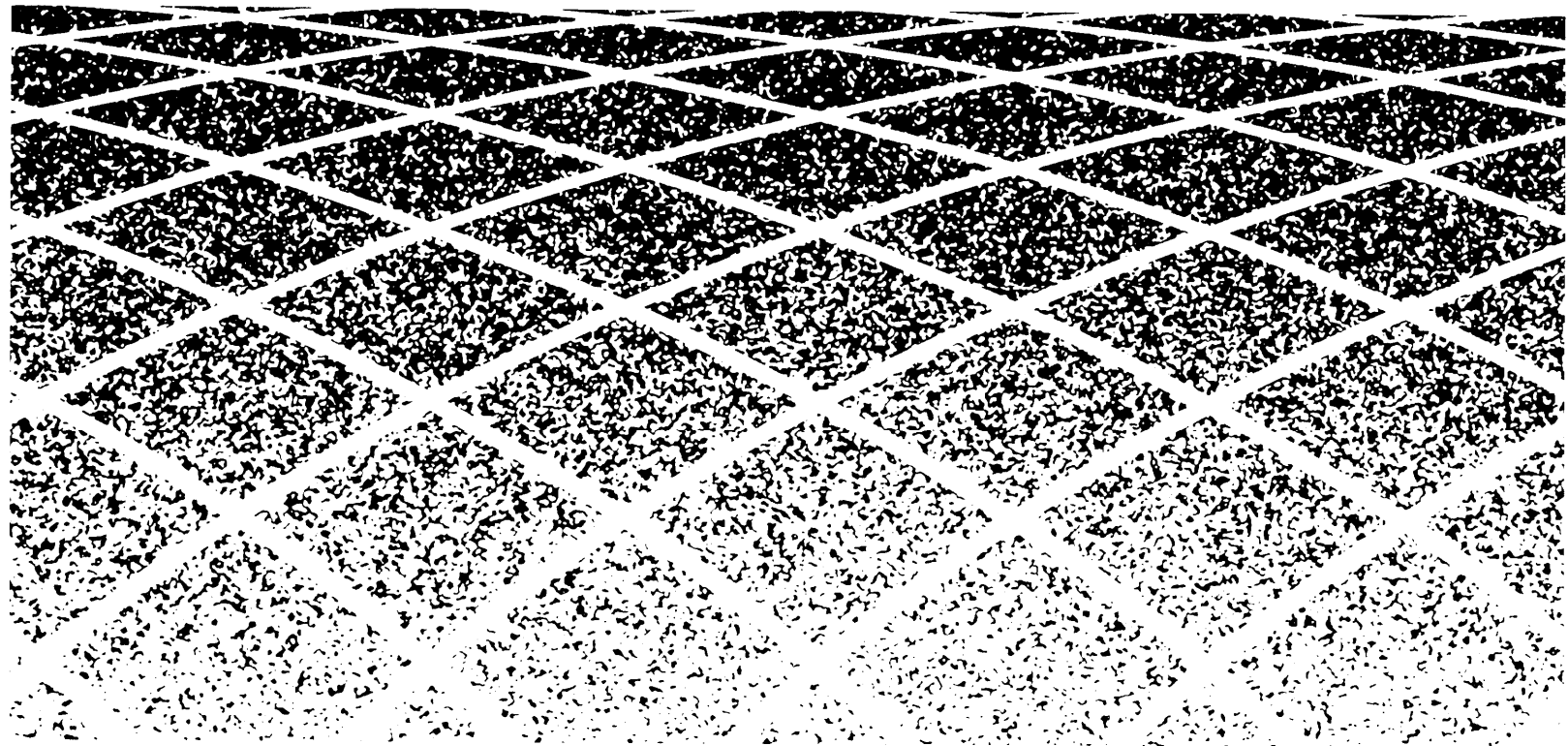




MERLIN[®]

COMMUNICATIONS SYSTEM

ATTENDANT'S GUIDE:
MODELS 1030 AND 3070
WITH FEATURE MODULE 5



MERLIN[®]

COMMUNICATIONS SYSTEM

ATTENDANT'S GUIDE:
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WITH FEATURE MODULE 5

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Issue 1 May 1986

Key to Symbols

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

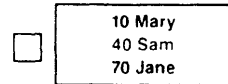


Lift your handset.



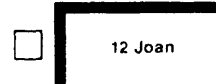
Dial a number.

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



Console with Attendant Intercom Selector

Touch an Auto Intercom button.



Console for small systems and economy console



Hang up your handset.



Touch a button.

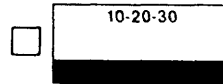
(The symbols for buttons are shaded and labeled to look like the buttons on your console.)



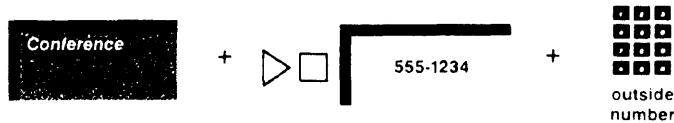
Touch a Shift button.
(Console with Attendant Intercom Selector only. Select the button controlling the group that includes the intercom number you want.)



Don't lift your handset.



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



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

The "Attendant's Quick Reference," pages 56-61, is a brief guide to using features.

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Getting Started

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

YOUR CONSOLE

You may have one of the following consoles: an attendant console for a small system, an attendant console with attached Attendant Intercom Selector for a large system, or an economy attendant console for a large system.

For small systems, that is, for systems with eight or fewer lines and 20 or fewer voice terminals, you use the following attendant console:

Attendant Console for Small Systems

The console for small systems is a 34-button deluxe voice terminal. It is suitable as the console for a small system because it has enough buttons to show the status of each line and each voice terminal in the system. The system assigns lines and intercom numbers to buttons automatically.

For large systems, that is, for systems with more than eight lines or more than 20 voice terminals, you use either of the two available consoles described below.

Attendant Console with Attendant Intercom Selector for Large Systems

The larger of the two consoles available for a large system is a 34-button deluxe voice terminal with an attached Attendant Intercom Selector. It is suitable as a console for a large system because up to 70 voice terminals can be represented using the Auto Intercom buttons on the Attendant Intercom Selector. This leaves all 30 buttons on the console available to show the status of each line in the system. On this console, all lines and intercom numbers are assigned to buttons automatically when the system is activated.

Economy Console for Large Systems

The economy console is a 34-button deluxe voice terminal without an Attendant Intercom Selector. If you don't need the extra capacity or convenience provided by the Attendant Intercom Selector, the economy attendant console is suitable for a large system. This console is also suitable for use as a backup console when there are several attendants handling calls. On an economy console, all lines are assigned to buttons automatically. The unassigned programmable buttons can serve as Auto Intercom buttons or feature buttons. For systems whose total number of lines and voice terminals is less than or equal to 30, the economy console provides enough buttons for both lines and voice terminals. If there are more voice terminals than buttons available, you can use the dial pad for access to those voice terminals,

Familiarize yourself with your console and its capabilities by referring to the appropriate illustration on pages 8 through 10. Explanations of some essential features for handling calls and customizing your console follow the illustrations.

Attendant Console for Small Systems*

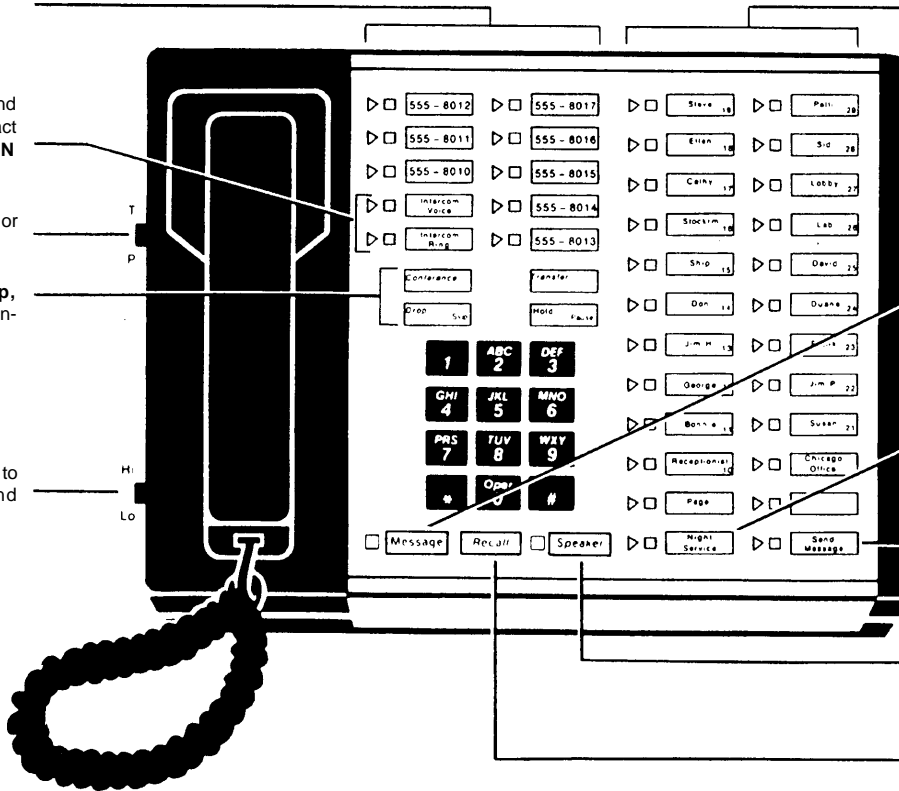
Use line buttons to place and receive outside calls.

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

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

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

Use the volume control to adjust the speaker and ringer.



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

Check the green light by the **Message** button to see if you have a message waiting. Also, use **Message** (in program mode) to set your voice terminal for making data calls and voice calls simultaneously.

Touch **Night Service** to turn Enhanced Night Service options on and off.

Touch **Send Message** to turn on the Message light at another voice terminal.

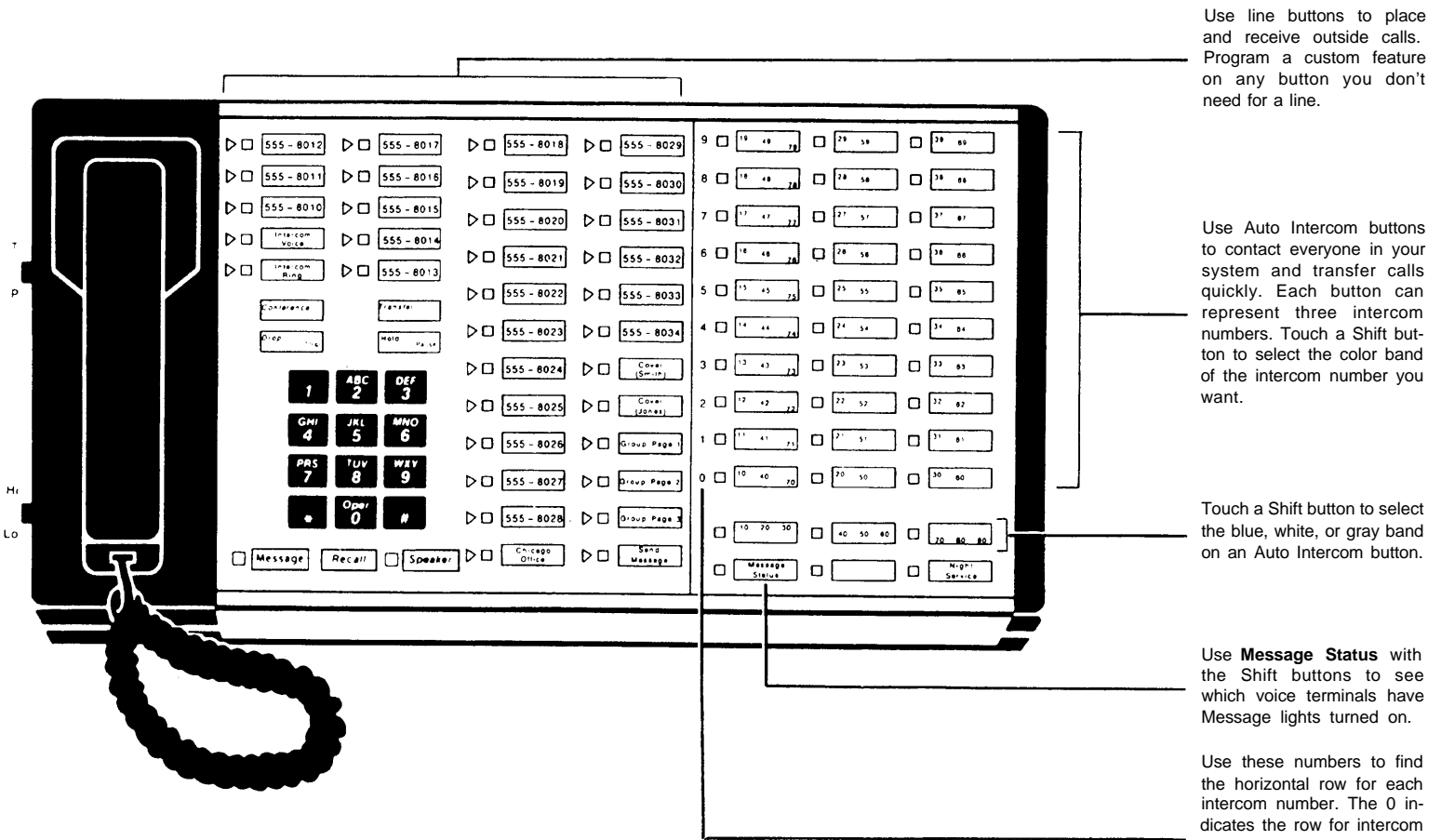
Touch **Speaker** for on-hook dialing, group listening, and on-hook monitoring when you are put on hold.

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

* Systems with 8 or fewer lines and 20 or fewer voice terminals.

Attendant Console with Attendant Intercom Selector for Large Systems*

The attendant console with Attendant Intercom Selector provides the same features as the console for small systems pictured on the preceding page but has more line and Auto Intercom buttons.



* Systems with more than 8 lines or more than 20 voice terminals.

Use line buttons to place and receive outside calls. Program a custom feature on any button you don't need for a line.

Use Auto Intercom buttons to contact everyone in your system and transfer calls quickly. Each button can represent three intercom numbers. Touch a Shift button to select the color band of the intercom number you want.

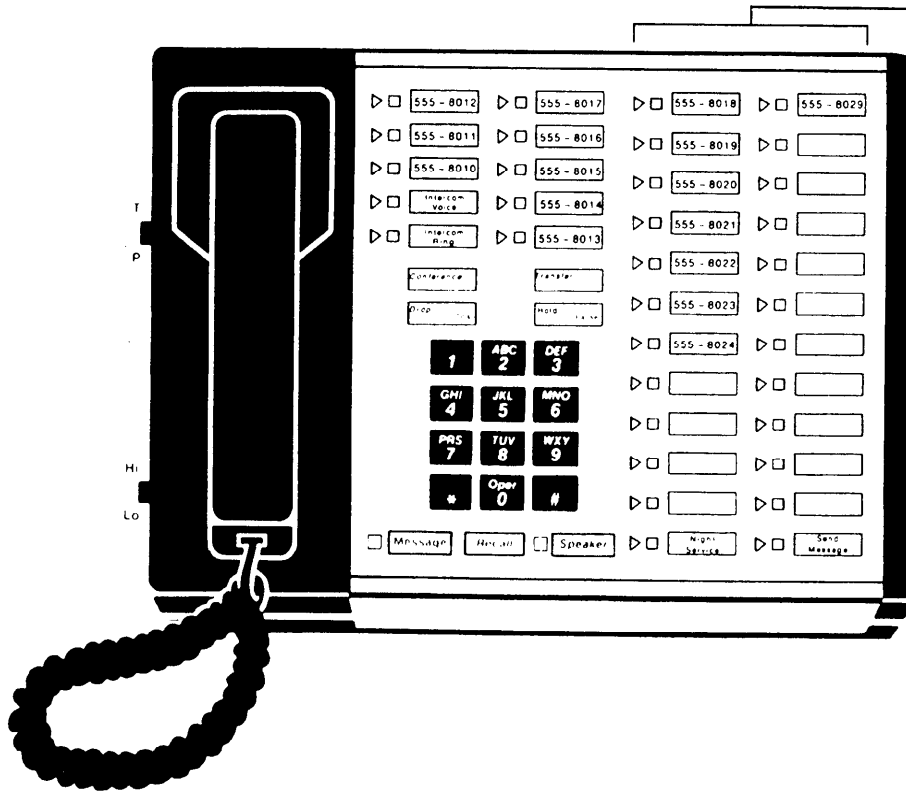
Touch a Shift button to select the blue, white, or gray band on an Auto Intercom button.

Use **Message Status** with the Shift buttons to see which voice terminals have Message lights turned on.

Use these numbers to find the horizontal row for each intercom number. The 0 indicates the row for intercom numbers whose second digit is 0 (10, 20, 30, 40, etc.). The 1 indicates intercom numbers ending in 1 (11, 21, 31, etc.), and so on.

Economy Attendant Console for Large Systems*

The economy attendant console provides the same features as the console for small systems pictured on page 8 and the additional line buttons necessary for a large system.



Buttons other than those used for lines, Enhanced Night Service, or Send Message can be used for Auto Intercom or other custom features.

* Systems with more than 8 lines or more than 20 voice terminals.

PROGRAMMING CUSTOM FEATURES

Some features, such as Transfer, Hold, and Speaker, are already programmed and labeled on your console, and you cannot change them. Custom features, though, are ones you select and program yourself. On the console for a small system, you can program custom features on any button that you don't need for Auto Intercom. On the console for a large system and on the economy console, you can program custom features on any button not used for a line or for Auto Intercom.

The basic programming procedure is as follows:

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

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

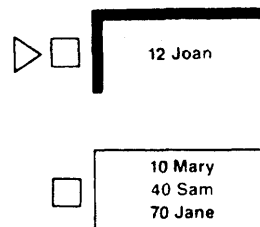
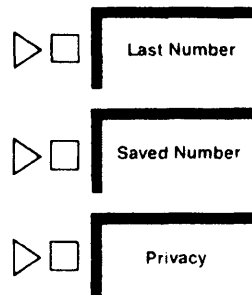
To program: •T/P to *P* •Touch the button •Dial *4 + the intercom number of the person you want to cover •T/P to center

The Feature Programming Chart, page 52, is a quick reference for programming features.

AUTO INTERCOM BUTTONS

Each person's voice terminal has a 2-digit intercom number, similar to an extension number. These intercom numbers, ranging from 10 through 79, are automatically assigned to the Auto Intercom buttons on your console, except on the economy console for a large system. On the economy console you can *program* Auto Intercom buttons to contact others in your business. (See "Programming Auto Intercom Buttons" below for instructions.)

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



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

The red light next to each Auto Intercom button on the console for small systems and the economy console indicates Message status at that voice terminal.

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

Programming Auto Intercom Buttons

To program: •T/P to P •Touch the button •Dial *91 + a 2-digit MERLIN system intercom number •T/P to center

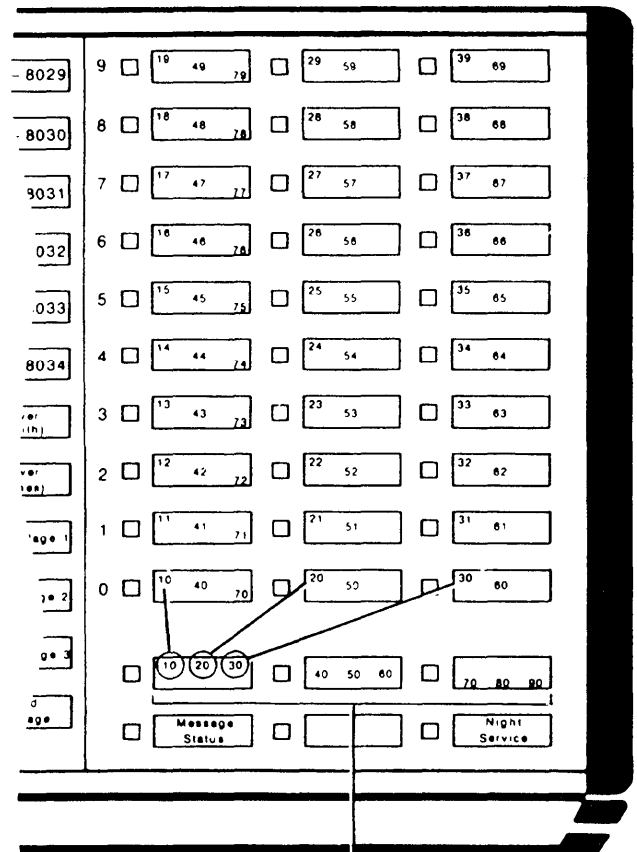
You can program a button for another voice terminal, or group of voice terminals. (See "Group Call Distribution," "Group Page," and "Loudspeaker Page.")

SHIFT BUTTONS (Console with Attendant Intercom Selector only)

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

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

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



Shift buttons

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

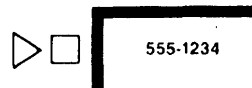
You can quickly identify the second digit on each Auto intercom button by looking at the column of numbers (0 through 9) printed on the panel beside the leftmost column of Auto Intercom buttons. To call intercom 21, for example, touch Shift button 10-20-30, go to the middle column of Auto Intercom buttons,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

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

When used with the Shift buttons, the **Message Status** button shows which voice terminals have Message lights turned on in case you need to notify someone that you have a message for them.

LINE BUTTONS

Most of the buttons above your dial pad (and to the right of it, in large systems) are line buttons for placing and receiving outside calls. Each line button has a red light and a green light beside it that indicate line status. You can read more about these lights later in "Answering Calls," page 14, and "Placing Calls," page 33.



Answering Calls

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

To answer a call:

- Lift the handset.

You are automatically connected to the call.

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

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

You are connected to the call.

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

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

Intercom = two short and one long ring

Outside = one long ring

Transferred = one short and one long ring

TIP: You can make your console's ring easy to distinguish from others by programming it with a different ringing pattern. However, you can still distinguish intercom, outside, and transferred calls. (See "Personalized Ringing," page 43.)

ANSWERING WHILE ON A CALL—THE HOLD FEATURE

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

- Touch **Hold**.

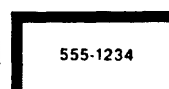
The green light next to the held call's line button flashes rapidly.

- Touch the line button where the second call is ringing.

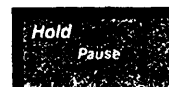
The flashing green light next to that line button becomes steady.

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

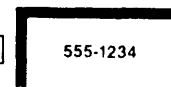
When you leave a call on hold for more than 60 seconds, your console rings to remind you that you have a call on hold. Every minute after that the console rings again to remind you that the call is still on hold.



+



+



To return to the call you put on hold:

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



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

PROGRAMMABLE LINE RINGING

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

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

To program a line for immediate, delayed, or no ringing:

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

Red light on = immediate ring
Red light flashing = delayed ring
Red light off = no ring

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

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

VOICE ANNOUNCEMENT DISABLE

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

To program Voice Announcement Disable:

- Slide the T/P switch to the *P* position.
- Touch **Intercom-Voice**.

Green light on = voice announcement allowed
Green light off = voice announcement prevented

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

Covering Calls

CALL COVERAGE

- To program: •T/P to P •Touch the button •Dial *4 + the intercom number of the person you want to cover •To set a ringing option, touch the button until the red light next to it shows the appropriate code •T/P to center

Call Coverage lets you cover outside and intercom calls for people even if their lines do not appear on your console. You can program cover buttons for as many as six voice terminals, depending on how many programmable buttons with lights that you have available.

Cover buttons are initially set so that calls for the person you are covering do not ring at your console. If you prefer, you can program a Cover button so that these calls ring at your console, either immediately or after a delay. During the programming procedure, you select a ringing option by touching the Cover button until the red light next to it shows the appropriate code:

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

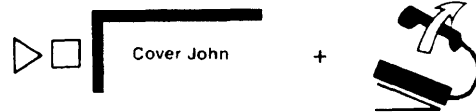
If a Cover button is set to ring and a call comes in for the person you are covering, your console rings, the red light moves to the Cover button, and the green light next to the Cover button flashes. To answer the call:

- Lift the handset.

You are automatically connected to the call.

If a Cover button is set *not* to ring, you must rely on the flashing green light next to the Cover button to let you know that a call is coming in for the person you are covering. To answer the call:

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



COVERAGE INHIBIT

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

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

To turn on Coverage Inhibit:

- Touch **Coverage Inhibit**.

The green light next to the button goes on.



To turn off Coverage Inhibit and activate Call Coverage:

- Touch **Coverage Inhibit**.

The green light goes off.



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

Automatic Answering

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

AUTO ANSWER-ALL

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

If you want an answering machine or modem (connected to your console with a General Purpose Adapter) to turn on automatically whenever calls ring at your console, program an Auto Answer-All button. This feature works for ringing intercom calls and for lines programmed to ring at your console. (See "Programmable Line Ringing," page 15.)

To have an answering machine or modem answer your calls:

- Touch **Auto Answer-All**.

The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-All**.

The green light goes off.



AUTO ANSWER-INTERCOM

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

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

To have intercom calls answered automatically:

- Touch **Auto Answer-Intercom**.

The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-Intercom**.

The green light goes off.



Paging

The **MERLIN** system offers two kinds of paging: Loudspeaker Page and Group Page. Loudspeaker Page announcements are heard through a loudspeaker system. Group Page announcements are heard through the voice terminal speaker.

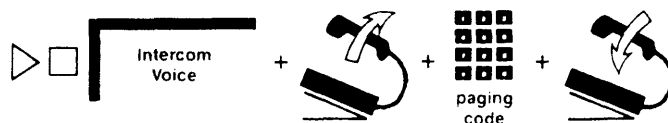
LOUDSPEAKER PAGE

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

To page someone:

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

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



Programming Loudspeaker Page Buttons

To program: •T/P to *P* •Touch the button •Dial *91 + a Loudspeaker Page code (listed in the procedure for Loudspeaker Page) •T/P to center

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

GROUP PAGE

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

To page a group of voice terminals:

- Touch **Intercom-Voice**.

- Lift your handset.

- Dial the appropriate Group Page code:

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

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

- Hang up.



Programming Group Page Buttons

To program: •T/P to P •Touch the button •Dial *91 + a Group Page code (listed in the procedure for Group Page)
•T/P to center

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

Group Call Distribution

Your system administrator can assign voice terminals and line buttons to groups. When a call comes in for a group or if you place an intercom call to a group, the system selects a voice terminal in the group to receive the call. Your system administrator can assign up to 15 voice terminals to as many as six calling groups and can give you a list of the voice terminals in each group.

GROUP CALL DISTRIBUTION (INTERCOM)

You can place an intercom call to a Group Call Distribution group. The system selects any voice terminal in the group to receive your call.

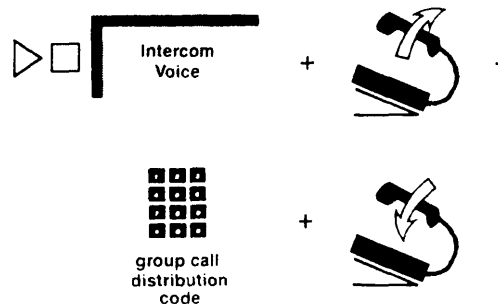
To place an intercom call to a Group Call Distribution group:

- Touch **Intercom-Voice** or **Intercom-Ring**.
- Lift your handset.
- Dial the code for the group you want to reach.

The system selects a voice terminal in the group to receive your call.

850	for group 1
851	group 2
852	group 3
853	group 4
854	group 5
855	group 6

- When you hear a beep or when someone answers, speak into your handset.
- Hang up.



GROUP CALL DISTRIBUTION (OUTSIDE LINES)

Outside lines can also be assigned to a Group Call Distribution group. When a call comes in for a group, the system selects a voice terminal in the group to receive the outside call directly. Ordinarily, you are not a member of a group, but serve as a backup for a group by having the group's line button on your console programmed for delayed ringing. This way if no one in the group answers, you can answer the call and take a message or transfer the call to the group. If you are a member of a group and your voice terminal is chosen to receive the call, the call rings at your console immediately.

To transfer an outside call to a group:

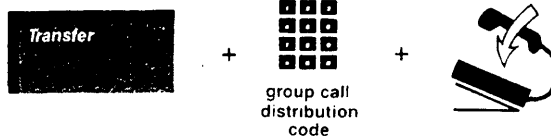
- Touch **Transfer**.

- Dial the appropriate group code.

The system selects a voice terminal in the group to receive the call.

850	for group 1
851	group 2
852	group 3
853	group 4
854	group 5
855	group 6

- Hang up



Programming Group Call Distribution Buttons

To program: •T/P to P •Dial *91 + a Group Call Distribution code (listed in the procedure for Group Call Distribution) •T/P to center

You can program a button for each Group Call Distribution group, so you can touch a button instead of dialing a code to place an intercom call or transfer an outside call to a group. The group codes for programming are listed in the Group Call Distribution procedure.

Transferring and Screening Calls

Passing calls to other people in your business is an important part of your job, and the **MERLIN** system offers several ways to pass calls to another voice terminal or group of voice terminals. How you transfer and screen calls depends on in which of the following three ways your system is set up:

- Without Auto Intercom buttons
- With Auto Intercom buttons and system administered for One-Touch Transfer.
- With Auto Intercom buttons and system administered for One-Touch Hold with Call Announcement.

If you're not sure how your system is administered, ask your system administrator and then follow the appropriate procedure.

WITHOUT AUTO INTERCOM BUTTONS

Transfer without Voice Announcement

To transfer a call without voice announcement:

- Touch **Transfer**.
- Dial the person's intercom number or the Group Call Distribution code.
- Hang up.

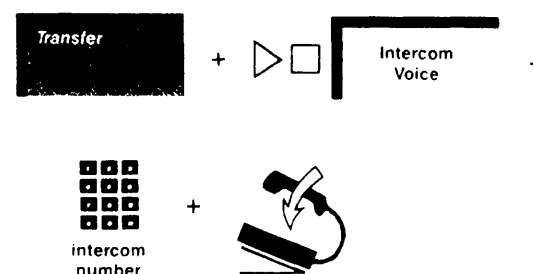
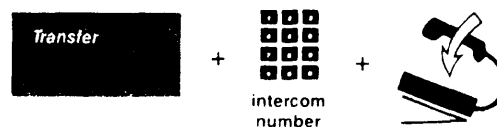
If no one answers the call after a few rings, it returns to your console. (See "Transfer Return Identification," page 28.)

Transfer with Voice Announcement

To transfer a call with voice announcement:

- Touch **Transfer**.
- Touch **Intercom-Voice**.
- Dial the person's intercom number.
- Announce the call.
- Hang up.

NOTE: If you use Transfer with Voice Announcement to transfer a call to a Group Call Distribution group, the transfer takes place but the voice announcement is blocked.



Screening Calls

By screening calls you can determine if a person wants to accept a call and then either transfer it or advise the caller that the person is not available.

To screen a call:

- Touch **Hold**.
- Touch **Intercom-Ring**.
- Dial the person's intercom number.
- Announce the call when the person answers, and ask if it will be accepted.

No?

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

Yes?

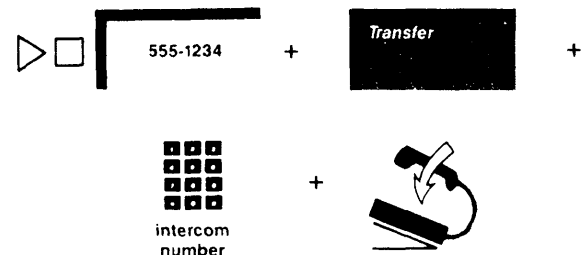
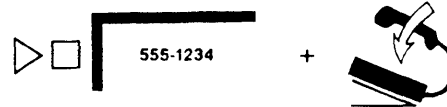
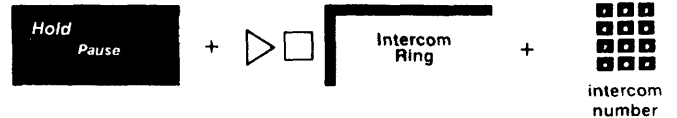
If the call's line button appears on the person's voice terminal:

- Announce the number of the line so the person can take the call by touching the line button or by using the Line Pickup feature. (See "Line Pickup," page 46.)
- Hang up.

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

- Touch the held call's line button.
- Ask the caller to hold while you transfer the call.
- Touch **Transfer**.
- Dial the person's intercom number.
- Hang up.

If the line doesn't appear on the person's voice terminal and the system is square, use the procedure for Line Pickup to transfer the call. (See "Line Pickup," page 46.)



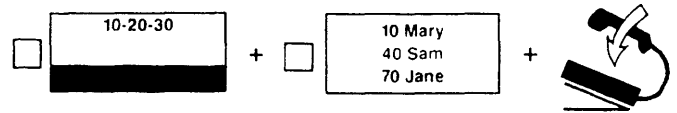
WITH ONE-TOUCH TRANSFER

With One-Touch Transfer, you can use an Auto Intercom or Group Call Distribution button to transfer calls to another voice terminal or group of voice terminals with one touch.

Transfer without Voice Announcement

To transfer a call without voice announcement:

- Touch the appropriate Shift button (console with Attendant Intercom Selector only)
- Touch the button for the voice terminal or group to whom you are transferring the call.
- Hang up.

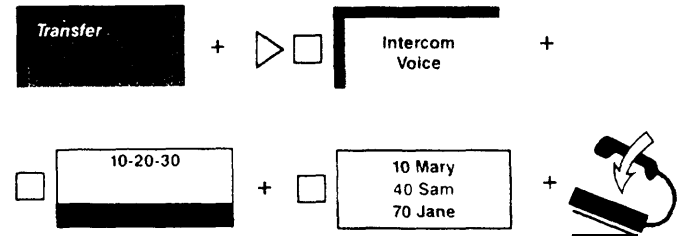


If no one answers the call after a few rings, it returns to your console. (See "Transfer Return Identification," page 28.)

Transfer with Voice Announcement

To transfer a call with voice announcement:

- Touch **Transfer**.
- Touch **Intercom-Voice**.
- Touch the appropriate Shift button (console with Attendant Intercom Selector only)
- Touch the button for the voice terminal of the person to whom you intend to transfer the call, and announce the call through your handset.
- Hang up.



NOTE: If you use Transfer with Voice Announcement to transfer a call to a Group Call Distribution group, the transfer takes place but the voice announcement is blocked.

Screening Calls

To screen a call:

- Touch **Hold**.
- Touch **Intercom-Ring**.
- Touch the appropriate Shift button (console with Attendant Intercom selector).
- Touch the button for the voice terminal of the person with whom you are checking.
- Announce the call when the person answers, and ask if it will be accepted.

No?

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

Yes?

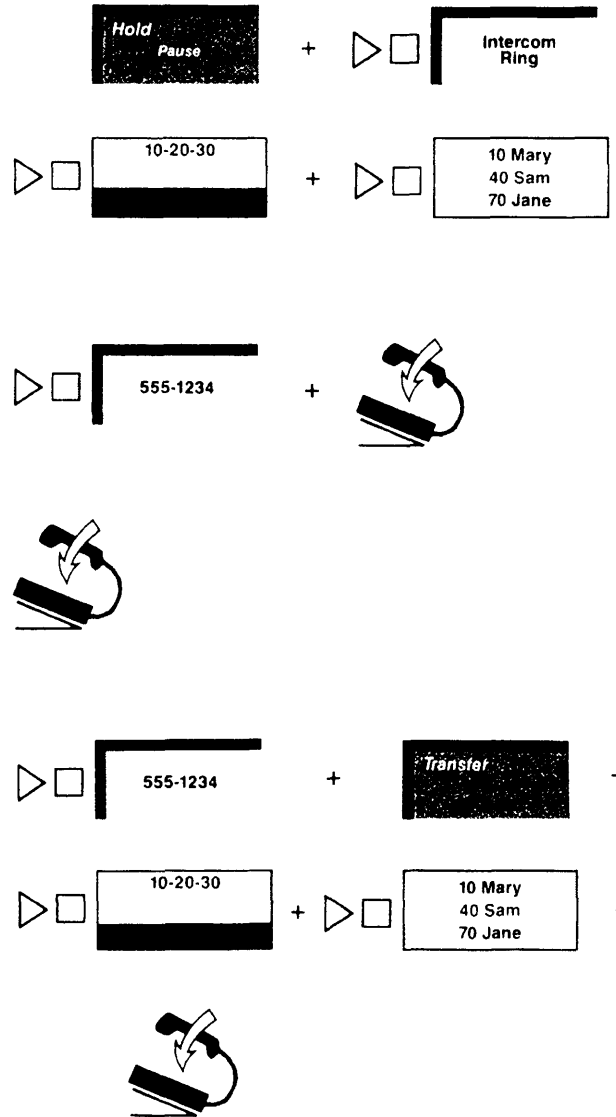
If the call's line button appears on the person's voice terminal:

- Announce the number of the line so the person can take the call by touching the line button or by using the Line Pickup feature. (See "Line Pickup," page 46.)
- Hang up.

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

- Touch the held call's line button.
- Ask the caller to hold while you transfer the call.
- Touch **Transfer**.
- Touch the appropriate Shift button (console with Attendant Intercom Selector.)
- Touch the button for the voice terminal to which you're transferring the call.
- Hang up.

If the line doesn't appear on the person's voice terminal and the system is square, use the procedure for Line Pickup to transfer the call. (See "Line Pickup," page 46.)



WITH ONE-TOUCH HOLD WITH CALL ANNOUNCEMENT

With One-Touch Hold with Call Announcement, you can screen an outside call by putting the call on hold and placing, with one touch, an announced intercom call to another voice terminal, Group Call Distribution group, Loudspeaker Page zone, or Group Page group.

Screening Calls

To screen a call:

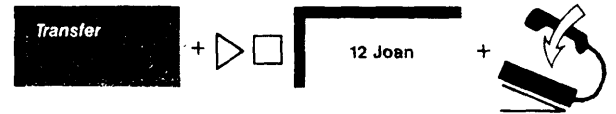
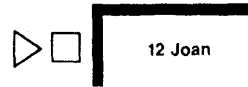
- Touch the button for the voice terminal of the person or group with whom you want to confer.

You can then transfer the call to the person or group, return to the call by touching the line button, or tell the other person to answer the call on hold by using the Line Pickup feature.

Transfer without Voice Announcement

To transfer a call to the voice terminal of a person or group without voice announcement:

- Touch **Transfer**.
- Touch the button for the voice terminal of the individual or group.
- Hang up.



TRANSFER RETURN IDENTIFICATION

NOTE: If your system is set to be compatible with the Call Management System (CMS), transferred calls do not return to your console. Ask your system administrator how your system is administered.

A returning transferred call rings at your console until it is answered. If you are not busy on a call you can identify the returning call by checking the lights on your console:

The red light next to the line button flashes rapidly.

The green light next to the line button flashes slowly.

The green light next to the Auto Intercom button for the voice terminal from which the call is returning flashes slowly.

To answer the call:

- Lift your handset.

If a second call returns to your console before the first call is answered:

The red light moves to the line button of the second call and flashes rapidly.

The green light next to the first line button flashes slowly.

The green light next to the line button of the second call flashes slowly.

The green light next to the Auto Intercom button for the voice terminal from which the second is returning flashes slowly.

To check the status of the first returning transferred call:

- Without lifting the handset, touch the line button of the first call.

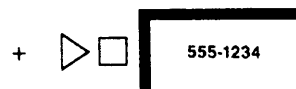
The red light moves back to the line button of the first call.

If the red light flashes, the call has not been answered; if the red light is steady, the call has been answered.

To answer the call:

- Lift your handset.

NOTE: If you have the console with the Attendant Intercom Selector, you must have the Shift button set to the band (10-39, 40-69, or 70-79) containing the intercom number of the voice terminal from which the call is returning in order to identify a returning transferred call.



CALL PARK WITH LOUDSPEAKER PAGE

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

To park a call and page someone:

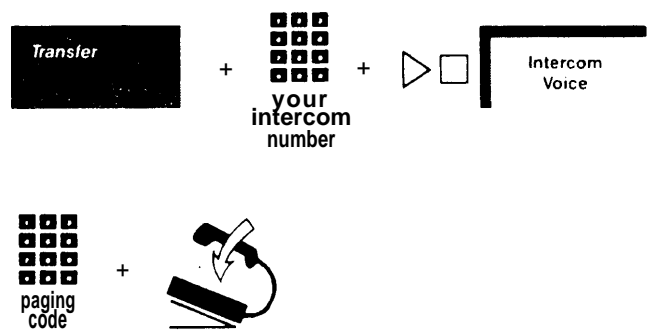
- Touch **Transfer**.
- Dial your own intercom number.
- Touch **Intercom-Voice** or **Intercom-Ring**,
- Dial the appropriate Loudspeaker Page codes. The codes are:
 - 80 for all zones
 - 81 zone 1
 - 82 zone 2
 - 83 zone 3
- When you hear a beep, speak through your handset. Tell the person you are paging to pick up the call by using the Line Pickup feature (see "Line Pickup," page 46.)
- Hang up.

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

Programming a Call Park Button

To program: •T/P to *P* •Dial *86 •T/P to center

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



Turning On Message Lights

Whenever you take a message for someone, you can turn on the Message light at the person's voice terminal if you have an Auto Intercom button for that person. The procedure for turning on Message lights is the same if you are using the console for a small system or the economy console. The procedure is different if you are using the console with the Attendant Intercom Selector.

NOTE: If you take messages for people with 5-button voice terminals, they must program a Message button in order to have a Message light. See "Programming Custom Features," page 11, and the Feature Programming Chart, page 54.

CONSOLE FOR A SMALL SYSTEM OR ECONOMY CONSOLE

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

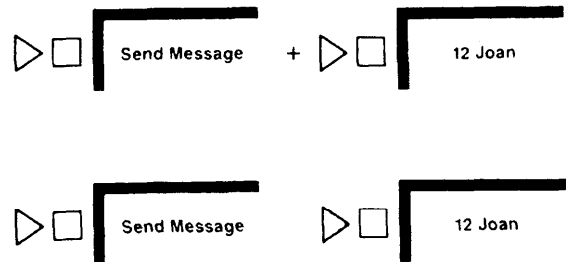
If the red light is on, the person's Message light is already on. Do nothing further—just save the message.

If the red light is off:

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

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

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



CONSOLE WITH ATTENDANT INTERCOM SELECTOR

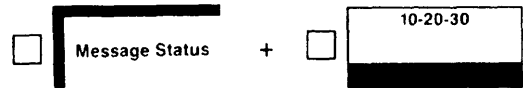
To turn on a Message light, first make sure that the Message light is not already turned on:

- Touch **Message Status**.

The green light next to the button goes on.

- Touch the appropriate Shift button.

The green light next to the button goes on.



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

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

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

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



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

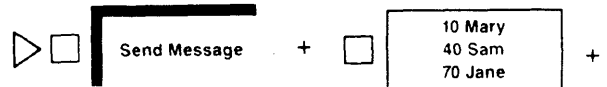
- Touch **Send Message**.

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

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

- Touch **Message Status**.

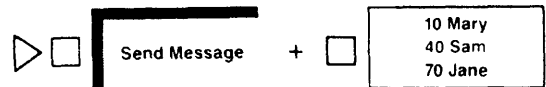
The green light goes off, telling you the green lights beside that group of Auto Intercom buttons show voice terminal status, not message status.



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

- Touch **Send Message**.

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



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

NOTIFY

The Notify feature is another way to let someone know that a message is waiting. With this feature you can set up a direct messaging system between you and another person for whom you often have messages or from whom you often receive messages. You can program a Send button to turn on a Notify light at another voice terminal. The voice terminal to receive the notification must program a Receive button in order to receive your notification. You can program multiple Send and/or Receive buttons. For each Send button you program on your console, there must be a Receive button programmed at the receiving voice terminal and vice versa. Be sure to label the buttons so you can identify the person notifying you or the person receiving your notification. You can use this feature in addition to the Messaging procedures discussed on the previous pages.

Notify Send

To program: T/P to P • Touch the button • Dial *87 + the intercom number for the person you want to notify • T/P to center

To notify another voice terminal of a message:

- Touch the Send button.

The green light next to your Send button goes on.

The green light next to the Receive button on the other voice terminal goes on.



NOTE: Remember that for each Send button you program at your console, there must be a Receive button programmed at the receiving voice terminal.

To turn off the green light next to the Send button:

- Touch the Send button.

The green light next to the Send button on your console goes off.

The green light next to the Receive button on the other voice terminal goes off.



Notify Receive

To program: T/P to P • Touch the button • Dial *88 + the intercom number of the person notifying you • T/P to center

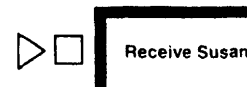
A green light next to the Receive button indicates there is a message waiting for you.

To turn off the green light next to the Receive button:

- Touch the Receive button.

The green light next to your Receive button goes off.

The green light next to the Send button on the other voice terminal also goes off.



Placing Calls

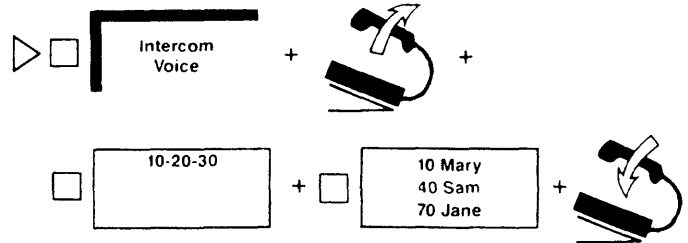
INTERCOM CALLS WITH VOICE ANNOUNCEMENT

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

NOTE: If a procedure tells you to touch an Auto Intercom button that you don't have, substitute touching **Intercom-Voice** and dialing the intercom number.

To announce your call through the voice terminal speaker:

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

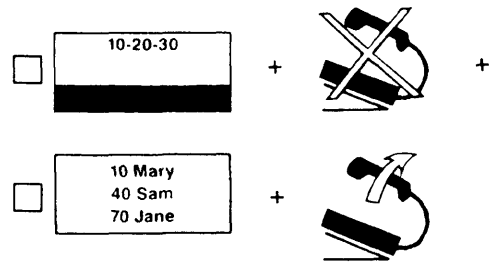


INTERCOM CALLS WITH RINGING SIGNAL

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

To place a ringing intercom call:

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



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

OUTSIDE CALLS

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

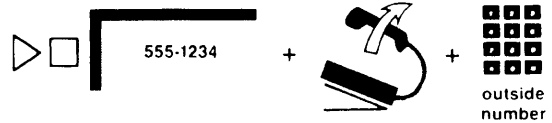
To place an outside call:

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



To select a specific outside line:

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



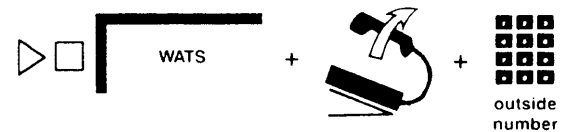
Button Access and Dial Access to Line Pools

Your **MERLIN** system maybe “pooled,” meaning some or all of your outside telephone lines are grouped into one or more pools (for example, a pool of local lines, a pool of WATS lines, and a pool of Foreign Exchange lines). You make outside calls on pooled lines in one of two ways, depending on how your system is set up: either you touch a button for direct access to a line in a pool (Button Access), or you touch a button and then dial a code for access to a specific line pool (Dial Access).

Ask your system administrator if your system is pooled. If it is, find out whether you have Button Access or Dial Access to Line Pools. If you have Dial Access, ask for a list of codes and the line pool each code represents. Since the attendant console does not use Pool Access buttons, you cannot use this feature; however, if people in your **MERLIN** system call you with questions about Button Access or Dial Access to Line Pools, you can tell them to use the procedures below.

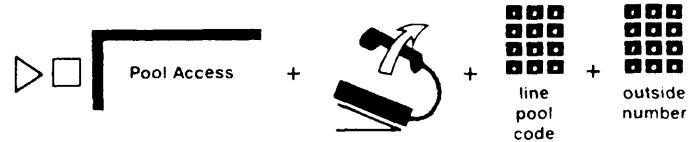
To place an outside call with Button Access to Line Pools:

- Touch the button for the line pool you want.
- Lift your handset.
- When you hear a dial tone, dial the telephone number you want.



To make an outside call with Dial Access to Line Pools:

- Touch a Pool Access button.
- Lift your handset.
- When you hear a dial tone, dial the code for the line pool you want.
- When you hear another dial tone, dial the telephone number you want.



NOTE: Ask your system administrator if your system has Automatic Route Selection (ARS). If it does, follow the procedure for making outside calls in the next section, "Automatic Route Selection." Neither of the above procedures works for you if your system has ARS.

AUTOMATIC ROUTE SELECTION

If people in your **MERLIN** system have Pool Access buttons, your system may have Automatic Route Selection (ARS). Your system administrator can tell you if your system has this feature. ARS automatically selects the best available route for each outside call you make using a Pool Access button. Since the attendant console does not need Pool Access buttons, you cannot use this feature; however, if people in your **MERLIN** system call you with questions about ARS, you can tell them to use the procedure below.

To place an outside call using ARS:

- Touch one of the Pool Access buttons.
- Lift your handset.
- Dial the outside telephone number you want.

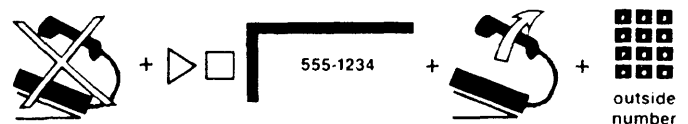


NOTE: For ARS to work, you must dial a "1" before dialing a long distance number, even if you do not normally do so.

LINE REQUEST

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

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



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

AUTOMATIC LINE SELECTION

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

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

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

To program an Automatic Line Selection sequence:

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

OUTSIDE AUTO DIAL

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

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

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

If the line is busy or if no one answers:

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

Special Characters in Outside Auto Dial

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

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

- Touch **Hold** (Pause).

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

- Touch **Transfer**.

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

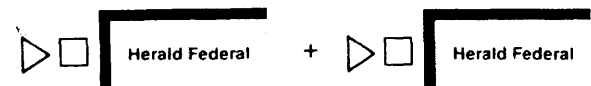
- Touch **Recall**.
- Touch **Hold** (Pause).

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

- Touch **Drop** (Stop).

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

- Touch the Outside Auto Dial button.
- Wait until the connection is made after the stop.
- Touch the button again to resume dialing.

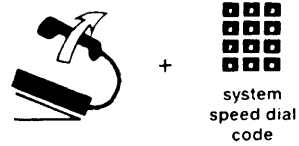


SYSTEM SPEED DIAL

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

To dial the outside number:

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



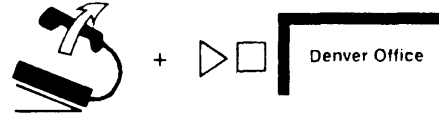
With System Speed Dial Code on a Button

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

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

Then to dial the outside number:

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



Setting Up Conference Calls

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

WITH THE PERSON CONNECTED

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

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

Repeat this procedure for each call in the conference.

WITH THE PERSON ON HOLD

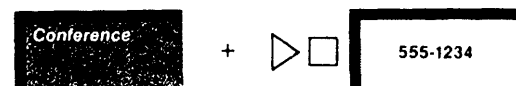
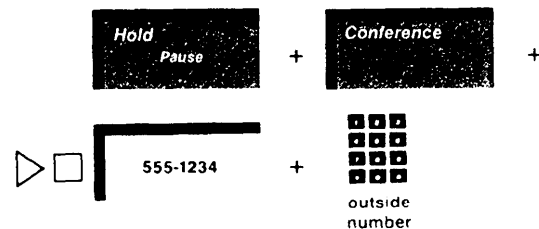
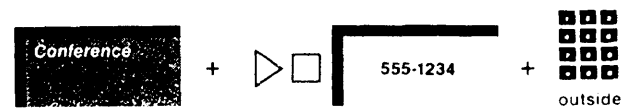
To put each person in the conference on hold while you establish the rest of the connections:

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

To join the call once the other party answers:

- Touch **Conference**.
- Touch the line button of one of the held calls.

Repeat the procedure for each call in the conference.



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

- Touch **Hold**.

To rejoin a conference call:

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

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

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

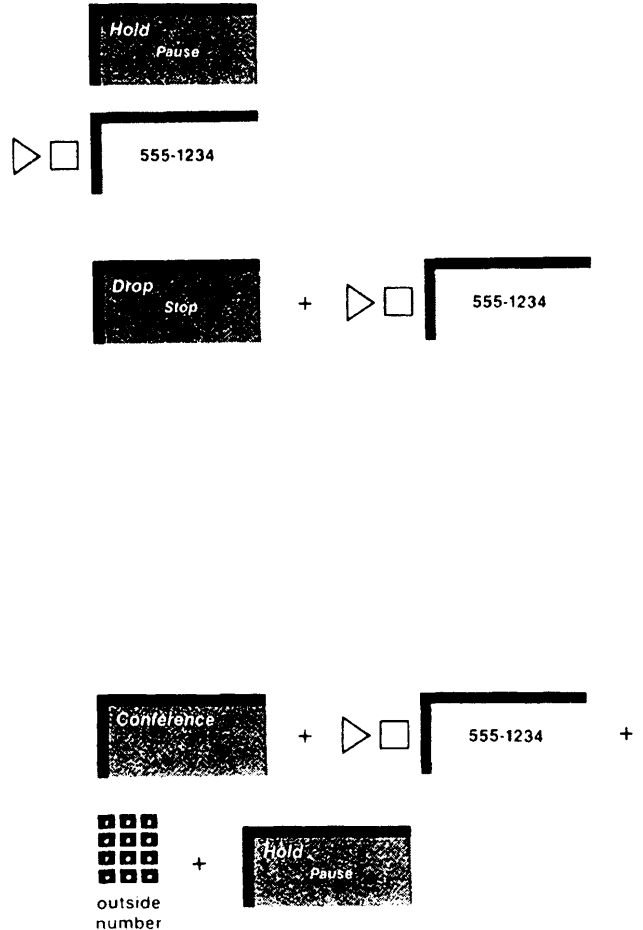
IMPORTANT: You must use **Drop** when you want to disconnect one line from a conference call. If you press the switchhook or touch **Recall**, you'll end the conference call.

CONNECTING OUTSIDE CALLERS TO OUTSIDE LINES

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

With the caller on the line:

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



Using PBX, Centrex, or Custom Calling Features

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

#1234

you must dial

##1234

to use the feature with your **MERLIN** system,

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

Other Useful Features

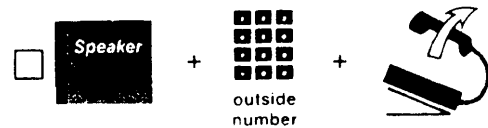
USING THE SPEAKER

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

On-Hook Dialing

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

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



Monitor-on-Hold

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

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



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

- Lift your handset.
The speaker goes off automatically.



Group Listening

To let others in the room hear your telephone conversation:

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

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



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

HEADSET ADAPTER

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

To place or answer a call using the Headset Adapter:

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

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

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

PERSONALIZED RINGING

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

To program Personalized Ringing:

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

ENHANCED NIGHT SERVICE

When no attendant is on duty, there are several Night Service options available for your company's after-hour telephone use. Your system administrator can administer the Extra-Alert, Group Assignment, Outward Restriction, or Time Set option. Your system may have one or any combination of these Night Service options, which are described below.

With the Extra-Alert option, extra-alerting devices such as a loud bell or flashing light let people know when a call is coming in.

With the Group Assignment option, calls ring immediately at specific voice terminals when a call comes in to an attendant console with which they share lines.

With the Outward Restriction option, only authorized users can place nonemergency calls after hours. Your system administrator can give you a list of emergency numbers that anyone in the system can dial at any time. To place other calls after hours you must dial a password. Ask your system administrator for the password.

With the Time Set option, Night Service goes on and off automatically at preset times. You may, however, manually turn Night Service on and off before the set time.

How you turn Night Service on and off depends on whether your system is outward-restricted. Ask your system administrator how Night Service is administered for your system, and then follow the appropriate procedure.

Enhanced Night Service without Outward Restriction

To turn on Night Service:

- Touch **Night Service**.

The green light next to the button goes on.

To turn off Night Service:

- Touch **Night Service**.

The green light goes off.



Enhanced Night Service with Outward Restriction

If your system is administered with the Outward Restriction option, you need to know the password in order to turn Night Service on and off and to place outside calls. Ask your system administrator for the password.

To turn on Night Service:

- Touch **Night Service**.

The green light flashes next to the button.

- Dial the password.

The green light becomes steady

If you don't enter the password within 1 minute or if you make a mistake dialing the password, the green light goes out and Night Service remains off. If this happens, just touch **Night Service** again and dial the password.



To turn off Night Service:

- Touch **Night Service**.

The green light flashes.

- Dial the password.

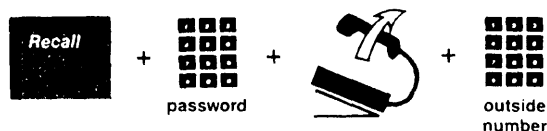
The green light goes off.

If you don't enter the password within 1 minute or if you make a mistake dialing the password, the green light becomes steady and Night Service remains on. If this happens, just touch **Night Service** again and dial the password.



To place an outside call:

- Touch **Recall** before lifting your handset.
- Dial the password.
- Lift your handset.
- Dial your call.



If your system includes ARS, you must dial the password before each consecutive call. If you don't have ARS, just touch **Recall** between calls.

NOTE: People in your company can answer a Night Service call from any telephone in the system by using the Call Pickup feature. (See "Call Pickup," page 46.)

CALL PICKUP

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

To use Call Pickup:

- Touch **Intercom-Ring** or **Intercom-Voice**.
- Lift the handset.
- Dial *7 .
- Dial the intercom number of the ringing voice terminal.



Programming a Call Pickup Button

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

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

LINE PICKUP

When you want to pass a parked or held call to someone at another location, the person for whom the call is intended can use the Line Pickup feature to pick up the call on a specific line at his or her own voice terminal. This feature is especially useful when you are busy and have several calls to handle at one time since you can specify to each person who has a call which line he or she should pick up. You may also choose to pass the call by making a paging announcement for the appropriate person to pickup a particular line. By using the Line Pickup feature, that person is able to go to the nearest voice terminal and pick up the specified line.

The Line Pickup feature allows three options:

1. Program one Line Pickup button and use it with 2-digit line codes to pick up lines.
2. Program individual buttons to pick up specific lines.
3. Use a dial code and a 2-digit line code to pick up a line.

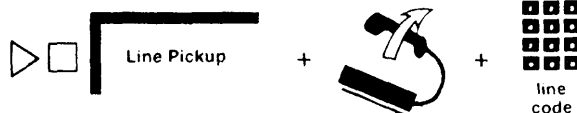
In order to use the correct 2-digit line code for the line that you want to pick up, or that you want others to pick up, you need to ask your system administrator for a list of line code assignments.

Using a Single Line Pickup Button

To program: •T/P to *P* •Touch the button •Dial *84 •T/P to center

To pick up a line using this option:

- Touch **Line Pickup**.
- Lift your handset.
- Dial the 2-digit line code for the line you want to pick up.



Using Buttons Programmed to Pick Up Specific Lines

To program: •T/P to *P* •Touch the button •Dial *84 + a 2-digit line code •T/P to center

To pick up a line using this option:

- Touch the Line Pickup button you have programmed for that particular line.
- Lift your handset.



Using a Dial Code

To pick up a line using a dial code:

- Touch **Intercom-Ring** or **Intercom-Voice**.
- Lift your handset.
- Dial *8 .
- Dial the 2-digit line code for the line you want to pick up.

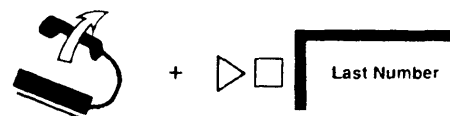


LAST NUMBER REDIAL

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

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

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



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

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

NOTE: The number that you save cannot include a pause, a stop, a switchhook flash, or Touch-Tone Enable.

SAVED NUMBER REDIAL

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

Use this feature to save a number for later redialing:

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

To redial the number you saved:

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

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

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

NOTE: The number that you save cannot include a pause, a stop, a switchhook flash, or Touch-Tone Enable.

PRIVACY

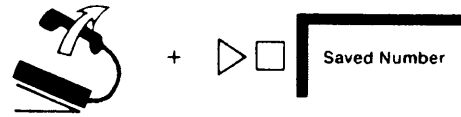
To program: •T/P to P •Touch the button •Dial * 72 • T/P to center

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

- Touch **Privacy**.
The green light next to the button goes on.

To turn off the feature:

- Touch **Privacy**.
The green light goes off.



DO NOT DISTURB

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

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

- Touch **Do Not Disturb**.

The green light next to the button goes on.

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

While Do Not Disturb is active, outside calls maybe answered by another attendant, transferred calls flash at your voice terminal and intercom callers get a busy signal.

To turn off the feature:

- Touch **Do Not Disturb**.

The green light goes off.



MANUAL SIGNALING

To program: •T/P to P • Touch the button . Dial * 6 + a 2-digit intercom number •T/P to center

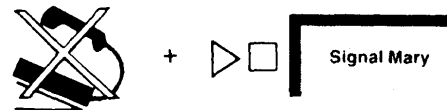
Use this feature to generate a beep at a coworker's voice terminal. Assign a Manual Signaling button to each person you want to be able to signal.

To signal a coworker with a beep:

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

If you program Manual Signaling on a button with lights, the green light next to the button goes on when your coworker is using his or her voice terminal or has activated the Do Not Disturb feature.

NOTE: You cannot have an Auto Intercom button and a Manual Signaling button for the same voice terminal.



TOUCH-TONE ENABLE

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

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

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

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

ACCOUNT NUMBER ENTRY (Only for use with SMDR)

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

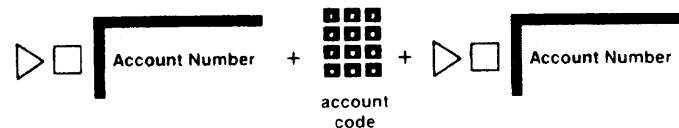
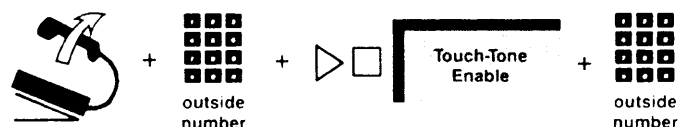
With this feature, you can associate an account number with any outside calls you make or receive. The account number then appears on the SMDR entry for that call, so your system administrator can keep track of all calls going in and out of your **MERLIN** system.

To enter an account code:

- Touch **Account Number** while you have a call in progress,
The green light next to the button flashes
- Dial the account code on the dial pad.
- Touch **Account Number** again.
The green light next to the button stops flashing.

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

TIP: You can program an account code onto a button the same way you would program an Outside Auto Dial button. (See "Outside Auto Dial," page 37.)



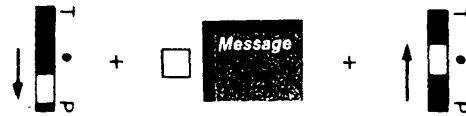
Simultaneous Voice and Data Calls

If you have a General Purpose Adapter and a modem connected to your console, the Simultaneous Voice and Data feature allows you to set up a connection between your own computer terminal and a local or remote host computer. You can continue to place or receive calls without interrupting your data call to the computer.

NOTE: You cannot use your Hands-Free Unit when the Simultaneous Voice and Data feature is active.

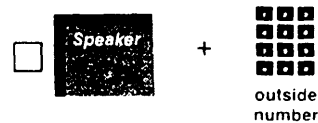
To enter simultaneous voice and data mode:

- Slide the T/P switch to *P*.
The green light next to the button goes on.
- Touch **Message**.
The green light next to the Message button goes off.
- Slide the T/P switch to the center position.
Unless you have a message, the green light next to the Message button goes off.



To make a data call:

- Touch **Speaker**.
The green light next to the line or intercom button you used to call the computer begins to flash and continues to flash until you end the data call.
- Dial the outside telephone number or intercom number for your host computer.
The speaker goes off when you turn on the modem.
- Log on from your terminal keyboard.



To end a data call:

- Log off from your terminal keyboard.
- Turn off your modem.
The green light next to the line or intercom button you used to call the computer goes off.

You can keep your voice terminal in simultaneous voice and data mode indefinitely. However, when you want to leave this mode, follow these steps:

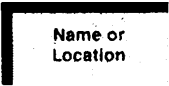

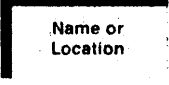
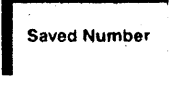
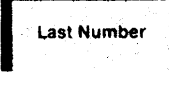
- Slide the T/P switch to *P*.
The green light next to Message goes on.
- Touch **Message**.
The green light next to the button goes off.
- Slide the T/P switch to the center position.



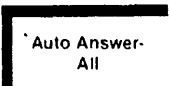


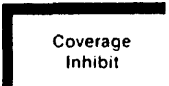
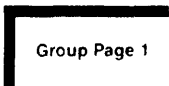

Feature Programming Chart

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

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

Feature Name (Suggested Button Label)	Programming Code	Notes
QUICK DIALING FEATURES		
Outside Auto Dial 	Dial *90 + an outside number, account number, or PBX, Centrex, or Custom Calling feature code	See page 37.
Auto Intercom 	Dial *91 + a 2-digit MERLIN system intercom number.	A button with lights is recommended but not required, See page 11.
System Speed Dial 	Dial *95 + a 2-digit System Speed Dial code (60 through 99 — do not enter the #).	You don't have to assign these codes to buttons; you may dial the code instead, See page 38.
Saved Number Redial 	Dial * 74.	See page 48.
Last Number Redial 	Dial *73.	See page 47.


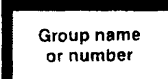

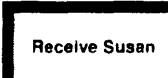
Feature Programming Chart (Continued)

Feature Name (Suggested Button Label)	Programming Code	Notes
AUTO ANSWER FEATURES		
Auto Answer-All 	Dial *75.	Used only with a modem or answering machine. Requires a button with lights and a General Purpose Adapter. See page 18.
Auto Answer-Intercom 	Dial *70.	Used only with a Hands-Free Unit. Requires a button with lights, See page 18.
CALL COVERAGE FEATURES		
Call Coverage 	Dial *4 + the intercom number of the person you want to cover.	Requires a button with lights, See page 16,
Coverage Inhibit 	Dial *77.	Requires a button with lights. See page 17,
PAGING FEATURES		
Group Page 	Dial *91 + one of the following: 841 for group 1 842 group 2 843 group 3 844 group 4 845 group 5 846 group 6 847 group 7	You can also dial a code to use this feature. See page 20
Loudspeaker Page 	Dial *91 + one of the following: 80 for all groups 81 group 1 82 group 2 83 group 3	Used only with loudspeaker paging equipment. You can also dial a code to use this feature. See page 19,

Feature Programming Chart (Continued)

Feature Name (Suggested Button Label)	Programming Code	Notes
OTHER FEATURES		
Privacy Privacy	Dial *72.	Needed only if you share lines with other people. Requires a button with lights. See page 48.
Do Not Disturb Do Not Disturb	Dial *71.	Requires a button with lights. See page 49.
Manual Signalling Signal Name	Dial *6 + an intercom number	See page 49.
Touch-Tone Enable Touch-Tone Enable	Dial *76.	See page 50.
Account Number Entry Account Number	Dial *82.	Requires a button with lights. See page 50.
Call Park Call Park	Dial *86.	Use this feature when you aren't sure where to transfer a call. You can also dial a code to use this feature. See page 29
Call Pickup Call Pickup	Dial *85.	You can also dial a code to use this feature. See page 46.
Line Pickup Line Pickup	Dial *84 (or *84 + a 2-digit line code to program buttons to pick up specific lines).	You can also dial a code to use this feature. See page 46.

Feature Programming Chart (Continued)

Feature Name (Suggested Button Label)	Programming Code	Notes
OTHER FEATURES		
Message 	Dial * 98.	For 5-button voice terminals only. Requires a button with lights. See page 30.
Group Call Distribution 	Dial *91 + one of the following: 850 for group 1 851 group 2 852 group 3 853 group 4 854 group 5 855 group 6	You can also dial a code to use this feature, See page 21.
Notify 	Dial *87 + the Intercom number of the person you want to notify.	Requires a button with lights, See page 32.
	Dial *88 + the Intercom number of the person notifying you.	Requires a button with lights, See page 32,

Attendant's Quick Reference

If you want to:

USE THE SHIFT BUTTONS (Console with Attendant Intercom Selector only)

For access to intercom numbers 10 to 39:

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

For access to intercom numbers 40 to 69:

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

For access to intercom numbers 70 to 79:

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

TRANSFER A CALL

If you do not have an Auto intercom button for the person to whom you want to transfer a call:

- Touch **Transfer**.
- Dial the intercom number.
- Hang up.

If your system is administered for One-Touch Hold with Call Announcement:

- Touch **Transfer**.
- Dial the intercom number.
- Hang up.

If your system is administered for One-Touch Transfer:

- Touch the appropriate Shift button (console with Attendant Intercom Selector only).
- Touch the Auto Intercom button.
- Hang up.

If your system is administered for One-Touch Transfer, you can announce a call before you transfer it:

- Touch **Transfer**.
- Touch **Intercom-Voice**.
- Touch the appropriate Shift button (console with Attendant Intercom Selector only).
- Touch the Auto Intercom button (or dial the intercom number).
- Announce the call.
- Hang up.

SCREEN A CALL

If your system is administered for One-Touch Hold with Call Announcement:

- Touch the Auto Intercom button,
- Announce the call.
- Return to the call, transfer the call to the other voice terminal, or tell the other person to answer the call on hold by using the Line Pickup feature.

If your system is administered for One-Touch Transfer:

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

No?

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

Yes?

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

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

Otherwise:

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

PARK A CALL TO PAGE SOMEONE

- Touch **Transfer**.
- Dial your own intercom number.
- Touch **Intercom-Voice**.
- Dial the appropriate Loudspeaker Page code.
- Page the person to pick up the call and tell the person to touch **Intercom-Voice** or **Intercom-Ring** and then to dial *7 plus your intercom number, OR dial *8 and the 2-digit line code for the line you want the person to pick up. (You may need to remind the person of the line code for that particular line.)
- Hang up.

PAGE SOMEONE THROUGH A LOUDSPEAKER

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

PAGE A GROUP OF VOICE TERMINALS

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

INFORM SOMEONE THAT YOU TOOK A MESSAGE

If you have an attendant console for small systems or an economy console for large systems:

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

If you have a console with Attendant Intercom Selector:

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

ANNOUNCE A SHORT MESSAGE THROUGH A VOICE TERMINAL SPEAKER

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

PLACE A RINGING INTERCOM CALL

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

COVER CALLS FOR OTHERS

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

To temporarily stop coverage:

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

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

For each outside caller:

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

And for each intercom caller:

- Touch **Conference**.
- Touch a free intercom button.
- Touch the appropriate Shift button (console with Attendant Intercom Selector only).
- Touch the Auto Intercom button (or touch **Intercom-Voice** or **Intercom-Ring** and dial the intercom number)

ENTER AN ACCOUNT NUMBER FOR A CALL

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

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

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

MAKE A VOICE CALL AND A DATA CALL SIMULTANEOUSLY

To enter simultaneous voice and data mode:

- Slide the T/P switch to *P*.
- Touch **Message**.
- Slide the T/P switch to the center position.

To make a data call:

- Touch **Speaker**.
- Dial the outside or intercom number for the host computer.
- When you hear the carrier signal, turn on your modem.
- Log on from your terminal keyboard.

To end a data call:

- Log off from your terminal keyboard.
- Turn off your modem.

To leave simultaneous voice and data mode:

- Slide the T/P switch to *P*.
- Touch **Message**.
- Slide the T/P switch to the center position.

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999-508-143 IS

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