

Merlin Legend Feature Summary

Three categories of features are supported by Merlin Legend:

- *System features* enhance the operation of the entire system.
- *Station features* give station users the flexibility to program a voice terminal to satisfy their individual needs.
- *Attendant features* are used only or most often by the system's attendant.

System Features

Most system features must be programmed by the system administrator using the administrator telephone, or SPM software on the Integrated Solution. Features that require additional equipment and/or ports on the control unit circuit modules are noted with an asterisk (*).

Feature Description	Benefit
Allowed Lists Allows restricted stations to have additional calling capacity to specific area and/or exchange codes.	Provides flexibility in restricting stations to control cost and still meet the needs of the business.
Automatic Maintenance Busy A malfunctioning loop start, ground start, or tie line is automatically placed in a maintenance busy state, preventing outside calls from being made on that line.	Prevents users from wasting time trying to place calls on malfunctioning lines.
Automatic Number Identification (ANI) Identifies the caller on an incoming PRI trunk call by either the telephone number or the billing number. Combined with PassageWay Direct Connect, the caller's database record can automatically appear on a PC. Requires ABC Company subscribe to ISDN ANI service from the local telephone company.	Employees can use caller information to screen calls for personalized handling and faster routing.
Automatic Route Selection Predefined patterns are used to automatically route all outside calls over the most cost-effective line facility.	Removes burden of selecting the most cost-effective facility from the user. Provides more efficient use of line facilities; saves money.
Automatic System Backup and Restore Using the memory card interface, ABC Company can automatically back up the system daily or weekly.	Eliminates need for a standalone PC to perform backup and restore functions.

Feature Description	Benefit
<p>Call Accounting (used w/SMDR) * Allows call costing with or without percentage markup for bill back to customers, departments or projects. Also provides summary reports of call activity.</p>	<p>Cost-control; increase billing accuracy.</p>
<p>Call-by-Call Service Selection The system chooses the PRI service to be used based on the number dialed and the bearer capability (voice, data, or both).</p>	<p>Efficient use of ISDN-PRI bearer channels through dynamic allocation of services.</p>
<p>Caller ID Identifies the phone number of the calling party on the voice terminal display. Combined with PassageWay Direct Connect, the caller's database record can automatically appear on a PC. Requires ABC Company subscribe to Caller ID service from the local telephone company (not available in all areas).</p>	<p>Calls are answered personally and callers do not have to wait while their records are accessed.</p>
<p>Call Restrictions Users on individual phones can be restricted from making certain types of calls. Available restrictions are outward, toll, pool dial-out codes, and route.</p>	<p>Prevents phone abuse and helps control toll call costs by restricting stations to limited dialing capabilities.</p>
<p>Centralized Station Programming Allows all stations in the system to be programmed for <i>all</i> features from the administrative/attendant console.</p>	<p>Saves time in station programming. Less training is required for station programming.</p>
<p>Direct Group Calling All calls come into a specific group of phones, the system hunts for and routes them to the next available extension in the group.</p>	<p>Efficient handling of calls to high volume call groups. Customer calls are answered quickly.</p>
<p>Direct Inward Dialing Callers can dial an extension without going through the receptionist or attendant.</p>	<p>Customers do not have to wait to dial the party they want.</p>
<p>Disallowed Lists Allows all stations to be restricted in calling specific area and/or exchange codes.</p>	<p>Saves money by preventing toll calls and phone abuse.</p>

<p>Distinctive Ringing Allows a station user to distinguish between internal and external incoming calls by the way the call rings.</p>	Efficient call handling.
<p>Extra Alerting Activates an extra alerting device (loud bell) whenever a station receives a call.</p>	Increased call handling in noisy environments.

Feature Description	Benefit
<p>Group Page Allows voice announcements to all voice terminals simultaneously.</p>	Allows mobility in work environment.
<p>Line Pools Allows grouping of like lines for outgoing call access.</p>	Efficient line usage.
<p>On-Line Module Swap Allows removal and replacement of a module while the system is in operation without affecting users other than those associated with that module.</p>	Entire system does not have to be shut down for additions or repairs.
<p>Music-on-Hold (MOH) * Provides music to held callers.</p>	Callers do not feel they've been lost or disconnected.
<p>Night Service w/Group Assignment Calls normally received at the Attendant Console during the day are routed to designated stations at night.</p>	Calls are conveniently answered 24 hours a day, 7 days a week.
<p>Night Service w/Outward Restriction Users must enter a password before placing non-emergency calls after hours. ABC Company can identify 12 emergency numbers that users can dial without a password.</p>	Prevents unauthorized use of phones after hours.
<p>Personal Lines A line assigned to a station that is not shared by other stations.</p>	Personal call handling.
<p>Power Failure Transfer Telephones Provides limited telephone service via basic telephones during a power failure.</p>	Guaranteed phone service even during power outages.
<p>Reminder Service The system can be set to ring any or all phones in the system like an alarm clock. Can be arranged or canceled from any phone or the attendant console.</p>	Used to remind users of important events. In hotel/motel environments can be used for wake-up service.

<p>Remote Access Allows off-site employees to access the system's outside lines, place inside calls directly to another extension, arrange to have their calls forwarded, change the forwarding designation, or cancel call forwarding. Remote Access Codes, from 4 to 11 digits in length, are required to access the system remotely</p>	<p>Extends money saving system features to off-site employees. Access codes minimize the business risk from hackers.</p>
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Feature Description	Benefit
<p>Shared System Access Buttons Up to 27 lines can appear on multiline phones to allow users to cover multiple lines.</p>	<p>Calls are handled promptly, reducing the number of callbacks.</p>
<p>Square Operation All lines appear the same on all voice terminals, or, selected lines appear the same on selected voice terminals.</p>	<p>Simplified call handling.</p>
<p>Station Message Detail Recording (SMDR) * Enables the system to keep track of all incoming and outgoing calls. Tracks Date, Time, Called Number, Call Duration, Line Used, Station Number, and Account Codes.</p>	<p>Allows bill back of telephone expenses to customers, since calls can be tracked and associated with a department, project, or customer.</p>
<p>System Speed Dial List of 130 frequently dialed numbers that are accessed by all stations by dialing a 3-digit code. Some System Speed Dial numbers can override call restrictions.</p>	<p>Time saver and cost control (for proprietary access codes).</p>
<p>Tie Line * Allows intercommunication of Merlin Legend to some other communications system located nearby or at another site.</p>	<p>Since Tie Lines are dedicated, they can't be blocked with outside traffic so access to headquarters or a branch office becomes easy and direct.</p>
<p>Transfer Return Interval Returns an unanswered, transferred call to the station that transferred it after 4 rings. This interval can range from 1-9 rings.</p>	<p>Enhanced call handling.</p>
<p>Voice Announce to Busy Allows a busy station to receive an intercom voice call.</p>	<p>Enhanced internal communications. Important messages always get through.</p>

Station Features

Station features can be categorized as follows:

- *Fixed (F)* – Features that have dedicated button appearances on the voice terminal and/or require no programming.
- *Dial Accessible (D)* – Features that can be accessed by dialing a code.
- *Programmable (P)* – Features that can be assigned to a button appearance on a voice terminal or those that must be programmed into memory so they can be dial accessed.
- *Optional (O)* – Features that require additional equipment and/or ports on the control unit. They may also require the use of a special type voice terminal (Hands-Free Answer or Intercom).

The abbreviation in the “type” column describes the feature’s category.

Feature Description	Type	Benefit
Abbreviated Ringing Allows a station user to program the voice terminal to ring only once when an additional call is received while busy.	P	Prevents the disruption of a call in progress.
Account Code Entry If SMDR is used, users can (or must) enter an account code before or during a call. The codes appear on SMDR reports.	P	Account codes make it possible to bill back telephone expenses to customers, since calls can be tracked and associated with a department, project, or customer..
Alarm Clock Display phones can be used as a personal alarm, to beep at specific time of day.	P	Helps employees be on time for meetings and other events.
Authorization Codes with Verification Allows users to place calls from any voice terminal by entering a valid authorization code. Their individual calling restrictions will be used for the call.	P/O/F	Allows restrictions on more voice terminals, and still allows employees to make needed calls.
Automatic Line Selection Automatically connects a multiline phone user to the first available line in a programmed sequence.	P/F	Saves time by taking guesswork out of choosing an outside line.
Auto Answer – Intercom Allows a voice terminal with a hands free unit to answer intercom calls hands-free.	P/O/F	Makes internal call handling more efficient.

Feature Description	Type	Benefit
Bridging Allows a multi-line station to answer all calls directed to another multi-line station.	P	Calls do not go unanswered; different call handling; decreases missed calls.
Callback Queuing Provides a simple way to complete calls to busy facilities (stations or trunk groups).	F	Saves time watching the phone; reduces frustration by users; improves productivity.
Call Park Allows users to put a call in a special holding state so it can be retrieved from any station.	P/D	Allows mobility in the workplace without missing important calls.
Call Pickup Allows a station user to answer calls that are ringing, held or parked at another station.	P	Enhanced call handling.
Camp On Allows a user to transfer a call to a busy extension by putting the call on hold until the extension is free. When it is free the call rings automatically.	F	Frees up the user or attendant.
Conference Allows a station user to speak to 2 outside parties and 2 inside parties simultaneously.	F	Makes problem solving easier; saves time.
Coverage Calls to a user can be answered by a specific coworker or a coverage group when the user is busy or unavailable. Coverage Inside Off prevents coverage of inside calls, and coverage VMS prevents outside calls from being sent to voice mailboxes.	P	Calls do not go unanswered and are picked up quickly.
Coverage Inhibit Prohibits a covered station's calls from going to coverage.	P	Control of call coverage.
Directory Service Provides built-in, interactive telephone books that sore lists of names and their telephone or extension numbers. MLX display phones can automatically dial the numbers after pressing touch-tone digits representing names. User can access the System Directory (130 listings); an Extension Directory (all names and extensions in the business); and Personal Directory (50 listings, available only to that user.)	P	Quick access to a large number of frequently dialed outside numbers and extensions.

Feature Description	Type	Benefit
<p>Direct Voice Mail Allows users to transfer calls directly to individual voice mailboxes without ringing the extension.</p>	F	Calls are processed quickly, improving productivity of users and the receptionist, and reducing the caller's wait time.
<p>Display Features Provide information that can help a station user handle calls, messages, and programming more easily. The analog display voice terminals also display time, day, date and alarm. Type of Display Features</p> <ul style="list-style-type: none"> a) Account Code Entry Display b) Administration Display c) Calling Party Identification (available on some ISDN-PRI facilities) d) Display Coverage e) Display Number Dialed f) Posted Message g) Program Mode Inspection h) Transfer Return Identification i) Leave Word Calling 	P/O	Enhances internal communications. Decreases dialing errors that result in toll fees.
<p>Do Not Disturb Eliminates all audible tones at a station.</p>	P	No interruptions.
<p>Drop Allows a station to selectively drop a party or a busy/unanswered line from an established conference.</p>	F	More control over conference establishment.
<p>Forward (Remote Call Forward) and Follow Me Allows the user to send calls to another extension or to an outside phone. Follow Me is turned on at another inside extension to send calls to that extension.</p>	P/D	Fewer missed calls when working away from the desk. Can be used as a temporary call screening arrangement.
<p>Intercom Auto Dial provides:</p> <ul style="list-style-type: none"> a) one-touch intercom dialing b) busy lamp for other station c) call identifier 	P	Saves time, enhances internal communications.

Feature Description	Type	Benefit
Last Number Redial Automatically redials the last number dialed from a station.	P	Saves time, enhances internal communications.
Line Bridging Allows a person to join an existing call by touching the line button.	F	Enhances problem/resolution.
Line Request Alerts a voice terminal user of the idle state of a previously busy line or pool appearance.	F	Efficient line usage. Callers can be working while they wait for a line.
Line Pickup Allows a station user to answer calls that are ringing, held, or parked at another station.	F	Allows mobility in the workplace. Enhances call coverage.
Flexible Line Ringing Allows users to program each line, cover button, and pool button individually for immediate ring, delayed ring, or no ring.	P	Flexibility in line coverage.
Loudspeaker Page Access Allows a station user to access the customer-provided loudspeaker paging system.	P/O	Multiple access to paging. Enhances internal communications.
Monitor-On-Hold Allows a station user who is placed on hold to stand-up the handset and continue working.	F	Increase employee productivity.
On-Hook Dialing Allows a station user to dial out while still on-hook.	F	Saves time.
Outside Auto-Dial Automatically dials up to 28-digits at the touch of a button.	P	Saves time.
Personal Speed Dial Allows a station user to speed dial a number using a three-digit code.	P/D	Saves time.
Personalized Ringing Allows a station user to program a ringing pattern for easier identification of his voice terminal's ringing.	P	Eliminates confusion in identifying a station's ringing in an environment where voice terminals are in close proximity of each other.
Privacy Prevents a station from bridging or joining an established call.	P	Prevents accidental or intentional interruptions
Recall Used to disconnect an existing call and establish another call without hanging up.	F	Saves time when making multiple calls and when using host switch services.

Feature Description	Type	Benefit
Saved Number Dial Redial a number automatically later.	P/D	Saves time.
Signaling/Notify A user can signal another phone audibly or visibly, without lifting the handset or calling the extension.	F	Saves time when signals convey a message.

Attendant Features

Attendant features can be categorized in the same way as station features:

- Fixed (F)
- Dial Accessible (D)
- Programmable (P)
- Optional (O)

The abbreviation in the “type” column describes the feature’s category.

Feature Description	Type	Benefit
Alarm Indication Provides an alarm light when the system detects a hardware problem that needs immediate attention.	F	Quick reaction to alarms can help reduce downtime.
Barge In Allows attendant to reach employees who are on the phone or have Do Not Disturb activated.	F	Ensures important calls are not missed.
Call Park (See Station Features)	P/D	
Extension Status The status of occupied/unoccupied rooms is indicated at the attendant console.	F	Provides room information for hotels and motels to help staff provide better service.
Line Bridging (See Station Features)	F	
Intercom AutoDial (See Station Features)	F/P	
One-Touch Hold w/Call Announcement Allows automatic announcement of calls before they are transferred.	F/A	Automatic Screening of calls. Enhances call handling.
One-Touch Transfer Allows automatic transfer of a call with a touch of a button.	A	Enhances call handling.
Send Message Allows the attendant position to light the fixed message waiting light on a voice terminal or basic telephone.	F	Enhances internal communications.
Return Coverage on Busy/No Answer Provides identification of the station from which an unanswered transferred call is returning.	F	Enhances call handling.
Display Provides information on calls being processed through the Queued Call Console.	F	Enhances call handling.