="checkbox"/>	<input type="checkbox"/>
13	TE-3	<input type="checkbox"/>	38	<input type="checkbox"/>	<input type="checkbox"/>	63	<input type="checkbox"/>	<input type="checkbox"/>
14	TE-4	<input type="checkbox"/>	39	<input type="checkbox"/>	<input type="checkbox"/>	64	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>	40	<input type="checkbox"/>	<input type="checkbox"/>	65	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>	41	<input type="checkbox"/>	<input type="checkbox"/>	66	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>	42	<input type="checkbox"/>	<input type="checkbox"/>	67	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>	43	<input type="checkbox"/>	<input type="checkbox"/>	68	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>	44	<input type="checkbox"/>	<input type="checkbox"/>	69	<input type="checkbox"/>	<input type="checkbox"/>
20	<input type="checkbox"/>	<input type="checkbox"/>	45	<input type="checkbox"/>	<input type="checkbox"/>	70	<input type="checkbox"/>	<input type="checkbox"/>
21	<input type="checkbox"/>	<input type="checkbox"/>	46	<input type="checkbox"/>	<input type="checkbox"/>	71	<input type="checkbox"/>	<input type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>	47	<input type="checkbox"/>	<input type="checkbox"/>	72	<input type="checkbox"/>	<input type="checkbox"/>
23	<input type="checkbox"/>	<input type="checkbox"/>	48	<input type="checkbox"/>	<input type="checkbox"/>	73	<input type="checkbox"/>	<input type="checkbox"/>
24	<input type="checkbox"/>	<input type="checkbox"/>	49	<input type="checkbox"/>	<input type="checkbox"/>	74	<input type="checkbox"/>	<input type="checkbox"/>
25	<input type="checkbox"/>	<input type="checkbox"/>	50	<input type="checkbox"/>	<input type="checkbox"/>	75	<input type="checkbox"/>	<input type="checkbox"/>
26	<input type="checkbox"/>	<input type="checkbox"/>	51	<input type="checkbox"/>	<input type="checkbox"/>	76	<input type="checkbox"/>	<input type="checkbox"/>
27	<input type="checkbox"/>	<input type="checkbox"/>	52	<input type="checkbox"/>	<input type="checkbox"/>	77	<input type="checkbox"/>	<input type="checkbox"/>
28	<input type="checkbox"/>	<input type="checkbox"/>	53	<input type="checkbox"/>	<input type="checkbox"/>	78	<input type="checkbox"/>	<input type="checkbox"/>
29	<input type="checkbox"/>	<input type="checkbox"/>	54	<input type="checkbox"/>	<input type="checkbox"/>	79	<input type="checkbox"/>	<input type="checkbox"/>
30	<input type="checkbox"/>	<input type="checkbox"/>	55	<input type="checkbox"/>	<input type="checkbox"/>			
31	<input type="checkbox"/>	<input type="checkbox"/>	56	<input type="checkbox"/>	<input type="checkbox"/>			
32	<input type="checkbox"/>	<input type="checkbox"/>	57	<input type="checkbox"/>	<input type="checkbox"/>			
33	<input type="checkbox"/>	<input type="checkbox"/>	58	<input type="checkbox"/>	<input type="checkbox"/>			
34	<input type="checkbox"/>	<input type="checkbox"/>	59	<input type="checkbox"/>	<input type="checkbox"/>			

### Voice Mail Access Connections

Telephone Number	Classic Mail Outside Line Jack	Classic Mail Interpose Jack	Merlin Line Jack	Voice Mail Access Pool
	1	1		
	2	2		
	3	3		
	4	4		

\* Administrator's Mailbox/Password: \_\_\_\_\_ Administration Password: \_\_\_\_\_

Describe the location for mounting the Classic Mail:

---



---



---



---







# Merlin 1030/3070 Classic Mail Application Design

Access Code Required:	▲ 6 - 1	(star)	Group Call Mailbox #1	▲ 5 - 9	GCD #850
Rings Before Answer - Transfers	▲ 6 - 2	1 - 9	Group Call Mailbox #2	▲ 5 - 9	GCD #851
Touch-Tone Gate:	▲ 6 - 9	Yes/No	Group Call Mailbox #3	▲ 5 - 9	GCD #852
Administrator's Mailbox #:	▲ 5 - 5	1st MB	Group Call Mailbox #4	▲ 5 - 9	GCD #853
Attendant's Intercom #:	▲ 5 - 6	1st MB	Group Call Mailbox #5	▲ 5 - 9	GCD #854
General Delivery Mailbox #:	▲ 5 - 7	1st MB	Group Call Mailbox #6	▲ 5 - 9	GCD #855

## Business Hour Schedule ▲ 5 - 2

	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>	<i>Sunday</i>
<i>Open</i>							
<i>Closed</i>							

## Rings Before Answering Incoming Calls ▲ 5 - 1

Day Mode	Night Mode
1 - 99	1 - 99

Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	Line 9	Line 10
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99

Line 11	Line 12	Line 13	Line 14	Line 15	Line 16	Line 17	Line 18	Line 19	Line 20
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99

Line 21	Line 22	Line 23	Line 24	Line 25	Line 26	Line 27	Line 28	Line 29	Line 30
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99

\* Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and always answer on the rings defined for that line.

## Classic Mail Transfer Method ▲ 6 - 7

- Direct:
- Announced:









# Call Routing Worksheet

## Day Operation

**Company Greeting:** "Thank you for calling [YOUR COMPANY NAME]." ▲ 1 - 1

**Top-Level Menu:** ▲ 2 - 3

Script the Top-Level Menu of instructions in the space below:

*"For sales, press 7. For service, press 8...."*

---

---

---

---

---

---

---

---

---

---

---

---

**Key Routes:** ▲ 2 - 2

Select the action that will take place for each key used in the call routing map.

Day

**Selector Code Key #** \_\_\_\_\_

- Hear a Message (Announcement Only)**

Message Script:

---

---

---

---

---

- Transfer to an Intercom**  
(Extension)

Intercom Number: \_\_\_\_\_  
(Extension)

- Leave a Message in a Mailbox**  
(No Coverage)

Mailbox Number: \_\_\_\_\_







# Call Routing Worksheet

## Night Operation

**Company Greeting:** "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]." ▲ 1 - 2

**Top-Level Menu:** ▲ 2 - 1 - 3

Script the Top-Level Menu of instructions in the space below:

*"For sales, press 7. For service, press 8..."*

---

---

---

---

---

---

---

---

---

---

---

**Key Routes:** ▲ 2 - 2

Select the action that will take place for each key used in the call routing map.

Night

Selector Code Key # \_\_\_\_\_

- Hear a Message (Announcement Only)

Message Script:

---

---

---

---

---

- Transfer to an Intercom  
(Extension)

Intercom Number: \_\_\_\_\_

- Leave a Message in a Mailbox  
(No Coverage)

Mailbox Number: \_\_\_\_\_



\* Note: To design additional routes, reproduce this page.

Night

**Selector Code Key # \_\_\_\_\_**

- Hear a Message (Announcement Only)**

Message Script:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Transfer to an Intercom (Extension)**      Intercom Number: \_\_\_\_\_

- Leave a Message in a Mailbox (No Coverage)**      Mailbox Number: \_\_\_\_\_

Night

**Selector Code Key # \_\_\_\_\_**

- Hear a Message (Announcement Only)**

Message Script:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Transfer to an Intercom (Extension)**      Intercom Number: \_\_\_\_\_  
(Extension)

- Leave a Message in a Mailbox (No Coverage)**      Mailbox Number: \_\_\_\_\_





# Mailbox Assignment Sheet

▲ 7

<i>Mailbox Owner</i>	<i>No.</i>	<i>Mailbox Owner</i>	<i>No.</i>
	10		42
	11		43
	12		44
	13		45
	14		46
	15		47
	16		48
	17		49
	18		50
	19		51
	20		52
	21		53
	22		54
	23		55
	24		56
	25		57
	26		58
	27		59
	28		60
	29		61
	30		62
	31		63
	32		64
	33		65
	34		66
	35		67
	36		68
	37		69
	38		70
	39		71
	40		72
	41		73



<i>Mailbox Owner</i>	<i>No.</i>	<i>Mailbox Owner</i>	<i>No.</i>
	74		928
	75		929
	76		930
	77		931
	78		932
	79		933
	900		934
	901		935
	902		936
	903		937
	904		938
	905		939
	906		940
	907		941
	908		942
	909		943
	910		944
	911		945
	912		946
	913		947
	914		948
	915		949
	916		950
	917		951
	918		952
	919		953
	920		954
	921		955
	922		956
	923		957
	924		958
	925		959
	926		960
	927		961

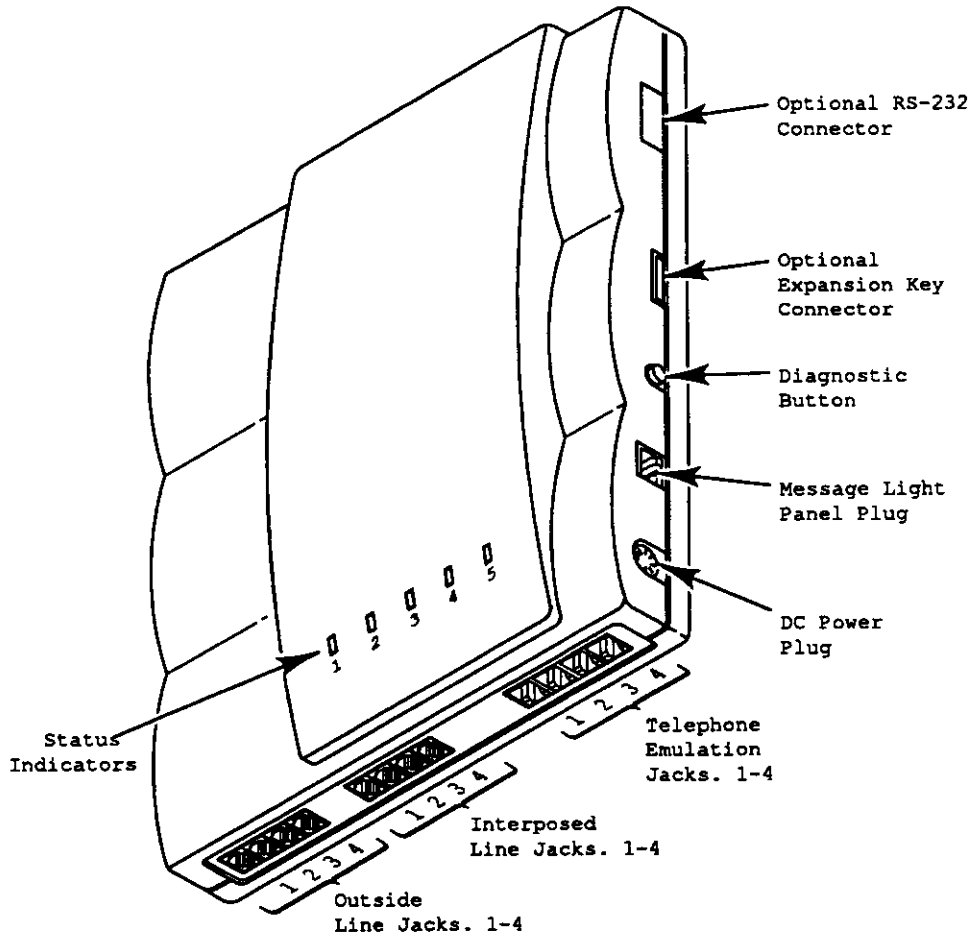


<i>Mailbox Owner</i>	<i>No.</i>	<i>Mailbox Owner</i>	<i>No.</i>
	962		981
	963		982
	964		983
	965		984
	966		985
	967		986
	968		987
	969		988
	970		989
	971		990
	972		991
	973		992
	974		993
	975		994
	976		995
	977		996
	978		997
	979		998
	980		999



# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

### Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.





## **Interposed Lines:**

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

## **Other Connections:**

**Power Plug** - connects an external wall-mounted power supply.

**Message Light Panel** - connects the optional panel that provides message waiting notification.

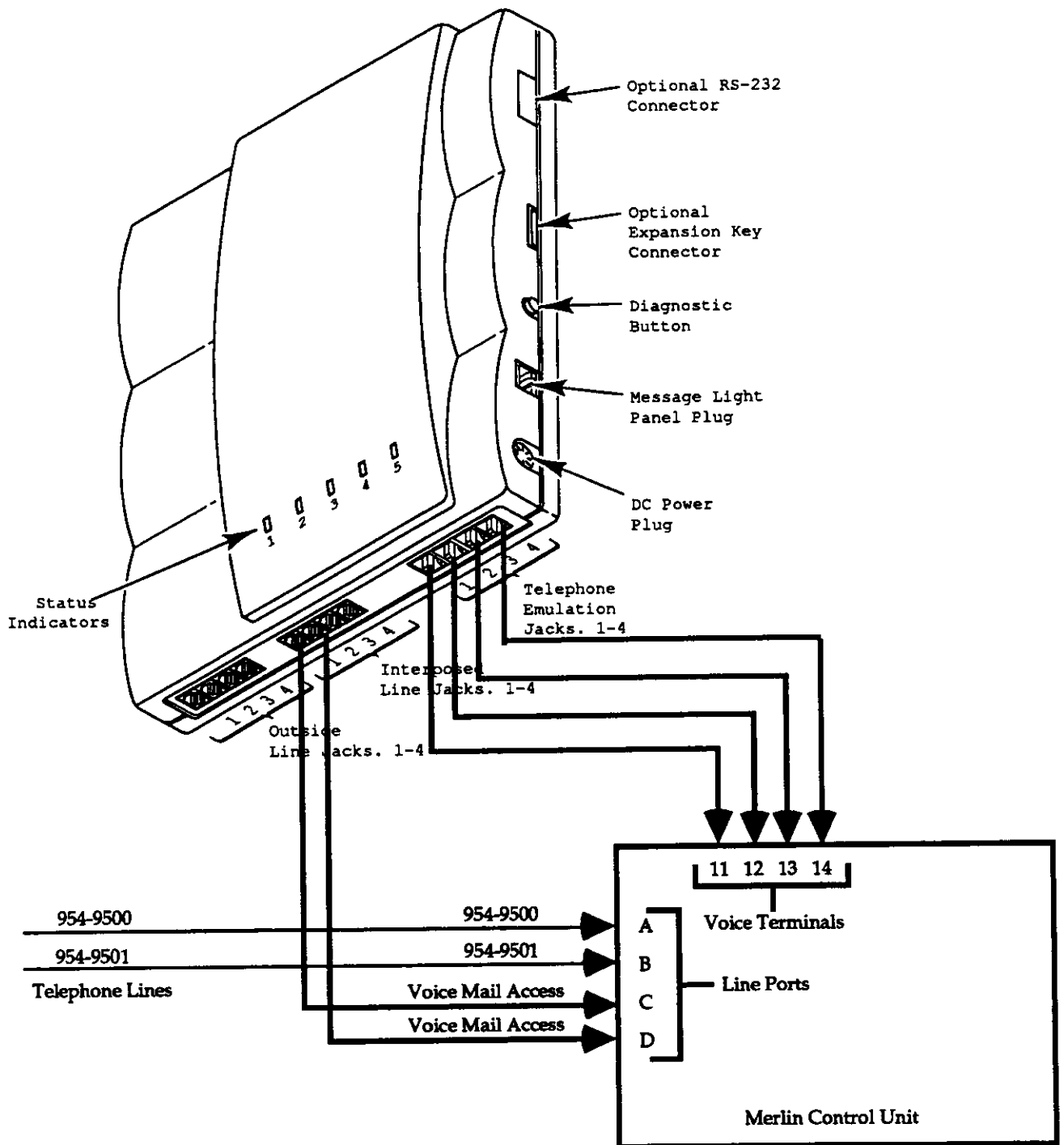
**Diagnostic Button** - used for manufacturing testing only.

**Expansion Key Connector** - used to upgrade to 4 port and 10/30 operation.

**RS-232** - used for manufacturing testing only.



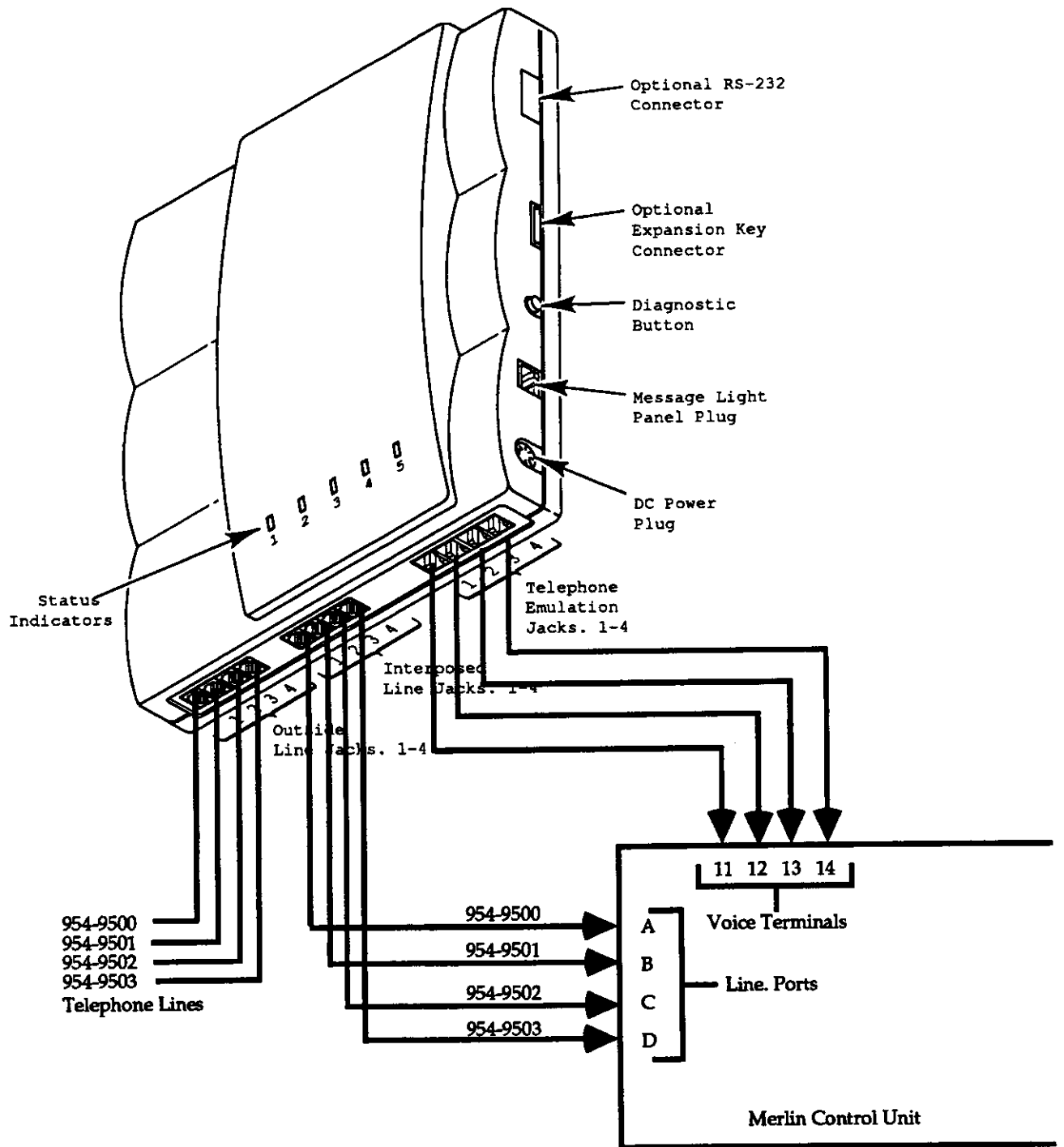
# Voice Mail Access Lines



## Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interpose vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines by pressing the voice mail access key.





### Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line can be installed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line as the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. busy telephone lines should be used for time-shared voice mail access.



# Merlin 1030/3070 Classic Mail Installation Package For Release 1.6

## Unpack Classic Mail

Reference: System Reference Guide Chapter 2 - The Classic Mail

Procedure: Confirm that all the parts are within the shipping container.

\* Note: Contact AT&T Corporation if any parts are missing.

## Identify Classic Mail Connections

Reference: System Reference Guide Chapter 2 - The Classic Mail

Procedure: Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin line jacks that will be used for voice mail access.

\* Note: See page 7 of the Classic Mail 1030/3070 Design Package for this information.

## Complete Pre-Installation Requirements

Procedure: Confirm that all Merlin Voice Terminal ports and Line. ports conform to Classic Mail installation requirements.

\* Note: See pages 14 and 15 of the Classic Mail 1030/3070 Installation Package for instructions regarding specific Merlin 1030/3070 Control Units. Switches for Voice Terminal ports 11, 12, 13 and 14 must be set to ATTENDANT. Power Down the Merlin 1030/3070 for one minute, then power up.

## Mount the Classic Mail

Reference: System Reference Guide Chapter 3 - Mounting The Classic Mail to the Wall

Procedure: Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed.

\* Note: See page 7 of the Classic Mail 1030/3070 Design Package for the mounting location.

## Install Control Unit Upgrade Kit

Procedure: Install the Control Unit Upgrade Key that enables Merlin 1030/3070 software features in the Classic Mail.

\* Note: This must be done before the Classic Mail unit is powered up.





## ❑ Connect Voice Mail Access Lines

Reference: System Reference Guide Chapter 4 - Maximizing Telephone System Performance  
System Reference Guide Chapter 3 - Interposing between your Outside Line and Control Unit

Procedure: Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Line. ports. Or, use the secondary method by interposing existing telephone lines to provide time-share voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access.

\* Note: If possible, always dedicate voice mail access using vacant line ports on the Merlin Control Unit. See page 7 of the Classic Mail 1030/3070 Design Package for this information. For an explanation of connection methods see pages 17 through 19 of this package.

## ❑ Complete TEST 1

Reference: System Reference Guide Chapter 3 - Test 1

Procedure: Test each outside telephone line that is interposed with the Classic Mail.

\* Note: Make sure a call can be completed on each line.

## ❑ Connect Telephone Emulation

Reference: System Reference Guide Chapter 3 - Connecting the Telephone Emulation Cables

Procedure: Connect the Classic Mail Telephone Emulation jacks to Merlin Voice Terminal ports 11, 12, 13 and 14. The switch for each Voice Terminal port must be set to ATTENDANT. Power Down the Merlin 1030/3070 for one minute, then power up.

\* Note: See page 7 of the Classic Mail 1030/3070 Design Package for this information.

## ❑ Test Power Source Grounding

Procedure: Use a ground tester to confirm that the 110 VAC power source is properly grounded.

\* Note: Enter the results of this test on page 6 of the Classic Mail 1030/3070 Design Guide. Do not install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.

## ❑ Install the Power Supply

Reference: System Reference Guide Chapter 3 - Installing the Power Supply

Procedure: Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. Never power off the Classic Mail during self-initialization.

\* Note: Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source must be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply.



## Complete TEST 2

Reference: System Reference Guide Chapter 3 - Test 2

Procedure: Verify that all voice mail access lines are functional.

\* **Note:** After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered.

## Complete TEST 3

Reference: System Reference Guide Chapter 3 - Test 3

Procedure: Verify that all telephone lines are in service.

\* **Note:** This test confirms that all incoming telephone lines are functioning normally.

## Label Merlin Telephones

Reference: System Reference Guide Chapter 3 - Labeling Your Telephones

Procedure: Label voice mail the pool button or access lines on the Merlin Voice Terminals with green voice mail labels.

\* **Note:** The stickers indicate which lines allow internal access to voice mail services.

## Complete TEST 4

Reference: System Reference Guide Chapter 3 - Test 4

Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons.

\* **Note:** Be certain only the voice mail access lines are labeled.

## Initialize the Classic Mail.

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000).

\* **Note:** The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required.

## Verify the Results of Self-Initialization

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Compare in-service line assignments to the information prompted by the Classic Mail after system initialization.

\* **Note:** The Self-Initialization process takes about five minutes. See pages 6 and 7 of the Classic Mail 1030/3070 Design Package for confirming data.



## □ Set the Date and Time

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Set the system clock to the correct date and local time.

\* **Note:** The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "...press 1 for AM or 2 for PM."

## □ Initialize the Administrator's Mailbox

Reference: System Reference Guide Chapter 3 - Initial Administration Tasks

Procedure: Enter the administrator's new password, directory name recording and spelling.

\* **Note:** Write down the Administrator's mailbox number and password on page 9 of the Classic Mail 1030/3070 Design Package.

## □ Complete TEST 5

Reference: System Reference Guide Chapter 3 - Test 5

Procedure: Confirm Attendant's intercom and mailbox number.

\* **Note:** Be certain the correct mailbox has been opened for the Attendant.

## □ Unlock the Assigned Mailboxes

Reference: System Reference Guide Chapter 6 - Assigning, Unlocking and Locking Mailboxes

Procedure: Unlock all mailboxes that are assigned to owners including those used by call routing.

\* **Note:** See page 15 through 17 of the Classic Mail 1030/3070 Design Package. Do not unlock mailboxes that are unassigned.

\* **Note:** Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Figure 5A or page 20 of this package.

▲ *Fast Track: 7*

## □ Set the Access Code

Reference: System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

Procedure: If required, set the Classic Mail access code to be a different single digit on the telephone.

\* **Note:** See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as last-number-redial.

▲ *Fast Track: 6 - 1*



## Set Rings Before Answering Transferred Calls

**Procedure:** Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom.

**\* Note:** See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default value is four rings.

**▲ Fast Track: 6 - 2**

## Block Lines for Off-Site Message Alert (OSA)

**Reference:** System Reference Guide Chapter 9 - Blocking Lines for Off-Site message Alert

**Procedure:** If required, block individual lines from performing Off-Site Message Alert.

**\* Note:** See page 6 of the Classic Mail 1030/3070 Design Package for this information. The Classic Mail will only unblock lines when performing Off-Site Alert functions.

**▲ Fast Track: 6 - 3**

## Enable the Touch-Tone Gate

**Reference:** System Reference Guide Chapter 9 - Enabling the Touch-Tone Gate

**Procedure:** If required, enable the Classic Mail Touch-Tone Gate to enhance access for callers with rotary-dial telephones.

**\* Note:** See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default setting is Touch-Tone Gate Disabled. To activate this feature, enable the Touch-Tone Gate and include the phrase "If you have a Touch-Tone telephone, press any key." in the recorded Company Greeting.

**▲ Fast Track: 6 - 9**

## Set the Administration Password

**Reference:** System Reference Guide Chapter 6 - Changing the Administration Password

**Procedure:** Assign a new password to secure the administration menus. Use an eight digit password for maximum security.

**\* Note:** Write down the Administration Password on page 7 of the Classic Mail 1030/3070 Design Package.

**▲ Fast Track: 5 - 4**

## Administrator's Mailbox Number

**Reference:** System Reference Guide Chapter 6 - Changing the Administrator's Mailbox Number

**Procedure:** If required, reassign the administrator's functions to a different mailbox.

**\* Note:** This mailbox must be unlocked before reassignment can be done. See page 9 of the Classic Mail 1030/3070 Design Package for the Administrator's Mailbox Number.

**▲ Fast Track: 5 - 5**





## Attendant's Intercom Number

Reference: System Reference Guide Chapter 7 - **Changing the Attendant's Intercom Number**

Procedure: If required the attendant transfer function can be assigned to a different intercom or it may be disabled entirely.

\* Note: See page 9 of the Classic Mail 1030/3070 Design Package for the Attendant's Intercom Number. If no individual is responsible for answering incoming calls, disable the attendant transfer feature.

▲ *Fast Track: 5 - 6*

## General Delivery Mailbox

Reference: System Reference Guide Chapter 7 - **Changing the General Delivery mailbox Number**

Procedure: If required, the general delivery mailbox function can be moved to a different mailbox or may be disabled entirely.

\* Note: See page 9 of the Classic Mail 1030/3070 Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled.

▲ *Fast Track: 5 - 7*

## Assign Group Call Distribution Mailboxes

Reference: System Reference Guide Chapter 7 - **Assigning Group call Distribution Mailboxes**

Procedure: Calls into Group Call Distribution intercom numbers (850 - 855) may be routed to a single mailbox.

\* Note: See page 9 of the Classic Mail 1030/3070 Design Package for the Group Distribution Mailbox numbers.

▲ *Fast Track: 5 - 9*

## Business Hour Schedule

Reference: System Reference Guide Chapter 8 - **Setting the Business Hour Schedule**

Procedure: Define the opening and closing time for Monday through Sunday.

\* Note: See page 9 of the Classic Mail 1030/3070 Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted "... press one for AM or 2 for PM."

▲ *Fast Track: 5 - 2*



## Rings Before Answering Incoming Calls

Reference: System Reference Guide Chapter 8 - **Setting the Number of Rings**

Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required.

\* **Note:** See page 9 of the Classic Mail 1030/3070 Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line.

▲ *Fast Track: 5 - 1*

## Set the Call Transfer Type

Reference: System Reference Guide Chapter 9 - **Changing the Call Transfer Type**

Procedure: Select either direct or announced transfer method.

\* **Note:** See page 9 of the Classic Mail 1030/3070 Design Package for this information.

▲ *Fast Track: 6 - 7*

## Record Company Greetings

Reference: System Reference Guide Chapter 8 - **Recording Company Greetings**

Procedure: Using the written script, record the greetings that will be played to callers during day and night operation.

\* **Note:** See page 10 of the Classic Mail 1030/3070 Design Package for the day and night company greeting script.

▲ *Fast Track 1 - 1 for Day 1 - 2 for Night*

## Initialize Mailboxes

Reference: Mailbox User's Guide Chapter 2 - **First-Time Use**

Procedure: Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.

\* **Note:** It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them.

## Mailbox Greetings

Reference: Mailbox User's Guide Chapter 2 - **Recording a Greeting**

Procedure: Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing must be set up before the route is defined.

\* **Note:** A generic greeting will be played to callers if a custom greeting is not recorded.



## □ Call Routing Maps

Reference: System Reference Guide Chapter 8 - Entering Advanced Answering Service Information

Procedure: Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.

\* Note: See pages 11 through 14 of the Classic Mail 1030/3070 Design Package for Call Routing information. Read System Reference Guide Chapter 8 - Entering Advanced Answering Service Information before first attempting to set up a Call Routing application.

▲ *Fast Track: 2*



# Merlin 1030/3070 System Testing Checklist

\* **Note:** Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Figure 5A or page 20 of this package.

## 1. Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call

### **Troubleshooting**

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

\* System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

▲ *Fast Track: 6 - 1*

## 2. Simultaneous Access

- Select a voice mail access line
- Enter the specified access code
- Verify that the Classic Mail answers the call, then put the line on hold
- Continue until all Classic Mail ports are operating simultaneously

### **Troubleshooting**

Make certain that you are using a voice mail access lines. If all four ports do not answer simultaneously, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

\* System Reference Guide Chapter 9 - Changing the line Configuration

▲ *Fast Track: 6 - 4*

## 3. Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line and verify the rings before answer





### **Troubleshooting**

Use different Voice Terminal ports or Merlin control unit and retest.

**\* System Reference Guide Chapter 9 - Setting the Number of Rings**

**▲ Fast Track: 5 - 1 - 1 (Day Operation)**

**▲ Fast Track: 5 - 1 - 2 (Night Operation)**

**▲ Fast Track: 5 - 1 - 3 (Line Operation)**

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

## **4. □ Company Greetings**

- ☛ Verify that the correct greeting (Day or Night) plays

### **Troubleshooting**

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

**\* System Reference Guide Chapter 8 - Recording Company Greetings**

**▲ Fast Track: 1 - 1 (Day Greeting)**

**▲ Fast Track: 1 - 2 (Night Greeting)**

## **5. □ Call Routing Map**

- ☛ Select a call routing option
- ☛ Verify that the correct action takes place
- ☛ Repeat the previous steps until all options for the day and night Call Routing maps have been tested

### **Troubleshooting**

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

**\* System Reference Guide Chapter 8 - Entering the Call Routing Map Information**

**▲ Fast Track: 2**



## 6. Attendant's Intercom Number

- Press 0 to transfer to the attendant
- Verify that the correct intercom rings

### **Troubleshooting**

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the *Set Attendant's Intercom Number* option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

\* System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

▲ *Fast Track: 5 - 6*

## 7. General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

### **Troubleshooting**

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the *Set General Delivery Mailbox Number* option.

\* System Reference Guide Chapter 7 - Changing the General Delivery Mailbox Number

▲ *Fast Track: 5 - 7*

## 8. Message Lamps

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

### **Troubleshooting**

If none of the message lamps work, confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 11. Confirm that Merlin Station ports 11, 12, 13 and 14 are set to ATTENDANT operation.

\* System Reference Guide Chapter 10 - Troubleshooting Tables



## 9. □ Disconnect Supervision

- Call into the Merlin using an outside line
- Answer the call on this line, then disconnect the far end.
- Listen on the Merlin end for dial-tone, busy, howler or silence.

### **Troubleshooting**

If nothing but silence is returned after a far-end disconnect the Classic Mail may have difficulty releasing a line.

- Confirm that silence is the response to a far-end disconnect. If you enable disconnect supervision, test auto attendant transfer a number of times making certain that no random disconnects occur. The disconnect parameters allow fine-tuning to adjust for varying type of telephone lines.

**\* System Reference Guide Chapter 9 - Adjusting Disconnect Parameters**

**▲ Fast Track: 6 - 8**

## 10. □ Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

### **Troubleshooting**

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert, reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.

**\* Mailbox User's Guide Chapter 4 - How Off-Site Message Alert Works**

**▲ Fast Track: 6 - 3**

- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the first digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.

**\* Mailbox User's Guide - Page 31**



## 11. □ Blocking Lines for Off-Site Message Alert

- ✦ Call into the Classic Mail using an outside line
- ✦ Busy out all but the blocked line/s.
- ✦ Leave a message in a mailbox that has Off-Site Message Alert activated
- ✦ Verify the Classic Mail does not call out on any of the blocked lines

### **Troubleshooting**

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

\* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6 - 3





# Pre-Installation Requirements

## Merlin 1030/3070

### 1. Set voice terminal ports 11 through 14 to attendant mode

- Set switches B, C, D, and E from *Normal* to *Attendant*.
- Turn the 1030/3070 off for at least 60 seconds and back on again. Using an operator's console, verify that the ATTENDANT template has been installed on ports 11, 12, 13 and 14.

### 2. Check Voice Terminal ports 11 through 14

- Connect an operator console into ports 11, 12, 13 and 14.
  - ✱ *When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.*
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line. Confirm that you can generate DTMF tones on each line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines don't appear proceed to the next step.

### 3. Check all vacant Merlin 1030/3070 line ports

- Move an existing C.O. line to a vacant 1030/3070 line port.
- Verify that the port is good by making a call on that line. If dial tone can be broken and a working connection is established the port is operational.
- Repeat the previous steps for each vacant line port.
- If all ports are good and have proceed with installation.
- If any line port is not functioning, notify the Merlin 1030/3070 system owner before proceeding with the installation.



**4. If the 1030/3070 is squared**

- Confirm that all voice terminals have the line appearances to access voice mail.
- Assign ghost lines for voice terminals that do not have all line appearances.

**5. If Automatic Route Selection is used**

- Install an SMDR card and perform a data dump

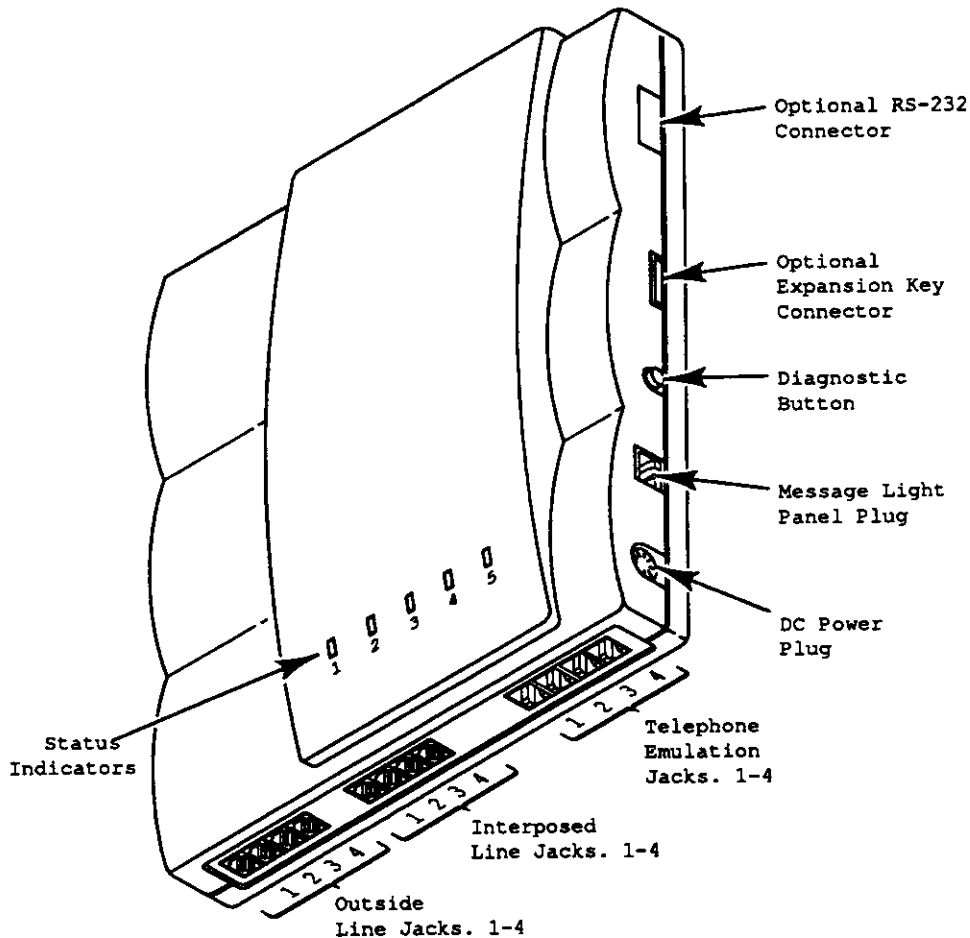
**6. If the 1030/3070 is pooled**

- Assign four lines to a pool for Classic Mail access. Use four vacant line ports, if possible, for access to voice mail. If C.O. lines must be used for voice mail access, do not mix vacant line ports and C.O. lines in the voice mail access pool.
- If Automatic Route Selection is used and pooled C.O. lines are needed to provide voice mail access, document where in the ARS tables these pools are referenced.
- Remove the lines used for voice mail access from the current pool and assign them to a new pool. This will be the voice mail access pool.
- Add the voice mail access pool to all ARS routes into the position immediately following the pool that originally contained the lines used for voice mail access.
- Test all ARS routes to verify correct programming and routing.



# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

### Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.



## Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Line. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Line. line connection, a mailbox owner may access voice mail by selecting any one of up to four Line. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Line. ports available. A combination of dedicated and time-share access may also be used as well.

## Other Connections:

Power Plug - connects an external wall-mounted power supply.

Message Light Panel - \* Note: Not operational on the 1030/3070

Diagnostic Button - used to reset administration passwords.

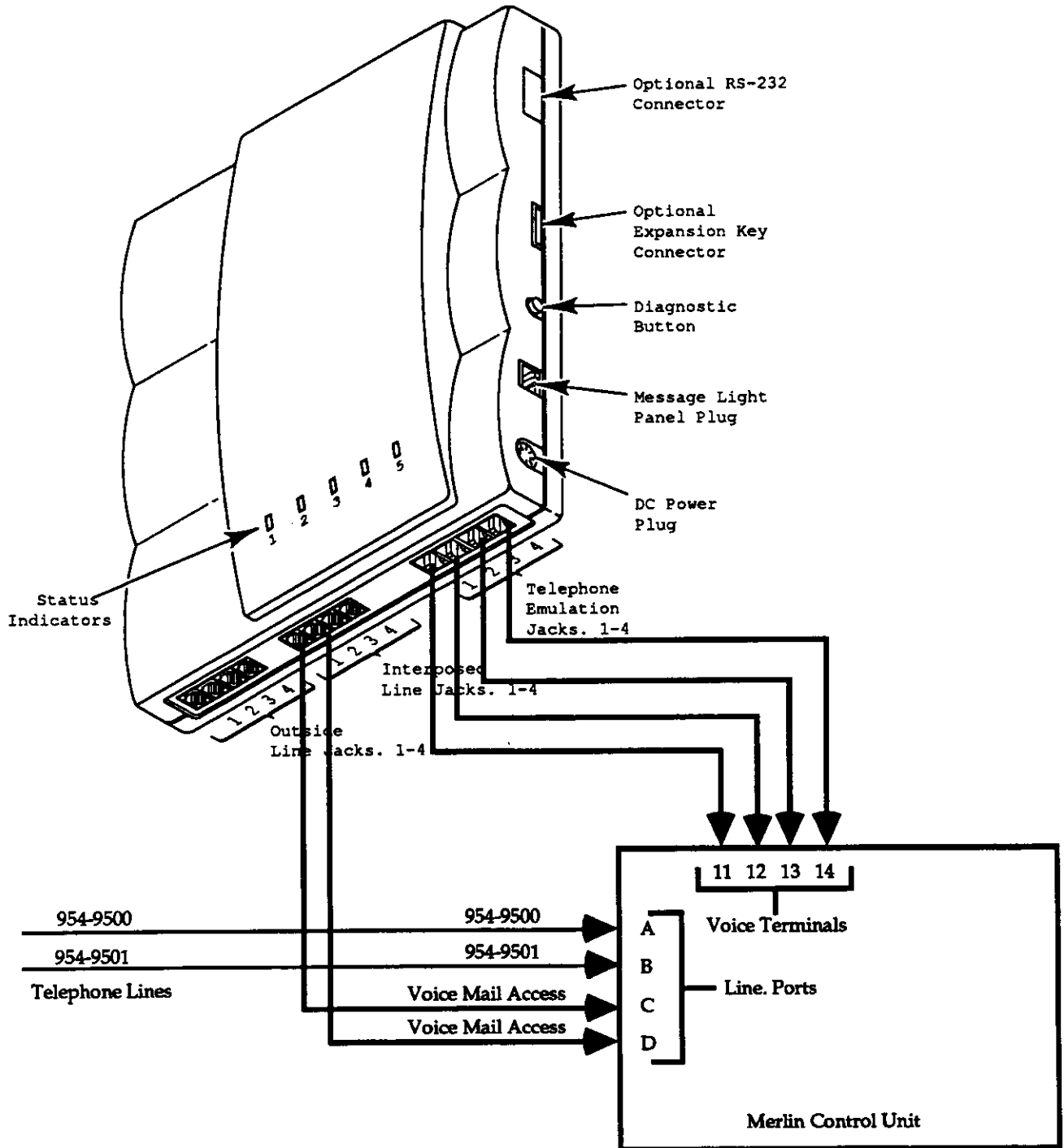
Expansion Key Connector - used to upgrade to 4 port and 1030/3070 operation.

RS-232 - used for manufacturing testing only.





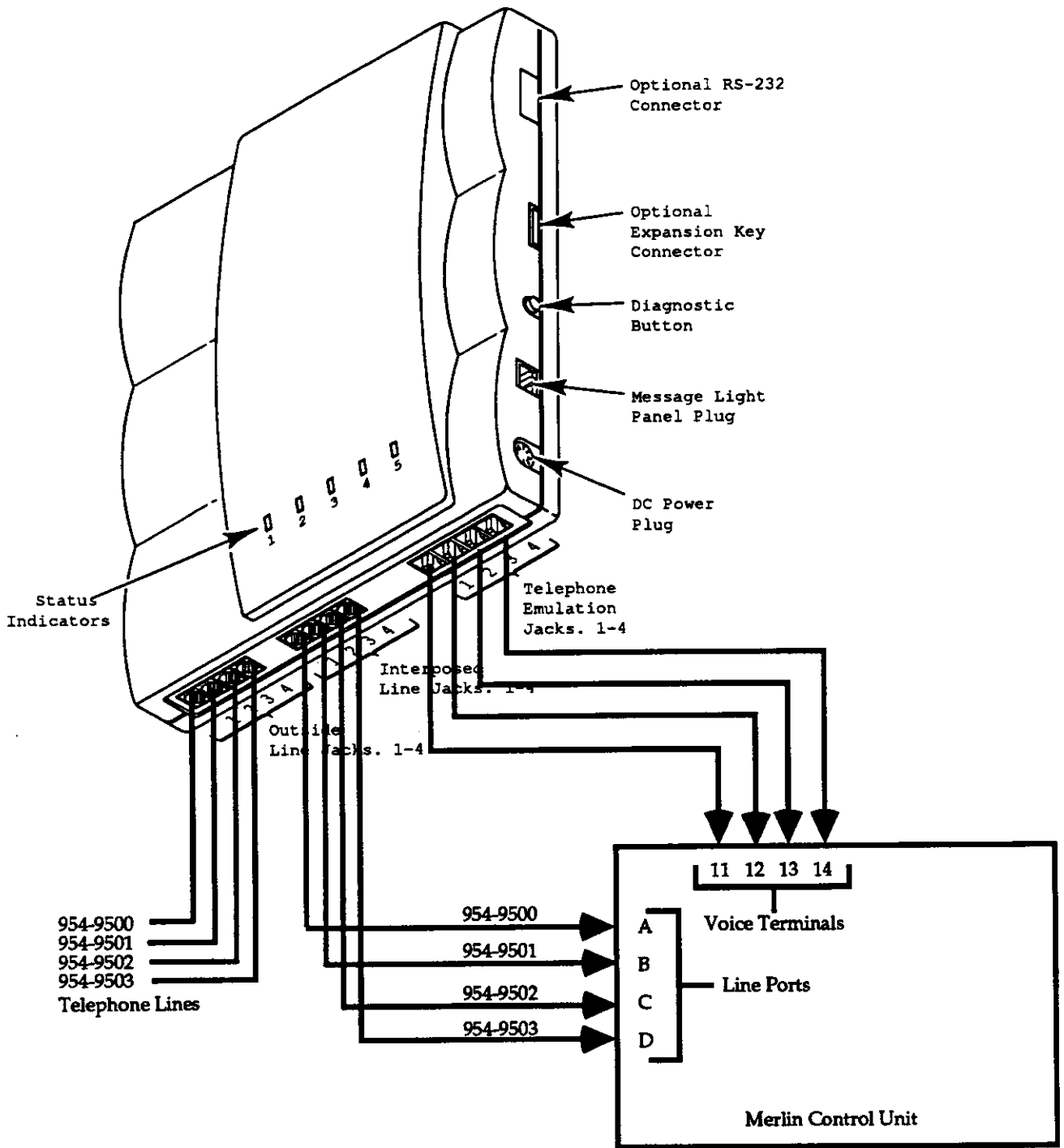
# Voice Mail Access Lines



## Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Line. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Line. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.





### Secondary Method - Time Shared Access

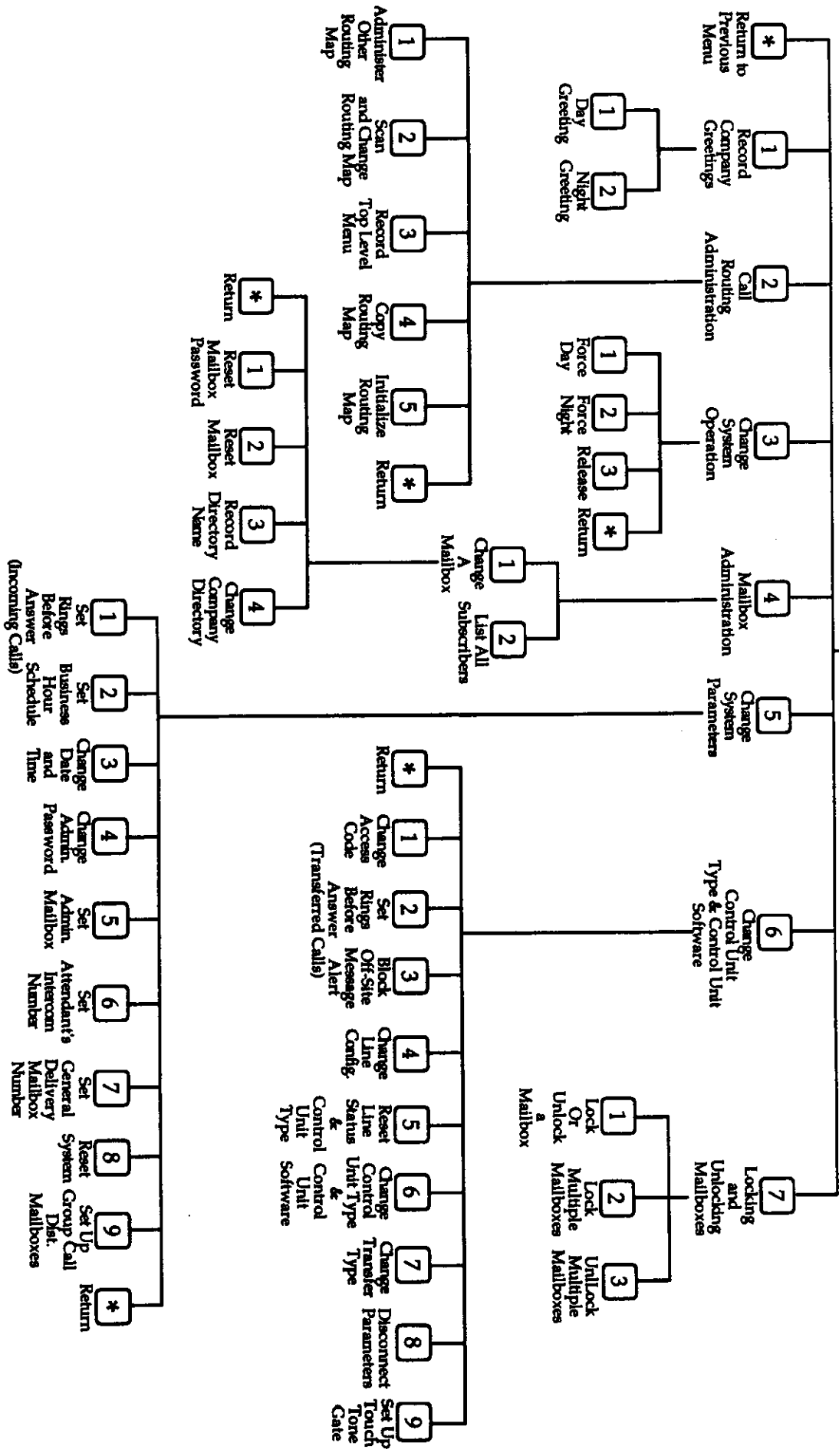
If vacant Line ports are not available to provide dedicated voice mail access, existing telephone line can be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



# Open Administrator's Mailbox

Mailbox: \_\_\_\_\_ Password: \_\_\_\_\_

Press 9 then enter the Admin Password







**CLASSIC MAIL™  
VOICE MESSAGING SYSTEM**

*SYSTEM PLANNER*

**- DESIGN PACKAGE**

**- INSTALLATION PACKAGE**

CIC#: 585-321-050





# Merlin 206,410,820 & Plus Classic Mail Design Package

## Site Survey

### Record Merlin System Data

Procedure: Record Merlin system information on the Site Survey forms.

Requirements: • Merlin 206, 410, 820  
• Merlin Plus release 1 & 2  
• 2 - 4 vacant Voice Terminal Jacks  
• Merlin Control Unit set for Tone (DTMF) signaling

\* Note: Enter this information on pages 7 and 8 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

### Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

\* Note: The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 7 of this package.

### Determine Telephone Emulation Connections

Procedure: Decide which Merlin Voice Terminal ports to use for Telephone Emulation.

Requirements: The Classic Mail must be connected to the Merlin Control Unit using Voice Terminal ports. Two Voice Terminal ports are required for a two-port Classic Mail and four Voice Terminal ports are required for a four-port Classic Mail.

\* Note: Voice Terminal port #10 (port #0 on Model 206) must be connected to Classic Mail Telephone Emulation jack #1 before the Classic Mail can operate the message lamps. Enter this information on page 8 of this package. For an explanation of Telephone Emulation, see page 18 of this package.

## □ Determine Voice Mail Access Lines

**Procedure:** Decide which Merlin Tel. Co. ports to use for internal voice mail access.

**Requirements:** The Classic Mail is must be connected to the Merlin Control Unit using Tel. Co. ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant Tel. Co. ports to Classic Mail interpose jacks 1 - 4. If there are no vacant Tel. Co. jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

**\* Note:** If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 8 of this package. For an explanation of Interposed voice mail access, see page 19 of this package.

## □ Record Voice Terminal/Mailbox Data

**Procedure:** Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

**\* Note:** Copy page 9 of this package for each mailbox.

# Application Design

## Determine Voice Mail Access Code

**Procedure:** Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

**Requirements** The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

**\* Note:** Enter this information on page 10 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

## Determine if Merlin Message Lamps are Required

**Procedure:** Determine if the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals.

**Requirements:** This feature is available only if the Merlin Control Unit has Feature Package 2 or is an 820D or 820D2 model. Telephone Emulation jack #1 must be connected to the Merlin attendant port #10 (Port #0 on a Model 206). The attendant port on Merlin 820D2 must be configured with the attendant's template.

**\* Note:** Enter this information on page 10 of this package. If message lamps are not required, write "No" in the space provided.

## Decide who will be the Attendant.

**Procedure:** Determine who will be responsible for answering calls coming into the business.

**Requirements:** When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without an Attendant's Intercom. In that case the caller would not be offered the option of transferring to an attendant.

**\* Note:** Enter this information on page 10 of this package. If there is no attendant write "none" in the space provided.

## Determine Administrator's Mailbox Number

**Procedure:** The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required.

**\* Note:** Enter this information on page 10 of this package.

## General Delivery Mailbox

**Procedure:** If required, the general delivery mailbox function can be assigned to any mailbox or may be disabled entirely.

**\* Note:** If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled. Enter this information on page 10 of this package. If this feature is not required, write "none" in the space provided.

## Complete Worksheet for Business Hour Schedule

**Procedure:** Determine the opening and closing hour and minute for each day of the week.

**Requirements:** This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only.

**\* Note:** Enter this information on page 10 of this package.

## Determine the Rings Before Answering Incoming Calls

**Procedure:** Determine how long the Classic Mail should wait before answering incoming calls.

**Requirements:** The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line.

**\* Note:** Enter the number of rings before the Classic Mail will answer incoming calls during day and night operation on page 10 of this package. For any line, such as those with special telephone services that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Setting the rings before answering for any single line will cause that line to ignore the Business Hour Schedule and always answer on the rings defined for that line. If there are special telephone services on any line, enter this information on page 8 of the Classic Mail Design Package.

## Determine the Rings Before Picking Up a Transferred Call

Procedure: Determine how long the Classic Mail will wait before reconnecting with a caller after transferring a call to an intercom.

Requirements: After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings.

\* Note: Enter this information on page 10 of this package.

## Determine the Call Transfer Type

Procedure: Select either direct or announced transfer method.

Requirements: The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. For direct transfer, the Merlin must have the transfer feature.

\* Note: Enter this on page 10 of the Classic Mail Design Package.

## Script the Company Greetings

Procedure: Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

\* Note: Enter this information on page 11 of this package.

## Complete Call Routing Worksheets

Procedure: Use the Call Routing worksheets to document the call routing design.

Requirements: Each telephone key 1 through 9 may be defined with one of three functions: 1) Transfer to an intercom 2) Leave a message in a mailbox or 3) Play an informational message. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

\* Note: Complete the Call Routing worksheets for day and night operation on pages 12 through 15 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing must be set up with a password and a greeting before it can be specified in a route definition.

## □ Complete Mailbox Assignment Worksheet

**Procedure:** List all mailbox owners on the Mailbox Assignment Sheets

**Requirements:** Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

\* **Note:** Enter this information on pages 16 and 17 of this package.

# Merlin 206, 410, 820 & Plus Site Survey

Company \_\_\_\_\_ Contact \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

C.I.N. \_\_\_\_\_ Order # \_\_\_\_\_

Installing Technician \_\_\_\_\_ Account Exec. \_\_\_\_\_

### Merlin System Information

Merlin Model: \_\_\_\_\_ Feature Pkgs: \_\_\_\_\_

Power Requirements: 110 Volts A/C  Ground Test: Pass  Fail  (Installers Only)

**\* Note:** Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. Requires an area of 19" X 18" for mounting.

#### Merlin Tel.Co. Connections

#### Block Off-Site Message Alert

#### Special Services

Telephone Number	Tel.Co. Jack	Line #	Line #
	A	1 <input type="checkbox"/>	1 <input type="checkbox"/>
	B	2 <input type="checkbox"/>	2 <input type="checkbox"/>
	C	3 <input type="checkbox"/>	3 <input type="checkbox"/>
	D	4 <input type="checkbox"/>	4 <input type="checkbox"/>
	E	5 <input type="checkbox"/>	5 <input type="checkbox"/>
	F	6 <input type="checkbox"/>	6 <input type="checkbox"/>
	G	7 <input type="checkbox"/>	7 <input type="checkbox"/>
	H	8 <input type="checkbox"/>	8 <input type="checkbox"/>

**\* Note:** Off-Site Message Alert should only be allowed on local lines.

Describe the mounting location of the Classic Mail unit:

---



---

# Merlin Voice Terminal Connections

## Model 206

Intercom	Occupied	Vacant
0	<input type="checkbox"/>	<input type="checkbox"/>
1	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>

## Model 410

Intercom	Occupied	Vacant
10	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>

## Model 820 & Merlin Plus

Intercom	Occupied	Vacant
10	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>
20	<input type="checkbox"/>	<input type="checkbox"/>
21	<input type="checkbox"/>	<input type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>
23	<input type="checkbox"/>	<input type="checkbox"/>
24	<input type="checkbox"/>	<input type="checkbox"/>
25	<input type="checkbox"/>	<input type="checkbox"/>
26	<input type="checkbox"/>	<input type="checkbox"/>
27	<input type="checkbox"/>	<input type="checkbox"/>
28	<input type="checkbox"/>	<input type="checkbox"/>
29	<input type="checkbox"/>	<input type="checkbox"/>

Administrator's Mailbox:

Password:

Admin. Password:

## Telephone Emulation

Classic Mail Telephone Emulation	Merlin Voice Terminal <small>(message lamps - 10)</small>
Jack #1	
Jack #2	
Jack #3	
Jack #4	

## Voice Mail Access Lines

Classic Mail Outside Lines	Classic Mail Interposed Lines	Merlin Tel.Co. Lines
Jack #1	Jack #1	
Jack #2	Jack #2	
Jack #3	Jack #3	
Jack #4	Jack #4	





Merlin 206,410,820 & Plus  
Classic Mail  
 Application Design

Access Code Required:	(star)
Message Lamps Required:	
Attendants Intercom Number:	
Administrator's Mailbox Number:	
General Delivery Mailbox Number:	

**Business Hour Schedule**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Closed							

**Rings Before Answering Incoming Calls**

Day Mode	Night Mode	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8

\* **Note:** Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and always answer on the rings defined for that line. See the Site Survey for information on lines with special telephone services.

<b>Rings Before Picking Up a Transferred Call:</b>	
--	--

**Classic Mail Transfer Method**

- Direct:   
 Announced

:

# Company Greetings

## Day Greeting:

\* Note: If Call Routing is required, skip this step and proceed to Call Routing - Day Operation.

"Thank you for calling [Company Name]..."

## Night Greeting:

\* Note: If Call Routing is required, skip this step and proceed to Call Routing - Night Operation.

Thank you for calling [Company Name]. Our business hours are [business hours]..."





# Call Routing Worksheet

## Night Operation

**Company Greeting:** "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]."

### Top-Level Menu:

Script the Top-Level Menu of instructions in the space below:

---

"For sales, press 7. For service, press 8...."

---

---

---

---

---

---

---

### Key Routes:

Define the action that will take place for each key used in the call routing map.

Night

**Selector Code Key #** \_\_\_\_\_

- Hear a Message**  
(Announcement Only)

Message Script:

---

---

---

---

---

- Transfer to an Intercom**      Intercom Number: \_\_\_\_\_  
(Extension)
- Leave a Message in a Mailbox**      Mailbox Number: \_\_\_\_\_  
(No Coverage)

\* Note: To design additional routes, reproduce this page.

Night

**Selector Code Key # \_\_\_\_\_**

- Hear a Message**  
(Announcement Only)

Message Script:

---

---

---

---

---

---

---

---

- Transfer to an Intercom**      Intercom Number: \_\_\_\_\_  
(Extension)

- Leave a Message in a Mailbox**      Mailbox Number: \_\_\_\_\_  
(No Coverage)

Night

**Selector Code Key # \_\_\_\_\_**

- Hear a Message**  
(Announcement Only)

Message Script:

---

---

---

---

---

---

---

---

- Transfer to an Intercom**      Intercom Number: \_\_\_\_\_  
(Extension)                              (Extension)

- Leave a Message in a Mailbox**      Mailbox Number: \_\_\_\_\_  
(No Coverage)

# Mailbox Assignment Sheet

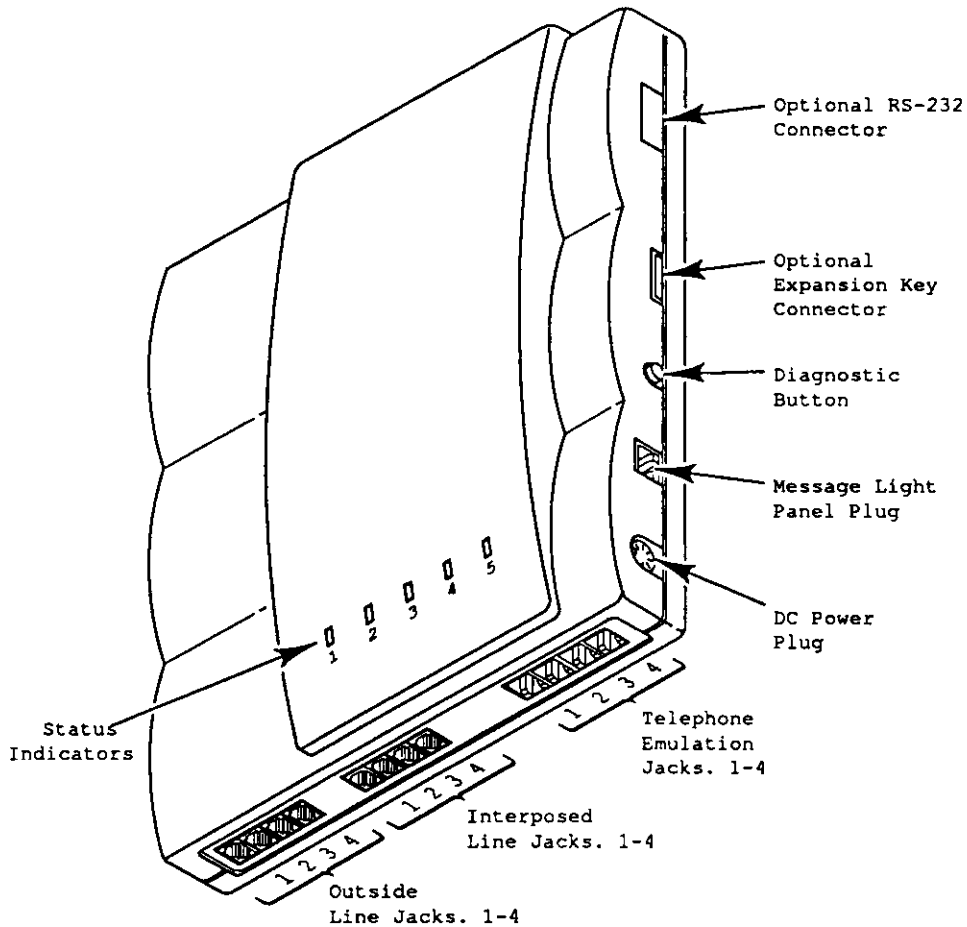
Mailbox Owner	No.	Mailbox Owner	No.
	10		910
	11		911
	12		912
	13		913
	14		914
	15		915
	16		916
	17		917
	18		918
	19		919
	20		920
	21		921
	22		922
	23		923
	24		924
	25		925
	26		926
	27		927
	28		928
	29		929
	900		930
	901		931
	902		932
	903		933
	904		934
	905		935
	906		936
	907		937
	908		938
	909		939



Mailbox Owner	No.	Mailbox Owner	No.
	940		970
	941		971
	942		972
	943		973
	944		974
	945		975
	946		976
	947		977
	948		978
	949		979
	950		980
	951		981
	952		982
	953		983
	954		984
	955		985
	956		986
	957		987
	958		988
	959		989
	960		990
	961		991
	962		932
	963		993
	964		994
	965		995
	966		996
	967		997
	968		998
	969		999

# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

## Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

## **Interposed Lines:**

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

## **Other Connections:**

Power Plug - connects an external wall-mounted power supply.

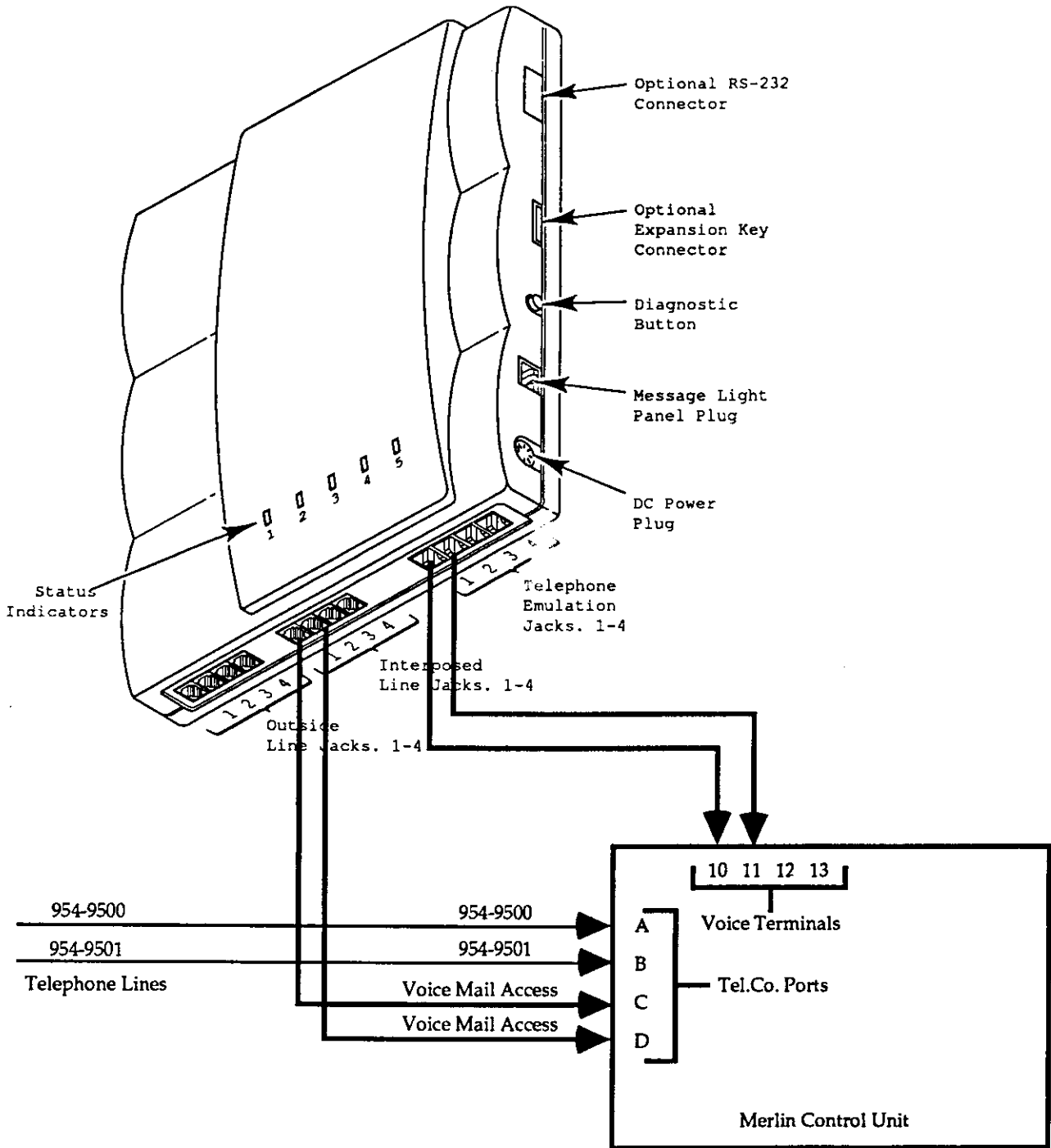
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

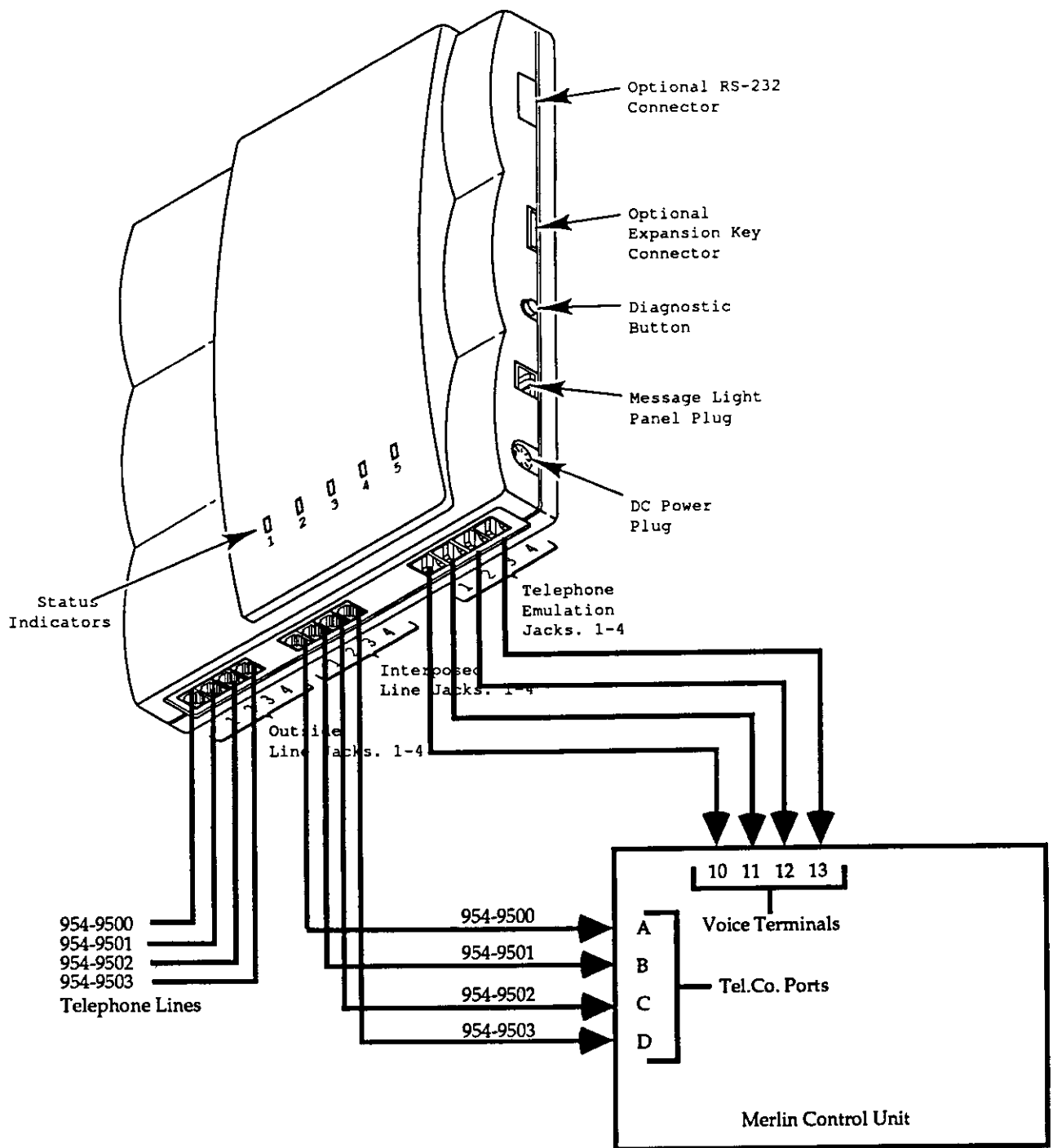
RS-232 - used for manufacturing testing only.

# Voice Mail Access Lines



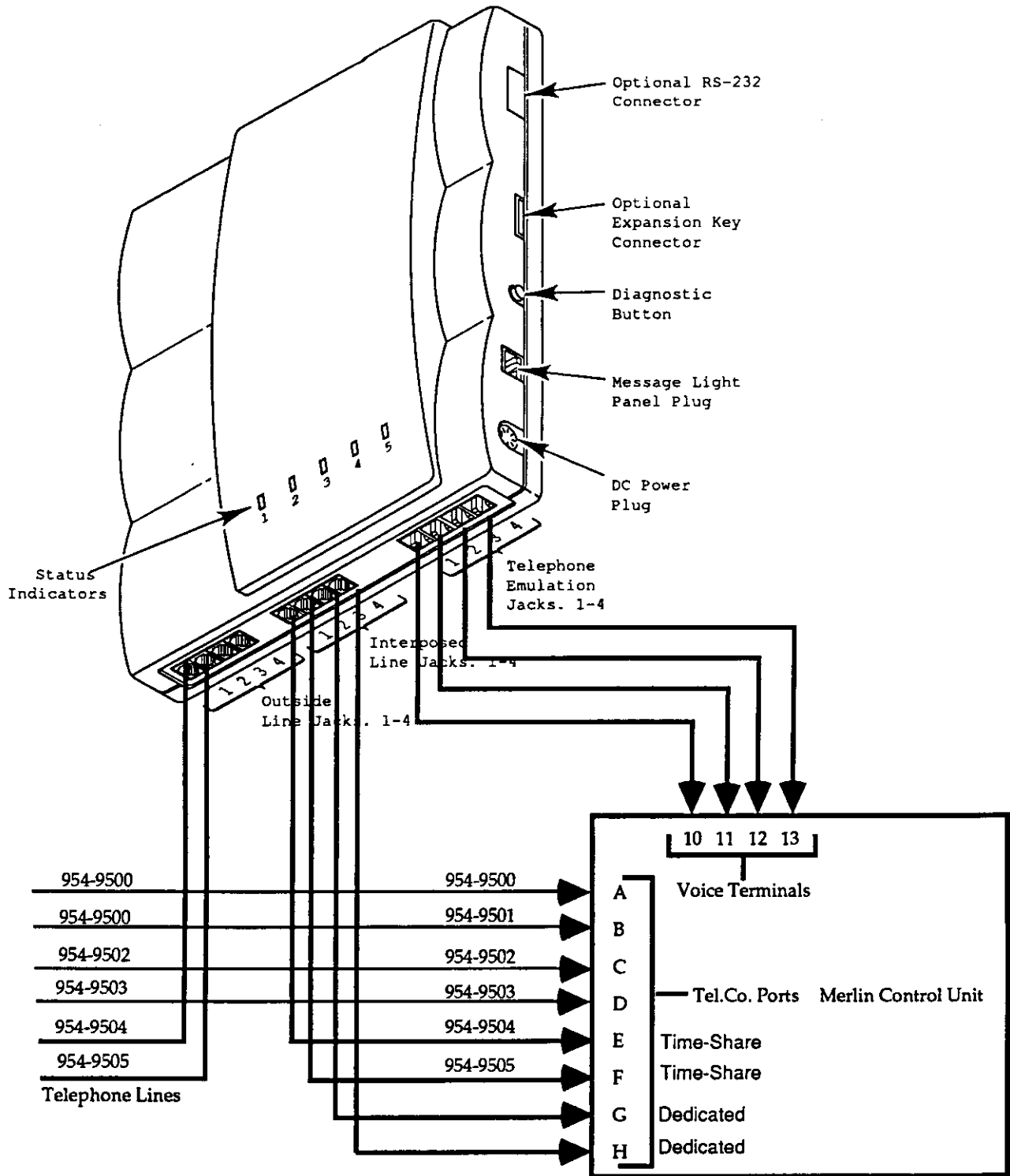
## Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



### Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line can be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



### Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connection to provide the maximum number voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.

Merlin 206,410,820 & Plus

# Classic Mail

## Installation Package

### Hardware

Unpack Classic Mail

Reference: System Reference Guide Pg. 18

Procedure: Confirm that all the parts are within the shipping container.

\* Note: Contact AT&T if any parts are missing.

Identify Classic Mail Connections

Reference: System Reference Guide Pg. 19 fig. 2B

Procedure: Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin Tel.Co. jacks that will be used for voice mail access.

\* Note: See page 8 of the Classic Mail Design Package for this information.

Complete Pre-Installation Requirements

Procedure: Confirm that all Merlin Voice Terminal ports and Tel.Co. ports conform to Classic Mail installation requirements.

\* Note: See pages 13 through 22 of the Classic Mail Installation Package for instructions regarding specific Merlin Control Units. All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package. A 34 button display set is required to verify the correct button programming.

Mount the Classic Mail

Reference: System Reference Guide Pg. 22

Procedure: Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed.

\* Note: See page 7 of the Classic Mail Design Package for the mounting location.

## Connect Voice Mail Access Lines

Reference: System Reference Guide: Primary Pg. 41 - 43 and Secondary Pg. 23 - 27

Procedure: Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Tel.Co. ports. Or, use the secondary method by interposing existing telephone lines to provide time-share voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access.

\* Note: If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. See page 8 of the Classic Mail Design Package for this information. For an explanation of connection methods see pages 25 through 27.

## Complete TEST 1

Reference: System Reference Guide Pg. 27

Procedure: Test each outside telephone line that is interposed with the Classic Mail.

\* Note: Make sure a call can be completed on each line.

## Connect Telephone Emulation

Reference: System Reference Guide Pg. 28

Procedure: Connect the Classic Mail Telephone Emulation jacks to vacant Merlin Voice Terminal ports.

\* Note: See page 8 of the Classic Mail Design Package for this information. If the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals, Telephone Emulation Jack #1 must be connected to the attendant's Voice Terminal port on the Merlin Control Unit (port 0 for Merlin 206 or port 10 for Merlin 410, 820, 820D or 820D2). All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package. A 34 button display set is required to verify the correct button programming.

## Test Power Source Grounding

Procedure: Use a ground tester to confirm that the 110 VAC power source is properly grounded.

\* Note: Enter the results of this test on page 7 of the Classic Mail Design Guide. Do not install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.

## Install the Power Supply

Reference: System Reference Guide Pg. 29

Procedure: Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. Never power off the Classic Mail during self-initialization.

\* Note: Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source must be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply.



## □ Complete TEST 2

Reference: System Reference Guide Pg. 31

Procedure: Verify that all voice mail access lines are functional.

\* **Note:** After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered.

## □ Complete TEST 3

Reference: System Reference Guide Pg. 31

Procedure: Verify that all telephone lines are in service.

\* **Note:** This test confirms that all incoming telephone lines are functioning normally.

## □ Label Merlin Telephones

Reference: System Reference Guide Pg. 32

Procedure: Label voice mail access lines on the Merlin Voice Terminals with green voice mail labels.

\* **Note:** The stickers indicate which lines allow internal access to voice mail services.

## □ Complete TEST 4

Reference: System Reference Guide Pg. 32

Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons.

\* **Note:** Be certain only the voice mail access lines are labeled.

## Software

\* **Note:** Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Pg. 52 or page 28 of this package.

## □ Initialize the Classic Mail.

Reference: System Reference Guide Pg. 34 - 36

Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000).

\* **Note:** The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required.

## Verify the Results of Self-Initialization

Reference: System Reference Guide Pg. 35

Procedure: Compare the Control Unit type, Control Unit software and in-service line assignments to the information prompted by the Classic Mail 1 after system initialization.

\* Note: The Self-Initialization process takes about five minutes. See pages 7 and 8 of the Classic Mail Design Package for confirming data.

## Set the Date and Time

Reference: System Reference Guide Pg. 36

Procedure: Set the system clock to the correct date and local time.

\* Note: The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "...press 1 for AM or 2 for PM."

## Initialize the Administrator's Mailbox

Reference: System Reference Guide Pg. 36

Procedure: Enter the administrator's new password, directory name recording and spelling.

\* Note: Write down the Administrator's mailbox number and password on page 8 of the Classic Mail Design Package.

## Unlock the Assigned Mailboxes

Reference: System Reference Guide Pg. 68

Procedure: Unlock all mailboxes that are assigned to owners including those used by call routing.

\* Note: See page 16 and 17 of the Classic Mail Design Package. Do not unlock mailboxes that are unassigned.

▲ Fast Track: 7

## Set the Access Code

Reference: System Reference Guide Pg. 96

Procedure: If required, set the Classic Mail access code to be a different single digit on the telephone.

\* Note: See page 10 of the Classic Mail Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as last-number-redi

▲ Fast Track: 6 - 1

## Set Rings Before Answering Transferred calls

Procedure: Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom.

\* Note: See page 10 of the Classic Mail Design Package for this information. The default value is four rings.

▲ Fast Track: 6 - 2

## Block Lines for Off-Site Message Alert

Reference: System Reference Guide Pg. 97

Procedure: If required, block individual lines from performing Off-Site Message Alert.

\* Note: See page 7 of the Classic Mail Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions.

▲ Fast Track: 6 - 3

## Set the Call Transfer Type

Reference: System Reference Guide Pg. 101

Procedure: Select either direct or announced transfer method.

\* Note: See page 10 of the Classic Mail Design Package for this information. The announce method is mandatory for Merlin systems without the transfer feature.

▲ Fast Track: 6 - 7

## Rings Before Answering Incoming Calls

Reference: System Reference Guide Pg. 92 - 94

Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required.

\* Note: See page 10 of the Classic Mail Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line.

▲ Fast Track: 5 - 1

## Business Hour Schedule

Reference: System Reference Guide Pg. 80

Procedure: Define the opening and closing time for Monday through Sunday.

\* Note: See page 10 of the Classic Mail Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted "... press one for AM or 2 for PM."

▲ Fast Track: 5 - 2

## Set the Administration Password

Reference: System Reference Guide Pg. 70

Procedure: Assign a new password to secure the administration menus. Use an eight digit password for maximum security.

\* Note: Write down the Administration Password on page 8 of the Classic Mail Design Package.

▲ Fast Track: 5 - 4

## Administrator's Mailbox Number

Reference: System Reference Guide Pg. 69

Procedure: If required, reassign the administrator's functions to a different mailbox.

\* Note: This mailbox must be unlocked before reassignment can be done. See page 10 of the Classic Mail Design Package for the Administrator's Mailbox Number. These functions will be transferred to the new mailbox when the current Administrator's Mailbox is closed.

▲ Fast Track: 5 - 5

## Attendant's Intercom Number

Reference: System Reference Guide Pg. 77

Procedure: If required the attendant transfer function can be assigned to a different intercom or it may be disabled entirely.

\* Note: See page 10 of the Classic Mail Design Package for the Attendant's Intercom Number. If no individual responsible for answering incoming calls, disable the attendant transfer feature.

▲ Fast Track: 5 - 6

## General Delivery Mailbox

Reference: System Reference Guide Pg. 76

Procedure: If required, the general delivery mailbox function can be moved to a different mailbox or may be disabled entirely.

\* Note: See page 10 of the Classic Mail Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled.

▲ Fast Track: 5 - 7

## Initialize Mailboxes

Reference: Mailbox User's Guide Pg. 9 - 13

Procedure: Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.

\* Note: It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them.

## Mailbox Greetings

Reference: Mailbox User's Guide Pg. 13 - 16

Procedure: Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing must be set up before the route is defined.

\* Note: A generic greeting will be played to callers if a custom greeting is not recorded.

## Record Company Greetings

Reference: System Reference Guide Pg. 66 - 67

Procedure: Using the written script, record the greetings that will be played to callers during day and night operation.

\* Note: See page 11 of the Classic Mail Design Package for the day and night company greeting scripts.

▲ Fast Track 1 - 1 for Day 1 - 2 for Night

## Call Routing Maps

Reference: System Reference Guide Pg. 82 - 92

Procedure: Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.

\* Note: See pages 12 through 15 of the Classic Mail Design Package for Call Routing information. Read System Reference Guide Pg. 82 - 92 before first attempting to set up a Call Routing application.

▲ Fast Track: 2

# Merlin 206,410,820 & Plus

# System Testing Checklist

\* **Note:** Fast Track key sequences begin from the administration mode top-level menu  
Reference: System Reference Guide Pg. 52 or page 25 of this package.

## 1. Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call

### Troubleshooting

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

\* System Reference Guide - Page 96

\* Fast Track: 6 - 1

## 2. Simultaneous Access

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call
- Press the hold button
- Continue until all Classic Mail ports are operating simultaneously

### Troubleshooting

Make certain that you are using a voice mail access lines. If all ports do not answer simultaneously, confirm that the Classic Mail unit is not a 2-port model. On 2-port models you will hear busy tone when you attempt to access more than two ports. If the unit is a 4-port model and this test fails, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

\* System Reference Guide - Page 96

\* Fast Track: 6 - 4

### 3. Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line
- Verify that the Classic Mail answers in the correct number of rings

#### Troubleshooting

Problems with Rings-Before-Answer that are not caused by data entry errors can be avoided if you understand how the Classic Mail prioritizes this function. The Classic Mail will answer a call on any incoming telephone line according to the number of rings defined by the installer for day and night operation. This is a system-wide function that can be overridden on any single line. If the installer defines Rings-Before-Answer on a line-by-line basis, each line given a specific Rings-Before-Answer value will ignore the Business Hour Table and always answer calls on the ring defined for that line.

\* System Reference Guide - Page 92 - 93

\* Fast Track: 5 - 1 - 1 (Day Operation)

\* Fast Track: 5 - 1 - 2 (Night Operation)

\* Fast Track: 5 - 1 - 3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

### 4. Company Greetings

- Verify that the correct greeting (Day or Night) plays

#### Troubleshooting

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

\* System Reference Guide - Pages 66

\* Fast Track: 1 - 1 (Day Greeting)

\* Fast Track: 1 - 2 (Night Greeting)

## 5. □ Call Routing Map

- ✎ Select a call routing option
- ✎ Verify that the correct action takes place
- ✎ Repeat the previous steps until all options for the day and night Call Routing maps have been tested

### Troubleshooting

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

\* System Reference Guide - Page 87

\* Fast Track: 2

## 6. □ Attendant's Intercom Number

- ✎ Press 0 to transfer to the attendant
- ✎ Verify that the correct intercom rings

### Troubleshooting

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

\* System Reference Guide - Pages 77

\* Fast Track: 5 - 6

## 7. □ General Delivery Mailbox

- ✎ Do not answer the attendant voice terminal
- ✎ Verify that the General Delivery Mailbox greeting plays
- ✎ Record a test message in the General Delivery Mailbox

### Troubleshooting

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

\* System Reference Guide - Pages 66

\* Fast Track: 5 - 7



## 8. □ Message Lamps

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

### **Troubleshooting**

If none of the message lamps work, check to make certain that Classic Mail is configured for the correct Control Unit type and software package. Confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 10. Also confirm that the Merlin Control Unit has Feature Package 2 and that the cartridge is firmly seated in its' socket or that it is an 820D or 820D2. Next connect a 34 button display set to Voice Terminal port 10. The 34 button display set will confirm the contents of each programmable key related to port 10. If the keys do not match the template for an attendant's intercom (see page 19 or page 22 for templates), reprogram the keys to conform with the template. After confirming the correct programming of port 10, verify that each intercom message lamp can be turned on and off manually from the 34 button display set. If you can't turn the lights on and off manually, it is likely that the feature cartridge is bad.

If the message lamps work on some phones and not others, follow the same procedure to confirm the Classic Mail hardware connections and Merlin port 10 programming. If an intercom message lamp still will not illuminate, the lamp may not be functional. Change the Voice Terminal set. If, after changing sets, the lamp will not operate, the Merlin voice terminal port is probably bad.

\* System Reference Guide - Page 108

\* Fast Track: 6 - 6

## 9. ☐ Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

### Troubleshooting

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert, reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.
  - \* System Reference Guide - Page 98
  - \* Fast Track: 6 - 3
- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the first digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.

- \* Mailbox User's Guide - Page 31

## 10. ☐ Blocking Lines for Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

### Troubleshooting

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

- \* System Reference Guide - Page 97
- \* Fast Track: 6 - 3

# Pre-Installation Requirements

## Merlin 206, 410 & 820 Basic

(No Feature Modules Installed)

### 1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
    - \* When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
  - Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
  - If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail installation.
- \* Note: Line key programming not possible. No pre-installation programming is required.

### 2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
  - Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
  - Repeat the previous steps for each vacant Tel.Co. port.
  - If all ports are good and have proceed with installation.
- \* Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

## Merlin 206, 410 & 820 with Feature Module 1

### 1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
  - \* When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail installation.
  - \* Note: Line key programming not possible. No pre-installation programming checks required.

### 2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
  - \* Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

## Merlin 206, 410 & 820 with Feature Module 2

### 1. Check Voice Terminal Functionality

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
  - \* When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that each port is operational. If you can make and receive a call the voice terminal port is good.
- Verify that each port has access to all necessary C.O. lines by touching each line button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines do not appear proceed to the next step.

### 2. Enter Administration Mode

- Plug a Merlin Voice Terminal into port #10 (or port 0 on the 206), place the "Admin" switch in the "Admin" position, (on the 820 it is located on the front upper left of the KSU, on the 410, switch #10 must be in the down position, on the 206, switch #0 must be in the down position).
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into "System Administration" by pressing Administer on the Voice Terminal or dialing #01. **Do not** lift the handset or enable the speaker-phone.

### 3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11 = intercom 11 etc. On the 206, port 0 = intercom 0 etc.) If all lines to be answered by the Classic Mail are green dial the next TE intercom number.
- If any lines that are to be answered or that require access are **not** lit green, touch the line button and the light should turn green.
- Remove call restrictions from Voice Terminal ports used for Telephone Emulation.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

**NOTE:** If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

**4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.**

- Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
- Put the port into program mode by sliding the T/P switch to the P position.
- Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.

**\* Note:** This must be done or the Classic Mail will not function properly.

**5. Check all vacant Merlin Tel.Co. ports**

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

**\* Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

# Merlin Plus Release I

## 820 D

### 1. Check Voice Terminal ports. Verify access to necessary lines

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
- ✳ When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- ✳ Note: If the necessary lines do not appear proceed to the next step.

### 2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into "System Administration" by Hitting Administer on the Voice Terminal or dialing #01. Do not lift the handset or enable the speaker-phone.

### 3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) Press Conference. If all lines to be answered by the Classic Mail are green, press conference. Repeat this step as necessary.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the Voice Terminal requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

**NOTE:** If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

**4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.**

- Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
- Put the port into program mode by sliding the T/P switch to the P position.
- Using the diagram on the page 19 , program each Intercom Auto Dial button to match the template.

**\* Note:** This must be done or the Classic Mail will not function properly.

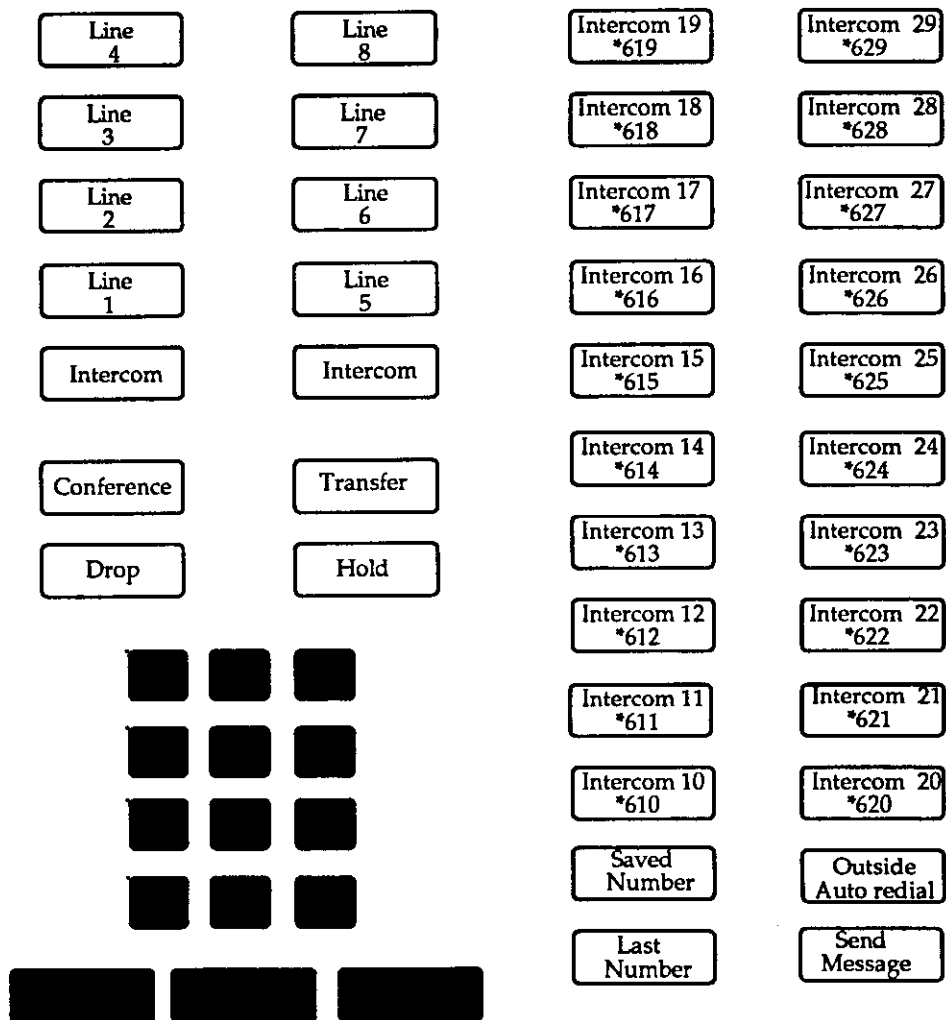
**5. Check all vacant Merlin Tel.Co. ports**

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

**\* Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



# Classic Mail Telephone Emulation Template Merlin 206, 410, 820 & 820D



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button ( Located above Transfer Button) or press #01</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Voice Terminal into Program Mode.</li> <li>2. Press an Intercom Button</li> <li>3. Press *6</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Repeat for each button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin and</li> <li>2. Press *99 198</li> <li>3. Turn the Merlin off, then on again</li> </ol>

<p style="text-align: center;"><b>Merlin Plus Release 2</b> <b>820 D2</b></p>
---

**1. Check Voice Terminal ports**

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
- ✳ When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines are not appearing proceed to the next step.

**2. Enter Administration Mode**

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the **P** position, enter into "System Administration" by pressing Administer on the Voice Terminal or dialing #49. **Do not** lift the handset or enable the speaker-phone.

**3. Program Intercom Lines**

- Dial an intercom number used for Telephone Emulation port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) If all lines to be answered by the Classic Mail are green, dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

## Message Waiting Lights

- Program each Voice Terminal port used for Telephone Emulation to use the Attendant's Template (See the diagram on the next page for the Attendant's Template). While in the Admin mode, enter the intercom number for a Telephone Emulation port and dial \*10410. This will set the port to the default button assignments which enables message waiting. Repeat this for each Voice Terminal port used for Telephone Emulation.

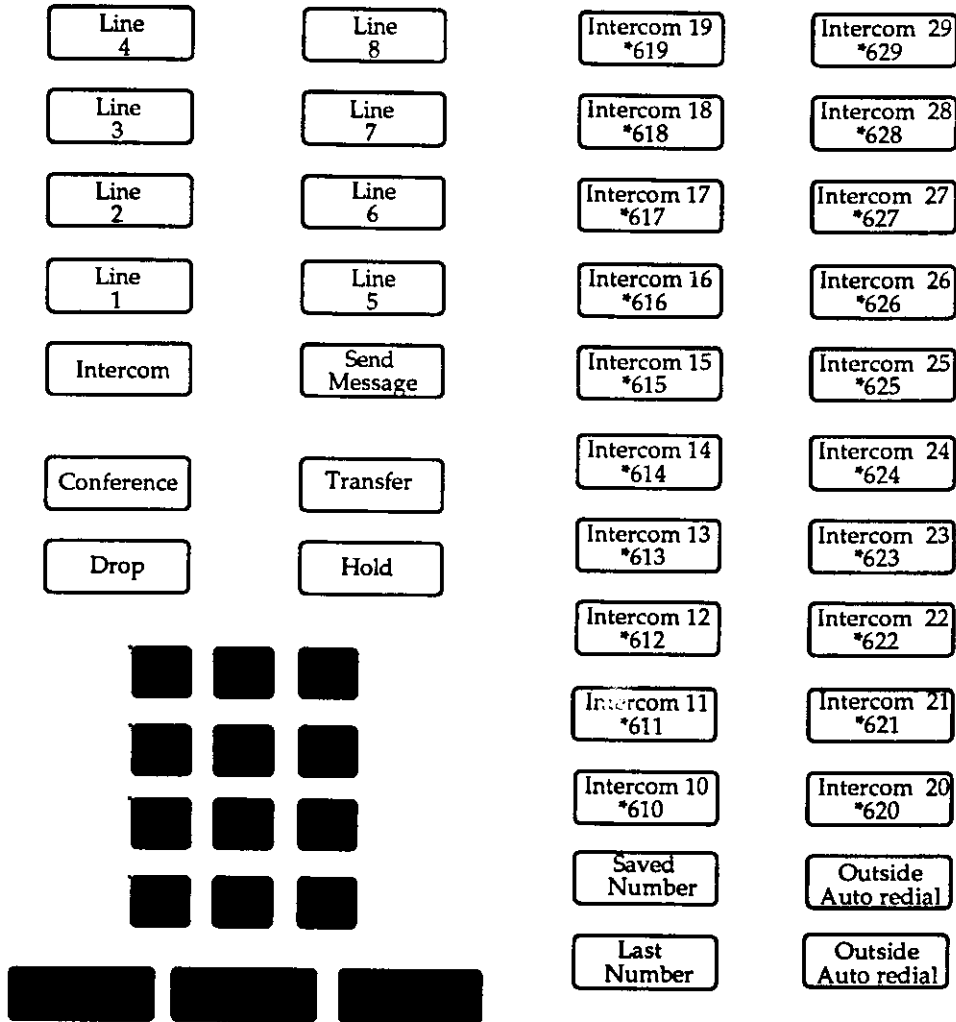
\* Note: This must be done or the Classic Mail will not function properly.

## 5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant line port.
- If all ports are good and have proceed with installation.

\* Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

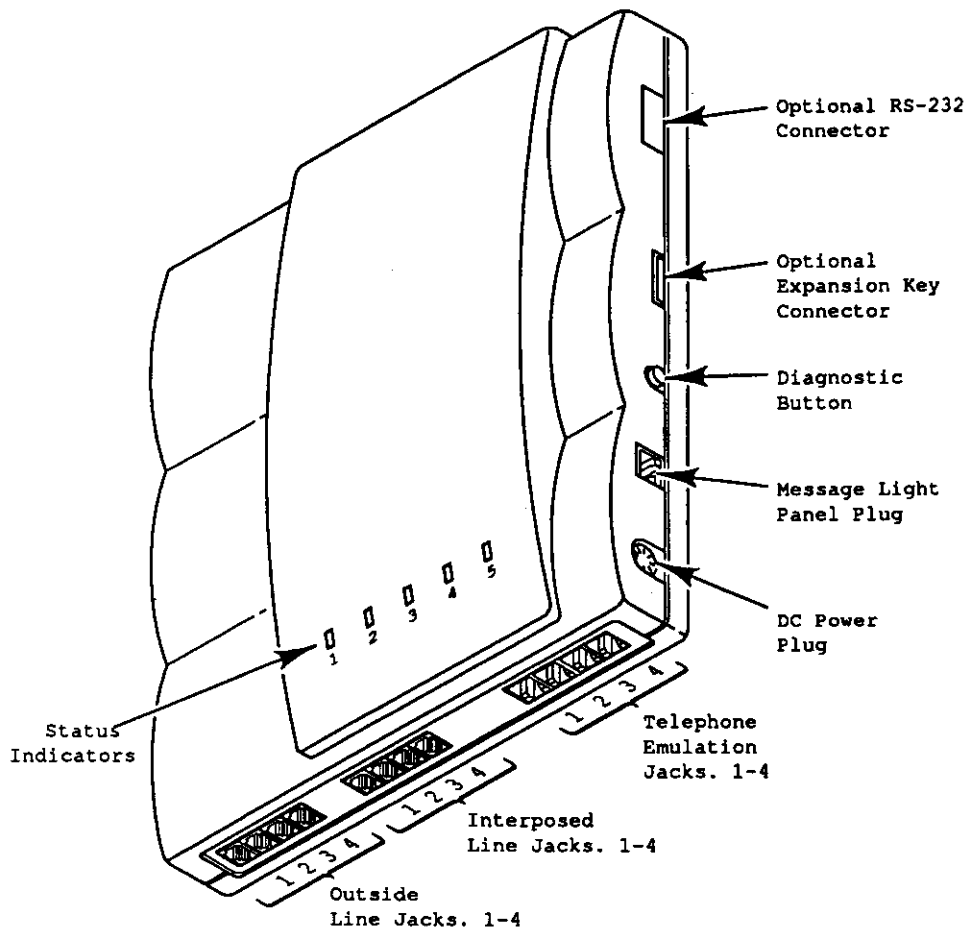
# Classic Mail Telephone Emulation Template Merlin 820 D2



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button ( Located above Transfer Button) or press #49</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin.</li> <li>2. Press *10</li> <li>3. Press 4 ( Admin. Template)</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Press Admin. Button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin and</li> <li>2. Press *99 198</li> <li>3. Turn the Merlin off, then on again</li> </ol>

# Classic Mail Installation Overview

## System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

## Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

## Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

## Other Connections:

Power Plug - connects an external wall-mounted power supply.

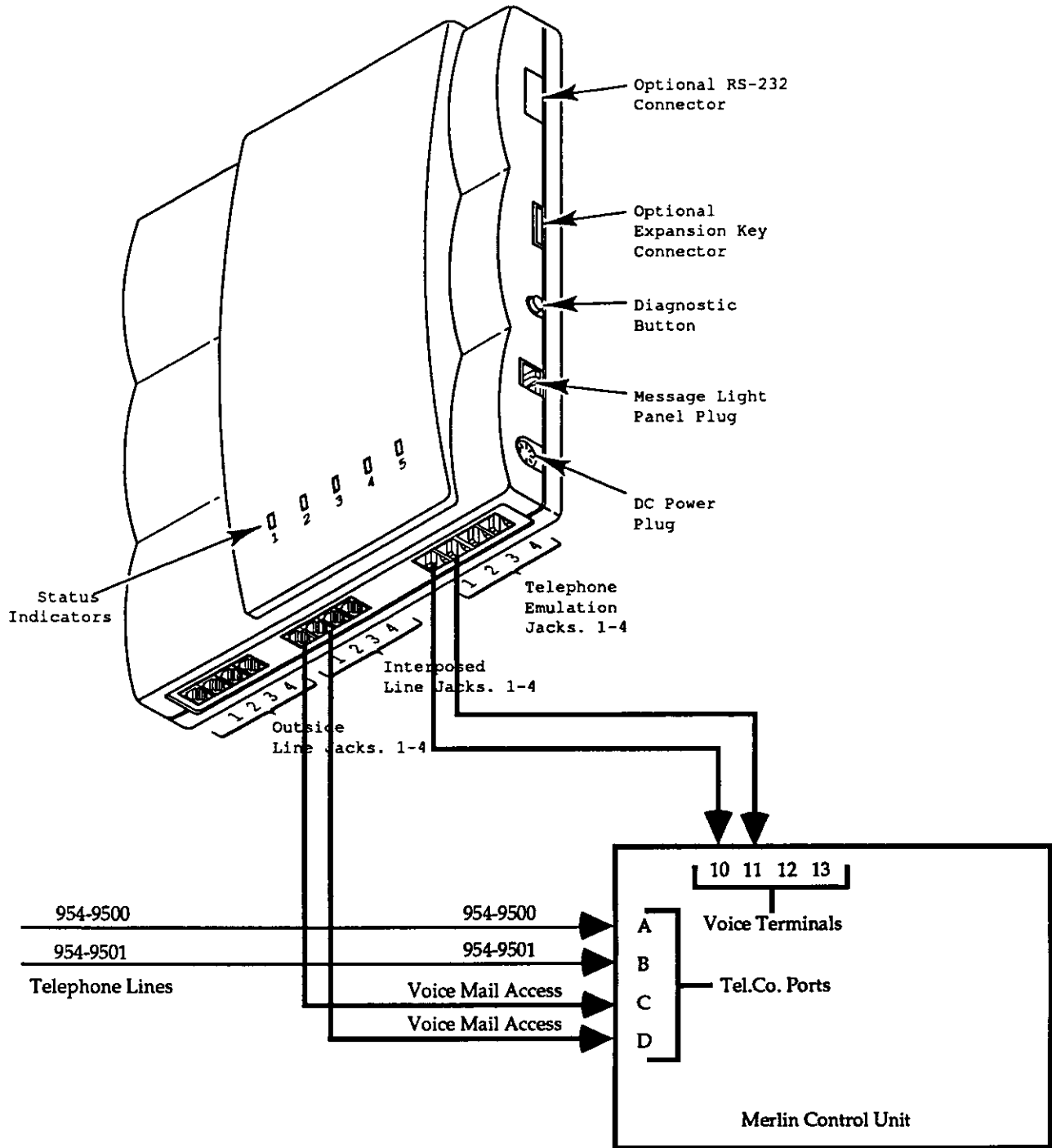
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

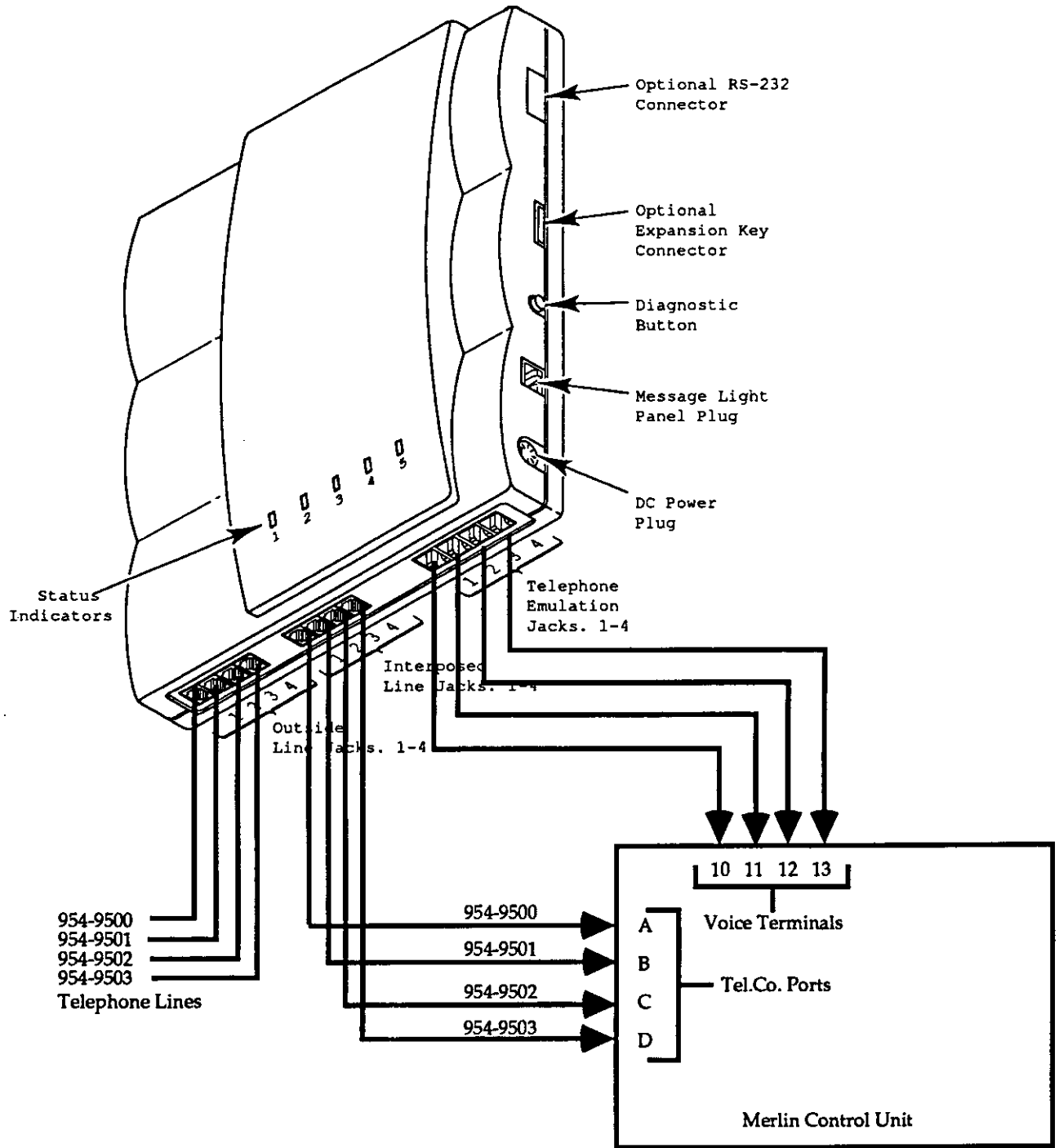
RS-232 - used for manufacturing testing only.

# Voice Mail Access Lines



## Primary Method - Dedicated Access

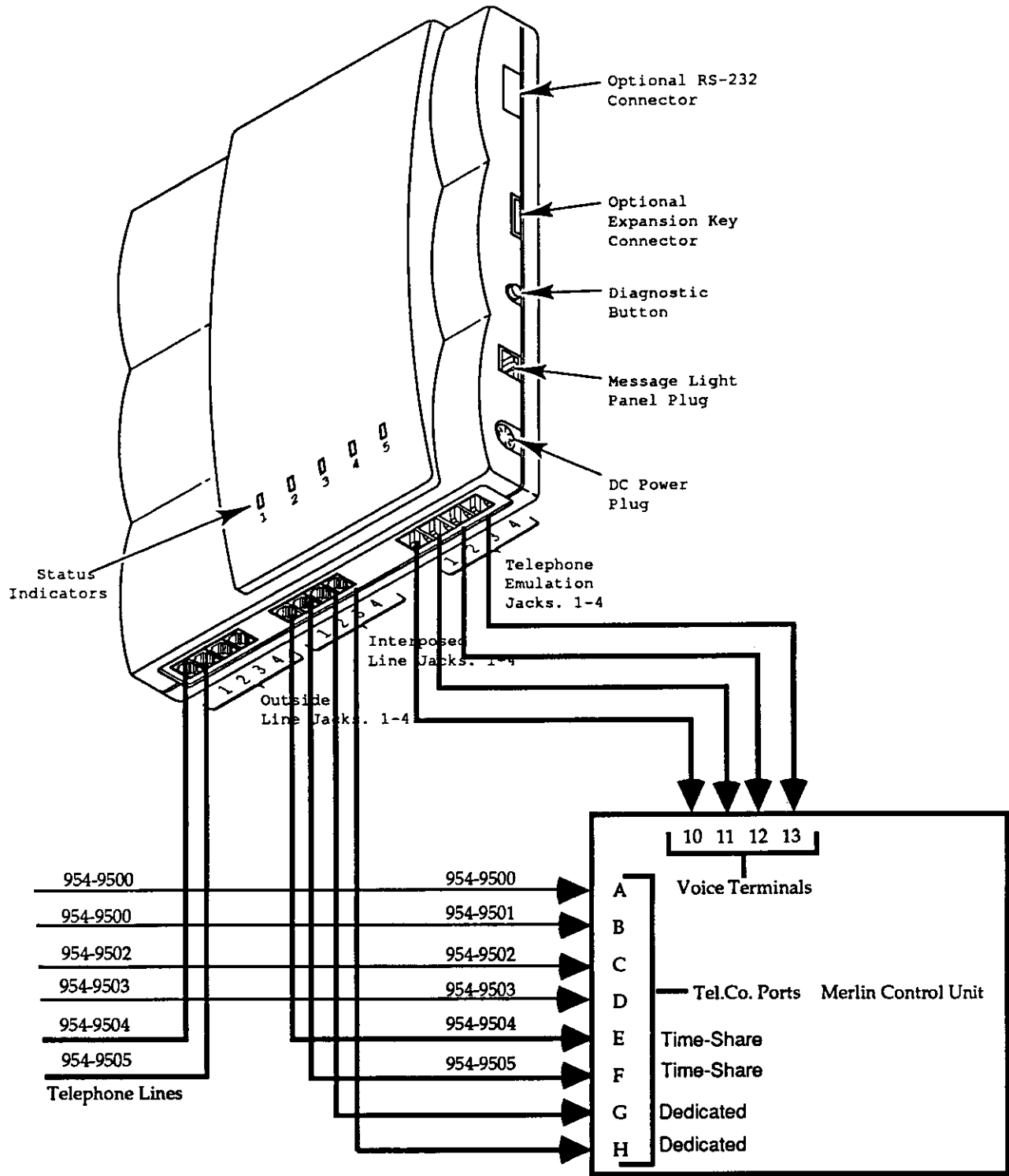
The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



### Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line can be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.





### Hybrid Method - Dedicated/Time-Shared Access

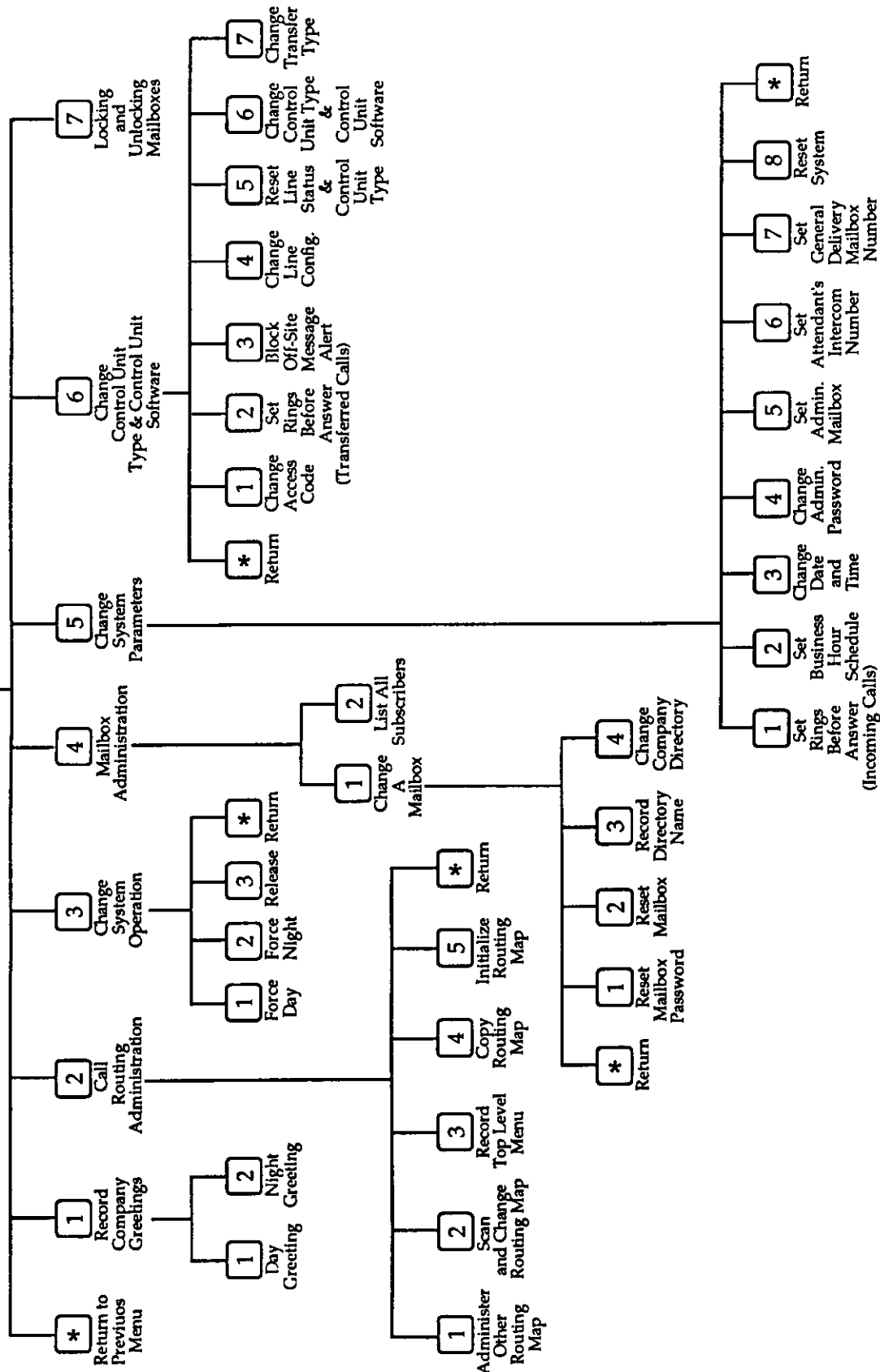
A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connections to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.

**sert Admin Menu Tree**

# Open Administrator's Mailbox

Mailbox: Password:

Press 9 then enter the Admin Password





## Notes



## Notes