

MERLIN LEGEND® Console Operation

PRODUCT OVERVIEW

Be in control of your command center!

Your MERLIN LEGEND Console is the heart of your office telephone system. Understand the console features available so you can respond to calls efficiently and correctly.

With the need for new console operators and back-ups, you'll show this video over and over to get the most out of your console.

Two consoles, the Queued Call Console (QCC) and the Direct Line Console (DLC) for the MLX-20L MERLIN LEGEND terminal are featured separately in this videotape. Watch the introduction then fast forward to your console type.

WHAT YOU'LL LEARN

This 18 minute videotape is divided into three segments: a general information section, a segment for the Queued Call Console and a Direct Line Console module. This videotape includes:

- Processing a call via handset or headset
- Placing a call on hold
- Transferring a call
- Sending a message
- Activating the message light
- Using the direct voice mail feature
- Parking and paging a call
- Placing the console on night service

TARGET AUDIENCE

- New console operators
- A great refresher for existing operators, back-ups, and all users of the MLX-20L MERLIN LEGEND consoles

ADDITIONAL INFORMATION

WHAT'S INCLUDED

A quick reference job aid for the Queued Call or Direct Line Consoles.

TO ORDER CALL

1-800-635-8866 (NSSD)

1-800-451-2100 (SBD)
Monday - Friday
8:00 a.m. - 8:00 p.m. EST

PEC Code
1461-003.....\$40