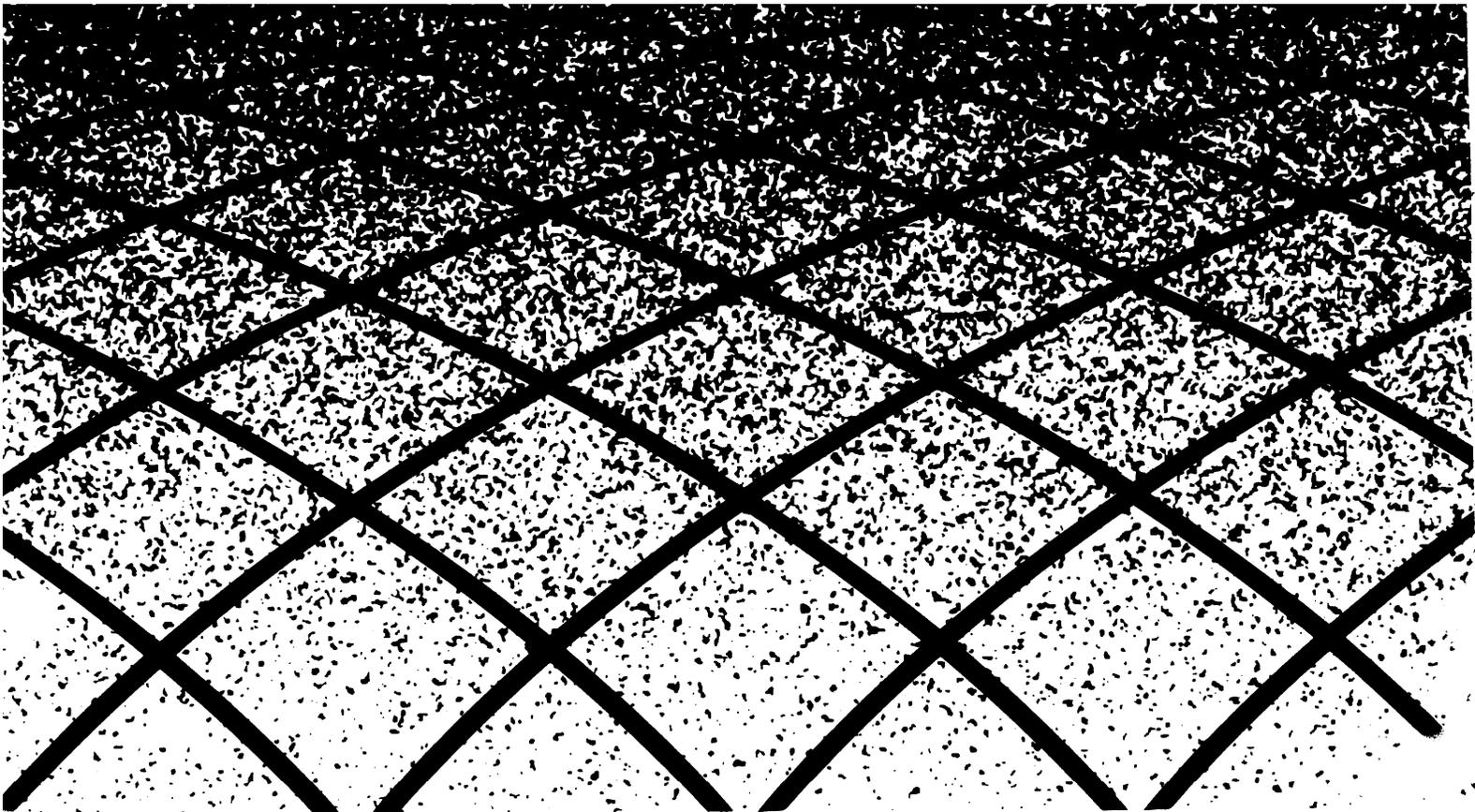




MERLIN MAIL[®] Voice Messaging System Release 3

For the MERLIN LEGEND[®]
Communications System

Planning, Installation, and Use



Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system, and if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your System Manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The System Manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. AT&T does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. AT&T will not be responsible for any charges that result from such unauthorized use.

Federal Communications Commission Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC)

Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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Order: Document No. AT&T 585-320-142
Comcode 107542912
Issue 1, April 1995

For more information about AT&T documents, refer to the section entitled, "Related Documents" in "About This Book."

Support Telephone Number

In the continental U. S., AT&T provides a toll-free customer helpline 24 hours a day, Call the AT&T Helpline at **1 800 628-2888** or your AT&T authorized dealer if you need assistance when installing, programming, or using your system. Outside the continental U. S., contact your local AT&T authorized representative.

AT&T Corporate Security

Whether or not immediate support is required, all toll fraud incidents involving AT&T products or services *should* be reported to AT&T Corporate Security at **1 800 821-8235**. In addition to recording the incident, AT&T Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

AT&T Fraud Intervention

If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call GBCS National Service Assistance Center at **1 800 628-2888**.

Warranty

AT&T provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

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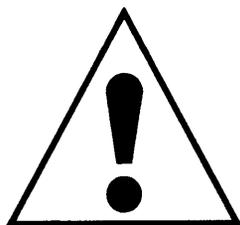
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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

When installing telephone equipment, always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury to persons, including:

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the product.
- Never install this unit or telephone wiring for it during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone wiring has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Use only AT&T-manufactured MERLIN LEGEND Communications System circuit modules, carrier assemblies, and power units in the MERLIN LEGEND Communications System control unit.
- Use only AT&T-recommended/approved MERLIN LEGEND Communications System accessories.
- Do not install this product near water, for example, in a wet basement location.
- Do not overload wall outlets, as this can result in the risk of fire or electrical shock.
- The MERLIN MAIL Voice Messaging System is equipped with a three-wire grounding-type plug with a third (grounding) pin. This plug will fit only into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact an electrician to replace the obsolete outlet. Do not defeat the safety purpose of the grounding plug.
- Do not attach the power supply cord to building surfaces. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Vents on the sides of the cabinet are provided for ventilation. To protect this equipment from overheating, do not block these openings.

- Never push objects of any kind into this product through vent openings in the unit, as they may touch dangerous voltage points or may short out parts, which could result in a risk of fire or electrical shock. Never spill liquid of any kind on this product.
- If there is not sufficient room on the existing wood mounting surface, either secure a new surface (a piece of plywood) or use wall studs to install the MERLIN MAIL Voice Messaging System unit. This ensures permanent mounting and will prevent wall damage.
- Unplug the product from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use cleaners or aerosol cleaners.
- Do not operate the system if chemical gas leakage is suspected in the area. Use telephones located in some other safe area to report the trouble.



WARNING:

DO NOT open the MERLIN MAIL Voice Messaging System unit. There are no user serviceable parts inside the unit. Only an authorized technician should open the unit for required maintenance or upgrading purposes.

SAVE THESE INSTRUCTIONS

Customer Support Information

Support Telephone Number

In the U.S.A. only, AT&T provides a toll-free customer Helpline (1 800 628-2888) 24 hours a day. If you need assistance when installing, programming, or using your system, call the Helpline, or your AT&T authorized representative.

Outside the U.S.A., if you need assistance when installing, programming, or using your system, contact your AT&T authorized representative.

Security of Your System: Preventing Toll Fraud

As a customer of a new telephone system, you should be aware that there is an increasing problem of telephone toll fraud. Telephone toll fraud can occur in many forms, despite the numerous efforts of telephone companies and telephone equipment manufacturers to control it. Some individuals use electronic devices to prevent or falsify records of these calls. Others charge calls to someone else's number by illegally using lost or stolen calling cards, billing innocent parties, clipping onto someone else's line, or breaking into someone else's telephone equipment physically or electronically. In certain instances, unauthorized individuals make connections to the telephone network through the use of remote access features.

Common carriers are required by law to collect their tariffed charges. While these charges are fraudulent charges made by persons with criminal intent, applicable tariffs state that the customer of record is responsible for payment of all long-distance or other network charges. AT&T cannot be responsible for such charges and will not make any allowance or give any credit for charges that result from unauthorized access.

To minimize the risk of unauthorized access to your MERLIN MAIL Voice Messaging System:

- When possible, restrict the off-network capability of off-premises callers, using calling restrictions, Facility Restriction Levels, and Disallowed List capabilities.
- When possible, block out-of-hours calling.
- Frequently monitor system call detail reports for quicker detection of any unauthorized or abnormal calling patterns.
- Limit Outcalling to persons on a need-to-have basis.

The MERLIN MAIL Voice Messaging System, through proper administration, can help you reduce the risk of unauthorized persons gaining access to the network. However, phone numbers and authorization codes can be compromised when overheard in a public location, lost through theft of a wallet or purse containing access information, or when treated carelessly (writing codes on a piece of paper and improperly discarding them).

Additionally, hackers may use a computer to dial an access code and then publish the information to other hackers. Substantial charges can accumulate quickly. It is your responsibility to take appropriate steps to implement the features properly, to evaluate and administer the various restriction levels, and to protect and carefully distribute access codes.

Under applicable tariffs, you will be responsible for payment of toll charges. AT&T cannot be responsible for such charges and will not make any allowance or give any credit resulting from unauthorized access.

To reduce the risk of unauthorized access through your voice messaging system, observe the following procedures:

- Employees who have voice mailboxes should be required to use long passwords to protect their mailboxes.
 - Have them use random sequence passwords.
 - Impress upon them the importance of keeping their passwords a secret.
 - Encourage them to change their passwords regularly.
- The administrator should remove any unneeded voice mailboxes from the system immediately.

- Employees should be instructed that if they receive any strange voice mail messages, or their greeting has been changed, or if for any reason they suspect that their MERLIN MAIL Voice Messaging System is being used by someone else, contact the System Administrator immediately.
- Your MERLIN MAIL Voice Messaging System has the ability to limit transfers to subscribers only. You are strongly urged to limit transfers in this manner.
- Use MERLIN LEGEND system programming to do the following:
 - Assign toll restriction levels to all voice mail ports.
 - If you do not need to use the Outcalling feature, completely restrict the outward calling capability of the MERLIN MAIL ports.
- Monitor the MERLIN LEGEND Communications System SMDR (Station Message Detail Recording) reports or Call Accounting System reports for outgoing calls that might be originated by voice mail ports.

AT&T Corporate Security

Whether or not immediate support is required, *all* toll fraud incidents involving AT&T products or services *should be reported* to AT&T Corporate Security at **1 800 821-8235**. In addition to recording the incident, AT&T Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

AT&T Fraud Intervention

If you *suspect you are being victimized* by toll fraud and you need technical support or assistance, call National Service Assistance Center at **1 800 628-2888**

FCC Notification and Repair Information

This equipment is registered with the FCC in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

- **Means of Connection.** Connection of this equipment to the telephone network shall be through a standard network interface jack, USOC RJ11 C. These USOCs must be ordered from your telephone company.
- **Party Lines and Coin Telephones.** This equipment can not be used with party lines or coin telephone lines.

- **Notification to the Telephone Companies.** Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:
 - The telephone number(s) you will be using with this equipment.
 - The appropriate registration number and ringer equivalence number (REN), which can be found on the back or bottom of the control unit.
 - For each jack, the sequence in which lines are to be connected, the line types, the Facility Interface Code (FIC), and the Ringer Equivalence Number (REN) by position when applicable.
- **Ringer Equivalence Number (REN).** The REN is used to determine the number of devices that can be connected to the telephone line. Excessive RENs on the line can result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that can be connected to the line, as determined by the total RENs, contact the local telephone company to determine the maximum REN for the calling area.
- **Disconnection.** You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

Installation and Operational Procedures

This manual contains information about installation and operational procedures.

- **Repair Instructions.** If you experience trouble because your equipment is malfunctioning, the FCC requires that the equipment not be used and that it be disconnected from the network until the problem has been corrected. Repairs to this equipment can be made only by the manufacturers, their authorized agents, or others who maybe authorized by the FCC. In the event repairs are needed on this equipment, contact your authorized AT&T dealer or, **in the U.S.A. only**, contact the National Service Assistance Center (NSAC) at 1 800 628-2888.
- **Rights of the Local Telephone Company.** If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.
- **Changes at Local Telephone Company.** Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

New Network Area and Exchange Codes. The MERLIN LEGEND Communications System software does not restrict access to any new area codes or exchange codes established by a local telephone company. If the user has established toll restrictions on the system that could restrict access, then the user should check the lists of allowed and disallowed dial codes and modify them as needed.

Equal Access Codes. This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modifications of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Federal Communications Commission (FCC) Electromagnetic Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

About This Book

Intended Audience

This book is intended to help in the installation, system administration, and maintenance of the MERLIN MAIL Voice Messaging System Release 3. It is intended for use as a reference by anyone needing such information, including system managers, support personnel, sales representatives, and account executives. It is also intended for technicians who are responsible for system installation, maintenance, and troubleshooting.

Terms and Conventions

The MERLIN MAIL Voice Messaging System Release 3 will henceforth be referred to as the MERLIN MAIL system, or the MERLIN MAIL Voice Messaging System.

Throughout this document, toll fraud security hazards are indicated by an exclamation point inside a triangle and the words Security Alert.



Security Alert:

Security Alert indicates the presence of toll fraud security hazard. Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party (e.g., persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf). Be sure to read "Your Responsibility for Your System's Security" on the inside front cover of this book and "Security of Your System: Preventing Toll Fraud" in About This Book. Additional security information is included in Chapter 1 "Introduction" in the "Security Features" and "Other Security Hints" sections.

Typographical Conventions

Certain type fonts and styles act as visual cues to help you rapidly understand the information presented:

Example	Purpose
It is <i>very</i> important that you follow these steps. You <i>must</i> attach the wristband before touching the connection.	Italics indicate emphasis.
The part of the headset that fits over one or both ears is called a <i>headpiece</i> .	Italics also set off special terms.
The system tells you that the recording was canceled, then the Announcement Administration Menu plays. Go to <i>Step 10</i> .	Italics also tell you instructions about what to do next in a procedure.
Press [9] for System Administration.	A number in a shaded box is used to designate a key on your telephone.
Use the [F4] key to move the cursor to the left to write over characters.	An unshaded box is used to designate a key on your computer, when programming the MERLIN LEGEND Communications System using System Programming and Maintenance (SPM) on a personal computer (PC).
Press the More button when there are additional menu options.	The names of fixed-feature, factory-imprinted buttons on a telephone appear in bold. The names of programmed buttons are printed as regular text.
Choose <code>Ext Prog</code> from the display screen.	Plain constant-width type indicates text that appears on the telephone display or personal computer (PC) screen.

How to Use This Book

This book is organized into chapters that give information on procedures necessary for the proper installation and administration of your MERLIN MAIL Voice Messaging System.

Before installation, the MERLIN MAIL System Planning Forms should be filled out following the instructions in Appendix A, "MERLIN MAIL System Planning," and MERLIN LEGEND Communications System Planning Forms should be updated following instructions in Appendix C, "MERLIN LEGEND System Planning."

To install the system after the planning forms have been completed, follow the instructions in Chapters 2, 3, and 4 and perform the acceptance tests in Chapter 6. For information on programming a specific feature, see the appropriate feature in Chapter 5. To upgrade the system, see Chapter 7. Appendices provide supplemental information.

“Related Documents,” later in this section, provides a complete list of system documentation, together with ordering information.

If you have problems with your MERLIN MAIL Voice Messaging System, contact your System Administrator. If the problem can not be solved by the System Administrator, in the continental U.S., please call our toll-free Helpline, available 24 hours a day, at 1 800 628-2888. Outside of the continental U.S., contact your AT&T representative or local Authorized Dealer.

Product Safety Labels

Throughout this document, hazardous situations are indicated by an exclamation point inside a triangle and the word *Caution* or *Warning*.



WARNING:

Warning indicates the presence of a hazard that could cause death or severe personal injury if the hazard is not avoided.



CAUTION:

Caution indicates the presence of a hazard that could cause minor personal injury or property damage if the hazard is not avoided.

MERLIN MAIL System Release 3 Enhancements

Several enhancements were implemented for this release of the MERLIN MAIL Voice Messaging System. This section briefly describes these enhancements and new features.

- The Transfer to Registered Subscribers Only setting of the Transfer Restrictions feature allows callers to be transferred only to users who have mailboxes in the system. (Strongly encouraged to prevent toll fraud.)
- Transfer-Only mailboxes allow callers to reach extensions that need to be transfer destinations but do need to receive messages. A maximum of 255 Transfer-Only mailboxes is available.
- The maximum number of ports has been expanded from four to six ports and the message storage is increased from four hours to six hours for a two-port or four-port system and ten hours for a six-port system.
- The system now uses enhanced voice processing cards. These voice processing cards based on Digital Signal Processing (DSP) technology and provide improved quality and increased touch-tone detection sensitivity.

- The system now supports up to three separate Automated Attendants, each with its own menus, Touch-Tone Gate Greetings, Schedule Controller, and Business Schedule.
- Each Automated Attendant can have a separate Business Schedule, that defines when the Automated Attendant's Day Main Menu or Night Main Menu is played to callers.
- The Automated Attendant Touch-Tone Gate Greeting length is increased to two minutes.
- A Security Violation Notification feature enables the System Administrator to choose to be warned about possible mailbox break-in attempts. The System Administrator can choose from the following options:
 - **Mailbox Lock**— Lock the subscriber's mailbox and send a warning to the mailbox owner's mailbox and the System Administrator's mailbox.
 - **Warning Message**— Send a warning message to the mailbox owner's mailbox and the System Administrator's mailbox (factory setting).
 - **No Security Notification.** (Strongly discouraged.)
- The maximum password length has been increased to 15 digits. A minimum systemwide password length can be set by the System Administrator. The longer the minimum password length, the more secure your system is against toll fraud.
- There is now a separate System Administration Password that must be entered to access System Administration.
- Additional types of mailbox Classes of Service (COS) have been added. Message length can now be two, five, or ten minutes depending on the Class of Service of the mailbox.
- Bulletin Board mailboxes (Class of Service 19) have been added. Bulletin Board mailboxes allow subscribers to record messages that can be accessed by callers. Bulletin Board mailboxes can be modified easily, by a designated subscriber without entering System Administration.
- The maximum number of mailboxes (Call Answer mailboxes, Bulletin Board mailboxes, and Automated Attendant mailboxes combined) is 100.
- The following message for Call Answer Service is only played to a caller if no Personal Greeting has been recorded: "After recording, either hang up or press one for more options. Record at the tone."
- There is one General Mailbox for each Automated Attendant, for a maximum of three General Mailboxes.
- In the previous release if a mailbox was full, additional messages for the subscriber would be recorded in the General Mailbox. In Release 3, if a mailbox is full a message is not recorded in a General Mailbox. The caller is given the opportunity to transfer to the Call Answer Service Operator or to another extension.

- Administering a fax extension no longer forces the Touch-Tone Gate to be turned On, nor does it cause an eight-second pause between the Greeting (Touch-Tone Gate, or Temporary Closure), if there is one, and the Automated Attendant Main Menu.
- The number of Outcalling numbers that a subscriber can program has been increased to five. Each of the five numbers now has a 60-digit maximum. A subscriber has the option of specifying the number of cycles (through the subscriber's Outcalling list) that the system will complete when a new message is received, and will also have the option of defining the minimum number of minutes between successive Outcalling attempts.
- In the previous release, if a message was forwarded, only the last prepended message would be forwarded with the original message. With Release 3, all prepended messages are forwarded with the original message.
- Messages are now considered either *old* or *new* messages. If a subscriber has listened to all or part of a message, it is considered an old message. If a subscriber has not played a message, it is considered a new message. The subscriber's message-waiting light turns off if the mailbox has no new messages.
- A subscriber can now have a Personal Operator. This allows a caller to press **[0]** (before, during, or after leaving a message in the subscriber's mailbox) to be transferred to an extension programmed by the subscriber. If a subscriber has not programmed a Personal Operator, callers will be transferred to the Call Answer Service Operator if they press **[0]**. In the previous release, the call would be handled according to the Day or Night Dial 0/Timeout Action.
- Each Automated Attendant can have its own Touch-Tone Gate. The Touch-Tone Gate factory setting is Off. (In the previous release, the factory setting for the Touch-Tone Gate was On.) The Touch-Tone Gate is *not* automatically turned on if a fax extension is administered. (In the previous release, the Touch-Tone Gate was turned on if a fax extension was administered.)

Related Documents

The documents listed below are MERLIN MAIL Voice Messaging System documents or part of the MERLIN LEGEND Communications System documentation set. These documents can be ordered from the AT&T GBCS Publications Fulfillment Center.

Call: AT&T GBCS Publications Fulfillment Center
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Document No.	Title
	MERLIN MAIL Voice Messaging System Release 3
AT&T 585-320-744	<i>User's Guide—English (North American)</i>
AT&T 585-320-744FRCA	<i>User's Guide—French (Canadian)</i>
AT&T 585-320-744ES	<i>User's Guide—Spanish (Latin American)</i>
AT&T 585-320-142	<i>Planning, Installation, and Use</i>
AT&T 585-320-544	<i>Planning Forms</i>
	Toll Fraud Security
AT&T 555-025-600	<i>GBCS Products Security Handbook</i>
	MERLIN LEGEND Communications System Release 3.0 System Documents
AT&T 555-630-117	<i>Introduction</i>
AT&T 555-630-118	<i>System Manager's Guide</i>
AT&T 555-630-110	<i>Feature Reference</i>
AT&T 555-630-115	<i>Equipment and Operations Reference</i>
AT&T 555-630-116	<i>Pocket Reference</i>
AT&T 555-630-111	<i>System Programming</i>
AT&T 555-630-112	<i>System Planning</i>
AT&T 555-630-113	<i>System Planning Forms</i>
	MERLIN LEGEND Communications System Release 3.0 Telephone User Support
AT&T 555-630-122	<i>MLX-10D®, MLX-10DP™, MLX-16DP™, MLX-28D®, and MLX-20L® Display Telephones User's Guide</i>
AT&T 555-630-150	<i>MLX-10D Display Telephone Tray Cards (5 cards)</i>
AT&T 555-630-155	<i>MLX-16DP Display Telephone Tray Cards (6 cards)</i>
AT&T 555-630-153	<i>MLX-28D and MLX-20L Telephone Tray Cards (5 cards)</i>
AT&T 555-630-124	<i>MLX-10® Nondisplay Telephone User's Guide</i>
AT&T 555-630-151	<i>MLX-10 Nondisplay Telephone Tray Cards (6 cards)</i>
AT&T 555-630-120	<i>Analog Multiline Telephones User's Guide</i>
AT&T 555-630-126	<i>Single-Line Telephones User's Guide</i>
AT&T 555-630-138	<i>MDC 9000 and MDW 9000 Telephones User's Guide</i>
	MERLIN LEGEND Communicaitons System Release 3.0 Operator Support
AT&T 555-630-134	<i>MLX Direct-Line Consoles Operator's Guide</i>
AT&T 555-630-132	<i>Analog Direct-Line Consoles Operator's Guide</i>
AT&T 555-630-136	<i>MLX Queued Call Console Operator's Guide</i>
	MERLIN LEGEND Communicaitons System Release 3.0 Miscellaneous User Support
AT&T 555-630-130	<i>Calling Group Supervisor's Guide</i>
AT&T 555-630-129	<i>Data User's Guide</i>

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System Services and Features

The MERLIN MAIL Voice Messaging System Release 3, hereafter called the MERLIN MAIL Voice Messaging System or the MERLIN MAIL system, works with the MERLIN LEGEND Communications System to automate the call handling, call answering, and voice messaging needs of your company. To meet these needs, the MERLIN MAIL system offers three services:

- Automated Attendant Service
- Call Answer Service
- Voice Mail Service

There are also security features in the MERLIN MAIL Voice Messaging System that help protect your system against toll fraud abuse.

Automated Attendant Service provides the MERLIN MAIL system's call handling features. Automated Attendant Service can be setup to answer calls and present callers with menus of selectable options, such as transferring to specific extensions or playing pre-recorded announcements. Automated Attendant Service can also automatically route calls, accept fax calls, answer calls based on a programmed Business Schedule, and provide customized after-hours service. The MERLIN MAIL system's Automated Attendant Service allows up to three different Automated Attendants to be defined, which can be programmed for use with specific lines on a MERLIN LEGEND Communications System.

Call Answer Service provides the MERLIN MAIL system's call coverage features. Call Answer Service can automatically answer calls when the *subscriber* (user of the MERLIN MAIL system) is either on another call or away from the phone. Call Answer Service lets the caller leave a message for a subscriber or transfer to another extension.

Voice Mail Service provides the MERLIN MAIL system's voice messaging features. Voice Mail Service lets subscribers send voice mail messages to other subscribers and listen to messages left in their mailboxes by subscribers and external callers.

All services provided by the MERLIN MAIL system can be implemented in a single language (*monolingual* mode) or two languages (*bilingual* mode). If administered for bilingual mode, the MERLIN MAIL system lets callers select the language in which they want to hear prompts, menus, and announcements. The MERLIN MAIL system can operate in English (North American), French (Canadian), or Spanish (Latin American). In bilingual mode, *English must be one of the language choices*.

A detailed description of the MERLIN MAIL system's services and features follows. Figure 1-1 shows the main features associated with each service.

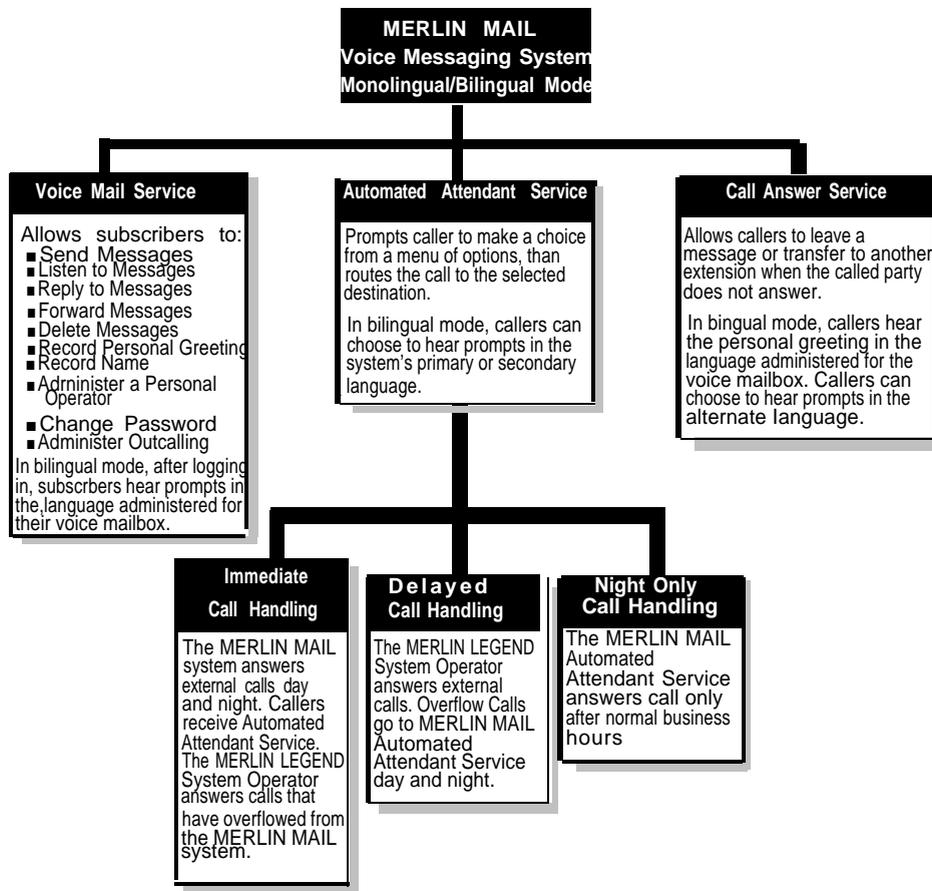


Figure 1-1. Overview of MERLIN MAIL System Services and Features

Monolingual or Bilingual Operation

The System Administrator chooses to operate the MERLIN MAIL system in either *monolingual* or *bilingual* mode. In monolingual mode, select the single language in which MERLIN MAIL system prompts, menus, and announcements are played. In bilingual mode, select both a *primary* system language and a *secondary* system language. The primary system language is the default language in which system prompts, menus, and announcements are played. The secondary system language is the alternate language callers can choose to play prompts, menus, and announcements. Whether you choose to use the monolingual or bilingual mode depends on the needs of your callers and subscribers (voice mail users).

The MERLIN MAIL system offers the choice of three languages:

- For monolingual mode, one of the following languages:
 - English (North American)
 - French (Canadian)
 - Spanish (Latin American)
- For bilingual mode, one of the following primary/secondary system language combinations:

Primary/Secondary
English/French
English/Spanish
French/English
Spanish/English

⇒ **NOTE:**

In bilingual mode, English must be one of the languages.

Automated Attendant Service

The MERLIN MAIL system's Automated Attendant Service consists of greetings (optional) and menus, providing callers with several options that allow them to quickly access an extension, a department, or information by pressing a single dialpad button. This service provides some major benefits, both to the callers and to the company:

- Announcements of frequently requested information (such as directions or business hours) can be included as menu options, thereby freeing an employee's time for other tasks.
- Callers using rotary phones or needing assistance are automatically transferred to the Call Answer Service Operator, the General Mailbox, an extension specified by the System Administrator, or disconnected, based on your company's preference.

- Up to three Automated Attendants can be defined per MERLIN MAIL system. Each can be set up to respond to different incoming lines on a MERLIN LEGEND Communications System.
- System greetings, prompts, announcements, and menus can be recorded and played in one language (monolingual mode) or two languages (bilingual mode). In bilingual mode, callers can select their language preference for these recordings.
- Different greetings, menus, and announcements can be recorded to play during the day and night. For example, during the day you may want to tell callers to stay on the line for assistance by an operator. At night, when there may be no operator, you may want to tell callers to stay on the line to leave a message in the General Mailbox.
- Calls are efficiently routed to the correct party (as specified by Automated Attendant menus or as entered by the caller).
- Incoming calls from fax machines that produce industry-standard fax (CNG) tones are automatically recognized and routed to a fax extension.
- If callers do not know the extension needed, they can access a directory of subscribers or be transferred automatically to an operator.

Selector Codes

Automated Attendant menus and Submenus offer callers a list of options from which to choose. Callers dial a Selector Code (press a button on a touch-tone telephone) to make their selection. You can program up to nine Selector Codes on each menu. Selector Codes can be programmed to:

- Transfer a caller to an extension, mailbox, or Bulletin Board.
- Play a Submenu (a menu from which additional choices can be offered).
- Play an announcement.
- Prompt callers to enter a transfer destination.

For more information, see the Automated Attendant Service feature in Chapter 5, "Features."

Touch-Tone Gate

The Touch-Tone Gate can be used to quickly send callers with rotary telephones to the Dial 0/Timeout Action destination. A caller's response to the Touch-Tone Gate allows the system to know whether *or* not the caller is calling from a touch-tone telephone. If the Touch-Tone Gate is on, callers that do not respond to the Touch-Tone Gate are assumed to have a rotary phone. These callers are handled as determined by the Dial 0/Timeout Action setting of the Automated Attendant's Main Menu. The Touch-Tone Gate can be used in both monolingual and bilingual modes of operation.

If the system is in bilingual mode, the Touch-Tone Gate also enables callers to choose the language in which they want to hear the prompts played.

For more information, see the Touch-Tone Gate feature in Chapter 5, "Features,"

Examples of Automated Attendant Service

Following are examples of a Main Menu and Automated Attendant Touch-Tone Gate Greeting for a system in monolingual mode.

Monolingual Mode with Touch-Tone Gate On

Automated Attendant Touch-Tone Gate Greeting

Welcome to Linco. If you are calling from a touch-tone phone press **[1]** now. Otherwise, please wait for assistance.

Main Menu

For sales, press **[1]** .

For customer service, press **[2]** .

If you know the extension of the person you are calling, press **[8]** and dial the extension now.

For a directory of employees listed by last name, press **[*] [A]** .

To reach the operator, press **[0]** .

Monolingual Mode with Touch-Tone Gate Off

The following example shows a Main Menu in the primary language English if the Touch-Tone Gate is turned off. Since the Automated Attendant Touch-Tone Gate Greeting will not play in this case, the Main Menu should include a greeting to the caller.

Main Menu

Thank you for calling XYZ Company.

For sales, press **[1]** .

For customer service, press **[2]**.

If you know the extension of the person you are calling, press **[8]** and dial the extension now.

For a directory of employees listed by last name, press **[*] [A]** .

To reach the operator, press **[0]** .

Submenus

The Automated Attendant can also allow options to send callers to a Submenu, from which they can make more choices. Suppose a caller chose the Sales Selector Code **([1])** from the Main Menu above. The Selector Code **([1])** would then send the caller to the sample Submenu below (depending on language selected):

Submenu

If you want to purchase our BasicWidgets product, press **[1]**.
If you want to purchase our SuperWidgets product, press **[2]**.
If you want to purchase our HyperWidgets product, press **[3]**.
For more information on all our products, press **[4]**.
To reach the operator, press **[0]**.

If the caller selects the Selector Code for the desired product from the Submenu, he or she is transferred to an appropriate sales representative or a group of representatives. If the caller presses **[4]**, he or she hears an announcement describing the products.

This multilevel menu approach is useful for many businesses and agencies, such as banks, insurance agencies, post offices, and department stores. For example, Automated Attendant Service could be used in the banking business. A multilevel menu can allow clients to select recordings of specific information they need (such as current loan, mortgage, or savings account interest rates), speak directly to a loan officer or account manager, or wait for an available customer service representative,

The Automated Attendant Service should always be programmed to allow the caller to stay on the line or enter an extension to reach an employee.

■ **RECOMMENDATION:**

Callers may get confused if presented with more than three levels of menus or more than five options on a menu. Although the MERLIN MAIL system lets you create up to 99 menus with up to nine options on each menu, it is recommended that you limit the number of menu levels to three and the number of options on each menu to five. Also, remind callers from each menu that they can get assistance by dialing **[0]** .

For more information, see the Automated Attendant Service feature in Chapter 5, "Features."

Call Handling Methods

Automated Attendant Service can be set to handle calls in one of the following ways:

- Immediate Call Handling (allows Fax Call Handling)
- Delayed Call Handling
- Night Only Call Handling

Immediate Call Handling

With Immediate Call Handling, Automated Attendant Service answers incoming calls, both day and night. If the MERLIN MAIL system is busy and does not answer, the call (called an *overflow call*) will ring at the operator's telephone, as shown in Figure 1-2.

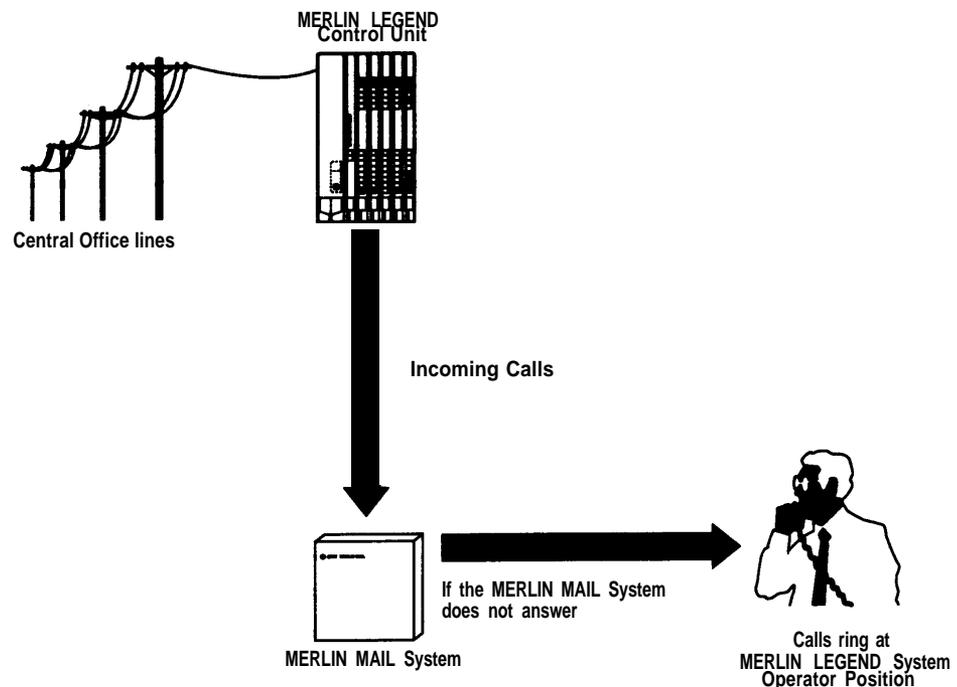


Figure 1-2 The MERLIN MAIL System as Immediate Call Handler

Immediate Call Handling plays either your company's Day Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and menus or the Night Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and menus, based on the time of the call and the schedule programmed.

If you want most callers to be handled by the Automated Attendant Service, use Immediate Call Handling.

Delayed Call Handling

With Delayed Call Handling, external calls ring immediately at the MERLIN LEGEND system operator's console, both day and night. If the operator does not answer, calls automatically go to Automated Attendant Service, as shown in Figure 1-3.

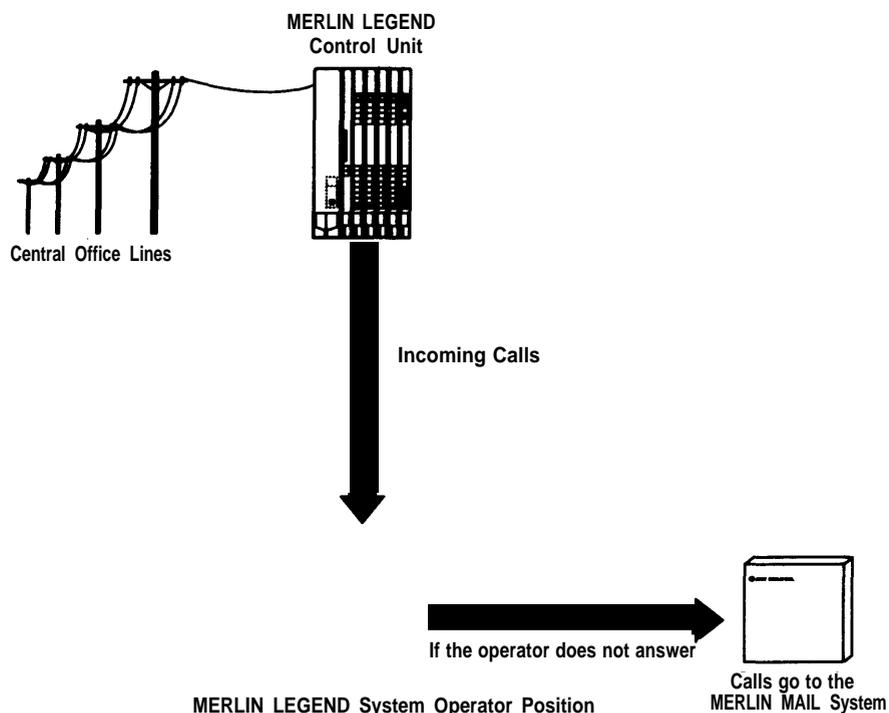


Figure 1-3. The MERLIN MAIL System as Delayed Call Handler

With Delayed Call Handling, the Automated Attendant Service plays either your company's Day Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and menus or the Night Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and menus, based on the time of the call and the schedule programmed.

If you want most calls handled by the MERLIN LEGEND system operator, use Delayed Call Handling.

Night Only Call Handling

With Night Only Call Handling, the Automated Attendant Service answers external calls only when the MERLIN LEGEND system is in Night Service. To use Night Only Call Handling, you must use the MERLIN LEGEND Communications System Night Service feature. During the day, calls ring at the MERLIN LEGEND system's operator console. At night, calls are sent to Automated Attendant Service for handling.

If you want callers to receive the Automated Attendant Service only when your business is closed, use Night Only Call Handling.

Fax Call Handling

Automated Attendant Service can be setup to recognize incoming fax calls from machines that produce industry-standard fax calling (CNG) tones and transfer those calls automatically to a designated fax extension. For each Automated Attendant one fax extension or fax Calling Group can be designated. Which fax extension or fax Calling Group is chosen to answer the fax call is decided by which line the fax call was received on, and which Automated Attendant answers that line.

The sending fax machine must send industry-standard fax calling (CNG) tones for the Automated Attendant Service to recognize the call automatically as a fax call. With Fax Call Handling, your company may not need a separate telephone line for its fax machine—callers can dial the same number for voice and fax calls.

Fax Call Handling is available with Immediate Call Handling. Fax Call Handling cannot be used with Delayed Call Handling because the sending machine will stop sending the fax (CNG) tone and hang up after 35 seconds. Fax Call Handling should also not be used with Night Only Call Handling.

Automated Attendant Service Scheduling

You can set up Automated Attendant Service to provide different greetings, menus, and announcements for calls received when your company is open for business and when it is closed. For calls received during scheduled business hours, the Automated Attendant Service plays the Day Automated Attendant Touch-Tone Gate greeting (if the Touch-Tone Gate is On), menus, and announcements; for calls received after scheduled business hours, the Automated Attendant Service plays the Night Automated Attendant Touch-Tone Gate greeting (if the Touch-Tone Gate is On), menus, and announcements.

The Automated Attendant Service uses the MERLIN LEGEND mode (Night Service), a separate schedule you setup for the MERLIN MAIL system (Business Schedule), or a combination of both, to determine whether your company is open or closed at the time of a call.

Schedule Controller

The Schedule Controller setting specifies how an Automated Attendant decides whether it uses Night or Day Service.

The Schedule Controller can be set to one of three options:

- **Follow the MERLIN LEGEND Mode**— Use this setting if you are going to control the voice messaging system by the Night Service setting on the MERLIN LEGEND Communications System.
- **Follow the MERLIN MAIL Business Schedule**— Use this setting if you want the schedule to be independent of the MERLIN LEGEND Night Service feature.
- **Follow the MERLIN LEGEND Mode and the MERLIN MAIL Business Schedule**— Use this setting if you want the MERLIN MAIL Voice Messaging System to respond to both the MERLIN MAIL Business Schedule and the MERLIN LEGEND Night Service feature.

MERLIN LEGEND Communications System Night Service

The MERLIN LEGEND system notifies the MERLIN MAIL system when Night Service begins and ends.

⇒ **NOTE:**

If you use Night Only Call Handling, the Automated Attendant Service is only available when the MERLIN LEGEND Communications System Night Service feature is on.

There are three ways that the MERLIN MAIL system can be notified when MERLIN LEGEND Night Service begins and ends:

- **Night Service with Time Set**— On the MERLIN LEGEND system, you set up a schedule that specifies when Night Service begins and ends. The MERLIN LEGEND system notifies the MERLIN MAIL system automatically whenever the MERLIN LEGEND system goes into or out of Night Service.
- **Night Service with Group Assignment**— The MERLIN LEGEND system notifies the MERLIN MAIL system that Night Service is on when all MERLIN LEGEND system operator positions have Night Service activated. The MERLIN LEGEND system notifies the MERLIN MAIL system that Night Service is off when one system operator position has deactivated Night Service.
- **Night Service with Outward Restriction**— The MERLIN LEGEND system notifies the MERLIN MAIL system when Night Service goes on and off which occurs when one MERLIN LEGEND system operator activates or deactivates Night Service.

For more information on the MERLIN LEGEND Night Service feature, see the *MERLIN LEGEND Communications System Feature Reference* manual.

MERLIN MAIL Business Schedule

The MERLIN MAIL Business Schedule can be used to enter your company's hours of operation and any temporary changes to the schedule.

You can enter schedule a temporary closure for a day up to a week in advance. You can also set the current day to Open or Closed.

Voice Mail Service

The MERLIN MAIL system's Voice Mail Service (also called Voice Mail) lets subscribers:

- Listen to messages from nonsubscribers and other subscribers.
- Record their own personal greetings and names.
- Forward a received message to one or more subscribers, with additional comments, if desired.
- Choose their own passwords, which they can change to ensure that messages are kept confidential.
- Create a message and send it to one or more subscribers.
- In bilingual mode, listen to Voice Mail Service prompts in the language they prefer.
- Designate up to five Outcalling telephone numbers or pager/beeper numbers that are called when a new message arrives in the subscriber's mailbox.
- Choose a Personal Operator. If a caller dials **[0]** when the caller reaches the subscriber's voice mailbox, the call is transferred to the subscriber's Personal Operator.

For more information, see the Voice Mail Service feature in Chapter 5, "Features."

Outcalling

The MERLIN MAIL system's Outcalling feature can dial up to five designated telephone numbers or pager/beeper numbers and notify a subscriber that a new message has arrived in the subscriber's voice mailbox. Subscribers who use Outcalling are notified about new messages whether they are at their desk, on the road, or at an alternate work location.

Using any touch-tone telephone, subscribers with Outcalling can retrieve their messages, change their Outcalling numbers, change the number of times the list of Outcalling numbers will be dialed, change the Outcalling schedule (the times when Outcalling will take place), and turn Outcalling on and off as necessary.

⇒ **NOTE:**

Before you use Outcalling, it is strongly recommended that you read “Security of Your System: Preventing Toll Fraud” in *Customer Support Information*,

For more information, see the Outcalling feature in Chapter 5, “Features.”

Call Answer Service

The MERLIN MAIL system’s Call Answer Service allows callers to leave messages or transfer to another extension when the extension called is busy or does not answer and is covered to voice mail. When a message is left, the Call Answer Service deposits the message in the subscriber’s voice mailbox, then lights the message-waiting indicator on the subscriber’s phone. If the subscriber has Outcalling turned on, the MERLIN MAIL system will also call the specified Outcalling number(s).

In addition to acting as an answering machine, Call Answer Service enables callers to perform any of the following actions:

- Press **[0]** (zero) for the Personal Operator (or Call Answer Service Operator, if a Personal Operator is not programmed).
- Transfer to another extension by dialing **[*] [X]** (or **[*] [8]**) before or after leaving a message.
- Review and edit messages before depositing them in the voice mailbox.
- If the MERLIN MAIL system has been setup for bilingual operation, callers hear the subscriber’s personal greeting in the language administered for the voice mailbox. Callers can choose to hear the personal greeting and all other prompts in the secondary language by pressing **[*] [1]**.

For more information, see the Call Answer Service feature in Chapter 5, “Features.”

Guest Mailboxes

You can set up Guest Mailboxes so that Voice Mail users who do not have their own extensions, such as temporary workers, contract workers, and consultants, can receive messages from subscribers and nonsubscribers.

For more information, see the Mailbox feature in Chapter 5, “Features.”

Bulletin Board Mailboxes

You can set up Bulletin Board Mailboxes that play informative messages to callers. A Bulletin Board message can be up to four minutes in length.

For more information, see the Bulletin Board feature in Chapter 5, "Features."

MERLIN MAIL System Configurations (Release 3)

The MERLIN MAIL system is available in three configurations: the two-port configuration uses a single voice processing card, the four-port configuration uses two voice processing cards and the six-port configuration uses three voice processing cards. The ports on a voice processing card connect to the 012 Module in the MERLIN LEGEND Communications System. (Use of the 008 OPT Module is not supported.) Each MERLIN MAIL port can support multiple services: Automated Attendant Service, Call Answer Service, and Voice Mail Service. The two- or four-port configurations can store approximately six hours of messages and the six-port configuration can store up to ten hours of messages.

To upgrade your MERLIN MAIL system to a four- or six-port system or from a four-port system to a six-port system, contact your AT&T representative or authorized dealer.

A separate Remote Maintenance Device (RMD) is included with the MERLIN MAIL unit. This device is used for remote maintenance and diagnostic services by AT&T or authorized service personnel. The RMD is connected to a port on an 012 Module. Use of the 008 OPT Module with the RMD is not supported.

Installation and Programming Responsibilities

One or more people installing the system will be responsible for these tasks:

- Installing the MERLIN MAIL unit.
- Programming the MERLIN MAIL unit to provide the services specified by the customer.
- Programming the MERLIN LEGEND Communications System to support MERLIN MAIL system operation.

Collect the completed MERLIN LEGEND System Planning Forms from the MERLIN LEGEND System Manager. These forms should be updated and the MERLIN MAIL System Planning Forms should be completed before installing and programming the MERLIN MAIL system. (In many companies, the MERLIN LEGEND Communications System System Manager and the MERLIN MAIL System Administrator are the same person.)

Subscriber Responsibilities

Before the person installing the system programs the MERLIN MAIL system, company personnel should be designated to serve in the following support roles:

- System Administrator .
- Call Answer Service Operator
- General Mailbox Owner(s)

System Administrator Responsibilities

The System Administrator is responsible for making these routine changes to the system:

- **Maintaining Voice Mailboxes**— Besides adding and deleting voice mailboxes, the System Administrator is responsible for resetting (initializing) voice mailbox passwords if subscribers forget them, changing subscribers' mailbox language, and changing mailbox Class of Service settings (which determine Outcalling permissions, call transfer permissions, message length, and storage space).
- **Changing Greetings, Menus, and Announcements**— Changes in personnel, your company's operations, or your company's services may require changes to Automated Attendant Service greetings, menus, and announcements.
- **Maintaining the Business Schedule**— Holidays and temporary company closings or openings must be entered to ensure the proper Automated Attendant Touch-Tone Gate Greetings and menus are played during these times.
- **Maintaining Group Lists for Use by Subscribers**— The System Administrator can create, update, or delete a Group List. The System Administrator is also responsible for informing subscribers of any changes to Group Lists.
- **Maintaining System Parameters**— Changes in personnel or telephone configuration may require changes to some of the system parameters, such as the fax extension, Call Answer Service Operator extension, or System Administrator's mailbox.

- **Broadcast Messages to All Subscribers**— The System Administrator is the only subscriber able to use the Broadcast Message feature to send messages.
- **Security of the MERLIN MAIL System**— If users experience security problems with the MERLIN MAIL system, they should notify the System Administrator. The System Administrator is responsible for taking measures to prevent toll fraud and to safeguard the contents of mailboxes. For more information, see “Toll Fraud Prevention” in this chapter.

Call Answer Service Operator Responsibilities

The person designated as the Call Answer Service Operator has primary responsibility for answering calls in the following situations:

- The Call Answer Service Operator answers calls if the Automated Attendant Service is setup to transfer calls to the Call Answer Service Operator when a caller presses **[0]** (zero) or does not press any dialpad buttons in response to the Automated Attendant Touch-Tone Gate Greeting, the Automated Attendant Main Menu, or an Automated Attendant Submenu.
- If a subscriber has not programmed a Personal Operator, calls are transferred to the Call Answer Service Operator when a caller reaches a subscriber's mailbox and presses **[0]** (zero).

General Mailbox Owner Responsibilities

Messages are sent to the General Mailbox when Automated Attendant Service is setup to transfer calls to the General Mailbox and a caller presses **[0]** (zero) or does not press any dialpad buttons in response to the Touch-Tone Gate Greeting, an Automated Attendant Main Menu, or an Automated Attendant Submenu.

The person designated as the General Mailbox owner is responsible for messages left in the General Mailbox. The General Mailbox owner forwards the messages from the General Mailbox to the intended recipient. The recipient must be a voice mail subscriber. If a message is left in the General Mailbox for a person who is not a subscriber, the General Mailbox owner will need to deliver the message to the person in some other way.

A copy of the instructions for forwarding General Mailbox messages should be given to the person designated as the General Mailbox owner. For a copy of the instructions, see the General Mailbox feature in Chapter 5, “Features.”

Helpful Hints

After you become familiar with the MERLIN MAIL system, the following hints and shortcuts can save you time:

- The MERLIN MAIL system can be programmed from any touch-tone telephone.
- You never need to wait for a greeting or a prompt to play before dialing the next step. To save time, you can enter an option (press the touch-tone telephone button) before a menu or system response completes playing.
- Press **[*] [7]** at any point during system programming to return to the System Administration Main Menu. Press **[*] [7]** again to return to the Voice Mail Activity Menu.
- Enter **[*] [#]** to return to the previous menu.
- Enter **[*] [4]** to repeat the current menu, or prompt.
- Press **[*] [*] [9]** to exit the system (you can also hang up).
- Use the handset to record messages, greetings, names, menus, and announcements. Using the speakerphone is not recommended for making recordings.
- If you are using a speakerphone when programming the system, turn off your speakerphone's microphone.
- When calling the MERLIN MAIL system from your own MERLIN LEGEND system extension, you do not have to enter your extension number during login. You can simply enter **[#]** when prompted to enter an extension and **[#]**.



Security Alert:

*Although the System Administrator can program the system so that subscribers are not required to use passwords (by setting the password length to 0), to maintain a more secure telephone system and reduce the possibility of toll fraud, it is **strongly recommended** that neither the System Administrator nor other subscribers eliminate MERLIN MAIL passwords. AT&T strongly recommends a minimum password length of at least six digits.*

Voice Mail Etiquette

Many people use voice mail to answer their telephone when they are not available. The most important consideration is to help people feel comfortable leaving a message. The following suggestions will help you make effective use of your voice mail system.

- Update your personal greeting regularly. Callers feel most comfortable leaving a message when greetings convey a subscriber's status.
- In your greeting, let callers know when you will return their call.
- Include information in your greeting about how callers can reach a co-worker who can help them if you are not available.
- Tell your callers how they can easily reach another person if their call is an emergency.

When you reach a voice mailbox when calling someone, follow these suggestions:

- When you record a message, explain why you are calling, and when you need a response.
- Keep your message brief and to the point.
- If you are requesting information, leave your name, full address, and telephone number or fax number.
- If your call is urgent, or you need assistance immediately, try pressing **[0]**.
- Let the person you called know when it is convenient to call you back.
- If you would rather leave a voice message instead of leaving a message with a third party, but are not offered the option, ask if there is voice mail available for the person.

Toll Fraud Prevention

Toll fraud is the unauthorized use of your telecommunications system by third parties to make long distance telephone calls. Under the law, you, the customer, are responsible for paying part or all of those unauthorized calls. Thus, the following information is of critical importance.

Unauthorized persons concentrate their activities in two areas with the MERLIN MAIL system:

- They try to transfer out of the MERLIN MAIL system to gain access to an outgoing trunk and make long distance calls.
- They try to locate unused or unprotected mailboxes and use them as drop-off points for their own messages.

The following is a discussion of how toll fraud is often perpetrated and ways to prevent unauthorized access that can lead to toll fraud.

Physical Security, Social Engineering, and General Security Measures

Criminals called *hackers* may attempt to gain unauthorized access to your communications system and voice messaging system in order to use the system features. Hackers often attempt to trick employees into providing them with access to a network facility (line/trunk) or a network operator. This is referred to as social engineering. Hackers may pose as telephone company employees and employees of AT&T or your authorized dealer. Hackers will go through a company's trash to find directories, dialing instructions, and other information that will enable them to break into the system. The more knowledgeable they appear to be about the employee names, departments, telephone numbers, and the internal procedures of your company, the more likely it is that they will be able to trick an employee into helping them.

Preventative Measures

Take the following preventative measures to limit the risk of unauthorized access by hackers:

- Provide good physical security for the room containing your telecommunications equipment and the room with administrative tools, records, and System Administration information. These areas should be locked when not attended.
- Provide a secure trash disposal for all sensitive information, including telephone directories, call accounting records, or anything that may supply information about your communications system. This trash should be shredded.

- Educate employees that hackers may try to trick them into providing them with dial tone or dialing a number for them. All reports of trouble, requests for moving extensions, or any other administrative details associated with the MERLIN LEGEND Communications System or the MERLIN MAIL Voice Messaging System should be handled by one person (the System Administrator) or within a specified department. Anyone claiming to be a telephone company representative should be referred to this person or department.
- No one outside of AT&T needs to use the MERLIN LEGEND system to test facilities (lines/trunks). If a caller identifies him or herself as an AT&T employee, the System Administrator should ask for a telephone number where the caller can be reached. The System Administrator should be able to recognize the number as an AT&T telephone number. *Before connecting the caller to the administrative port of the MERLIN LEGEND system, the System Administrator should feel comfortable that a good reason to do so exists.* In any event, it is not advisable to give anyone access to network facilities or operators, or to dial a number at the request of the caller.
- Any time a call appears to be suspicious, call the AT&T GBCS Fraud Intervention Center at 800 628-2888 (fraud intervention for System 25, PARTNER® and MERLIN® systems).
- Customers should also take advantage of AT&T monitoring services and devices, such as the NetPROTECTsm family of fraud detection services, CAS with HackerTracker®, and CAT Terminal with Watchdog. Call 1 800 638-7233 to get more information on these AT&T fraud detection services and products.

Security Risks Associated with Transferring through the MERLIN MAIL Voice Messaging System

Toll fraud hackers try to dial into a voice mailbox and then execute a transfer by dialing [*] [T]. The hacker then dials an access code (either [9] for Automatic Route Selection or a pooled facility code) followed by the appropriate digit string to either direct dial or access a network operator to complete the call.

Preventative Measures

Take the following preventative measures to limit the risk of unauthorized transfers by hackers:

- Outward restrict all MERLIN LEGEND voice mail port extensions. This denies access to facilities (lines/trunks).
- As an additional security step, network dialing for all extensions, including voice mail port extensions, should be processed through ARS using dial access code 9.



Security Alert:

The MERLIN LEGEND system ships with ARS activated with all extensions set to Facility Restriction Level 3, allowing all international calling. To prevent toll fraud, ARS Facility Restriction Levels (FRLs) should be established using:

- *FRL 0 for restriction to internal dialing only*
- *FRL 2 for restriction to local network calling only*
- *FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic as this is part of the North American Numbering Plan, unless 809 is required)*
- *FRL 4 for international calling*

*Each extension should be assigned the appropriate FRL to match its calling requirements. **All voice mail port extensions not used for Outcalling should be assigned to FRL 0.***

- Deny access to pooled facility codes by removing pool dial-out codes 70, 890-899, or any others on your system.
- Create a Disallowed List to disallow dialing 0, 011, 10, 700, 800, 1800, 809, 1809, 411, 1411, 900, and 9999. **Assign all voice mail port extensions to this Disallowed List. AT&T recommends assigning Disallowed List number 7. This is an added layer of security, in case outward restriction is inadvertently removed.**

If Outcalling is required by MERLIN MAIL extensions:

- Program an ARS Facility Restriction Level (FRL) of 2 on voice mail port extension(s) used for Outcalling.
- If 800 numbers are used, remove 1800 from Disallowed List number 7.
- If Outcalling is allowed to long distance numbers, build an Allowed List for the voice mail port extension(s) used for Outcalling. This list should contain the area code and the first three digits of the local exchange telephone numbers to be allowed.

Additional general security for the MERLIN MAIL system:

- Use a secure password for the General Mailboxes.
- The default administration mailbox, 9997, must be reassigned to the System Administrator's mailbox/extension number and securely password protected.
- All MERLIN MAIL system users must use secure passwords known only to the user.

Security Risks Associated with the Automated Attendant Feature of MERLIN MAIL Voice Messaging Systems

Two areas of toll fraud risk associated with the Automated Attendant feature of MERLIN MAIL systems are the following:

- Pooled facility (line/trunk) access codes are translated to a menu prompt to allow Remote Access. If a hacker finds this prompt, the hacker has immediate access.
- If the Automated Attendant prompts callers to use Remote Call Forwarding (RCF) to reach an outside telephone number, the system may be susceptible to toll fraud. An example of this application is a menu or Submenu that says, "To reach our answering service, select prompt number 5," and transfers a caller to an external telephone number.

Remote Call Forwarding can only be used securely when the central office provides "reliable disconnect" (sometimes referred to as forward disconnect or disconnect supervision), which guarantees that the central office will not return a dial tone after the called party hangs up. In most cases, the central office facility is a loop-start line/trunk which does not provide reliable disconnect. When loop-start lines/trunks are used, if the calling party stays on the line, the central office will return a dial tone at the conclusion of the call, enabling the caller to place another call as if it were being placed from your company.

Preventative Measures

Take the following preventative measures to limit the risk of unauthorized use of the Automated Attendant feature by hackers:

- *Do not* use Automated Attendant prompts for Automatic Route Selection (ARS) Codes or Pooled Facility Codes.
- Assign all unused Automated Attendant Selector Codes to zero, so that attempts to dial these will be routed to the system attendant.
- If Remote Call Forwarding (RCF) is required, MERLIN LEGEND Communications System owners should coordinate with their AT&T Account Team or authorized dealer to verify the type of central office facility used for RCF. If it is a ground-start line/trunk, or if it is a loop-start line/trunk and central office reliable disconnect can be ensured, then nothing else needs to be done.



NOTE:

In most cases these will be loop-start lines/trunks without reliable disconnect. The local telephone company will need to be involved to change the facilities used for RCF to ground start lines/trunks. Usually a charge applies for this change. Also, hardware and software changes may need to be made in the MERLIN LEGEND system. The MERLIN MAIL Automated Attendant feature merely accesses the RCF feature in the MERLIN LEGEND system. Without these changes being made, this feature is highly susceptible to toll fraud. These same preventative measures must be taken if the RCF feature is active for MERLIN LEGEND system extensions whether or not it is accessed by an Automated Attendant menu.

Security Risks Associated with the Remote Access Feature

Remote Access allows the MERLIN LEGEND Communications System owner to access the system from a remote telephone and make an outgoing call or perform system administration, using the network facilities (lines/trunks) connected to the MERLIN LEGEND system. Hackers, scanning the public switched network by randomly dialing numbers with war dialers (a device that randomly dials telephone numbers, including 800 numbers, until a modem or dial tone is obtained), can find this feature, which will return a dial tone to them. They can even employ war dialers to attempt to discover barrier codes.

Preventative Measures

Take the following preventative measures to limit the risk of unauthorized use of the MERLIN LEGEND Communications System Remote Access feature by hackers:

- The Remote Access feature can be abused by criminal toll fraud hackers, if it is not properly administered. Therefore, this feature should not be used unless there is a strong business need.
- It is strongly recommended that customers invest in security adjuncts, which typically use one-time passcode algorithms. These security adjuncts discourage hackers. Since a secure use of the Remote Access feature generally offers savings over credit card calling, the break-even period can make the investment in security adjuncts worthwhile.
- If a customer chooses to use the Remote Access feature without a security adjunct, then multiple barrier codes should be employed, with one per user if the system permits. The MERLIN LEGEND system permits a maximum of 16 barrier codes.
- The maximum length should be used for each barrier code, and should be changed periodically. Barrier codes, like passwords, should consist of a random, hard-to-guess sequence of digits. While MERLIN LEGEND Release 3.0 permits a barrier code of up to 11 digits, systems prior to Release 3.0 permit barrier codes of up to only four digits.

If Remote Access is used, an upgrade to MERLIN LEGEND Communications System Release 3.0 is encouraged to take advantage of the longer barrier code.



Security Alert:

In Appendix B, “MERLIN MAIL System Planning Forms,” use MERLIN MAIL System Planning Form L, Security Checklist, to ensure maximum security of your MERLIN LEGEND Communications System and the MERLIN MAIL Voice Messaging System.

Security Features

In Appendix B, “MERLIN MAIL System Planning Forms,” use MERLIN MAIL System Planning Form L, Security Checklist to ensure maximum security of your MERLIN LEGEND Communications System and MERLIN MAIL Voice Messaging System.

The MERLIN MAIL system provides security features to help protect your system from toll fraud abuse. These features include:

- **Transfer Restriction**— restricts transfers to registered subscribers only. For more information, see the Transfer Restrictions feature in Chapter 5, “Features.”
- **Security Violation Notification**— notifies the System Administrator and the subscriber when there are too many consecutive unsuccessful attempts to access a voice mailbox. It also may lock the mailbox, if the System Administrator programs the systemwide parameter to Mailbox Lock. For more information, see the Security Violation Notification feature in Chapter 5, “Features.”
- **Minimum Password Length**— allows the System Administrator to choose a minimum length for the passwords of subscribers’ voice mailboxes. A Minimum Password Length setting of six or more digits is strongly recommended. For more information, see the Passwords feature in Chapter 5, “Features.”

Transfer Restrictions

When transfer is restricted to registered subscribers only, MERLIN MAIL transfers callers and subscribers only to extensions that have mailboxes (regular subscriber mailboxes, Transfer-Only mailboxes, Bulletin Board mailboxes).



Security Alert:

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud. AT&T **strongly recommends** that you choose the Restrict Transfers to Registered Subscribers Only option.*

Security Violation Notification

The MERLIN MAIL Voice Messaging System takes one of three actions when there are too many unsuccessful attempts to log into a mailbox (the factory setting is Send Warning Message after five unsuccessful login attempts). This is programmed systemwide by the System Administrator. This feature is used to discourage and/or stop unauthorized persons from accessing mailboxes and System Administration.

The System Administrator can choose to have one of the following actions occur after a specified number of consecutive unsuccessful login attempts:

- **Mailbox Lock**— Lock the subscriber's mailbox and send a warning to the mailbox owner's mailbox and the System Administrator's mailbox.
- **Warning Message**— Send a warning message to the mailbox owner's mailbox and the System Administrator's mailbox.
- **No Security Violation Notification.** (*Strongly discouraged.*)

When a caller reaches the maximum number of unsuccessful login attempts, and Security Violation Notification is set to either Mailbox Lock or Warning Message, the system plays the message, "Login incorrect. Too many unsuccessful login attempts. The System Administrator has been notified. Goodbye."



Security Alert:

The System Administrator should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Warning Message option otherwise. It is strongly discouraged to administer a system without Security Violation Notification. The System Administrator should investigate all warning messages received.

Minimum Password Length

The System Administrator can set the minimum password length to any value from 0—15 digits. The default value is a minimum password length of six digits. Every user's password must be at least as long as the value set as the minimum password length. The System Administration Password must also be at least as long as the minimum password length.



Security Alert:

*A minimum password length of at least six digits is **strongly recommended**. The shorter the minimum password length, the more vulnerable your system is to abuse by unauthorized persons. Choose the longest acceptable minimum length in order to maximize the security of your system.*

Other Security Hints

Make sure that the Automated Attendant Selector Codes do not permit outside line selection.

Following are a number of measures and guidelines that can help you ensure the security of your communications system and voice messaging system.

Educating Users

Everyone in your company who uses the telephone system is responsible for system security. Users and attendants/operators need to be aware of how to recognize and react to potential hacker activity. Informed people are more likely to cooperate with security measures that often make the system less flexible and more difficult to use.

- Never program passwords or authorization codes onto Auto Dial buttons. Display telephones reveal the programmed numbers and internal abusers can use the Auto Dial buttons to originate unauthorized calls.
- Discourage the practice of writing down passwords. If a password needs to be written down, keep it in a secure place and never discard it while it is active.
- Operators or attendants should tell their System Administrator if they answer a series of calls where there is silence on the other end or the caller hangs up.
- Users who are assigned voice mailboxes should frequently change personal passwords and should not choose obvious passwords.
- The System Administrator should advise users with special telephone privileges (such as Remote Access, Outcalling, and Remote Call Forwarding) of the potential risks and responsibilities.

- Be suspicious of any caller who claims to be with the telephone company and wants to check an outside line. Ask for a callback number, hang up and confirm the caller's identity.
- Never distribute the office telephone directory to anyone outside the company; be careful when discarding it (shred the directory).
- Never accept collect telephone calls.
- Never discuss your telephone system's numbering plan with anyone outside the company.

Educating Operators

Operators or attendants need to be especially aware of how to recognize and react to potential hacker activity. To defend against toll fraud, operators should follow the guidelines below:

- Establish procedures to counter *social engineering*. Social engineering is a con game that hackers frequently use to obtain information that may help them gain access to your communications system or voice messaging system.
- When callers ask for assistance in placing outside or long-distance calls, ask for a callback extension.
- Verify the source. Ask callers claiming to be maintenance or service personnel for a callback number. Never transfer to *10 without this verification. Never transfer to extension 900.
- Remove the headset and/or handset when the console is not in use.

Detecting Toll Fraud

To detect toll fraud, users and operators should look for the following:

- Lost voice mail messages, mailbox lockout, or altered greetings
- Inability to log into voice mail
- Inability to get an outside line
- Foreign language callers
- Frequent hang-ups
- Touch-tone sounds
- Caller or employee complaints that the lines are busy
- Increases in internal requests for assistance in making outbound calls (particularly international calls or requests for dial tone)
- Outsiders trying to obtain sensitive information
- Callers claiming to be the "phone" company
- Sudden increase in wrong numbers

Establishing a Policy

As a safeguard against toll fraud, follow these guidelines for your MERLIN LEGEND Communications System and MERLIN MAIL Voice Messaging System:

- Change passwords frequently (at least quarterly). Changing passwords routinely on a specific date (such as the first of the month) helps users to remember to do so.
- Establish well-controlled procedures for resetting passwords.
- Limit the number of invalid attempts to access a voice mailbox to five or less.
- Monitor access to the MERLIN LEGEND dial-up maintenance port. Change the access password regularly and issue it only to authorized personnel. Disconnect the maintenance port when not in use. (However, this eliminates AT&T's 24-hour maintenance surveillance capability and may result in additional maintenance costs.)
- Create a communications system management policy concerning employee turnover and include these suggestions:
 - Delete all unused voice mailboxes in the voice mail system.
 - If a terminated employee had Remote Access calling privileges and a personal authorization code, remove the authorization code immediately.
 - If barrier codes and/or authorization codes were shared by the terminated employee, these should be changed immediately.
- Regularly backup your MERLIN LEGEND system files to ensure a timely recovery should it be required. Schedule regular, off-site backups.
- Keep the Remote Maintenance Device turned off when not in use by AT&T or your authorized dealer.
- Limit transfers to registered subscribers only.
- Use the Security Violations Notification options (Mailbox Lock or Warning Message) to alert you of any mailbox break-in attempts. Investigate all incidents.

Choosing Passwords

Passwords should be as long as allowed by the system. See the Passwords feature in Chapter 5, "Features," for more information.

Passwords should be hard to guess and should *not* contain:

- All the same numbers (for example, 1111, 666666)
- Sequential characters (for example 123456)
- Numbers that can be associated with you or your business, such as your name, birthday, business name, telephone number, or social security number.
- Words and commonly used names.

Passwords should be changed regularly, at least on a quarterly basis. Recycling old passwords is not recommended.

Physical Security

You should always limit access to the system console (or attendant console) and supporting documentation. The following are some recommendations:

- Keep the system console and supporting documentation in an office that is secured with a changeable combination lock. Provide the combination only to those individuals having a real need to enter the office.
- Keep telephone wiring closets and equipment rooms locked.
- Keep telephone logs and printed reports in locations that only authorized personnel can enter.
- Design distributed reports so they do not reveal password or trunk access code information.
- Keep the MERLIN MAIL Remote Maintenance Device turned off.

Limiting Outcalling

When Outcalling is used to contact subscribers who are off-site, use the MERLIN LEGEND Communications System Allowed Lists and Disallowed Lists or Automatic Route Selection features to minimize toll fraud.

If the Outcalling feature will not be used, outward restrict all MERLIN MAIL ports. If Outcalling will be used, ports not used for Outcalling should be Outward Restricted (port 2 on a two-port system, port 4 on a four-port system, ports 5 and 6 on a six-port system). Use Outward Restriction, Toll Restrictions, Allowed Lists, Disallowed Lists and Facility Restrictions Levels, as appropriate to minimize the possibility of toll fraud.

Planning Forms

Initial planning instructions are in Appendix A, “MERLIN MAIL System Planning” and Appendix C, “MERLIN LEGEND System Planning,” and the MERLIN MAIL System Planning Forms are in Appendix B, “MERLIN MAIL System Planning Forms.”

Initial programming steps that must be followed after the forms are filled out are outlined in Chapter 3, “MERLIN MAIL System Initial Programming” and Chapter 4, “MERLIN LEGEND System Initial Programming.” If changes are made after the initial installation and setup, see the appropriate Feature in Chapter 5, “Features,” for instructions on changing the system. Be sure to update the appropriate Planning Forms when you make changes to the system, so that they can serve as a written record of your system’s configuration.

This chapter explains what you need to install the MERLIN MAIL Voice Messaging System and provides instructions for installing and connecting the MERLIN MAIL system to the MERLIN LEGEND Communications System.

Preparing for Installation

Read through this entire chapter before you install the system.

Verify that you have all the required MERLIN MAIL and MERLIN LEGEND system components, and that your installation site meets the environmental requirements, before you begin installation.

Parts Checklist

The AT&T MERLIN MAIL Voice Messaging System Release 3 shipment should contain the following parts:

- MERLIN MAIL Voice Messaging System Release 3 cabinet
- Wall mount and cable manager bracket

— **NOTE:**

The cabinet and bracket are together referred to as the MERLIN MAIL system unit.

- For the various voice processing card configurations:
 - For a two-port system, two 7-foot modular D4BU telephone cords (two-pair, tip/ring connection).
 - For a four-port system, four 7-foot modular D4BU telephone cords (two-pair, tip/ring connection).
 - For a six-port system, six 7-foot modular D4BU telephone cords (two-pair, tip/ring connection).
- Power cord (6-foot, 3-prong, male/female ends)
- Modem cable
- Remote Maintenance Device (shipped in a separate box) and one modular telephone cord

MERLIN MAIL System Specification

Table 2-1. MERLIN MAIL System Specification

Condition	Requirement
Relative Humidity	< 90%
Temperature Range	60°F to 80°F (15.5°C to 26.6°C)
Air Quality	Dust-free area (preferably in an office environment)
Environment	No exposure to any liquids (avoid areas near drinking fountains, coffee makers, and so on)
Dimensions	Cabinet: 12" high x 14.5" wide x 5-5/8" deep Wall Mount: 10-7/8" high x 17-1/4" wide
Voltage	115 or 230 VAC
Weight	-26 lbs.
FCC Number	EAG USA-21253-VM-E
Ringer Equivalence Number (REN)	0.7B
TDD Compatibility	None
Maximum Number of Ports	6

MERLIN LEGEND Communications System Hardware Requirements

The following MERLIN LEGEND Communications System equipment is required to install the MERLIN MAIL Voice Messaging System:

- MERLIN LEGEND processor module
- 012 Module, Model 517C13 or later (Models 517A13 and 517B13 cannot be used)
- Appropriate ring generator for 012 Module, Models 517C13, 517D13, 517E13, or 517F13.

⇒ **NOTE:**

The 517G13 012 Module has a built-in ring generator. A separate ring generator is not needed in the power supply module if this module is installed.

The ring generator should be installed in the power supply module of the carrier containing the 012 Module to which the MERLIN MAIL system ports are connected.

The following chart lists the number of devices that can be supported at the same time on an 012 Module, when a MERLIN MAIL system is installed:

Table 2-2 Devices Supported by an 012 Module

MERLIN MAIL System Configuration	Fax Machines	Remote Maintenance Device	Single Line Telephones
2-port	1	1	3
4-port	1	1	2
6-port	1	1	1

Depending upon your system's configuration, some ports may be used for other tip/ring devices.

⇒ **NOTE:**

For a six-port configuration at least three touch-tone receivers (TTRs) are required. Four or more TTRs are recommended. Each 012 Module has two TTRs, therefore there must be additional TTR resources available in other modules.

The limiting factor is the touch-tone receiver needs of all devices connected to the 012 Module as well as the number of devices that can be supported to ring simultaneously. A maximum of four ports can ring simultaneously. (See the Touch-Tone Receivers feature in Chapter 5, "Features.")

Preparing the Site

The MERLIN MAIL system unit should be wall-mounted adjacent to the MERLIN LEGEND system processor on the same wood mounting surface, if possible. The MERLIN MAIL system unit should be connected to the same electrical branch circuit as the MERLIN LEGEND Communications System.



WARNING:

If there is not sufficient room on the existing wood mounting surface, either secure a new surface (a piece of plywood) or use wall studs to install the MERLIN MAIL system unit. This ensures permanent mounting and will prevent wall damage.

If the MERLIN LEGEND system's processor is connected to an uninterruptible power supply (UPS) or surge protector, it is recommended that the MERLIN MAIL system unit be connected to the same UPS or surge protector.

Installing the MERLIN MAIL System Unit

Installation of the MERLIN MAIL system unit (Figure 2-1) involves the following activities:

- Mounting the unit on the wall near the MERLIN LEGEND processor in close proximity to the power source to which the MERLIN LEGEND processor is connected.
- Connecting the unit to the MERLIN LEGEND Communications System.
- Connecting the Remote Maintenance Device to the unit.
- Verifying the installation connections.

⇒ NOTE:

Outside of the United States, some telephone networks provide a tone similar to the US busy tone to signal that the far-end caller has hung-up. If the MERLIN MAIL system needs to respond to this signal, DIP switches need to be reset on the port cards. See Chapter 7, "Upgrading the System." *This procedure should be performed by qualified technicians only.*

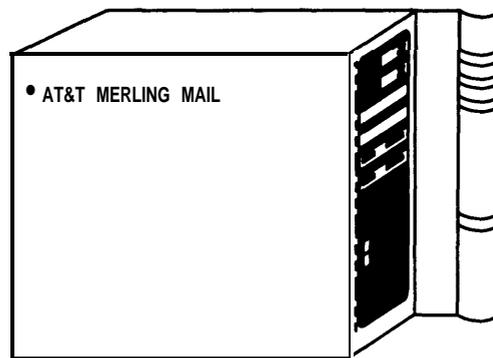


Figure 2-1. MERLIN MAIL System Unit

Mounting the MERLIN MAIL System Unit

Refer to Figures 2-2 and 2-3 as you follow the instructions for mounting the MERLIN MAIL system unit below:

1. Remove the wall mount and cable manager bracket from the shipment package.
2. Position this bracket so that the hanger slot is located near the top and use the bracket as a template to mark the four points on the plywood surface or wall studs where the wall-mounting screws will be inserted.



WARNING:

Be sure to install the wall-mounting screws in wall studs or in a piece of plywood to ensure permanent mounting and to prevent wall damage.

3. Secure the wall mount and cable manager bracket as shown in Figure 2-2.

For mounting on plywood, use the four #8 x 3/4-inch pan-head sheet metal screws provided (or their equivalent). For mounting to wall studs through drywall, use four #8 x 1 1/4-inch (or longer) pan-head sheet metal screws.

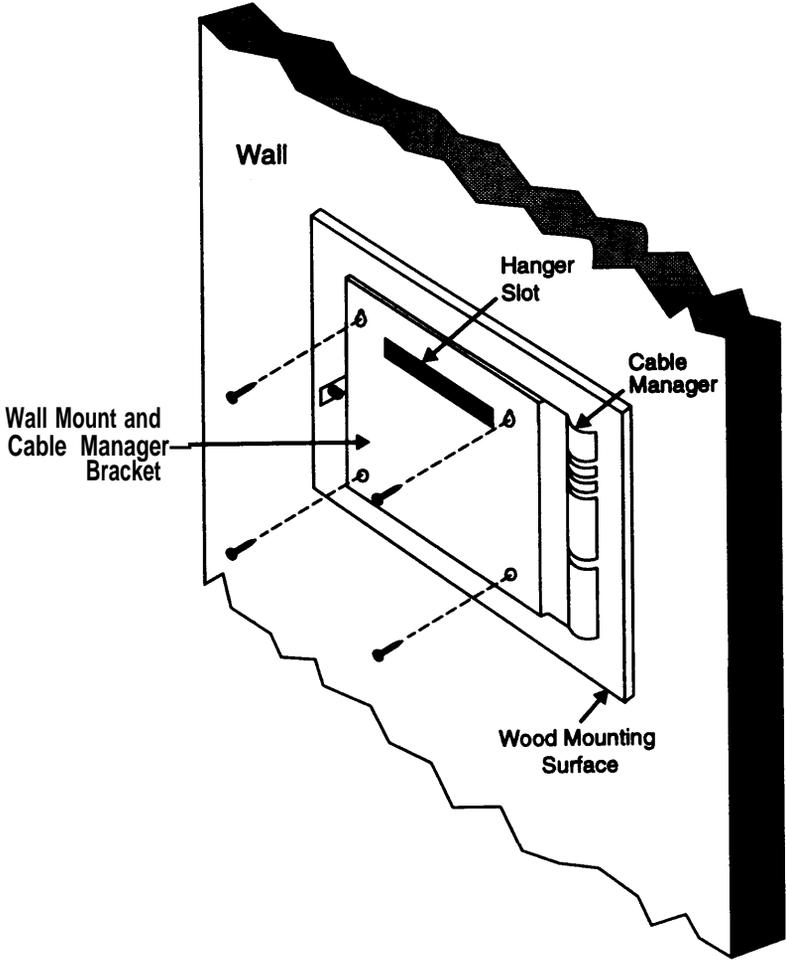


Figure 2-2. Mounting the Cable Manager Bracket

4. Position the cabinet securely on the wall mount and cable manager bracket slot, placing the cabinet's bracket lip into the hanger slot on the wall mount, as shown in Figure 2-3.

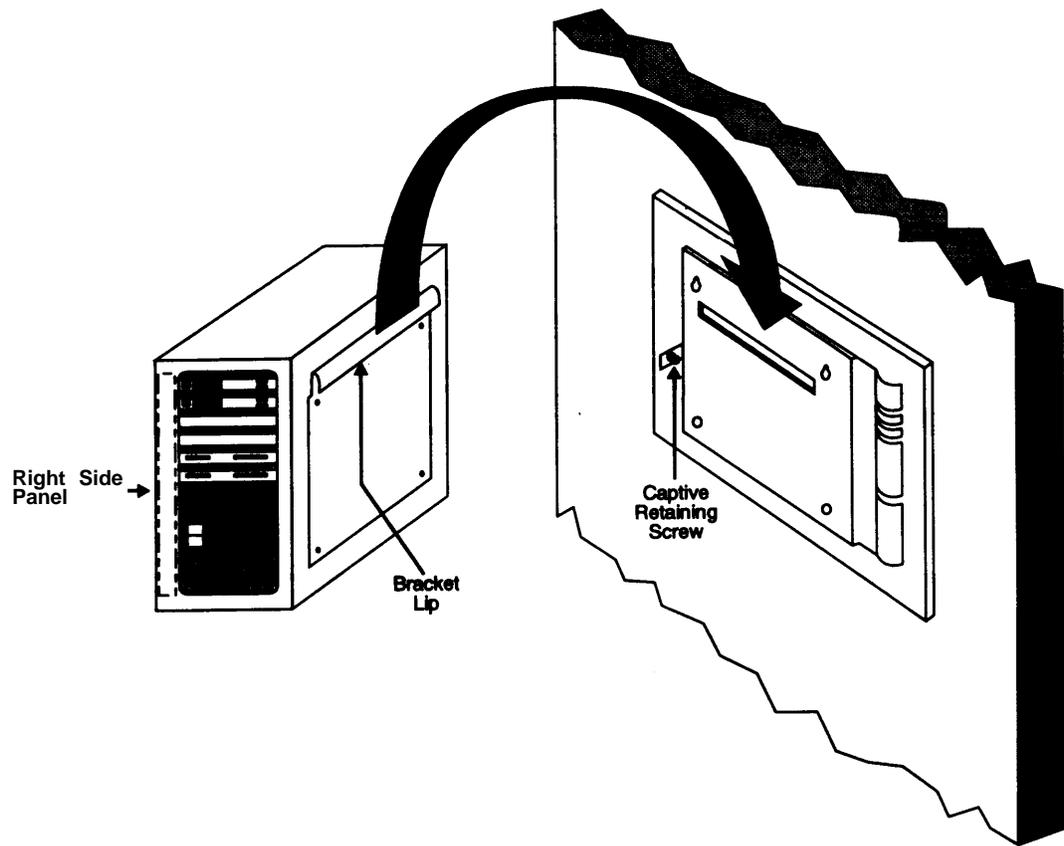


Figure 2-3. Mounting the MERLIN MAIL Unit

5. Tighten the captive retaining screw in the mounting hole on the cabinet's left side panel to secure the MERLIN MAIL cabinet to the wall mount and cable manager bracket.

Connecting the Unit to the MERLIN LEGEND System

Refer to Figures 2-4, 2-5, and 2-6 as you follow the instructions below to connect the MERLIN MAIL system unit to the MERLIN LEGEND Communications System:

1. Route the 7-foot modular telephone cords through the slots on the wall mount and cable manager bracket, located on the right side of the MERLIN MAIL system unit, to the MERLIN LEGEND Communications System (see Figure 2-4).

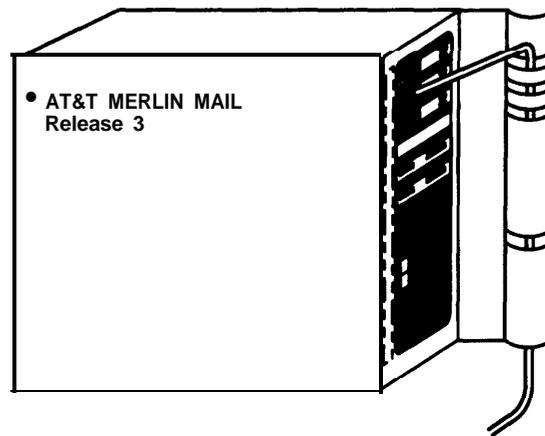


Figure 2-4 Installing Cords through the MERLIN MAIL Wall Mount and Cable Manager Bracket

2. Connect the two (for a two-port), four (for a four-port) or six (for a six-port) modular telephone cords into the appropriate ports (jacks) on the MERLIN MAIL system. The MERLIN MAIL ports are numbered 1 through 6 (see Figure 2-6).
3. Connect the other end of the modular telephone cords into station jacks on the MERLIN LEGEND 012 Module. Refer to MERLIN LEGEND System Planning Form 2a, System Numbering: Extension Jacks, for proper jack assignments.

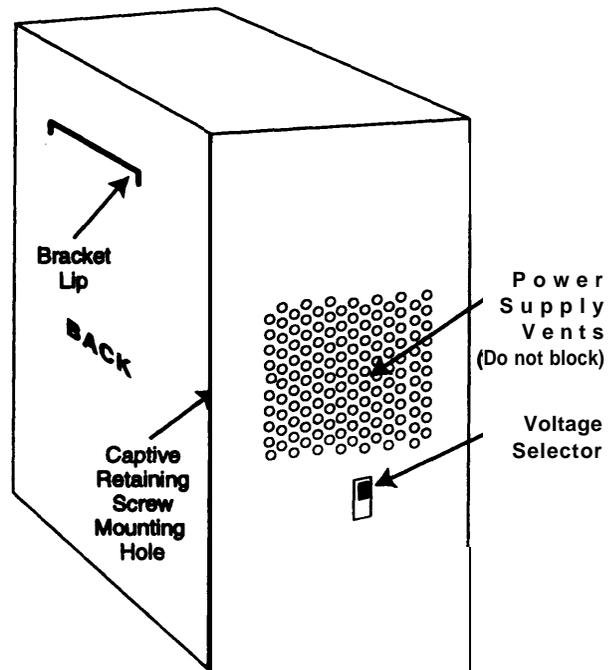


Figure 2-5. MERLIN MAIL Unit (Back and Left Side View)

4. Set the voltage selector switch to the appropriate voltage, 115V or 230V (see Figure 2-5).
5. Plug the power cord provided into the unit's AC power socket (see Figure 2-6).
6. Plug the MERLIN MAIL system unit into a grounded AC electrical source, preferably on the same branch circuit as the MERLIN LEGEND Communications System.
7. Power the unit on. The power switch is located on the right side panel (see Figure 2-6).

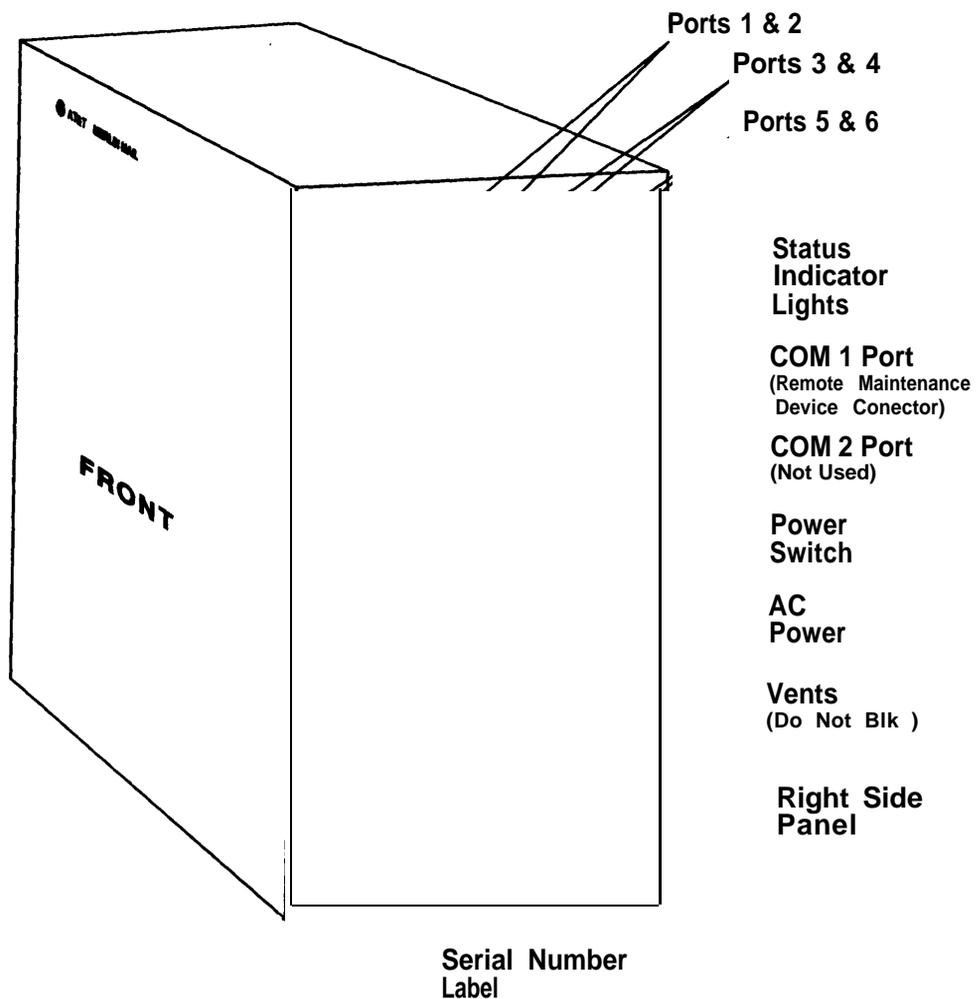


Figure 2-6. The MERLIN MAIL Unit (Front and Right Side Panel View)

Connecting the Remote Maintenance Device to the Unit

Refer to Figures 2-6 and 2-7 as you follow the instructions below to connect the Remote Maintenance Device (RMD):

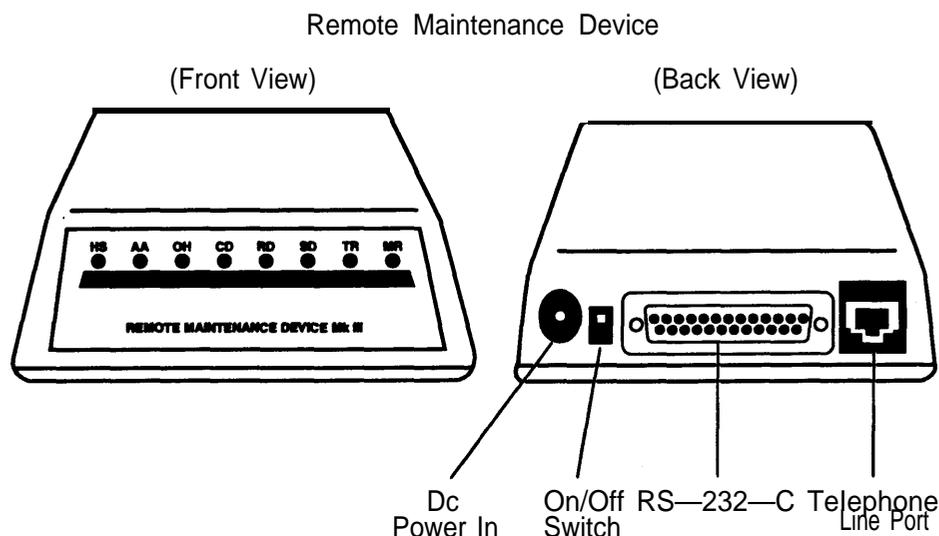


Figure 2-7. MERLIN MAIL Remote Maintenance Device MK III

1. Use the modem cable provided to connect the RS-232-C port on the Remote Maintenance Device to the COM1 port on the MERLIN MAIL system unit. For the location of the RS-232-C port, refer to Figure 2-7. For the location of the COM1 port on the MERLIN MAIL system unit, see Figure 2-6.
2. Use a modular telephone cord to connect the Telephone Line Port (see Figure 2-7) on the Remote Maintenance Device to a station jack on the 012 Module. Refer to MERLIN LEGEND System Planning Form 2a, System Numbering: Extension Jacks, for jack number.
3. Attach the power cord to the DC Power In jack on the Remote Maintenance Device.
4. Plug the other end of the power cord into a grounded AC electrical source.
5. Turn the Remote Maintenance Device on (back of unit). The LED's on the front of the RMD marked AA, TR, and MR should be lighted.

6. Write the 012 Module station number (extension number) on a label and affix the label to the Remote Maintenance Device.
7. Keep the extension of the RMD number handy. You may need it if the MERLIN MAIL Voice Messaging System needs servicing.
8. Turn the Remote Maintenance Device off.



Security Alert:

Keep the Remote Maintenance Device turned off unless your MERLIN MAIL system needs servicing and AT&T service personnel or your authorized dealer needs remote access to service your system.

Initial Programming for the Remote Maintenance Device

Follow these procedures to setup the Remote Maintenance Device (RMD):

1. *(Key mode only)* Remove all lines from the RMD. To do this, enter programming mode, select `Extensions`, then `Lines Trunks` and follow the prompts. For Hybrid/PBX mode, skip this step.
2. Restrict the RMD from making outside calls. To do this, enter MERLIN LEGEND System Programming, select `Extensions` then `Restriction` and follow the prompts. For Restriction Type, choose `Outward Restrict`.



Security Alert:

This step must be followed to limit the possibility of toll fraud abuse.

For more details on these procedures, refer to the MERLIN LEGEND Communications System *System Programming* guide.

MERLIN MAIL System Initial Programming

3

MERLIN MAIL System Programming Requirements

This chapter is intended for use by the installer of the voice messaging system. The procedures in this chapter are required for correct operation of the system.

Since the MERLIN MAIL system requires certain programming information (for example, language selection) before it can be programmed for other features (such as voice mailbox assignments), program the MERLIN MAIL system features in the order in which they are presented in this chapter.

Figure 3-1 illustrates the programming menus available from the Administration Main Menu.

You will be using the System Administrator's extension to program these features. Although the MERLIN MAIL system provides a default (factory-set) administrator extension, you should change it the first time you enter System Administration. Note that you must create a mailbox for the new System Administrator before changing the System Administrator's extension to that mailbox.

After you change the System Administrator's extension and create a password (you must choose a password the first time you log into the System Administrator's extension), be sure to use the new values whenever you log into the MERLIN MAIL system.

Refer to Appendix E, "MERLIN MAIL System Factory Settings" for a complete list of MERLIN MAIL system factory settings. You should confirm a factory setting, as instructed in the procedures, even if you are not changing the parameter.

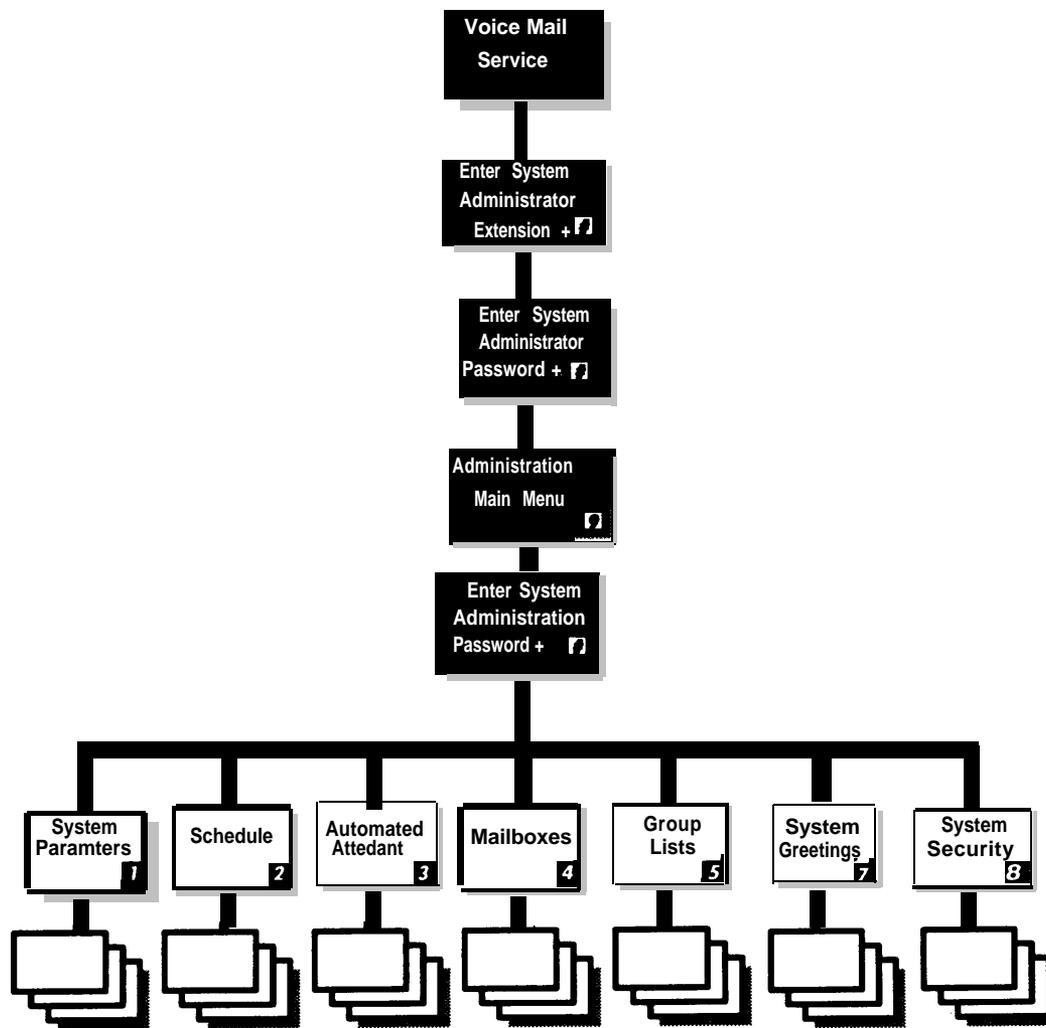


Figure 3-1. MERLIN MAIL System Administration

MERLIN MAIL System Planning Forms

The following MERLIN MAIL system planning forms contain information you will need to program the MERLIN MAIL system. These forms should be kept with this guide:

- System Planning Form A, System Parameters
- System Planning Form B, Mailbox Assignments

3-2 MERLIN MAIL System Initial Programming

- System Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting
- System Planning Form D, Voice Mail Greeting
- System Planning Form E, Automated Attendant Schedule
- System Planning Form F, Automated Attendant Service Day Main Menu
- System Planning Form G, Automated Attendant Service Night Main Menu
- System Planning Form H, Automated Attendant Service Submenus
- System Planning Form I, Automated Attendant Service Announcements
- System Planning Form J, Group Lists
- System Planning Form K, Security Settings
- System Planning Form L, Security Checklist

Before Beginning MERLIN MAIL System Administration

Before beginning MERLIN MAIL system administration, you should have the following forms:

- Completed MERLIN MAIL system planning forms
- Updated MERLIN LEGEND Communications System planning forms

Once you have completed both sets of planning forms, you are ready to begin administering the system. See Appendix A, "MERLIN MAIL System Planning," and Appendix C, "MERLIN LEGEND System Planning."

Preparing the MERLIN LEGEND Communications System for MERLIN MAIL System Programming

This procedure must be completed before programming the MERLIN MAIL system.

If you are using the MLX-20L[®] system console, follow the instructions in the MLX-20L column; if you are using System Programming and Maintenance (SPM), follow the instructions in the PC column. An instruction such as **[S] [P] [M]** means to press the **[S]** key, then the **[P]** key, and then the **[M]** key. An instruction such as **[Alt] + [P]** means to press the **[Alt]** key, and while holding it down, press the **[P]** key.

⇒ **NOTE:**

If you have SPM Release 2.09 or a later release, you can use either **[Enter ↓]** or **[F10]** whenever **[F10]** is noted in this chapter or in Chapters 4 and 5. In addition, you can use the arrow keys to highlight items on menus and the **[← Bksp]** key or **[F4]** to erase characters. See the MERLIN LEGEND Communications System *System Programming* guide for additional information on SPM.

Perform the following MERLIN LEGEND system programming to create the MERLIN MAIL Calling Group and assign the group members (MERLIN MAIL ports).

Use MERLIN LEGEND System Planning Form 7d, Group Calling, (for MERLIN LEGEND releases prior to Release 3.0, see Planning Form 6e, Group Calling, to determine the extensions of the members of the MERLIN MAIL Calling Group).

For more information on programming the MERLIN LEGEND Communications System, see Chapter 4, "MERLIN LEGEND System Initial Programming," or your MERLIN LEGEND Communications System documentation set.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↓] <i>[any key]</i>
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Calling.	Grp Calling	[F4]
Step 5	Select Members.	Members	[F9]
Step 6	Enter extension number of the MERLIN MAIL Calling Group.	[nnn] Enter	[nnn] [F10]
Step 7	Enter the members of the MERLIN MAIL Calling Group in ascending order. Repeat this step for each MERLIN MAIL system port.	[nnn] Enter	[nnn] [F10]
Step 8	Make sure all members are entered in the correct order.	Inspct	[F5]
Step 9	Return to the Group Calling Menu.	Exit	[F5]
Step 10	Select Hunt Type.	Hunt Type	[F1]
Step 11	Enter extension number of the MERLIN MAIL Calling Group.	[nnn] Enter	[nnn] [F10]
Step 12	Specify linear hunt group.	Linear Enter	[F2] [F10]

	Instruction	MLX-20L	PC
Step 13	Return to previous menu.	Exit	[F5]
Step 14	Display next page of menu.	More	[PgUp]
Step 15	Select Group Type.	Group Type	[F1]
Step 16	Enter extension of the MERLIN MAIL Calling Group.	[nnn] Enter	[nnn] [F10]
Step 17	Select Integrated VMI.	Integ VMI Enter	[F3] [F10]
Step 18	Return to previous menu.	Exit	[F5]

Log In to System Administration

You must first log in to the MERLIN MAIL System Administrator's mailbox and MERLIN MAIL System Administration before you can perform any MERLIN MAIL system administration tasks. This is the general procedure that must be followed in order to log in to System Administration.

To log in to the MERLIN MAIL system and MERLIN MAIL System Administration:

1. Dial the Calling Group extension for the MERLIN MAIL system.

*The MERLIN MAIL Voice Mail greeting plays. You are prompted to enter the extension and **[#]***

2. Enter the *System Administrator's extension* followed by **[#]**.

⇒ **NOTE:**

Until you change it, the System Administrator's extension is **[9] [9] [9] [7]**

The password prompt plays.

3. Enter the *System Administrator's mailbox password* followed by **[#]**.

⇒ **NOTE:**

The first time you log in you are prompted to change the password. Until you create it, the System Administrator's mailbox password is not set. Press **[#]** at the password prompt. You are prompted to change the System Administrator's mailbox password. Follow the prompts to choose a new password. See "Change the System Administrator's Mailbox Password" later in this chapter.

The System Administrator's name plays. The number of new and old messages, then the Voice Mail Activity Menu plays.

4. Dial **[9]** for System Administration.

⇒ **NOTE:**

This option is not heard on the Voice Mail Activity Menu. The menu item is deliberately *hidden* to minimize your system's vulnerability to abuse. You should select it even though it is not heard.

*The system prompts you to enter the password and **[#]***

5. Enter the *System Administration Password followed by **[#]**.*

⇒ **NOTE:**

When first accessed, the System Administration password is not set. Press **[#]** at the password prompt. You are prompted to change the password when you first access System Administration. Follow the prompts to choose a new password. The System Administration password cannot be the same as the System Administrator's mailbox password.

Programming MERLIN MAIL System Parameters

MERLIN MAIL system parameters must be programmed regardless of the services being used. Figure 3-2 shows these parameters. The procedures in this chapter are shown in short form. For more complete explanations of the programming procedures, see the appropriate section in Chapter 5, "Features."

All procedures begin with logging into System Administration. This procedure is noted above in "Log In to System Administration." As long as you have logged into System Administration and you return to the System Administration Main Menu by pressing **[*] [#]** you may skip this step in consecutive procedures.

The System Parameters Administration Menu is shown in Figure 3-2.

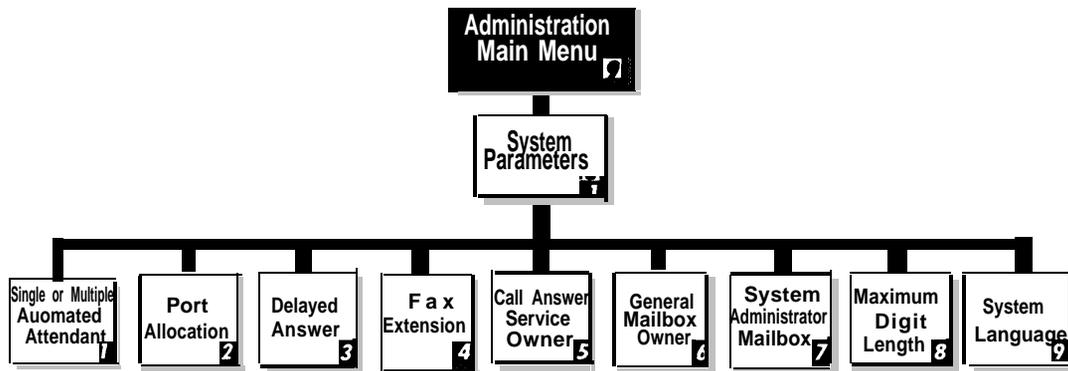


Figure 3-2. System Parameters Administration

Specifying Languages

Before you can create subscriber voice mailboxes, you must specify whether the MERLIN MAIL system is to operate in monolingual or bilingual mode. Once the mode has been selected, the system language(s) must be specified as well. The mode and system language(s) apply to all Automated Attendants.

You should be aware of the following before performing this procedure:

- The factory setting is monolingual mode with English as the system language.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the language mode and language(s) supported.

Specifying Languages Procedure

To specify the language, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[9]** for System Language.
4. **[1]** for monolingual, or **[2]** for bilingual.
5. **[1]** for English, or **[2]** for French, or **[3]** for Spanish. (Repeat Step 5 for secondary language if bilingual was selected in Step 4.)
6. **[*] [#]** to approve; or to re-enter, press **[1]** (return to Step 5).

Single/Multiple Automated Attendants

Automated Attendant Service allows up to three different Automated Attendant menu structures to be defined, which can be specified for use with specific lines on the MERLIN LEGEND Communications System. This allows different telephone numbers to be setup for separate Automated Attendants on one MERLIN MAIL system. If Multiple Automated Attendant operation is administered, up to three menu and schedule structures are available for use with different lines of your communications system.

You should be aware of the following before performing this procedure:

- The factory setting is Single Automated Attendant.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the Single/Multiple Automated Attendant setting.

Single/Multiple Automated Attendants Procedure

To change the number of Automated Attendants available for programming, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[1]** for Single/Multiple Automated Attendant operation.
4. **[1]** for Single Automated Attendant, or **[2]** for Multiple Automated Attendant.

Specify Port Allocation

Specify which service should be provided for external calls to the MERLIN MAIL ports. On a two-port system, the MERLIN MAIL system ports can be assigned as all Automated Attendant Service or all Voice Mail Service. On a four-port or six-port system, the MERLIN MAIL system ports can be assigned as all Automated Attendant Service, all Voice Mail Service, or split between the two services.

You should be aware of the following before performing this procedure:

- The factory setting allocates all ports to Automated Attendant Service. This means that all external calls are answered with Automated Attendant Service.
- If you want external calls to be answered by Automated Attendant Service, and do not need to provide direct access to Voice Mail Service on any external lines, set all ports to Automated Attendant Service. External callers can easily access Voice Mail Service by dialing **[*] [7]** once they connect to Automated Attendant Service.
- If you do not want to use Automated Attendant Service but you want direct Voice Mail Service access on external lines, set all ports to Voice Mail Service.

- Use split allocation for four-port systems (ports 1 and 2 Automated Attendant Service, ports 3 and 4 Voice Mail Service) or six-port systems (ports 1,2, and 3 Automated Attendant Service, ports 4,5, and 6 Voice Mail Service) only when you need to provide Automated Attendant Service for calls on some lines and direct Voice Mail access for calls on other lines. Special installation steps are required when both services are used. Call your AT&T representative or authorized dealer for more information on using split allocation.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the port allocation.

Specify Port Allocation Procedure

To program the port allocation, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[2]** for Port Allocation.
4. **[1]** for All ports Automated Attendant Service, or **[2]** for All ports Voice Mail Service, or **[3]** for split allocation.

Confirm No Delayed Answer

With No Delayed Answer (Immediate Answer), MERLIN MAIL ports will answer calls immediately (after one ring). With Delayed Answer, MERLIN MAIL ports will answer calls after four rings.

You should be aware of the following before performing this procedure:

- The factory setting is No Delayed Answer for all ports (immediate Answer).
- It is recommended that you do not change the factory setting.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the setting.

Confirm No Delayed Answer Procedure

To confirm No Delayed Answer, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[3]** for Delayed Answer.
4. **[*] [#]** (if correct).
 - [1]** to set all ports to Delayed Answer.
 - [2]** to set Automated Attendant Service ports to Delayed Answer.
 - [3]** to set Voice Mail Service ports to Delayed Answer.
 - [4]** to set all ports to No Delayed Answer (Immediate Answer).

Identify Fax Extension

Program the fax or fax Calling Group extension where each Automated Attendant transfers fax calls that it receives.

MERLIN MAIL System Planning Form A, System Parameters, identifies the fax extension for each Automated Attendant.

Identify Fax Extensions Procedure

To program a fax extension, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[4]** for Fax Extension.
4. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
5. Enter extension *number* + **[#]**

Specify Maximum Number of Digits in an Extension

Specify the maximum number of digits (two, three, or four) in an extension or Calling Group. The MERLIN MAIL system will begin to transfer calls when the number of digits entered by the caller equals the maximum length.

You should be aware of the following before performing this procedure:

- The factory setting is two digits.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the maximum digits in an extension.

Specify Maximum Number of Digits in an Extension Procedure

To specify the maximum number of digits in an extension, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[8]** for Maximum Digit Length.
4. **[2]**, **[3]**, or **[4]** (maximum number of digits).

Specify Automated Attendant Line Assignments

Use this procedure to set the Automated Attendant number for each line that is to receive Automated Attendant Service. If Automated Attendant 1 is supposed to answer a specific line, you do *not* need to do this procedure for that line.

You should be aware of the following before performing this procedure:

- The factory setting is Automated Attendant 1.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the Line Assignments.

Specify Automated Attendant Line Assignments Procedure

To specify the Automated Attendant number (Automated Attendant 2 or 3 only) for a line receiving Automated Attendant Service, follow these instructions:

1. Log into System Administration.
2. **[3]** for System Parameters.
3. Multiple Automated Attendant only: Enter *Automated Attendant Number 2 or 3*.
4. **[6]** for Line Assignments.
5. **[2]** to add a line to Automated Attendant 2 or 3.
6. Enter *Line number + [#]*
7. The system prompts you to enter the next *Line Number + [#]* If line is already assigned to Automated Attendant 2 or 3, go to Step 9. Otherwise, repeat Step 7 until finished.
8. **[*] [#]** to end. Procedure is complete.
9. **[9]** to confirm, or **[6]** to cancel. (Return to Step 7.)

Create Mailboxes

Mailboxes must be created before you can administer the remaining MERLIN MAIL system features. See Figure 3-3 for an overview of the MERLIN MAIL system menus used to program mailboxes. (To modify or delete Mailboxes, refer to the Mailbox feature in Chapter 5, "Features.")

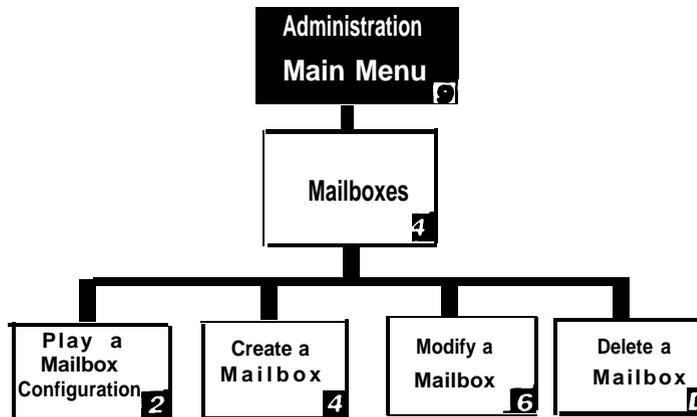


Figure 3-3. Mailbox Administration

You must create mailboxes for subscribers before they can access MERLIN MAIL Voice Mail Service.

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form B, Mailbox Assignments, lists the subscribers who will receive a mailbox and their corresponding extension, Class of Service, language selection, and directory name.
- A combined total of 100 subscriber mailboxes, Bulletin Board mailboxes, and Automated Attendant mailboxes can be created. To avoid call traffic problems, a maximum of 60 of these mailboxes is recommended for six-port systems, 40 for four-port systems and 20 for two-port systems,
- Up to 255 Transfer-Only mailboxes, separate from the 100 voice mailboxes, can be created.
- If you want to change the System Administrator's mailbox from the factory setting to a subscriber's voice mailbox, first create the subscriber's mailbox, and then change the System Administrator mailbox assignment.

Create Mailboxes Procedure

To program voice mailboxes, follow these instructions:

1. Log into System Administration.
2. **[4]** for Mailboxes.
3. **[4]** to create a mailbox.
4. Enter *Mailbox Number* + **[#]** .
5. Enter *Class of Service* + **[#]**.
6. Bilingual operation only: **[1]** for primary language, or **[2]** for secondary language.
7. Bilingual operation only: **[*] [#]** to approve language, or **[1]** to re-enter (return to Step 6).
8. Enter *mailbox name* up to four letters (Use Letter Key combinations from Appendix F, "Letter Key and Class of Service Table") + **[#]**, or enter **[0]** if you do not want to enter a name.
9. **[9]** to confirm, or **[6]** to cancel (return to Step 8).
10. Record mailbox name, then press **[1]**
11. **[*] [#]** to approve, or **[2] [3]** to playback (repeat Step 11) or **[2] [1]** to re-record (return to Step 10), or **[*] [D] ([*] [3])** to delete.
12. Repeat Steps 4 through 11 for each mailbox.
13. **[*] [#]** when finished creating mailboxes.

Create the Delayed Call Handling Mailbox

If you are using Delayed Call Handling, you must program an extension for each Automated Attendant to handle calls not answered by the MERLIN LEGEND system operator.

Each Delayed Call Handling extension (phantom station) must be an unused Multi-Function Module (MFM) extension if MLX telephones are in the system. If no unused MFM extension numbers are available, an unused multiline station port may be used. The Delayed Call Handling extension must be the principal user of the lines to be handled in the Delayed Call Handling mode. Assign a mailbox with Class of Service 15 (Automated Attendant 1), 16 (Automated Attendant 2), or 17 (Automated Attendant 3) to the Delayed Call Handling extension.

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form B, Mailbox Assignments, identifies the Delayed Call Handling extensions,
- The mailbox for the Delayed Call Handling extension must have a Class of Service 15,16 or 17.

Create the Delayed Call Handling Mailbox Procedure

To program the Delayed Call Handling mailbox, follow these instructions:

1. Log into System Administration.
2. **[4]** for Mailboxes.
3. **[4]** to create a mailbox.
4. Enter *Mailbox Number* + **[#]**
5. Enter *Class of Service* + **[#]**: **[1] [5] [#]** (AA1), **[1] [6] [#]** (AA2), **[1] [7] [#]** (AA3). (If Monolingual operation, go to Step 8.)
6. Bilingual operation only: **[1]** for primary language, or **[2]** for secondary language.
7. Bilingual operation only: **[*] [#]** to approve language, or **[1]** to re-enter (return to Step 6),
8. Enter *mailbox name* of up to four letters (use Letter Key combinations from Appendix F, "Letter Key and Class of Service Table") + **[#]**, or enter **[0]** or no mailbox name.
9. **[9]** to confirm, or **[6]** to cancel (return to Step 8).
10. Record mailbox name, then press **[1]**
11. **[*] [#]** to approve, or **[2] [3]** to playback (repeat Step 11), or **[2] [1]** to re-record (return to Step 10), or **[*] [D] ([*] [3])** to delete.

Create the Night Only Call Handling Mailbox

If you are using Night Only Call Handling with a MERLIN LEGEND Communication System Release 1.0, 1.1, 1.2i, or 1.3i, create a mailbox for the Night Only Call Handling extension for each Automated Attendant receiving Night Only Call Handling. For details, refer to Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement."

Change Factory-Set Mailboxes

You may want to change the factory settings for the following MERLIN MAIL system mailboxes:

- System Administrator (recommended)—9997
- Call Answer Service Operator—768
- General Mailbox Owner (for each Automated Attendant)—AA1 =9991; AA2=9992; AA3=9993

These factory settings can be changed using the System Parameters menu shown in Figure 3-2.

Assign the System Administrator's Mailbox

You may want to change the factory setting for the System Administrator's mailbox, because this will make it harder for unauthorized personnel to access System Administration.

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form A, System Parameters, identifies the System Administrator extension.
- The factory setting for the System Administrator's mailbox is **[9] [9] [9] [7]**. The initial password is not set.
- MERLIN MAIL System Planning Form B, Mailbox Assignments, identifies mailboxes in the system.
- If you change the System Administrator's mailbox to another mailbox, use the password assigned to the new mailbox and the System Administration password.
- If your system is setup for bilingual mode, change the mailbox language for the System Administrator's mailbox if it is not correct. After you change it, disconnect and log in again to hear the prompts in the newly chosen language.
- In the System Administrator changes the password and forgets it, or a new System Administrator does not know the password set by his or her predecessor, your AT&T representative or authorized dealer can reset the password after obtaining proper authorization. You need to have the serial number of the system ready when contacting your AT&T representative or authorized dealer.

Assign System Administrator's Mailbox Procedure



Security Alert:

*Changing the System Administrator's Mailbox after the system installation is complete is **strongly recommended** for security of the system.*

To change the System Administrator's mailbox to another mailbox, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[7]** for System Administrator's Mailbox.
4. Enter extension (mailbox number) + **[#]**.

Change the System Administrator's Mailbox Password

It is recommended that you change the System Administrator's password after the MERLIN MAIL system installation is complete. Keep this information in a safe place.

Change System Administrator's Mailbox Password Procedure



Security Alert:

*Changing the System Administrator's Mailbox password after the system installation is complete is **strongly recommended** for security of the system.*

To change the System Administrator's mailbox password, follow these instructions:

1. Log in as System Administrator.
2. **[5]** to change password.
3. Enter *password* + **[#]** .
4. Re-enter *password* + **[#]**

Change the System Administration Password



Security Alert:

Changing the System Administration Password after the system installation is complete is strongly recommended for security of the system.

Change the System Administration Password Procedure

To change the System Administration Password, follow these instructions:

1. Log into System Administration.
2. **[8]** for System Security options.

3. **[4]** for System Administration Password.
4. Enter *password* + **[#]** .
5. Re-enter password + **[#]**

Assign the Call Answer Service Operator Extension

A call is transferred to the Call Answer Service Operator's extension in the following situations:

- A mailbox does not have a Personal Operator, and a caller dials **[0]**.
- An Automated Attendant's Dial 0/Timeout Action is set to Transfer to Call Answer Service Operator, and the caller presses **[0]**, or does not respond to the Automated Attendant's Touch-Tone Gate.

The Call Answer Service Operator does not need to be a subscriber.

The factory setting is 768. In most dial plans, 768 is an invalid extension. If you want Dial 0/Timeout Action calls directed to the first operator console on the MERLIN LEGEND Communications System, leave the setting at 768 or set it to another invalid extension. (For more information about the Transfer Redirect Extension, see "Redirecting Calls Sent to Unassigned Extensions," in Chapter 4, "MERLIN LEGEND System Initial Programming.")

When an invalid extension is used as the Call Answer Service Operator extension, external calls are transferred to the MERLIN LEGEND system operator. If the system operator has a Direct Line Console (DLC), calls ring on a line button, not on a System Access or Intercom button. If the Call Answer Service Operator has a Queued Call Console, calls ring on a Call button.

If you want coverage for calls transferred by the MERLIN MAIL system to the Call Answer Service Operator, you must use a valid extension number for the Call Answer Service Operator's extension.

You should be aware of the following before performing this procedure:

- The factory setting is 768.
- MERLIN MAIL System Planning Form B, Mailbox Assignments, identifies the Call Answer Service Operator extension.

Assign Call Answer Service Operator Extension Procedure

To change the Call Answer Service Operator extension, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[5]** for Call Answer Service Operator extension.
4. Enter new *Call Answer Service Operator extension* + **[#]** .

Assign a General Mailbox Owner

The General Mailbox Owner has the task of retrieving messages from the General Mailbox, and forwarding them to the appropriate person. The message waiting light for the General Mailbox Owner is turned on whenever a message is placed in the General Mailbox (except for messages sent with the Broadcast Message feature). There may be a different General Mailbox Owner for each General Mailbox. The light goes off when there are no new messages in either the General Mailbox, or the extension's own mailbox.

You can change the General Mailbox owner factory setting.

You should be aware of the following before performing this procedure:

- The factory settings for the General Mailboxes are:
 - Mailbox number:
 - Automated Attendant 1: **[9] [9] [9] [1]**
 - Automated Attendant 2: **[9] [9] [9] [2]**
 - Automated Attendant 3: **[9] [9] [9] [3]**
 - Mailbox owner: 10 (for each General Mailbox)
 - Password: Initially not set. Press **[#]** the first time you log in. You will be prompted to change the password.
- The General Mailbox Owner extension, for each Automated Attendant, can be changed to any extension. It is not necessary for the owner to also have a subscriber mailbox.
- The General Mailbox numbers 9991,9992, or 9993 cannot be changed.
- MERLIN MAIL System Planning Form A, System Parameters, identifies the General Mailbox Owners.

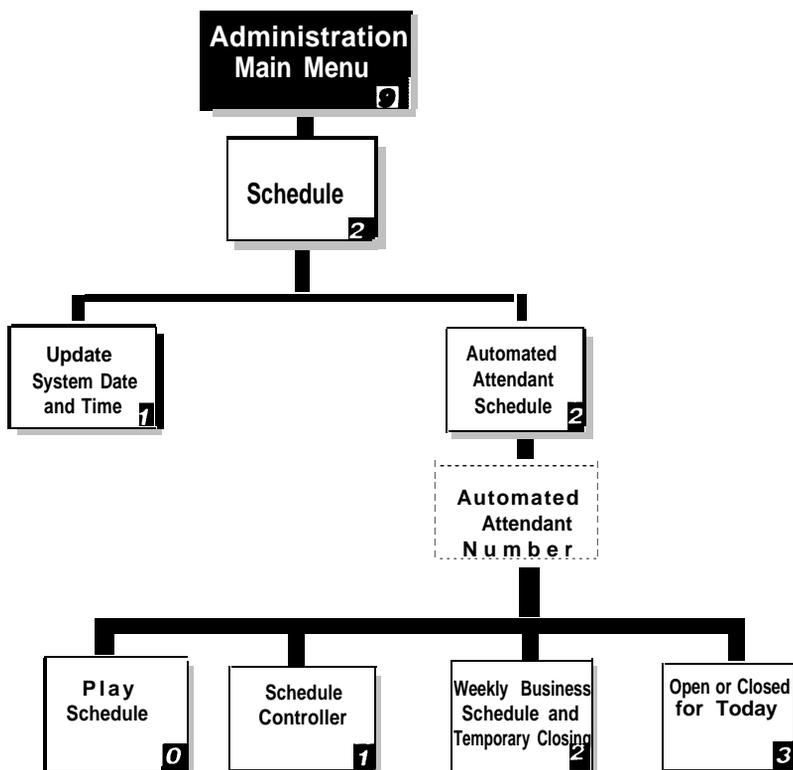
Assign General Mailbox Owner Procedure

To assign the General Mailbox Owner extension, follow these instructions:

1. Log into System Administration.
2. **[1]** for System Parameters.
3. **[6]** for General Mailbox Owner.
4. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
5. Enter *General Mailbox Owner extension number + [#]*.

Program the Schedule

Programming the schedule involves setting the system date and time and programming the Schedule Controller for each Automated Attendant. If an Automated Attendant's Schedule Controller is set to follow the MERLIN MAIL Business Schedule or is set to follow the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule, then the Automated Attendant's Weekly Business Schedule must also be programmed.



Dashed boxes are available only when using Multiple Automated Attendants.

Figure 3-4. Schedule Administration

Set the Date and Time

Set the date and time on the MERLIN MAIL system.

Set the Date and Time Procedure

To program the MERLIN MAIL system date and time, follow these instructions:

1. Log into System Administration.
2. **[2]** for Schedule.
3. **[1]** for System Date and Time.
4. Enter *date* or press **[#]** to not change the date. Depending on the System Administrator's mailbox language, use:
 - mmddy** for English
 - ddmmy** for French or Spanishwhere:
 - mm**= month (01-12)
 - dd**= date (01-31)
 - yy**= year (91-99, 00-65)
5. **[*] [#]** to accept, or **[1]** to *re-enter* (return to Step 4).
6. Enter *time* or press **[#]** to not change the time. Enter the time in **hhmm** format, where:
 - hh**= hour (01-12) or (00-23)
 - mm**= minute (00-59)If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259). If System Administrator's mailbox language is French, use 24-hour format (0000-2359) and go to Step 8.
7. If System Administrator's mailbox language is English or Spanish, enter **[1]** for a.m. or **[2]** for p.m.
8. **[*] [#]** to accept, or **[1]** to re-enter (return to Step 6).

Program the Schedule Controller

The Schedule Controller can be set to one of three options:

- **Follow the MERLIN LEGEND Mode**— Use this setting if you are going to control the Automated Attendant schedule using the Night Service setting on the MERLIN LEGEND Communications System.
- **Follow the MERLIN MAIL Business Schedule**— Use this setting if you want the Automated Attendant's schedule to be independent of the MERLIN LEGEND Communications System Night Service feature.
- **Follow both the MERLIN LEGEND Mode and the MERLIN MAIL Business Schedule**— Use this setting if you want the Automated Attendant schedule to respond to both the MERLIN MAIL Business Schedule and the MERLIN LEGEND Communications System Night Service feature.

For more information, see the Schedule Controller feature in Chapter 5, "Features."

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form E, Automated Attendant Schedule, identifies the Schedule Controller setting.
- The factory setting is Follow the MERLIN LEGEND mode.

Set the Schedule Controller Procedure

To program the MERLIN MAIL system Schedule Controller, follow these instructions:

1. Log in to System Administration.
2. **[2]** for Schedule.
3. **[2]** for Automated Attendant Schedule options.
4. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
5. **[1]** for Schedule Controller.
6. **[1]** to follow MERLIN LEGEND mode, **[2]** to follow MERLIN MAIL Business Schedule, **[3]** to follow both MERLIN LEGEND mode and MERLIN MAIL Business Schedule, or **[*] [#]** to keep current settings.

Set the Weekly Business Schedule

The Weekly Business Schedule is used if the Schedule Controller is set to follow MERLIN MAIL Business Schedule or follow both the MERLIN LEGEND mode and MERLIN MAIL Business Schedule. If the Schedule Controller is to follow the MERLIN LEGEND mode, the Business Schedule is not used. For more information, see the Business Schedule feature in Chapter 5, "Features."

You should be aware of the following before performing this procedure:

- The factory setting is Closed All Days.
- MERLIN MAIL System Planning Form E, Automated Attendant Schedule, specifies the Weekly Business Schedule.

Set the Weekly Business Schedule Procedure

To program the Weekly Business Schedule, follow these instructions:

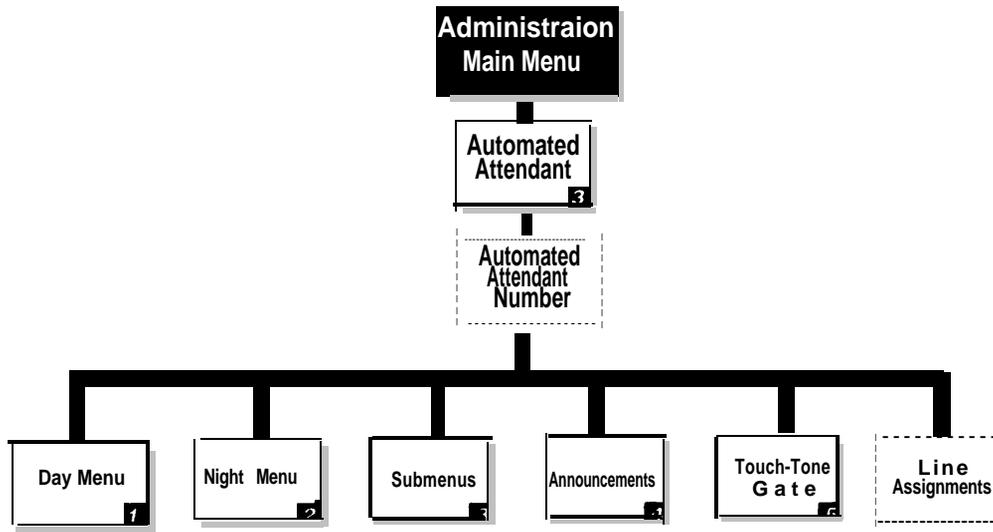
1. Log into System Administration.
2. **[2]** for the Schedule.
3. **[2]** for Automated Attendant Schedule options.
4. Multiple Automated Attendant only: Enter *Automated Attendant number*.
5. **[2]** to program the Weekly Business Schedule.
6. Choose the appropriate day: **[1]** Sunday, **[2]** Monday, **[3]** Tuesday, **[4]** Wednesday, **[5]** Thursday, **[6]** Friday, **[7]** Saturday, **[9]** for all days, **[*] [#]** to quit.
7. Choose an option:
[1] Open, or **[2]** Closed (return to Step 6 to program additional days in the schedule. If you are programming the schedule for consecutive days, press **[#]** to select the next day in the sequence). When finished, press **[*] [#]**.

8. Enter *opening time* in **hhmm** format, where:
hh= hour (01-12) or (00-23)
mm= minute (00-59)
If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259). If System Administrator's mailbox language is French, use 24-hour format (0000-2359) and go to Step 10.
9. If System Administrator's mailbox language is English or Spanish, enter **[1]** for a.m. or **[2]** for p.m.
10. Enter *closing time* in **hhmm** format, where:
hh= hour (01-12) or (00-23)
mm= minute (00-59)
If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259). If System Administrator's mailbox language is French, use 24-hour format (0000-2359) and go to Step 12.
11. If System Administrator's mailbox language is English or Spanish, enter **[1]** for a.m. or **[2]** for p.m.
12. **[#]** for next day (return to Step 7) or enter *number for the day* (return to Step 6). If finished, go to Step 13.
13. **[*] [#]** to quit.

Set the Touch-Tone Gate

The Touch-Tone Gate is used in Automated Attendant Service. The caller's response to the Touch-Tone Gate lets the MERLIN MAIL system know whether the caller is calling from a touch-tone telephone or a rotary telephone. The Touch-Tone Gate is programmed separately for each Automated Attendant used in the system.

Figure 3-5 illustrates the Touch-Tone Gate programming option on the Automated Attendant Service menu.



Dashed boxes are available only when using Multiple Automated Attendants.
 Line Assignments is available only if Automated Attendant Number is 2 or 3.

Figure 3-5. Automated Attendant Administration

When the MERLIN MAIL system is setup for monolingual operation and the Touch-Tone Gate is On for an Automated Attendant, the Touch-Tone Gate Greeting must prompt the caller to press **[1]** to indicate that the call is from a touch-tone telephone. If the caller presses **[1]** the Automated Attendant Main Menu is played to the caller. If the caller does not press **[1]** within four seconds, the call is processed as determined by the Day or Night Dial 0/Timeout Action setting for the Automated Attendant.

When the MERLIN MAIL system is setup for bilingual operation and the Touch-Tone Gate is On, the Touch-Tone Gate Greeting must prompt the caller to press **[1]** to hear the prompts in the primary language or press **[*] [1]** to hear the prompts in the secondary language. If the caller presses **[1]** or **[*] [1]**, the Automated Attendant Main Menu is played to the caller. If the caller does not press **[1]** or **[*] [1]** within four seconds, the call is processed as determined by the Day or Night Dial 0/Timeout Action setting for the Automated Attendant.

If the Touch-Tone Gate is Off, Automated Attendant Service answers calls and plays the Automated Attendant Day (or Night) Menu. (An Automated Attendant Touch-Tone Gate Greeting does not precede the Main Menu.) If the caller does not respond to the menu within four seconds after it finishes playing, the call is handled as specified by the Day or Night Dial 0/Timeout Action setting for the Automated Attendant.

Program the Touch-Tone Gate

You should be aware of the following before performing this procedure:

- The factory setting for the Touch-Tone Gate is Off.
- MERLIN MAIL System Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting, specifies the Touch-Tone Gate setting.

Program the Touch-Tone Gate Procedure

To program the Touch-Tone Gate follow these instructions:

1. Log into System Administration.
2. **[3]** for Automated Attendants.
3. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
4. **[5]** for Touch-Tone Gate.
5. **[9]** On, or **[6]** Off.

Record System Greetings

If an Automated Attendant's Touch-Tone Gate is On, the Touch-Tone Gate Greeting is played to callers when the Automated Attendant answers. Each Automated Attendant has one day and one night greeting.

The Voice Mail Greeting plays when a subscriber calls the Voice Mail Service. It prompts the caller for an extension number to gain access to Voice Mail Service. Figure 3-6 illustrates the menus for recording the Automated Attendant Touch-Tone Gate Greetings and the Voice Mail Greeting.

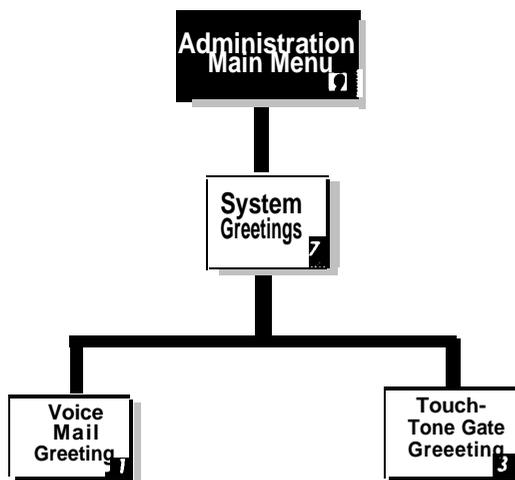


Figure 3-6. System Greetings Administration

Record the Touch-Tone Gate Day and Night Greetings

If you plan to use Automated Attendant Service with the Touch-Tone Gate turned On, you need to create the Touch-Tone Gate Day and Night greetings for each Automated Attendant.

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting, provides the scripts for the Day and Night Touch-Tone Gate Greetings.
- For better sound quality, always use the handset instead of the speakerphone when recording greetings.
- Remember to tell callers using touch-tone telephones to press **[1]** if you are setting up the system for monolingual mode. (See “Set the Touch-Tone Gate” earlier in this chapter.)
- Remember to tell callers to press **[1]** for the primary language or **[*] [1]** for the secondary language if you are setting up the MERLIN MAIL system for bilingual operation. (See “Set the Touch-Tone Gate” earlier in this chapter.)

Record the Touch-Tone Gate Greetings Procedure

To create the Day or Night Touch-Tone Gate Greeting, follow these instructions:

1. Log into System Administration.
2. **[7]** for System Greetings.
3. **[3]** for the Automated Attendant Touch-Tone Gate Greeting.
4. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
5. **[1]** for Day, or **[2]** for Night, or **[*] [#]** to quit.
6. **[1]** to record greeting.
7. Record greeting (up to two minutes).
8. **[1]** when finished recording.
9. **[*] [#]** to approve the greeting, or **[2] [3]** to listen to greeting (repeat Step 9), or **[2] [1]** to re-record greeting (return to Step 7), or **[*] [D] (*] [3]** to delete the new greeting and use the previous greeting.

Record a Voice Mail Greeting

The Voice Mail Greeting plays when a subscriber calls the Voice Mail Service. The MERLIN MAIL system comes with a factory-set Voice Mail Greeting. Although you can change the greeting, it is recommended that you leave it at the factory setting. The maximum greeting length is two minutes.

You should be aware of the following before performing this procedure:

- The factory-set greeting (English) is “Welcome to MERLIN MAIL. Please enter extension and pound sign.” See Appendix E, “MERLIN MAIL System Factory Settings,” for the default Voice Mail Greeting for French and Spanish.
- MERLIN MAIL System Planning Form D, Voice Mail Greeting, provides the Voice Mail Greeting script.
- For better sound quality, always use the handset instead of the speakerphone when recording greetings.

Record a Voice Mail Greeting Procedure

To record a Voice Mail Greeting, follow these instructions:

1. Log into System Administration.
2. **[7]** for System Greetings.
3. **[1]** for the Voice Mail Greeting.
4. **[1]** to record, **[0]** to listen (repeat Step 4), **[2]** to use system default (if bilingual operation, repeat Step 4), **[*] [#]** to use current greeting (if bilingual operation, repeat Step 4).
5. Record the greeting, then press **[1]** to end recording.
6. **[*] [#]** to approve the greeting (if bilingual operation, go to step 4), or **[2] [3]** to listen to the greeting (repeat Step 6), or **[2] [1]** to re-record the greeting (return to Step 5), or **[*] [D] ([*] [3])** to delete the new greeting and use the previous greeting.
7. Bilingual operation only: Repeat Steps 4 through 6 for secondary language.

Programming the Automated Attendant Menus



Security Alert:

Automated Attendants should be programmed to give callers access to system extensions only.

When the Automated Attendant Service answers a call, the caller hears the Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) followed by a Main Menu. If the Touch-Tone Gate is Off, the Main Menu is the first prompt callers hear. Each Automated Attendant has two Main Menus:

- Day Menu that plays when your business is open
- Night Menu that plays when your business is closed

Selector Codes and Selector Code Actions

Each Main Menu consists of a recorded script listing menu options and the corresponding digit (*Selector Code*) the caller presses to select each option. When the caller enters a Selector Code on the telephone's dialpad to select a menu option, the Automated Attendant Service performs the action designated for that option.

Automated Attendant Programming Sequence

Automated Attendant Submenus and announcements must be programmed before the higher-level menu options that select them. Therefore, record all announcements first. Then create the Submenus, starting with the lowest-level Submenu and continuing up the Submenu levels so that the Main Menus are the last programmed. To help you program Automated Attendant Service menus and announcements, reorganize the completed MERLIN MAIL System Planning Forms in the following order:

- MERLIN MAIL System Planning Form 1, Automated Attendant Service Announcements
- MERLIN MAIL System Planning Form H, Automated Attendant Service Submenus
- MERLIN MAIL System Planning Form G, Automated Attendant Service Night Main Menu
- MERLIN MAIL System Planning Form F, Automated Attendant Service Day Main Menu

Create Announcements

You must create an announcement with an announcement number (1-99), then record the announcement before you can program the system to use Selector Code Action 3—play an existing announcement—in a Submenu or Main Menu.

You should be aware of the following before performing this procedure:

- MERLIN MAIL System Planning Form 1, Automated Attendant Service Announcements, provides the announcement scripts.
- Up to 99 announcements can be recorded.
- Announcements can be up to two minutes in length.
- The same announcement can be used on more than one Main Menu or Submenu, and with more than one Automated Attendant.
- Create announcements before assigning the announcement to a Main Menu or Submenu.

Create Announcements Procedure

To create an announcement, follow these instructions:

1. Log in to System Administration.
2. **[3]** for Automated Attendant.
3. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
4. **[4]** for Announcements.
5. **[7]** to record the announcement.
6. Enter *Announcement number* (1-99) + **[#]**.
7. **[9]** to confirm that you want to record the announcement, or **[6]** to cancel (procedure is complete).
8. Record announcement, then press **[1]** to end recording, or press **[#]** to use current announcement.
9. **[*] [#]** to approve, or **[2] [3]** to listen to announcement (repeat Step 9), or **[2] [1]** to re-record (return to Step 8), or **[*] [D] ([*] [3])** to delete:
10. Bilingual operation only: Repeat Steps 8 through 9 for secondary language.

Create Submenus

A Main Menu can have up to nine menu options, If you need to program more than nine options for callers to choose, you will need to program one or more Submenus to provide the additional options to callers.

MERLIN MAIL System Planning Form H, Automated Attendant Service Submenus, provides the following information for each planned Submenu:

- Submenu number
- Selector Code and Selector Code Action
- Submenu script

Create Submenus Procedure

To create a Submenu, follow these instructions:

1. Log into System Administration.
 2. **[3]** for Automated Attendant.
 3. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
 4. **[3]** for Submenus.
 5. **[4]** to create menu.
 6. Enter *Submenu number* + **[#]**
 7. Enter *Selector Code* (1-9).
 8. Enter Selector Code Action (1-5):
 - Selector Code Transfer: **[1]** + extension number + **[#]**.
 - Play Submenu: **[2]** + *Submenu number* + **[#]**.
 - Play Announcement: **[3]** + *announcement number* + **[#]**.
 - Prompted Transfer: **[4]**.
 - Direct Extension Transfer: **[5]**.
- or
- [*] [D]** to Delete Selector Code. When prompted, enter **[9]** to confirm or **[6]** to cancel deletion.

9. Repeat Steps 7 and 8 for each Selector Code.
10. [*] [#] when finished programming Selector Codes.
11. Record Submenu prompt and press [1] to end recording.
12. [*] [#] to approve, or [2] [3] to listen to the Submenu prompt (repeat Step 12). or [2] [1] to re-record (return to Step 11), or [*] [D] ([*] [3]) to delete (return to Step 11).
13. Bilingual operation only: Repeat Steps 11 and 12 for secondary language.

Program the Day/Night Main Menus

The Automated Attendant Service Day and Night Main Menus are the top level menus from which callers can transfer to an extension, Calling Group, or mailbox, play a Submenu, or play an announcement. Because they are the top level menus, program the Day and Night Main Menus after you have programmed the announcements and Submenus they offer as menu options.

You should be aware of the following before performing this procedure:

- The Day and Night Main Menus have default settings. Each Main Menu has Selector Codes 1-4 set to the Selector Code Action Direct Extension Transfer.
- For each Day Main Menu, the default Dial 0/Timeout Action is Transfer to Call Answer Service Operator.
- For each Night Main Menu, the default Dial 0/Timeout Action is Record a Message in the General Mailbox.
- Program the Day Main Menu using MERLIN MAIL System Planning Form F, Automated Attendant Service Day Main Menu.
- Program the Night Main Menu using MERLIN MAIL System Planning Form G, Automated Attendant Service Night Main Menu.
- Even if the Night Main Menu is identical to the Day Main Menu, you must program them both.

Day and Night Menus Procedure

To program the Day and Night Main Menus, follow these instructions:

1. Log into System Administration.
2. [3] for Automated Attendant.
3. Multiple Automated Attendant only: Enter *Automated Attendant Number*.
4. [1] for Day, [2] for Night, or [*] [#] to quit.
5. [6] to Modify, or [2] to play menu (and follow prompts), or [*] [#] to quit.
6. Enter *Selector Code (1-9)*.
7. If prompted: [9] to confirm, or [6] to cancel (return to Step 6).

8. Selector Code Action (1-5):
 - Selector Code Transfer: **[1]** + *extension number* + **[#]** .
 - Play Submenu: **[2]** + *Submenu number* + **[#]** .
 - Play Announcement: **[3]** + *announcement number* + **[#]** .
 - Prompted Transfer: **[4]**.
 - Direct Extension Transfer: **[5]**.
 or
[*] [D] to Delete Selector Code. When prompted, enter **[9]** to confirm or **[6]** to cancel deletion.
9. Repeat Steps 6 through 8 for each Selector Code you want to use.
10. **[*] [#]** when finished making Selector Code changes.
11. Choose the Dial 0/Timeout Action:
 - Transfer to Call Answer Service Operator: **[0]**. Go to Step 13.
 - Record message in General Mailbox: **[1]**. Go to Step 13.
 - Disconnect: **[2]**. Go to Step 13.
 - Transfer to extension: **[3]**.
 - Quit: **[*] [#]**. Go to Step 13.
12. Enter *extension number* + **[#]** .
13. Record Main Menu prompt, then press **[1]** to end recording, or press **[#]** to use the existing menu prompt. (If monolingual mode, procedure is complete. If bilingual mode, repeat Step 13).
14. **[*] [#]** to approve, or **[2] [3]** to listen to the Main Menu prompt (repeat Step 14), or **[2] [1]** to re-record (return to Step 13), or **[*] [D] ([*] [3])** to delete.
15. Bilingual operation only: Repeat Steps 13 through 14 for secondary language.

Create Group Lists

Group Lists enable a single voice mail message to be sent to many subscribers at one time, without dialing each extension.

A Group List consists of extensions assigned to a single group. That group of extensions is assigned a Group List number. When a subscriber sends a message to a Group List number instead of an extension number, the message is sent to all of the voice mailboxes contained in the Group List.

Figure 3-7 shows the Group List programming options used to create and maintain Group Lists.

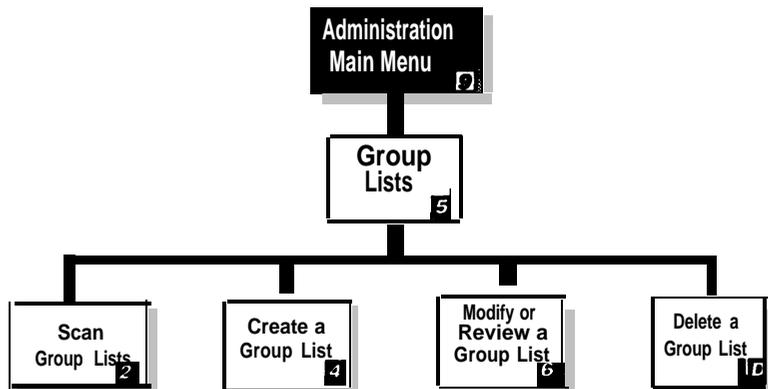


Figure 3-7. Group Lists Administration

You should be aware of the following before performing this procedure:

- Up to 99 Group Lists can be created.
- Subscribers can be members of more than one Group List.
- Up to 99 subscribers can be assigned to each Group List.
- Only subscriber Call Answer mailboxes can be assigned to Group Lists (Bulletin Boards, Transfer-Only mailboxes, and Automated Attendant mailboxes cannot be assigned to Group Lists).
- MERLIN MAIL System Planning Form J, Group Lists, provides the subscribers assigned to each Group List.

Create Group Lists Procedure

To create a new group list, follow these instructions:

1. Log into System Administration.
2. **[5]** for Group Lists.
3. **[4]** to create a Group List.
4. Enter *Group List number* + **[#]**.
5. Enter *extension number* + **[#]** (repeat until done), or **[*] [D]** (**[*] [3]**) to delete the last number entered, or **[*] [#]** to approve the list.

Set Security Options

The following features enhance the security of your system:

- Transfer Restrictions
- Minimum Password Length
- Security Violation Notification

For more detailed information on these features see Chapter 5, "Features." Figure 3-8 shows the System Security programming options.

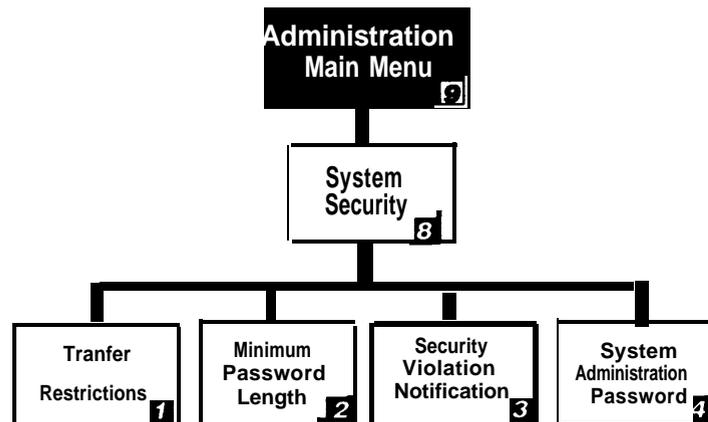


Figure 3-0. System Security Administration

Transfer Restrictions

The System Administrator can limit transfer destinations to registered subscribers only (extensions with mailboxes). Then, only extensions that have mailboxes (Call Answer mailboxes, Transfer-Only mailboxes, Bulletin Board mailboxes) will receive transfers. This is desirable to prevent subscribers and callers from committing toll fraud by transferring to an outside operator who could place a call for them. There is also a No Transfer Restrictions option, but choosing this option is strongly discouraged as it leaves your system vulnerable to toll fraud.



Security Alert:

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud abuse. AT&T **strongly recommends** that you choose the Restrict Transfers to Registered Subscribers Only option.*

You should be aware of the following before performing this procedure:

- The factory setting is to Restrict Transfers to Registered Subscribers only.
- MERLIN MAIL System Planning Form K, Security Settings, provides the Transfer Restrictions setting.

For more information on Transfer Restrictions, see the Transfer Restrictions feature in Chapter 5, "Features."

Transfer Restrictions Procedure

To set the Transfer Restrictions, follow these instructions:

1. Log into System Administration.
2. **[8]** for System Security options.
3. **[1]** for Transfer Restrictions.
4. **[1]** to Restrict Transfers To Registered Subscribers Only, or **[2]** for No Transfer Restrictions, or **[*]** **[#]** to keep current setting.

Minimum Password Length

The System Administrator can set the minimum number of digits in user passwords to any number between 0 and 15; however a password length of less than six digits is highly discouraged, Setting the password length to 0 digits means that no password checking will be done. The factory setting for the Minimum Password Length is six digits.



Security Alert:

*A minimum password length of at least six digits is **strongly recommended**. The shorter the minimum password length, the more vulnerable your system is to abuse by unauthorized persons. Choose the largest acceptable minimum length in order to maximize the security of your system.*

You should be aware of the following before performing this procedure:

- The factory setting for the minimum password length is six digits.
- MERLIN MAIL System Planning Form K, Security Settings, provides the minimum password length.

Minimum Password Length Procedure

To set the minimum password length, follow these instructions:

1. Log into System Administration.
2. **[8]** for System Security options.
3. **[2]** for Password Length.
4. Enter *Minimum Password Length* + **[#]** (default length is 6, range is 0-15).

Security Violation Notification

The MERLIN MAIL system takes one of three actions when there are too many unsuccessful attempts to log into a mailbox. Security Violation Notification is programmed systemwide by the System Administrator. This feature is used to discourage and/or stop unauthorized persons from accessing mailboxes and System Administration.

The System Administrator can choose to have one of the following actions occur after a specified number of consecutive unsuccessful login attempts:

- **Mailbox Lock**— Lock the subscriber's mailbox and send a notification to the mailbox owner's mailbox and the System Administrator's mailbox.
- **Warning Message**— Send a warning message to the mailbox owner's mailbox and the System Administrator's mailbox.
- **No Security Violation Notification.** (Strongly discouraged.)

The System Administrator can program Security Violation Notification to take place after a specified number of unsuccessful login attempts. The range of unsuccessful attempts is 2-18. The factory setting is to Send a Warning Message after five consecutive unsuccessful login attempts.



Security Alert:

*The System Administrator should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Warning Message option otherwise. It is **strongly discouraged** to administer a system without Security Violation Notification. The System Administrator should investigate all warning messages received.*

You should be aware of the following before performing this procedure:

- The factory setting is to Send a Warning Message after five unsuccessful login attempts.
- MERLIN MAIL System Planning Form K, Security Settings, provides the Security Violation Notification setting.

Security Violation Notification Procedure

To set the Security Violation Notification, follow these instructions:

1. Log in to System Administration.
2. **[8]** for System Security options.
3. **[3]** for Security Violation Notification.
4. **[1]** for Mailbox Lock, or **[2]** for Warning Message, or **[3]** for No Security Violation Notification (procedure complete), or **[*] [#]** Quit.
5. Enter *Login attempts* + **[#]** (range is 2-18).

MERLIN LEGEND System Initial Programming

4

MERLIN LEGEND Communications System Programming Requirements

Following are instructions for programming the MERLIN LEGEND system settings. You can program the MERLIN LEGEND system settings from a MERLIN LEGEND MLX-20L Programming Console or you can use System Programming Maintenance (SPM) software on a personal computer. For further details on MERLIN LEGEND programming, refer to the MERLIN LEGEND Communications System *System Programming* manual.

The charts in the following descriptions show the task to be performed in the left-most column and the menu items to selector buttons to press in the remaining two columns. If you are using the console, follow the instructions in the MLX-20L column; if you are using SPM, follow the instructions in the PC column. An instruction such as **[S] [P] [M]** means to press the **[S]** key, then the **[P]** key, and then the **[M]** key. An instruction such as **[Alt] + [P]** means to press the **[Alt]** key, and while holding it down, press the **[P]** key.

⇒ **NOTE:**

If you have SPM Release 2.09 or a later release, you can use **[Enter ↵]** or **[F10]** whenever **[F10]** is noted in Chapters 4 and 5. In addition, you can use the arrow keys to highlight items on menus and the **[← Bksp]** key or **[F4]** to erase characters.

Use Centralized Telephone Programming from the MLX-20L telephone or SPM console to program features for individual extensions.

⇒ **NOTE:**

When using SPM with procedures that use the `List Feature` option, the PC keys shown in the right hand column are correct for the MERLIN LEGEND Communications System Release 3.0 only. For earlier releases, follow the SPM screen to select the correct PC key.

Using the MLX-20L for MERLIN LEGEND System Programming

The MLX-20L telephone provides a seven-line display and two columns of seven buttons each (for a total of 14 buttons) located to the left and right of the display. The top two buttons on each side of the display are labeled and have fixed functions as described in Table 4-1.

Table 4-1. MLX-20L Telephone Fixed Programming Buttons

Home	Returns to normal call-handling mode after you finish the programming steps.
Menu	Displays the System Programming Main Menu.
More	Displays more menu options when there are more options than will fit in the seven-line display. If there are additional menu options, a ">" is displayed next to the More button.
Inspct	View (inspect) programmed buttons on a telephone or system features that have been programmed.

The remaining five buttons on each side of the display are used to select displayed menu options. Select the menu option by pressing the button located next to it.

When programming on the MLX-20L system programming console, you may need to replace the previously entered choices. Use the backspace key to move the cursor to the left to write over characters, or press **Drop** to erase the whole entry.

Figure 4-1 shows the MLX-20L display and button arrangement and the SPM Screen and Key Equivalents. See the *System Programming* manual for the MERLIN LEGEND Communications System for additional information on using the MLX-20L telephone to program the system.

Using SPM for MERLIN LEGEND System Programming

The System Programming and Maintenance (SPM) software for the MERLIN LEGEND Communications System lets you use a personal computer to program the MERLIN LEGEND system. SPM emulates the MLX-20L and displays a representation of the MLX-20L system programming console display and buttons on the computer's monitor. Instead of pressing a button next to the displayed menu option as you would with the MLX-20L console, you press the computer keyboard key corresponding to the one displayed next to the menu option.

Figure 4-1 shows the MLX-20L programming screen and SPM display and button configurations. The example screen shown in the figure is the System Programming Main Menu.

MLX-20L Display and Buttons		SPM Screen and Key Equivalents	
<input type="button" value="Home"/>	System Programming >	<input type="button" value="Home"/>	System Programming > PgUp
<input type="button" value="Menu"/>	Make a selection	<input type="button" value="End"/>	Make a selection PgDn
<input type="button" value=""/>	System Extensions	<input type="button" value="F1"/>	System Extensions F6
<input type="button" value=""/>	SysRenumbr Options	<input type="button" value="F2"/>	SysRenumbr options F7
<input type="button" value=""/>	Operator Tables	<input type="button" value="F3"/>	Operator Tables F8
<input type="button" value=""/>	LinesTrunks AuxEquip	<input type="button" value="F4"/>	LinesTrunks AuxEquip F9
<input type="button" value=""/>	Exit NightSrvce	<input type="button" value="F5"/>	Exit NightSrvce F10

Figure 4-1. MLX-20L Programmng Console and SPM Screen Display

Table 4-2 shows the relationship between the buttons displayed on the SPM screen and the MLX-20L button equivalents.

Table 4-2. SPM Programming Keys

Label	Key	Action
Home	Home	Exit from SPM and return to the DOS prompt after you finish the programming steps.
End	Menu	Displays the System Programming Main Menu.
PgUp	More	Displays more menu options when there are more options than will fit in the seven-line display. When there are additional menu options a ">" displays next to the More button label or PgUp label.
PgDn	Inspct	View (inspect) programmed buttons on a telephone or system features that have been programmed.

When programming using SPM on the personal computer, you will need to write over the previously set choices. Use the **[F4]** key to move the cursor to the left to write over characters. If you are using SPM Release 2.09 or later, you can also use the **[← Bksp]** key to move the cursor to the left and erase characters.

See the *System Programming* guide for the MERLIN LEGEND Communications System for additional information on using SPM to program the system.

MERLIN LEGEND System Planning Forms

Before programming the MERLIN LEGEND Communications System, be sure that you have the following planning forms completed. The forms cited are MERLIN LEGEND Communications System Release 3.0 planning forms. See Table 4-3 for conversion to Release 1.x or Release 2.x forms.

- **System Planning Form 2a, System Numbering: Extension Jacks**
Indicates the jacks on the MERLIN LEGEND Communications System that are connected to the MERLIN MAIL system ports.
- **System Planning Form 2b, System Numbering: Digital Adjuncts**
Defines the Delayed Call Handling extension if there are available Multi-Function Module extension numbers.
- **System Planning Form 2c, System Numbering: Line/Trunk Jacks**
Defines jack and trunk types on the system; indicates type of disconnect (reliable or unreliable) for loop-start lines.

- **System Planning Form 2d, System Numbering: Special Renumbers**
Defines renumbering of the system extensions.
- **System Planning Form 4b, Analog Multiline Telephones**
Defines a Delayed Call Handling extension, if you are using a multiline station port. (You should use an unused Multi-Function Module if there is one available.)
- **System Planning Form 4e, MFM Adjunct: MLX Telephone**
Defines the Delayed Call Handling extension if there are MLX telephones in the system.
- **System Planning Form 4f, Tip/Ring Equipment**
Defines the MERLIN LEGEND system ports used for the MERLIN MAIL ports, fax machines, and the Remote Maintenance Device (RMD).
- **System Planning Forms 4b, Analog Multiline Telephones; 4d, MLX Telephone; 5a, Direct Line Console (DLC): Analog, 5b; Direct Line Console (DLC): Digital; or 5d, Queued Call Console (QCC)**
Define the extensions to be used for fax machine message-waiting indication.
- **System Planning Form 6c, Principal User of Personal Line**
(For MERLIN LEGEND Communications Systems Release 3.0 and later.)
Specifies the personal lines for the Delayed Call Handling extensions and the principal user for these lines.
- **System Planning Form 6d, Message-Waiting Receivers**
(For MERLIN LEGEND Communications Systems Release 3.0 and later.)
Specify up to four message-waiting receiver extensions for each fax machine.
- **System Planning Form 6g, Call Restriction Assignments and Lists**
(For MERLIN LEGEND Communications Systems Release 3.0 and later.)
Specifies Call Restrictions for telephones and Allowed and Disallowed Lists for telephones.
- **System Planning Form 7c, Group Coverage**
Defines Group Coverage extensions (senders) and the assigned Calling Group (designated receiver).
- **System Planning Form 7d, Group Calling**
Indicates extensions for any Calling Groups and specifies Overflow Coverage.
- **System Planning Form 6a, System Features**
Specifies the Transfer Return Time and the Transfer Redirect Extension.
- **System Planning Form 9a, Night Service: Group Assignment**
(MERLIN LEGEND Communications Systems Release 2.0 and later.)
Identifies the MERLIN MAIL system Calling Group as the Night Service coverage receiver.

- **System Planning Form 9b: Night Service: Outward Restriction**
 Indicates extensions on the Exclusion List for Night Service.
- **System Planning Form 9c, Night Service: Time Set** (optional)
 Indicates when the MERLIN LEGEND Communications System begins and ends Night Service.

Copies of these forms should be kept with this book.

Table 4-3 relates the Release 3.0 Planning Forms to Release 1.x and Release 2.x Planning Form numbers.

Table 4-3. MERLIN LEGEND Planning Form Conversions

Release 1.x Form No.	Release 2.x Form No.	Release 3.x Form No.	Release 3.x Form Title
2a	2a	2a	System Numbering: Extension Jacks
2b	2b	2b	System Numbering: Digital Adjuncts
2c*	2c	2c	System Numbering: Line/Trunk Jacks
2d	2d	2d	System Numbering: Special Renumbers
4a	4b	4b	Analog Multiline Telephone
4b	4d	4d	MLX Telephone
not used	4e	4e	MFM Adjunct: MLX Telephone
4c	4f	4f	Tip/Ring Equipment
5a	5a	5a	Direct Line Console (DLC): Analog
5b	5b	5b	Direct Line Console (DLC): Digital
5c	5d	5d	Queued Call Console (QCC)
not used	not used	6c	Principal User of Personal Line
not used	not used	6d	Message-Waiting Receivers
not used	not used	6g	Call Restriction Assignments and Lists
6d	6d	7c	Group Coverage
6e	6e	7d	Group Calling
6f*	6f	8a	System Features
7a	7a	9a	Night Service: Group Assignment
7b	7b	9b	Night Service: Outward Restriction
7c	7c	9c	Night Service: Time Set
8b	not used	not used	Label Form (Stations and Calling Groups now included on Planning Form 2a in MERLIN LEGEND Release 2.0 through Release 3.0)

* These forms were revised for MERLIN LEGEND Release 1.2i and Release 1.3i.

Before completing any of these procedures, you must create the Calling Group for the MERLIN MAIL system ports. For this procedure, see “Preparing the MERLIN LEGEND Communications System for MERLIN MAIL System Programming” in Chapter 3.

Group-Assigned Features

The following features must be programmed:

- Transfer Return Time
- VMS Transfer Return Interval

Transfer Return Time

The Transfer Return Time is the number of rings that occur before a transferred call returns to the extension from which it was transferred.

If all extensions are covered only by the MERLIN MAIL system, the Transfer Return Time should be set to a value greater than the Coverage Delay Interval. If any extension has personal coverage and group coverage by the MERLIN MAIL system, set the Transfer Return Time to a value greater than the sum of the Coverage Delay and Delay Ring intervals. For more information, see the *Feature Reference* manual for the MERLIN LEGEND Communications System.

- Use MERLIN LEGEND Planning Form 8a, System Features, to identify the Transfer Return Time.
- The factory setting is four rings.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] <i>[any key]</i>
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Options.	Options	[F7]
Step 3	Select Transfer.	Transfer	[F1]
Step 4	Select Transfer Return Time.	Return Time	[F1]
Step 5	To erase current number of rings.	Drop	[Alt] + [P]
Step 6	Enter number of rings before calls are transferred to the originator.	[n] Enter	[n] [F10]

VMS Transfer Return Interval

The VMS (Voice Messaging System) Transfer Return Interval defines the number of rings that occur before a call transferred by the MERLIN MAIL system is redirected to a designated Transfer Redirect extension. Calls can be redirected to the QCC queue (Hybrid/PBX mode only), another extension, or a Calling Group. For more detail, see “Redirecting Calls Sent to Unassigned Extensions” later in this chapter.

- If all stations are covered only by the MERLIN MAIL system, the VMS Transfer Return Interval should be set to a value greater than the Coverage Delay. If any station has personal coverage and group coverage by the MERLIN MAIL system, set the VMS Transfer Return Interval to a value greater than the sum of the Coverage Delay and Delay Ring Intervals.
- The VMS Transfer Return Interval does not appear on any MERLIN LEGEND Planning Form.
- The factory setting is 4 rings.

⇒ **RECOMMENDATION:**

Set the VMS Transfer Return Interval equal to the Transfer Return Time.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Auxiliary Equipment	AuxEquip	[F9]
Step 3	Select Voice Messaging System/Automated Attendant.	VMS/AA	[F6]
Step 4	Select Transfer Return	TransferRtn	[F1]
Step 5	Erase current number of rings.	Drop	[Alt] + [P]
Step 6	Enter number of rings before calls are returned from transfer.	[n] Enter	[n] [F10]

Call Answer Service

Program the MERLIN LEGEND Communications System to transfer unanswered calls to the MERLIN MAIL system by assigning Group Coverage to the extensions you want to have covered. Then select the MERLIN MAIL system Calling Group as the Group Coverage receiver.

Any number of extensions can be assigned to a Coverage Group. Unanswered calls to extensions in the Coverage Group (senders) are redirected to MERLIN MAIL ports in the MERLIN MAIL Calling Group (receivers). The MERLIN LEGEND Communications System sends the call with a code identifying it as a coverage call.

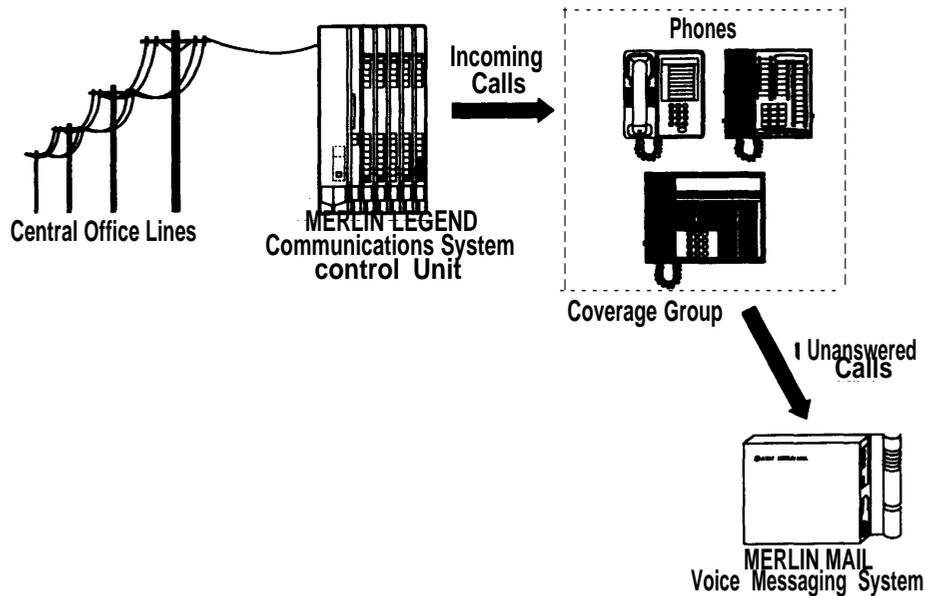


Figure 4-2. Call Answer Service

Programming Group Coverage

Create a Coverage Group for the extensions covered by MERLIN MAIL Call Answer Service.

Use MERLIN LEGEND Communications System Planning Form 7c, Group Coverage, to identify extensions included in the Coverage Group, and to identify the extension of the MERLIN MAIL Calling Group.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Coverage.	Group Cover	[F3]

	Instruction	MLX-20L	PC
Step 5	Enter the Group Number. (The group number can be 1-30.)	[nn] Enter	[nn] [F10]
Step 6	Enter Extensions. (Repeat step for each extension to be included in the coverage group.)	[nnn] Enter	[F10]
Step 7	Return to Extensions Menu.	Exit	[F5]
Step 8	Select Group Calling.	Grp Calling	
Step 9	Select Group Coverage.	GrpCoverage	
Step 10			[nnn]
	the MERLIN MAIL Calling Group.	Enter	[F10]
Step 11		[nnn] Enter	[nnn] [F10]
	number.		
Step 12	Return to the previous menu.	Exit	

Creating the Coverage Delay Interval

Assign the number of rings (1-9) that occur before a call is sent to Group Coverage receivers.

- Use MERLIN LEGEND Planning Form 8a, System Features, (or for Releases earlier than 3.0, Planning Form 6d, Group Coverage) to identify the Coverage Delay Interval.
- The factory setting for Coverage Delay is three rings.
- If you change the Coverage Delay Interval, it may be necessary to change the Transfer Return Time and the VMS Transfer Return Interval. For details, refer to "Transfer Return Time" and "VMS Transfer Return Interval" earlier in this chapter.
- If any station has personal coverage and coverage by the MERLIN MAIL system, the Transfer Return Time and VMS Transfer Return Interval must be greater than the sum of the Coverage Delay Interval and the Delay Ring.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Options.	Options	[F7]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Coverage Delay Interval.	Cover Delay	[F6]

	Instruction	MLX-20L	PC
Step 5	To erase current number of rings.	Drop	[Alt] + [P]
Step 6	Enter number of rings for Coverage Delay Interval.	[n] Enter	[n] [F10]

Redirecting Calls Sent to Unassigned Extensions

Designate a Transfer Redirect extension where the following types of calls can be transferred:

- Calls which are transferred by MERLIN MAIL system to extensions where there is no answer and no coverage.
- Incoming outside calls to unassigned numbers. Calls can be redirected to a QCC (Hybrid/PBX mode only), a Calling Group extension, or another extension.
- Use MERLIN LEGEND Planning Form 8a, System Features, to identify the Transfer Redirect extension, QCC, or Calling Group number for unassigned calls.



NOTE:

This is the extension that is used as the Call Answer Service Operator if an invalid extension is programmed as the Call Answer Service Operator.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Options.	Options	[F7]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Unassigned Extension.	Unassigned	[F1]
Step 5	To transfer unassigned calls to the QCC Queue, an extension, or a Calling Group, select QCC Queue, Extension, or Group Calling.	QCC Queue or Extension or Grp Calling then Enter	[F1] or [F2] or [F3] then [F10]
Step 6	If Extension or Group Calling was selected, erase the current setting.	Drop	[Alt] + [P]
Step 7	To enter telephone extension or Calling Group to which you want calls redirected.	[nnn] Enter	[nnn] [F10]

Call Handling Methods

The MERLIN MAIL Automated Attendant Service provides four call handling methods that allow external calls to be answered by Automated Attendant Service or by the system operator:

- Immediate Call Handling
- Fax Call Handling
- Delayed Call Handling
- Night Only Call Handling

The following sections describe each call handling method and the programming steps required for each method.

Fax Call Handling can be combined with Immediate Call Handling. Fax Call Handling cannot be combined with Delayed Call Handling or Night Only Call Handling.

Figure 4-3 outlines the various call handling methods available.

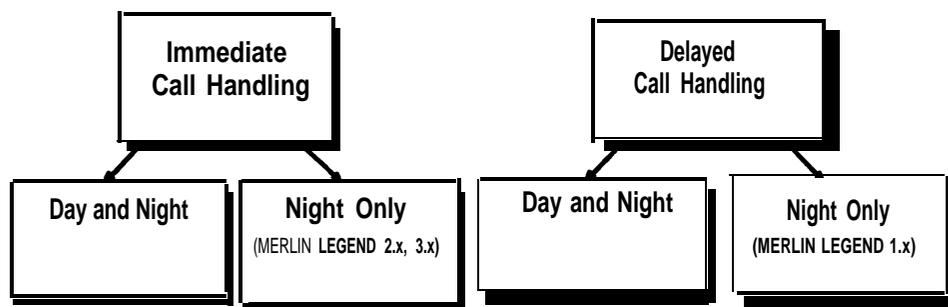


Figure 4-3. Call Handling Methods

MERLIN LEGEND System Planning Forms

The following MERLIN LEGEND Communications System planning forms contain information you will need to program the call handling methods.

- Form 2a, System Numbering: Extension Jacks
- Form 7c, Group Coverage
- Form 7d, Group Calling

Immediate Call Handling

With Immediate Call Handling, the MERLIN MAIL Automated Attendant Service answers all incoming calls (see Figure 4-4). If the system operator has a Direct-Line Console (DLC), calls ring on the DLC'S line or pool button if the MERLIN MAIL system has not answered the call within the Delay Ring interval. If the system operator has a Queued Call Console (QCC), calls overflow from the MERLIN MAIL system to the QCC when the Calling Group overflow threshold criteria are met.

When the number of incoming calls to the MERLIN MAIL system is large, overflow calls are sent to the system operator. If no MERLIN MAIL ports are available to answer the call, the call is transferred to the QCC overflow queue, when the Queue Overflow Threshold is reached, or to a DLC after the Delay Ring interval.

When Fax Call Handling is programmed, Automated Attendant Service recognizes the fax calling (CNG) tone and directs the fax call to the fax machine or fax group programmed for the particular Automated Attendant.

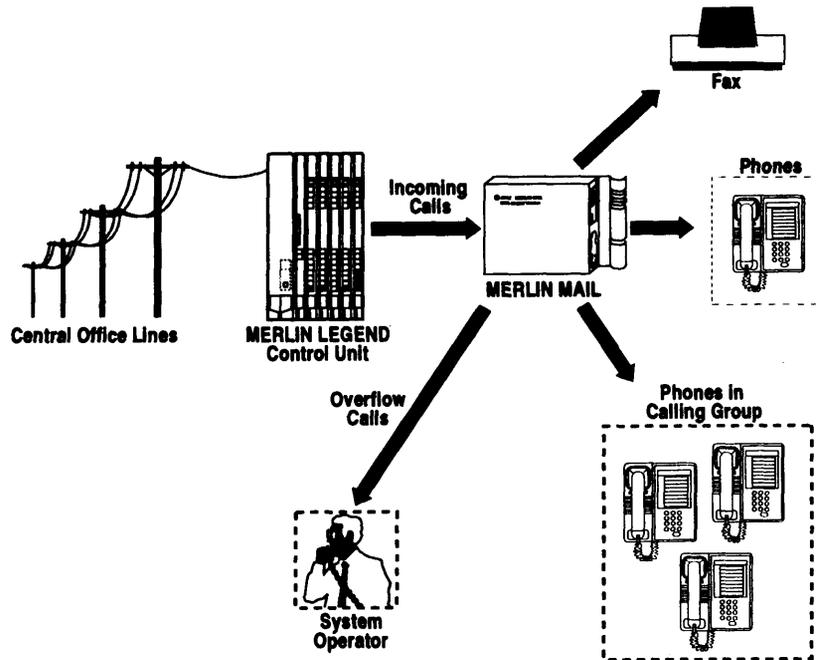


Figure 4-4. Immediate Call Handling

Providing Overflow Coverage (Hybrid/PBX Only) to the QCC for Immediate Call Handling

Use this procedure if the MERLIN LEGEND system operator has a Queued Call Console (QCC) and the QCC should receive overflow calls from the MERLIN MAIL system. The QCC will receive calls when the number of calls waiting in the MERLIN MAIL Calling Group queue is equal to or greater than the programmed Overflow Threshold.

Use MERLIN LEGEND Communications System Planning Form 7d, Group Calling, to identify the Overflow Threshold.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i> [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	M o r e	[PgUp]
Step 4	Select Group Calling.	Grp Calling	[F4]
Step 5	Select Group Calling Overflow Coverage.	Overflow	[F8]
Step 6	Enter extension number of Group.	[nnn] Enter	[nnn] [F10]
Step 7	Enter QCC Listed Directory Number.	[nnn] Enter	[F10]
Step 8	To erase current number of calls.	Drop	[Alt] + [P]
Step 9	Enter number of calls (1-99) in queue before calls are sent to the QCC.	[nn] Enter	[nn] [F10]

Setting the DLC's Lines to Delay Ring

Delay Ring (one of the MERLIN LEGEND Ring Timing Options for line buttons on a telephone) provides a delay before the telephone rings. For an outside line button programmed for Delay Ring, the delay is fixed at two rings and cannot be changed. Lines or pools assigned to the MERLIN MAIL Calling Group should be programmed for Delay Ring on the Direct Line Console (DLC). The MERLIN MAIL system is allowed two rings to answer a call on an outside line before the line button rings at the system operator's extension.

Use this procedure if calls not answered by the MERLIN MAIL system should ring on the operator's DLC after two rings.

See MERLIN LEGEND Planning Form 7d, Group Calling, for line and pool numbers. Use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to identify the system operator's extension.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key
Step 8	Choose an option: Set all lines at the extension to Delay Ring.	[*] [3] [4] [6]	[*] [3] [4] [6]
	Set individual lines at the extension to Delay Ring. (Repeat Steps 7 and 8 as needed.)	[*] [3] [6]	[*] [3] [6]
Step 9	Return to previous menu.	Sys Program	[F5]

Setting No Ring for Other Extensions

Lines assigned to the MERLIN MAIL Calling Group that also appear at other telephones should be set to No Ring on those telephones.

- Use MERLIN MAIL Planning Form 7d, Group Calling, to identify which lines are assigned to the MERLIN MAIL Calling Group, and should therefore be set to No Ring.
- The factory setting for lines is Immediate Ring.
- Use MERLIN LEGEND Centralized Telephone Programming to set the lines to No Ring.

This procedure is used for a MERLIN LEGEND Communications System in Key mode only. These instructions *do not* apply to MERLIN LEGEND Communications Systems in Hybrid/PBX mode.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 7	Choose an option: Set all lines at an extension to No Ring.	[*] [3] [4] [5]	[*] [3] [4] [5]
	Set Individual Lines at the extension to No Ring. (Repeat Steps 6 and 7 as needed)	[*] [3] [5]	[*] [3] [5]
Step 8	Return to previous menu.	Sys Program	[F5]

Assigning Trunks/ Pools to the MERLIN MAIL Calling Group

Assign the trunks/pools to the MERLIN MAIL calling Group so that incoming calls are directed to the MERLIN MAIL system.

- Be sure that the MERLIN MAIL system parameters are administered and the system is installed before assigning trunks/pools. For details, see Chapter 3, "MERLIN MAIL System Initial Programming."
- Use MERLIN LEGEND Planning Form 7d, Group Calling, to identify the lines assigned to the MERLIN MAIL Calling Group.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] <i>[any key]</i>
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Calling.	Grp Calling	[F4]
Step 5	Select Line/Pool Assignment.	Line/Pool	[F10]
Step 6	Enter extension number of the MERLIN MAIL Calling Group.	[nnn] Enter	[nnn] [F10]
Step 7	Enter trunk/pool numbers. <i>Repeat this step for all trunks and pools to add to the Calling Group.</i>	Enter	[nnn] [F10]
Step 8	Return to previous menu.	Exit	[F5]

Fax Call Handling

Identify the station jacks that connect to fax machines. Identify which Automated Attendant each fax machine is associated with. Also identify the extension that will display a message-waiting indication when a fax is received. If more than one fax machine extension is specified for an Automated Attendant, you must create a Fax Calling Group for that Automated Attendant. This allows the MERLIN MAIL system to transfer fax calls immediately to an available fax machine assigned to the Fax Calling Group.

Fax Call Handling can be used with Immediate Call Handling only. Fax Call Handling cannot be used with Delayed Call Handling or Night Only Call Handling.

Administering Fax Ports

Up to four message-waiting indicators can be programmed to light when fax calls have been received.

- Use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to determine the fax station jack number.
- Use MERLIN LEGEND Planning Forms 4d, MLX Telephones; 5a, Direct-Line Console (DLC)—Analog; 5b, Direct-Line Console (DLC)—Digital; and 5d, Queued-Call Console (QCC), to determine the extension(s) for message-waiting indication.
- Use MERLIN LEGEND Planning Form 4f, Tip/Ring Equipment, to determine the station jack for the fax machine.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i> [F1] [F5]
Step 2	Select Auxiliary Equipment.	AuxEquip	[F9]
Step 3	Select Fax.	Fax	[F3]
Step 4	Select Extension.	Extension	
Step 5	Enter station jack number where fax machine is connected.	[nnn] Enter	[nnn] [F10]
Step 6	To return to Fax menu.	Exit	[F5]
Step 7	To assign an extension to receive message-waiting indication.	Msg Waiting	[F2]
Step 8	Identify the fax machine port number sending the indication.	[nnn] Enter	[nnn] [F10]
Step 9	Enter extension number of telephone you want to assign as the fax message-waiting receiver. <i>Repeat this step for up to four extensions.</i>	[nnn] Enter	[nnn] [F10]
Step 10	Return to previous menu.	Exit	[F5]

Creating a Fax Calling Group

If more than one fax machine is assigned to an Automated Attendant, use this procedure to assign fax machines to a Calling Group.

- Use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to determine the fax extension.
- Use MERLIN LEGEND Planning Form 7d, Group Calling, to determine the available Calling Group Numbers.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Calling	Grp Calling	[F4]
Step 5	Select Members.	Members	[F9]
Step 6	Enter extension number of Calling Group.	[nnn] Enter	[nnn] [F10]
Step 7	Enter Group Member (extension of fax machine). Repeat this step for each fax machine.	[nnn] Enter	[nnn] [F10]
Step 8	Exit.	Exit	[F5]
Step 9	Display next page of menu.	More	[PgUp]
Step 10	Select Group Type.	Group Type	[F1]
Step 11	Enter Extension number of Calling Group.	[nnn] Enter	[nnn] [F10]
Step 12	Select Auto Login.	Auto Login Enter	[F1] [F10]
Step 13	Return to previous menu.	Exit	[F5]

Delayed Call Handling

With Delayed Call Handling, incoming calls ring at the system operator. The operator provides assistance or transfers the call. When calls are not answered by the system operator, the MERLIN MAIL system answers the call after the Delay Ring Interval. The caller receives Automated Attendant Service.

With Delayed Call Handling, calls ring at the system operator's telephone and at the Delayed Call Handling extension (phantom station). See Figure 4-5. If the system operator does not answer a call, the coverage for the Delayed Call Handling extension sends the call to the MERLIN MAIL Calling Group. The voice mailbox for the Delayed Call Handling extension has a Class of Service 15, 16, or 17 (depending on the Automated Attendant) and provides the Automated Attendant Service.

The Delayed Call Handling extension must be an unused Multi-Function Module extension number (if there are MLX telephones in the system) or an unused multiline station port (if there are no MLX telephones in the system) that has appearances for all lines that are to receive Delayed Call Handling. The station port for the Delayed Call Handling extension must be the principal user of these lines.

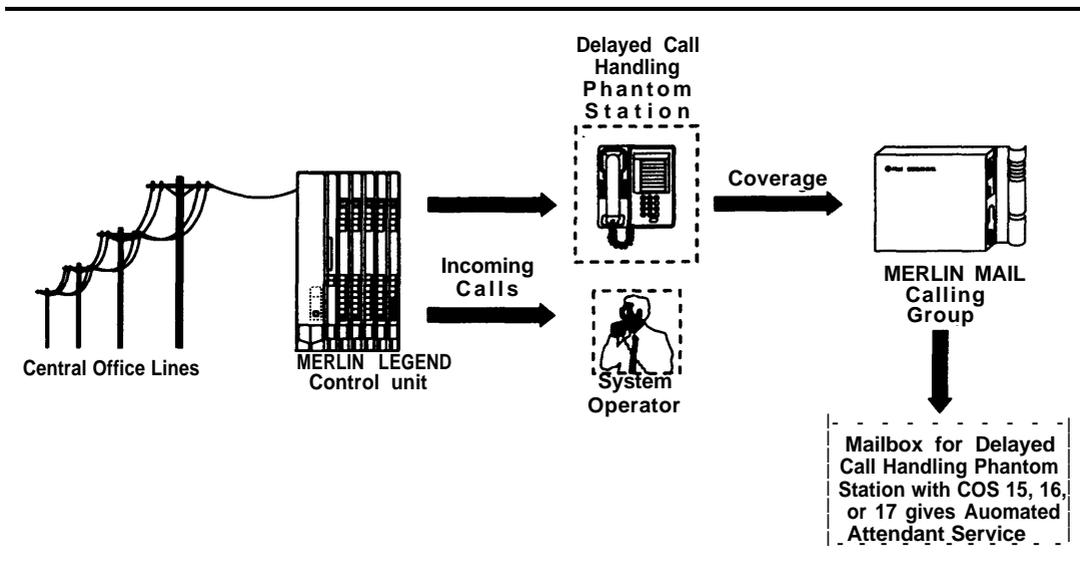


Figure 4-5. Delayed Call Handling

Assigning a Delayed Call Handling Extension to a Coverage Group

When setting up the MERLIN MAIL system for Delayed Call Handling, an unused Multi-Function Module extension number (if there are MLX telephones in the system) or an unused multiline station port (if there are no MLX telephones in the system) covered by the MERLIN MAIL Calling Group is assigned as the Delayed Call Handling extension.

Use MERLIN LEGEND Planning Form 7c, Group Coverage, to identify the Coverage Group Number and the Delayed Call Handling extension.

Repeat this procedure for each Delayed Call Handling extension.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Group Coverage.	Group Cover	[F3]
Step 5	Enter the Group Number. (The group number can be 1-30.)	[nn] Enter	[nn] [F10]
Step 6	Enter the Delayed Call Handling Extension.	[nnn] Enter	[nnn] [F10]
Step 7	Return to Extensions Menu.	Exit	[F5]
Step 8	Select Group Calling.	Grp Calling	[F4]
Step 9	Select Group Coverage.	GrpCoverage	[F3]
Step 10	Enter the extension number of the Calling Group.	[nnn] Enter	[nnn] [F10]
Step 11	Enter the Coverage Group number.	[nnn] Enter	[nnn] [F10]
Step 12	Return to the previous menu.	Exit	[F5]

Assigning Lines/Line Pools to a Delayed Call Handling Extension

Lines and pools that are to receive Delayed Call Handling by the Automated Attendant must be assigned to the Delayed Call Handling extension.

If you have a MERLIN LEGEND Communications System Release 3.0 or later, use MERLIN LEGEND Planning Form 6c, Principal User of Personal Lines, to identify the lines assigned to a Delayed Call Handling extension.

If you have a MERLIN LEGEND Communications System prior to Release 3.0, use MERLIN LEGEND Planning Form 4b, Analog Multiline Telephone or MERLIN LEGEND Planning Form 4e, MFM Adjunct—MLX Telephone to identify the lines assigned to a Delayed Call Handling extension .

Repeat this procedure for each Delayed Call Handling extension.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Select lines and trunks.	LinesTrunks	[F1]
Step 4	Enter the Delayed Call Handling extension number.	[nnn] Enter	[nnn] [F10]
Step 5	Select Entry Mode.	EntryMode	[F6]
Step 6	Enter line/trunk number.	[nnn] Enter	[nnn] [F10]
Step 7	Return to the previous menu.	Exit	[F5]

Assigning a Delayed Call Handling Extension as the Principal User

To make a Delayed Call Handling extension the principal user, use the following procedure. Repeat this procedure for each Delayed Call Handling extension.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select lines and trunks.	LinesTrunks	[F4]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Principal User.	PrncipalUsr	[F2]
Step 5	Enter line/trunk number.	[nnn] Enter	[nnn] [F10]

	Instruction	MLX-20L	PC
Step 6	Enter Delayed Call Handling extension.	<u>[nnn]</u> Enter	<u>[nnn]</u> <u>[F10]</u>
Step 7	Return to the previous menu.	Exit	<u>[F5]</u>

Setting Immediate Ring for System Operator and Delayed Call Handling Extension

For each Delayed Call Handling extension and the system operator extension, program the buttons for the lines and pools that you want to receive Delayed Call Handling to Immediate Ring so that incoming calls ring at both extensions. Repeat this procedure for each Delayed Call Handling extension.

- Use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to determine the system operator's extension and the Delayed Call Handling extension.
- The factory setting is Immediate Ring.
- Use MERLIN LEGEND Centralized Telephone Programming to program the extensions for Immediate Ring.

	Instruction	MLX20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	<u>[S] [P] [M] [Enter ↓]</u> <i>[any key]</i> <u>[F1]</u> <u>[F5]</u>
Step 2	Display next page of menu.	More	<u>[PgUp]</u>
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	<u>[F4]</u>
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	<u>[F1]</u>
Step 5	Enter the extension you want to program.	<u>[nnn]</u> Enter	<u>[nnn]</u> <u>[F10]</u>
Step 6	Start Centralized Telephone Programming.	Start	<u>[F10]</u>
Step 7	Select line/feature button.	Press button on console.	<u>↑ Shift] or [Alt] and function key then [F10]</u>

	Instruction	MLX-20L	PC
Step 8	Choose an option: Set all lines at the extension to Immediate Ring	[*] [3] [4] [7]	[*] [3] [4] [7]
	Set individual lines at the extension to Immediate Ring (Repeat Steps 7 and 8 as needed)	[*] [3] [7]	[*] [3] [7]
Step 9	Return to previous menu.	Sys Program	[F5]

Night Only Call Handling and Night Service

If Night Only Call Handling is programmed, the MERLIN LEGEND system directs calls to the Automated Attendant Service only when the MERLIN LEGEND system is in Night Service.

If you plan on using MERLIN LEGEND Night Service to control the schedule of the MERLIN MAIL system, you should follow these procedures.

Programming a Night Service Coverage Receiver

⇒ **NOTE:**

Use these procedures for MERLIN LEGEND Communications System Release 2.0 or later. For earlier releases, see Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement."

Program the MERLIN MAIL Calling Group as the Night Service Group member for the system operator. Night Service calls are sent to the MERLIN MAIL system, and Automated Attendant Service answers the call.

Use MERLIN LEGEND Planning Form 9a, Night Service: Group Assignment, to determine the Night Service operator extension and the extension number for the MERLIN MAIL Calling Group.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↓] [any key]
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Night Service.	NightSrvce	[F10]
Step 3	Select Group Assignment.	GroupAssign	[F1]
Step 4	Select Calling Group.	Calling Grp	[F2]
Step 5	Enter the Night Service operator extension.	[nnn]	[nnn]
		Enter	[F10]

	Instruction	MLX-20L	PC
Step 6	Enter the extension number of the MERLIN MAIL Calling Group.	<u>[nnn]</u> Enter	<u>[nnn]</u> [F10]
Step 7	Return to previous menu.	Exit	[F5]

Creating the Exclusion List

The Exclusion List contains extensions that are exempt from Night Service password requirements.

The MERLIN MAIL ports that are used for Outcalling should be put on the Exclusion List if you want to allow Outcalling after hours. These are port 2 on a two-port system, port 4 on a four-port system, or ports 5 and 6 on a six-port system.

Use MERLIN LEGEND Planning Form 9b, Night Service, Outward Restriction, to determine the extensions on the Exclusion List.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Select Night Service.	NightSrvce	[F10]
Step 3	Select Exclusion List.	ExcludeList	[F4]
Step 4	Assign the MERLIN MAIL system ports to the Exclusion List. <i>Repeat this step until all ports excluded from Night Service restrictions are entered.</i>	<u>[nnn]</u> Enter	<u>[nnn]</u> [F10]
Step 5	Return to previous menu.	Exit	[F5]

Restriction of System Ports

You must restrict the system ports from making external calls, unless the port is used for Outcalling.

Outward Restriction



Security Alert:

The MERLIN LEGEND ports on the 012 Module that are connected to the MERLIN MAIL system should be Outward Restricted if they are not used for Outcalling. If Outcalling is used, ports to be restricted are port 1 on a two-port system, ports 1,2, and 3 on a four-port system, or ports 1,2,3, and 4 on a six-port system. If Outcalling is not used, all MERLIN LEGEND ports on the 012 Module that are connected to the MERLIN MAIL system should be Outward Restricted.

Use MERLIN LEGEND Planning Form 6g, Call Restriction Assignments and Lists, to determine which extensions should be Outward Restricted (or for MERLIN LEGEND systems prior to Release 3.0, use Planning Form 4f, Tip/Ring Equipment, to determine which extensions should be Outward Restricted.)

If you want to limit the numbers on which Outcalling can be used, apply the appropriate restrictions (Allowed/Disallowed Lists, or Facility Restriction Levels for Automatic Route Selection). See the Calling Restrictions feature in the *MERLIN LEGEND Communications System Feature Reference* manual.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↵] [any key] [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Select Restriction.	Restriction	[F4]
Step 4	Enter the extension number of the MERLIN MAIL ports.	<u>[nnn]</u> Enter	<u>[nnn]</u> [F10]
Step 5	Select Outward Restrict.	Outward Restrict	[F2]
Step 6	Choose Enter if you are finished or Next for next sequential extension.	Enter or Next	[F10] or [F9]
Step 7	Return to previous menu.	Exit	[F5]

Automatic Route Selection (ARS) Restriction

As an additional security step, network dialing for all extensions, including voice mail port extensions, should be processed through ARS using dial access code 9.

Use MERLIN LEGEND Planning Form 6g, Call Restriction Assignments and Lists, to determine what Facility Restriction Level the system ports and other extensions should have. (For MERLIN LEGEND systems prior to Release 3.0, use Planning Form 4f, Tip/Ring Equipment, to determine the Facility Restriction Levels.)



Security Alert:

The MERLIN LEGEND system ships with ARS activated with all extensions set to Facility Restriction Level 3, allowing all international calling. To prevent toll fraud, ARS Facility Restriction Levels (FRLs) should be established using:

- *FRL 0 for restriction to internal dialing only*
- *FRL 2 for restriction to local network calling only*
- *FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic as this is part of the North American Numbering Plan, unless 809 is required)*
- *FRL 4 for international calling.*

*Each extension should be assigned the appropriate FRL to match its calling requirements. **All voice mail port extensions not used for Outcalling should be assigned to FRL 0.***

If Outcalling is required by MERLIN MAIL extensions, program an ARS Facility Restriction Level (FRL) of 2 on voice mail port extension(s) used for Outcalling. Ports used for Outcalling are port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] [any key] [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select Restriction.	ARS Restrict	[F6]
Step 5	Enter the extension number of the MERLIN MAIL system port extensions.	[nnn] Enter	[nnn] [F10]

	Instruction	MLX-20L	PC
Step 6	Erase current FRL.	Drop	[Alt] + [P]
Step 7	Enter FRL.	[n] Enter	[n] [F10]
Step 8	Return to previous menu.	Exit	[F5]

Touch-Tone Settings

The following settings for Touch-Tone Duration and Touch-Tone Interval should be verified.

Confirming the Touch-Tone Duration

The Touch-Tone Duration defines the length of the touch-tone signals sent from the MERLIN LEGEND Communications System to the MERLIN MAIL Voice Messaging System.

Verify the Touch-Tone Duration factory setting of 100 milliseconds (ms).

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] [any key] [F1] [F5]
Step 2	Select Auxiliary Equipment.	AuxEquip	[F9]
Step 3	Select VMS/AA.	VMS/AA	[F6]
Step 4	Select Touch Tone Duration.	TT Duration	[F2]
Step 5	Choose an option: Verify factory setting of 100 ms. If the setting is not correct, erase the current setting. To change the setting, type the number of milliseconds.	Drop [nnn] Enter	([Alt] + [P]) [nnn] [F10]
	If the setting is correct, return to previous menu.	Exit	[F5]

Confirming the Touch-Tone Interval

The Touch-Tone Interval defines the time between touch-tone signals sent between the MERLIN LEGEND Communications System and MERLIN MAIL system.

Verify the Touch-Tone Interval factory setting of 100 milliseconds (ms).

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] <i>[any key]</i>
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Auxiliary Equipment.	AuxEquip	[F9]
Step 3	Select VMS/AA.	VMS/AA	[F6]
Step 4	Select Touch-Tone Interval.	TT Interval	[F3]
Step 5	Choose an option: Verify factory setting of 100 milliseconds. If the setting is not correct, erase the current setting. To change the setting, type the number of milliseconds.	Drop [nnn] Enter	[Alt] + [P] [nnn] [F10]
	If the setting is correct, return to previous menu.	Exit	[F5]

Message-Waiting Receiver

When a Calling Group has a mailbox, it is useful to designate an extension as a message-waiting receiver for the Calling Group. The message-indicator lights on the designated extension whenever a caller leaves a message for the Calling Group.

- Use MERLIN LEGEND Planning Form 7d, Group Calling, to identify the message-waiting receiver extension number.
- Only one telephone can be designated as the message-waiting receiver.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu	[S] [P] [M] [Enter ↵] <i>[any key]</i>
		Sys Program	[F1]
		Exit	[F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]

	Instruction	MLX-20L	PC
Step 4	Select Group Calling.	Grp Calling	[F4]
Step 5	Select message-waiting receiver.	Message	[F4]
Step 6	Enter extension number of Calling Group.	[nnn] Enter	[nnn] [F10]
Step 7	Enter extension number of telephone you want to assign as message-waiting receiver.	[nnn] Enter	[nnn] [F10]

Programming Labels

These instructions allow you to identify your Calling Group and MERLIN MAIL ports so that the names you program appear on display telephones when the MERLIN MAIL system is dialed, or a call is received or transferred call from the MERLIN MAIL system.

Use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to identify labels.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Labeling.	Labeling	[F1]
Step 4	Select Group Calling.	Grp Calling	[F4]
Step 5	Enter the MERLIN MAIL Calling Group extension.	[nnn] Enter	[nnn] [F10]
Step 6	Enter label name to identify the Calling Group.	[xxxxxxxx] Enter	[xxxxxxxx] [F6]
Step 7	Return to previous menu.	Exit Exit	[F7] [F5]
Step 8	Select Directory.	Directory	[F1]
Step 9	Select Extension.	Extension	[F2]
Step 10	Enter extension number for the MERLIN MAIL system port.	[nnn] Enter	[nnn] [F10]
Step 11	Enter "MERMAIL," or some other designation that would be meaningful, for the MERLIN MAIL system.	[xxxxxxxx]	[xxxxxxxx]

	Instruction	MLX-20L	PC
Step 12	Save your entry. Repeat Steps 10-12 for each MERLIN MAIL system port.	Enter	[F6]
Step 13	Return to previous menu.	Exit	[F7]

Once you have completed programming the MERLIN LEGEND required features, you may want to program optional features that make the system easier to use. Then, after all programming is finished, verify system operation by performing the Acceptance Tests in Chapter 6, "Acceptance Tests and Troubleshooting."

Optional System Features

The following features are available for your convenience, but are not required for the operation of the MERLIN MAIL system.

Programming Optional Features

The following optional features can be programmed for the MERLIN LEGEND system to help automate MERLIN MAIL operation for subscribers:

- **Auto Dial Button**— when pressed, directly dials the MERLIN MAIL Calling Group.
- **Delete Message Button**— when pressed, turns off the message-waiting indicator and deletes the display message that appears after a subscriber presses the Message button in response to the lighted message-waiting indicator.
- **Return Call Button**— when pressed, dials the voice mail extension, enabling a subscriber to retrieve messages when notified by the display message.
- **Coverage VMS Off**— prevents outside calls to an extension from being sent to the MERLIN MAIL system. Outside calls go to any other points of coverage. Coverage VMS Off is available only in Release 2.0 or later MERLIN LEGEND systems.
- **Coverage Inside Off**— prevents the MERLIN MAIL system from handling unanswered calls from internal callers to an extension. Only external calls are handled. This feature cannot be programmed on a button, but must be programmed in extension programming or Centralized Telephone Programming.
- **Direct Voice Mail**— Allows callers to call directly to a mailbox or transfer a call directly to a mailbox without ringing the associated telephone.

Programming an Auto Dial Button for the MERLIN MAIL System

To provide one-touch dialing into voice mail, program an Auto Dial button for all subscribers either at the subscribers' telephones or through MERLIN LEGEND Centralized Telephone Programming. The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to Program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 8	Select Auto Dial Inside Feature.	[*] [2] [2] or ListFeature Auto Dial Inside Enter	[*] [2] [2] or [F10] (Release 3.0) [F3] [F1] [F10]
Step 9	Enter the extension for the MERLIN MAIL Calling Group.	[nnn] Enter	[nnn] [F10]
Step 10	Return to previous menu.	Sys Program	[F5]

Programming a Delete Message Button

The Delete Message button is for analog multiline display telephones (non-MLX telephones). When a subscriber with a display telephone receives a message from the MERLIN MAIL system, the message-waiting indicator lights and the label that you choose for the system appears on the display after the subscriber presses the Message button. The Delete Message feature turns off the message-waiting indicator and deletes the label that appears on the display. The Delete Message feature does not delete voice mail messages.

⇒ **NOTE:**

To delete a message on an MLX display telephone, use the **Menu** button on the telephone and choose *Messages*, then *Delete Msg.* A Delete Message button is not needed.

This feature can be programmed at the subscriber's display telephone or through MERLIN LEGEND Centralized Telephone Programming. The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 8	Select Message Delete feature.	[*] [2] [3] OR ListFeature More More Msg Delete	[*] [2] [6] OR [F10] (Release 3.0) [PgUp] [PgUp] [F5]
Step 9	Return to previous menu.	Sys Program	[F5]

Programming a Return Call Button

The Return Call button is for use with analog multiline display telephones. When a subscriber with a display telephone receives a message from the MERLIN MAIL system, the message-waiting indicator lights, and the label you choose for the voice messaging system appears on the display after the subscriber presses the Message button. The Return Call button enables a subscriber to automatically dial the MERLIN MAIL system to retrieve messages, when a message is left in their mailbox.

This feature can be programmed at the subscribers' telephone or through MERLIN LEGEND Communications System Centralized Telephone Programming.

⇒ **NOTE:**

To return a message on an MLX display telephone, use the **Menu** button on the telephone and choose *Messages*, then *Return Msg*. A Return Call button is not needed.

The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↵] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select Line/Feature Button.	Press button on	[↑ Shift] or [Alt] function key, then [F10]
Step 8	Select Message Return Call Feature.	[*] [2] [7] or ListFeature More More Msg RtnCall	[*] [2] [7] [F10] (Release 3.0) [PgUp] [PgUp] [F9]
Step 9	Return to previous menu.	Sys Program	[F5]

Programming a Coverage VMS Off Button

Subscribers can program a Coverage VMS Off button to prevent unanswered external calls from receiving coverage by the MERLIN MAIL system.

This feature can be programmed at the subscribers' telephones or through MERLIN LEGEND Communications System Centralized Telephone Programming. The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 8	Select Coverage VMS feature .	[*] [4] [6] or ListFeature More CoverageVMS	[*] [4] [6] or [F10] (Release 3.0) [PgUp] [F4]
Step 9	Return to previous menu.	Sys Program	[F5]

Programming Coverage Inside

Coverage Inside prevents or allows coverage of inside calls. With the Coverage Inside Off setting, only outside calls are covered. With the Coverage Inside On setting, inside and outside calls are covered.

This feature can be programmed at the subscriber's telephone or through MERLIN LEGEND Centralized Telephone Programming.

⇒ **NOTE:**

Coverage Inside On/Off *cannot* be programmed onto a button. To change the setting, you must enter Extension Programming or Centralized Telephone Programming again.

The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] <i>[any key]</i> [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	For MERLIN LEGEND Communications System Release 2.0 or later, select Program Extension. For prior releases, skip this step.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 8	Choose an option: Select Coverage Inside Off	[*] [*] [4] [8]	[*] [*] [4] [8]
	Select Coverage Inside On	[*] [4] [8]	[*] [4] [8]
Step 9	Return to previous menu.	Sys Program	[F5]

Programming a Direct Voice Mail Button

Direct Voice Mail allows an inside caller to call directly or transfer a call directly to another user's voice mailbox.

This feature can be programmed at the subscriber's telephone or through MERLIN LEGEND Centralized Telephone Programming. The following procedure is for Centralized Telephone Programming.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S] [P] [M] [Enter ↓] [any key] [F1] [F5]
Step 2	Display next page of menu.	More	[PgUp]
Step 3	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 4	Select Program Extension.	Program Ext	[F1]
Step 5	Enter the extension you want to program.	[nnn] Enter	[nnn] [F10]
Step 6	Start Centralized Telephone Programming.	Start	[F10]
Step 7	Select line/feature button.	Press button on console.	[↑ Shift] or [Alt] and function key, then [F10]
Step 8	Select Coverage VMS feature.	[*] [5] [6] O r ListFeature More Direct VM	[*] [5] [6] [F10] (Release 3.0) [PgUp] [F6]
Step 9	Return to previous menu.	Sys Program	[F5]

Features

5

Announcement (Automated Attendant)

At a Glance

Menu	[3] Automated Attendant
Submenu	[4] Announcement
Options	[2] Play announcement [7] Record announcement [*] [D] (or [*] [3]) Delete announcement
Programmable by	System Administrator
Caller Options	
Hear announcement again	[*] [4]
Play Automated Attendant Main Menu	[*] [7]
Play previous menu	[*] [#]
Dial 0/Timeout Action	[0]
Transfer to another extension	[*] [T] (or [*] [8])
Play announcement in alternate language (<i>Bilingual mode only</i>)	[*] [1]
Parameters	
Announcement length	Up to two minutes each
Total no. of announcements	99
Selector Code Action	[3] Play an announcement

Description

Automated Attendant announcements are part of Automated Attendant Service. Announcements are recordings of up to two minutes in length that can be created and changed only by the System Administrator. If the system is set up for bilingual mode, then each announcement consists of one recording in each language.

There can be up to 99 announcements on any system. An Automated Attendant Announcement can be assigned to more than one Automated Attendant menu.

To program an announcement as a choice on an Automated Attendant Main Menu or Submenu, assign Selector Code Action 3 (play an announcement) to the Selector Code. (For more information, see the Automated Attendant Service feature.) Before you can assign an announcement to a Selector Code on a Main Menu or Submenu, the announcement must be recorded.

Announcement Options

A caller plays an announcement by selecting the appropriate Selector Code from an Automated Attendant Main Menu or Submenu. The call is disconnected four seconds after the announcement finishes playing unless the caller enters a touch-tone option from the telephone, as shown below:

- **[*] [4]** Hear announcement again.
- **[*] [7]** Play the Automated Attendant Main Menu.
- **[*] [#]** Play previous menu.
- **[0]** Perform the Automated Attendant's Dial 0/Timeout Action.
- **[*] [T]** (or **[*] [8]**) Transfer to another extension.
- **[*] [1]** Play announcement in alternate language (*bilingual operation only*).

The System Administrator should include in the announcement the information on how to access these options if callers should use them.

Announcements and Bulletin Boards

Automated Attendant Announcements are similar in function to Bulletin Board messages, but have some significant differences as follows:

- Automated Attendant Announcements can be up to two minutes in length and Bulletin Board messages can be up to four minutes in length.
- An Automated Attendant Announcement can be changed only by the System Administrator. A Bulletin Board message is changed by the Bulletin Board mailbox owner.



Security Alert:

For security reasons it is unwise to allow more than one person to access System Administration. Therefore, if someone other than the System Administrator will be changing informational messages, you should consider using Bulletin Board mailboxes instead.

For more information on Bulletin Boards, see the Bulletin Board feature in this chapter.

Applications

Announcements can be used to provide callers with frequently requested information.

An example of an Automated Attendant Announcement might be an announcement of quarterly profits for your corporation that stockholders can call and access.

Example: "Zippy Electronics has posted a \$1.1 million profit for the third quarter of 1994. This is due primarily to a 5% increase in sales of Zip-Widgets and cost cutting measures implemented on a company-wide basis. To hear the announcement again, press [*] [4]. To play the previous menu, press [*] [#]. To reach the operator, press [0]. To transfer to another extension press [*] [T]."

Another example of an Automated Attendant Announcement is an announcement of annual awards.

Example: "The 1994 winners of the Martin Kruskel award for excellence in actuarial skills are Joe Smith, Fred Martinez, and Sally Jackson. We congratulate them on their fine work. To hear this announcement again, press [*] [4]. To reach the operator, press [0]. To transfer to another extension press [*] [T]. To return to the Main Menu, press [*] [7]."

Programming

Recording an Announcement

Before recording a new announcement or re-recording an existing announcement, complete MERLIN MAIL Planning Form I, Automated Attendant Service Announcements.

The System Administrator should include in the announcement the information about how to access options **[*] [4]**, **[*] [7]**, **[*] [#]**, **[0]**, **[*] [1]**, or **[*] [11]** if callers should use these options.

To record an announcement, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration</i> Password + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendants.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant</i> Number.	Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [7] to record an Announcement.	The system prompts you to enter the Announcement Number + [#] .
Step 8	<i>Announcement number</i> + [#] . (Range 1-99).	The system tells you whether or not the announcement exists and then asks you whether you want to record the announcement.

	Action	You Hear...
Step 9	Choose an option: [9] for Yes to confirm that you want to record the announcement. [6] for No to cancel the recording. [2] to play the announcement if it already exists.	<i>(Announcement does not exist)</i> The system prompts you to record at the tone. <i>(Announcement exists)</i> The system prompts you to record at the tone. The system also prompts you that you may press [#] to use the current announcement. The system tells you that the recording was canceled, then the Announcement Administration Menu plays. <i>Procedure is complete.</i> The system plays the announcement. <i>Repeat Step 9.</i>
Step 10	Choose an option: Record the announcement (up to 2 minutes), then press [1] . Press [#] to use the current announcement. (This option is offered only if the announcement already exists.)	Message Editing Menu. <i>(Monolingual mode)</i> The system plays the message "The existing announcement will be used," then plays the Announcement Administration Menu. <i>(Bilingual mode)</i> The system plays the message "The existing announcement will be used," then the system prompts you to record the announcement in the secondary language. <i>Repeat Step 10 for the secondary language.</i>

	Action	You Hear...
Step 11	Choose an option: [2] [3] to play back the announcement. [2] [1] to re-record the announcement. [*] [D] (or [*] [3]) to delete the announcement and use the one previously recorded. [*] [#] to approve the new announcement.	Message Editing Menu. <i>Repeat Step 11.</i> A tone to record the announcement. <i>Return to Step 10.</i> If there is no previously recorded announcement, the system plays the message "Deleted. No announcement created" then the Announcement Administration Menu plays. <i>(Monolingual mode)</i> If there was a previously recorded announcement, the system plays "Deleted. The existing announcement will be used." <i>(Bilingual mode)</i> If there was a previously recorded announcement, the system plays "Deleted. The existing announcement will be used," then prompts you to record the announcement in the secondary language. <i>Return to Step 10.</i> The system plays the message "Approved." <i>(Monolingual mode)</i> The Announcement Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the announcement in the secondary system prompt language. <i>Return to Step 10.</i>

Playing an Existing Announcement

To play an announcement that you have created, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.

	Action	You Hear...
Step 4	Press [3] for Automated Attendants.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [2] to play the announcement.	The system prompts you to enter the announcement number + [#] .
Step 8	Enter the <i>announcement number</i> (Range 1-99) + [#] .	The announcement. (In bilingual mode, the announcement is played in first the primary and then in the secondary system language.) Then, the system prompts you to enter an announcement number.
Step 9	Choose an option: Repeat Step 8 to play another announcement. [*] [#] to return to the Announcement Administration Menu.	The system prompts you to enter the announcement number + [#] .

Deleting an Announcement

When you delete an announcement, all Selector Codes that refer to the announcement are automatically removed from all Main Menu and Submenu definitions. You must remember to re-record any Main Menu or Submenu prompts that are affected.

⇒ **IMPORTANT:**

If your system is configured in Multiple Automated Attendant mode and the announcement you want to delete is used on menus of more than one Automated Attendant, the announcement is deleted from the menus of all Automated Attendants that contained the announcement.

To delete an announcement, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .

Announcements (Automated Attendant)

	Action	You Hear..
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendants.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter the Automated Attendant number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [4] for Announcements.	Announcement Administration Menu.
Step 7	Press [*] [D] (or [*] [3]) to delete an announcement.	The system prompts you to enter an announcement number and [#].
Step 8	<i>Announcement number</i> + [#] (Range 1-99).	The system prompts you to confirm the deletion.
Step 9	Choose an option: [9] for Yes to confirm that you want to delete the announcement. [6] for No to cancel the deletion. [2] to play the announcement.	The system plays "Announcement deleted," then the Announcement Administration Menu. The system plays "Deletion canceled," then the Announcement Administration Menu. The system plays the announcement, then prompts you to confirm the deletion. <i>Repeat Step 9.</i>

Automated Attendant Service

At a Glance

Menu	[3] Automated Attendant
Submenus	[1] Day Menu [2] Night Menu [3] Submenus [4] Announcements [5] Touch-Tone Gate [6] Line Assignments (Multiple Automated Attendant Operation only)
Programmable by	System Administrator
Factory Settings	
Touch-Tone Gate	Off
Line Assignments	All lines assigned to Automated Attendant 1
Maximum Number of Automated Attendants	3

Description

Automated Attendant Service answers calls and presents callers with a menu of options, such as transferring to a specific extension or playing a pre-recorded announcement. Automated Attendant Service can also accept fax calls and automatically route them to fax machines.

If Automated Attendant Service is used, you must decide what call-handling method to use. Automated Attendant Service can be the primary handler of incoming calls (Immediate Call Handling) or it can handle calls only when there is more call volume than the MERLIN LEGEND Communications System operator can handle (Delayed Call Handling). You must also decide whether calls are directed to the Automated Attendant both day and night, or only when the MERLIN LEGEND Communications System is in Night Service mode (Night Only Call Handling).

You can configure the MERLIN MAIL system to have one Automated Attendant (Single Automated Attendant operation) or up to three Automated Attendants (Multiple Automated Attendant operation). Each Automated Attendant can be programmed to handle calls that come in on the lines you specify.

Your MERLIN MAIL system can be configured to operate in monolingual mode (one language) or bilingual mode (two languages). The mode of operation chosen and the language (or language combination) selected applies to all programmed Automated Attendants. For example, if the system is using Multiple Automated Attendant operation and is in bilingual mode with English as the primary language and French as the secondary language, all Automated Attendants operate in bilingual mode with English as their primary language and French as their secondary language.

Each Automated Attendant programmed has its own set of Day and Night Menus. Day Menus play when the Automated Attendant is in Day mode; Night Menus play when the Automated Attendant is in Night mode. You program a Schedule Controller for each Automated Attendant that determines whether the MERLIN LEGEND mode (Night Service is either on or not on), the Automated Attendant's Business Schedule, or a combination of both control when the Automated Attendant's Day and Night Menus play.

Automated Attendant menus offer callers a list of options from which to choose. Callers dial a Selector Code to make their selection. You can program up to nine Selector Codes on each menu. Selector codes can be programmed to:

- Transfer a caller to an extension, mailbox, or Bulletin Board.
- Play a Submenu (a menu from which additional choices can be offered).
- Play an announcement.
- Prompt callers to enter a transfer destination.

Call Handling Modes

Immediate Call Handling should be used if you want the MERLIN MAIL system to be the primary handler of incoming calls. With Immediate Call Handling, when all MERLIN MAIL system ports are busy, calls ring on the MERLIN LEGEND Communications System operator's console and other telephones that you program to handle these calls.

Delayed Call Handling provides backup for the system operator and other users if they cannot answer an incoming call. Use Delayed Call Handling if you want Automated Attendant Service to answer a call only when it cannot be answered by the system operator or other system users within a reasonable amount of time.

Your business needs may be such that you want incoming calls handled by Automated Attendant Service only at night. During the day you may want calls to be answered only by the system operator and other users, no matter how long callers may have to wait for their calls to be answered. Use Night Only Call Handling if you want calls directed to Automated Attendant Service only at night.

Automated Attendants can be programmed to automatically handle incoming fax calls from fax machines that produce industry-standard fax calling (CNG) tone. For each Automated Attendant, you can specify a fax extension or a fax Calling Group to which the Automated Attendant directs fax calls it answers. If an Automated Attendant is to be used to automatically route fax calls, the Automated Attendant must be configured for Immediate Call Handling. Do not use Delayed Call Handling or Night Only Call Handling, because fax calls must be answered quickly. The sending machine will stop sending the fax CNG tone and hang up after 35 seconds. See the Fax Extension feature in this chapter for more information.

For more information about Call Handling, see the Call Handling feature in this chapter.

Single and Multiple Automated Attendant Operation

You can configure your MERLIN MAIL system with one Automated Attendant or with up to three Automated Attendants.

If you setup the system for Multiple Automated Attendant operation, each Automated Attendant has its own:

- Touch-Tone Gate setting
- Touch-Tone Gate Greetings (if the Automated Attendant's Touch-Tone Gate is On)
- Dial 0/Timeout Actions for Day and Night Service
- Menu Structure
- Schedule Controller (and Schedule)
- Line Assignments
- General Mailbox
- Fax Extension

Touch-Tone Gate

The Touch-Tone Gate uses a caller's response to determine whether the caller is calling from a touch-tone telephone. If the Touch-Tone Gate is On, callers who do not respond to the Touch-Tone Gate Greeting are assumed to be calling from rotary telephones, and are handled as specified by the Automated Attendant's Day or Night Dial 0/Timeout Action.

If the Touch-Tone Gate is On, callers hear the Day or Night Touch-Tone Gate Greeting when the Automated Attendant answers the call. If the Touch-Tone Gate is Off, the Day or Night Main Menu is played when the Automated Attendant answers the call; the Touch-Tone Gate Greeting is not played.

If the system is configured in monolingual mode, the Touch-Tone Gate is used solely for the purpose of identifying callers who are not using touch-tone telephones. If the system is operating in bilingual mode, the Touch-Tone Gate serves two purposes:

- To screen for callers using a rotary telephone.
- To allow callers calling from touch-tone telephones to indicate whether they want to hear prompts in the primary or secondary language.

If the system is configured in bilingual mode with the Touch-Tone Gate Off, callers can select the prompt language when listening to the Main Menu.

For more information, see the Touch-Tone Gate feature in this chapter.

Automated Attendant Touch-Tone Gate Greetings

The Touch-Tone Gate Greetings are heard by callers who reach an Automated Attendant that has the Touch-Tone Gate turned On. Each Automated Attendant has a Day Touch-Tone Gate Greeting and a Night Touch-Tone Gate Greeting that you can record.

The primary purpose of the Touch-Tone Gate Greeting is to prompt callers to notify the system that they are calling from a touch-tone telephone. When the system is operating in bilingual mode, the Touch-Tone Gate Greeting is used to prompt people calling from touch-tone telephones to select the language in which they prefer to hear the system's menus and prompts.

For more information, see the Greetings feature in this chapter.

Dial 0/Timeout Action

The Dial 0/Timeout Action determines what happens to a call when the caller does not enter a touch-tone response to a Touch-Tone Gate Greeting, or when a caller does not make a selection from an Automated Attendant Main Menu or Submenu, or when the caller dials 0 (zero) any time during Automated Attendant Service.

Each Automated Attendant has a Day Dial 0/Timeout Action and a Night Dial 0/Timeout Action. The Dial 0/Timeout Action can be one of the following:

- Transfer to Call Answer Service Operator
- Record a message in the General Mailbox
- Disconnect
- Transfer to an extension

For more information, see the Dial 0/Timeout Action feature in this chapter.

Automated Attendant Menus

Each Automated Attendant can have its own set of Day and Night menus. Each Day and Night Menu can be specified for use with specific lines on a MERLIN LEGEND Communications System. This allows different telephone numbers to be set up for separate services on one MERLIN MAIL system.

The Automated Attendant Menus are made up of components that can be put together in a unique way to support the needs of your company. These components are as follows:

- Main Menu
- Submenus
- Announcements

Each Main Menu or Submenu has nine Selector Codes that can be programmed to customize the Automated Attendant. Selector Codes are the means of getting from one menu to a Submenu or announcement, or for transferring a caller to an extension, Bulletin Board, or mailbox.

Automated Attendant Service Submenus and announcements must be created before they can be assigned as choices on the higher-level menu options that select them. Therefore, create new announcements first, then create or change the Submenus, starting with the lowest-level Submenu and continuing up the Submenu levels so that the Main Menu is the last changed.

If you delete announcements or Submenus, all references to those announcements and Submenus will be deleted from all menus. If an announcement or Submenu is assigned to more than one Automated Attendant and you delete the announcement or Submenu, it will be deleted from the menus of all Automated Attendants to which it is assigned.

⇒ **NOTE:**

If you change a menu, remember to re-record the menu prompt.

Main Menu

When the Automated Attendant Service answers a call, if the Touch-Tone Gate is On, the caller hears the Touch-Tone Gate Greeting followed by a Main Menu. If the Touch-Tone Gate is Off, the caller hears only the Automated Attendant's Main Menu.

There are two main menus for each Automated Attendant:

- Day Main Menu plays when your business is open.
- Night Main Menu plays when your business is closed.

If the Touch-Tone Gate is Off for your system, and your system is configured in bilingual mode, the Main Menu prompt should tell callers to dial **[*] [1]** to listen to prompts in the secondary language.

For more information, see the Main Menus feature in this chapter.

Submenus

Submenus are menus that are created through System Administration and that may be accessed by the caller through Automated Attendant Main Menus or other Submenus. Submenus can give a number of options to the caller through the use of Selector Codes. A MERLIN MAIL system can have up to 99 Submenus.

A Submenu provides additional options to callers when the options will not all fit on the Day or Night Main Menu. In Submenus, as in main menus, the caller dials a digit (Selector Code) in response to the Submenu prompt. Automated Attendant Service directs the caller to one of the following pre-defined destinations based on the Selector Code entered:

- An extension (MERLIN LEGEND system extension, mailbox, or a Bulletin Board mailbox.)
- Another Submenu
- An announcement

If a caller does not respond to a Submenu, the call is handled according to the Automated Attendant's Day or Night Dial 0/Timeout Action, as appropriate.

To program a Submenu as a choice on an Automated Attendant Main Menu or Submenu, assign Selector Code Action 2 (play Submenu).

For more information, see the Submenus feature in this chapter.

Selector Codes and Selector Code Actions

Menus consist of a recorded prompt listing menu options and the corresponding digit (Selector Code) the caller presses to select each option. When the caller enters a Selector Code on the telephone's dialpad to select a menu option, the Automated Attendant Service performs the action (Selector Code Action) designated for that option:

- Transfer to an extension or Calling Group.
- Play a pre-recorded announcement.
- Play a Submenu listing additional options.
- Transfer to a mailbox or Bulletin Board.

Announcements and Submenus must be created before they can be assigned on a menu.

For example, a caller to a Travel Agency with MERLIN MAIL system in monolingual mode with Touch-Tone Gate is On, would hear the following:

Automated Attendant Touch-Tone Gate Greeting:

Thank you for calling the Travel Agency. If you are calling from a touch-tone telephone, press **[1]** now; otherwise, please wait for assistance.

Automated Attendant Main Menu:

For cruise information, press **[1]** .

For corporate travel, press **[2]** .

For personal travel, press **[3]** .

For discounted trip information, press **[4]** .

If you know the extension of the person you are calling, press **[8]** .

Or stay on the line for assistance.

Automated Attendant Service uses *Selector Code Actions* to determine the action performed when the caller presses the Selector Code. Each Selector Code (1-9) specified in a menu can be assigned one of the following five Selector Code Actions:

- **Action 1: Selector Code Transfer**— Transfer-Automated Attendant Service transfers calls to a specific extension, mailbox, Bulletin Board mailbox, or Calling Group assigned to a Selector Code.

For example, at the Travel Agency, when a caller presses **[2]** , he or she is connected to extension 11, the corporate travel agent's extension.

- **Action 2: Play an Existing Submenu**— Automated Attendant Service plays a Submenu listing additional options, from which callers choose another Selector Code.

For example, at the Travel Agency, when a caller presses **[1]** at the Main Menu to select cruises, he or she hears the following Submenu listing the types of cruises:

For Caribbean cruises, press **[1]**.

For Hawaiian cruises, press **[2]**.

For Alaskan cruises, press **[3]**.

Caller presses **[1]** for information on Caribbean cruises and hears the Submenu.

For Grand Cayman, press **[1]** .

For Jamaica, press **[2]** .

For Bahamas, press **[3]**.

Caller presses **[1]**, **[2]**, or **[3]** for information on a particular cruise, and hears information on the cruise.

⇒ **NOTE:**

A Submenu must be programmed before it can be assigned as a Selector Code on the menu that accesses it.

- **Action 3: Play an Existing Announcement**— Automated Attendant Service plays a pre-recorded announcement. Use this Selector Code Action when information that callers need can be provided in a two-minute recording.

For example, the Travel Agency offers special discounted trips each month. Callers who are interested in discounted trips press **[4]** at the Main Menu to hear the following announcement providing destinations, departure dates, and prices:

The Travel Agency is pleased to offer the following discounted trips in November.

Spend a week in Mexico City for \$1599. Price includes round-trip airfare, transfers, rental car, and seven nights in a luxurious hotel. Departure dates are November 12th and 15th only.

Cruise the Hawaiian Islands for \$1299. Arrive in Honolulu on November 3rd, spend a day on Oahu touring Pearl Harbor and Diamond Head, then board the ship on November 4th for stops at Maui, Lanai, and the big island, Hawaii. Take the island tours included in this package, or feel free to explore each island on your own. This trip includes shipboard meals, tours, and transfers. This trip does not include airfare. Speak to your travel agent for prices on round-trip airfare to Honolulu.

Dial **[0]** if you need assistance.

⇒ **NOTE:**

Announcements must be recorded before they can be assigned as a Selector Code on a menu that accesses it.

- **Action 4: Prompted Transfer**— Prompted Transfer requires callers to enter a Selector Code before dialing the extension they wish to reach. Use this Selector Code Action if you want callers to be able to reach subscribers directly and cannot use Selector Code Action 5, Direct Extension Transfer because the first digit of the MERLIN LEGEND system extension numbers coincides with the Selector Codes you want to use for other purposes on your menu.

If all company extensions begin with 1 or 2, and you want to use Selector Codes 1 and 2 for something other than Direct Extension Transfer, program an unused Selector Code for Prompted Transfer. When the caller presses the Selector Code programmed for Prompted Transfer, the MERLIN MAIL system will prompt the caller to enter the desired extension.

For example, a Travel Agency has eighteen travel agents with extensions ranging from 11 to 29. The Travel Agency wants callers to be able to reach these agents from the Automated Attendant Main Menu, but wants to use Selector Codes 1 and 2 for other options (Cruises and Corporate Travel Submenus). The Travel Agency assigns Prompted Transfer to Selector Code 8. When a caller presses **[8]**, the MERLIN MAIL system plays the message, "Please enter the extension." After the extension is entered, the transfer is completed.

- **Action 5: Direct Extension Transfer**— Automated Attendant Service lets callers dial individual extensions or Calling Groups directly from the menu when the corresponding Selector Codes are reserved for direct extension dialing. To use this Selector Code Action, assign Selector Codes that are identical to the first digit of the extension number.

For example, if the extensions at the Travel Agency range from 11 to 31, and the agency wanted callers to be able to transfer directly to any extension from the Automated Attendant Service Main Menu, the Travel Agency would change its Main Menu so that callers would hear:

If you know the extension of the person you are calling, dial that person's extension now.

For cruises, press **[4]**.

For corporate travel, press **[5]**.

For personal travel, press **[6]**.

For discounted trip information, press **[7]**.

Or stay on the line for assistance.

In this example, Selector Codes 1 through 3 are programmed for Direct Extension Transfer so that callers can dial their party's extension.

Announcements

Automated Attendant Announcements are recordings of up to two minutes in length that can be created and changed only by the System Administrator.

There can be up to 99 announcements on any system. If the system is set up for bilingual mode, then each announcement consists of one recording in each language. An Automated Attendant Announcement can be assigned to more than one Automated Attendant. The announcement must be created before it can be assigned to a menu.

For more information, see the Announcements (Automated Attendant) feature in this chapter.

Bulletin Boards

The System Administrator can create Bulletin Boards, which allow subscribers to record messages that can be accessed by callers. These messages can be modified easily, without entering System Administration.

A Bulletin Board is simply a mailbox with Class of Service 19. In place of a personal greeting, a Bulletin Board mailbox owner records a Bulletin Board message up to 4 minutes in length. If the MERLIN MAIL system is configured in bilingual mode, the mailbox owner should record the Bulletin Board message in both the primary and secondary language.

A Bulletin Board can be accessed through a Selector Code transfer, prompted transfer, or direct extension transfer from an Automated Attendant menu.

Callers to a Bulletin Board mailbox cannot leave a message in the mailbox. Subscribers cannot send messages to a Bulletin Board mailbox.

For more information, see the Bulletin Board feature in this chapter.

Schedule Controller

The Schedule Controller defines when callers hear Night Main Menus or Day Main Menus after reaching an Automated Attendant.

There are three options for defining the scheduling. These methods are set using the Schedule Controller. The Schedule Controller is programmed separately for each Automated Attendant.

- **Follow the MERLIN LEGEND Mode**— Use this setting if you are going to control the Automated Attendant by the Night Service setting on the MERLIN LEGEND Communications System.
- **Follow the MERLIN MAIL Business Schedule**— Use this setting if you want the Automated Attendant schedule to be independent of the MERLIN LEGEND Communications System Night Service feature and to be controlled solely by the MERLIN MAIL Business Schedule.
- **Follow the MERLIN LEGEND Mode and the MERLIN MAIL Business Schedule** — Use this setting if you want the Automated Attendant Schedule to be controlled by both the MERLIN MAIL Business Schedule and the MERLIN LEGEND Communications System Night Service feature.

For more information, see the Schedule Controller feature in this chapter.

Business Schedule

The Business Schedule is used if the Schedule Controller is set to “Follow MERLIN MAIL Business Schedule” or “Follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule.”

For more information, see the Business Schedule feature in this chapter.

Temporary Closure

You can program a temporary closure with any of the Automated Attendant Schedule Controller settings. The temporary closure overrides the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule. When you program a temporary closing, the programming remains in effect only for the day or days you specify; then the regular schedule resumes automatically at 3 a.m. the following morning. You can program a temporary closure for the current day and/or any of the following six days.

For more information, see the Business Schedule feature in this chapter.

Open or Closed for Today

Your company's business schedule may change due to an early closing or an emergency, such as severe weather. This may require the company to be open on a day that it is normally closed, or closed on a day that it is normally open. A temporary opening or closing change is effective immediately, but only for the day on which you change it. The temporary change overrides the schedule controller; the regular schedule automatically resumes the next day at 3 a.m.

You can program the Open or Closed for Today changes from any on- or off-site touch-tone telephone.

For more information, see the Open or Closed for Today feature in this chapter.

Line Assignments

If Multiple Automated Attendants are used, the System Administrator should assign the line numbers that should be answered by Automated Attendant 2 and Automated Attendant 3. Lines that are not specifically assigned to Automated Attendant 2 or Automated Attendant 3 are, by default, assigned to the Automated Attendant 1.

If lines are in a pool, you must use the line number (not the pool number) to assign lines to Automated Attendant 2 or Automated Attendant 3.

If you delete a line assigned to Automated Attendant 2 or 3 through MERLIN MAIL System Administration, the MERLIN MAIL system automatically re-assigns it to Automated Attendant 1.

If you do not want a line to receive any Automated Attendant Service, you must re-administer the MERLIN LEGEND Communications System in order to delete the line from the MERLIN MAIL Calling Group.

For more information, see the Line Assignments feature in this chapter.

Examples

Following are examples of Main Menu and Automated Attendant Touch-Tone Gate Greetings for four different modes of operation.

Monolingual Mode— Touch-Tone Gate On

Automated Attendant Touch-Tone Gate Greeting

Welcome to Linco. If you are calling from a touch-tone telephone press **[1]** now. Otherwise, please wait for assistance.

Main Menu

For sales, press **[1]** .

For customer service, press **[2]**.

If you know the extension of the person you are calling, press **[8]** .

For a directory of employees listed by last name, press **[*] [A]**

To reach the operator, press **[0]** .

Bilingual Mode—Touch-Tone Gate On (Primary Language English; Secondary Language Spanish)

Automated Attendant Touch-Tone Gate Greeting

Welcome to Linco. Bienvenidos a Linco. Si cuenta con teléfono de tonos, marque **[*] [1]** para español ahora. If you are calling from a touch-tone telephone and want to hear the prompts in English, press **[1]** now.

Main Menu Primary Language

For sales, press **[1]** .

For customer service, press **[2]** .

If you know the extension of the person you are calling, press **[8]** .

For a directory of employees listed by last name, press **[*] [A]**

To reach the operator, press **[0]** .

Main Menu Secondary Language

Para el department de ventas, marque el **[1]** .

Para servicio de los clientes, marque el **[2]** .

Si sabe la extensión de la persona a quien llama, marque el **[8]** .

Para el directorio de empleados listado por apellido, marque **[*] [2]**.

Para la operadora, marque el **[0]** .

Monolingual mode—Touch-Tone Gate Off

Main Menu

Thank you for calling XYZ Company.

For sales, press **[1]** .

For customer service, press **[2]** .

If you know the extension of the person you are calling, press **[8]**.

For a directory of employees listed by last name, press **[*] [A]** .

To reach the operator, press **[0]** .

**Bilingual mode—Touch-Tone Gate Off
(Primary Language English; Secondary Language Spanish)**

Main Menu Primary Language

Welcome to Linco. Bienvenidos a Linco. Para español, marque [*] [1] ahora.

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [8].

For a directory of employees listed by last name, press [*] [A].

To reach the operator, press [0].

Main Menu Secondary Language

Para el departamento de ventas, marque el [1].

Para servicio de los clientes, marque el [2].

Si sabe la extensión de la persona a quien llama, marque el [8].

Para el directorio de empleados listado por apellido, marque [*] [2].

Para la operadora, marque el [0].

Broadcast Message

At a Glance

Menu	Voice Mail Activity Menu
Submenu	[1] Send message
Used by	System Administrator
Parameters	
Length of message	Up to 2 minutes

Description

A Broadcast Message is a type of message that can be created and sent only by the System Administrator. A Broadcast message can be up to two minutes in length. Broadcast Messages are sent to all Call Answer Service mailboxes (mailboxes with Class of Service 1-14 or 18). Although the message is placed in the mailbox immediately, the mailbox owner's message-waiting light does not light until 3 a.m. There is no Outcalling performed for Broadcast Messages.

If you need message-waiting light or Outcalling notification for a message, do not use the Broadcast Message feature. Instead create a Group List with every Call Answer Service mailbox in the system included and address the message using the Group List addressing method (see the Group Lists feature in this chapter for more information). Group Lists provide both message-waiting light and Outcalling notification.

Procedure

Sending a Broadcast Message

To send a Broadcast Message to every Call Answer Service mailbox in the system, use the following procedure:

	Action	You Hear..
Step 1	Log into MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [1] to record message.	The system prompts you to record at the tone and press [1] when you are finished.

Broadcast Message

	Action	You Hear...
Step 3	Record your message (up to two minutes), then press [1] to end recording.	Message Approval Menu.
Step 4	Choose an option: [2] [3] to play back the message.	The system plays the recorded message, then the Message Approval Menu. <i>Repeat Step 4.</i>
	[2] [1] to re-record the message.	A tone to record the message. <i>Return to Step 3.</i>
	[*] [D] (or [*] [3]) to delete the message.	The system confirms the deletion, then plays the Voice Mail Activity Menu.
	[*] [#] to approve the message.	The system prompts you to enter extension and pound sign or press [*] [5] to enter a group list.
Step 5	Press [*] [6] to send to all users.	The system confirms that the message will be sent to all subscribers, then plays the Voice Mail Activity Menu.

⇒ NOTES:

1. The option **[*] [6]** (in Step 5) is not mentioned in the message addressing prompt.
2. If you entered extensions or Group List numbers before pressing **[*] [6]**, you will not be able to use the Broadcast Message feature to send that message unless you first delete the extensions or Group Lists entered. To do this, after pressing **[*] [#]** to approve the message, press **[*] [D]** (or **[*] [3]**) as many times as needed to delete the extensions or Group Lists. Then press **[*] [6]** to use the Broadcast Message feature.
3. Broadcast messages are not sent to the System Administrator's mailbox or the General Mailboxes.

Bulletin Board

At a Glance

Programmable by	System Administrator Users
Menu	Bulletin Board Activity Menu
Submenu	[3] Bulletin Board Message
Options	[1] Record message [0] Listen to message [*] [D] or ([*] [3]) Delete message
Submenu	[4] Dial 0 Destination
Options	[0] Transfer to Call Answer Service Operator [1] Transfer to Automated Attendant Menu [2] Transfer to an extension
Submenu	[5] Change Password
Factory Settings	
Dial 0 Destination	Transfer to Call Answer Service Operator
Caller Options	
Play Bulletin Board message again	[*] [4]
Transfer to another extension	[*] [T] (or [*] [8])
Hear Bulletin Board message in alternate language (<i>bilingual operation only</i>)	[*] [1]
Dial 0 Destination	[0]
Parameters	
Class of Service	19
Message Length	Up to four minutes

Description

The System Administrator can create Bulletin Boards, which allow subscribers to record messages that can be accessed by callers. These messages can be modified easily, without entering System Administration.

A Bulletin Board is a mailbox with Class of Service 19. In place of a personal greeting, a Bulletin Board mailbox owner records a Bulletin Board message up to four minutes in length. If the MERLIN MAIL system is configured in bilingual mode, the mailbox owner should record the Bulletin Board message in both the primary and secondary language. Each message can be up to four minutes long.

Callers to a Bulletin Board mailbox cannot leave a message in the mailbox. Subscribers cannot send messages to a Bulletin Board mailbox.

When a caller reaches a Bulletin Board mailbox, the system plays the Bulletin Board message, and then waits four seconds for caller touch-tone input. If no input is received, MERLIN MAIL system says "Good-bye" and disconnects the call.

Announcements and Bulletin Boards

Bulletin Board messages are similar in function to Automated Attendant Announcements, but have some significant differences as follows:

- Bulletin Board messages are up to four minutes in length. Automated Attendant Announcements are up to two minutes in length.
- Bulletin Board messages are changed by the Bulletin Board mailbox owner. Automated Attendant Announcements can be changed only by the System Administrator.
- Automated Attendant Announcements must be created before they can be assigned to a Main Menu or Submenu. Bulletin Board messages can be created at a later date.

For security reasons, it is unwise to allow multiple people to access System Administration. If only the System Administrator will be changing informational messages, you may want to consider using announcements. If someone other than the System Administrator will be changing informational messages, you should consider using Bulletin Board mailboxes to provide this information instead.

For more information, on Automated Attendant Announcements, see the Announcements (Automated Attendant) feature in this chapter.

Creating a Bulletin Board Mailbox

Only the System Administrator can create a Bulletin Board mailbox. Bulletin Board mailboxes have a Class of Service 19. To create a Bulletin Board mailbox, see the Mailbox feature in this chapter.

Bulletin Board Mailbox Password

A Bulletin Board mailbox has a password that can be changed by the mailbox owner. The password must be at least as long as the length specified in the Minimum Password Length parameter, and can be up to fifteen digits in length. (For more information, see the Passwords feature in this chapter.)

Dial 0 Destination

The mailbox owner can program a Dial 0 Destination for the Bulletin Board mailbox. The Dial 0 Destination is the extension, mailbox, or Automated Attendant Main Menu to which callers are transferred if they dial 0 while listening to the Bulletin Board message, or within four seconds after the message finishes playing.

If the MERLIN MAIL system is configured for Multiple Automated Attendant operation, and you want the Dial 0 Destination to be an Automated Attendant Main Menu, you must specify which Automated Attendant's Main Menu should be played.

If transfer to an extension is chosen, the extension that the mailbox owner specifies can be a mailbox of any type (Call Answer, Bulletin Board, Transfer-Only, Automated Attendant) or it can be any MERLIN LEGEND system extension, unless the MERLIN MAIL system is administered to Restrict Transfer to Registered Subscribers only. If Transfer is restricted to registered subscribers only, the MERLIN LEGEND Communications System extension chosen must have a mailbox. You can create and use a Transfer-Only mailbox as the Dial 0 Destination if the Dial 0 Destination extension does not need Call Answer Service. (See the Transfer Restrictions feature in this chapter for more information.)

The default Dial 0 Destination is to transfer to the Call Answer Service Operator.

Other Bulletin Board Options

Besides the Dial 0 Destination, there are three other options available to the caller:

- **[*] [4]** Play Bulletin Board message again.
- **[*] [T]** (or **[*] [8]**) Transfer to another extension.
- **[*] [1]** Hear the Bulletin Board message in alternate language (bilingual operation only).

If the caller presses **[0]**, **[*] [4]**, **[*] [T]**, or **[*] [1]** while the Bulletin Board message is playing or within four seconds after the message ends, the appropriate action is taken. If the caller does not press any of these options, the MERLIN MAIL system plays the message "Good-bye" and disconnects the call.

Recording Bulletin Board Message

When a user records a Bulletin Board message, information on the options available should be included in the message if the user wants callers to be informed of these.



NOTE:

If the system is configured in bilingual mode and callers will be transferring to the Bulletin Board mailbox from another mailbox or will be selecting the Bulletin Board from an Automated Attendant menu, you do not need to include the [*] [1] option in the Bulletin Board message, since the callers will have already selected their preferred language. It is only necessary to include this option if MERLIN LEGEND system users will be transferring callers directly to the Bulletin Board mailbox.

Applications

The MERLIN MAIL Bulletin Board feature can be used to advertise a product for a sales office. The Dial 0 Destination for the Bulletin Board can be set to the account representative for that product. As the following example illustrates, the Bulletin Board can give information on a product and allow the caller to “Press 0” to contact the travel agent:

“Cruise the Hawaiian Islands for \$1299. Arrive in Honolulu on November 3rd, spend a day on Oahu touring Pearl Harbor and Diamond Head, then board the ship on November 4th for stops at Maui, Lanai, and the big island, Hawaii. This trip includes shipboard meals, tours, and transfers. This trip does not include airfare. Speak to your travel agent for prices about round-trip airfare to Honolulu. To speak to a travel agent who can answer your questions or book your cruise, press [0] now.

Another example of a Bulletin Board message is a list of the homework assignments for a class at a school. In this example, the Dial 0 Destination might be the Automated Attendant Main Menu:

“The homework assignment for March 15th is to read pages 61-84 in your Geography textbook and to answer questions 1-10 on page 78. There will be a quiz on Chapters 1 through 3 on Thursday. To hear this message again, press [*] [4] now. To get homework assignments for other classes, press [0] . If you are finished, please hang up.”

Considerations and Constraints

Security Violation Notification warning messages are not sent to a Bulletin Board mailbox, since it is not capable of receiving messages. Security Violation Notification is however sent to the System Administrator’s mailbox when the Security Violation Notification criteria are met.

If the system's Security Violation Notification is set to Send a Warning Message or to Mailbox Lock, the rules apply for login attempts to Bulletin Board mailboxes. If a Bulletin Board mailbox gets locked, callers are still able to listen to the Bulletin Board message, but the Bulletin Board mailbox owner is not able to change the message. If the Bulletin Board mailbox gets locked or the Bulletin Board mailbox owner forgets the Bulletin Board mailbox password, the System Administrator needs to initialize the mailbox's password in order for the mailbox owner to gain access to the Bulletin Board mailbox. Initializing the password does not affect the Bulletin Board message.

If transfer is Restricted To Registered Subscribers Only and the mailbox owner wants to program an extension as the Dial 0 Destination, the extension must have a mailbox.

If transfer is Restricted to Registered Subscribers Only and the extension administered as the Dial 0 Destination is deleted as a mailbox, the Dial 0 Destination is reset to the factory setting (Transfer to Call Answer Service Operator).

If a Bulletin Board mailbox is assigned as a Selector Code Transfer destination on an Automated Attendant Main Menu or Submenu, and the Bulletin Board mailbox is deleted, the Selector Code is deleted from the menu. You must remember to re-record all menu prompts that are affected.

A Bulletin Board mailbox cannot be changed to a mailbox of another type by simply modifying the mailbox's Class of Service. The Bulletin Board mailbox must first be deleted and then the new mailbox can be created. Similarly, the Class of Service of a non-Bulletin Board mailbox cannot be changed to that of a Bulletin Board mailbox. The old mailbox must first be deleted before the Bulletin Board mailbox can be created.

When a caller is listening to a Bulletin Board message, the MERLIN MAIL port that the caller is connected to is not available for other calls. Therefore, you must take into account port usage when determining how many ports your MERLIN MAIL system needs. If many Bulletin Board mailboxes are used, you may want to consider upgrading the system.

Programming

To create a Bulletin Board mailbox or delete a Bulletin Board mailbox, see the Mailbox feature in this chapter. To re-initialize the Bulletin Board password, see the Passwords feature in this chapter.

Changing a Bulletin Board Message

To change the Bulletin Board message, use the following procedure:

Action	You Hear...
Step 1 Log into Voice Mail using the Bulletin Board extension and password.	Bulletin Board Activity Menu.
Step 2 Press [3] to administer the Bulletin Board Message.	<p><i>(Monolingual mode)</i> The system prompts you to press [1] to record the Bulletin Board message, [0] to listen to the current message, or [*] [D] to delete the current message. <i>Go to Step 4.</i></p> <p><i>(Bilingual mode)</i> The system prompts you to press [1] to Administer Bulletin Board Message in the primary language or [2] to administer it in the secondary language.</p>
<p>Step 3 <i>(Bilingual mode only)</i> Choose an option: [1] to Administer the Bulletin Board Message in the primary language.</p> <p>[2] to Administer the Bulletin Board Message in the secondary language.</p> <p>[*] [D] (or [*] [3]) to delete the current message.</p>	<p>The system prompts you to press [1] and record the Bulletin Board message or dial [0] to listen to the current message.</p> <p>The system prompts you to press [1] and record the Bulletin Board message or dial [0] to listen to the current message.</p> <p>The system prompts you to confirm the deletion. <i>Go to Step 7.</i></p>
<p>Step 4 Choose an option: [1] to record the Bulletin Board Message. [0] to listen to the current message.</p>	<p>The system prompts you to record message.</p> <p>Current message. <i>Repeat Step 4.</i></p>
Step 5 Record message (up to four minutes), then press [1] to end recording.	Message Approval Menu.

Action	You Hear...
Step 6 Choose an option: [2] [3] to play back the new message. [2] [1] to re-record the new message. [*] [D] (or [*] [3]) to delete the new message and use the previous message. [*] [#] to approve.	The system plays the message, then the Message Approval Menu. <i>Repeat Step 6.</i> A tone to record the message. <i>Return to Step 5.</i> The system confirms message deletion. <i>Procedure is complete.</i> The system confirms message approved. <i>If the system is in bilingual mode, return to Step 3.</i>
Step 7 Choose an option: [9] to confirm deletion. [6] to cancel deletion	The system confirms the deletion. <i>Procedure is complete.</i> The system confirms "Deletion canceled." <i>Procedure is complete.</i>

Setting a Dial 0 Destination

To program the Dial 0 Destination for a Bulletin Board, use the following procedure:

	Action	You Hear...
Step 1	Log in to Voice Mail using the Bulletin Board extension and password.	Bulletin Board Activity Menu.
Step 2	Dial [4] to change the Dial 0 Destination.	The system plays the current Dial 0 Destination, then plays the Dial 0 Destination Menu.
Step 3	<p>[0] for transfer to Call Answer Service Operator.</p> <p>[1] for transfer to Automated Attendant Main Menu.</p> <p>[2] for transfer to an extension.</p> <p>[*] [#] to quit.</p>	<p>The system confirms Dial 0 Destination set to Call Answer Service Operator. <i>Procedure is complete.</i></p> <p><i>(Single Automated Attendant)</i> The system plays the current Dial 0 destination. <i>Procedure is complete.</i></p> <p><i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant number. <i>Go to Step 4.</i></p> <p>The system prompts you to enter extension + [#]. <i>Go to Step 5.</i></p> <p>Bulletin Board Activity Menu. <i>Procedure is complete.</i></p>
Step 4	Enter <i>Automated Attendant number</i> .	The system confirms the Dial 0 Destination, then plays the Bulletin Board Activity Menu. <i>Procedure is complete.</i>
Step 5	Enter <i>extension number</i> + [#]	The system confirms the Dial 0 Destination, then plays the Bulletin Board Activity Menu. <i>Procedure is complete.</i>

Business Schedule

At a Glance

Menu	[2] Schedule Administration
Submenu	[2] Automated Attendant Schedule
Options	[0] Play the schedule [2] Weekly Business Schedule or schedule a temporary closing
Suboptions	[1] Open [2] Closed [3] Temporary closing
Programmable by	System Administrator
Factory Settings	
Schedule Controller	Follow the MERLIN LEGEND mode
MERLIN MAIL Business Schedule	Closed All Day

Description

The Business Schedule is used if the Schedule Controller is set to follow the MERLIN MAIL Business Schedule or to follow both the MERLIN MAIL Business Schedule and the MERLIN LEGEND mode. When the Schedule Controller is set to follow the MERLIN LEGEND mode, the MERLIN MAIL Business Schedule is not used except to schedule a temporary closing. In this case, the temporary closure will override all MERLIN LEGEND mode changes until 3 a.m. the next day. For more information on the Schedule Controller, see the Schedule Controller feature in this chapter.

The MERLIN MAIL Business Schedule can tell the Automated Attendant which days your company is open and the time it opens and closes each day. The Automated Attendant uses this information to determine when to use the Day Menu or the Night Menu.

To change your Business Schedule, see the “Changing the Weekly Business Schedule” procedure in this feature. To accommodate a change in the schedule for today, such as for an emergency closing or a special opening, see the Open or Closed for Today feature in this chapter. To schedule a temporary closing for the current week only, see the “Programming a Temporary Closure” procedure in this section.

⇒ **NOTE:**

All schedule changes can also be programmed remotely from any touch-tone telephone by the System Administrator.

Weekly Business Schedule

These are the most common reasons for changing your regular schedule:

- A permanent change in your business hours
- Holiday hours or a holiday closure
- Special hours for a sale or promotion

If you use the MERLIN MAIL Business Schedule and you change your hours of operation, you must change the Business Schedule accordingly. You will need to reprogram the schedule for the days that changed.

Temporary Closure

You can program a temporary closure no matter which Automated Attendant Schedule Controller setting you use. The temporary closure overrides the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule. When you program a temporary closing, the programming remains in effect only for the day or days you specify; then the regular schedule resumes automatically at 3 a.m. the next morning. You can program the temporary closure up to six days in advance. For example, on Monday you can schedule a temporary closure for any day including the current day through the following Sunday.

If the Automated Attendant's Touch-Tone Gate is On, you can use the factory-set Temporary Closure Greeting, your regular Touch-Tone Gate Night Greeting, or your own greeting created for a temporary closing. If the Touch-Tone Gate is Off, you can choose to use just the Night Main Menu (which serves as your regular Night Service greeting) or you can choose to have the Temporary Closure Greeting play before the Night Menu. You can use the factory-set Temporary Closure Greeting or a Temporary Closure Greeting that you record. Use any on- or off-site touch-tone telephone to program the schedule and greeting changes.

Playing the Business Schedule

By playing the Business Schedule for an Automated Attendant, you can review the following:

- The Schedule Controller setting.
- The MERLIN MAIL Business Schedule (if the Schedule Controller is set to follow the MERLIN MAIL Business Schedule or is set to follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule.
- Temporary closings that have been scheduled.

Openings or closings for the current day programmed using the Open or Closed for Today feature will not be reported.

Programming

Changing the Weekly Business Schedule

To program the Weekly Business Schedule, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. Go to Step 7.
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [2] for Weekly Business Schedule.	The system prompts you to choose a day.
Step 8	Choose a day: [1] Sunday [2] Monday [3] Tuesday [4] Wednesday [5] Thursday [6] Friday [7] Saturday [9] all days [#] program the schedule for the next consecutive day.	The system prompts you to enter Open, Closed, or Temporarily Closed.

[*] [#] save changes made and return to *Procedure is complete*, the Schedule Administration Menu.

Action	You Hear...
<p>Step 9 Choose an option:</p> <p>[1] Open</p> <p>[2] Closed</p>	<p>The system prompts you to enter opening time in hhmm format. <i>Go to Step 10.</i></p> <p>The system prompts you to choose a day. <i>Return to Step 8.</i></p>
<p>Step 10 Enter opening time in hhmm format where: hh= hour (01-12) or (00-23), mm= minute (00-59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259).</p> <p>If System Administrator's mailbox language is French, use 24-hour format (0000-2359).</p>	<p>(<i>12-hour format entered</i>) The system prompts you to enter a.m. or p.m.</p> <p>(<i>24-hour format entered</i>) The system prompts you to enter closing time in hhmm format. <i>Go to Step 12.</i></p>
<p>Step 11 If System Administrator's mailbox language is English or Spanish, choose an option:</p> <p>[1] for a.m.</p> <p>[2] for p.m.</p>	<p>The system prompts you to enter closing time in hhmm format.</p>
<p>Step 12 Enter closing time in hhmm format where: hh= hour (01-12) or (00-23), mm= minute (01-59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259).</p> <p>If System Administrator's mailbox language is French, use 24-hour format (0000-2359).</p>	<p>(<i>12-hour format entered</i>) The system prompts you to enter a.m. or p.m.</p> <p>(<i>24-hour format entered</i>) The system prompts you to choose a day. <i>Return to Step 8.</i></p>
<p>Step 13 If System Administrator's mailbox language is English or Spanish, choose an option:</p> <p>[1] for a.m.</p> <p>[2] for p.m.</p>	<p>The system prompts you to choose a day. <i>Return to Step 8.</i></p>

Programming a Temporary Closure

To set the system to closed for today, or any of the next six days without resetting the weekly Business Schedule, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter System Administration Password + [#] .	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	Automated Attendant Schedule Administration Menu.
Step 7	Press [2] for Weekly Business Schedule.	The system prompts you to choose a day.
Step 8	Choose a day: [1] Sunday [2] Monday [3] Tuesday [4] Wednesday [5] Thursday [6] Friday [7] Saturday [9] all days [#] program the schedule for the next consecutive day.	The system prompts you to enter Open, Closed or Temporarily Closed.
	[*] [#] save changes made and return to the Schedule Administration Menu.	<i>Procedure is complete.</i>

Action	You Hear...
Step 9 Press [3] for Temporary Closure.	<p>If you choose a day other than the current one, the system prompts you to choose the regular Night Service greeting or a Temporary Closure Greeting. <i>Go to Step 11.</i></p> <p>If you choose the current day, the system prompts you to confirm. <i>Go to Step 10.</i></p>
<p>Step 10 Choose an option: [9] to confirm.</p> <p>[6] to cancel.</p>	<p>The system prompts you to choose the regular Night Service greeting or a Temporary Closure Greeting.</p> <p>The system prompts you to choose a day. <i>Return to Step 8.</i></p>
<p>Step 11 Choose greeting: [1] to use the regular Night Service greeting. Note: If the Touch-Tone Gate is Off and regular greeting is chosen, no greeting will play before the Night Menu. If the Touch-Tone Gate is On, the regular Night Service greeting is the Automated Attendant Night Touch-Tone Gate Greeting.</p> <p>[1] to use a Temporary Closure Greeting.</p>	<p>The system confirms that the business will be temporarily closed for the chosen day(s), then prompts you to choose a day for programming. <i>Return to Step 8.</i></p> <p>Temporary Closure Greeting Menu.</p>
<p>Step 12 Choose an option: [1] to record a Temporary Closure greeting.</p> <p>[0] to listen to the current greeting.</p> <p>[2] to use the system default Temporary Closure greeting.</p> <p>[*] [#] to quit.</p>	<p>The system prompts you to record at the tone.</p> <p>The system plays the greeting, then plays the Temporary Closure Greeting Menu. <i>Repeat Step 12.</i></p> <p>The system confirms that the system default greeting will be used.</p> <p>The system states the changes made and prompts you to choose a day for programming. <i>Return to Step 8.</i></p>

	Action	You Hear...
Step 13	Record the greeting (2 minutes maximum). Press [1] after recording the greeting.	Message Editing Menu.
Step 14	Choose an option: [2] [3] to play back the new greeting.	New Greeting plays, then Message Editing Menu. <i>Repeat Step 14.</i>
	[2] [1] to re-record the new greeting.	A tone to record greeting. <i>Return to Step 13.</i>
	[*] [D] (or [*] [3]) to delete the new greeting and use the previous greeting.	The message "Deleted" plays, then the Temporary Closure Greeting Menu plays. <i>Return to Step 12.</i>
	[*] [#] to Approve Greeting.	The system confirms that the new greeting will be used. <i>Return to Step 8.</i>

Playing the Business Schedule

To play the weekly Business Schedule, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter System Administration Password + [#] .	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	Automated Attendant Schedule Administration Menu.
Step 7	Press [0] to play the Business Schedule.	The system plays the Schedule Controller setting, the MERLIN MAIL Business Schedule (if any) and scheduled temporary closings (if any).

Call Answer Service

Description

The MERLIN MAIL Call Answer Service allows callers to leave messages or transfer to another extension when the extension called is busy or does not answer. When a message is left, Call Answer Service deposits the message in the subscriber's voice mailbox, then lights the message-waiting indicator on the subscriber's telephone. If the subscriber has Outcalling turned on, the MERLIN MAIL system will also call the specified Outcalling numbers.

To provide MERLIN MAIL Call Answer Service for unanswered calls, assign MERLIN LEGEND Group Coverage to the extensions you want to have covered. Select the MERLIN MAIL Calling Group as the Group Coverage Receiver for each of these extensions.

Any number of extensions can be assigned to a Coverage Group. Unanswered calls to extensions in the Coverage Group (senders) are redirected to MERLIN MAIL Calling Group (receivers). The MERLIN LEGEND system sends the call with a code identifying the call as a coverage call.

By designating the MERLIN MAIL Calling Group as the Group Coverage Receiver, Call Answer Service provides extension coverage and line coverage for members of the Coverage Group.

Extension coverage is provided for calls that ring on Intercom buttons (Key mode) or System Access buttons (Hybrid/PBX mode). These include internal calls and transferred calls.

Line coverage is provided for calls that ring on personal line buttons. For a personal line, how calls are covered is based on whether or not the designated extension has been assigned the principal user of the line. If a personal line has a principal user, calls receive the principal user's group coverage. If the line does not have a principal user, calls on that line get the coverage of the station with the lowest logical ID that has group coverage and an appearance for the line.

In addition to acting as an answering machine, Call Answer Service enables callers to perform any of the following actions:

- Press **[0]** (zero) before or after leaving a message to reach the Personal Operator designated for that extension (or Call Answer Service Operator, if a Personal Operator has not been programmed).
- Transfer to another extension by dialing **[*] [T]** (or **[*] [8]**) before or after leaving a message.

- Review and edit messages before depositing them in the voice mailbox.
- If the MERLIN MAIL system has been setup for bilingual operation, callers hear the subscriber's personal greeting in the language programmed for the voice mailbox. Callers can choose to hear the personal greeting and all other prompts in the alternate language by pressing [*] [1].

Guest Mailboxes

You can set up Guest Mailboxes so that voice mail users who do not have their own extensions, such as temporary workers, contract workers, and consultants, can receive messages from subscribers and nonsubscribers. Guest Mailboxes should be set up with Class of Service 7, 14, or 18, so that when a caller requests a transfer to the Guest Mailbox extension, they will be transferred directly to the Guest Mailbox, rather than to a MERLIN LEGEND system extension. See the Mailbox feature in this chapter for more information.

The number of digits of a Guest Mailbox extension should be equal to or less than the Maximum Digit Length parameter you administer. For example, if the Maximum Digit Length parameter is set to three digits, the Guest Mailbox number should be a two-digit, or three-digit number. If the Maximum Digit Length parameter is set to four digits, the Guest Mailbox number should be a two-digit, a three-digit, or a four-digit number.

Call Answer Service Operator

At a Glance

Menu	[1] System Parameters
Submenu	[5] Call Answer Service Operator extension
Programmable by	System Administrator
Factory Setting	
Call Answer Service Operator extension	768

Description

Several different call-handling situations can cause a call to be transferred to the Call Answer Service Operator. For example, consider the following scenarios:

- A call handled by Automated Attendant Service is transferred to the Call Answer Service Operator if the Dial 0/Timeout Action is set to Transfer Calls to the Call Answer Service Operator and any of the following actions occur:
 - The caller does not respond to the Automated Attendant's Touch-Tone Gate Greeting.
 - The caller does not make a selection from the Automated Attendant's Main Menu.
 - The caller does not make a selection from an Automated Attendant's Submenu.
 - The caller dials **[0]**.
- In Call Answer Service, a caller is transferred to the Call Answer Service Operator if the mailbox does not have a Personal Operator programmed and the caller dials **[0]** before or after leaving a message in the mailbox.
- If a caller reaches a Bulletin Board and then dials **[0]**, the caller is transferred to the Call Answer Service Operator if the Call Answer Service Operator is programmed as the Bulletin Board mailbox's Dial 0 Destination.
- If a subscriber dials **[*] [T] [0]** (or **[*] [8] [0]**) when connected to Voice Mail Service, the call is transferred to the Call Answer Service Operator.

The factory setting for the Call Answer Service Operator is 768. In most dial plans, 768 is an invalid extension. Leave the setting at 768 or set it to another invalid extension, if you want Dial 0/Timeout calls directed to the MERLIN LEGEND Transfer Redirect extension, (usually the first operator console on the MERLIN LEGEND Communications System). External calls transferred by the MERLIN MAIL system to the Call Answer Service Operator's Direct Line Console (DLC) ring on a line button (in Key mode), not on an intercom button. In Hybrid/PBX mode, these calls ring on a line button, not a System Access button. If the Call Answer Service Operator has a Queued Call Console, these calls ring on a Call button.

If you want Dial 0/Timeout calls directed to an extension other than the MERLIN LEGEND Transfer Redirect Extension, enter that extension as the Call Answer Service Operator's extension.

Considerations and Constraints

If you use an invalid extension as the Call Answer Service Operator, calls transferred by the MERLIN MAIL system to the Call Answer Service Operator will not receive coverage if the station is busy or the call is not answered.

If you want calls transferred by the MERLIN MAIL system to the Call Answer Service Operator to receive coverage, you must program a valid extension number as the Call Answer Service Operator extension.

Programming

Specifying the Call Answer Service Operator Extension

To change the Call Answer Service Operator's extension, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [5] for Call Answer Service Operator.	Current Call Answer Service Operator's extension, then system prompts you to enter new Call Answer Service Operator extension and [#] .
Step 6	Choose an option: <i>Call Answer Service Operator</i> + [#] to change the Call Answer Service Operator. [*] [#] to keep current Call Answer Service Operator.	Call Answer Service Operator's extension, then the System Parameters Menu. System Parameters Menu.

Call Handling

Description

The MERLIN LEGEND Communications System and the MERLIN MAIL system can be programmed to work together to provide Immediate Call Handling, or Delayed Call Handling for external (outside) calls.

In addition to Delayed Call Handling and Immediate Call Handling, the system can also be programmed for Night Only Call Handling. For information about handling fax calls, see the Fax Extension feature in this chapter.

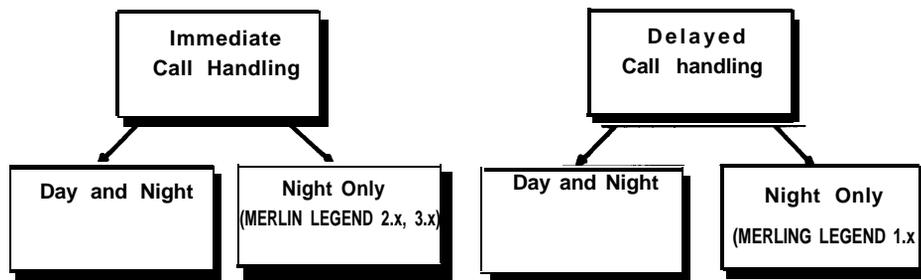


Figure 5-1. Call Handling Options

Immediate Call Handling

With Immediate Call Handling, the MERLIN MAIL Automated Attendant Service answers all incoming external calls and provides day or night service depending upon the time of the call and the schedule setup. If the MERLIN MAIL system is busy and cannot answer a call, the call will ring at the MERLIN LEGEND system operator's telephone, as shown in Figure 5-2. If you want most calls to be answered by the Automated Attendant with overflow calls handled by the system operator, use Immediate Call Handling.

If the system operator has a Queued Call Console (QCC), then all calls should first be directed to the MERLIN MAIL system Calling Group. The Calling Group should overflow to the MERLIN LEGEND QCC queue.

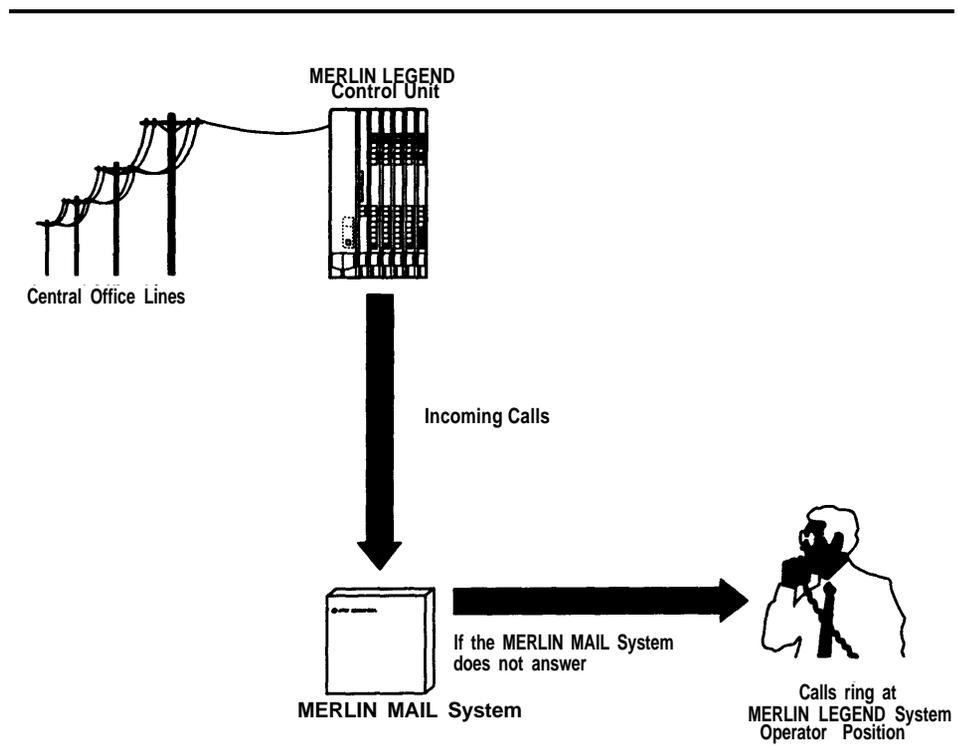


Figure 5-2. MERLIN MAIL System as Immediate Call Handler

Delayed Call Handling

With Delayed Call Handling, incoming calls ring at the MERLIN LEGEND operator console (and at other extensions that have line appearances for the incoming call's line). If the call is not answered, the call is automatically routed to the MERLIN MAIL system, as shown in Figure 5-3. Use Delayed Call Handling if you want most calls handled by the system operator.

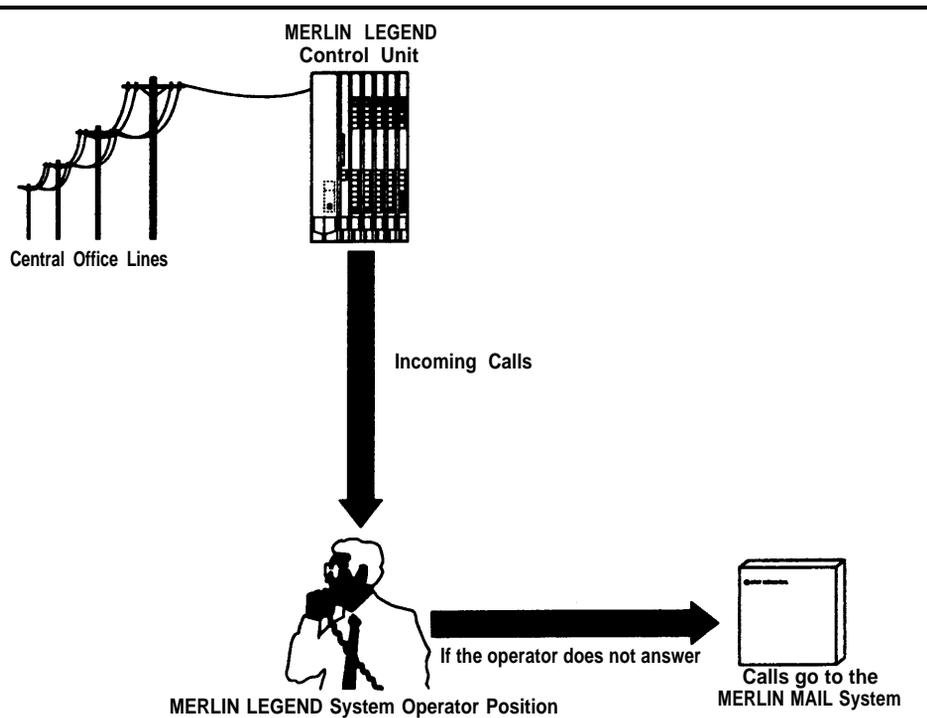


Figure 5-3. MERLIN MAIL System as Delayed Call Handler

To accomplish Delayed Call Handling, calls ring at one or more telephones and at the Delayed Call Handling extension (phantom station). The Delayed Call Handling extension must be an unused Multi-Function Module extension, (if there are MLX telephones in the system) or a multiline station port (if there are no MLX telephones in the communications system) that has appearances for all lines that are to receive Delayed Call Handling. The station port for the Delayed Call Handling extension must be the principal user of these lines.

If a call is not answered, the Delayed Call Handling extension's coverage sends the call to the MERLIN MAIL Calling Group. The Delayed Call Handling extension's voice mailbox has a Class of Service 15 (Automated Attendant 1), 16 (Automated Attendant 2), or 17 (Automated Attendant 3) and plays the corresponding Automated Attendant menus.

If you decide you no longer want Automated Attendant Service for a line, you must remove the line from the phantom station (Delayed Call Handling extension).

Night Only Call Handling

With Night Only Call Handling, calls are routed to the MERLIN MAIL Automated Attendant Service only when the MERLIN LEGEND system is in Night Service.

Night Only Call Handling may be used with Immediate Call Handling only if you have a MERLIN LEGEND Communications System Release 2.0 or later. Night Only Call Handling must be used with Delayed Call Handling if you have a MERLIN LEGEND Communications System prior to Release 2.0.

Night Only Call Handling with MERLIN LEGEND Communications System Prior to Release 2.0

To program Night Only Call Handling for MERLIN LEGEND systems prior to Release 2.0, assign a Night Only Call Handling extension (Night Service Receiver) to receive incoming calls. The Night Only Call Handling extension should be a an unused Multi-Function Module extension, (if there are MLX telephones in the system) or a multiline station port (if there are no MLX telephones in the communications system) with line appearances of the lines that should receive Night Only Call Handling treatment. The Night Only Call Handling extension must be the principal user of the lines. Place the Night Service Receiver in a Coverage Group (sender) and program the MERLIN MAIL Calling Group as the Coverage Receiver. When MERLIN LEGEND Night Service is activated, calls will be sent to the MERLIN MAIL system by the coverage of the Night Service Receiver.

Assign a voice mailbox with Class of Service 15 (Automated Attendant 1), 16 (Automated Attendant 2), or 17 (Automated Attendant 3) to the Night Service Receiver. Mailboxes with Class of Service 15, 16, or 17 provide Automated Attendant Service for Automated Attendant 1, Automated Attendant 2, and Automated Attendant 3, respectively.

Night Only Call Handling with MERLIN LEGEND Communications System Release 2.0 and Later

With MERLIN LEGEND Communications System Release 2.0 and later, the MERLIN MAIL Calling Group can be programmed as the Night Service receiver. To provide Night Only Automated Attendant Service, make the MERLIN MAIL Calling Group the Night Service receiver for the operator. When MERLIN LEGEND Communications System Night Service is activated, calls that ring at a MERLIN LEGEND system operator are sent to the MERLIN MAIL Calling Group.

If you want lines handled by Automated Attendant 2 or Automated Attendant 3, you must assign those lines to the appropriate Automated Attendant using the Line Assignments feature, Lines not assigned to Automated Attendant 2 or 3 are handled by Automated Attendant 1.

Fax Call Handling

For each Automated Attendant, the MERLIN MAIL system can have a fax extension or fax Calling Group to which fax calls handled by that Automated Attendant are directed.

With Fax Call Handling, the Automated Attendant Service can automatically route fax calls to a fax extension or fax Calling Group. The sending machine must produce industry-standard fax calling (CNG) tones in order for the fax call to be routed correctly. The Touch-Tone Gate is not required to be on for Fax Call Handling.

Fax Call Handling should be used only with Immediate Call Handling. Fax Call Handling cannot be combined with Delayed Call Handling, because the sending machine will stop sending the fax calling (CNG) tone and hang up after 35 seconds. This may not be enough time for the call to be directed to the fax machine.

Identify the station jacks that connect to fax machines. Also identify the extension that will display a message-waiting indication when a fax is received. If more than one fax machine extension is to be used for an Automated Attendant, you must create a fax Calling Group. This allows the MERLIN MAIL system to transfer fax calls immediately to an available fax machine assigned to the fax Calling Group.

Considerations and Constraints

If Outcalling is allowed outside of normal business hours (when the MERLIN LEGEND Communications System is in Night Service) you must add the Outcalling ports of the MERLIN MAIL system to the Night Service Exclusion List. The Outcalling ports are as follows:

Configuration	Outcalling Ports
Two-port system	Port 2
Four-port system	Port 4
Six-port system	Ports 5 and 6

If the MERLIN MAIL system is configured with Multiple Automated Attendants, and Delayed Call Handling is required, one Delayed Call Handling extension is required for each Automated Attendant that handles calls in Delayed Call Handling mode.

For example, if lines 801 and 802 need to be handled by Automated Attendant 1 and lines 803 and 804 need to be handled by Automated Attendant 2, program one Delayed Call Handling extension for each Automated Attendant:

1. Program the first Delayed Call Handling extension to be the principal user of lines 801 and 802 and create an Automated Attendant mailbox with Class of Service 15 for that extension.
2. Program the second Delayed Call Handling extension as the principal user of lines 803 and 804 and create an Automated Attendant mailbox with Class of Service 16 for that extension.
3. Make the MERLIN MAIL system Calling Group the group coverage receiver for each Delayed Call Handling extension.

The Delayed Call Handling extension must be an unused Multi-Function Module extension, (if there are MLX telephones in the system) or a multiline station port (if there are no MLX telephones in the communications system).

Delayed Answer

At a Glance

Menu	[1] System Parameters
Submenu	[3] Delayed Answer
Options	[1] All ports Delayed Answer [2] Delayed Answer on Automated Attendant ports only [3] Delayed Answer on Voice Mail Service ports only [4] No Delayed Answer
Programmable by	System Administrator
Factory Setting	
Delayed/No Delayed Answer	No Delayed Answer

Description

The MERLIN MAIL Delayed Answer feature controls how quickly the MERLIN MAIL system answers calls when they ring on the system's ports, Delayed Answer can be turned on for all ports, no ports, Automated Attendant ports only, or Voice Mail Service ports only.

Ports that have Delayed Answer On answer calls after four rings to the MERLIN MAIL system. Ports that have Delayed Answer Off answer after one ring to the system. For Automated Attendant calls, this delay is in addition to any delay that results from configuring the MERLIN LEGEND Communications System for Delayed Call Handling. For Call Answer Service calls, this delay is in addition to any coverage delays.



RECOMMENDATION:

Use No Delayed Answer on all ports. All other settings can result in excessive ringing before calls are answered by the MERLIN MAIL system.

Programming

Setting Delayed Answer

To program the Delayed Answer option, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [3] for Delayed Answer.	Delayed Answer Menu.
Step 6	Choose an option:	
	[1] All ports Delayed Answer	The system confirms the setting, then plays the Sytem Parameters Menu.
	[2] Delayed Answer on Automated Attendant ports only	The system confirms the setting, then plays the System Paramenter Menu.
	[3] Delayed Answer on Voice Mail Service ports only	The system confirms the setting, then plays the System Parameters Menu.
	[4] No ports Delayed Answer	The system confirms the setting, then plays the System Parameters Menu.
	[*] [#] Quit without changing	System Parameters Menu.

Dial 0/Timeout Action (Automated Attendant)

At a Glance

Menu	[3] Automated Attendant
Submenu	[1] Day Menu
Options	[6] Modify Menu
Suboptions	[0] Transfer to Call Answer Service Operator
	[1] Record a message in the General Mailbox
	[2] Disconnect
	[3] Transfer to extension
Submenu	[2] Night Menu
Options	[6] Modify Menu
Suboptions	[0] Transfer to Call Answer Service Operator
	[1] Record a Message in the General Mailbox
	[2] Disconnect
	[3] Transfer to extension
Programmable by	System Administrator
Factory Settings	
Day	Transfer to Call Answer Service Operator
Night	Record a message in the General Mailbox

Description

The Dial 0/Timeout Action determines what happens to a call when the caller does not respond to the Automated Attendant Touch-Tone Gate Greeting, or the caller does not make a selection from an Automated Attendant Main Menu or Submenu, or when the caller dial **[0]** any time in Automated Attendant Service.

The Dial 0/Timeout Action can be programmed to be one of the following:

- Transfer to Call Answer Service Operator
- Record a message in the General Mailbox
- Disconnect
- Transfer to an extension

There is a Day Dial 0/Timeout Action and a Night Dial 0/Timeout Action for each Automated Attendant. The default for the Day Dial 0/Timeout Action is Transfer to Call Answer Service Operator. The default for the Night Dial 0/Timeout Action is Record a Message in the General Mailbox.

Programming

Changing a Dial 0/Timeout Action

This procedure must be followed all the way to the last step for the change to be made. If you do not hear the “Menu saved” prompt at the end of the procedure, the change will not be made.

If you change the Dial 0/Timeout Action, you might want to change the menu prompt.

To change a Main Menu's Dial 0/Timeout Action without changing its Selector Codes, or Selector Code Actions, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#]	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. Go to Step 6.
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	Automated Attendant Administration Menu.
Step 6	Choose an option: [1] Day Menu. [2] Night Menu.	Menu Administration Menu.
Step 7	Press [6] to modify the Main Menu	The system prompts you to enter a Selector Code.
Step 8	Press [*] [#] to indicate no changes to this menu's Selector Codes.	The system plays the Current Timeout Action, then the Timeout Action Menu.

Action	You Hear...
<p>Step 9 Choose a Dial 0/Timeout Action:</p> <p>[0] to transfer to the Call Answer Service Operator.</p> <p>[1] to record a message in the General Mailbox.</p> <p>[2] to disconnect.</p> <p>[3] to transfer to extension.</p> <p>[*] [#] to use the existing Dial 0/Timeout Action.</p>	<p>The system confirms the setting and prompts you to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>The system confirms setting and prompts you to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>The system confirms setting and prompts you to record the Main Menu prompt. <i>Go to Step 11.</i></p> <p>The system prompts you to enter extension + [#].</p> <p>The system prompts you to record the Main Menu prompt. <i>Go to Step 17.</i></p>
<p>Step 10 Enter extension + [#].</p>	<p>The system confirms setting and prompts you to record the Main Menu prompt.</p>
<p>Step 11 Choose an option: Press [#] to use the existing prompt.</p>	<p><i>(Monolingual mode)</i> The message “The existing menu prompt will be used” plays, then the Menu Administration Menu Procedure is complete.</p> <p><i>(Bilingual mode)</i> The message “The existing menu prompt will be used” plays. Then the system prompts you to record the Main Menu prompt in the secondary system language. <i>Repeat Step 11</i></p>
<p>Record the Main Menu prompt (up to two minutes). Press [1] when finished recording.</p>	<p>Message Editing Menu.</p>

	Action	You Hear..
Step 12	<p>Choose an option: [2] [3] to play back the new prompt.</p>	<p>The system plays the new Main Menu prompt. <i>Repeat Step 12.</i></p>
	<p>[2] [1] to re-record the new prompt.</p>	<p>A tone to record the Main Menu prompt. <i>Return to Step 11.</i></p>
	<p>[*] [D] (or [*] [3]) to delete the new menu prompt and use the previous menu prompt.</p>	<p><i>(Monolingual mode)</i> The message “Deleted. The existing menu prompt will be used,” plays, then the Menu Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The message “Deleted. The existing menu prompt will be used,” plays, then the system prompts you to record the Main Menu prompt in the secondary system language. <i>Return to Step 11.</i></p>
	<p>[*] [#] to approve.</p>	<p>The message “Approved” plays. <i>(Monolingual mode)</i> Menu Administration Menu <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Main Menu prompt in the secondary system language. <i>Return to Step 11.</i></p>

Directory

At a Glance

Options	[*] [A] (or [*] [2])
Used by	Internal or external callers

Description

Callers and subscribers can use the directory to reach a subscriber whose extension they do not know. In addition, subscribers can use the directory to address messages to other subscribers.

A directory entry is created for a mailbox when a mailbox is created. Use either first names or last names consistently when entering the names in the directory. If Directory will be used in Automated Attendant Service, tell callers to press **[*] [A]** (or **[*] [2]**) to access the directory and tell them whether names are listed by first names or last names. For example, "To access a directory of extensions listed by last name, press **[*] [A]** ." For more information on names, see the Mailbox feature in this chapter.

Programming

Using the Directory

To send or forward a message to a subscriber using the Directory, use the following procedure when you are prompted to enter an extension number.

	Action	You Hear...
Step 1	Dial [*] [A] (or [*] [2]) to use the directory.	The system prompts you to enter the first four letters of the name of the person you are looking for.
Step 2	Dial the first four letters of the name. Example: to find the extension of Joe Conlin, if names are listed by last name, dial [2] [6] [6] [5] ([C] [O] [N] [L]) .	

Action	You Hear...
Step 3 One of the following actions occurs: A match is made.	The system announces the number of matches found, then the Message Addressing Menu plays and prompts for the next extension to send or forward a message. <i>Procedure is complete.</i>
The letters match more than one person.	The system announces the number of matches found, then, the matching names are announced. Go to Step 4.
No match is found.	The system announces that no matches were found and prompts for the next extension to send or forward a message. Then the Message Addressing Menu plays. <i>Procedure is complete.</i>
Step 4 Select the correct entry. If more than five matches are found, press [#] to hear more matching entries.	The Message Addressing Menu plays. <i>Procedure is complete.</i>

Changing a Directory Listing

To change a directory entry, see “Changing a Mailbox Name” under the Mailbox feature in this chapter.

Fax Extension

At a Glance

Menu	[1] System Parameters
Submenu	[4] Fax Extension
Programmable by	System Administrator
Factory Setting Fax Extensions	None

Description

The Automated Attendant Service can automatically route fax calls to a fax extension or fax Calling Group. The sending machine must produce industry-standard fax calling (CNG) tones in order for the fax call to be routed correctly.

If an Automated Attendant detects an incoming fax call, the Automated Attendant directs the call to the fax extension programmed for the Automated Attendant.

If the voice messaging system is configured for Multiple Automated Attendants, each Automated Attendant can have a fax extension or fax Calling Group to which fax calls for that Automated Attendant are directed.

Program the fax or fax Calling Group extension to which the Automated Attendant Service will transfer fax calls.

⇒ **IMPORTANT:**

If you are using the MERLIN MAIL system to route fax calls, you must program the MERLIN LEGEND Communications System to set all line or pool assignments on the fax extension(s) to No Ring.

Considerations and Constraints

Fax Call Handling can be combined with Immediate Call Handling. Fax Call Handling cannot be combined with Delayed Call Handling, because the sending machine will stop sending the fax calling (CNG) tone and hang up after 35 seconds. For more information, see the Call Handling feature in this chapter.

You can administer a message-waiting receiver for the fax extension and fax group. For more information, see Chapter 4, "MERLIN LEGEND System Initial Programming."

Programming

Creating or Deleting a Fax Extension

To create or delete a fax extension or Calling Group, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#]
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [4] for Fax Extension.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>Go to Step 6.</i> <i>(Single Automated Attendant)</i> The system prompts you to enter fax extension + [#] or to press [0] [#] to delete the fax extension. <i>Go to Step 7.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	The system prompts you to enter fax extension + [#] or to press [0] [#] to delete the fax extension.
Step 7	Choose an option: Enter <i>Fax Extension</i> (or Calling Group) + [#] . Enter [0] [#] to delete the fax extension (or Calling Group).	The system confirms the fax extension. The system confirms that there is no fax extension.

General Mailbox

At a Glance

Menu	[1] System Parameters
Submenu	[6] General Mailbox Owner
Programmable by	System Administrator
Factory Settings	
General Mailbox Owner (All Automated Attendants)	Extension 10
General Mailbox AA1	9991
General Mailbox AA2	9992
General Mailbox AA3	9993
General Mailbox password	blank (not set)

Description

If the MERLIN MAIL system is configured with one Automated Attendant, there is one General Mailbox for the system. If the system is configured with Multiple Automated Attendants, each Automated Attendant can have a General Mailbox. Calls are directed to the Automated Attendant's General Mailbox when the Automated Attendant's Dial 0/Timeout Action is set to Record a Message in the General Mailbox and any of the following actions occur:

- The caller does not respond to the Touch-Tone Gate greeting.
- The caller does not make a selection from the Main Menu.
- The caller does not make a selection from a Submenu.
- The caller dials [0] .

The General Mailbox Owner is the extension whose message-waiting light is turned on whenever a non-Broadcast Message is placed in the General Mailbox. You can program a General Mailbox Owner for each General Mailbox, or you can have one owner for all the General Mailboxes. The light goes off when there are no new messages in the General Mailbox and in the extension's own mailbox. The General Mailbox Owner is assigned the task of retrieving messages from the General Mailbox, and forwarding messages to the appropriate mailbox.

The General Mailbox Owner's extension can be changed to any extension. It is not necessary for the owner to also have a subscriber mailbox. The General Mailbox numbers are 9991, 9992, and 9993 for Automated Attendant 1, Automated Attendant 2, and Automated Attendant 3, respectively. The General Mailbox numbers cannot be changed. To change the General Mailbox's password, log on as the General Mailbox owner and press **[5]** (to change the password).

There is a default greeting for each General Mailbox. The greeting can be changed, if desired, by logging in as the General Mailbox owner and recording the greeting as described in the *MERLIN MAIL Voice Messaging System Release 3 User's Guide*.

Considerations and Constraints

If the General Mailbox owner also has a personal mailbox, the message-waiting light on the subscriber's telephone remains lit if there are any new messages in the subscriber's personal mailbox or in the General Mailbox.

The subscriber must remember to check the personal mailbox and all General Mailboxes for new messages when the message-waiting light is lit.

Procedure

Forwarding a Message from the General Mailbox

To forward a message from a General Mailbox to a subscriber's mailbox, use the following procedure:

	Action	You Hear...
Step 1	Log in to the appropriate General Mailbox on the MERLIN MAIL system.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [2] to get messages.	The message header plays.
Step 3	Press [1] to listen to the message and determine who the message is for.	The message plays.
Step 4	After the message plays, press [1] to respond to the message.	Message Responding Menu.
Step 5	Press [2] to forward the message.	The system prompts you to record at the tone and to press [1] after recording.

Action	You Hear...
Step 6 Record your comments, then press [1] . Example: "Pat, this is a message from the General Mailbox."	Message Editing Menu.
Step 7 Choose an option: [2] [3] to play back your comments.	The system plays your comments, then the Message Editing Menu. Repeat Step 7.
[2] [1] to re-record your comments.	A tone to record your comments. Return to Step 6.
[*] [D] (or [*] [3]) to delete your comments and cancel the forwarding.	The system plays "Deleted. Message not created. No response sent," and you are returned to the original message. Go to Step 9.
[*] [#] to approve your comments.	The system plays "Approved," then prompts you to "Enter an extension and [#] , or to enter a group list, press [*] [5] . When finished addressing press [*] [#] ."
Step 8 Choose an option: Enter <i>receiving extension</i> (the person to receive the forwarded message) + [#] .	The system prompts you to enter an extension or [*] [5] to enter a Group List. Repeat Step 8.
Press [*] [A] (or [*] [2]) then enter the first four letters of the party's name to address the message using the directory.	The system prompts you to enter an extension or [*] [5] to enter a Group List. Repeat Step 8.
Press [*] [5] and a Group List number + [#] .	The system prompts you to enter an extension or [*] [5] to enter a Group List. Repeat Step 8.
Press [*] [D] (or [*] [3]) to discard the last extension or Group List number entered.	The system prompts you to enter an extension or [*] [5] to enter a Group List. Repeat Step 8.
Press [*] [#] to send message.	The system plays message "Approved. Delivery scheduled."
Step 9 Press [*] [D] (or [*] [3]) to delete the original message if it is no longer needed, or press [#] to save the message.	The next message header plays if there are more messages; otherwise you hear the Voice Mail Activity Menu.

Programming

Setting the General Mailbox Owner

To program a General Mailbox Owner, use the following procedure:

	Action	You Hear..
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password + [#]</i>	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [6] for General Mailbox.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> The system tells you the current General Mailbox Owner extension, then prompts you to enter the new General Mailbox Owner extension. Go to Step 7.
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	The system tells you the current General Mailbox Owner extension, then prompts you to enter the new General Mailbox Owner extension.
Step 7	Enter <i>General Mailbox Owner + [#]</i> .	The system confirms the General Mailbox Owner extension.

Greetings

At a Glance

Menu	[7] System Greetings
Submenus	[1] Voice Mail Greeting [3] Automated Attendant Touch-Tone Gate Greeting
Options	[1] Day Greeting [2] Night Greeting
Programmable by	System Administrator
Factory Settings	
Voice Mail Greeting (English)	"Welcome to MERLIN MAIL. Please press extension and pound sign."
Automated Attendant Touch-Tone Gate Greeting (English)	"Welcome to MERLIN MAIL. If you are calling from a Touch-Tone telephone, press 1 now; otherwise, please wait for assistance."

Description

There are two types of system greetings used with the MERLIN MAIL system; *Voice Mail Greetings* and *Automated Attendant Touch-Tone Gate Greetings*. Subscribers hear the Voice Mail Greeting when they access Voice Mail Service. Callers hear the Automated Attendant Touch-Tone Gate Greeting when their calls are answered by Automated Attendant Service if the Automated Attendant's Touch-Tone Gate is On.

Each mailbox also has a Personal Greeting that the mailbox's subscriber can administer.

Voice Mail Greeting

The Voice Mail Greeting plays when a subscriber calls the Voice Mail Service. The MERLIN MAIL system comes with a factory-set Voice Mail Greeting. If your system is set up for bilingual mode, the Voice Mail Greeting plays first in the primary and then in the secondary language. Although you can change the greeting, it is recommended that you leave it at the factory setting.

If you customize your Voice Mail Greeting, the greeting must tell subscribers to enter their extension number followed by #. The greeting can be up to two minutes long.

Automated Attendant Touch-Tone Gate Greeting

The Touch-Tone Gate Greeting is heard by any caller that reaches an Automated Attendant that has the Touch-Tone Gate turned On. There is a Day Touch-Tone Gate Greeting and a Night Touch-Tone Gate Greeting. The primary purpose of the Touch-Tone Gate Greeting is to allow callers to notify the system that they are calling from a telephone that supports touch-tone signaling. If the system is operating in bilingual mode, the Touch-Tone Gate Greeting is also used to prompt callers calling from touch-tone telephones to choose either the primary or secondary language for all prompts and messages.

When the MERLIN MAIL system is set up for bilingual operation, the Touch-Tone Gate Greeting must prompt the caller to press **[1]** to indicate the call is from a touch-tone telephone and to select the primary language, or to press **[*] [1]** to indicate the call is from a touch-tone telephone and to select the secondary language. If the caller presses **[1]**, the Automated Attendant plays the Main Menu and all other prompts in the primary language. If the caller presses **[*] [1]**, Automated Attendant plays the Main Menu and all other prompts in the secondary language. If the caller does not press **[1]** or **[*] [1]** within four seconds after the Touch-Tone Gate Greeting ends, the call is handled as determined by the Dial 0/Timeout Action setting for the Day or Night Main Menu.

Personal Greeting

Personal Greetings are personal messages recorded by each subscriber for his or her own mailbox. Callers hear the Personal Greeting when they reach Call Answer Service for the extension. For more information on Personal Greetings and the procedure to record the Personal Greeting, see the *MERLIN MAIL Voice Messaging System Release 3 User's Guide*.

Examples

Following are examples of Main Menu and Automated Attendant Touch-Tone Gate Greetings for four different modes of operation.

Monolingual Mode—Touch-Tone Gate On

Automated Attendant Touch-Tone Gate Greeting

Welcome to Linco. If you are calling from a touch-tone telephone press **[1]** now. Otherwise, please wait for assistance.

Main Menu

For sales, press **[1]**.

For customer service, press **[2]**.

If you know the extension of the person you are calling, press **[8]**.

For a directory of employees listed by last name, press **[*] [A]**.

To reach the operator, press **[0]**.

Bilingual Mode—Touch-Tone Gate On (Primary Language English; Secondary Language Spanish)

Automated Attendant Touch-Tone Gate Greeting

Welcome to Linco. Bienvenidos a Linco. Si cuenta con teléfono de tonos, marque [*] [1] para español ahora. If you are calling from a touch-tone telephone, to hear the prompts in English, press [1] now.

Main Menu Primary Language

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [8].

For a directory of employees listed by last name, press [*] [A].

To reach the operator, press [0].

Main Menu Secondary Language

Para el departamento de ventas, marque el [1].

Para servicio de los clientes, marque el [2].

Si sabe la extensión de la persona a quien llama, marque el [8].

Para el directorio de empleados listado por apellido, marque [*] [2].

Para la operadora, marque el [0].

Monolingual Mode—Touch-Tone Gate Off

Main Menu

Thank you for calling XYZ Company.

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [8].

For a directory of employees listed by last name, press [*] [A].

To reach the operator, press [0].

Bilingual Mode—Touch-Tone Gate Off (Primary Language English; Secondary Language Spanish)

Main Menu Primary Language

Welcome to Linco. Bienvenidos a Linco. Para español, marque [*] [1] ahora.

For sales, press [1].

For customer service, press [2].

If you know the extension of the person you are calling, press [8].

For a directory of employees listed by last name, press [*] [A].

To reach the operator, press [0].

Main Menu Secondary Language

Para el departamento de ventas, marque el [1].

Para servicio de los clientes, marque el [2].

Si sabe la extensión de la persona a quien llama, marque el [8].

Para el directorio de empleados listado por apellido, marque [*] [2].

Para la operadora, marque el [0].

Considerations and Constraints

For better sound quality, use the handset instead of the speakerphone when recording greetings. Speakerphones pick up background and feedback noises more readily than a handset does.

Programming

Recording the Voice Mail Greeting

To change the Voice Mail Greeting message, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [7] for System Greetings.	System Greeting Menu.
Step 5	Press [1] for Voice Mail Greeting.	Voice Mail Greeting Menu.

Action	You Hear...
<p>Step 6 Choose an option:</p> <p>[1] to record a greeting.</p> <p>[0] to listen to the greeting.</p> <p>[2] to use system default greeting.</p> <p>[*] [#] to use the current greeting.</p>	<p>The system prompts you to record the greeting. <i>Go to Step 7.</i></p> <p>The system plays the current greeting, then plays the Voice Mail Greeting Menu. <i>Repeat Step 6.</i></p> <p><i>(Monolingual mode)</i> The system confirms that it will use the system default greeting. The system plays the System Greeting Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system confirms that it will use the system default greeting, then plays the Voice Mail Greeting Menu. <i>Repeat Step 6 for secondary language.</i></p> <p><i>(Monolingual mode)</i> The system confirms that it will use the current greeting. The system plays the System Greeting Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system confirms that it will use the current greeting then plays the Voice Mail Greeting Menu. <i>Repeat Step 6 for secondary language.</i></p>
<p>Step 7 Record the Voice Mail Greeting, then press [1].</p>	<p>Greeting Editing Menu.</p>

	Action	You Hear...
Step 8	Choose an option: [2] [3] to play back greeting. [2] [1] to re-record greeting. [*] [D] (or [*] [3]) to delete the new greeting. [*] [#] to approve the greeting.	The system plays the greeting. <i>Repeat Step 8.</i> A tone to record greeting. <i>Return to Step 7.</i> Voice Mail Greeting Menu. <i>Return to Step 6.</i> <i>(Monolingual Mode)</i> The system plays the message "Approved. This new greeting will be used," then the System Greeting Menu. <i>Procedure is complete.</i> <i>(Bilingual Mode)</i> The system plays the message "Approved. This new greeting will be used," then the Voice Mail Greeting Menu. <i>Repeat Steps 6 through 8 to record the greeting for the secondary system language.</i>

Recording an Automated Attendant Touch-Tone Gate Greeting

To change the Touch-Tone Gate Greeting message, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [7] for System Greetings.	System Greeting Menu.
Step 5	Press [3] for Automated Attendant Touch-Tone Gate Greeting.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Touch-Tone Gate Greeting Menu. <i>Go to Step 7.</i>

	Action	You Hear...
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter Automated Attendant Number.	The system prompts you to choose the Day or Night Greeting or to press [*] [#] to quit.
Step 7	Choose an option: [1] for Day Greeting.	Automated Attendant Touch-Tone Gate Greeting Menu.
	[2] for Night Greeting.	Automated Attendant Touch-Tone Gate Greeting Menu.
	[*] [#] to quit	<i>Procedure is complete.</i>
Step 8	Choose an option: [1] to record a greeting.	The system prompts you to record an Automated Attendant Touch-Tone Gate Greeting. <i>Go to Step 9</i>
	[0] to listen to the greeting.	The system plays the current greeting, then plays the Automated Attendant Touch-Tone Gate Greeting Menu. <i>Repeat Step 8.</i>
	[2] to use system default greeting.	The system confirms that it will use the system default greeting, then prompts you to choose the day or night greeting or to press [*] [#] to quit. <i>Return to Step 7.</i>
	[*] [#] to use the current greeting.	The system confirms that it will use the current greeting, then prompts you to choose the day or night greeting or to press [*] [#] to quit. <i>Return to Step 7.</i>
Step 9	Record the Automated Attendant Touch-Tone Gate Greeting, then press [1].	Greeting Editing Menu.

Step 10 Enter one of the following selections:

[2] [3] to play back greeting.

Greeting Editing Menu.
Repeat Step 10.

[2] [1] to re-record greeting.

Tone to record the greeting.
Return to Step 9.

[*] [D] (or **[*] [3]**) to delete the new greeting and use the previous greeting.

The system plays the message "Deleted." *Return to Step 8.*

[*] [#] to approve the greeting.

The system plays the message "Approved. This new greeting will be used," then the System Greeting Menu. *Return to Step 7.*

Group Lists

At a Glance

Menu	[5] Group Lists
Options	[2] Scan Group Lists [4] Create a Group List [6] Modify or review a Group List
Suboptions	[1] Add entry [*] [D] Delete entry [#] Next entry [*] [1] Go to beginning of list
Option	[*] [D] (or [*] [3]) Delete a Group List
Programmable by	System Administrator
Subscriber Option	
Send Message using Group List	[*] [5]
Parameters	
Number of Group Lists	99
Maximum number of mailboxes in a Group List	100

Description

A *Group List* (list of voice mailbox numbers) can be used to address a message to more than one subscriber by entering the appropriate Group List number, rather than dialing each subscriber's extension to address a message.

Subscribers may sometimes find it useful to use Group Lists for addressing messages. For example, if an office manager frequently needs to send messages to all Payroll department members, the System Administrator can create a Group List including all Payroll department members' mailboxes.

When a message is addressed to a Group List, the message is immediately deposited in all the mailboxes of all subscribers contained in the Group List, the subscribers' message-waiting lights are lit, and Outcalling is performed for the subscribers who have this feature turned on.

The Broadcast Message feature can also be used to send messages to all Call Answer Service mailboxes. (Call Answer Service Mailboxes are mailboxes with Calss of Service 1-14 and 18.) It differs from the Group List feature in three important ways:

- Broadcast Messages can only be sent by the System Administrator.
- Although the message created using the Broadcast Message feature is sent out immediately, the message-waiting light on each telephone does not light until 3 a.m.
- No Outcalling is done for Broadcast Messages.

For more information, see the Broadcast Message feature in this chapter.

Programming

A Group List consists of extensions assigned to a single group. That group of extensions is assigned a Group List number. When a subscriber addresses a message using a Group List number, the message is sent to all of the voice mailboxes contained in the Group List.

Since only the System Administrator can create Group Lists, it is the System Administrator's responsibility to create and maintain these lists and to provide information about these lists to subscribers.

- A mailbox can be on more than one Group List.
- Up to 99 Group Lists can be created.
- Up to 100 Call Answer Service mailboxes can be assigned to each Group List.
- Bulletin Board mailboxes, Transfer-Only mailboxes, and Automated Attendant mailboxes cannot be Group List members.
- A group list cannot be a member of another group list.

Creating Group Lists

To create a new group list, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [5] for Group Lists.	Group Lists Administration Menu.

	Action	You Hear...
Step 5	Press [4] for Create Group List.	The system prompts you to enter a Group List number + [#] .
Step 6	Enter Group List number+ [#] .	The system prompts you to enter extension number + [#] to add to Group List.
Step 7	Choose an option: Enter Extension number + [#] .	The system prompts you to enter extension number to add to Group List. <i>Repeat Step 7 until all extensions are entered.</i>
	Press [*] [D] (or [*] [3]) to delete last entry.	The system confirms deletion, then prompts you to enter extension number to add to Group List. <i>Repeat Step 7 until all extensions are entered.</i>
	Press [*] [#] when finished.	Group List Administration Menu. <i>Procedure is complete.</i>

Scanning Group Lists

Scanning a Group List tells you what Group Lists you have already created and how many entries there are in each list. You can also delete a group using the Scan Group Lists option. To scan a Group List, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [5] for Group Lists.	Group List Administration Menu.
Step 5	Press [2] for Scan Group Lists.	First Group List information.
Step 6	Choose an option: [*] [D] (or [*] [3]) to delete list.	The system prompts you to confirm deletion. <i>Go to Step 7.</i>
	[#] to scan next list.	The system plays information on the next Group List. <i>Repeat Step 6.</i>
	[*] [#] to quit.	Group List Administration Menu.

	Action	You Hear...
Step 7	Choose an option: [9] to confirm deletion of list. [6] to cancel deletion of list.	The system confirms deletion of list. The Group List Administration Menu plays. The system confirms canceling of the deletion. The Group List Administration Menu plays.

Reviewing or Modifying a Group List

Use this Procedure to review all members assigned to a Group List. You can also use this procedure to add mailboxes to or delete mailboxes from a Group List:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#]
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [5] for Group Lists.	Group List Administration Menu.
Step 5	Press [6] for Modify or Review Group Lists.	The system prompts you to enter Group List Number + [#]
Step 6	Enter Group List Number + [#] .	The number of entries is announced, then the first entry is played. The system plays the Group List Modification Menu.

	Action	You Hear...
Step 7	Choose an option: [*] [D] (or [*] [3]) Delete Entry played. [#] to review the next Group List entry. [1] to add extension to Group List. [*] [1] to go to Beginning of Group List. [*] [#] Return to Group List Administration Menu.	The system plays "Deleted," then plays the next entry. <i>Repeat Step 7.</i> The next entry plays. <i>Repeat Step 7.</i> When there are no more entries in the list, the system tells you so and then plays the Group List Administration Menu. The system prompts for the new entry if it has less than 100 entries in the Group List. <i>Go to Step 8.</i> The number of entries is announced, then the first entry is played, then the system plays the Group List Modification Menu. <i>Repeat Step 7.</i> Group List Administration Menu. <i>Procedure is complete.</i>
Step 8	Enter <i>extension</i> + [#].	<i>Repeat Step 8 for each extension to be added to the Group List. When finished adding extensions, go to Step 9.</i>
Step 9	Press [*] [#] when you have finished adding entries.	The system plays the next entry in the list, if any, followed by the Group List Modification Menu. <i>Return to Step 7.</i> If there are no more entries, the system states so, and returns to the Group List Modification Menu.

Deleting Group Lists

To delete a Group List, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [5] for Group Lists.	Group List Administration Menu.

	Action	You Hear..
Step 5	Press [*] D (or [*] 3) to delete a Group List.	The system prompts you to enter the number of the Group List to be deleted.
Step 6	Enter <i>Group List Number</i> + [#] .	The system prompts you to confirm that you want the Group List to be deleted.
Step 7	Choose an option: [9] to confirm deletion of list.	The system confirms deletion of list. The system prompts you to enter the number of the next Group List to be deleted. <i>Return to Step 6.</i>
	[6] to cancel deletion of list.	The system confirms the cancellation, and prompts you to enter the number of the next Group List to be deleted. <i>Return to Step 6.</i>
Step 8	Choose an option: Return to Step 6 to delete another Group List. [*] [#] to return to Group List Administration Menu.	Group List Administration Menu.

Procedure

Sending a Message to a Group List

To send a message to a group list, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator or as a subscriber.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [1] to record a message.	The system prompts you to record at the tone.
Step 3	Record your message (up to 2 minutes) followed by [1] .	Message Editing Menu.
Step 4	Choose an option: [2] [3] to play back message. [2] [1] to re-record message. [*] [D] (or [*] [3]) to delete the message. [*] [#] to approve the message.	The message plays, then Message Editing Menu. <i>Repeat Step 4.</i> A tone to record the message. <i>Return to Step 3.</i> The system plays message "Deleted," then the Voice Mail Activity Menu. The system prompts you to enter an extension or [*] [5] to enter a Group List.
Step 5	Press [*] [5] to send the message to subscribers on a Group List.	The system plays "Approved," then prompts you to enter a Group List number + [#] ,
Step 6	Enter <i>Group List number (1-99) + [#]</i> .	The system prompts you to enter another extension or [*] [5] to enter another Group List.

	Action	You Hear...
Step 7	Choose an option:	
	To address the message to another Group List, press [*] [5] .	The system prompts you to enter a Group List number. <i>Return to Step 6.</i>
	To address the message to an individual voice mailbox, enter the mailbox number and [#] .	The system prompts you to enter an extension or [*] [5] to enter a Group List. <i>Repeat Step 7.</i>
	To address the message using the Directory feature, press [*] [A] (or [*] [2]), and follow the prompts.	The system prompts you to enter an extension or [*] [5] to enter a Group List. <i>Repeat Step 7.</i>
	Press [*] [D] (or [*] [3]) to discard the last extension or Group List number entered.	The system prompts you to enter an extension or [*] [5] to enter a Group List. <i>Repeat Step 7.</i>
	Press [*] [#] when you are finished addressing your message.	The system tells you that the message is scheduled for delivery. The Voice Mail Activity Menu plays.

Language

At a Glance

Menu	[1] System Parameters
Submenu	[9] System Language
Option	[1] Monolingual mode
Suboptions	[1] English [2] French [3] Spanish
Option	[2] Bilingual mode
Suboptions	[1] English [2] French [3] Spanish
Programmable by	System Administrator
Caller Option	
Change Language (<i>bilingual mode only</i>)	[*] [1]
Factory Settings	
Mode	Monolingual
Language	English

Description

The MERLIN MAIL system can be set up to operate in monolingual mode or bilingual mode. The three languages available are English (North American), French (Canadian), and Spanish (Latin American). If the system is in bilingual mode, one of the languages must be English.

The following chart shows possible language choices for bilingual mode.

Primary Language	Secondary Language
English (North American)	French (Canadian)
English (North American)	Spanish (Latin American)
French (Canadian)	English (North American)
Spanish (Latin American)	English (North American)

If the system is set to bilingual mode, a caller can choose the language when first reaching the Automated Attendant. Callers can also choose the language after reaching Call Answer Service by pressing **[*] [1]** at any time to hear prompts and personal greetings in the alternate language. Subscribers should notify callers in their personal greetings that the alternate language option is available.

The language mode (monolingual or bilingual) and choice of language(s) apply to the entire MERLIN MAIL system. If you choose to administer the system for Multiple Automated Attendants, all Automated Attendants use the same language mode and the same languages.

Considerations and Constraints

If you decide to change from bilingual to monolingual mode, the MERLIN MAIL system retains greeting, menu, and announcement recordings initially set for bilingual mode. If you choose to return to bilingual mode for the same languages, you can use the old recordings regardless of which language is primary or secondary. However, if you change to a different language combination, the system will need to be reinitialized. For assistance contact your AT&T representative or authorized dealer.

Programming

Setting the Language

To program the Language settings, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [9] for System Language.	The system tells you the current mode and language(s), then plays the System Language Mode Menu.

	Action	You Hear...	
Step 6	Choose an option: [1] Monolingual.	The system prompts you to enter a language.	
	[2] Bilingual.	The system prompts you to enter a language.	
	[*] [#] To quit and keep current setting.	System Parameters Menu.	
Step 7	Choose an option: [1] English. [2] French. [3] Spanish.	If monolingual was selected in Step 6, the system plays back the mode and language selected. <i>Go to Step 8.</i> If bilingual was selected in step 6, the system prompts you to enter the secondary system language. <i>Repeat Step 7.</i>	
	Step 8	Choose an option: [*] [#] to confirm selection.	System Parameters Menu. <i>Procedure is complete.</i>
	[1] to re-enter language selection.	The system prompts you to enter a language. <i>Return to Step 7.</i>	

Line Assignments

At a Glance

Menu	[3] Automated Attendant
Submenu	[6] Line Assignments
Options	[1] Review assigned lines [2] Add line [*] [D] (or [*] [3]) Delete line
Programmable by	System Administrator
Factory Setting Line Assignment	All lines assigned to AA1

Description

If Multiple Automated Attendants are used, the System Administrator must assign the line numbers that should be answered by Automated Attendant 2 and Automated Attendant 3. Lines that are not specifically assigned to Automated Attendant 2 or Automated Attendant 3 are assigned to Automated Attendant 1.

If your system uses one Automated Attendant, or if your system does not provide Automated Attendant Service, do not program Line Assignments.

If lines are in a pool, you must use the line number (not the pool number) to assign lines to Automated Attendant 2 or Automated Attendant 3.

⇒ **IMPORTANT:**

If, through MERLIN MAIL System Administration, you delete a line assigned to Automated Attendant 2 or 3, the MERLIN MAIL system automatically reassigns it to Automated Attendant 1. If you do not want a line to receive any Automated Attendant Service, you must re-program the MERLIN LEGEND Communications System in order to delete the line from the MERLIN MAIL Calling Group.

MERLIN LEGEND Communications System

Interactions

If a line receiving Automated Attendant Service is to have Automated Attendant Service removed, you must re-program MERLIN LEGEND system so that the line is no longer assigned to the MERLIN MAIL Calling Group.

If Multiple Automated Attendants are used with Delayed Call Handling (all MERLIN LEGEND Communications System releases) or Night Only Call Handling (MERLIN LEGEND Communications System earlier than Release 2.0) and you change the Automated Attendant that handles calls for a particular line, you must re-program the MERLIN LEGEND system so that the line has the correct principal user.

Programming

Reviewing Line Assignments

To review lines assigned to the second or third Automated Attendant, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	The system prompts you to enter the Automated Attendant Number.
Step 5	<i>Enter Automated Attendant Number</i> ([2] or [3]).	Automated Attendant Service Administration Menu.
Step 6	Press [6] for Line Assignments.	Line Assignment Menu.
Step 7	Press [1] to review Line Assignments.	The system tells you what lines are assigned to the Automated Attendant. <i>Procedure is complete.</i>

Adding Line

To add lines to the second or third Automated Attendants, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	The system prompts you to enter the Automated Attendant number.
Step 5	Enter <i>Automated Attendant Number</i> ([2] or [3]).	Automated Attendant Service Administration Menu.
Step 6	Press [6] for Line Assignments.	Line Assignment Menu.
Step 7	Press [2] to add a line to Automated Attendant 2 or 3.	The system prompts you to enter line number + [#] .
Step 8	Choose an option: Enter <i>Line Number</i> + [#] .	<p><i>(The line is not currently assigned to Automated Attendant 2 or Automated Attendant 3).</i></p> <p>The system plays the line number entered, then prompts you to enter the next line number + [#]. <i>Repeat Step 8 until finished.</i></p> <p><i>(The line is currently assigned to Automated Attendant 2 or Automated Attendant 3)</i></p> <p>The system prompts you to confirm assignment.</p>
	[*] [#] to end.	Line Assignment Menu. Procedure is complete.
Step 9	Choose an option: [9] to confirm.	The system confirms the setting, then prompts you to enter line number + [#] . <i>Repeat Steps 8 and 9 until finished.</i>
	[6] to cancel.	The system plays message "Canceled," then prompts you to enter line number + [#] . <i>Repeat Steps 8 and 9 until finished.</i>

Deleting Lines

To delete lines from the second or third Automated Attendants, use the following procedure:

⇒ **IMPORTANT:**

If through MERLIN MAIL System Administration you delete a line assigned to Automated Attendant 2 or 3, the MERLIN MAIL system automatically reassigns it to Automated Attendant 1. If you do not want a line to receive any Automated Attendant Service, you must re-program MERLIN LEGEND Communications System in order to delete the line from the MERLIN MAIL system Calling Group.

	Action	You Hear..
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	The system prompts you to enter Automated Attendant Number.
Step 5	Enter Automated Attendant Number ([2] or [3]).	Automated Attendant Service Administration Menu.
Step 6	Press [6] for Line Assignments.	Line Assignment Menu.
Step 7	Press [*] [D] (or [*] [3]) to delete a line from Automated Attendant 2 or 3.	The system prompts you to enter a line number + [#] .
Step 8	Choose an option: Enter line number + [#] . [*] [#] when finished.	The system prompts you to confirm the deletion. Line Assignment Menu. <i>Procedure is complete.</i>
Step 9	Choose an option: [9] to confirm. [6] to cancel.	The system confirms the deletion, then prompts you to enter the next line number + [#] . <i>Repeat Steps 8 and 9 until finished.</i> The system plays message "Canceled," then prompts you to enter the next line number + [#] . <i>Repeat Steps 8 and 9 until finished.</i>

Mailbox

At a Glance

Menu	[4] Mailbox Administration Menu
Options	[2] Play mailbox configuration [4] Create a mailbox [*] [D] (or [*] [3]) Delete a mailbox [6] Modify a mailbox
Suboptions	[1] Modify name [2] Modify Class of Service [3] Initialize password [4] Change language (<i>bilingual mode only</i>)
Programmable by	System Administrator
Factory Settings	
System Administrator's mailbox	9997
System Administrator's password	blank (not set)
Automated Attendant 1	
General Mailbox number	9991
General Mailbox owner	10
General Mailbox password	blank (not set)
Automated Attendant 2	
General Mailbox number	9992
General Mailbox owner	10
General Mailbox password	blank (not set)
Automated Attendant 3	
General Mailbox number	9993
General Mailbox owner	10
General Mailbox password	blank (not set)
Totals	
Subscriber, Bulletin Board, and Automated Attendant mailboxes (combined)	100 mailboxes
Transfer-Only mailboxes	255 mailboxes

Description

A Call Answer Service mailbox is a type of mailbox that can receive messages. Call Answer Service mailboxes are used to give users of your MERLIN LEGEND system access to Voice Mail Service and Call Answer Service.

There are other types of mailboxes that are used for specialized purposes. These include Transfer-Only mailboxes, Bulletin Board mailboxes, and Automated Attendant mailboxes.

Each Call Answer Service mailbox and Bulletin Board mailbox has a password that must be entered to gain access to the mailbox, in order to retrieve messages, record a personal greeting or Bulletin Board message, set Outcalling options, change passwords, or send or forward messages. For more information on passwords, see the Passwords feature in this chapter.

Creating Mailboxes

Keep the following in mind when creating mailboxes.

- MERLIN MAIL Planning Form B, Mailbox Assignments, lists the subscribers who will receive a voice mailbox, their corresponding extension, Class of Service, language selection (*bilingual mode only*), and directory name.
- A total of 100 mailboxes (Automated Attendant mailboxes, Call Answer Service Mailboxes, and Bulletin Board mailboxes) can be created, but to avoid call traffic problems, a maximum of 60 is recommended for a six-port system, 40 for a four-port system and 20 for a two-port system.
- If you want to change the System Administrator's mailbox from the factory setting, first create the new mailbox. Next, program the System Administrator's extension to be the new mailbox. The first time you log into the new mailbox, the mailbox password is blank, but the System Administration password is the same as it had been. It is important to change both passwords immediately for system security.
- Up to 255 Transfer-Only mailboxes can be created.

Class of Service

Each voice mailbox is assigned a Class of Service (COS) that specifies the mailbox type (service), the type of transfer, Outcalling permission, the maximum length for a recorded message, and the total number of minutes available for storing messages in the mailbox.

The Class of Service of a mailbox can be modified by the System Administrator as long as the new Class of Service is for the same Mailbox Type. For example, the System Administrator can change a mailbox from Class of Service 2 to 13 because both are Call Answer Service mailboxes. A System Administrator cannot, for example, change a Bulletin Board mailbox (Class of Service 19) into

a Call Answer Service mailbox (Class of Service 1-14 or 18). To change the Mailbox Type, you must delete the unwanted mailbox and create a new mailbox with the desired Class of Service.

When you change a mailbox's Class of Service, update Planning Form B, Mailbox Assignments, with the new Class of Service.

Following are column definitions for the Class of Service Key in Table 5-1:

- **Mailbox Storage** — The total number of minutes available for storing messages in the mailbox.
- **Maximum Message Length** — The maximum message length, in minutes, for an individual message.
- **Personal Greeting** — The maximum length, in minutes, of the Personal Greeting (or for Class Of Service 19, the Bulletin Board message) that the subscriber may record.
- **Transfer Type** — Method of transfer to be used for this Class of Service.
- **Service Mailbox Type** — Type of Service that a caller receives when reaching the mailbox.
- **Outcalling** — Indicates whether a mailbox of this Class of Service has Outcalling privileges. The Outcalling feature calls up to five designated telephone numbers or beepers/pagers when a message is placed in a subscriber's mailbox.

Mailbox Storage

The Mailbox Storage value defines the maximum number of minutes available for storing a subscriber's messages. Each Call Answer type mailbox has either 5, 10, or 60 minutes of storage space available, depending on its Class of Service. Bulletin Board, Automated Attendant, or Transfer-Only mailboxes have no message storage space.

⇒ **IMPORTANT:**

The total storage time for all mailboxes is six hours for two- or four-port systems and ten hours for six-port systems. The total amount of message storage time you assign for all mailboxes can exceed the total amount of message storage provided by your system. However when the maximum storage time for messages is reached (six or ten hours), no more messages will be taken by the system, even though an individual's mailbox may not be full. Users will need to delete messages to free space for new messages.

When a caller reaches a full mailbox, the system prompts the caller to transfer to another extension or press **[0]** for assistance. If the caller presses **[0]**, the call is transferred to the mailbox's Personal Operator, or the Call Answer Service Operator if a Personal Operator has not been administered.

Table 5-1. Class of Service Key

Class of Service	Mailbox Storage	Maximum Message Length	Personal Greeting Length	Transfer Type	Service	Outcalling
1	5	2	2	Unsupervised	Call Answer	No
2	10	5	2	Unsupervised	Call Answer	No
3	60	10	2	Unsupervised	Call Answer	No
4	5	2	2	Supervised	Call Answer	No
5	10	5	2	Supervised	Call Answer	No
6	60	10	2	Supervised	Call Answer	No
*7	60	5	2	No Transfer	Call Answer	No
8	5	2	2	Unsupervised	Call Answer	Yes
9	10	5	2	Unsupervised	Call Answer	Yes
10	60	10	2	Unsupervised	Call Answer	Yes
11	5	2	2	Supervised	Call Answer	Yes
12	10	5	2	Supervised	Call Answer	Yes
13	60	10	2	Supervised	Call Answer	Yes
*14	60	10	2	No Transfer	Call Answer	Yes
**15	0	0	N/A	No Transfer	Automated Attendant 1	No
**16	0	0	N/A	No Transfer	Automated Attendant 2	No
**17	0	0	N/A	No Transfer	Automated Attendant 3	No
***18	60	15	2	No Transfer	Call Answer	No
****19	0	0	4	No Transfer	Bulletin Board	No
20	0	0	0	Unsupervised	Transfer-Only	No

* Classes 7 and 14 and 18 can be used for Guest Mailboxes that do not have an associated extension on the MERLIN LEGEND Communications System.

** Classes 15-17 are used for Delayed Call Handling. Classes 15-17 are also used for Night Only Call Handling for MERLIN LEGEND releases 1.0, 1.1, 1.2i, and 1.3i. Class of Service 15-17 mailboxes are used to provide Automated Attendant Service.

*** Class 18 is for special mailboxes, used for purposes such as order taking, message drop, or Dictaphone. The General Mailbox should be assigned Class 18.

**** Class 19 is Bulletin Board Mailbox.

Maximum Message Length

The maximum length of an individual message that can be recorded by a caller. Messages left in Call Answer Service mailboxes can be a maximum of 2, 5, 10, or 15 minutes in length, depending upon the mailbox's Class of Service.

Personal Greeting Length

For Call Answer Service mailboxes, the Personal Greeting can be up to two minutes long. If the system is configured in bilingual mode, each user can record a Personal Greeting up to two minutes in length in the primary language and one of up to two minutes in length in the secondary language.

Bulletin Board mailboxes have a message in place of a Personal Greeting. A Bulletin Board message can be up to four minutes in length. If the system is configured in bilingual mode, the Bulletin Board mailbox can have a message in the primary system language and one in the secondary system language, each message being up to four minutes in length.

Transfer Type

Transfer Type determines how the MERLIN MAIL system handles a call when a caller requests a transfer to an extension. Unsupervised transfer is strongly recommended. Supervised transfer should be used only when the business indicates a special need. No Transfer is for people who do not have dedicated extensions, such as visitors, guests, or employees who do not have their own phones.

- **Unsupervised Transfer** Unsupervised Transfer can be used for extensions with or without Call Answer Service coverage. The MERLIN MAIL system transfers the call without checking to see whether the telephone is busy or whether the call is answered.

If coverage is provided, an unanswered call or call to a busy extension goes to its designated coverage positions (individual and/or group coverage).

If no coverage is provided, and the called extension is busy or the call is not answered within the VMS Transfer Return Interval, the call is transferred to the designated Transfer Redirect Extension (default is the system operator).

With Unsupervised Transfer, call transfers are completed immediately without waiting for the call to be answered. This frees the MERLIN MAIL port to answer a new call. This transfer type provides the most efficient use of ports.

- **Supervised Transfer** The MERLIN MAIL port monitors a call it transfers to see whether it is answered. If the subscriber's telephone is busy or no one answers, the MERLIN MAIL system prompts the caller to leave a message for the called party.

With Supervised Transfer, in bilingual mode, callers select a language that is remembered throughout the call even if the called party does not answer.

Processing a call takes longer with Supervised Transfer because the MERLIN MAIL system must wait until the call is answered. This makes MERLIN MAIL port usage less efficient. However, if the called party's extension does not have MERLIN LEGEND system coverage, it still allows the caller to leave a message.

⇒ **IMPORTANT:**

Supervised Transfer should *not* be used if an extension has call coverage provided by the MERLIN MAIL Call Answer Service,

- **No Transfer** No Transfer mailboxes are for people who do not have dedicated extensions, such as visitors, guests, or employees who do not have their own phones. When a caller dials an extension assigned as No Transfer, the caller is connected to that mailbox and prompted to leave a message. Callers can leave messages in the mailbox and the subscriber can retrieve them. Mailboxes with Class of Service 7, 14, and 18 have 60 minutes of message storage, and should be used for Guest Mailboxes. Mailboxes with Class of Service 15, 16, 17, and 19 have 0 minutes of message storage, and should not be used for Guest Mailboxes. Class of Service 15, 16, and 17 are Automated Attendant Mailboxes. Class of Service 19 is used for Bulletin Board mailboxes,

Service Mailbox Type

This column describes what service the caller receives when reaching (or when connected to) a mailbox of this Class of Service.

Classes of Service 1–14 and 18 provide Call Answer Service. The caller hears the mailbox's greeting (Personal Greeting, if recorded, or a default greeting if no Personal Greeting is recorded) and is prompted to leave a message or transfer to another extension.

Classes of Service 15, 16, and 17 provide Automated Attendant Service to callers. These mailboxes are used if you need to provide Delayed Call Handling (all MERLIN LEGEND Communications System releases) or, Night Only Call Handling for MERLIN LEGEND Communications System Release 1.x, (releases earlier than 2.0). See the Call Handling feature in this chapter for more information.

Mailboxes with Class of Service 19 provide Bulletin Board service. (See the Bulletin Board feature in this chapter for more information.)

If you have chosen to Restrict Transfers to Registered Subscribers Only, create Class of Service 20 (Transfer-Only) mailboxes for extensions that callers need to reach but for which you do not want to provide message storage capabilities. For example, extensions in conference rooms or extensions that are shared by several people, such as telephones in warehouses or factory areas.

Outcalling

If Outcalling is permitted, whenever a new message is placed in the subscriber's mailbox the MERLIN MAIL system calls the up to five telephone numbers (internal or external) or pager/beeper numbers designated by the subscriber.



Security Alert

Discretion should be used when allowing the Outcalling feature, as there are no constraints placed on the destination of the outside call other than those imposed by the MERLIN LEGEND system's Call Restrictions. Business needs should dictate the use of this feature.

The factory setting for the Outcalling feature is Off for subscribers who have this feature assigned and the individual subscriber must use the Voice Mail Service to administer Outcalling numbers and turn Outcalling On. See the Outcalling feature in this chapter for more information.

Mailbox Language (*Bilingual Systems only*)

If the MERLIN MAIL system is configured in bilingual mode, you must select a mailbox language when creating the mailbox.

Once the subscriber has successfully logged into the Voice Mail Service, this is the language in which all menus and prompts are played to the subscriber.

When the MERLIN LEGEND Group Coverage feature directs an unanswered call to the subscriber's mailbox for Call Answer Service treatment, the caller hears the subscriber's Personal Greeting played in the mailbox language. The caller can choose to have the greeting and prompts play in the alternate language by pressing **[*] [1]** .

If the Automated Attendant Service connects the caller to a mailbox whose transfer type is No Transfer, the Personal Greeting (or Bulletin Board message) will play in the language selected in Automated Attendant Service. The caller can change to the alternate language at any time by pressing **[*] [1]** .

Mailbox Name

Subscribers can record their names. The mailbox owner's name is played to subscribers when they address a message using extension numbers or the Directory feature. This helps assure the user that he or she has addressed the message to the correct mailbox. The mailbox name is also played to the subscriber after successful login to Voice Mail.

If the system will be using the Directory feature, each mailbox should have a four-letter name entered when creating the mailbox. You should enter names for Call Answer Service mailboxes and Transfer-Only mailboxes. The names should be either the first name or last name consistently. The letters of the name are entered by using the numbers that correspond to the letters as shown in the Letter Key in Appendix F, "Letter Key and Class of Service Table."

If you don't want to enter a name in the Directory for a mailbox, enter **[0]** .

Reassigning the System Administrator Mailbox



Security Alert:

To prevent unauthorized programming of the MERLIN MAIL system, the System Administrator's mailbox and password should be changed from the factory setting.

- MERLIN MAIL Planning Form A, System Parameters, identifies the planned System Administrator extension.
- The factory setting for the System Administrator's mailbox is **[9] [9] [9] [7]** .
- MERLIN MAIL Planning Form B, Mailbox Assignments, identifies all planned voice mailboxes in the system.
- To change the factory setting for the System Administrator's mailbox, you must create the mailbox before you change the assignment (see "creating Mailboxes" later in this section).
- If your system is setup for bilingual mode, change the mailbox language for the System Administrator's mailbox if it is not correct. After you change it, disconnect and log in again to hear the prompts in the newly chosen language.
- If the System Administrator changes the password and forgets it, or a new System Administrator does not know the password set by his or her predecessor, your AT&T representative or authorized dealer can reset the password after obtaining proper authorization from you. You will need to know the serial number of your system and the System Administrator's mailbox number. (The serial number is located on the right side panel of the MERLIN MAIL system unit. See Figure 2-6 in Chapter 2, "installation," for the location of the serial number label.

Considerations and Constraints

If your central office does not provide forward disconnect on loop-start trunks, you may want to assign mailboxes with two minutes maximum message length. When no forward disconnect is provided, if a caller hangs up after leaving a message, the MERLIN MAIL system may continue to record up to the maximum message length. This is why ground-start trunks are strongly recommended.

When creating a Transfer-Only mailbox (Class of Service 20) or an Automated Attendant mailbox (Class of Service 15, 16, or 17) with the system in bilingual mode, you will be prompted to select a language for the mailbox, but it is never used, and does not affect the functioning of the mailbox in anyway.

Programming

Playing a Mailbox Configuration

To play a mailbox configuration, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [2] for mailbox configuration.	The system prompts you to enter a mailbox number + [#] .
Step 6	Choose an option: Enter <i>Mailbox Number</i> + [#] .	Mailbox number, recorded name, Class of Service, Mailbox language (<i>bilingual mode only</i>). The system then prompts you to enter another mailbox number and [#] . Repeat Step 6 to play another mailbox configuration. To select the next mailbox, press [#] .
	Press [*][#] to return to the Mailbox Administration Menu.	Mailbox Administration Menu. <i>Procedure is complete.</i>

Creating Mailboxes

To create a voice mailbox, use the following procedure.

⇒ **IMPORTANT:**

You must follow this procedure through to the end until you hear "Approved," or the mailbox will not be created.

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.

	Action	You Hear...
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [4] to create a new mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6	Enter <i>Mailbox number</i> + [#] .	The system prompts you to enter Class of Service + [#] .
Step 7	<p>Class of Service + [#].</p> <p>If necessary, review the information in the Class of Service Key, in Appendix F, "Letter Key and Class of Service Table."</p>	<p><i>(Bilingual mode only)</i></p> <p>The system prompts you to select a mailbox language.</p> <p><i>(Monolingual mode only)</i></p> <p>The system prompts you to enter the mailbox name. <i>Go to Step 10.</i></p>
Step 8	<p><i>(Bilingual mode only).</i></p> <p>Choose an option:</p> <p>[1] to select the primary language as the mailbox language.</p> <p>[2] to select the secondary language as the mailbox language.</p> <p>[#] to review the current language.</p> <p>[*] [#] to quit. Use the primary language as the mailbox language.</p>	<p>The system prompts you to approve the language.</p> <p>The system prompts you to approve the language.</p> <p>The system plays current language.</p> <p>The system prompts you to enter the mailbox name. <i>Go to Step 10.</i></p>
Step 9	<p><i>(Bilingual mode only).</i></p> <p>Choose an option:</p> <p>[*] [#] to approve the language selected.</p> <p>[1] to re-enter the language selected.</p>	<p>The system prompts you to enter the mailbox name + [#]. <i>Go to Step 10.</i></p> <p>The system prompts you to select a mailbox language. <i>Return to Step 8.</i></p>
Step 10	<p>Substituting number codes for letters, as shown in the Letter Key in Appendix F, "Letter Key and Class of Service Table," use the dialpad to enter the mailbox name (up to four letters) followed by [#], or enter [0] if you do not want to enter a name.</p>	The system prompts you to confirm mailbox name.

	Action	You Hear...
Step 11	Choose an option: [9] to confirm name.	The system prompts you to record the mailbox name.
	[6] to cancel mailbox name.	The system prompts you to enter mailbox name + [#] . <i>Return to Step 10.</i>
Step 12	Record the mailbox name, then press [1] when finished recording.	Name Approval Menu.
Step 13	Choose an option: [2] [3] to play back the name recording.	The system plays the name, then the Name Approval Menu. <i>Repeat Step 13.</i>
	[2] [1] to re-record the name,	Tone to record the mailbox name. <i>Return to Step 12.</i>
	[*] [D] (or [*] [3]) to delete the name recording. (The mailbox number will be used for the mailbox name.)	The system prompts you to enter mailbox number + [#] . <i>Go to Step 14.</i>
	[*] [#] to approve the subscriber's name recording.	The system plays message "Approved," then prompts you to enter mailbox number + [#] . <i>Go to Step 14.</i>
Step 14	Choose an option: Repeat Steps 6 through 14 to add another voice mailbox.	
	[*] [#] to return to the Mailbox Administration Menu.	Mailbox Administration Menu. <i>Procedure is complete.</i>

Changing a Mailbox Name

To change a mailbox's name, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.

Action	You Hear...
Step 4 Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5 Press [6] to modify mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6 Enter <i>Mailbox Number</i> + [#] .	The system plays the mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7 Press [1] to change the mailbox name.	The system prompts you to enter the mailbox name + [#] .
Step 8 Substituting number codes for letters, as shown in the Letter Key in Appendix F, use the dialpad to enter the mailbox name (up to four letters) followed by [#] or enter [0] if you do not want to enter a name.	The system echoes the letters entered, then prompts you to confirm mailbox name.
Step 9 Choose an option: [9] to confirm name.	The system prompts you to record the mailbox name.
[6] to cancel mailbox name.	The system prompts you to enter mailbox name + [#] . <i>Return to Step 8.</i>
Step 10 Record the mailbox name, then press [1] when finished recording.	Name Approval Menu.
Step 11 Choose an option: [2] [3] to play back the mailbox name recording.	The system plays the name, then the Name Approval Menu. <i>Repeat Step 11.</i>
[2] [1] to re-record the mailbox name.	A tone to record the mailbox name. <i>Return to Step 10.</i>
[*] [D] (or [*] [3]) to delete the name recording.	The system says "Deleted," then prompts you to enter a mailbox number + [#] . <i>Return to Step 7.</i>
[*] [#] to approve the subscriber's name recording.	The system plays message "Approved," then the Mailbox Modification Menu. <i>Procedure is complete.</i>

Changing the Class of Service

To change the Class of Service for a mailbox, use the following procedure:

⇒ **IMPORTANT:**

You can only change a Class of Service to that of a mailbox of the same type. If you need to change a mailbox to a different mailbox type, delete the mailbox and create it again with the new Class of Service.

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [6] for to modify mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6	Enter <i>Mailbox Number</i> + [#] .	The system plays the mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7	Press [2] for Class of Service if necessary, review the information in the Class of Service Table in Appendix F, "Letter Key and Class of Service Table." This key defines the characteristics for each Class of Service.	The system prompts you to enter Class of Service + [#] .
Step 8	Enter <i>Class of Service</i> + [#] .	New Class of Service, then the Mailbox Modification Menu.

Changing the Mailbox Language (*Bilingual Mode Only*)

To change a mailbox's language, use the following procedure:

Action	You Hear...
Step 1 Log in to MERLIN MAIL system as the System Administrator.	Name, Number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5 Press [6] to modify mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6 Enter <i>Mailbox Number</i> + [#] .	The system plays the mailbox number and mailbox name (if recorded), then the Mailbox Modification Menu.
Step 7 Press [4] to change the mailbox's language.	Language Selection Menu.
Step 8 Choose an option: [1] to select the primary language. [2] to select the secondary language. [#] to play the current mailbox language. [*] [#] to quit.	The system plays back the language selected, or the current mailbox prompt language if [#] was chosen. The system then prompts you to approve or re-enter the language selection. Mailbox Modification Menu. <i>Procedure is complete.</i>
Step 9 Choose an option: [*] [#] to approve. [1] to re-enter.	Mailbox Modification Menu. <i>Procedure is complete.</i> Language Selection Menu. <i>Return to Step 8.</i>

Deleting a Mailbox

To delete a Call Answer, Bulletin Board, Transfer-Only or Automated Attendant mailbox, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	The system plays the security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.
Step 5	Press [*][D] to delete mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6	Enter <i>Mailbox Number</i> + [#] .	The mailbox number and the subscriber name (if recorded) plays, followed by a prompt to confirm deletion.
Step 7	Choose an option: [9] to confirm deletion.	The mailbox and any messages in it are deleted. The system plays a message saying that the mailbox has been deleted and then plays the Mailbox Administration Menu.
	[6] to cancel deletion.	The system says, "Deletion canceled." (The mailbox and messages are saved.) The system then plays the Mailbox Administration Menu.

Initializing a Mailbox Password

To initialize a mailbox password, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] ,
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [4] for Mailbox Administration.	Mailbox Administration Menu.

	Action	You Hear...
Step 5	Press [6] to modify mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6	Enter <i>Mailbox Number</i> + [#] .	Mailbox Modification Menu.
Step 7	Press [3] to initialize the password.	The system tells you the password has been initialized and then plays the Mailbox Modification Menu. <i>Procedure is complete.</i>

Main Menu (Automated Attendant)

At a Glance

Menu	[3] Automated Attendant
Submenu	[1] Day Menu
Options	[2] Play menu [6] Modify menu
Submenu	[2] Night Menu
Options	[2] Play menu [6] Modify menu
Programmable by	System Administrator
Factory Settings	
Day Dial 0/Timeout Action	Transfer to Call Answer Service Operator
Night Dial 0/Timeout Action	Transfer to General Mailbox
Selector Codes 1-4	Direct Extension Transfer
Selector Codes 5-9	Not used

Description

When the Automated Attendant Service answers a call, the caller hears the Automated Attendant Touch-Tone Gate Greeting (if Touch-Tone Gate is On) followed by a Main Menu. If the Touch-Tone Gate is Off, the Main Menu is the first thing callers hear; the Touch-Tone Gate Greeting is not played if the Touch-Tone Gate is Off.

Each Automated Attendant has two Main Menus:

- Day Main Menu plays when your business is open.
- Night Main Menu plays when your business is closed.

Each Automated Attendant has its own Day and Night Menu. If the system is in monolingual mode, each Automated Attendant Main Menu has a prompt (up to two minutes) recorded in the system language. If the system is in bilingual mode, each Automated Attendant Main Menu has a prompt (up to two minutes) recorded in the primary language and a prompt (up to two minutes) in the secondary language. This Main Menu prompt should tell the callers what options are available on the Main Menu. See the Automated Attendant Service or Greetings features in this chapter for examples.

If the caller who has reached a Main Menu does not make a touch-tone entry within four seconds after the menu finishes playing, the call is handled as programmed in the Day or Night Dial O/Timeout Action.

The default Selector Codes and Selector Code Actions on a Main Menu areas follows. **[1]** - **[4]** Direct Extension Transfer, **[5]** - **[9]** not used. If a caller presses **[0]** the call is handled according to the Dial 0/Timeout Action. These settings can all be changed to suit your business's needs.

Menu Prompt

Each Automated Attendant Main Menu has a prompt that is heard by callers who reach an Automated Attendant. If the system is configured in bilingual mode, there is a primary language prompt and a secondary language prompt for each Automated Attendant Main Menu. The Automated Attendant Service Main Menu prompt should include the following information:

- If Touch-Tone Gate is Off, the Main Menu prompt is the first thing callers hear:
 - Include a greeting welcoming the callers to your company. (If the Touch-Tone Gate is set to On, this information should be included in the Touch-Tone Gate Greeting, and should not be included in the Main Menu prompt.)
 - If system is in bilingual mode, the primary language Main Menu prompt should inform the callers in the secondary language that they may switch to the secondary language by dialing **[*] [1]**.
- If Touch-Tone Gate is On, a greeting welcoming the callers to your company should be included in the Touch-Tone Gate Greeting, and should not be included in the Main Menu prompt. The Main Menu prompt plays after the Touch-Tone Gate Greeting.
- Explanation of each menu option.
- If you want to allow callers to use the directory, provide instructions for accessing the directory (**[*] [A]** or **[*] [2]**) and inform callers if employees are listed by first or last names.
- Instructions for callers using rotary phones or callers needing assistance to stay on the line or dial **[0]** (zero).

Selector Codes

The Main Menus consist of a recorded prompt that lists menu options and the corresponding digit (Selector Code) that the caller presses to select each option. When the caller enters a Selector Code on the telephone's dialpad to select a menu option, the Automated Attendant performs the action (Selector Code Action) designated for that option:

- Transfer to an extension or Calling Group.
- Play a pre-recorded announcement.
- Play a Submenu listing additional options.
- Play a Bulletin Board message.

- Transfer the call to a Guest Mailbox.
- Prompt the caller to enter a transfer destination.

Announcements and Submenus must be created before they can be assigned as a Selector Code on a Main Menu.

Automated Attendant Service uses *Selector Code Actions* to determine the action performed when the caller presses the Selector Code. Each Selector Code (1-9) specified in a menu can be assigned one of the following five Selector Code Actions:

- **Action 1 — Selector Code Transfer** — When a caller enters the Selector Code, the call is transferred to a specific extension, Calling Group, Bulletin Board, or Guest Mailbox assigned to a Selector Code.
- **Action 2 — Play an Existing Submenu** — When a caller enters the Selector Code, another menu plays offering the caller additional Selector Codes.

⇒ **NOTE:**
The Submenu must be created before it can be assigned to a Main Menu.

- **Action 3 — Play an Existing Announcement** — If the information needed by callers, such as your business hours or mailing address, can be provided in a two-minute announcement, use this Selector Code Action. When a caller presses the Selector Code, the caller hears a pre-recorded announcement.

⇒ **NOTE:**
The announcement must be created before it can be assigned to a Main Menu.

- **Action 4 — Prompted Transfer** — Callers must enter a Selector Code before they can dial an extension. Use this Selector Code Action if the first digit of your company's extensions coincides with the Selector Codes you want to use for other purposes on your menu. For example, if all company extensions begin with 1 or 2, and you want to use Selector Codes 1 and 2 for something other than Direct Extension Transfer, program an unused Selector Code for Prompted Transfer. When the caller presses the Selector Code programmed for Prompted Transfer, the MERLIN MAIL system will prompt the caller to enter the desired extension.

- **Action 5 — Direct Extension Transfer** — Callers can dial an individual extension, Calling Group, Bulletin Board or Guest Mailbox from the Main Menu if the Selector Code(s) matching the first digit(s) are reserved for this Selector Code Action. For example, if all company extensions begin with 1 or 2, program Selector Codes 1 and 2 as Selector Code Action 5 to enable direct transfer to extensions 10 through 29 from the Main Menu. This Selector Code Action allows the system to recognize the caller's selection as the first digit in an extension instead of a menu option.

For examples and further discussion of Selector Code Actions, see the Automated Attendant Service feature in this chapter.

Creating the Day/Night Main Menus

The Automated Attendant Service Day and Night Menus are the top level menus from which callers can transfer to an extension, department, or guest mailbox, or play a Submenu, an announcement or Bulletin Board message. Because they are the top-level menus, program the Day and Night Main Menus after you have programmed the announcements and Submenus they offer as menu options.

- Plan the Day Main Menu using MERLIN MAIL Planning Form F, Automated Attendant Service Day Main Menu.
- Plan the Night Main Menu using MERLIN MAIL Planning Form G, Automated Attendant Service Night Main Menu.

⇒ **NOTE:**

Submenus and announcements must be created before they can be assigned to a Main Menu.

- Even if the Night Main Menu is identical to the Day Main Menu, you must program them both.

Changing the Main Menus

Changing the Automated Attendant Service Day and Night Main Menus may require one or more of these tasks:

- Adding, changing, or deleting Selector Codes.
- Changing Selector Code Actions.
- Changing the Dial 0/Timeout Action (see the Dial 0/Timeout Action feature in this chapter).
- Playing the menu.
- Recording a revised menu prompt.

To make your work easier, plan your changes beforehand and revise the MERLIN MAIL Forms (E, F, G, or H) as required. If the MERLIN MAIL system has been set up for bilingual operation, be sure to record menu prompts and announcements in both the primary and secondary languages.

Considerations and Constraints

If a Bulletin Board mailbox is assigned as a Selector Code transfer destination on an Automated Attendant Main Menu and the Bulletin Board mailbox is deleted, the Selector Code is deleted from the menu. If you delete an announcement or Submenu, the Selector Code is deleted from the menu. You must remember to re-record all menu prompts that are affected.

Programming

Playing a Day/Night Main Menu Prompt or Definition

To play a prompt for a Day Main Menu or Night Main Menu, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. Go to Step 6.
Step 5	<i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6	Choose an option: [1] Day Menu [2] Night Menu	Menu Administration Menu. Menu Administration Menu.
Step 7	Press [2] to play the Main Menu.	The system prompts you to select the menu prompt or the menu definition.

Action	You Hear...
Step 8 Choose an option: [1] to play the menu prompt.	The system plays the Main Menu prompt, then prompts you to select the menu prompt or the menu definition. <i>Repeat Step 8.</i>
[2] to play the menu definition.	The system plays the Main Menu Selector Codes, then the system prompts you to select the menu prompt or the menu definition. <i>Repeat Step 8.</i>
[*] [#] to return to the Menu Administration Menu.	Menu Administration Menu.

Recording the Main Menu Prompt Only

To record the Main Menu prompt for a Day Menu or Night Menu, use the following procedure:

Action	You Hear...
Step 1 Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter the System Administration Password + [#] .
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. <i>Go to Step 6.</i>
Step 5 <i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6 Choose an option: [1] Day Menu [2] Night Menu	Menu Administration Menu. Menu Administration Menu.
Step 7 Press [6] to modify Main Menu.	The system prompts you to enter a Selector Code.
Step 8 Press [*] [#] to indicate no changes to Selector Codes.	The current Dial 0/Timeout Action plays, followed by the Timeout Action Menu.
Step 9 Press [*] [#] to indicate no changes to the Dial 0/Timeout Action.	The system prompts you to record the Main Menu prompt at the tone or press [#] to use existing menu prompt.

Action	You Hear...
Step 10 Choose an option: Press [#] to use the existing prompt.	The message "The existing menu prompt will be used" plays. <i>(Monolingual mode)</i> Menu Administration Menu <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Main Menu prompt in the secondary system language. <i>Repeat Step 10.</i>
Record the Main Menu prompt (up to two minutes). Press [1] when finished recording.	Message Editing Menu.
Step 11 Choose an option: [2] [3] to play back the new Main Menu prompt.	The new Main Menu prompt plays, then the Message Editing Menu. <i>Repeat Step 11.</i>
[2] [1] to re-record the new Main Menu prompt.	A tone to record the Main Menu prompt. <i>Return to Step 10.</i>
[*] [D] (or [*] [3]) to delete the new Main Menu prompt and use the previous Main Menu prompt.	<i>(Monolingual mode)</i> The message "Deleted. The existing menu prompt will be used. Menu saved," plays, then the Menu Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The message "Deleted. The existing menu prompt will be used," plays, then the system prompts you to record the Main Menu prompt in the secondary system language. <i>Return to Step 10.</i>
[*] [#] to approve.	<i>(Monolingual mode)</i> The message "Approved. Menu saved," plays, then the Menu Administration Menu. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The message "Approved," plays, then the system prompts you to record the Main Menu prompt in the secondary system language. <i>Return to Step 10.</i>

Changing a Day or Night Menu

To change a Day Menu or Night Menu, use the following procedure:

Action	You Hear..
Step 1 Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [3] for Automated Attendant.	<p><i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number.</p> <p><i>(Single Automated Attendant)</i> Automated Attendant Administration Menu. Go to Step 6.</p>
Step 5 <i>(Multiple Automated Attendant only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Administration Menu.
Step 6 Choose an option: [1] Day Menu [2] Night Menu [*] [#] to quit	<p>Menu Administration Menu.</p> <p>Menu Administration Menu.</p> <p><i>Procedure is complete.</i></p>
Step 7 Press [6] to modify Main Menu.	The system prompts you to enter a Selector Code.
Step 8 Choose an option: Enter <i>Selector Code</i> (1-9).	<p>If a Selector Code is already assigned, the system plays the Selector Code definition and a prompt asking you to confirm the requested modification. Go to Step 9.</p> <p>If the Selector Code is not already assigned, the Selector Code Menu plays. Go to Step 10.</p> <p>The current Dial 0/Timeout Action plays, then the Dial 0/Timeout Action Menu. Go to Step 15.</p>

Action	You Hear...	
Step 9	Choose an option: [9] to confirm	The system confirms Selector Code, then Selector Code Modification Menu.
	[6] to cancel	The system prompts you to enter a Selector Code. <i>Return to Step 8.</i>
Step 10	Choose an option: [1] for Selector Code Transfer.	The system prompts you to enter the extension + [#] . <i>Go to Step 11.</i>
	[2] for Submenu.	The system prompts you to enter the Submenu number + [#] . <i>Go to Step 12.</i>
	[3] for Announcement.	The system prompts you to enter the announcement number + [#] . <i>Go to Step 13.</i>
	[4] for Prompted Transfer.	The system confirms that the selector code is programmed for Prompted Transfer, then prompts you to enter a Selector Code. <i>Return to Step 8.</i>
	[5] for Direct Extension Transfer.	The system confirms that the selector code is programmed for Direct Extension Transfer, then prompts you to enter a Selector code. <i>Return to Step 8.</i>
	[*] [D] (or [*] [3]) to delete the selector code.	The system prompts you to confirm deletion. <i>Go to Step 14.</i>
	[*] [#] to quit.	<i>Return to Step 8.</i>
Step 11	Enter extension number + [#] .	The system confirms the Selector Code, the Selector Code Action, and the transfer destination, then prompts you to enter a Selector Code. <i>Return to Step 8.</i>
Step 12	Enter Submenu number + [#] .	The system confirms the Selector Code, and the Submenu number, then prompts you to enter a Selector Code. <i>Return to Step 8.</i>
Step 13	Enter announcement number + [#] .	The system confirms the Selector Code, and the announcement number, then prompts you to enter a Selector Code. <i>Return to Step 8.</i>

Action	You Hear...
Step 14 Choose an option: [9] to confirm [6] to cancel	The system confirms that the Selector Code is not used, then prompts you to enter a Selector Code. <i>Return to Step 8.</i> The system plays "Deletion canceled," then prompts you to enter a Selector Code. <i>Return to Step 8.</i>
Step 15 Choose an option: [0] for transfer to system operator. [1] for recording a message in the General Mailbox. [2] for disconnect. [3] for transfer to an extension. *1 [#] to quit and keep the current Dial 0/Timeout Action.	The system plays back the selected Dial 0/Timeout Action, then prompts you to record the Main Menu prompt at the tone or press [#] . <i>Go to Step 17.</i> The system plays back the selected Dial 0/Timeout Action, then prompts you to record the Main Menu prompt at the tone or press [#] . <i>Go to Step 17.</i> The system plays back the selected Dial 0/Timeout Action, then prompts you to record the Main Menu prompt at the tone or press [#] . <i>Go to Step 17.</i> The system prompts you to enter the extension and [#] . The system prompts you to record the Main Menu at the tone or press [#] to use the existing menu prompt. <i>Go to Step 17.</i>
Step 16 Enter extension number + [#] .	The system plays back the selected Dial 0/Timeout Action, then prompts you to record the Main Menu at the tone or press # to use the existing menu prompt.

Action	You Hear...
<p>Step 17 Choose an option: [#] to use the existing prompt.</p> <p>Record the Main Menu prompt (up to two minutes). Press [1] when finished recording.</p>	<p><i>(Monolingual mode)</i> The message, "The existing menu prompt will be used," plays, then the Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system prompts you to record the Main Menu in the secondary system language. <i>Repeat Step 17.</i></p> <p>Message Editing Menu.</p>
<p>Step 18 Choose an option: [2] [3] to play back the new Main Menu prompt.</p> <p>[2] [1] to re-record the new Main Menu prompt.</p> <p>[*] [D] (or [*] [3]) to delete the new Main Menu prompt and use the previous Main Menu prompt.</p> <p>[*] [#] to quit.</p>	<p>The new Main Menu prompt plays, then the Message Editing Menu. <i>Repeat Step 18.</i></p> <p>Atone to record the Main Menu prompt at the tone. <i>Return to Step 12.</i></p> <p><i>(Monolingual mode)</i> The message, "Deleted. The existing menu prompt will be used," plays, then the Menu Administration Menu <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system prompts you to record the Main Menu in the secondary system language <i>Return to Step 17.</i></p> <p>The message "Approved," plays. <i>(Monolingual mode)</i> Menu Administration Menu plays. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system prompts you to record the Main Menu prompt in the secondary system language. <i>Return to Step 17.</i></p>

Maximum Digit Length

At a Glance

Menu	[1] System Parameters
Submenu	[8] Maximum Digit Length
Options	[2] Two digits [3] Three digits [4] Four digits
Programmable by	System Administrator
Factory Setting	
Maximum Digit Length	Two digits

Description

The MERLIN MAIL system needs to know the maximum number of digits that the MERLIN LEGEND Communications System uses for extensions.

The maximum number of digits in an extension is the number of digits a caller or subscriber will be allowed to dial to transfer to an extension, Calling Group, or mailbox.

Programming

Setting the Maximum Digits Length

To program the maximum digit length for extensions, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#].
Step 3	Enter <i>System Administration Password</i> + [#].	Security message, then the System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [8] for Maximum Digit Length.	The system prompts you to enter the Maximum Digit Length.
Step 6	Enter <i>Maximum Digit Length</i> (2-4).	The system confirms the maximum digit length, then plays the System Parameters Menu.

Night Service

For information on Night Service options, see the Schedule Controller feature.

Open or Closed for Today

At a Glance

Menu	[2] Schedule Administration
Submenu	[1] Automated Attendant Schedule Menu
Option	[3] Open or Closed for Today
Suboptions	[1] Open
	[2] Closed
	[1] Regular Night Greeting
	[2] Temporary Closure Greeting
Programmable by	System Administrator

Description

Your company's business schedule may change due to an early closing or an emergency, such as severe weather. This may require the company to be open on a day that it is normally closed, or closed on a day that it is normally open. A temporary opening or closing change is effective immediately, but only for the day you change it. The temporary change overrides the Schedule Controller; the regular schedule automatically resumes the next day at 3 a.m.

You can program the Open or Closed for Today changes from any on-site or off-site touch-tone telephone.

Open for Today

When you program an Automated Attendant to be Open for Today, callers hear the Automated Attendant's Day Menu. If the Automated Attendant's Touch Tone Gate is On, the Day Touch-Tone Gate Greeting plays before the Day Main Menu.

Closed for Today

When you program an Automated Attendant to be Closed for Today, callers hear the Automated Attendant's Night Menu.

When programming the Automated Attendant to be Closed for Today, if the Touch-Tone Gate is On, you have to choose one of the following options:

- Use the regular Night Touch-Tone Gate Greeting
- Use the system default Temporary Closure Greeting
- Record a Temporary Closure Greeting. The greeting will play before the Night Main Menu.

⇒ **IMPORTANT:**

If you record a Temporary Closure Greeting and the system is in monolingual mode, you must remember to prompt callers to press **[1]** if they are calling from a touch-tone telephone. If you record a Temporary Closure Greeting and the system is in bilingual mode, you must remember to prompt the callers to press **[1]** to hear prompts in the primary system language, and **[*] [1]** to hear prompts in the secondary system language.

If your Automated Attendant is configured with the Touch-Tone Gate set to Off, normally a greeting does *not* play before the Automated Attendant Main Menu. Callers reaching Automated Attendant Service hear the Main Menu. However, when programming the Automated Attendant to be Closed for Today, you have the following options:

- Use the regular closed greeting. If you choose this option, a greeting does not play before the Automated Attendant Night Main Menu.
- Use the system default Temporary Closure Greeting. If you choose this option the system default greeting plays before the Night Automated Attendant Menu.
- Record a Temporary Closure Greeting. If you choose this option, the greeting you record plays before the Automated Attendant Night Main Menu.

Programming

Programming Open or Closed for Today

To temporarily change the current day's schedule, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Schedule Administration Menu. <i>Go to Step 7.</i>

Open or Closed for Today

	Action	You Hear...
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [3] for Open or Closed for Today.	The system prompts you to choose Open or Closed.
Step 8	Choose an option: [1] for Open. [2] for Closed.	The system confirms Open for Today, then plays Schedule Administration Menu. <i>Procedure is complete.</i> The system plays the Closure Greeting Menu.
Step 9	Choose an option: [1] to use the regular Night Greeting (for the Automated Attendant). Note: If the Touch-Tone gate is Off and Night Greeting is chosen, no greeting will play. [2] to select the Temporary Closure Greeting.	The system confirms that the business will be closed for today, then plays the Automated Attendant Schedule Administration Menu. <i>Procedure is complete.</i> Temporary Closure Greeting Menu.
Step 10	Choose an option: [1] to record a greeting. [0] to listen to the current Temporary Closure Greeting. [2] to use the system default greeting. [*] [#] to quit.	A tone to record the greeting. Go to <i>Step 11</i> . The system plays the current Temporary Closure Greeting. <i>Repeat Step 10</i> . The system confirms that system default (Temporary Closure) greeting will be used, and that the business will be closed for today. <i>Procedure is complete.</i> The system confirms that the current (Temporary Closure) greeting will be used and that the business will be closed for today, then the system plays the Schedule Administration Menu. <i>Procedure is complete.</i>

Action	You Hear...
Step 11 Record the greeting (2 minutes maximum). Press [1] when finished recording. Note: In bilingual mode, your greeting must include information in both the primary and secondary languages.	Greeting Approval Menu.
Step 12 Choose an option: [2][3] to play back the new greeting. [2][1] to re-record the new greeting. [*][0] (or [*][3]) to delete the new greeting and use the previous Temporary Closure greeting. [*][#] to approve greeting.	The system plays the greeting. <i>Repeat Step 12.</i> A-tone to record greeting. <i>Return to Step 11.</i> The message, "Deleted," plays, then the Temporary Closure Greeting Menu plays. <i>Procedure is complete.</i> The system plays "Approved. The new greeting will be used. The business will be closed for today." <i>Procedure is complete.</i>

Outcalling

At a Glance

Menu	Voice Mail Activity Menu
Submenu	[6] Outcalling Main Menu
Options	[1] On/Off [2] Review Outcalling list [3] Listen to Instructions [4] Outcalling list [5] Outcalling schedule [6] Minimum time between outcalls [7] Number of Outcalling cycles
Programmable by	Owners of Class of Service 8-14 mailboxes
Factory Settings	
Outcalling	off
Schedule	24 hour operation
Minimum Time Between Outcalling Attempts	15 minutes (5-99 min.)
Outcalling Cycles	3 cycles (1-9 cycles)
Outcalling Schedule	All hours (24 hours)
Outcalling ports	
Two-port system	Port 2
Four-port system	Port 4
Six-port system	Port 5 and port 6

Description



Security Alert:

Before you give mailboxes Outcalling privileges, it is strongly recommended that you read "Security of Your System: Preventing Toll Fraud" in "About This Book."

The Outcalling feature dials up to five designated telephone numbers or pager/beeper numbers to notify a subscriber that a new message has arrived in the subscriber's voice mailbox.

Subscribers who use Outcalling are notified about new messages whether they are at their desk, on the road, or at an alternate work location.

If the designated Outcalling number is a telephone number or voice pager, the MERLIN MAIL system dials the Outcalling number when the subscriber gets a new message, announces the mailbox name, identifies the call as coming from the MERLIN MAIL system, and delivers the following message:

"You have a new message. To access your new message, enter extension and [#]. To avoid further notification about this message, press [] [#]."*



Security Alert:

If you use Outcalling and begin receiving Outcalling notification calls with no one on the line, ALWAYS WAIT for the system to disconnect before you hang up.

For digital pager/beeper calls, the MERLIN MAIL system does not play this message.

To setup Outcalling, the following parameters must be set:

- The System Administrator must assign a Class of Service (COS) to the subscriber's mailbox that permits Outcalling. Classes of Service that provide Outcalling are 6-14. See the Mailbox feature in this chapter for more information.
- The subscriber must turn Outcalling on.
- The subscriber must specify at least one Outcalling number.
- For a pager/beeper, a callback number can be programmed as part of the Outcalling number.



Security Alert:

The MERLIN MAIL system does not place restrictions on the Outcalling destinations programmed by subscribers. If you want to restrict Outcalling destinations, you must use the MERLIN LEGEND Communications System Calling Restrictions feature. Provide Outcalling only to mailboxes that have a business need for the feature.

Subscribers may set the number of times that the MERLIN MAIL system dials the designated Outcalling numbers (Outcalling cycles), and the minimum time between Outcalling attempts. Subscribers can also program an Outcalling schedule. The ports used for Outcalling are shown in Table 5-2.

Table 5-2. Outcalling Ports

Configuration	Outcalling Port(s)
Two-port system	Port 2
Four-port system	Port 4
Six-port system	Ports 5 and 6

If Outcalling is allowed outside of normal business hours (when the MERLIN LEGEND system is in Night Service), and Night Service with Restrictions is set upon the MERLIN LEGEND system, you must add the Outcalling ports of the MERLIN MAIL system to the Night Service Exclusion List. You should also create other appropriate Calling Restrictions for these ports using Allowed/Disallowed Lists or Facility Restriction Levels (FRLs). For more information, see the Calling Restrictions feature in the *MERLIN LEGEND Communications System Feature Reference* manual.

Outcalls are made for a new message until one of the following occurs:

- The subscriber cancels Outcalling for that message by pressing **[*] [#]** during the Outcalling message call or logs into the mailbox.
- The subscriber logs into the mailbox.
- The subscriber turns Outcalling off.
- The subscriber's Outcalling schedule says Outcalling should stop.

Calls are made consecutively to each number in the Outcalling list.

Using a touch-tone telephone, subscribers with the Outcalling feature can retrieve their messages, change their Outcalling number list, change the number of Outcalling cycles, change the Outcalling schedule, change the minimum time between Outcalling attempts, and turn Outcalling on or off as necessary.

Outcalling List

The Outcalling list contains the numbers that are called when a message is left in a voice mailbox. Outcalling numbers can be up to 60 digits including pauses (**[*]**) and pound signs (**[#]**). Each **[*]** used in the Outcalling number causes a 1.5-second pause before dialing the next digit in the Outcalling number. When entering each number, the Outcalling number is ended by dialing the combination **[*] [#]** . The final **[*] [#]** is not counted in the 60-digit limit.

Enter digits (**[0]** - **[9]**) and pauses (**[*]**) or pound signs (**[#]**) as required to place the call. Include any access code needed.

When entering the telephone number to be added to your Outcalling list, use the following examples as a guide.

Example 1: For a standard telephone number, 1 800 555-2020.

1. Enter **[9] [*] [1] [8] [0] [0] [5] [5] [5] [2] [0] [2] [0]**
2. Enter **[*] [#]** to signal the end of the number.

Explanation: The **[9]** is a number to access an outside line. The **[*]** causes a 1.5-second pause. The rest of the digits consist of the telephone number to be called.

Example 2: For a digital pager or beeper telephone number, 555-1234, that requires a Personal Identification Number (1244 followed by a [#]) and a call back number, 555-3456, followed by a [#] .

1. Enter [9] [*] [5] [5] [5] [1] [2] [3] [4] [*] [*] [*] [*] [*] [1] [2] [3] [4] [*] [5] [5] [5] [3] [4] [5] [6] [#]
2. Enter [*] [#] to signal the end of the number.

Explanation: The [9] is a number to access an outside line. The [*] causes a 1.5-second pause. The next seven digits contain the paging service's telephone number. The five [*] 's cause a 7.5-second pause, which is needed to give the paging service enough time to answer the call before the Personal Identification Number (PIN) and callback number are dialed. The next four digits are a PIN, as required by the paging system, followed by a [#] to denote the end of the PIN. The last set of digits is the callback number that you want displayed on your pager (the number that you call to retrieve voice mail messages). The [#] that follows these digits signals the end of the callback number.

⇒ **NOTE:**

When programming Outcalling to a pager, you may need to experiment to determine the right number of pauses ([*]) needed after the pager service telephone number to ensure that you allow enough time for the call to be dialed and answered before additional information (such as the PIN or call back number) is dialed.

Minimum Time Between Outcalling Attempts

The MERLIN MAIL system waits for the programmed number of minutes (factory setting: 15 minutes, range: 5-99 minutes) before trying the next number on the list. This is a minimum time. When the system is very busy, an Outcalling port may not be available. This will delay the Outcalling attempt.

Outcalling Cycles

This is the maximum number of times the MERLIN MAIL system will call all the numbers programmed in the Outcalling list. If the subscriber does not log in or cancel Outcalling for that message within the programmed number of cycles (factory setting: 3 cycles, range: 1-9), the MERLIN MAIL system waits until a new message is left for the subscriber before Outcalling again.

Outcalling Schedule

The Outcalling schedule defines the hours when outcalls are made. If a message is received outside these hours, an outcall will not be made for that call. Outcalling resumes for the next message received within the Outcalling hours. Outcalls stop being made when the Outcalling schedule stop time has been reached. The default setting is all hours (24 hours). Subscribers can specify a starting and stopping time for Outcalling, for example, 9 a.m.-5 p.m. or 7 p.m.-2 a.m.

Considerations and Constraints

Outcalling is not done for Broadcast Messages.

If Outcalling is allowed outside of normal business hours (when the MERLIN LEGEND system is in Night Service), and Night Service with Restrictions is set upon the MERLIN LEGEND system, you must add the Outcalling ports of the MERLIN MAIL system to the Night Service Exclusion List. You should also create other appropriate Calling Restrictions for these ports using Allowed/Disallowed Lists or Facility Restriction Levels (FRLs). For more information, see Chapter 4, "MERLIN LEGEND System Initial Programming," or the Calling Restrictions feature in *MERLIN LEGEND Communications System Feature Reference* manual.

If there is heavy usage of Outcalling on your system, a six-port system is strongly recommended.

System Administration

To setup a subscriber's mailbox to use Outcalling, the System Administrator must program the Class of Service as type 8-14. See the Mailbox feature in this chapter for more information.

Programming

Turning Outcalling On/Off

To turn Outcalling On or Off, use the following procedure:

	Action	You Hear...
Step 1	Log into a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [1] to turn Outcalling On/Off.	The system confirms Outcalling On or off.

Reviewing the Outcalling List

To review the Outcalling list, use the following procedure:

	Action	You Hear...
Step 1	Log into a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [2] to review Outcalling list.	The system plays Outcalling numbers, then the Outcalling Main Menu.

Listening to Instructions

To listen to instructions on how to use Outcalling, use the following procedure:

	Action	You Hear...
Step 1	Log in to a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [3] to listen to instruction message.	Instructions on how to use Outcalling, then the Outcalling Main Menu.

Setting the Outcalling List

To change the Outcalling list, use the following procedure:

	Action	You Hear...
Step 1	Log into a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [4] to change your Outcalling list.	Outcalling List Menu.
Step 4	Choose an option: Enter the number ([1] - [5]) of the entry you want to change.	A message telling if the entry is or is not used. If it is used, the system plays the Outcalling number, then the Outcalling Number Menu plays.
	[*] [#] to quit.	Outcalling Main Menu
Step 5	Choose an option: [1] to change the Outcalling number.	The system prompts you to press [1] for Outcalling to a telephone number or to a voice pager, [2] for a digital pager, or [*] [#] to quit. <i>Go to Step 7.</i>
	[*] [D] (or [*] [3]) to delete the Outcalling number.	The system asks you to confirm deletion. <i>Go to Step 6.</i>
	[0] to listen to Outcalling number.	The system plays the current Outcalling number. <i>Repeat Step 5.</i>

	Action	You Hear...
Step 6	Choose an option: [9] to confirm.	The system confirms deletion, then plays the Outcalling List Menu. <i>Return to Step 4.</i>
	[6] to cancel.	The system confirms cancellation, then plays Outcalling List Menu. <i>Return to Step 4.</i>
Step 7	Choose an option: [1] for telephone or voice pager number.	The system prompts you to enter the Outcalling number + [*] [#].
	[2] for digital pager number.	The system prompts you to enter the Outcalling number + [*] [#].
Step 8	Enter <i>Outcalling number</i> + [*] [#].	The system plays the Outcalling number and prompts you to approve the Outcalling number or re-enter it.
Step 9	Choose an option: [*] [#] to approve Outcalling number.	The system plays "Approved," then plays Outcalling List Menu. <i>Return to Step 4.</i>
	[1] to re-enter Outcalling number.	The system prompts you to enter the Outcalling number + [*] [#]. <i>Return to Step 8.</i>

Setting the Outcalling Schedule

To change the Outcalling Schedule, use the following procedure:

	Action	You Hear...
Step 1	Log into a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Enter [5] for Outcalling Schedule.	The current Outcalling schedule, then the Schedule Change Menu

Action	You Hear...
<p>Step 4 (Not set to all hours)</p> <p>Choose an option:</p> <p>[1] to set your Outcalling schedule to all hours.</p> <p>[2] to change the starting and/or ending time.</p> <p>*1 [#] to quit.</p> <p>(Set to all hours)</p> <p>Choose an option:</p> <p>[1] to change your Outcalling schedule.</p> <p>*1 [#] to quit.</p>	<p>The system confirms that all hours was chosen and then prompts you to press [1] to re-enter or *1 [#] to approve the schedule. <i>Go to Step 9.</i></p> <p>The system prompts you to enter the new starting time or [#] to keep the current starting time.</p> <p>Outcalling Main Menu.</p> <p>The system plays the current starting time and prompts you to enter a new starting time or [#] to keep the current starting time.</p> <p>Outcalling Main Menu.</p>
<p>Step 5 Choose an option:</p> <p>Enter starting time in hhmm format where: hh = hour (01-12) or (00-23), mm = minute (00-59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259).</p> <p>If System Administrator's mailbox language is French, use 24-hour format (0000-2359).</p> <p>[#] to keep current starting time.</p>	<p>(12-hour format entered)</p> <p>The system prompts you to select [1] for a.m. or [2] for p.m.</p> <p>(24-hour format entered)</p> <p>The system prompts you to enter the ending time. <i>Go to Step 7.</i></p> <p>The system prompts you to enter the ending time. <i>Go to Step 7.</i></p>
<p>Step 6 Choose an option:</p> <p>[1] for a.m.</p> <p>[2] for p.m.</p>	<p>The system plays the current setting, then asks you to enter the ending time or press [#] to keep the current ending time.</p>

	Action	You Hear...
Step 7	<p>Choose an option: Enter ending time in hhmm format where: hh = hour (01-12) or (00-23), mm = minute (00-59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12-hour format (0100-1259). If System Administrator's mailbox language is French, use 24-hour format (0000-2359).</p> <p>[#] to keep current ending time.</p>	<p><i>(12-hour format entered)</i> The system prompts you to select [1] for a.m. or [2] for p.m.</p> <p><i>(24-hour format entered)</i> The system plays the starting and ending times entered and prompts you to press [1] to re-ester or [*] [#] to approve. <i>Go to Step 9.</i></p> <p>The system plays the starting and ending times entered and prompts you to press [1] to re-enter or [*] [#] to approve. <i>Go to Step 9.</i></p>
Step 8	<p>Choose an option: [1] for a.m. [2] for p.m.</p>	<p>The system plays the starting and ending times entered, then asks you to confirm the times or press [1] to re-enter.</p>
Step 9	<p>Choose an option: [*] [#] to accept new starting and ending time.</p> <p>[1] to re-enter the schedule.</p>	<p>The system confirms that the schedule is approved, then plays the Outcalling Main Menu. <i>Procedure is complete.</i></p> <p><i>Return to Step 4.</i></p>

Setting the Minimum Time between Outcalling Attempts

To change the minimum time between outcalls, use the following procedure:

	Action	You Hear...
Step 1	<p>Log into a MERLIN MAIL system mailbox that has Outcalling privileges.</p>	<p>Name, number of new messages and old messages, Voice Mail Activity Menu.</p>
Step 2	<p>Press [6] for Outcalling.</p>	<p>Outcalling Main Menu.</p>
Step 3	<p>Press [6] for Minimum Number of minutes between Outcalling attempts.</p>	<p>The system plays the current setting, then prompts you to enter the minimum number of minutes the system should wait between Outcalling attempts.</p>

	Action	You Hear...
Step 4	<p>Choose an option: Enter number of minutes between outcalls (5-99) + [#].</p> <p>Enter [*] [#] to quit without changing.</p>	<p>The system plays the new settings, then the Outcalling Main Menu. <i>Procedure is complete.</i></p> <p>Outcalling Main Menu. <i>Procedure is complete.</i></p>

Number of Outcalling Cycles

To change the number of Outcalling cycles, use the following procedure:

	Action	You Hear...
Step 1	Log into a MERLIN MAIL system mailbox that has Outcalling privileges.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [6] for Outcalling.	Outcalling Main Menu.
Step 3	Press [7] for Outcalling Cycles.	The system tells you the current setting, then prompts you to enter the maximum number of times the entire Outcalling list should be dialed followed by [#] .
Step 4	<p>Choose an option: Enter number of times Outcalling list is dialed (1-9) and [#].</p> <p>Enter [*] [#] to quit without changing.</p>	<p>The system plays the new Outcalling cycles, then the Outcalling Main Menu. <i>Procedure is complete.</i></p> <p>Outcalling Main Menu. <i>Procedure is complete.</i></p>

Passwords

At a Glance

Menu	[8] System Security
Options	[2] Minimum Password Length [4] System Administration Password
Programmable by	System Administrator
Factory Settings	
Mailbox Password	Blank (Not Set)
System Administration Password	Blank (Not Set)
Minimum Password Length	6 digits (0-15 digits)
Maximum Password Length	15 digits (not changeable)

Description

Every Call Answer Service mailbox and Bulletin Board mailbox has a password that must be entered to access Voice Mail Service. The initial mailbox password is not set. If the Minimum Password Length has not been set to 0, then the first time a subscriber attempts to access his or her mailbox the Password must be reset to a length at least as long as the Minimum Password Length.



Security Alert:

AT&T strongly discourages setting the minimum password length to zero.

There are two passwords associated with the System Administrator's mailbox:

- System Administrator's *mailbox* password.
- System *Administration* Password.

The System Administrator's mailbox password is used by the System Administrator to access Voice Mail Service (log into the System Administrator's mailbox). The System Administration Password is used to access the menus needed to administer the system. The System Administrator's mailbox password and the System Administration Password must be different.



Security Alert:

The System Administrator's mailbox number, System Administrator's mailbox password, and the System Administration Password should all be kept in a secure place.

⇒ **IMPORTANT:**

If you change the System Administrator's mailbox, the previously selected System Administration Password becomes the System Administration Password for the new mailbox. The mailbox password, however is not transferred to the new mailbox. It is a good idea to change the System Administration Password once you transfer System Administration privileges to a different mailbox.



Security Alert:

To increase system security, subscribers and the System Administrator should change their passwords frequently.

Minimum Password Length

The System Administrator can set the Minimum Password Length to any value from 0-15 digits. The default value is a Minimum Password Length of six digits. Every user's mailbox password must be at least as long as this value. The System Administration Password must also be at least as long as the Minimum Password Length.

Setting the minimum password length to 0 (zero), means that subscribers can choose not to have a password for their mailbox. Subscribers who choose this option leave their mailboxes completely unprotected. The longer the minimum password length, the harder it is for unauthorized people to gain access to messages stored on the system.



Security Alert:

A Minimum Password Length of at least six digits is strongly recommended. The shorter the Minimum Password Length, the more vulnerable your system is to abuse by unauthorized persons. Choose the largest acceptable minimum length in order to maximize the security of your system. AT&T strongly recommends a Minimum Password Length of at least six digits.

Password Initialization

If a subscriber forgets the password to his or her voice mailbox or the mailbox is locked because of too many unsuccessful attempts at access, the System Administrator can initialize the password (set it to blank) so the subscriber can retrieve the messages in the mailbox. To protect the mailbox, as soon as its password is initialized, the subscriber should log into the mailbox and change the password. Failure to do so leaves the mailbox unprotected.

When you initialize a password, all other information associated with the mailbox remains unchanged, including greetings, messages, and so on.

If the System Administrator's mailbox password or the System Administration Password are forgotten, or if they need to be unlocked, the System Administrator must get instructions from AT&T or an authorized dealer. The System Administrator should keep handy the following information in case of such an event:

- The System Administrator's mailbox number.
- The serial number of the system. (The serial number is located on the right side panel of the MERLIN MAIL unit. See Figure 2-6 in Chapter 2, "Installation" for the location of the serial number label.)

Programming

Setting the Minimum Password Length

To set the minimum password length, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [8] for System Security.	System Security Menu.
Step 5	Press [2] for Minimum Password Length.	The system tells you the current Minimum Password Length, then prompts you to enter the Minimum Password Length + [#] .
Step 6	Enter <i>Minimum Password Length</i> + [#] .	The system confirms password length, then plays the System Security Options Menu. If the password length is less than six digits, the system warns you that the setting leaves your system vulnerable to toll fraud by unauthorized persons.

Changing the System Administration Password

To change the System Administration password, use the following procedure:

Action	You Hear...
Step 1 Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [8] for System Security.	System Security Menu.
Step 5 Press [4] for the System Administration Password.	The system tells you how long the password must be, then prompts you to enter new password + [#] .
Step 6 Enter <i>Password</i> + [#] . Password must be different than System Administrator's mailbox password.	The system prompts you to re-enter new password + [#] .
Step 7 Re-enter <i>Password</i> + [#] .	The system confirms that the password has been changed, then plays System Security Menu.

Initializing a Mailbox Password

For instructions on initializing a mailbox password, see the Mailbox feature in this chapter.

Changing a Mailbox Password

Subscribers can change their mailbox passwords. See the *MERLIN MAIL Voice Messaging System Release 3 User's Guide*.

Personal Operator

At a Glance

Menu	Voice Mail Activity Menu
Submenu	[4] Personal Operator
Options	Operator's No. + [#] : Add Personal Operator [0] + [#] : Remove Personal Operator
Programmable by	Call Answer Service mailbox owner
Factory Setting	
Personal Operator	No Personal Operator. (Calls transferred to the Call Answer Service Operator).

Description

A subscriber can setup a Personal Operator to handle calls if a caller dials **[0]** when the caller reaches the subscriber's voice mailbox. The subscriber can specify the extension to receive these calls.

Callers can dial **[0]** before, during, or after leaving a message in the subscriber's mailbox. If a message has been recorded, it is deposited in the subscriber's mailbox, and the caller is transferred to the Personal Operator if one has been administered, or to the Call Answer Service Operator if no Personal Operator has been administered.

A mailbox owner can set one of following types of extensions as a Personal Operator:

- Call Answer Service mailbox
- Transfer-Only mailbox
- Bulletin Board mailbox
- Any extension (if transfers are not restricted to registered subscriber mailboxes only)
- General Mailbox
- System Administrator's mailbox
- Automated Attendant mailbox

When a Personal Operator is not administered, if a caller dials **[0]**, the caller is transferred to the system's Call Answer Service Operator.

If the subscriber wants to inform callers that they have the option of pressing **[0]** to reach an operator, the subscriber should include that option in his or her Personal Greeting.

Applications

A secretary's extension is programmed as a boss's Personal Operator: "This is Pat. I am unavailable at the moment. You can leave a message after the beep, or press **[0]** to speak to my secretary."

An employee on vacation wants callers to be able to reach a person covering for him or her: "Hello, this is Lou. I'll be on vacation until July 25. If you leave a message I'll call you when I return. If you need immediate assistance, press **[0]** now."

A teacher might want to set a Bulletin Board mailbox as his or her Personal Operator: "To hear the homework assignments for today press **[0]** ."

A subscriber could keep a personal schedule listed in a Bulletin Board mailbox which can then be set up as the Personal Operator for the mailbox. A caller could then access the subscriber's personal schedule by pressing **[0]** while in the subscriber's Call Answer Service mailbox.

Considerations and Constraints

If transfer is Restricted To Registered Subscribers Only, subscribers can only administer an extension as the Personal Operator if the extension has a mailbox. All calls transferred to a Personal Operator follow the Personal Operator's coverage path, if one has been programmed on the MERLIN LEGEND Communications System.

A call transferred to the Call Answer Service Operator follows the extension's coverage path only if a valid extension number is programmed as the Call Answer Service Operator's extension. If an invalid extension is programmed (factory default) the call does not receive coverage, but continues to ring at the Call Answer Service Operator's extension until the call is answered or the caller disconnects. If you need to provide coverage for unanswered calls transferred to the Call Answer Service Operator, use a valid extension as the Call Answer Service Operator's extension and give that extension coverage.

Programming

Setting a Personal Operator

To set or remove a Personal Operator for a mailbox, use the following procedure:

	Action	You Hear...
Step 1	Log into your voice mailbox.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Dial [4] to change the mailbox's Personal Operator.	The system plays the current setting, then prompts you to enter the Personal Operator extension + [#] or to press [0] [#] to delete the Personal Operator.
Step 3	Choose an option: Add Personal Operator: <i>Operator's extension</i> + [#] . Remove Personal Operator: [0] + [#] .	The system confirms the option programmed, then plays the Voice Mail Activity Menu. The system confirms the option programmed, then plays the Voice Mail Activity Menu.

Port Allocation

At a Glance

Menu	[1] System Parameters
Submenu	[2] Port Allocation
Options	[1] All ports Automated Attendant [2] All ports Voice Mail Service [3] Split Allocation
Programmable by	System Administrator
Factory Setting Port Allocation	All Ports Automated Attendant Service

Description

Port Allocation determines which service external callers receive. Regardless of which port allocation is used, internal callers to the MERLIN MAIL system receive Voice Mail Service. Unanswered calls to subscribers who have Group Coverage by the MERLIN MAIL system receive Call Answer Service.

The MERLIN MAIL system can have its ports assigned as Voice Mail Service or Automated Attendant Service ports. Ports can all be assigned to either service, or with a four-port system or six-port system, you can set half the ports to each service.

Following are guidelines for Port Allocation:

- If you want external calls to be answered by Automated Attendant Service, and do not need to provide direct access to Voice Mail Service on any external lines, set all ports to Automated Attendant Service. External callers can easily access Voice Mail Service by dialing [*] [7] once they connect to Automated Attendant Service.
- If you do not want to use Automated Attendant Service, but you want direct Voice Mail Service access on external lines, set all ports to Voice Mail Service.
- Use split allocation for four-port systems (ports 1 and 2 Automated Attendant Service, ports 3 and 4 Voice Mail Service) or six-port systems (ports 1, 2, and 3 Automated Attendant Service, ports 4, 5, and 6 Voice Mail Service) only when you need to provide Automated Attendant Service for calls on some lines and direct Voice Mail Service access for calls on other lines. Special installation steps are required when both services are used. Call your AT&T representative or authorized dealer for more information on using split allocation.

Programming

Setting the Port Allocation

MERLIN MAIL Planning Form A, System Parameters, identifies the planned port allocation.

To program the port allocation, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [2] for Port Allocation.	The system plays the current setting, then plays the Port Allocation Menu.
Step 6	Choose an option: [1] for all ports Automated Attendant Service. [2] for all ports Voice Mail Service. [3] for Split Allocation. [*] [#] to keep current setting.	The system confirms the Port Allocation setting, then plays the System Parameters Menu, <i>Procedure is complete.</i> System Parameters Menu. <i>Procedure is complete.</i>

Schedule Controller

At a Glance

Menu	[2] Schedule
Submenu	[2] Automated Attendant Schedule
Option	[1] Schedule Controller
Suboptions	[1] Follow the MERLIN LEGEND mode [2] Follow the MERLIN MAIL Business Schedule [3] Follow both
Programmable by	System Administrator
Factory Setting Schedule Controller	Follow the MERLIN LEGEND mode

Description

The Schedule Controller determines whether the MERLIN LEGEND Communications System (Night Service), the MERLIN MAIL Business Schedule, or a combination of both control the Day and Night service operation of the Automated Attendant. Each Automated Attendant has its own Schedule Controller.

The Schedule Controller can be set to one of three options:

- **Follow the MERLIN LEGEND mode** — Use this setting if you want the Automated Attendant to go into Night Service when the MERLIN LEGEND Communications System goes into Night Service and into Day Service when the MERLIN LEGEND Communications System comes out of Night Service mode.
- **Follow the MERLIN MAIL Business Schedule** — A Business Schedule you program for the Automated Attendant will determine when the Automated Attendant should operate in Day mode and in Night mode. Use this setting if you want the schedule to be independent of the MERLIN LEGEND Communications System Night Service feature.
- **Follow the MERLIN LEGEND mode and MERLIN MAIL Business Schedule** — Use this setting if you want the Automated Attendant to be controlled by both the MERLIN MAIL Business Schedule and the MERLIN LEGEND mode.

Follow the MERLIN LEGEND Mode

The MERLIN LEGEND Communications System notifies the MERLIN MAIL system when MERLIN LEGEND Night Service begins and ends. When the MERLIN MAIL system is notified that Night Service is on, the Automated Attendant Service plays the Night Menus. When the MERLIN MAIL system is notified that Night Service is off, the Automated Attendant Service plays the Day Menus.

You can use the MERLIN MAIL Temporary Closure feature or the Open or Closed for Today feature to override the MERLIN LEGEND mode until 3 a.m. the next day. See the Open or Closed for Today feature in this chapter for additional information.

There are three ways that the MERLIN MAIL system can be notified when MERLIN LEGEND Communications System Night Service begins and ends:

- **Night Service with Time Set** — On the MERLIN LEGEND Communications System, you set up a schedule that specifies when Night Service automatically begins and ends. The MERLIN LEGEND system notifies the MERLIN MAIL system automatically whenever the MERLIN LEGEND system goes into or out of Night Service.
- **Night Service with Group Assignment** — The MERLIN LEGEND system notifies the MERLIN MAIL system that Night Service is on when *all system operator positions* have activated Night Service. The MERLIN LEGEND system notifies the MERLIN MAIL system that Night Service is off when one system operator position has deactivated Night Service.
- **Night Service with Outward Restriction** — The MERLIN LEGEND system notifies the MERLIN MAIL system when Night Service goes on and off when one operator activates or deactivates Night Service.

⇒ **NOTE:**

If you use Night Only Call Handling, the Automated Attendant Service is only available when the MERLIN LEGEND Night Service feature is on.

For more information on the MERLIN LEGEND Night Service feature, see the *MERLIN LEGEND Communications System Feature Reference* manual.

Follow the MERLIN MAIL Business Schedule

The MERLIN MAIL Business Schedule can be used to enter your company's hours of operation and any temporary changes to the schedule. If you set the MERLIN MAIL Schedule Controller to follow the MERLIN MAIL Business Schedule, Day or Night Service notifications from the MERLIN LEGEND system are ignored.

Use the MERLIN MAIL Business Schedule to enter your normal hours of operation.

You must use the MERLIN MAIL Business Schedule to enter temporary changes to the schedule. You can schedule a temporary closing up to a week in advance. You can also set the current day to open or closed. For more information, see the Business Schedule feature.

Follow Both the MERLIN LEGEND Mode and the MERLIN MAIL Business Schedule

The MERLIN MAIL Business Schedule can be used to enter your company's hours of operation and any temporary changes to the schedule and the MERLIN LEGEND system notifies the MERLIN MAIL system when MERLIN LEGEND Night Service begins and ends.

Each system sends messages telling the MERLIN MAIL Automated Attendant if it should be open or closed. Whichever system has sent the last open or closed message determines if the Automated Attendant will provide Day or Night Service to callers. Therefore, the results of this setting can be complicated. You should use this setting if you have a need for the Automated Attendant to follow a schedule defined by the MERLIN MAIL Business Schedule, but still needs to respond to Night Service changes on the MERLIN LEGEND Communications System.

Considerations and Constraints

No matter which of the three Schedule Controller settings you use to control the Automated Attendant's Day and Night Service operation, you can override the operation by using either of the following features:

- Open or Closed for Today
- Temporary Closure

If you program the Automated Attendant to be Open for Today, the Automated Attendant will operate in Day mode until 3 a.m. the following morning. If you use the Closed for Today or Temporary Closure feature, the Automated Attendant will operate in Night mode until 3 a.m. following the day of the closure, At 3 a.m. the Automated Attendant will revert back to Day or Night Service as determined by the Schedule Controller.

Programming

Setting the Schedule Controller

To program the Schedule Controller, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [2] for Automated Attendant Schedule options.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Schedule Control Menu. <i>Go to Step 8.</i>
Step 6	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Schedule Administration Menu.
Step 7	Press [1] for Schedule Controller.	The current setting plays, then the Schedule Control Menu plays.
Step 8	Choose an option: [1] to follow the MERLIN LEGEND mode. [2] to follow the MERLIN MAIL Business Schedule. [3] to follow both the MERLIN LEGEND mode and MERLIN MAIL Business Schedule. [*] [#] to keep current setting.	The system confirms the setting, then plays the Automated Attendant Schedule Administration Menu. The system confirms the setting, then plays the Automated Attendant Schedule Administration Menu. The system confirms the setting, then plays the Automated Attendant Schedule Administration Menu. Automated Attendant Schedule Administration Menu.

Security Violation Notification

At a Glance

Menu	[8] System Security
Submenu	[3] Security Violation Notification
Options	[1] Mailbox Lock [2] Warning Message [3] No Security Violation Notification
Programmable by	System Administrator
Factory Settings	
Notification type	Warning Message
Unsuccessful login attempts	5 (2–18 attempts)

Description

The MERLIN MAIL Voice Messaging System takes one of three actions when there are too many consecutive unsuccessful attempts to log into a mailbox. This is programmed systemwide by the System Administrator. This feature is used to discourage and/or stop unauthorized persons from accessing mailboxes and System Administration,

The System Administrator can choose to have one of the following actions occur after a specified number of consecutive unsuccessful login attempts:

- **Mailbox Lock** — Lock the subscriber's mailbox and send a warning to the mailbox owner's mailbox and the System Administrator's mailbox.
- **Warning Message** — Send a warning message to the mailbox owner's mailbox and the System Administrator's mailbox.
- **No Security Violation Notification.** (Strongly discouraged.)



Security Alert:

The System Administrator should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Warning Message option otherwise. It is strongly discouraged to administer a system without Security Violation Notification. The System Administrator should investigate all warning messages received.

The System Administrator can program Security Violation Notification to take place after a specified number of consecutive unsuccessful login attempts. The default is five unsuccessful attempts. The range of unsuccessful attempts is 2-18.

When a caller reaches the maximum number of unsuccessful login attempts, and Security Violation Notification is set to either Mailbox Lock or Warning Message, the system plays the message, "Login incorrect. Too many unsuccessful login attempts. The System Administrator has been notified. Good bye."

A locked mailbox can receive messages as long as there is enough space in the mailbox, although the subscriber cannot retrieve these messages until the System Administrator re-initializes the mailbox's password.

A login attempt for a mailbox is counted when a caller enters the mailbox number followed by the pound sign. An unsuccessful attempt occurs if the caller does not enter a correct password (followed by the pound sign).

The maximum number of attempts to login per call is three. However, if the maximum number of unsuccessful attempts is reached earlier, no additional tries are not permitted on that call.

Example: A system is set to send a warning message after five consecutive unsuccessful login attempts. A caller that tries unsuccessfully three times on the first call, is disconnected. The caller calls back and is only given two more attempts to login before the Security Violation Notification warning message is sent. If the caller has made five consecutive unsuccessful login attempts the caller hears a message that there are "Too many unsuccessful login attempts. The System Administrator has been notified. Good-bye," and the call is disconnected. A message is sent to the mailbox owner and the System Administrator.

To unlock a subscriber's mailbox, the System Administrator must initialize the mailbox's password. Once the password has been initialized the subscriber is able to login to the mailbox and will be prompted to enter a new password. (See the Mailbox feature in this chapter.)

To unlock the System Administrator's mailbox, or System Administration, the System Administrator must get instructions from AT&T or an AT&T authorized dealer. The System Administrator needs to supply the following information when calling for assistance:

- The System Administrator's mailbox number.
- The serial number of the system, located on a label on the MERLIN MAIL unit. (See figure 2-6 in Chapter 2, "Installation" for the location of the label.)
- The extension number of the Remote Maintenance Device.

Programming

Changing the Security Violation Notification

To change the Security Violation Notification setting, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [8] for System Security Options.	System Security Menu.
Step 5	Press [3] for Security Violation Notification.	The system plays the current setting, then the Security Violation Notification Menu.
Step 6	Choose an option: [1] Mailbox Lock. [2] Warning Message. [3] No Security Violation Notification. [*] [#] Keep current option.	The system prompts you to enter number of Login attempts. <i>Go to Step 7.</i> The system prompts you to enter number of Login attempts. <i>Go to Step 7.</i> The system confirms the setting, then plays the System Security Menu. <i>Procedure is complete.</i> System Security Menu.
Step 7	Enter <i>Login attempts</i> + [#] (range 2–18).	The system confirms the setting, then plays the System Security Menu. <i>Procedure is complete.</i>

Single/Multiple Automated Attendant

At a Glance

Menu	[1] System Parameters
Submenu	[1] Single or Multiple Automated Attendant(s)
Options	[1] Single Automated Attendant [2] Multiple Automated Attendants
Programmable by	System Administrator
Factory Setting	
Single/Multiple Automated Attendant Operation	Single Automated Attendant

Description

If your business requires Automated Attendant Service, you can choose to have either one Automated Attendant or up to three separate Automated Attendants.

Multiple Automated Attendant operation should be used if you want different incoming lines answered in different ways. For example, if your MERLIN LEGEND system is shared between two businesses or departments, you may want to greet callers differently and present them with different options from which to choose.

With Single Automated Attendant operation there is one Day Menu and one Night Menu. If you configure your system for Multiple Automated Attendant operation, each Automated Attendant has its own Day and Night Menu.

For each Automated Attendant you program the following:

- Day and Night Automated Attendant structures
- Day and Night Dial 0/Timeout Action
- Line Assignments
- Schedule Controller and Business Schedule
- Touch-Tone Gate setting (and Touch-Tone Gate Greetings if the Touch-Tone Gate is On)
- Fax Extension
- General Mailbox Owner

Programming

Setting Single or Multiple Automated Attendants

To select the number of Automated Attendants available for programming, use the following procedure:

	Action	You Hear..
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [1] for Single/Multiple Automated Attendant.	The system plays the current setting, then the Single/Multiple Automated Attendant Menu.
Step 6	Choose an option: [1] Single Automated Attendant. [2] Multiple Automated Attendant.	The system confirms Single Automated Attendant operation, then plays the System Parameters Menu. The system confirms Multiple Automated Attendant operation, then plays the System Parameters Menu.

Submenus (Automated Attendant)

At a Glance

Menu	[3] Automated Attendant
Submenu	[3] Submenus
Options	[4] Play menu [4] Create menu [6] Modify menu [*] [D] (or [*] [3]) Delete menu
Programmable by	System Administrator
Parameters	
No. of Submenus	99
Caller Options	
Play Submenu again	[*] [4]
Play the Automated Attendant Main Menu	[*] [7]
Play the previous menu	[*] [#]
Dial 0/Timeout Action	[0]
Transfer to another extension	[*] [T] (or [*] [8])
Play Submenu in alternate language (<i>bilingual mode only</i>)	[*] [1]

Description

Automated Attendant Submenus are menus that are created through System Administration, which may be accessed by the caller through Automated Attendant Main Menus, or other Submenus. Submenus can give options to the caller through the use of Selector Codes (options that a caller chooses by pressing a digit on the touch-tone telephone keypad). There can be up to 99 Submenus in a MERLIN MAIL system. Each Submenu can have up to nine choices on it.

A Submenu provides additional options to callers when there are more options than can fit on the Day or Night Main Menu. In Submenus, as in Main Menus, the caller dials a digit (Selector Code) in response to the Submenu prompt. Automated Attendant Service directs the caller to one of the following pre-define destinations based on the Selector Code entered:

- An extension (MERLIN LEGEND extension, mailbox, or a Bulletin Board)
- Another Submenu
- An announcement

The Selector Codes Actions that may be assigned to Selector Codes are as follows:

- Selector Code Transfer
- Play an existing Submenu
- Play an existing announcement
- Prompted Transfer
- Direct Extension Transfer

There are no default Selector Code Actions assigned to Selector Codes on a Submenu.

If a caller does not respond to a Submenu, the call is handled according to the Automated Attendant's Day or Night Dial 0/Timeout Action, as appropriate.

Submenus can be assigned to one or more Automated Attendants.

If the system is in bilingual mode, the System Administrator should record Submenu prompts in both the primary and secondary language.

Changing a Submenu

Changing a Submenu may require one or more of the following tasks:

- Adding or deleting Selector Codes
- Changing Selector Code Actions
- Recording a revised menu prompt

Changing a Submenu affects all Automated Attendant Main Menus and Submenus to which it is assigned.

To make your work easier, plan your changes beforehand and revise MERLIN MAIL Planning Form H, Automated Attendant Service Submenus, as required. If the MERLIN MAIL system has been set up for bilingual operation, be sure to record Submenu prompts in both the primary and secondary languages.

Selector Codes and Selector Code Actions

Automated Attendant Service uses *Selector Code Actions* to determine the action performed when the caller presses the Selector Code. Each Selector Code (1–9) specified in a menu can be assigned one of the following five Selector Code Actions:

- **Action 1 – Selector Code Transfer** — When a caller enters the Selector Code, the call is transferred to a specific extension, Calling Group, Bulletin Board, or guest mailbox assigned to the Selector Code.
- **Action 2 – Play an Existing Submenu** — When a caller enters the Selector Code, another menu plays offering the caller additional Selector Codes.

⇒ **NOTE:**

A Submenu must be programmed before it can be assigned to the Main Menu or Submenu from which it is accessed.

- **Action 3 – Play an Existing Announcement** — If the information needed by callers, such as your business hours or mailing address, can be provided in a two-minute announcement, use this Selector Code Action. When a caller presses the Selector Code, the caller hears a pre-recorded announcement.

⇒ **NOTE:**

Announcements must be created before they can be assigned to the Main Menu or Submenus from which they are accessed.

- **Action 4 – Prompted Transfer** — Prompted Transfer requires callers to enter a Selector Code before they can dial an extension. Use this Selector Code Action if the first digit of your company's extensions coincides with the Selector Codes you want to use for other purposes on your menu. For example, if all company extensions begin with 1 or 2, and you want to use Selector Codes 1 and 2 for something other than Direct Extension Transfer, program an unused Selector Code for Prompted Transfer. When the caller presses the Selector Code programmed for Prompted Transfer, the MERLIN MAIL system will prompt the caller to enter the desired extension.
- **Action 5 – Direct Extension Transfer** — Callers can dial an individual extension, Calling Group, Bulletin Board or guest mailbox from the Submenu if the Selector Code(s) matching the first digit(s) of the extensions Calling Group, Bulletin Board, or Guest mailbox, are reserved for this Selector Code Action. For example, if all company extensions begin with 1 or 2, program Selector Codes 1 and 2 as Selector Code Action 5 to enable a direct transfer from the Submenu. This Selector Code Action allows the system to recognize the caller's selection as the first digit in an extension instead of a menu option.

For examples and further discussion of Selector Code Actions see the Automated Attendant Service feature in this chapter.

Other Submenu Options

In addition to Selector Code choices, the Submenu can also offer the following choices to callers:

- **[*] [4]** — Play the Submenu again.
- **[*] [7]** — Play the Automated Attendant Main Menu.
- **[*] [#]** — Play the previous menu.
- **[0]** — Perform the Automated Attendant's (Day or Night) Dial 0/Timeout Action.
- **[*] [T]** (or **[*] [8]**) — Transfer to another extension.
- **[*] [1]** — Play the Submenu in the alternate language (*bilingual mode only*).

Creating a Submenu

Plan Submenus before recording them and revise MERLIN MAIL System Planning Form H, Automated Attendant Service Submenus, as required. If the MERLIN MAIL system has been set up for bilingual operation, be sure to record the Submenu prompt in both the primary and secondary languages.

Considerations and Constraints

If a Bulletin Board mailbox is assigned as a Selector Code Transfer destination on a Submenu, and the Bulletin Board mailbox is deleted, the Selector Code is deleted from the menu. If an announcement or Submenu is deleted, its Selector Code is removed from all menus it is assigned to. You must remember to re-record all menu prompts that are affected.

Programming

Playing a Submenu Prompt or Definition

To play an existing Submenu, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.

Submenus (Automated Attendant)

	Action	You Hear...
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [2] to play the Submenu.	The system prompts you to enter a submenu number and [#] .
Step 8	<i>Submenu number + [#]</i> .	The system prompts you to choose the Submenu or Submenu prompt.
Step 9	Choose an option: [1] to play the Submenu prompt. [2] to play the Submenu Selector Codes and Selector Code Actions. *1 [#] to return to the Submenu Administration Menu.	The Submenu prompt plays. The system plays the Submenu Selector Codes and Selector Code Actions. Submenu Administration Menu.

Creating a Submenu

To create a Submenu, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password + [#]</i> .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [3] for Submenus.	Submenu Administration Menu.

Submenus (Automated Attendant)

	Action	You Hear...
Step 7	Press [4] to create the Submenu.	The system prompts you to enter a Submenu number and [#] .
Step 8	<i>Submenu number + [#]</i> .	The system prompts you to enter a Selector Code.
Step 9	Choose an option: Enter a <i>Selector Code</i> (1-9). *1 [#] to quit when finished adding Selector Codes.	Selector Code Action Menu. The system prompts you to record the Submenu at the tone. <i>Go to Step 12.</i>
Step 10	Choose an option: Selector Code Transfer: [1] + extension number + [#] . Play Submenu: [2] + Submenu number + [#] . Play Announcement: [3] + announcement number + [#] . Prompted Transfer: [4] . Direct Extension Transfer: [5] . Delete this Selector Code: *1 [D] (or *1 [3]).	If a Selector Code Action 1-5 is selected, the system confirms the Selector Code and the Selector Code Action, then prompts you to enter another Selector Code. <i>Repeat Steps 9 and 10 for each Selector Code to be added to this Submenu.</i> The system prompts you to confirm deletion. <i>Repeat Step 10.</i>
Step 11	Choose an option: [9] to confirm deletion. [6] to cancel deletion.	The system confirms the deletion. Selector Code Action Menu. <i>Return to Step 9.</i> The system confirms "Deletion Canceled." <i>Return to Step 9.</i>
Step 12	Record the new Submenu prompt (up to two minutes). Press [1] after recording.	Message Editing Menu.

Action	You Hear...
Step 13 Choose an option: [2] [11] to re-record the new Submenu prompt.	Tone to record the Submenu prompt. <i>Return to Step 12.</i>
[2] [31] to play back the new Submenu prompt.	The system plays the Submenu prompt, then the Message Editing Menu. <i>Repeat Step 13.</i>
[*] [D1] (or [*] [31]) to delete the new Submenu prompt.	The system confirms the deletion, then prompts you to record the Submenu at the tone. <i>Return to Step 12.</i>
[*] [#] to approve the Submenu prompt.	<i>(Monolingual mode)</i> The system plays the message "Approved. Menu saved," then the Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system plays "Approved," then prompts you to record the Submenu prompt in the secondary system prompt language. <i>Return to Step 72 to record the prompt in the secondary system language.</i>

Changing Selector Codes and Selector Code Actions

To add or delete Submenu Selector Codes or to change Selector Code Actions, update the Submenu on Planning Form H, Automated Attendant Service Submenus, and then complete the following procedure:

Action	You Hear...
Step 1 Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu.
Step 5 <i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.

Submenus (Automated Attendant)

	Action	You Hear..
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [6] to modify the Submenu.	The system prompts you to enter a Submenu number and [#] .
Step 8	<i>Submenu number</i> + [#] .	The system prompts you to enter a Selector Code.
Step 9	Choose an option: Enter a <i>Selector Code</i> (1–9). [*] [#] to quit when finished modifying Selector Codes.	If the Selector Code was previously used, the system prompts you to confirm that you want to modify it. <i>Go to Step 10.</i> If the Selector Code was not previously used, the system plays the Selector Code Modification Menu. <i>Go to Step 11.</i> The system prompts you to record the Submenu at the tone or press [#] to use the existing Submenu prompt. <i>Go to Step 13.</i>
Step 10	Choose an option: [9] to confirm Selector Code entered. [6] to cancel Selector Code entered.	The Selector Code Modification Menu plays. <i>Go to Step 11.</i> The system prompts you to enter a Selector Code. <i>Return to Step 9.</i>
Step 11	Choose an option: Selector Code Transfer: [1] + <i>extension number</i> + [#] . Play Submenu: [2] + <i>Submenu number</i> + [#] . Play Announcement: [3] + <i>announcement number</i> + [#] . Prompted Transfer: [4] . Direct Extension Transfer: [5] . Delete this Selector Code: [*] [0] (or [*] [3]).	If Selector Code Action 1-5 is selected, the system confirms the Selector Code and the Selector Code Action, then prompts you to enter another Selector Code. <i>Return to step 9 for each Selector Code to be added to this Submenu.</i> The system prompts you to confirm deletion. <i>Go to Step 12.</i>

Action	You Hear...
<p>Step 12 Choose an option: [9] to confirm that you want to delete Selector Code.</p> <p>[6] to cancel the deletion.</p>	<p>The system confirms that the Selector Code is "Not used," then prompts you to enter a Selector Code. <i>Return to Step 9.</i></p> <p>The system confirms the cancellation, then prompts you to enter a Selector Code. <i>Return to Step 9.</i></p>
<p>Step 13 Choose an option: [#] to use the existing prompt.</p> <p>Record the Submenu prompt (up to two minutes). Press [1] after recording.</p>	<p><i>(Monolingual mode)</i> "The existing Submenu prompt will be used. Menu saved," plays then the Menu Administration Menu. <i>Procedure is complete.</i></p> <p><i>(Bilingual mode)</i> The system confirms that the existing menu prompt will be used, then prompts you to record the Submenu prompt in the secondary language. <i>Repeat Step 13 to record the prompt in the secondary language.</i></p> <p>Message Editing Menu.</p>

Action	You Hear..
<p>Step 14 Choose an option:</p> <p>[2] [1] to re-record the new Submenu prompt.</p> <p>[2] [3] to play back the new Submenu prompt.</p> <p>[*] [D] (or [*] [3]) to delete the new Submenu prompt.</p>	<p>A tone to record Submenu prompt. <i>Return to Step 73.</i></p> <p>Message Editing Menu. <i>Repeat Step 14.</i></p> <p>The system confirms the deletion and plays "The existing menu prompt will be used." <i>(Monolingual mode)</i> The system plays the message "Approved. Menu saved," then the Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Submenu prompt in the secondary language, or press [#] to use the existing menu prompt. <i>Return to Step 13.</i></p> <p>[*] [#] to approve the Submenu prompt. <i>(Monolingual mode)</i> The system plays the message "Approved. Menu saved," then the Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Submenu prompt in the secondary system language. <i>Repeat Steps 13 and 14 to record the prompt in the secondary system language.</i></p>

Recording the Submenu Prompt Only

If you want to change the Submenu prompt without changing the Selector codes or Selector Code Actions associated with it, update the Submenu prompt on MERLIN MAIL System Planning Form H, Automated Attendant Service Submenus, and use the following procedure:

Action	You Hear..
<p>Step 1 Log into the MERLIN MAIL system as the System Administrator.</p>	<p>Name, number of new messages and old messages, Voice Mail Activity Menu.</p>
<p>Step 2 Press [9] for System Administration.</p>	<p>The system prompts you to enter the System Administration password + [#].</p>

Submenus (Automated Attendant)

Action	You Hear...
Step 3 Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5 <i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6 Press [3] for Submenus.	Submenu Administration Menu.
Step 7 Press [6] to modify Submenu.	The system prompts you to enter a Submenu number and [#] .
Step 8 <i>Submenu number</i> + [#] .	The system prompts you to enter a Selector Code.
Step 9 [*] [#] to indicate no change to the Submenu Selector Codes.	The system prompts you to record the Submenu at the tone.
Step 10 Choose an option: [#] to use the existing prompt.	The message "The existing menu prompt will be used. Menu saved," plays. <i>(Monolingual mode)</i> The Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system confirms that the existing menu prompt will be used, then prompts you to record the Submenu prompt in the secondary language. <i>Repeat Step 10.</i>
Record the Main Menu prompt (up to two minutes). Press [1] after recording.	Message Editing Menu.

Action	You Hear..
<p>Step 11 Choose an option:</p> <p>[2] [1] to re-record the new Submenu prompt.</p> <p>[2] [3] to play back the new Submenu prompt.</p> <p>[*] [D] (or [*] [3]) to delete the new Submenu prompt. Re-record the new Submenu prompt.</p>	<p>A tone to record the Submenu prompt. <i>Return to Step 10.</i></p> <p>The system plays the new Submenu prompt, then Message Editing Menu. <i>Repeat Step 11</i></p> <p>The system confirms the deletion and plays "The existing menu prompt will be used." <i>(Monolingual mode)</i> The system plays the message "Approved. Menu saved," then the Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Submenu prompt in the secondary language, or press [#] to use the existing menu prompt. <i>Return to Step 10.</i></p> <p>[*] [#] to approve the Submenu prompt. <i>(Monolingual mode)</i> The Submenu Administration Menu plays. <i>Procedure is complete.</i> <i>(Bilingual mode)</i> The system prompts you to record the Submenu prompt in the secondary system language. <i>Repeat Steps 10 and 11 to record the prompt for the secondary system language.</i></p>

Deleting a Submenu

When you delete a Submenu, all Selector Codes that reference the Submenu are automatically removed from Main Menu and Submenu definitions. If you delete a Submenu, be sure to re-record all Main Menu and Submenu prompts that are affected. To delete a Submenu, use the following procedure:

Action	You Hear..
<p>Step 1 Log into the MERLIN MAIL system as the System Administrator.</p>	<p>Name, number of new messages and old messages, Voice Mail Activity Menu.</p>
<p>Step 2 Press [9] for System Administration.</p>	<p>The system prompts you to enter the System Administration password + [#] .</p>

Submenus (Automated Attendant)

	Action	You Hear...
Step 3	Enter <i>System Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4	Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> The system prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5	<i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6	Press [3] for Submenus.	Submenu Administration Menu.
Step 7	Press [*] [D] (or [*] [3]) to delete a Submenu.	The system prompts you to enter a Submenu number and [#] .
Step 8	<i>Submenu number</i> + [#] .	The system asks you to confirm deletion.
Step 9	Choose an option: [9] to confirm the deletion.	The system confirms the deletion, then plays the Submenu Administration Menu.
	[6] to cancel the deletion.	The system confirms canceling the deletion, then plays the Submenu Administration Menu.

System Administrator's Mailbox

At a Glance

Menu	[1] System Parameters
Submenu	[7] System Administrator Mailbox.
Programmable by	System Administrator
Factory Settings	
System Administrator Mailbox	9997
System Administrator's Mailbox Password	Blank (Not Set)
System Administration Password	Blank (Not Set)

Description

The System Administrator's mailbox is used for all administration of the MERLIN MAIL system. Logging into the System Administrator's mailbox allows you to enter MERLIN MAIL System Administration by selecting [9] from the Voice Mail Activity Menu. This selection is not mentioned in the prompt, but you can still select it to enter System Administration.

The System Administrator must enter a password to gain access to the mailbox, just like any other mailbox. After selecting [9] from the Voice Mail Activity Menu, the System Administrator is prompted to enter a System Administration password. This second password gives added security. The System Administrator's mailbox password and the System Administration Password must be different.

If the System Administrator's Mailbox or System Administration get locked because of too many unsuccessful attempts at entering the mailbox or System Administration, the System Administrator must get instructions from AT&T or an authorized dealer. The System Administrator should keep handy the following in case the system needs servicing:

- The System Administrator's mailbox number.
- The System Administrator's mailbox password.
- The System Administration Password.
- The serial number of the system. (See Figure 2-6 in Chapter 2, "Installation" for the location of the label containing the system's serial number.)

It is recommended that you change the System Administrator's mailbox password and the System Administration Password after the MERLIN MAIL system installation is complete.

Changing the System Administrator's Mailbox

One mailbox can be designated as the System Administrator's mailbox. The System Administrator's mailbox is the mailbox through which System Administration can be accessed. You can program any Call Answer Service mailbox as the System Administrator's mailbox, (Mailboxes with Class of Service 1-14 and 18 are Call Answer Service mailboxes.)



Security Alert:

Changing the System Administrator's Mailbox is strongly recommended for security of the system.

If you change the System Administrator's mailbox, the System Administration Password that was assigned to the previous System Administrator is the System Administration Password of the new mailbox. The System Administrator's mailbox password does not carry over to the new System Administrator's mailbox. The mailbox retains the password it had prior to becoming the System Administrator's mailbox.

Considerations and Constraints

The System Administrator's mailbox password and the System Administration Password must be different.

Programming

Assigning the System Administrator's Mailbox

To assign the System Administrator's mailbox, use the following procedure:

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	The system plays the security message, then the System Administration Menu.
Step 4	Press [1] for System Parameters.	System Parameters Menu.
Step 5	Press [7] for System Administrator's mailbox.	The system plays the System Administrator's mailbox number, then the system prompts you to enter the System Administrator's extension + [#] .
Step 6	Choose an option: Enter <i>new extension</i> + [#] .	The system plays the System Administrator's extension, then the System Parameters Menu
	Press [*] [#] to keep current setting.	System Parameters Menu.

Changing the System Administration Password

To change the System Administration Password, see the procedure in the Passwords feature in this chapter.

Changing the System Administrator's Mailbox Password

This is the same procedure as for other Call Answer Service mailboxes. See the *MERLIN MAIL Voice Messaging System Release 3 User's Guide* for the procedure to change the System Administrator's mailbox password.

System Date and Time

At a Glance

Menu	[2] Schedule Administration
Submenu	[1] Update System Date and Time
Programmable by	System Administrator

Description

The MERLIN MAIL Voice Messaging System keeps track of the date and time. This date and time is used in controlling the MERLIN MAIL Business Schedule. The system also stamps each message with the date and time that it is deposited into the subscriber's mailbox. The subscriber can obtain that information by listening to the message header.

The System Date and Time should be programmed upon initial set-up of the system, and updated when necessary (such as changes to and from Daylight Savings Time).

Programming

Changing the System Date and Time

To change the System Date And Time, use the following procedure:

	Action	You Hear...
Step 1	Log into the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#].
Step 3	Enter System <i>Administration Password</i> + [#].	Security message, then System Administration Menu.
Step 4	Press [2] for Schedule.	Schedule Administration Menu.
Step 5	Press [1] for System Date and Time.	The system plays current date, then the system prompts you to enter a new date.

Action	You Hear...
<p>Step 6 Choose an option: Enter <i>date</i>. If System Administrator's mailbox language is English use mmddyy format. Use ddmmyy for French or Spanish (mm = 01-12), (dd = 01-31), (yy = 91-99, 00-65).</p> <p>[#] to keep the current date.</p>	<p>The system prompts you to confirm or re-enter the date.</p> <p>The system prompts you to confirm or re-enter the date.</p>
<p>Step 7 Choose an option: [*][#] to confirm</p> <p>[1] to re-enter.</p>	<p>The system plays time, then prompts you to enter time.</p> <p>The system prompts you to enter date. <i>Return to Step 6</i></p>
<p>Step 8 Choose an option: Enter time in hhmm format where: hh = hour (01-12) or (00-23), mm = minute (00-59).</p> <p>If System Administrator's mailbox language is English or Spanish, use 12 hour format (0100-1259). If System Administrator's mailbox language is French, use 24 hour format (0000-2359).</p> <p>[#] to keep current starting time.</p>	<p><i>(12-hour format entered)</i> The system prompts you to select 1 for a.m. or 2 for p.m. <i>(24-hour format entered)</i> The system prompts you to enter the ending time. <i>Go to Step 10.</i></p> <p>The system prompts you to enter the ending time. <i>Go to Step 10.</i></p>
<p>Step 9 Choose an option: [1] for a.m. [2] for p.m.</p>	<p>The system plays the time, then prompts you to confirm or re-enter the time.</p>
<p>Step 10 Choose an option: [*][#] to confirm</p> <p>[1] to re-enter.</p>	<p>Schedule Administration Menu.</p> <p>The system prompts you to enter time. <i>Return to Step 8.</i></p>

Touch-Tone Gate

At a Glance

Menu	[3] Automated Attendant
Submenu	[5] Touch-Tone Gate
Options	[6] Deactivate [9] Activate
Programmable by	System Administrator
Factory Setting Touch-Tone Gate	Off

Description

A caller's response to the Touch-Tone Gate allows the system to know whether or not the caller is calling from a touch-tone telephone. If the Touch-Tone Gate is On, callers that do not respond to the Touch-Tone Gate are assumed to have a rotary telephone. These callers are handled as determined by the Automated Attendant's Day or Night Dial 0/Timeout Action setting. The Touch-Tone Gate can be used in both monolingual and bilingual modes of operation.

If the system is in bilingual mode, the Touch-Tone Gate also enables callers to choose the language in which they want to hear the prompts played.

Touch-Tone Gate Setting

If the Touch Tone Gate is On, Automated Attendant Service answers calls and plays the Day or Night Touch-Tone Gate Greeting. If the caller responds to the Touch-Tone Gate the caller then hears the Automated Attendant Main Menu. If the caller does not respond, the call is handled as specified in the Automated Attendant's Dial 0/Timeout Action.

When the MERLIN MAIL system is setup for monolingual operation, the Touch-Tone Gate Greeting must prompt the caller to press [1] to indicate the call is from a touch-tone telephone. If the caller presses [1], the Automated Attendant Main Menu plays. If the caller does not press [1] within four seconds, the call is handled as determined by the Dial 0/Timeout Action setting for the Day or Night Main Menu:

- Transfer to the Call Answer Service Operator
- Transfer to the General Mailbox
- Disconnect
- Transfer to a designated extension

When the MERLIN MAIL system is setup for bilingual operation with Automated Attendant Touch-Tone Gate On, the Touch-Tone Gate Greeting must prompt the caller to press **[1]** to indicate the call is from a touch-tone telephone and the caller wants to hear prompts in the primary language, or to press **[*] [1]** to indicate the call is from a touch-tone telephone and the caller wants to hear prompts in the secondary language. If the caller presses **[1]** or **[*] [1]**, the Automated Attendant Main Menu plays prompts in the language selected. If the caller does not press **[1]** or **[*] [1]** within four seconds after the Touch-Tone Gate Greeting finishes playing, the call is handled as determined by the Dial 0/Timeout Action setting for the Day or Night Main Menu.

If the Touch-Tone Gate is Off, Automated Attendant Service answers calls and plays the Automated Attendant Day (or Night) Menu. (The Touch-Tone Gate is not used.) If the caller does not respond to the menu within four seconds after it finishes playing, the call is handled as specified by the Automated Attendant's Dial 0/Timeout Action.

The default Touch-Tone Gate setting is Off. If you expect a large portion of callers to be calling from rotary telephones, then you might want to set the Touch-Tone Gate to On.

Considerations and Constraints

Setting the Touch-Tone Gate to On ensures that callers from rotary phones receive service quickly. Callers that do not respond to the Touch-Tone Gate are handled as specified in the Automated Attendant's Dial 0/Timeout Action.

When the Touch-Tone Gate is Off, a person calling from a rotary telephone must wait for the Automated Attendant Main Menu to play before the call is handled as specified by the Automated Attendant's Dial 0/Timeout Action.

If your system is configured for Multiple Automated Attendant operation, each Automated Attendant has its own Touch-Tone Gate setting.

If you change the Touch-Tone Gate from On to Off or from Off to On for an Automated Attendant, the MERLIN MAIL system retains your recorded Day and Night Main Menus.

Programming

Turning the Touch-Tone Gate On or Off

To change the current setting of the Touch-Tone Gate, change the Touch-Tone Gate setting on Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting, and use the following procedure:

Touch-Tone Gate

Action	You Hear...
Step 1 Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2 Press [9] for System Administration.	The system prompts you to enter System Administration password + [#] .
Step 3 Enter System <i>Administration Password</i> + [#] .	Security message, then System Administration Menu.
Step 4 Press [3] for Automated Attendant.	<i>(Multiple Automated Attendant)</i> System prompts you to enter Automated Attendant Number. <i>(Single Automated Attendant)</i> Automated Attendant Service Administration Menu. <i>Go to Step 6.</i>
Step 5 <i>(Multiple Automated Attendant Only)</i> Enter <i>Automated Attendant Number</i> .	Automated Attendant Service Administration Menu.
Step 6 Press [5] for Touch-Tone Gate.	The system plays the current setting, then the Touch-Tone Gate Setting Menu.
Step 7 Choose an option: [9] to set gate to On.	The system plays, "The Touch-Tone Gate is On. Please remember to record Touch-Tone Gate Greetings for the Automated Attendant," then the Automated Attendant Administration Menu. <i>Procedure is complete.</i>
[6] to set gate to Off.	The system plays, "The Touch-Tone Gate is Off. Touch-Tone Gate Greetings will not be used," then the Automated Attendant Administration Menu. <i>Procedure is complete.</i>
[*] [#] to keep current setting.	Automated Attendant Service Administration Menu.

Touch-Tone Receivers

Description

The MERLIN MAIL Voice Messaging System requires that the MERLIN LEGEND Communications System has an adequate number of Touch-Tone Receivers (TTRs) in order to operate correctly.

The number of Touch-Tone Receivers required depends on the number of Voice Messaging Interface (VMI) ports, as shown in Table 5-3. These TTR requirements apply only to the MERLIN MAIL system; they do *not* consider the TTR needs of other tip/ring sets.

Table 5-3. Touch-Tone Receivers Required by the Voice Messaging System

No. of VMI ports	No of TTRs Required	No. of 012 Modules	No. of 400* or 400 GS/LS/TTR* Modules
2	1	1	0
4	2	1	0
6	3	2	0

* These figures reflect the required number of modules if only these modules are supplying TTRs for the voice messaging system.

The 012 Module supplies two TTRs. The 400 and 400 GS/LS/TTR Modules supply four TTRs. The 800 DID and 800 GS/LS-ID Modules each supply two TTRs. Table 5-4 identifies the modules and the number of TTRs each supplies. (The 008 OPT Module also supplies TTRs, but Voice Messaging Systems cannot be directly connected to it.)

Table 5-4. Modules with Touch-Tone Receivers

Module	Number of TTRs
008 OPT	2
012	2
400 GS/LS/TTR	4
400	4
800 DID	2
800 GS/LS-ID	2

- ⇒ **NOTE:**
The MERLIN MAIL Voice Messaging System cannot be directly connected to an 008 OPT Module. However, the Touch-Tone Receivers supplied by the 008 OPT Module can be used by the voice messaging system.

The following symptoms indicate that the system needs more TTRs:

- Single-line telephone users do not get dial tone when trying to dial out.
- The voice messaging system fails to transfer calls.
- Calls fail to ring or go to coverage prematurely.
- Message-waiting lights are not lighted/extinguished in a timely manner.

Transfer Restrictions

At a Glance

Menu	[8] System Security
Submenu	[1] Transfer Restrictions
Options	[1] Restrict Transfer to Registered Subscribers Only [2] No Transfer Restrictions
Programmable by	System Administrator
Factory Setting Transfer Restriction	Restrict Transfers to Registered Subscribers Only

Description

The purpose of the Restrict Transfer to Registered Subscribers Only setting of the Transfer Restrictions feature is to prevent subscribers and callers from committing toll fraud by transferring to an outside line or outside operator who could place a call for them.



Security Alert

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud. AT&T **strongly recommends** that you choose the Restrict Transfers to Registered Subscribers Only option.*

Restrict Transfer to Registered Subscribers Only does not require that transfer destinations programmed by the System Administrator (Selector Code transfer destinations, fax extensions, Call Answer Service Operator, and Dial 0/Timeout extensions) have a mailbox. The System Administrator is responsible for making sure that such extensions are indeed internal destinations. System Administrators who do not take such precautions leave their systems open to toll fraud.

If transfer is restricted to subscribers only and you want to allow transfers to extensions that do not need Call Answer Service mailboxes, program a Transfer-Only mailbox or assign an Automated Attendant menu Selector Code for Selector Code Transfer. For example, you might want to allow callers to transfer to an extension in a conference room.

When Restrict Transfer to Registered Subscribers Only is programmed, subscribers can only program extensions that have mailboxes as their Personal Operator; Bulletin Boards can only have extensions with mailboxes programmed as the Dial 0 Destination.

When Restrict Transfer to Registered Subscribers Only is programmed, the MERLIN MAIL system transfers callers and subscribers only to extensions that have mailboxes (Call Answer Service mailboxes, Transfer-Only mailboxes, Bulletin Board mailboxes, or Automated Attendant mailboxes). Callers pressing **[*] [1]** (or **[*] [8]**) to transfer to an extension, or using Automated Attendant Prompted Transfers (Selector Code Action 4), or using Automated Attendant Direct Extension Transfers (Selector Code Action 5) can only transfer to extensions that have mailboxes.

Programming

Changing Transfer Restriction Status

	Action	You Hear...
Step 1	Log in to the MERLIN MAIL system as the System Administrator.	Name, number of new messages and old messages, Voice MAIL Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter the System Administration password + [#] .
Step 3	Enter <i>System Administration Password</i> + [#] .	<i>Security message</i> , then system Administration Menu.
Step 4	Press [8] for System Security.	System Security Menu.
Step 5	Press [1] for Transfer Restrictions.	Current status of transfer restriction, then the Transfer Restriction Menu.
Step 6	Choose an option: [1] Restrict Transfers To Registered Subscribers. [2] No Transfer Restrictions. [*] [#] Keep current setting.	The system plays the new Transfer Restriction setting, then the System Security Options Menu. The system plays the new Transfer Restriction setting, then the System Security Options Menu. System Security Options Menu.

Voice Mail Service

At a Glance

Menu	Voice Mail Activity Menu
Options	[1] Record messages
	[2] Get messages
	[3] Record name or Personal Greeting
	[4] Personal Operator
	[5] Change password
	[6] Outcalling administration
	[9] System Administration (<i>System Administrator on/y</i>)
Programmable by	All users

Description

To access Voice Mail Service from an on-site telephone, a subscriber can call the MERLIN MAIL Calling Group extension number. To access Voice Mail from Automated Attendant Service, press [*] [7] when listening to the Touch-Tone Gate Greeting or Automated Attendant Main Menu. The voice messaging system will answer the call and play the Voice Mail Greeting. The system prompts the subscriber to enter the extension (mailbox number) and [#]. Then the subscriber is prompted to enter the mailbox password and [#]. If the subscriber enters the mailbox number and the password correctly, the subscriber then hears the following information:

- Mailbox name.
- The number of new and old messages.
- A prompt to delete unneeded messages if the mailbox is 80% or more full. (This is a non-interruptable prompt. The message plays in its entirety even if the subscriber enters touch-tones.)
- The Voice Mail Activity Menu.

If the system is configured in bilingual mode, subscribers accessing the Voice Mail Service hear the Voice Mail Greeting and password prompt in both the primary and secondary system languages. Once the subscriber logs into his or her mailbox, all prompts are played in the subscriber's mailbox language (see the Mailbox feature in this chapter for more information.)

The MERLIN MAIL Voice Mail Service lets subscribers:

- Create a message and send it to one or more subscribers.
- Listen to messages from non-subscribers and other subscribers.
- Forward a received message to one or more subscribers, with additional comments, if desired.
- Reply to a message sent by another subscriber.
- Record their own personal greetings and names.
- Designate a Personal Operator that callers can transfer to before or after leaving a message in the subscriber's mailbox.
- Assign their own passwords, which they can change to ensure that messages are kept confidential.
- Designate up to five telephone numbers and/or pager/beeper numbers that are notified when a new message arrives in the subscriber's mailbox.
- In bilingual mode, listen to prompts in the mailbox language.

Old and New Messages

A subscriber's message-waiting light remains on/lighted as long as there are new messages in the subscriber's mailbox.

⇒ **NOTE:**

If a Broadcast Message is deposited in a subscriber's mailbox, the message-waiting light is not turned on for that message until 3 a.m. A message addressed to a Group List containing all system users, does turn on the message-waiting light immediately.

A message is considered new if the subscriber has not listened to the message. If the subscriber listens to the message header, but not to any part of the message, the message remains stored as a new message and the message-waiting light remains on. Once the subscriber listens to a message, it becomes an old message. The subscriber's message-waiting light is turned off when there are no more new messages in the subscribers' mailbox.

Replying to the Message Sender

After listening to a message sent by another subscriber, a subscriber can choose to reply to that message by Voice Mail. The subscriber cannot reply to a message left by an outside caller. For more information, see *MERLIN MAIL Voice Messaging System Release 3 User's Guide*.

Forwarding a Message

After listening to a message sent by a subscriber or a nonsubscriber, a mailbox owner can forward the message to other subscribers. When the subscriber chooses the forwarding option, the caller is prompted to record a comment that is pre-pended to the original message. After sending and approving the comments, the subscriber is prompted to address the message. When the subscriber finishes addressing the message, the message is sent to all addresses specified. Recipients of the message hear the pre-pended comment followed by the original message.

Personal Greeting

A subscriber can record a Personal Greeting up to two minutes in length that callers hear when they reach the subscriber's mailbox. If a Personal Greeting is not recorded, callers hear a default greeting.

If the system is configured in bilingual mode, the subscriber can record a Personal Greeting in the primary language and a Personal Greeting in the secondary language. Each greeting can be up to two minutes in length. The Personal Greeting should inform callers that they can press **[*] [1]** to hear the prompts in the alternate language.

When callers reach a Call Answer Service mailbox, they hear the mailbox's personal greeting followed by a beep tone. For example: "This is Pat Smith. I am out of the office this morning. Please leave a message after the tone, and I will return your call this afternoon."

If no Personal Greeting is recorded, callers hear a default greeting followed by a beep tone. The default greeting contains the mailbox name followed by "...is not available. After recording, either hang up or press **[1]** for more options. Record at the tone." If a mailbox's name is not recorded, the mailbox number is played instead.

The default greeting is not heard if a Personal Greeting is recorded. Therefore, if subscribers using Personal Greetings want to notify callers that they have additional options, they need to include that information in their Personal Greetings.

If a caller presses **[1]** after recording a message, he or she will be presented with the following prompt: "To approve, press **[*] [#]** . To play back press **[2] [3]** . To re-record press **[2] [1]** . To delete, press **[*] [D]** ." If they approve or delete the message, they are giving the option of recording another message in the mailbox, transferring to another extension, or transferring to the operator (Personal Operator or Call Answer Service Operator, depending upon what the subscriber has programmed.)

Recording the Mailbox Name

Subscribers can record their names. The mailbox name is played to subscribers when they address a message using extension numbers. This helps assure the user that he or she has addressed the message to the correct mailbox. The mailbox name is also played to the subscriber after a successful login to Voice Mail.

If a subscriber has a mailbox with Outcalling privileges, the subscriber name is played as part of the Outcalling message. For example: "Pat Smith, you have new voice mail messages." If the subscriber has not recorded a Personal Greeting, the mailbox name is played to the caller as part of the default greeting. For example: "Pat Smith is not available."

Personal Operator

A subscriber can setup a Personal Operator to handle calls if a caller dials **[0]** when the caller reaches the subscriber's voice mailbox. The subscriber can specify the extension to receive the calls.

Callers can dial **[0]** before, during, or after leaving a message in the subscriber's mailbox. If a message has been recorded, it is deposited in the subscriber's mailbox, and the caller is transferred to the Personal Operator if one has been administered, or to the Call Answer Service Operator if no Personal Operator has been administered.

For more information, see the Personal Operator feature in this chapter.

Outcalling

The Outcalling feature dials up to five designated telephone numbers, pager/beeper numbers to notify a subscriber that a new message has arrived in the subscriber's voice mailbox.

For more information, see the Outcalling feature in this chapter.

Mailbox Passwords

Every Call Answer Service mailbox and Bulletin Board mailbox has a password that must be entered to access Voice Mail Service. The initial mailbox password is not set. If the Minimum Password Length has not been set to 0, then the first time a subscriber attempts to access his or her mailbox the subscriber must choose a new password with a length at least as long as the Minimum Password Length.

For more information, see the Passwords feature in this chapter.

Accessing System Administration

The System Administrator accesses System Administration through the Voice Mail Service. The System Administrator logs in to the System Administrator's mailbox and presses **[9]** (a hidden option) from the Voice Mail Activity Menu. The System Administrator is then prompted to enter the System Administration password. If the password is entered correctly, the System Administration Menu plays.

Sending Voice Mail

Subscribers can record messages up to two minutes in length, and can send them to subscribers who have Call Answer Service mailboxes.

Voice Mail Service provides the following methods of *addressing* (sending) voice mail messages to subscriber mailbox(es):

- Subscriber extension number (voice mailbox number)
- Voice mailbox name (directory listing)
- Pre-designated group of subscribers (Group List)
- Broadcast Message to all subscribers (System Administrator only)

Addressing Voice Mail by Extension Number

If the sender knows the recipient's extension number (voice mailbox number), a voice mail message can be addressed by entering the recipient's extension number and **[#]**. Voice Mail Service ensures that the mail is addressed correctly by playing back the subscriber's name after the extension number is entered. The sender can then delete the extension if it is not correct, by pressing **[*] [D]** (or **[*] [3]**).

Once all the recipients' extension numbers have been entered, the sender enters **[*] [#]** to send the message.

Addressing Voice Mail by Voice Mailbox Name

Subscribers who want to send a voice mail message may not always know the extension number of the message recipient. The MERLIN MAIL system lets subscribers address Voice Mail messages by accessing the directory of subscribers' voice mailbox names and selecting the message recipient(s) from the directory. The directory can be organized by first or last name.

The directory is accessed by pressing **[*] [A]** (or **[*] [2]**) after hearing the system prompt to enter the extension number. The message recipient is then selected by entering the first four letters of the recipient's name. If only a single name matches the letters entered, Voice Mail Service addresses the message to the corresponding subscriber. If more than one name matches the letters entered, Voice Mail plays the corresponding subscriber names in groups of five and prompts the sender to select the correct name.

Addressing Voice Mail to a Group List

There are times when a subscriber needs to send the same voice mail message to more than one subscriber. Rather than dialing each subscriber's extension to address a message, Voice Mail Service lets the System Administrator set up a *Group List* (list of voice mailbox numbers) that subscribers can use to address messages to more than one subscriber by entering the appropriate Group List number.

This feature is useful in many different situations as shown in the following examples:

- A sales manager can send a single message to a group of salespeople who are often traveling and hard to reach by telephone.
- A faculty department chairperson can send a message to department members, not all of whom are on campus on the same day.
- A hospital or plant administrator can send a message to a group of employees working on different shifts.

Addressing Voice Mail to All Subscribers (Broadcast Message)

Sometimes information needs to be sent to all MERLIN MAIL system subscribers. The System Administrator can use the Broadcast Message feature to send a message to all subscribers at one time instead of addressing the message by entering all extension numbers or using a Group List containing all subscribers.

⇒ **NOTE:**

Broadcast Messages are delivered immediately to subscribers' voice mailboxes, however, message-waiting indicators are not lighted until 3 a.m. for these messages. Also, subscribers do not receive Outcalling notification for Broadcast Messages. If you want Outcalling notification or if you want the message-waiting indicators to light immediately, address the message using Group List numbers, extension numbers, or mailbox names, instead of using the Broadcast Message feature.

Acceptance Tests and Troubleshooting

6

Performing Acceptance Tests

After you finish programming the MERLIN MAIL system, perform the following acceptance tests to verify proper operation of each service as applicable. If you have any difficulty with any of the acceptance tests, contact your AT&T representative or authorized dealer.

Voice Mail Service

The following tests should be performed if the system will provide Voice Mail Service.

⇒ **NOTE:**

If the MERLIN MAIL system has been set up for bilingual operation, you should hear the Voice Mail Greeting in the primary and the secondary system languages when you verify operation in the procedures below.

Verify MERLIN MAIL System Ports

Use this procedure to verify that the system ports are connected and functioning correctly.

1. Place a call to the first MERLIN MAIL system port.
2. Verify that the MERLIN MAIL system answers and plays the Voice Mail Greeting.
3. Repeat this test for the remaining ports.

Verify Voice Mail Service for External Calls

If you have programmed any MERLIN MAIL system ports to provide Voice Mail Service for outside calls, call in on each line that should receive Voice Mail Service and verify that the Voice Mail Greeting is played.

Verify Transfer to Outside Dial Tone Restricted

Verify that outside callers cannot transfer to 9 and obtain dialtone or an outside operator.

Automated Attendant Service

If the Automated Attendant Service is used, perform the following applicable tests.

Immediate Call Handling

Use this procedure if your system is using Immediate Call Handling.

1. Call in on a line answered by the Automated Attendant Service. Automated Attendant Service should answer after approximately one ring.
2. If Multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers.
3. Verify that the correct message plays:
 - If the Automated Attendant's Touch-Tone Gate is On, the Automated Attendant Touch-Tone Gate Greeting should play when the MERLIN MAIL system answers.
 - If the Automated Attendant's Touch-Tone Gate is Off, the Automated Attendant Main Menu should play when the MERLIN MAIL system answers.
4. Repeat this test for each line answered by Automated Attendant Service.

Delayed Call Handling

Use this procedure if your system is using Delayed Call Handling.

1. Call in on a line assigned to the Automated Attendant Service. (Ask the primary call handler not to answer the call.)
2. If Multiple Automated Attendants are programmed, verify that the correct Automated Attendant answers.

3. Verify that the correct message plays:
 - If the Automated Attendant's Touch-Tone Gate is On, the Automated Attendant Touch-Tone Gate Greeting should play when the MERLIN MAIL system answers.
 - If the Automated Attendant's Touch-Tone Gate is Off, the Automated Attendant Main Menu should play when the MERLIN MAIL system answers.
4. Repeat this test for each line assigned to Automated Attendant Service.

Day Main Menu

Use this procedure to verify correct functioning of each Day Main Menu.

1. Call in on a line programmed for Automated Attendant Service.
2. If the Touch-Tone Gate is On, respond to the Touch-Tone Gate during or after the greeting.
3. Choose a Selector Code offered on the Main Menu.
4. Ensure that the correct action (transfer to the appropriate extension, playing of a Submenu, or playing of an announcement) is performed.
5. Repeat this test for each Selector Code offered on the Main Menu.

Night Main Menu

If the Schedule Controller is programmed to follow only the MERLIN MAIL Business Schedule, follow this procedure. Otherwise, see "Night Service Programming" later in this chapter.

1. Make sure that the Business Schedule is set to play the Night Main Menu.
2. Call in on a line programmed for Automated Attendant Service.
3. If the Touch-Tone Gate is On, respond to the Touch-Tone Gate during or after the greeting.
4. Choose a Selector Code offered on the Main Menu.
5. Verify that the correct action (transfer to the appropriate extension, playing of a Submenu, or playing of an announcement) is performed.
6. Repeat this test for each Selector Code offered on the Main Menu.
7. Repeat for each Automated Attendant.
8. Reprogram the Business Schedule, if necessary.

Night Service Programming

Use this procedure if the Schedule Controller is set to follow the MERLIN LEGEND mode or to follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule. If the Schedule Controller is set to follow the MERLIN MAIL Business Schedule, skip this procedure.

To verify the Night Main Menu:

1. Perform the appropriate step for your Night Service:
 - Night Service with Time Set: Program the current time on MERLIN LEGEND to two minutes before the time set for night mode to go into effect, then wait three minutes for the system to go into Night Service mode.
 - Night Service button: Press the button on the attendant's console.
 - Night Service button on more than one attendant: Press the Night Service button at every console.
 - Night Service button with password: Press the Night Service button on one console and enter the password.
2. Place a call on an incoming line answered by an Automated Attendant.
3. If the Touch-Tone Gate is On, respond to the Touch-Tone Gate during or after the greeting.
4. Choose a Selector Code from the Night Main Menu.
5. Verify that the correct action (transfer to the appropriate extension, playing of a Submenu, or playing of an announcement) is performed.
6. Repeat this test for each Selector Code on the Night Main Menu.
7. Repeat for each Automated Attendant.
8. Reset the system time to the current time, if necessary.

Fax Machines

Use this procedure if your system has a fax extension programmed to receive faxes.

1. Send a fax to one of the incoming lines assigned to the Automated Attendant Service.
2. Verify that the fax is received by the proper fax machine.
3. If a fax message-waiting indicator has been programmed for that fax machine, check that it is lighted.
4. If Multiple Automated Attendant operation is programmed, repeat this test for each Automated Attendant that has a fax extension.

Call Answer Service

If the Call Answer Service is used, perform the following applicable tests.

Verify Extension Coverage

Use this procedure to verify that coverage for each extension works correctly.

1. Call an extension that is a sender in a Coverage Group covered by the MERLIN MAIL system Calling Group.
2. Do not answer the called extension.
3. Verify that the MERLIN MAIL system answers and plays the mailbox's greeting.
4. Bilingual Operation Only: Verify that the greeting played is in the language programmed for the mailbox.
5. Bilingual Operation Only: Press **[*] [1]** and verify that you hear the personal or default greeting in the alternate system language.
6. Repeat this test for all extensions that have Group Coverage provided by the MERLIN MAIL system.

Verify Line Coverage

Use this procedure to verify that coverage for external calls works correctly.

1. Place an outside call to a line that should receive MERLIN MAIL Call Answer Service.
2. Do not answer the call.
 - For lines without a principal user, the call should receive the coverage of the extension with the lowest logical ID in the Calling Group.
 - For lines with a principal user, the call should receive the coverage of the principal user.
3. Verify that the MERLIN MAIL system answers and plays the mailbox's greeting in the language programmed for the mailbox.
4. Bilingual Operation Only: Press **[*] [1]** and verify that the Call Answer Service greeting is played in the alternate system language.
5. Repeat this test for all lines that should receive MERLIN MAIL Call Answer Service.

Troubleshooting

PROBLEM: Touch-tones were entered but not detected by the MERLIN MAIL system.

Possible Cause	Corrective Action
The line is too noisy. The system may not be able to interpret touch-tones while a prompt plays because of the noise.	Wait until the prompt finishes before entering the touch-tones. If you are using a speakerphone, turn off the microphone. Correct the noisy lines.

PROBLEM: A call transferred by the system appears on both the intercom button and a phone's line button.

Possible Cause	Corrective Action
When the system transfers a call to a phone that has a line appearance for the line the call is on, the call will ring at the intercom button but will also flash on the line button. This is normal operation.	Use the intercom button to answer the call.

PROBLEM: System terminates recording of name, greeting, or message before user finishes.

Possible Cause	Corrective Action
The recording may exceed the time limit set for it.	Be sure the recording does not exceed the time limit, then re-record it.
The speaker's voice sounded like a touch-tone digit.	Re-record the message.

PROBLEM: No one is on the line when you first answer a call transferred by the system.

<u>Possible Cause</u>	<u>Corrective Action</u>
If the call was transferred using Supervised Transfer, it waits for you to answer the call before it connects the caller to you. Thus, there is a momentary delay between the time you pick up the call and the time the caller is actually connected. Under these circumstances, the system waits to hear your voice before connecting the call.	When you answer a call, wait a moment after the two beeps, then speak again. The caller should be connected. Use Unsupervised Transfer together with Group Coverage by the MERLIN MAIL system. Unsupervised Transfer will connect the call immediately. If there is no answer, Group Coverage will send the call to the MERLIN MAIL Call Answer Service.
The system has transferred the call to a nonsubscriber.	None. It is normal operation for a short delay to occur when the system transfers a call to a nonsubscriber.

PROBLEM: Callers hear ringing, but the system does not answer.

<u>Possible Cause</u>	<u>Corrective Action</u>
This is normal when all the system ports are busy.	None. Add ports if this happens frequently.
The connections of the modular cords to the MERLIN MAIL system unit may be loose.	Check the modular cords on the unit to make sure they are securely connected. Call the MERLIN MAIL system port directly to see if the call is answered. If it is not answered, the connection may be broken and you may need to reconnect or replace the modular cord.
The MERLIN MAIL system may have the power turned off.	Check that the MERLIN MAIL system has the power turned on.
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) on the MERLIN MAIL ports (extensions) connected to the MERLIN LEGEND system may have been set to No Ring.	Check the settings through MERLIN LEGEND System Programming. The SA or ICOM buttons should be set to Immediate Ring.

PROBLEM: The system does not answer immediately.

Possible Cause	Corrective Action
The system may be administered for Delayed Answer.	Check the Delayed Answer setting on the MERLIN MAIL system.
The Intercom buttons (Key Mode) or System Access buttons (Hybrid/PBX mode) on the MERLIN MAIL ports (extensions) connected to the MERLIN LEGEND system may have been set to No Ring.	Use MERLIN LEGEND programming to check the settings. They should be programmed for Immediate Ring.
The connections of the modular cords to the MERLIN MAIL system unit may be loose.	Check the modular cords on the unit to make sure they are securely connected.

PROBLEM: Busy signal received when calling into Voice Mail.

Possible Cause	Corrective Action
All ports are in use or maintenance is being performed on the MERLIN MAIL system unit.	Try again later.

PROBLEM: Messages cannot be left in a subscriber's voice mailbox.

Possible Cause	Corrective Action
The voice mailbox is full.	Delete unneeded messages from the mailbox.



NOTE:

Mailbox sizes range from 5 to 60 minutes. If subscribers frequently hear the Mailbox 80% Full or Mailbox Full message, the System Administrator may want to change the Class of Service to increase the storage size of their voice mailboxes.

PROBLEM: The first part of the greeting gets cut off.

Possible Cause	Corrective Action
You may have begun recording the greeting too early.	Re-record the greeting, speaking after the beep ends.

PROBLEM: Calls are not being transferred properly.

<u>Possible Cause</u>	<u>Corrective Action</u>
The Automated Attendant Service may not be administered properly.	Make sure the menu prompt matches the programmed Selector Codes. If the problem involves the Call Answer Service Operator, be sure the proper extension has been designated as the Call Answer Service Operator. On the MERLIN MAIL system, check the setting for the Call Answer Service Operator's extension. On the MERLIN LEGEND Communications System, check the setting for <i>Unassigned</i> under the <i>Options</i> menu.

PROBLEM: Subscriber unable to log into Voice Mail.

<u>Possible Cause</u>	<u>Corrective Action</u>
Password may be incorrect.	Check to see that the password is correct.
Someone else is already logged in to that mailbox.	Only one person can log into a mailbox at a time. Change the mailbox password to prevent unauthorized use.
If the Security Violation Notification option is set to Mailbox Lock, the mailbox may have been locked because of too many unsuccessful login attempts.	A Call Answer Mailbox or Bulletin Board mailbox can be unlocked by the System Administrator. Log in as the System Administrator and initialize the mailbox's password. If system administration or the System Administrator's mailbox has been locked, you need to contact AT&T or your authorized dealer to gain access.

PROBLEM: Message-waiting lights are not being turned on/off in a timely manner.

<u>Possible Cause</u>	<u>Corrective Action</u>
<p>The cords connecting the MERLIN MAIL system port to the MERLIN LEGEND 012 Module are disconnected or are not connected securely.</p>	<p>Check the connections:</p> <ul style="list-style-type: none"> ■ On a two-port system, check the connection between port 2 and the 012 Module. ■ On a four-port system, check the connection between port 4 and the 012 Module. ■ On a six-port system, check the connections between ports 5 and 6 and the 012 Module.
<p>If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers.</p>	<p>Have AT&T or your authorized dealer test Touch-Tone Receivers and review your system configuration to make sure you have sufficient Touch-Tone Receivers.</p>
<p>The MERLIN MAIL system port that turns the Message Waiting light on and off is defective or the 012 port on MERLIN LEGEND Communications System is defective.</p>	<p>To test whether one of the elements is faulty:</p> <ol style="list-style-type: none"> 1. Unplug the port from the MERLIN MAIL system and connect it to a Tip/Ring (basic) telephone set, 2. Go off-hook on the telephone and verify that you have dial tone. 3. Dial any extension on the MERLIN LEGEND Communications System: <ul style="list-style-type: none"> ■ If the call goes through, the MERLIN MAIL voice processing card needs to be replaced. Call your AT&T representative or authorized dealer. This can only be done by a trained technician. ■ If there is no dial tone, and you have a sufficient number of Touch-Tone Receivers, replace the 012 Module.

PROBLEM: Message-waiting lights are not being turned on/off in a timely manner.
(Continued)

Possible Cause

If only one message-waiting light is affected, the LED on the telephone set may be defective.

There is heavy call traffic and Outcalling volume on the MERLIN MAIL System. The same port(s) used for message-waiting light activation/deactivation performs Outcalling. These ports are also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the ports may frequently be unavailable for message-waiting light activation/deactivation.

It takes about 30 seconds for the system to turn the indicator on or off. If there is heavy call traffic, it may take slightly longer.

The message-waiting indicator remains lighted if there are any new messages in the mailbox.

The message-waiting indicator may be indicating that there is a message in the General Mailbox, or that an operator message or a fax has arrived.

Corrective Action

Check the message-waiting light:

1. Go off-hook on the extension.
2. Dial **[#] [5] [3]** followed by the extension number to turn the light on.
3. Dial **[#] [5] [4]** followed by the extension number to turn the light off.

If the light is defective, replace the telephone.

You may need more ports or may need to reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a "Linear Hunt" type and that the ports that perform message-waiting light activation/deactivation (port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system) are the last ports in the MERLIN MAIL Calling Group.

Wait a minute or two.

Once you listen to all new messages, the message-waiting indicator goes off.

If you are the General Mailbox owner, check the General Mailbox and delete all messages. If you are the fax message receiver, check to see whether a fax has arrived and if so, turn off your message-waiting indicator. Also, check with the operator to see whether you have a message.

PROBLEM: Calls are not getting the correct Automated Attendant.

<u>Possible Cause</u>	<u>Corrective Action</u>
The line may be assigned to the wrong Automated Attendant.	Check MERLIN MAIL system line assignments. Make necessary corrections. (Remember, any line not explicitly assigned to Automated Attendant 2 or 3 is assigned to Automated Attendant 1 by default.)
The "phantom" station used for Delayed Call Handling (all MERLIN LEGEND releases) or Night Only Call Handling (MERLIN LEGEND Communications System releases prior to 2.0) may not be the principal owner of the line.	Make sure that the correct phantom station is the principal owner of the line. Correct programming if necessary.
The Automated Attendant mailbox has not been set up for the phantom station.	Make sure that the Automated Attendant mailbox number corresponds to the phantom station's extension number.

PROBLEM: Outcalling is delayed.

<u>Possible Cause</u>	<u>Corrective Action</u>
There is heavy call traffic and Outcalling volume on the MERLIN MAIL system. The same port(s) used for message-waiting light activation/deactivation perform Outcalling. These ports are also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the ports may frequently be unavailable for Outcalling.	You may need more ports or may need to reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a "Linear Hunt" type and that the ports that do Outcalling (port 2 on a 2-port system, port 4 on a 4-port system, ports 5 and 6 on a 6-port system) are the last ports in the Calling Group.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers.	Have AT&T or your authorized dealer test Touch-Tone Receivers and review your system configuration to make sure you have sufficient Touch-Tone Receivers.

PROBLEM: Outcalling to a digital pager is not working.

<u>Possible Cause</u>	<u>Corrective Action</u>
Outcalling number is not properly programmed.	Check that the Outcalling number is correct. If not, re-program the number.
Insufficient number of pauses in Outcalling number.	It is a good idea to include a pause between the pool access number and the telephone number. It is also important to include a sufficient number of pauses between the pager number and the Personal Identification Number (PIN), or between the pager number and the call back number. Leave at least seven pauses after the pager number. You must allow enough time for the paging system to answer before the PIN and/or callback number is dialed.
The cord connecting the MERLIN MAIL port to the 012 Module on the MERLIN LEGEND system might have become disconnected or is not connected securely.	Check the connections: <ul style="list-style-type: none">■ On a two-port system, check the connection between port 2 and the 012 Module.■ On a four-port system, check the connection between port 4 and the 012 Module.■ On a six-port system, check the connections between ports 5 and 6 and the 012 Module.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers.	Have AT&T or your authorized dealer test Touch-Tone Receivers and review your system configuration to make sure you have sufficient Touch-Tone Receivers.

PROBLEM: Outcalling to a digital pager is not working. *(Continued)*

<u>Possible Cause</u>	<u>Corrective Action</u>
There may not be a line available to place a call.	If all lines are in use when the system attempts to outcall, the outcall does not go through. The MERLIN MAIL system waits the amount of time programmed as the Outcalling Delay before trying to call again. You may need to increase the number of Outcalling Cycles, increase the minutes between outcalls, and/or obtain more lines.
The message was received outside the hours programmed in the subscriber's Outcalling Schedule or the Outcalling period was over.	This is normal operation. Outcalling is performed only during the hours specified by the subscriber's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.
Outcalling may not be turned on.	Have the mailbox owner check to see that Outcalling is turned on.

Customers with a two-port or four-port configuration may want to upgrade to a four-port or six-port configuration to support more subscribers or a greater volume of calls. You need to have a qualified installer add one voice processing card for each two ports you wish to add. This section includes instructions intended for the qualified installer only.



WARNING:

Only a qualified installer should open the MERLIN MAIL system unit and add or replace voice processing cards. Hazardous voltage is inside. Failure to comply could cause electric shock.



CAUTION:

Attach a grounded wrist-strap to the bare skin of your body before handling any components sensitive to electrostatic discharge. The wrist strap should be connected to ground through a one megaohm resistor (usually built into the grounding cord).

Disconnecting the MERLIN MAIL System

To upgrade the MERLIN MAIL system, you must first disconnect the MERLIN MAIL system from the MERLIN LEGEND Communications System and remove it from the wall.

1. Switch the MERLIN MAIL system unit off. The power switch is located on the right side panel.
2. Unplug the power cord.

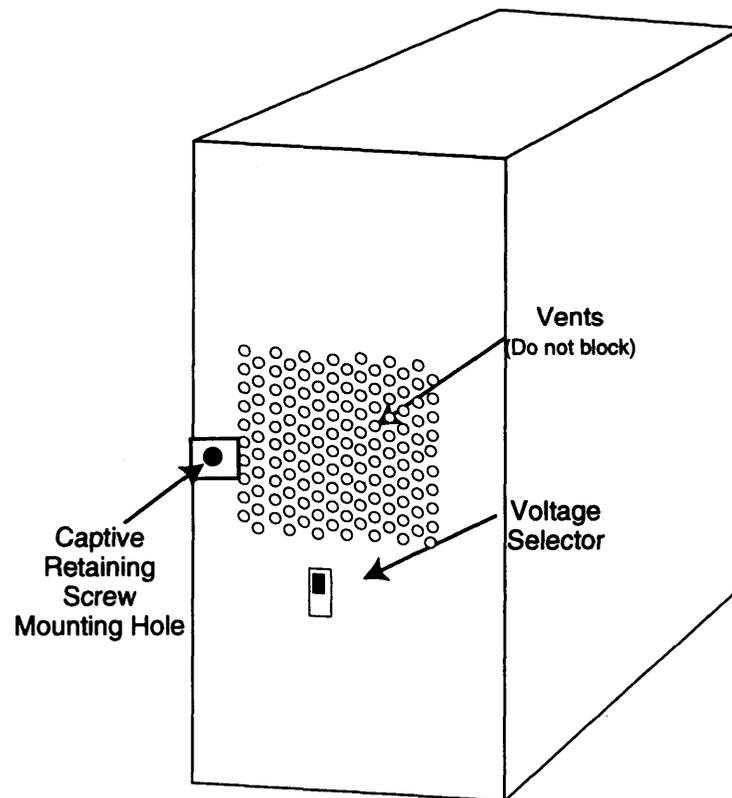


Figure 7-1. Captive Retaining Screw Mounting Hole Location



WARNING:

The MERLIN MAIL system unit must be unplugged before removing the cover. Hazardous voltage is inside. Failure to comply could cause electric shock.

3. Disconnect all modular telephone cords and the modem cable from the MERLIN MAIL system unit.
4. Loosen the captive retaining screw securing the cabinet to the wall mount and cable manager bracket as shown in Figures 7-1 and 7-2.

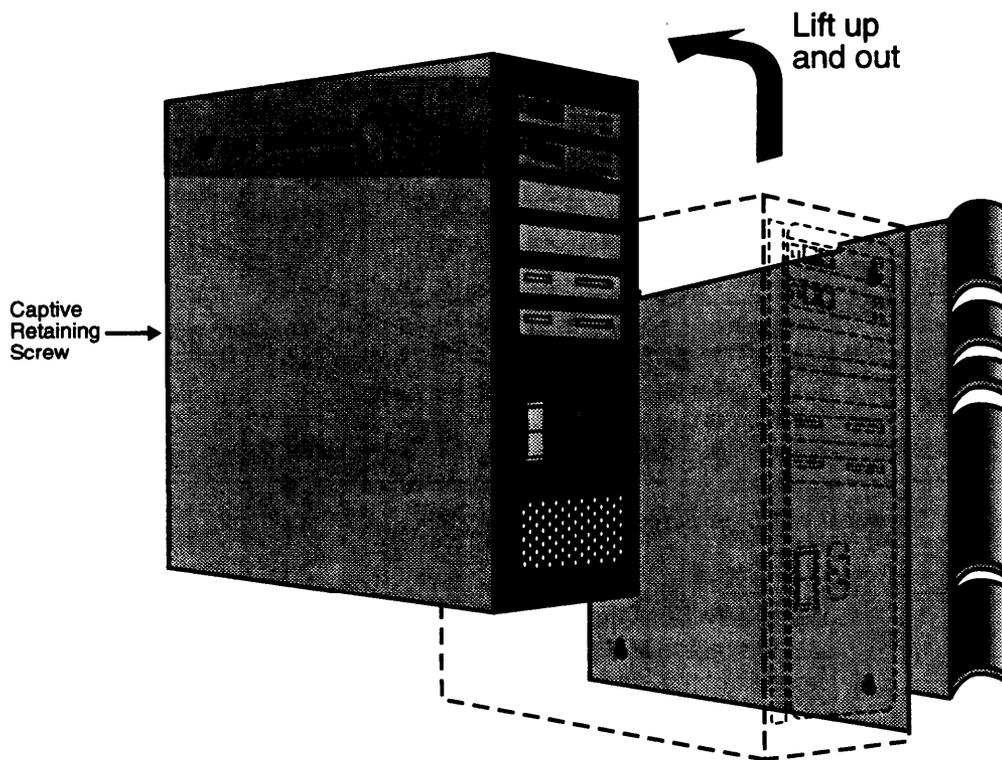


Figure 7-2. Removing the MERLIN MAIL System Unit from the Wall

5. Carefully lift the cabinet from the wall mount and cable manager bracket slot and place it on a sturdy flat table top with the bracket side down. See Figure 7-2.

Removing the MERLIN MAIL System Cover

Follow these instructions to remove the system cover after disconnecting the system and removing it from the wall.

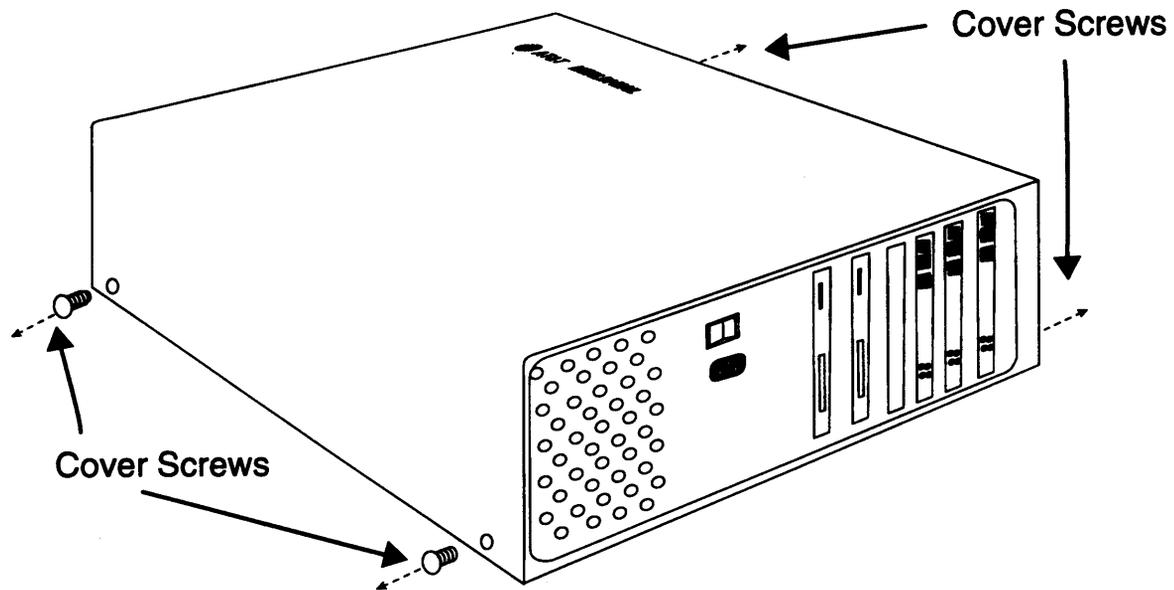


Figure 7-3. Removal of Cover Screws

1. Using a Phillips®-head screwdriver, loosen the four cover screws located on the MERLIN MAIL system cabinet. See Figure 7-3 for location of the screws.

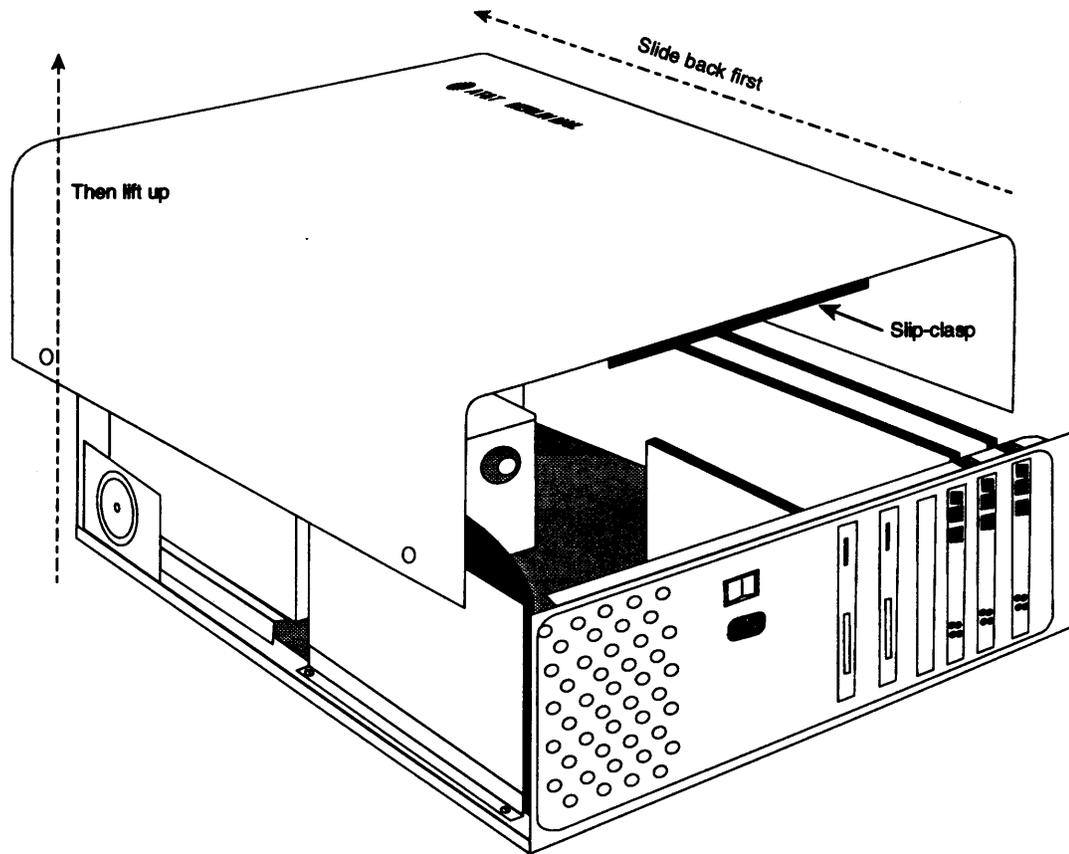


Figure 7-4. Removal of Cover

2. Slide the cover back slightly to release the slip-clasp that holds the cover to the chassis frame, See Figure 7-4.
3. Carefully lift the cover up, remove it from the chassis, and set it aside.

Adding or Replacing a Voice Processing Card

Use this procedure to add or replace a voice processing card.

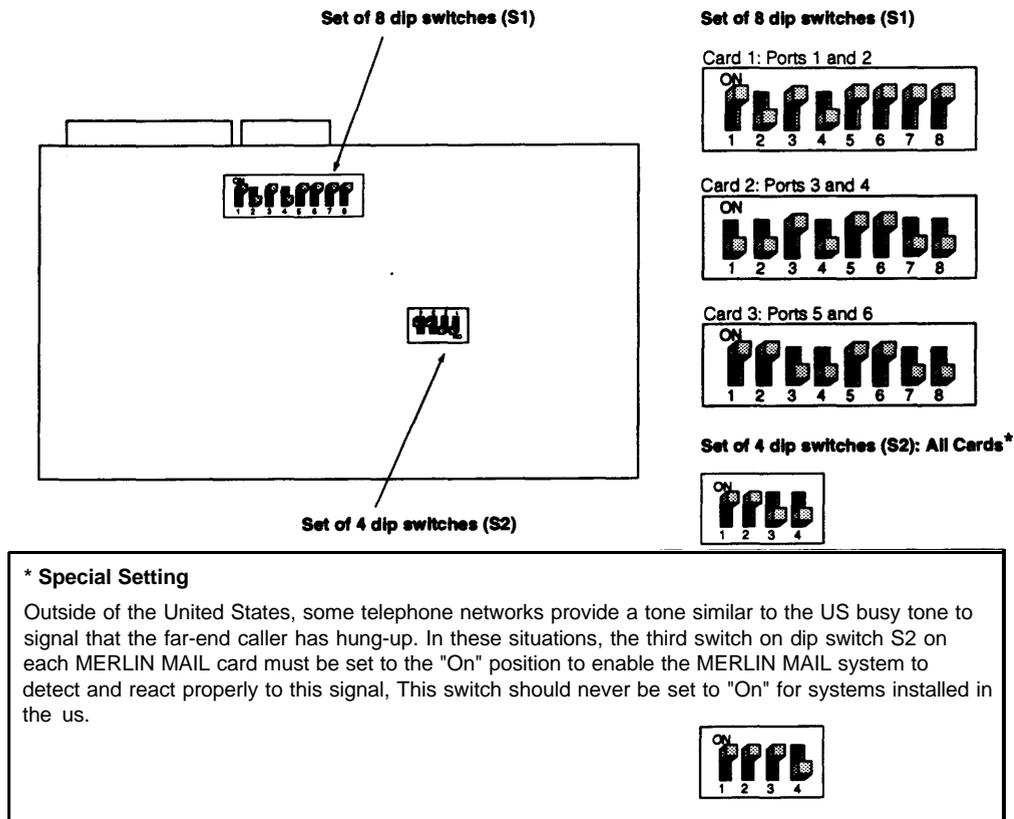


Figure 7-5. Voice Processing Card DIP Switch Settings

1. Set the bank of eight dip switches (switch S1) and the bank of four dip switches (switch S2) on the card being installed as shown in Figure 7-5.

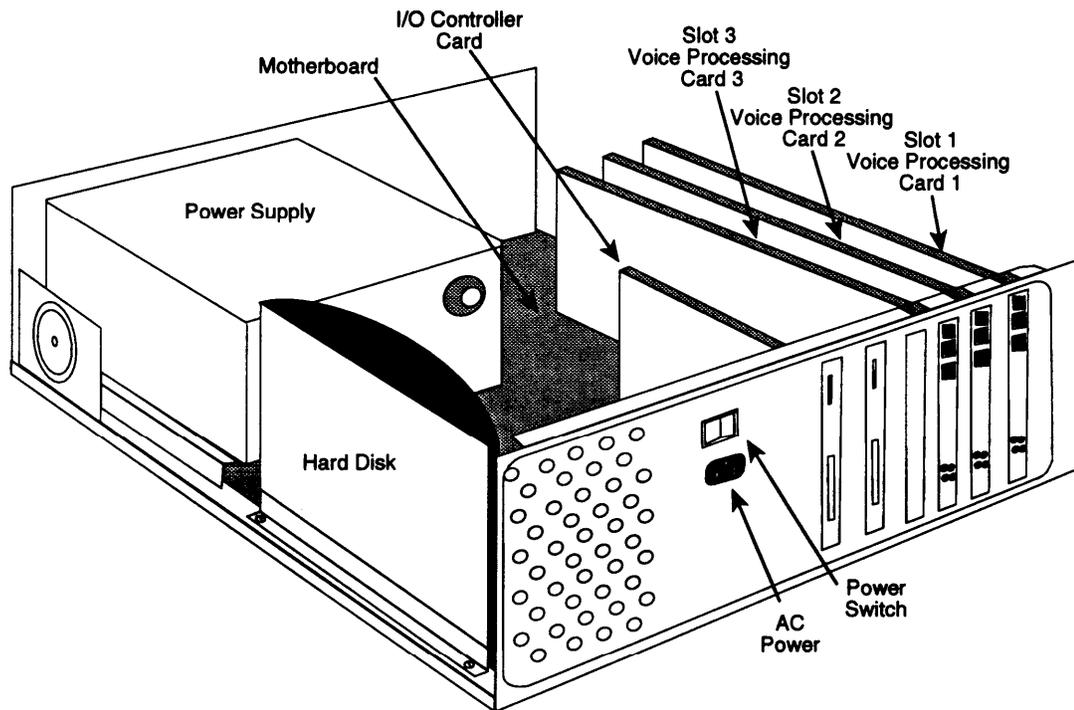


Figure 7-6. Internal View of the MERLIN MAIL System Unit

2. Remove the slot plate for the slot where the new voice processing card will be placed. Save the screw for later use in securing the voice processing card (see Figure 7-7).
3. Install the voice processing card into the appropriate slot of the MERLIN MAIL system cabinet, making sure the gold fingers of the voice processing card are firmly connected into the expansion socket (slot). See Figure 7-7. Card 1 goes in Slot 1, Card 2 goes in Slot 2, and Card 3 goes in Slot 3, as shown in Figure 7-6.

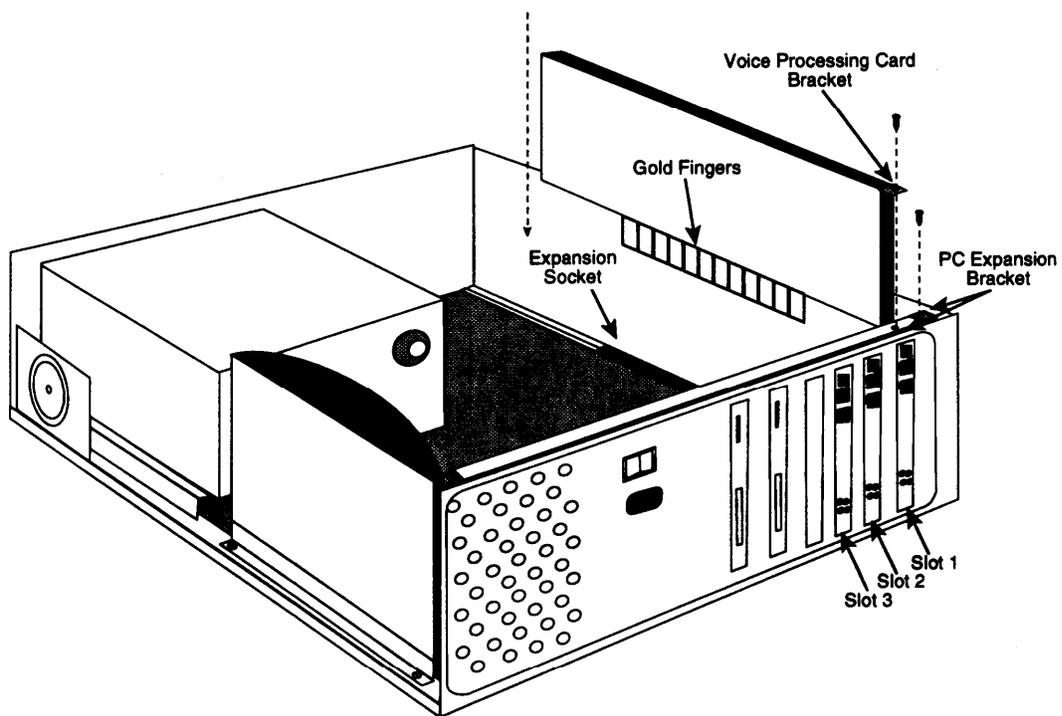


Figure 7-7. Installing the Voice Processing Card

4. Insert and tighten the screw to hold the card in place.

Putting the System Back Together

To finish upgrading the system, follow this procedure to put the system back together.

1. Replace the cover, first lowering it over the chassis and then sliding it forward to engage the slip-clasp (see Figure 7-4).
2. Tighten the four cover screws (shown in Figure 7-3).
3. Lift the cabinet and securely position it on the wall mount and cable manager bracket slot (see Figure 7-2).
4. Tighten the captive retaining screw on the wall mount and cable manager bracket into the mounting hole on the cabinet, shown in Figures 7-1 and 7-2.
5. Plug in the modular telephone cords from the MERLIN LEGEND 012 Module ports to the correct MERLIN MAIL system ports. Be sure to connect the cords from lowest-numbered port to lowest-numbered jack and highest-numbered port to highest-numbered jack. Refer to the MERLIN LEGEND System Planning Form 2a, System Numbering: Extension Jacks, for jack assignments.
6. Reconnect the modem cable to the COM1 port.
7. If this is an additional card, add the new ports to the MERLIN MAIL Calling Group. Update MERLIN LEGEND System Planning Form 7d, Group Calling, to include these ports. (See "Assigning Trunks/Pools to the MERLIN MAIL Calling Group" in Chapter 4, "MERLIN LEGEND System Initial Programming.")
8. Plug in the MERLIN MAIL system unit power cord (see Figure 7-6 for the location of the AC power outlet).
9. Switch the MERLIN MAIL system unit power on. (see Figure 7-6 for the location of the power switch).
10. Place a call to each of the MERLIN MAIL ports, and verify that the Voice Mail Greeting plays.

MERLIN MAIL System Planning



This chapter is designed to help you, as System Administrator, fill out the system planning forms for the MERLIN MAIL Voice Messaging System. The system planning forms are used to collect information that is necessary to administer the system.

The System Administrator should have updated the MERLIN LEGEND planning forms with the necessary information.

For more detailed information to help you choose the appropriate option on the forms, see the associated feature in Chapter 5, "Features."

Call Handling

Following is a summary of steps needed to set up the various call handling options. You must decide which Call Handling method that your system will use before filling out the planning forms. See the Call Handling feature in Chapter 5, "Features" for more information about Call Handling.

Release 1.x Night Only Call Handling

Choose an unused Multi-Function Module extension, (if there are MLX telephones in the system) or a multiline station port (if there are no MLX telephones in the communications system) to use as the Night Only Call Handling extension:

1. Make the Night Only Call Handling station the Night Service Receiver for the operator console. (See the MERLIN LEGEND Communications System Night Service feature.)

2. Assign the Night Only Call Handling station a Personal Line appearance for each line that should have Night Only Call Handling provided by the Automated Attendant.
3. Make the Night Only Call Handling station the Principal User of the line(s).
4. Set the line(s) on the Night Only Call Handling station to No Ring.
5. Assign the Night Only Call Handling station to a Coverage Group that is covered by the MERLIN MAIL Calling Group.

⇒ **NOTE:**
The *lines* assigned for Night Only Call Handling treatment should *not* be assigned to the MERLIN MAIL Calling Group,

MERLIN MAIL System Administration

Create an Automated Attendant mailbox using the Night Only Call Handling extension number as the mailbox number. Use a Class of Service 15 mailbox for Automated Attendant 1, Class of Service 16 mailbox for Automated Attendant 2, and Class of Service 17 mailbox for Automated Attendant 3.

Release 2.x and Later Night Only Call Handling

MERLIN LEGEND Programming

Make the MERLIN MAIL Calling Group the Night Service Receiver for the operator console. (See the MERLIN LEGEND Communications System Night Service feature.)

⇒ **NOTE:**
The *lines* assigned for Night Only Call Handling treatment should *not* be assigned to the MERLIN MAIL Calling Group.

MERLIN MAIL System Administration

If the line should be answered by Automated Attendant 2 (AA2) or Automated Attendant 3 (AA3), use the MERLIN MAIL Automated Attendant Line Assignments feature to assign the line to the appropriate Automated Attendant (AA2 or AA3).

If the line should be answered by Automated Attendant 1, no administration is needed. By default, any line directed to the MERLIN MAIL system that is not assigned to AA2 or AA3 is handled by AA1.

Delayed Call Handling-All MERLIN LEGEND Releases

If there are MLX Telephones in the system, the Delayed Call Handling Extension should be an unused (phantom) Multi-Function Module extension. A Multi-Function Module does not need to be installed in the associated telephone.

An unused multiline set should be used as the Delayed Call Handling station only if there are no MLX telephones in the communications system with phantom Multi-Function Module extensions available.

MERLIN LEGEND Programming

Assign the Delayed Call Handling extension a personal line appearance for each line that should have Delayed Call Handling provided by the Automated Attendant.

1. Make the Delayed Call Handling station the Principal User of the line(s).
2. Set the line(s) on the Delayed Call Handling station to Immediate Ring or Delay Ring. (Delay Ring adds an additional two-ring wait before the call rings at MERLIN MAIL system.)



NOTE:

The operator console and/or other stations that are the primary call handlers of the line(s) should have the line appearance(s) on their stations set to Immediate Ring.

3. Assign the Delayed Call Handling station to a Coverage Group that is covered by the MERLIN MAIL Calling Group.



NOTE:

The *lines* assigned for Delayed Call Handling should *not* be assigned to the MERLIN MAIL Calling Group.

4. Assign the MERLIN MAIL Calling Group as the Night Service receiver.

MERLIN MAIL System Administration

Create an Automated Attendant mailbox using the Delayed Call Handling extension number as the mailbox number, Use a Class of Service 15 mailbox for Automated Attendant 1, Class of Service 16 mailbox for Automated Attendant 2, and Class of Service 17 mailbox for Automated Attendant 3.

Immediate Call Handling-All MERLIN LEGEND Releases

MERLIN LEGEND Programming

1. Assign the lines that you want answered by Automated Attendant Service to the MERLIN MAIL Calling Group.
2. If you want a Direct-Line Console or other station that is not a Queued Call Console (QCC) provide backup call handling for the Automated Attendant, program personal line appearances on those stations for Delay Ring.
3. If you want a QCC to provide backup for the Automated Attendant, program the MERLIN MAIL Calling Group to overflow to the QCC queue. Set the overflow threshold to the value you desire.
4. Assign the MERLIN MAIL Calling Group as the Night Service receiver.

MERLIN MAIL System Administration

If the line should be answered by Automated Attendant 2 (AA2) or Automated Attendant 3 (AA3), use the MERLIN MAIL Line Assignments feature to assign the line to the appropriate Automated Attendant (AA2 or M3).

If the line should be answered by Automated Attendant 1, no administration is needed. By default, any line directed to MERLIN MAIL system that is not assigned to AA2 or AA3 is handled by AA1.

The MERLIN MAIL system ports assigned to the MERLIN MAIL Calling Group should be allocated for Automated Attendant Service using the MERLIN MAIL Port Allocation feature. (The default is all ports receive Automated Attendant Service.)

Voice Mail Service for Outside Callers-All MERLIN LEGEND Releases

MERLIN LEGEND Programming

Assign the lines that you want answered by MERLIN MAIL Voice Mail Service to the MERLIN MAIL Calling Group.

MERLIN MAIL System Administration

The MERLIN MAIL ports assigned to the MERLIN MAIL Calling Group should be allocated for Voice Mail Service using the MERLIN MAIL Port Allocation feature.

Completing MERLIN MAIL System Planning Forms

Fill out the planning forms following the instructions in the sections that follow.

Planning Form A, System Parameters

Use Planning Form A, System Parameters, to record the following categories of information.

Single or Multiple Automated Attendant Operation

Check the appropriate box for the system, depending on whether you plan to use one Automated Attendant or more than one Automated Attendant. If Automated Attendant Service will not be used, do not check either box.

Port Allocation

Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to identify which jacks are to be connected to the MERLIN MAIL system ports. Write the lowest of the jack numbers next to Port 1, the next lowest next to Port 2, and so on.

In the Service Requested column, circle the service to be assigned to each of the ports in the Port Allocation table. The factory setting is all ports programmed for Automated Attendant Service.

Delayed Answer

This delay is in addition to any delay that results from configuring the system for Delayed Call Handling.

⇒ **RECOMMENDATION:**

Use No Delayed Answer (factory setting), All other settings can result in excessive ringing before calls are answered by the MERLIN MAIL system.

Check one of the following:

- **No Delayed Answer** — Check this box if you want calls answered after the first ring when they arrive at the MERLIN MAIL system.
- **Delayed Answer on Voice Mail Ports** — Check this box if you want calls that come in on MERLIN MAIL voice mail ports answered after a delay of four rings. This delay is in addition to any delay incurred before a call comes to MERLIN MAIL system for coverage by Call Answer Service.

- **Delayed Answer on Automated Attendant Ports** — Check this box if you want all calls that come in on MERLIN MAIL Automated Attendant ports answered after a delay of four rings.
- **Delayed Answer on All Ports** — Check this box if you want all calls arriving at all MERLIN MAIL ports to be answered only after a delay of four rings.

Fax Machine Extension

Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to identify the fax extension and write the extension number for each Automated Attendant fax in this space. If there is more than one fax machine, create a fax Calling Group on MERLIN LEGEND Planning Form 7d, Group Calling. If you create a fax Calling Group, do not assign lines to the group. Be sure that the MERLIN LEGEND System Administrator has identified message-waiting receivers for the fax machines.

⇒ **NOTE:**

The same fax machine or fax Calling Group can be assigned to more than one Automated Attendant.

Voice Mail Positions

Use MERLIN LEGEND Planning Form 2a System Numbering: Extension Jacks, to identify the *Name* and *Ext.* for the System Administrator, the General Mailbox Owners, and the Call Answer Service Operator. If you want to change one of these settings from the default, cross out the default number and write the name and extension number in the spaces provided.

- **System Administrator** — All administration of the MERLIN MAIL system is done from the System Administrator's mailbox. The factory setting for the System Administrator's mailbox is 9997. If you want to assign System Administrator privileges to a subscriber's mailbox, write the subscriber's name and mailbox number. That mailbox, not mailbox 9997, will then have system administration privileges.
- **General Mailbox Owners** — Write the name and extension of the person responsible for maintaining the General Mailbox for each Automated Attendant. The message-waiting indicator on the General Mailbox owner's phone will light when a message is placed in the General Mailbox. The factory setting for the General Mailbox owner is extension 10.

⇒ **NOTE:**

Each General Mailbox owner can have a personal mailbox, but is not required to have one.

- **Call Answer Service Operator** — The Call Answer Service Operator's extension is the extension to which the MERLIN MAIL system will transfer calls when one of the following happens:
 - A caller presses **[0]** in Call Answer Service and a Personal Operator has not been programmed for the subscriber's mailbox.
 - The Dial 0/Timeout Action for an Automated Attendant is set to transfer calls to the Call Answer Service Operator and the caller does not respond to the Touch-Tone Gate Greeting.
 - A caller presses **[0]** or does not make a selection from an Automated Attendant Main Menu or Submenu.
- ⇒ **RECOMMENDATION**
 - Leave the factory setting 768 for the system operator's extension.

The factory setting is 768. In most dial plans, 768 is an invalid extension. If you want Dial 0/Timeout calls directed to the first operator console on the MERLIN LEGEND Communications System, leave the setting at 768 or set it to another invalid extension. (For more information about the Transfer Redirect Extension, see "Redirecting Calls Sent to Unassigned Extensions," in Chapter 4, "MERLIN LEGEND System Initial Programming.")

When an invalid extension is used as the Call Answer Service Operator extension, external calls are transferred to the MERLIN LEGEND system operator. If the system operator has a Direct Line Console (DLC), calls ring on a line button, not on a System Access or Intercom button. If the Call Answer Service Operator has a Queued Call Console, calls ring on a Call button.

If you want Dial 0/Timeout calls directed to an extension other than the first operator console on the MERLIN LEGEND system, enter that extension as the Call Answer Service Operator extension.

If you want the calls that MERLIN MAIL system transfers to the Call Answer Service Operator to receive coverage, you must use the Call Answer Service Operator's actual extension number instead of an invalid extension number.

Maximum Digits in Extension

The maximum number of digits in an extension is the number of digits a caller or subscriber will be allowed to dial to transfer to an extension or Calling Group. Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to determine the maximum number of digits in the extensions. Check the box next to the number 2, 3, or 4 here. The factory setting is 2.

Language Selection

The MERLIN MAIL system can be administered to work in monolingual or bilingual mode. In monolingual mode, all prompts are played in the language you choose: American English, North American French, or Latin American Spanish. In bilingual mode, the caller can choose to hear prompts in the primary or secondary language. If you are setting up the MERLIN MAIL system for bilingual operation, you must use English as either the primary or secondary language. The default for the system is monolingual mode with English as the system language,

If you are setting up the MERLIN MAIL system for monolingual operation, circle a language for all system prompts, menus, and announcements.

If you are setting up the MERLIN MAIL system for bilingual operation, circle a language for each of the following settings/selections:

- Primary language for all system prompts, menus, and announcements.
- Secondary language for all system prompts, menus, and announcements.

Remote Maintenance Device Port

Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to identify the extension number of the Remote Maintenance Device (RMD). Write the extension number here.

Serial Number of Unit

Enter the Serial Number of your MERLIN MAIL system here. The serial number is located on a label near the lower edge of the right side of the unit (the side with the ports). See Figure 2-6 in Chapter 2, "Installation " for the location of the label.

Line Assignments

If you are using Multiple Automated Attendants, fill in the line numbers that are to receive Automated Attendant Service, and check the box under the Automated Attendant number that you want that line to receive.

Planning Form B, Mailbox Assignments

Use Planning Form B, Mailbox Assignments, to assign mailboxes for extensions and identify the mailbox owner, subscriber language preference, and Class of Service assigned to each mailbox. This form makes it easier to record names for the MERLIN MAIL system directory and to keep track of subscribers if you need to change or delete voice mailbox assignments.

Mailbox Types

There are four types of mailboxes.

- **Call Answer Service Mailboxes** — Call Answer Service mailboxes should be used for subscribers who need to be able to receive messages. Classes of Service 1-6 and 8-13 should be used as mailboxes for people who have MERLIN LEGEND extensions. Mailboxes with Class of Service 7, 14, or 18 should be assigned to people who do not have their own MERLIN LEGEND extensions.
- **Transfer-Only Mailboxes** — With this option set, callers and subscribers are able to transfer only to extensions that have mailboxes. Use Transfer-Only Mailboxes to allow transfers to extensions that do not need mailboxes with message storage capability. For example, create a Transfer-Only Mailbox to allow transfers to an extension in a conference room. For more information, see the Transfer Restrictions feature in Chapter 5, "Features."



Security Alert:

*To prevent callers and subscribers from using MERLIN MAIL system to commit toll fraud, it is **strongly recommended** that you program the MERLIN MAIL system to Restrict Transfers to Registered Subscribers only.*

- **Bulletin Board Mailboxes** — Bulletin Board Mailboxes (Class of Service 19) are used to provide informational messages to callers. The mailbox owner can record a message up to 4 minutes in length that callers reaching the mailbox hear. Callers cannot leave messages for Bulletin Board mailboxes. For more information, see the Bulletin Board feature in Chapter 5, "Features."
- **Automated Attendant Mailboxes** — Automated Attendant Mailboxes, Class of Service 15-17, provide Automated Attendant Service. These mailboxes are used to provide Delayed Call Handling (all MERLIN LEGEND releases) and Night Only Call Handling (MERLIN LEGEND 1.x Releases). For more information, see the Call Handling feature in Chapter 5, "Features."

As you assign a Class of Service (COS), keep in mind that the actual total storage time for all mailboxes is six hours for 2- or 4-port systems and ten hours for 6-port systems. The total amount of message storage time you assign for all mailboxes can exceed the total amount of message storage provided by your system. However, when the maximum time for messages is reached, no more messages will be taken by the system, even though an individual's mailbox may not be full. Users will need to delete messages to free space for new messages.

Language

If you have set up the MERLIN MAIL system for bilingual mode, write the Primary and Secondary Languages in the space provided at the top of the form.

- **Primary Language** — Write in the primary system language from Planning Form A, System Parameters,
- **Secondary Language** — Write in the secondary system language from Planning Form A, System Parameters.

Mailbox Assignments

On the form, complete the information below for each extension:

- **Name** — Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, and copy the name of each MERLIN MAIL system subscriber in this column. If you are setting up guest mailboxes for visitors or employees who do not have their own phones, write Guest or the employee's name as appropriate. Identify Bulletin Board and Automated Attendant mailboxes.

- **Ext.** — The extension number is the mailbox number for subscribers who have MERLIN LEGEND extensions. Refer to MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, and write the extension number of each subscriber next to the corresponding name.

For Guest and Bulletin Board mailboxes, assign an extension (mailbox) number.

- **COS (Class of Service)** — Write in the Class of Service. The Class of Service defines the characteristics of a mailbox.

The factory setting for Class of Service is 1.

A table showing the characteristics of the various Classes of Service is included with the form. For information about choosing a Class of Service, see the Mailbox feature in Chapter 5, "Features."

- **Lang.** — If you have setup the MERLIN MAIL system for monolingual mode, leave this column blank. If you have chosen bilingual mode, refer to the primary and secondary system languages noted at the top of the form and write the number corresponding to the subscriber's language preference:

— Write **1** for Primary language

— Write **2** for Secondary language

- **Directory Name** — In the *Directory Name* column, enter the first four letters of the name of the person to whom the extension is assigned. Depending on how you want to organize your company's directory, you may want to enter a person's first name or last name. Use one method consistently to assign all mailbox names.

⇒ **NOTE:**

If you do not plan to use the directory feature, or if you do not want a mailbox listed in the directory, leave this column blank.

Each letter of the name has a two-digit code. Translate each letter into its two digit code and write this code in the space provided below each letter. The Letter Key is included on the form.

For example, Smit translates to 73614381.

The name you write here will be used in the directory list. The directory is automatically created as mailboxes are created for each subscriber. The Main Menu you create using Planning Form F, Automated Attendant Service Day Main Menu, and Planning Form G, Automated Attendant Service Night Main Menu, should inform callers how to access the directory service ([*] [A] or [*] [2]) and indicate which name (first or last) is used in the directory.

⇒ **NOTE:**

The letter Ñ is available if the System Administrator's voice mailbox language is Spanish.

Delayed Call Handling Extension

If an Automated Attendant is to provide Delayed Call Handling, fill in the following information for a delayed call handling extension:

- **Name** — Write Delayed Call Handling.
- **Ext.** — Write the Delayed Call Handling extension number identified on MERLIN LEGEND Planning Form 2b, System Numbering: Digital Adjuncts, (if the Delayed Call Handling extension is a Multi-Function Module) or MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, (if the Delayed Call Handling extension is an analog multiline extension).
- **COS** — Write **15** if it is a Delayed Call Handling mailbox for Automated Attendant 1. Write **16** for Automated Attendant 2. Write **17** for Automated Attendant 3.
- **Lang** — If the system is setup for bilingual mode, write **1**.
- **Directory Name** — Leave this column blank.

Night Only Call Handling Extension-MERLIN LEGEND System Release 1.x only

If an Automated Attendant is to receive Night Only Call Handling and you have a MERLIN LEGEND Communications System prior to Release 2.0, you must create a Night Only Call Handling extension. Fill in the following information for a Night Only Call Handling extension:

- **Name** — Write Night Only Call Handling.
- **Ext.** — Write the Night Only Call Handling extension number identified on MERLIN LEGEND Planning Form 2b, System Numbering: Digital Adjuncts (if the Delayed Call Handling extension is a Multi-Function Module) or MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks (if the Delayed Call Handling extension is an analog multiline extension).
- **COS** — Write **15** if it is a Night Only Call Handling mailbox for Automated Attendant 1. Write **16** for Automated Attendant 2. Write **17** for Automated Attendant 3.
- **Lang** — If the system is setup for bilingual mode, write **1**.
- **Directory Name** — Leave this column blank.

Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting

Use Planning Form C, Automated Attendant Service Touch-Tone Gate Greeting, to create the greetings that callers hear when they reach the MERLIN MAIL Automated Attendant Service.

If you are not setting up the MERLIN MAIL system for Automated Attendant Service, you do not need to complete this form.

For more information about Touch-Tone Gate Greetings, see the Greetings feature in Chapter 5, "Features."

Multiple Automated Attendant

Check the box next to the appropriate Automated Attendant number on all pages.

Touch-Tone Gate

A caller's response to the Touch-Tone Gate allows the system to know whether or not the caller is calling from a touch-tone telephone. If the Touch-Tone Gate is On, callers that do not respond to the Touch-Tone Gate greeting are assumed to have a rotary phone. These callers are handled as determined by the Automated Attendant Dial 0/Timeout Action setting. The Touch-Tone Gate can be used in both monolingual and bilingual modes of operation.

If the Touch-Tone Gate is Off, calls from rotary telephones are handled as determined by the Dial 0/Timeout Action setting after the Main Menu finishes playing.

Read the following guidelines before setting the Touch-Tone Gate:

- If the Touch-Tone Gate is On, callers hear the Touch-Tone Gate greeting. Callers using rotary phones do not have to listen to the Automated Attendant Service Main Menu before their call is handled according to the Automated Attendant Dial 0/Timeout Action.
- If the Touch-Tone Gate is Off, callers do not hear the Touch-Tone Gate greeting. Callers hear the Automated Attendant Main Menu first. Callers using rotary phones have their calls handled according to the Automated Attendant Dial 0/Timeout Action setting only after the Automated Attendant Service Main Menu is played. However, if most callers to your company have touch-tone telephones, you should leave the Touch-Tone Gate Off.
- In monolingual mode, when the Touch-Tone Gate is On, callers from touch-tone phones must be instructed (in the Automated Attendant Touch-Tone Gate Greeting) to press **[1]** to indicate that they are calling from a touch-tone phone. If the system then does not detect a touch-tone, it assumes that the caller is using a rotary phone and handles the call based on the Automated Attendant Dial 0/Timeout Action setting.
- In bilingual mode, when the Touch-Tone Gate is On, callers from touch-tone phones must be instructed (in the Automated Attendant Touch-Tone Gate Greeting) to press **[1]** to indicate that they are calling from a touch-tone telephone and want prompts in the primary language, or to press **[*] [1]** to indicate that they are calling from a touch-tone telephone and want prompts in the secondary language. If the system does not detect a touch-tone, it assumes that the caller is using a rotary phone and handles the call based on the Automated Attendant Dial 0/Timeout Action setting.

Automated Attendant Touch-Tone Gate Day Greeting

Write in the greeting that plays when callers reach the Automated Attendant Service during business hours. Two minutes are allocated for the greeting.

If the Touch-Tone Gate is On and the MERLIN MAIL system has been set up for monolingual operation, the greeting should instruct callers using touch-tone phones to press **[1]**. If the MERLIN MAIL system has been setup for bilingual operation, the greeting should instruct callers using touch-tone phones to press **[1]** to hear prompts in the primary language, and should include instructions in the secondary system language telling the caller to press **[*] [1]** to select the secondary language.

Automated Attendant Touch-Tone Gate Night Greeting

Write in the greeting that plays when callers reach the Automated Attendant Service after business hours. Two minutes are allocated for the greeting.

If the Touch-Tone Gate is On and the MERLIN MAIL system has been setup for monolingual operation, the greeting should instruct callers using touch-tone phones to press **[1]**. If the MERLIN MAIL system has been setup for bilingual operation, the greeting should instruct callers using touch-tone phones to press **[1]** to hear prompts in the primary language, and should include instructions in the secondary system language telling the caller to press **[*] [1]** to select the alternate language.

Planning Form D, Voice Mail Greeting

Use Planning Form D, Voice Mail Greeting, to change the greeting that subscribers hear when they access the MERLIN MAIL Voice Mail Service.

RECOMMENDATION:

It is recommended that you use the factory-set Voice Mail Greeting, *"Welcome to MERLIN MAIL. Please enter extension and pound sign."*

Voice Mail Greeting—Primary Language

Write in the greeting that plays to voice mail subscribers. The greeting can be up to two minutes long and must include the instructions to enter the subscriber's extension and the pound sign.

Voice Mail Greeting—Secondary Language

If you have setup the MERLIN MAIL system for bilingual operation, write the Voice Mail Greeting in the secondary language as well. In bilingual mode, the MERLIN MAIL system will play the Voice Mail Greeting in the primary language and then in the secondary language.

Planning Form E, Automated Attendant Schedule

Use Planning Form E, Automated Attendant Schedule, to enter information about the Automated Attendants. Fill out this form if you will be using the MERLIN MAIL system to provide Automated Attendant Service.

Multiple Automated Attendant

Check the box next to the appropriate Automated Attendant number.

Schedule Controller

Check the box next to one of the Schedule Controller options. The Schedule Controller can be set to one of three options:

- **Follow the MERLIN LEGEND mode** — Use this setting if you are going to control the Automated Attendant by the Night Service setting on the MERLIN LEGEND Communications System.
- **Follow the MERLIN MAIL Business Schedule** — Use this setting if you want the Automated Attendant schedule to be independent of the MERLIN LEGEND Communications System Night Service feature.
- **Follow both the MERLIN LEGEND mode and MERLIN MAIL Business Schedule** — Use this setting if you want the Automated Attendant to be controlled by both the MERLIN MAIL Business Schedule and the MERLIN LEGEND Communications System Night Service feature.

Weekly Business Schedule

If the Automated Attendant's Schedule Controller is set to follow the MERLIN MAIL Business Schedule or is set to follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule, fill in the appropriate opening and closing times for each day. (Leave the Weekly Business Schedule blank if the Automated Attendant's Schedule Controller is set to follow only the MERLIN LEGEND mode.)

When the company is open, the MERLIN MAIL Automated Attendant plays the Day Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and Day Main Menu and Day Dial 0/Timeout Action are used.

When the company is closed, the MERLIN MAIL Automated Attendant plays the Night Automated Attendant Touch-Tone Gate Greeting (if the Touch-Tone Gate is On) and Night Main Menu and Night Dial 0/Timeout Action are used.

If the company is open 24 hours a day, write 00:00 both in the *Open* and in the *Closed* columns.

Planning Form F, Automated Attendant Service Day Main Menu

Use Planning Form F, Automated Attendant Service Day Main Menu, to create the Day Main Menu and the script a caller will hear if Automated Attendant Service is used during hours when the business is open.

⇒ **NOTE:**

If you plan to use Submenus or pre-recorded announcements as options on your Main Menu, you must create them *before* you can program the Day Main Menu. See Planning Form H, Automated Attendant Service Submenus, for creating Submenus. See Planning Form I, Automated Attendant Service Announcements, for creating announcements.

Multiple Automated Attendant

Check the box next to the appropriate Automated Attendant number.

Day Main Menu

Fill out the *Day Main Menu* table:

- **Selector Code** — The Selector Codes allow callers to enter a single digit in response to the Day Main Menu to transfer their calls to a department or individual, play a pre-recorded announcement, or play a Submenu listing additional options. It is a good idea to assign the most frequently requested department, extension, announcement, or Submenu as the first menu option and to list the Selector Codes in ascending order in the menu so that it is easier for callers to remember them. For the same reason, try to limit the menu to five or fewer selections.

Since some older-model fax machines do not send the industry-standard fax (CNG) tone that the MERLIN MAIL Voice Messaging System uses to detect fax calls, it is recommended that you assign a Selector Code for fax calls (using Selector Code Action 1—Selector Code Transfer) to the fax extension or the Group Calling number. Be sure to include instructions in the Day Main Menu to tell callers to dial the Selector Code and wait for the fax machine to answer before pressing **Start**.

Selector Codes 1, 2, 3, and 4 are factory-set to Selector Code Action 5—Direct Extension Transfer. If any of these factory-set Selector Codes are not being used, cross them off the form.

- **Selector Code Action** — The Selector Code Action determines what happens to a call when a caller enters a Selector Code. Write in one of following actions:
 - Selector Code Action 1—Selector Code Transfer.
 - Selector Code Action 2—Play an Existing Submenu. *The Submenu must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 3—Play an Existing Announcement. *The announcement must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 4—Prompted Transfer.
 - Selector Code Action 5—Direct Extension Transfer.

For more information about choosing a Selector Code Action, see the Automated Attendant Service feature in Chapter 5, "Features."

- **Number** — For Selector Code Actions 1, 2, or 3, write in the corresponding extension (or mailbox) number, announcement number, or Submenu number to which the Selector Code will send a call. Selector Code Actions 4 and 5 do not require an entry in the Number column because the caller supplies the extension number,
- **Description** — For Selector Code Actions 1, 2, or 3, write in the name of the Submenu or announcement that will play, or the extension destination where the call will be transferred when the caller enters the Selector Code.

Day Dial 0/Timeout Action

The Day Dial 0/Timeout Action determines how calls are handled when callers press 0 (zero) or do not enter a Selector Code or extension within four seconds after the Main Menu or a Submenu plays. If the Automated Attendant is set up with the Touch-Tone Gate turned On, the Day Dial 0/Timeout Action also determines how a call is handled when the caller does not respond to the Touch-Tone Gate within four seconds after the Touch-Tone Gate Greeting finishes playing.

The Day Dial 0/Timeout Action can be different from the Night Dial 0/Timeout Action.

Select one of the following options by checking the appropriate box:

- Record a message in the General Mailbox.
- Transfer to the Call Answer Service Operator for assistance (factory setting).

- Disconnect the call.
- Transfer to an extension. If this option is chosen, enter the extension number.

For more information, see the Dial 0/Timeout Action feature in Chapter 5, "Features."

Day Main Menu Script—Primary Language

When the Touch-Tone Gate is On callers hear the Touch-Tone Gate Greeting before the Main Menu is played. If the Touch-Tone Gate is Off, the Main Menu is the first prompt callers hear. Write a Day Main Menu that identifies the department, person, or type of information the caller receives after choosing a Selector Code from the Day Main Menu. The script can be up to two minutes in length.

- If the Touch-Tone Gate is Off and the system is in monolingual mode, the Main Menu should include a greeting.
- If the Touch-Tone Gate is Off and the system is in bilingual mode, the primary language Main Menu should include a greeting in both languages and should tell the caller to press **[*] [1]** to hear prompts in the secondary language.

If applicable, the script should explain to callers how they can reach an individual extension, how to send a fax, how to use the directory, and how to get assistance. If you offer a caller the directory list, tell them whether it is listed by first or last name. Make sure that the instructions in the menu script match the Dial 0/Timeout Action.

For more information, see the Main Menus feature in Chapter 5, "Features."

Day Main Menu Script—Secondary Language

If you have setup the MERLIN MAIL system for bilingual operation, write the Day Main Menu script in the secondary language as well as in the primary language. If the caller is not greeted in the secondary language in the Touch-Tone Gate Greeting (if Touch-Tone Gate is On) or in the Main Menu (if Touch-Tone Gate is Off), include a short greeting at the beginning of the script. The script can be up to two minutes in length.

For more information see the Main Menus feature in Chapter 5, "Features."

Planning Form G, Automated Attendant Service Night Main Menu

Use Planning Form G, Automated Attendant Service Night Main Menu, to create the Night Service Main Menu and the prompt callers will hear if Automated Attendant Service is used during hours when the business is closed.

Complete this form even if the Night Main Menu and the Day Main Menu are identical.



NOTE:

If you plan to use Submenus or pre-recorded announcements as options on your Main Menu, you must create them *before* you can complete the Night Main Menu programming. See Planning Form H, Automated Attendant Service Submenus, for setting up Submenus. See Planning Form I, Automated Attendant Service Announcements, for setting up announcements.

Multiple Automated Attendant

Check the box next to the appropriate Automated Attendant number.

Night Main Menu

Fill out the *Night Main Menu* table:

- **Selector Code** — The Selector Codes allow callers to enter a single digit from the Night Main Menu to transfer their calls to a department or individual, play a pre-recorded announcement, or play a Submenu listing additional options. It is a good idea to assign the most frequently requested department, extension, announcement, or Submenu as the first menu option and to list the Selector Codes in ascending order in the menu script so that it is easier for callers to remember them. For the same reason, try to limit the menu to five or fewer selections.

Since some older-model fax machines do not send the industry-standard fax (CNG) tone signal that the MERLIN MAIL system uses to detect fax calls, it is recommended that you assign a Selector Code for fax calls (using Selector Code Action 1—Selector Code Transfer) to the fax extension or fax Calling Group number. Be sure to include instructions in the Night Main Menu Script to tell callers to dial the Selector Code and wait for the fax machine to answer before pressing Start.

Selector Codes 1, 2, 3, and 4 are factory-set to Selector Code Action 5—Direct Extension Transfer. If any of these factory set Selector Codes are not being used, cross them off the form.

- Selector Code Action—The Selector Code Action determines what happens to a call when a caller enters a Selector Code. Write in one of the following actions:
 - Selector Code Action 1—Selector Code Transfer.
 - Selector Code Action 2—Play an Existing Submenu. *The Submenu must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 3—Play an Existing Announcement. *The announcement must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 4—Prompted Transfer.
 - Selector Code Action 5—Direct Extension Transfer.

For more information about choosing a Selector Code Action, see the Automated Attendant Service feature in Chapter 5, "Features."

- **Number** — For Selector Code Actions 1, 2, or 3, write in the corresponding extension (or mailbox) number, announcement number, or Submenu number to which the Selector Code will send a call, Selector Code Actions 4 and 5 do not require an entry in the *Number* column because the caller supplies the extension number.
- **Description** — For Selector Code Actions 1, 2, or 3, write in the name of the Submenu or announcement that will play, or the extension destination where the call will be transferred when the caller enters the Selector Code.

Night Dial 0/Timeout Action

The Night Dial 0/Timeout Action determines how calls are handled when callers press 0 (zero) or do not enter a Selector Code or extension within four seconds after the Main Menu or a Submenu plays. If the Automated Attendant is set up with the Touch-Tone Gate turned On, the Night Dial 0/Timeout Action also determines how a call is handled when the caller does not respond to the Touch-Tone Gate within four seconds after the Touch-Tone Gate Greeting finishes playing.

The Night Dial 0/Timeout Action can be different from the Day Dial 0/Timeout Action.

Select one of the following options by checking the appropriate box:

- Record a message in the General Mailbox (factory setting).
- Transfer to the Call Answer Service Operator for assistance.

- Disconnect the call.
- Transfer to an extension. If this option is chosen, enter the extension number.

Night Main Menu Script—Primary Language

When the Touch-Tone Gate is On, callers hear the Touch-Tone Gate Greeting before the Main Menu is played. If the Touch-Tone Gate is Off, the Main Menu is the first prompt callers hear. Write a Night Main Menu Script that identifies the department, person, or type of information the caller receives after choosing a Selector Code from the Night Main Menu. The script can be up to two minutes in length.

- If the Touch-Tone Gate is Off and the system is in monolingual mode, the Main Menu should include a greeting.
- If the Touch-Tone Gate is Off and the system is in bilingual mode, the Main Menu should include a greeting in both languages and should tell the caller to press [*] [1] to hear prompts in the secondary language.

If applicable, the script should explain to callers how they can reach an individual extension, how to send a fax, how to use the directory, and how to get assistance. If you offer a caller the directory list, tell them whether it is listed by first or last name. Make sure that the Dial 0/Timeout Action matches the instructions in the menu script.

For more information, see the Main Menus feature in Chapter 5, "Features."

Night Main Menu Script—Secondary Language

If you have setup the MERLIN MAIL system for bilingual operation, write the Night Main Menu script in the secondary language as well as the primary language. If the caller is not greeted in the secondary language in the Touch-Tone Gate Greeting (If Touch-Tone Gate is On) or Main Menu (If Touch-Tone Gate is Off), include a short greeting at the beginning of the script.

For more information see the Main Menus feature in Chapter 5, "Features."

Planning Form H, Automated Attendant Service Submenus

Use Planning Form H, Automated Attendant Service Submenus, when you specify Selector Code Action 2 (Play an Existing Submenu) for any of the Selector Codes. You can create up to 99 Submenus, but keep in mind that more than three levels of menus can confuse callers. You must create and record each Submenu (last level first) before you can assign the Submenu to a higher level menu. Use a separate copy of Planning Form H, Automated Attendant Service Submenus, to plan each Submenu. The script can be up to two minutes in length.

⇒ **NOTE:**

A Submenu must be created and recorded before you can program a Selector Code to play it. A Selector Code is the digit that callers will enter to select a menu option, such as a Submenu, Selector Codes are assigned using Planning Forms F, G, and H.

Submenu No.

Assign each Submenu an identifying number (01 through 99), and write it in the space provided.

Submenu Selector Codes

Complete the Submenu table as follows:

- **Selector Code** — The Selector Codes allow callers to enter a single digit from the Submenu to have their calls automatically sent to the department, individual, announcement, or Submenu they select. Be sure to assign the most frequently requested department or extension to Selector Code 1 and list the Selector Codes in ascending order on the Submenu script, so that it is easier for callers to remember them. For the same reason, try to limit the menu to five or fewer selections.
- **Selector Code Action** — The Selector Code Action specifies what happens to a call when a caller enters a Selector Code. Write in one of the actions described below:
 - Selector Code Action 1—Selector Code Transfer.
 - Selector Code Action 2—Play an Existing Submenu. *The Submenu must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 3—Play an Existing Announcement. *The announcement must already exist before you can program a Selector Code to play it.*
 - Selector Code Action 4—Prompted Transfer.
 - Selector Code Action 5—Direct Extension Transfer.

For more information about choosing a Selector Code Action, see the Automated Attendant Service feature in Chapter 5, "Features."

- **Number** — For Selector Code Actions 1, 2, or 3, write in the corresponding extension (or mailbox) number, announcement number, or Submenu number to which the Selector Code will send a call. Actions 4 and 5 do not require an entry in the *Number* column because the caller supplies the extension number.
- **Description** — For Selector Code Actions 1, 2, or 3, write in the name of the Submenu or announcement that will play, or the extension destination where the call will be transferred when the caller enters the Selector Code.

Submenu Script—Primary Language

Write a Submenu Prompt that identifies the department, person, or type of information the caller receives after choosing a Selector Code from the Submenu. The prompt can be up to two minutes in length.

For more information, see the Submenus feature in Chapter 5, "Features."

Submenu Script—Secondary Language

If you have setup the MERLIN MAIL system for bilingual operation, be sure to record the Submenu prompt in the secondary language as well as in the primary language. The prompt can be up to two minutes in length.

For more information, see the Submenus feature in Chapter 5, "Features."

Planning Form I, Automated Attendant Service Announcements

Use Planning Form I, Automated Attendant Service Announcements, to create announcements that provide current or frequently requested information to callers. You can create up to 99 announcements that can be played from any Automated Attendant Service menu. The announcements can be updated regularly to provide callers with the latest information, such as weather reports, interest-rate quotes, product information, directions, and entertainment listings. Each announcement can be up to two minutes in length.

An announcement must be created and recorded before you can program the Selector Code that plays it. A Selector Code is the digit that callers will enter to select a menu option, such as an announcement. Selector Codes are assigned using Planning Forms F, G, and H.

Announcement No.

Assign each announcement an identifying number (1 through 99), and write it in the space provided.

Announcement Script—Primary Language

Write an announcement script for the information the caller receives after choosing the announcement's Selector Code from the menu.

⇒ **NOTE:**

You can include instructions near the end of an announcement to press **[*] [4]** to play the announcement again, **[*] [#]** to play the previous menu, **[*] [7]** to play the Main Menu, **[0]** for the Dial 0/Timeout Action, or **[*] [T]** (**[*] [8]**) to transfer to an extension.

After the announcement is played, the system waits four seconds. If the caller makes no response within the four seconds, the call is disconnected.

For more information, see the Announcements feature in Chapter 5, "Features."

Announcement Script—Secondary Language

If you have setup the MERLIN MAIL system for bilingual operation, be sure to record the announcement prompt in the secondary language as well as in the primary language.

For more information, see the Announcements feature in Chapter 5, "Features."

Planning Form J, Group Lists

Use Planning Form J, Group Lists, to create Group Lists. Group Lists let users send voice mail messages to multiple subscribers without having to enter each extension (mailbox number). When sending a message, a subscriber can enter a Group List Number, rather than an extension, to send the message to all mailboxes on the Group List.

You can include guest mailboxes in Group Lists. Also, a subscriber can be on more than one Group List.

Create up to 99 Group Lists to suit your business needs, (Each list can have up to 100 mailboxes.) Be sure to make copies of the options for the subscribers so that they know to which Group List(s) they belong and which Group Lists they can use.

Group List No.

Write in the number of the Group List. This is the number subscribers will enter to address voice mail instead of dialing individual extension numbers. If you want more than one Group List, number the lists sequentially.

Group List Name

Write in a name that makes it easy to identify the subscribers in this Group List. For example, "Sales," for all salespeople in your company.

Extension

Write the extensions (mailbox numbers) to be included on the Group List in this column. Your business needs will determine which subscribers to include in a Group List.

Name

Write in the name of the subscriber assigned to each extension.

Planning Form K, Security Settings

Use Planning Form K, Security Settings, to enter security information for your system.

Transfer Restrictions

You can choose to Restrict Transfers to Registered Subscribers Only (extensions that have mailboxes) or No Transfer Restrictions. To prevent subscribers and callers from committing toll fraud by transferring to an outside operator who could place a call for them, choose the Restrict Transfers to Registered Subscribers Only option. Create Transfer-Only mailboxes (COS 20) to allow transfers to extensions that do not need mailboxes with storage capability.



Security Alert

Restrict Transfers to Registered Subscribers Only does not require that transfer destinations programmed by the System Administrator (Selector Code transfer destinations, fax extensions, Transfer-Only mailboxes, Call Answer Service Operator, and Dial 0/Timeout extensions) have a mailbox. The System Administrator is responsible for making sure that such extensions are indeed internal destinations. System Administrators who do not take such precautions leave their systems open to toll fraud.

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud. It is **strongly recommended** that you **not** choose this option.*

Minimum Password Length

Enter the minimum password length. This value can be from 0-15 digits. The default value is a minimum password length of 6 digits. Every user's mailbox password and the System Administration password must be at least as long as this value.



Security Alert:

A minimum password length of at least six digits is recommended. The shorter the minimum password length, the more vulnerable your system is to toll fraud by unauthorized persons.

A minimum password length of 0 (zero) digits means that subscribers can choose not to use a password, This leaves mailboxes and their contents completely unprotected.

Security Violation Notification

When there are too many consecutive unsuccessful attempts to log into a mailbox the MERLIN MAIL system takes one of three actions:

- **Mailbox Lock**— Lock the subscriber's mailbox and send a warning to the mailbox owner's mailbox and the System Administrator's mailbox after a specified number (2-18) of consecutive unsuccessful login attempts.
- **Warning Message**— Send a warning message to the mailbox owner's mailbox and the System Administrator's mailbox after a specified number (2-18) of consecutive unsuccessful login attempts.
- **No Security Violation Notification.** (Strongly discouraged.)

The default setting is to send a Warning Message after five consecutive unsuccessful login attempts.



Security Alert:

*The System Administrator should use the most restrictive form of the feature that the business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Warning Message option otherwise. Administering a system with No Security Violation Notification is **strongly discouraged**. The System Administrator should investigate all warning messages received.*

Enter the Security Violation Notification settings on Planning Form K, Security Settings.

Planning Form L, Security Checklist

Use this form whenever you are installing or upgrading a MERLIN MAIL Voice Messaging System. Enter the information below:

- **Customer**— Write the name of the customer.
- **MERLIN LEGEND Release Number**— Write the release number of the MERLIN LEGEND Communications System.
- **Location**— Write the location of the system.

- **New Install**— If this is a new installation, place a check mark next to New Install.
- **System Upgrade**— If you are upgrading a system, place a check mark next to System Upgrade.
- **Port Additions**— If you are adding ports to a system place a check mark next to Port Additions.

MERLIN MAIL Security Checklist

This list shows the steps that must be followed to ensure the security of the system.

For each item in the list, enter a "Y" for yes (if the item has been completed) or an "N" for no (if the item has not been completed). For any item that has not been completed, write a note on the last page of the form explaining why it has not been completed.

MERLIN LEGEND Security System Checklist

This list shows the steps that must be followed to ensure the security of the system.

For each item in the list, enter a "Y" for yes (if the item has been completed) or an "N" for no (if the item has not been completed), For any item that has not been completed, write a note on the last page of the form explaining why it has not been completed.

MERLIN MAIL System Planning Forms

B

System Planning Forms

Following are the MERLIN MAIL System Planning Forms to be used to plan the voice messaging system features.

⇒ **NOTE**

The default settings are indicated by a ♦ following the setting.

The MERLIN MAIL System Planning Forms are listed in Table B-1.

Table B-1. MERLIN MAIL System Planning Forms

Form	Name
Form A	System Parameters
Form B	Mailbox Assignments
Form C	Automated Attendant Service Touch-Tone Gate Greeting
Form D	Voice Mail Greeting
Form E	Automated Attendant Schedule
Form F	Automated Attendant Service Day Main Menu
Form G	Automated Attendant Service Night Main Menu
Form H	Automated Attendant Service Submenus
Form I	Automated Attendant Service Announcements
Form J	Group Lists
Form K	Security Settings
Form L	Security Checklist

System Planning Form A

System Parameters

Single or Multiple Automated Attendant Operation

Check whether you want to use a single Automated Attendant or multiple Automated Attendants:

- Single Automated Attendant ♦
- Multiple Automated Attendant

Port Allocation

Fill in the corresponding 012 Module jack number in the space next to the appropriate MERLIN MAIL port number and indicate the service requested.

Service Requested	Ports Assigned					
	Port 1__	Port 2__	Port 3__	Port 4__	Port 5__	Port 6__
All ports programmed for Automated Attendant ♦	AA		AA		AA	
All ports programmed for Voice Mail.	VM		VM		VM	
Split Allocation (4-port system). Half the ports programmed for Automated Attendant and half the ports programmed for Voice Mail.	AA		VM		--	
Split Allocation (6-port system). Half the ports programmed for Automated Attendant and half the ports programmed for Voice Mail.	AA		AA (Port 3) VM (Port 4)		VM	

Delayed Answer

Check one:

- No Delayed Answer ♦
- Delayed Answer on Voice Mail Ports
- Delayed Answer on Automated Attendant Ports
- Delayed Answer on All Ports

Fax Machine Extension

Fill in the extension number, or if more than one fax machine is used per Automated Attendant, the Calling Group number:

Automated Attendant 1 Fax: _____

Automated Attendant 2 Fax: _____

Automated Attendant 3 Fax: _____

♦ Factory Setting

System Planning Form A

Voice Mail Positions

Position	Name	Mailbox/Extension
System Administrator		9997 ♦
General Mailbox Owner (AA1)		10 ♦
General Mailbox Owner (AA2)		10 ♦
General Mailbox Owner (AA3)		10 ♦
Call Answer Service Operator		768 ♦

Maximum Digits in Extension

Check the maximum number of digits in an extension:

2 ♦ 3 4

Language Selection

For monolingual operation, select a single language for all system prompts, announcements, and Submenus.

For bilingual operation, select a primary language and a secondary language for all system prompts, announcements, and Submenus. One of the languages must be English.

Mode	Language Selection		
Monolingual ♦	1 English ♦	2 French	3 Spanish
Bilingual-Primary Language	1 English	2 French	3 Spanish
Bilingual—Secondary Language	1 English	2 French	3 Spanish

Remote Maintenance Device (RMD) Port

Fill in the extension number of the RMD: _____

Serial Number of Unit

Fill in the serial number of the MERLIN MAIL Voice Messaging System Release 3: _____

♦ Factory Setting

System Planning Form B

Class of Service (COS) Key						
Class	Min.	Msg Length Max (Min.)	Greeting Max (Min.)	Transfer Type	Outcalling	Mailbox Type
1	5	2	2	Unsupervised	No	Call Answer
2	10	5	2	Unsupervised	No	Call Answer
3	60	10	2	Unsupervised	No	Call Answer
4	5	2	2	Supervised	No	Call Answer
5	10	5	2	Supervised	No	Call Answer
6	60	10	2	Supervised	No	Call Answer
7	60	5	2	No Transfer	No	Call Answer
8	5	2	2	Unsupervised	Yes	Call Answer
9	10	5	2	Unsupervised	Yes	Call Answer
10	60	10	2	Unsupervised	Yes	Call Answer
11	5	2	2	Supervised	Yes	Call Answer
12	10	5	2	Supervised	Yes	Call Answer
13	60	10	2	Supervised	Yes	Call Answer
14	60	10	2	No Transfer	Yes	Call Answer
15	0	0	N/A	No Transfer	N/A	AA 1
16	0	0	N/A	No Transfer	N/A	AA 2
17	0	0	N/A	No Transfer	N/A	AA 3
18	60	15	2	No Transfer	No	Call Answer
19	0	0	4	No Transfer	No	Bulletin Board
20	0	0	0	Unsupervised	No	Transfer Only

Letter Key					
A	=	2 1	Ñ	=	6 4
B	=	2 2	O	=	6 3
C	=	2 3	P	=	7 1
D	=	3 1	Q	=	7 4
E	=	3 2	R	=	7 2
F	=	3 3	S	=	7 3
G	=	4 1	T	=	8 1
H	=	4 2	U	=	8 2
I	=	4 3	V	=	8 3
J	=	5 1	W	=	9 1
K	=	5 2	X	=	9 2
L	=	5 3	Y	=	9 3
M	=	6 1	Z	=	9 4
N	=	6 2			

System Planning Form C

Automated Attendant Service Touch-Tone Gate Greeting

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

1 2 3

Touch-Tone Gate

Check the Touch-Tone Gate setting:

On Off ♦

Automated Attendant Touch-Tone Gate Greetings

⇒ **NOTE:**

Greetings are used only if the Touch-Tone Gate is On. If the Touch-Tone Gate is Off, do not complete the rest of this form.

- Greeting length is up to two minutes.
- If the Touch-Tone Gate is On and the MERLIN MAIL system is setup for bilingual operation, inform callers in the secondary system language to press **[*][1]** to select the secondary system language.
- If the system operates in monolingual mode, inform callers with touch-tone phones to press **[1]**.
- If the system operates in bilingual mode, inform callers in the primary language to press **[1]** if they are calling from a touch-tone telephone and wish to hear prompts in the primary language. Inform callers in the secondary language to press **[*][1]** if they are calling from a touch-tone telephone and wish to hear the prompts in the secondary language.

♦ Factory Setting

Voice Mail Greeting

Voice Mail Greeting

It is recommended that you do not change the factory-set Voice Mail Greeting. If you do change it:

- Greeting must include instructions to enter the subscriber's extension and the pound sign.
- *Bilingual Mode Only:* Record the Greeting in the Primary and Secondary languages—the caller will hear them both without having to make a selection.

Voice Mail Greeting-Primary Language (Maximum length = 2 minutes)

Voice Mail Greeting-Secondary Language (Maximum length = 2 minutes)

Automated Attendant Schedule

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1 2 3

Schedule Controller

The Schedule Controller determines how the Day and Night Service operation of the Automated Attendant is controlled.

Check an option:

- Follow the MERLIN LEGEND mode n .
- Follow the MERLIN MAIL Business Schedule.
- Follow both the MERLIN LEGEND mode and the MERLIN MAIL Business Schedule.

Weekly Business Schedule

If the Automated Attendant's Schedule Controller is set to follow the MERLIN MAIL Business Schedule only or to follow both MERLIN LEGEND mode (Night Service) and the MERLIN MAIL Business Schedule, fill in the open and closed times for your business. If your business is open 24 hours a day, use open=0000, closed=0000. Use **hhmm** format where: **hh** = hour (01-12) or (00-23), **mm** = minute (00-59).

Option	Day	Open	Closed
1	Sunday		
2	Monday		
3	Tuesday		
4	Wednesday		
5	Thursday		
6	Friday		
7	Saturday		

◆ Factory Setting

System Planning Form F

Automated Attendant Service Day Main Menu

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1 2 3

Day Main Menu

If using Automated Attendant Service for Day and for Night Operation, complete both the Day Main Menu and the Night Main Menu, even if the menus are identical.

Day Main Menu			
Selector Code	Selector Code Action*	Number	Description
1	(5 ♦)		
2	(5 ♦)		
3	(5 ♦)		
4	(5 ♦)		
5			
6			
7			
8			
9			

*	Selector Code Action Key
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer

Day Dial 0/Timeout Action

Specify where calls should be transferred if the caller dials **[0]** or does not enter a Selector Code.

Check one:

- General Mailbox
- Call Answer Service Operator ♦
- Disconnect
- Transfer to Extension

♦ Factory Setting

System Planning Form G

Automated Attendant Service Night Main Menu

(Copy this form for each Automated Attendant. Save the original blank form for future use.)

Multiple Automated Attendant

Check a number to indicate which Automated Attendant this form is for:

- 1 2 3

Night Main Menu

If using Automated Attendant Service for Day and for Night Operation, complete both the Day Main Menu and the Night Main Menu, even if the menus are identical.

Night Main Menu			
Selector Code	Selector Code Action*	Number	Description
1	(5 ♦)		
2	(5 ♦)		
3	(5 ♦)		
4	(5 ♦)		
5			
6			
7			
8			
9			

* Selector Code Action Key	
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer

Night Dial 0/Timeout Action

Specify where calls should be transferred if the caller dials **[0]** or does not enter a Selector Code.

Check one:

- General Mailbox ♦
 Call Answer Service Operator
 Disconnect
 Transfer to Extension _____

♦ Factory Setting

System Planning Form H

Automated Attendant Service Submenus

(Copy this form for each Submenu. Save the original blank form for future use.)

Submenu No:

Submenu Selector Codes

Submenu			
Selector Code	Selector Code Action*	Number	Description
1			
2			
3			
4			
5			
6			
7			
8			
9			

* Selector Code Action Key	
1	Selector Code transfer
2	Play an existing Submenu
3	Play an existing announcement
4	Prompted transfer
5	Direct extension transfer

Security Settings

Transfer Restrictions

To restrict transfers in the voice messaging system to subscribers only, choose the Restrict Transfers to Registered Subscribers Only option. Choosing the No Transfer Restrictions option may leave your MERLIN MAIL system susceptible to toll fraud.

- Restrict Transfers to Registered Subscribers Only ♦
- No Transfer Restrictions



Security Alert:

This feature does not require that transfer destinations programmed by the System Administrator (Selector Code transfer destinations, fax extensions, Call Answer Service Operator, and Dial 0/Timeout extensions) have a mailbox. The System Administrator is responsible for making sure that such extensions are indeed internal destinations, System Administrators who do not take such precautions leave their systems open to toll fraud.

*Choosing the No Transfer Restrictions option leaves your system vulnerable to toll fraud. AT&T **strongly recommends** that you choose the Restrict Transfers to Registered Subscribers Only option.*

Minimum Password Length

Record the minimum password length (0-1 5, ♦ =6).

Minimum Password Length:_____ digits.



Security Alert:

*A minimum password length of at least six digits is **strongly recommended**. The shorter the minimum password length, the more vulnerable your system is to toll fraud by unauthorized persons.*

♦ Factory Setting

MERLIN MAIL Form K

Security Violation Notification

If someone attempts to access a mailbox more than the administered maximum number of consecutive unsuccessful attempts, one of the following occurs:

- The mailbox locks and the System Administrator is notified.
- The System Administrator is notified (the mailbox is not locked).
- No action is taken.

Choose the action taken when the maximum number of consecutive unsuccessful attempts is reached:

- Mailbox Lock ◆
- Send a Warning Message
- No Security Violation Notification

Maximum number of consecutive unsuccessful attempts: _____ 2-18, ◆ = 5



Security Alert:

*The System Administrator should use the most restrictive form of the feature that their business allows. Use the Mailbox Lock option unless this would be too restrictive for your business. Use the Notify System Administrator option otherwise. Using No Security Violation Notification is **strongly discouraged**.*

◆ Factory Setting

System Planning Form L

Security Checklist

Customer: _____ MERLIN LEGEND Release: _____

Location: _____

New Install: _____ System Upgrade: _____ Port Address: _____

MERLIN MAIL Voice Messaging System Checklist

System Administration

	Y/N *	Note	N/A
System Administrator mailbox changed.			
System Administrator mailbox password changed to a maximum-length, difficult-to-guess value.			
System Administration password changed to a maximum-length, difficult-to-guess value (R3 only).			
Forced password change for new subscribers (R3 only).			
User password longer than five digits (R3 only).			

System Features

	Y/N *	Note	N/A
Mailboxes created only for active subscribers.			
Transfers restricted to subscribers only.			
Login attempts before Mailbox Lock, less than six.			
Login attempts before Warning Message, less than six.			
Outcalling priveleges not assigned, or assigned only to those requiring them.			
MERLIN LEGEND Communications System voice mail ports outward restricted (FRL 0) if no Outcalling.			
MERLIN LEGEND voice mail port(s) used for Outcalling restricted by using an Allowed List to specific areas if outcalling is needed. All other MERLIN LEGEND voice mail ports outward restricted.			
MERLIN LEGEND Disallowed List created containing 0, 011, 10, 700, 800, 1800, 809, 1809, 411, 1411,. All MERLIN LEGEND voice mail ports assigned to this list.			
No pooled facility access codes translated on menu prompts.			
No ARS codes translated on menu prompts.			
Remote Call Forwarding used only with trunks that provide reliable disconnect (such as ground start).			

End User Education

	Y/N *	Note	N/A
Passwords changed for new subscribers.			
Passwords are difficult to guess.			
Passwords are changed quarterly.			

* If No (N), provide note reference number and explain.

System Planning Form L

MERLIN LEGEND Communications System Checklist

System Administration

	Y/N *	Note	N/A
Password changed from factory setting.			

Allowed. Disallowed List for All Ports

	Y/N *	Note	N/A
900,976 calls blocked.			
Operator calls restricted.			

Automatic Route Selection (ARS)

	Y/N *	Note	N/A
FRLs established for internal dialing (0), local network calling (1), etc.			

Extension

	Y/N *	Note	N/A
Remote Call Forwarding not active.			
Remote Call Forwarding used only with trunks that provide Reliable Disconnect (such as ground-start).			
ARS activated.			
Trunk groups dial access = n.			
FRLs assigned to limit network access based on			

Remote Access

	Y/N *	Note	N/A
Remote Access inactive.			
Use of non-DID/DNIS Remote Access number.			
Barrier Codes are random, maximum-length, difficult-to-guess sequences.			
Each Barrier Code's FRL is appropriate.			
Assign Allowed/Disallowed List when appropriate.			
Different Barrier Code assigned to each user.			

Product Monitoring

	Y/N *	Note	N/A
SMDR/HackerTracker reports monitored daily.			

* If No (N), provide Note reference number and explain.

MERLIN LEGEND System Planning



General Instructions

It is essential that the MERLIN MAIL Voice Messaging System be properly integrated with the MERLIN LEGEND Communications System. This requires careful planning of both systems. This chapter describes how to complete the MERLIN LEGEND Communications System Planning Forms to integrate the two systems.

Completing the MERLIN LEGEND System Planning Forms

Which MERLIN LEGEND Communications System Planning Forms you need depends on your MERLIN LEGEND Communications System release, your particular configuration, and your business needs. This chapter cites the forms from the MERLIN LEGEND Communications System Release 3.0. The forms for MERLIN LEGEND Communications System Releases 1.0, 1.1, 1.2i, or 1.3i (collectively referred to as Release 1.x), and Release 2.0, or 2.1 (collectively referred to as Release 2.x) are similar to Release 3.0, but there are minor differences. It is noted in the text if instructions in this appendix apply to only some releases.

Table C-1 identifies the MERLIN LEGEND Release 1.x and Release 2.x planning forms that correspond to the MERLIN LEGEND Release 3.0 forms.

Make sure you have the required forms for your MERLIN LEGEND release. If you do not have the forms, you can order blank forms from the AT&T GBCS Publication Fulfillment Center. See the list of related documents in "About This Book" for more information.

Table C-1. Planning Forms Translation Table

Release 1.x Form No.	Release 2.x Form No.	Release 3.x Form No.	Release 3.x Form Title
2a	2a	2a	System Numbering: Extension Jacks
2b	2b	2b	System Numbering: Digital Adjuncts
2c*	2c	2c	System Numbering: Line/Trunk Jacks
2d	2d	2d	System Numbering: Special Renumbers
4a	4b	4b	Analog Multiline Telephone
4b	4d	4d	MLX Telephone
not used	4e	4e	MFM Adjunct: MLX Telephone
4c	4f	4f	Tip/Ring Equipment
5a	5a	5a	Direct Line Console (DLC): Analog
5b	5b	5b	Direct Line Console (DLC): Digital
5c	5d	5d	Queued Call Console (QCC)
not used	not used	6c	Principal User of Personal Line
not used	not used	6d	Message-Waiting Receivers
not used	not used	6g	Call Restriction Assignments and Lists
6d	6d	7c	Group Coverage
6e	6e	7d	Group Calling
6f*	6f	8a	System Features
7a	7a	9a	Night Service: Group Assignment
7b	7b	9b	Night Service: Outward Restriction
7c	7c	9c	Night Service: Time Set
8b	not used	not used	Label Form (Stations and Calling Groups now included on Planning Form 2a in MERLIN LEGEND Release 2.0 through Release 3.0)

* These forms were also revised for MERLIN LEGEND Release 1.2i, and Release 1.3i.

⇒ **NOTE**

If you are installing the MERLIN MAIL Voice Messaging System with MERLIN LEGEND Release 1.x and you are planning for Night Only Call Handling, refer to Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement," for additional planning information required on the following forms:

- MERLIN LEGEND Release 1.x System Planning Forms 2a, 4a or 4b, 6d, and 7a
- MERLIN MAIL Planning Form B, Mailbox Assignments

Store copies of these forms with this book. Make sure that the original forms with updates are returned to the MERLIN LEGEND Communications System manager.

MERLIN LEGEND System Planning Steps

Update the MERLIN LEGEND System Planning forms based on the general planning steps that follow:

1. Determine which MERLIN LEGEND system mode (Hybrid/PBX or Key) you have. If you do not know which system mode has been set up, look on the back of MERLIN LEGEND System Planning Form 1, System Planning, under the heading *System Mode*.
2. Determine which of the following MERLIN MAIL system services and features you want to use:
 - Voice Mail Service
 - Call Answer Service
 - Automated Attendant Service
 - Choose one of the following call handling methods:
 - Immediate Call Handling
 - Night Only Call Handling
 - Delayed Call Handling
3. Identify extension assignments for the following on MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks:
 - MERLIN MAIL system ports.
 - Remote Maintenance Device (RMD) connection.
 - Fax connections (each Automated Attendant may have a fax extension or fax calling group assigned to it).
 - Delayed Call Handling (phantom extension; one for each Automated Attendant with Delayed Call Handling). Identify this extension only if there are no MLX telephones in the MERLIN LEGEND system.
4. Identify extension assignments for the following on MERLIN LEGEND Planning Form 2b, System Numbering: Digital Adjuncts:
 - Delayed Call Handling (phantom extension; one for each Automated Attendant with Delayed Call Handling). Identify this extension only if there are MLX telephones in the MERLIN LEGEND system.
5. Verify the *Loop-Start Reliable Disconnect* setting recorded on MERLIN LEGEND Planning Form 2c, System Numbering: Line/Trunk Jacks.

Loop-Start Reliable Disconnect should be set to "Yes," if your Central Office provides reliable disconnect for loop-start trunks.

6. If setting up the MERLIN MAIL system for Automated Attendant Service with Delayed Call Handling, define the Delayed Call Handling Extension (phantom extension) using one of the following forms:
 - If the MERLIN LEGEND Communications System has no MLX telephones, the Delayed Call Handling Extension should be an unused multiline telephone extension.
 - Form 4b, Analog Multiline Telephone
 - Form 4d, MLX Telephone
 - If the MERLIN LEGEND Communications System has MLX telephones in the system, the Delayed Call Handling Extension should be an unused Multi-Function Module extension. A Multi-Function Module unit does not need to be installed in the associated telephone.
 - Form 4e, MFM Adjunct: MLX Telephone
7. If you are setting up the MERLIN MAIL system for Automated Attendant Service with Fax Call Handling, use these forms:
 - MERLIN LEGEND Planning Form 4f, Tip/Ring Equipment, to identify the extensions that connect to fax machines and the extensions that will receive message-waiting indications when a fax is received.
 - If you are assigning a fax calling group, update MERLIN LEGEND Planning Form 7d, Group Calling,
 - Assign a fax machine message-waiting indicator to an extension using one of the following forms:
 - Form 4b, Analog Multiline Telephone
 - Form 4d, MLX Telephone
 - Form 5a, Direct Line Console (DLC): Analog
 - Form 5b, Direct Line Console (DLC): Digital
 - Form 5d, Queued Call Console (QCC)
8. Set up coverage groups for the extensions covered by the MERLIN MAIL system using MERLIN LEGEND Planning Form 7c, Group Coverage.
9. Assign the MERLIN MAIL ports to a Calling Group using MERLIN LEGEND Planning Form 7d, Group Calling.

10. Set up call transfer parameters using MERLIN LEGEND Planning Form 8a, System Features.

⇒ **NOTE:**

For Night Only Call Handling for MERLIN LEGEND Release 1.x, refer to Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement."

11. If you are setting up the MERLIN MAIL system for Automated Attendant Service with Night Only Call Handling for MERLIN LEGEND Release 2.x or Release 3.0, or if you plan to use Night Service, make the MERLIN MAIL Calling Group a Night Service receiver for each MERLIN LEGEND system operator who wants the service, Use MERLIN LEGEND Planning Form 9a, Night Service: Group Assignment.
12. If you are using the Night Service Outward Restriction feature, make any ports not used for Outcalling exempt from Night Service call restrictions by completing MERLIN LEGEND Planning Form 9b, Night Service: Outward Restriction.
13. If you will use MERLIN LEGEND Night Service with Time Set, complete MERLIN LEGEND Planning Form 9c, Night Service: Time Set.
14. Complete MERLIN LEGEND Planning Form 4f, Tip/Ring Equipment, to administer the tip/ring port for the Remote Maintenance Device (RMD). The tip/ring port for the RMD should be outward-restricted.
15. Outward restrict all MERLIN MAIL system ports that do not perform Outcalling. Place other appropriate restrictions on the ports that perform Outcalling. For a MERLIN LEGEND system Release 3.0 or later, fill out the MERLIN LEGEND Planning Form 6g, Call Restriction Assignments and Lists, and apply ARS Restriction Levels (FRL). For a MERLIN LEGEND system prior to Release 3.0 write the restrictions on MERLIN LEGEND Planning Form 4f, Tip/Ring Equipment.

MERLIN LEGEND System Planning Forms

Planning Form 2a, System Numbering Extension Jacks

MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, identifies current extension assignments for individuals and functions at the company.

Add the following applicable information to this form to reflect the addition of the MERLIN MAIL system to the MERLIN LEGEND system:

⇒ **NOTE**

If you plan to use Night Only Call Handling with MERLIN LEGEND Release 1.x, you must specify a phantom extension on this form. For details, refer to Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement."

- **MERLIN MAIL System Ports**— For each MERLIN LEGEND jack connected to a MERLIN MAIL system port:
 - Check the *Jack Type* as "B" (Basic) and write an appropriate name for the system (such as MERMAIL) in the *Label* column. Whenever the MERLIN MAIL system calls a subscriber who has a display telephone, this is the name that appears on the display.
 - Write MMAIL Port 1, 2, and so on in the *Person, Location, or Function* column for each jack. Match the lowest numbered logical ID to the lowest numbered MERLIN MAIL system port, the next higher logical ID to the next higher port, and so on, sequentially matching the logical IDs with the ports.
- **Remote Maintenance Device Connection**— Identify the jack to which the MERLIN MAIL Remote Maintenance Device (RMD) will be connected and do the following:
 - Check the Jack Type as "B" (Basic).
 - Write "RMD" in the *Label* column.
 - Write "MMAIL RMD" in the *Person, Location, or Function* column.
- **Fax Connection**— Identify the jack to which the fax machine will be connected and do the following:
 - Check the Jack Type as "B" (Basic).
 - Write "FAX" followed by the Automated Attendant number in the *Label* column and in the *Person, Location, or Function* column.

If you are connecting more than one fax machine, repeat this step until all jacks for fax machines have been identified.

⇒ **NOTE:**

Only one fax machine can be connected to the same 012 Module as the MERLIN MAIL ports for 012 Module Models 517C13, 517D13, 517E13, 517F13, and 517G13.

- **Delayed Call Handling Extensions**—If you plan to use Delayed Call Handling, you need to specify a unique phantom extension for each Automated Attendant that is to receive Delayed Call Handling. If your system has MLX telephones, select an unused Multi-Function Module extension on MERLIN LEGEND Planning Form 2b, System Numbering: Digital Adjuncts. If your system has no MLX telephones (or no unused MFM extensions), you can select an unused, multiline extension port instead. Then do the following:
 - Check the *Jack Type* as "A" (Analog).
 - Write "Delayed" in the *Label* column.
 - Write "Delayed Call Handling" in the *Person, Location, or Function* column next to the extension number.

Planning Form 2b, System Numbering Digital Adjuncts

Complete MERLIN LEGEND Planning Form 2b, System Numbering: Digital Adjuncts, if you plan to use Delayed Call Handling and your system has MLX telephones. Assign an unused Multi-Function Module extension as the Delayed Call Handling extension. If your system does not have MLX telephones use MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks to assign an unused analog multiline extension as the Delayed Call Handling extension.

Delayed Call Handling Extensions

If you plan to use Delayed Call Handling, you need to specify a unique phantom extension for each Automated Attendant that is to receive Delayed Call Handling. If your system has MLX telephones, select an unused Multi-Function Module extension by circling a number under the *Factory-Set* heading.

- **MFM**— Put a check for Tip/Ring in the *T/R* column under MFM.
- **Person, Location, Function, and Equipment Type**— Write "Delayed Call Handling," followed by the Automated Attendant Number.

Planning Form 2c, System Numbering Line/Trunk Jacks

If the central office provides forward disconnect for your loop-start trunks, then use MERLIN LEGEND Planning Form 2c, System Numbering: Line/Trunk Jacks, to verify that the loop-start trunks are set to Reliable Disconnect.

Loop-Start Reliable Disconnect

Verify that the Yes box is checked.

Incoming Line/Trunk Type

If you are planning on using Automated Attendants with Delayed Call Handling, you need to assign incoming lines as personal lines. For each line to receive Automated Attendant Service using Delayed Call Handling, write "Personal Line."

Planning Form 2d, System Numbering Special Renumbers

Use this form to choose Calling Group numbers and to renumber the groups if desired.

MERLIN MAIL Calling Group

- Group Calling Group ID Label-Choose a Calling Group number, and write a Group ID Label.
- Renumber To-If you want to renumber the Calling-Group write in the new number in this column.

Fax Calling Group

- Group Calling Group ID Label-Choose a Calling Group number, and write a Group ID Label.
- Renumber To-If you want to renumber the Calling Group write in the new number in this column.

Planning Form 4b, Analog Multiline Telephone

Complete MERLIN LEGEND Planning Form 4b, Analog Multiline Telephone, if you plan to use one or more Automated Attendants with Delayed Call Handling and your MERLIN LEGEND system does not have any MLX telephones.

System Planning Form 4b, Analog Multiline Telephone, is used to identify information about the telephones. A separate form is required for each individual telephone connected to the MERLIN LEGEND system.

If you want the system to work in the Delayed Call Handling mode, you must assign a Delayed Call Handling extension for each Automated Attendant that is to receive Delayed Call Handling. These extensions can be phantom extensions. You should have selected these extensions on MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks.

Fill in the following information for a Delayed Call Handling extension (phantom extension) from MERLIN LEGEND Planning Form 2a, System Numbering:
Extension Jacks:

- **Logical ID**— Write the corresponding logical ID (jack number) for this extension.
- **Extension No.**— Write the extension number of this phantom extension.
- **Person or Location**— Write "Delayed Call Handling AA1," "Delayed Call Handling AA2," or "Delayed Call Handling AA3," in the space provided (depending on the Automated Attendant).
- **Personal Lines**— Write in the numbers of the trunks that the Automated Attendant will handle in Delayed Call Handling mode.
- **Principal User of Personal Line**— (MERLIN LEGEND Communications Systems prior to Release 3.0.) Write in the numbers of the trunks that the Automated Attendant will handle in Delayed Call Handling mode.
- **Button Diagram**— Write "Immediate Ring" on the form for all personal line buttons for the Delayed Call Handling extension.

Planning Form 4e, MFM Adjunct: MLX Telephone

If you plan to use Delayed Call Handling, you need to specify a unique phantom extension for each Automated Attendant that is to receive Delayed Call Handling. If your system has MLX telephones, select an unused Multi-Function Module extension.

- **Extension No.**— Write the extension number of this phantom extension.
- **Person or Location**— Write "Delayed Call Handling AA1," "Delayed Call Handling AA2," or "Delayed Call Handling AA3" in the space provided (depending on the Automated Attendant).
- **Adjuncts**— Check the box for "Used as delay announcement device for calling groups" and, under *Ext. No.*, write in the numbers of the trunks that the Automated Attendant will handle in Delayed Call Handling mode.
- **Principal User of Personal Line**— (MERLIN LEGEND Communications System prior to Release 3.0.) Write in the numbers of the trunks that the Automated Attendant will handle in Delayed Call Handling mode.
- **Button Diagram**— Write "Immediate Ring" on the form for all personal line buttons for the Delayed Call Handling extension.

Planning Form 4f, Tip/Ring Equipment

Use MERLIN LEGEND Planning Form 4f, Tip/Ring Equipment, for the following reasons:

- If you are planning to use Fax Call Handling, use this form to identify the MERLIN LEGEND port for each fax machine and to designate which extensions will receive a message-waiting indication when a fax is received.
- Use this form to administer the Remote Maintenance Device (RMD).
- Use this form to identify MERLIN MAIL system ports.

Fax Equipment

Fill in the following information for each Fax Call Handling extension:

Logical ID— Copy the logical ID of the extension from Planning Form 2a, System Numbering: Extension Jacks.

Extension No.— Write the extension number of the fax machine.

Person or Location— Write "FAX AA1" for the fax for Automated Attendant 1, "FAX AA2" for Automated Attendant 2 and "FAX-AA3" for Automated Attendant 3. If the fax machine is shared by more than one Automated Attendant, list the Automated Attendants, for example "FAX AA1 and AA2."

Type— Specify the type of equipment connected to this extension by checking the box next to *FAX Machine*.

Fax Machine Features— (*Releases prior to Release 3.0.*) Specify the Fax Machine Receiver and Fax Message Threshold.

- **Fax Machine Receiver**— Specify up to four extensions which will receive a message-waiting indication when a fax is received.
- **Fax Message Threshold**— The Fax Message Threshold is the length of time between the time the MERLIN LEGEND system registers that a fax arrived and sends the message-waiting indication. Write the number of seconds (0-30) or check the box labeled *10 Seconds* to keep the factory setting. It is recommended that you use the factory setting.

Button Diagram— Write "No Ring" on the diagram for any line buttons assigned to the fax extension that you do *not* want the fax extension to answer.

Remote Maintenance Device (RMD)

Fill in the following information for the Remote Maintenance Device:

- **Logical ID**— Copy the logical ID of the extension from Planning Form 2a, System Numbering: Extension Jacks.
- **Extension No.**— Write the extension number of the RMD.
- **Person or Location**— Write "RMD."
- **Type**— To specify the type of equipment connected to this extension, check the box next to *Other* and write "RMD."
- **Call Restriction**— (*Releases prior to Release 3.0.*) Check the box next to *Outward Restrict*.

⇒ **NOTE**

For Release 3.0 and later systems, see Planning Form 6g, Call Restriction Assignments and Lists, to restrict MERLIN MAIL system ports.

- **Button Diagram**— Make sure that no lines are assigned to buttons on the Remote Maintenance Device.

MERLIN MAIL System Ports

For each MERLIN MAIL system port, fill in the following information:

- **Logical ID**— Copy the logical ID of the extension from Planning Form 2a, System Numbering: Extension Jacks.
- **Extension No.**— Write the extension number of the MERLIN MAIL system ports.
- **Person or Location**— Write the MERLIN MAIL system port number (for example, "MERLIN MAIL port 1").
- **Type**— To specify the type of equipment connected to this extension, check the box next to *Other* and write "MERLIN MAIL."
- **Call Restriction**— (*Releases prior to Release 3.0.*) Outward restrict any ports not used for Outcalling. Check the box next to *Outward Restrict*.

⇒ **Note:**

For Release 3.0 and later systems, see System Planning Form 6g, Call Restriction Assignments and Lists, to restrict MERLIN MAIL system ports.

■ ARS Restriction Level (FRL)



Security Alert:

*The MERLIN LEGEND system ships with ARS activated with all extensions set to Facility Restriction Level 3, allowing all international calling. To prevent toll fraud, ARS Facility Restriction Levels (FRLs) should be established carefully for the MERLIN MAIL system. Each extension should be assigned the appropriate FRL to match its calling requirements. **All voice mail port extensions not used for Outcalling should be assigned to FRL 0.***

Enter the Facility Restriction Level for each port using the following guidelines:

- All MERLIN MAIL extensions not providing Outcalling should be assigned to FRL 0.
- If Outcalling is required by MERLIN MAIL extensions, place an ARS facility restriction level (FRL) as follows:
 - FRL 0 for restriction to internal dialing only
 - FRL 2 for restriction to local network calling only
 - FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic as this is part of the North American Numbering Plan, unless 809 is required)
 - FRL 4 for international calling

Ports used for Outcalling are port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system.

If you want to limit the telephone numbers to which Outcalling calls can be made, apply the appropriate restrictions (Allowed/Disallowed Lists, or Facility Restriction Levels for Automatic Route Selection). See the Calling Restrictions feature in the *MERLIN LEGEND Communications System Feature Reference* manual.

Planning Forms 4b, 4d, 5a, 5b, or 5d

If you are planning Fax Call Handling, you should set up an extension to serve as the message-waiting indicator for the fax machine(s). For releases prior to Release 3.0 only, the following MERLIN LEGEND forms can be used to assign up to four fax message-waiting indicators:

- Form 4b, Analog Multiline Telephone
- Form 4d, MLX Telephone
- Form 5a, Direct Line Console (DLC)—Analog
- Form 5b, Direct Line Console (DLC)—Digital
- Form 5d, Queued Call Console (QCC)

Specify an extension, DLC, or QCC as a fax message-waiting indicator by checking the *Message-Waiting Receiver* box and filling in the fax machine extension number.

Planning Form 6c, Principal User of Personal Line (Release 3.0 and later)

If you are using Delayed Call Handling with a MERLIN LEGEND Communications System Release 3.0 or later, you need to assign a Delayed Call Handling extension as the principal user of the personal lines that are assigned to it.

- **Extension No.**— Enter the extension number of a Delayed Call Handling extension next to the personal lines that should be assigned to that extension. Repeat for each Delayed Call Handling extension used.

Planning Form 6d, Message-Waiting Receivers (Release 3.0 and later)

If you are planning Fax Call Handling, you should set up an extension to serve as the message-waiting indicator for the fax machine.

Specify an extension, DLC, or QCC as a fax message-waiting indicator by filling in the fax machine extension number, and up to four message waiting receiver extensions.

Planning Form 6g, Call Restriction Assignments and Lists (Release 3.0 and later)

Ports not used for Outcalling should be outward restricted for security purposes. Ports used for Outcalling should *not* be outward restricted if you want to allow Outcalling. The Outcalling ports are: two-port system-port 2; four-port system-port 4; six-port system-ports 5 and 6. If the Outcalling feature will not be used, restrict all ports.

- **Ext. No.**— Enter the extension number of each port connected to the MERLIN MAIL system.
- **Restriction Type**— Write a check under the *Out.* column for Outward Restriction for ports that do not support Outcalling. Ports not used for Outcalling are port 1 on a two-port system, ports 1,2, and 3 on a four-port system, and ports 1,2,3 and 4 on a six-port system. If the Outcalling feature will not be used, restrict all ports.
- **ARS Restriction Levels (FRL)**



Security Alert:

*The MERLIN LEGEND system ships with ARS activated with all extensions set to Facility Restriction Level 3, allowing all international calling. To prevent toll fraud, ARS Facility Restriction Levels (FRLs) should be established carefully for the MERLIN MAIL system. Each extension should be assigned the appropriate FRL to match its calling requirements. **All voice mail port extensions not used for Outcalling should be assigned to FRL 0.***

Enter the Facility Restriction Level for each port using the following guidelines:

- All MERLIN MAIL extensions not providing Outcalling should be assigned to FRL 0.
- If Outcalling is required by MERLIN MAIL extensions, place an ARS Facility Restriction Level (FRL) as follows:
 - FRL 0 for restriction to internal dialing only
 - FRL 2 for restriction to local network calling only
 - FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic as this is part of the North American Numbering Plan, unless 809 is required)
 - FRL 4 for international calling

Ports used for Outcalling are port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system.

If you want to limit the telephone numbers to which Outcalling calls can be made, apply the appropriate restrictions (Allowed/Disallowed Lists, or Facility Restriction Levels for Automatic Route Selection). See the Calling Restrictions feature in the *MERLIN LEGEND Communications System Feature Reference* manual.

Planning Form 7c, Group Coverage

Use MERLIN LEGEND Planning Form 7c, Group Coverage, to create Coverage Groups. When a call to an extension (sender) in a Coverage Group is unanswered or the sender extension is busy, the call can be covered by a specified Calling Group (designated receiver). There is no limit on the number of extensions in a Coverage Group.

Fill in the following information to assign extensions to the MERLIN MAIL Calling Group.

MERLIN LEGEND systems prior to Release 3.0 (use Planning Form 6d, Group Coverage):

- **Coverage Delay Interval**— Determine the number of rings to be allowed at a Sender extension before a call is covered to the MERLIN MAIL Calling Group. To accept the factory setting, place a check in the 3 Rings box. To change the setting, check the second box and write the number of rings (1-9) allowed before a call is covered by the MERLIN MAIL Calling Group. This is a Group Coverage system wide parameter.
- **Delayed Ring Interval (Delay Ring)**— Determine the number of rings to be allowed before the call starts ringing at Individual Coverage Receiver extensions. To accept the factory setting, place a check in the 2 Rings box. To change the setting, check the second box and write the number of rings allowed before a call rings at Individual Coverage Receivers. This is an Individual Coverage parameter.

If a Sender extension has one or more extensions designated as Individual Coverage Receivers (primary or secondary), the number of rings before the call is sent to a Group Coverage Receiver is the sum of the Coverage Delay Interval and the Delay Ring (1-6 rings). This allows the designated Individual Coverage Receiver extension(s) to answer the call before it is sent to the MERLIN MAIL Calling Group.

If a Sender extension does not have an extension designated as an Individual Coverage Receiver, the number of rings before the call is sent to the MERLIN MAIL Calling Group is equal to the Coverage Delay Interval.

⇒ **NOTE:**

If some subscribers only have coverage by the MERLIN MAIL system and other subscribers have Group Coverage by the MERLIN MAIL system and individual coverage, you may need to fine tune the Coverage Delay Interval and the Delay Ring settings so that all calls are answered within a reasonable number of rings.

All MERLIN LEGEND releases:

- **Group No.**— Have the MERLIN LEGEND System Manager supply a group number for the Coverage Group. Write that number here. Group numbers range from 1 to 30.
- **Senders Extension Nos.**— Write the extensions from MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks, to be assigned to this Coverage Group:
 - For Call Answer Service, write the extension numbers for each subscriber that needs Call Answer Service.
 - For Delayed Call Handling (Automated Attendant), write the extensions identified on MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks.
- **Receivers**— Put a check next to Calling Group and write the MERLIN MAIL *Group Calling Group ID* number from MERLIN LEGEND Planning Form 2d, System Numbering: Special Renumbers. The factory settings for calling group extensions are 770 through 791 and 7920 through 7923. These Calling Group extensions may have been renumbered on MERLIN LEGEND Planning Form 2d, System Numbering: Special Renumbers.

Planning Form 7d, Group Calling

You can have from 1 to 32 Calling Groups, and will need a separate copy of Planning Form 7d, Group Calling, for each group. Make sufficient photocopies before starting to fill out this two-page form.

Use MERLIN LEGEND Planning Form 7d, Group Calling, for the following reasons:

- To create a MERLIN MAIL Calling Group.
- To create a fax Calling Group if you have more than one fax machine.

- All extensions in the Coverage Calling Group act as receivers for unanswered calls sent from Group Coverage. You can have up to 20 extensions in a Calling Group. For call coverage, a Calling Group can be shared among the following MERLIN MAIL services:
 - Delayed Call Handling
 - Night Only Call Handling
 - Call Answer Service

MERLIN MAIL Calling Group

To assign the MERLIN MAIL system to a Calling Group, fill out MERLIN LEGEND Planning Form 7d, Group Calling, as follows:

- **Group Number**— Write the MERLIN MAIL Calling Group number here and at the top of page 2 of this form. The MERLIN LEGEND System Manager can determine that number for you.
- **Group ID**— Identify the group as "MERMAIL," or another name that is more meaningful to your company. This name appears on display sets when the user dials into the MERLIN MAIL Voice Messaging System.
- **Factory-Set Ext. No.**— Write the factory-set extension number here and at the top of page 2 of this form. The number for the Calling Group is in the *Factory-Set Number* column of Form 2d, System Numbering: Special Renumbers.
- **Renumber to**— if the Calling Groups for the MERLIN LEGEND system have been renumbered, write the renumbered Calling Group here. This number is also supplied on MERLIN LEGEND Planning Form 2d, System Numbering: Special Renumbers.
- **Extensions**
 - *Ext. No.*— Enter the extension numbers that the MERLIN MAIL system should be connected to. This will be either two, four, or six extensions, depending on the number of ports in the MERLIN MAIL system. These are the extensions identified as MERLIN MAIL system ports on MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks.
 - *Person or Location*— identify the extensions as MERLIN MAIL system ports.
- **Trunks/Pool** (Immediate Call Handling Only)— If the MERLIN MAIL Automated Attendant Service is to be the immediate call handler, write the lines/trunks and/or pools numbers that should ring immediately at the Calling Group. The MERLIN LEGEND System Manager can help determine these numbers.

- **Trunks/Pool** (Voice Mail Service)— If you will be using the MERLIN MAIL Port Allocation feature to configure the ports for Voice Mail Service, write the line/trunk and/or pool numbers that should be answered by the MERLIN MAIL Voice Mail Service. See the Port Allocation feature in Chapter 5, "Features," for more information.
- **Group Number** (Page 2)— Write in the same Group Number that you used on page 1 of this form.
- **Group ID** (Page 2)— Write in the same Group ID that you used on page 1 of this form.
- **Hunt Type**— Check the box marked *Linear*.
- **Overflow Coverage**— You can provide backup coverage for the MERLIN MAIL Calling Group by designating another Calling Group to receive unanswered calls when the number of calls waiting exceeds a certain level. If you have a Hybrid/PBX system, you can designate a QCC (Queued Call Console) operator position to receive overflow calls.

If you want to designate a Calling Group for Overflow Coverage, write the Calling Group number in the space provided.

The MERLIN MAIL Calling Group can provide coverage for another Calling Group. When all extensions in the Calling Group are busy or calls are unanswered, calls can go to the MERLIN MAIL Calling Group. To do this, set up the covered Calling Group as a MERLIN MAIL subscriber and designate a message-waiting receiver where a lamp will light when messages are left for the Calling Group.

For example, the covered Calling Group may be a pool of service representatives and the Calling Group's personal greeting might be "All our service representatives are busy right now. Please leave your name and number and we will return your call shortly."

If you want the QCC operator to handle Overflow Coverage, check the box labeled *QCC LDN (queue) Extension No.*
- **Overflow Threshold**— You can also change the Overflow Threshold from the factory setting of 1 call by writing the new number (from 2 to 99) in the space provided. When the number of calls in the queue exceeds this number, calls go to Overflow Coverage. Check the appropriate box.
- **Group Type**— Identify the MERLIN MAIL Calling Group as an Integrated VMI Group by checking the *Integrated VMI* box.

Fax Calling Group

If you have more than one fax machine for an Automated Attendant, use MERLIN LEGEND Planning Form 7d, Group Calling, to create a fax Calling Group.

- **Group Number**— Write the group number provided by the MERLIN LEGEND System Manager for the fax Calling Group.
- **Group ID**— Write "Fax AA1" if the Calling Group is for Automated Attendant 1, "Fax AA2" for Automated Attendant 2 and "Fax AA3" for Automated Attendant 3. If the fax machine is shared by more than one Automated Attendant, list the Automated Attendants, for example "FAX AA1 and AA2."
- **Factory-Set Ext. No.**— Write the factory-set extension number here. The MERLIN LEGEND system manager can supply this number for the Calling Group. This number is also found on MERLIN LEGEND Planning Form 2d, System Numbering: Special Renumbers.
- **Renumber to**— if the extensions for the MERLIN LEGEND system have been renumbered, write the renumbered extension here. This number is also on MERLIN LEGEND Planning Form 2d, System Numbering: Special Renumbers.
- **Extensions**
 - *Ext. No.*— Write all fax extension (jack) numbers in the Ext. No. column.
 - *Person or Location*— Write "Fax AA1" if the Calling Group is for Automated Attendant 1, "Fax AA2" for Automated Attendant 2 and "Fax AA3" for Automated Attendant 3. If the fax machine is shared by more than one Automated Attendant, list the Automated Attendants, for example "FAX AA1 and AA2."
- **Group Number (Page 2)**— Write in the same Group Number that you used on page 1 of this form.
- **Group ID (Page 2)**— Write in the same Group ID that you used on page 1 of this form.
- **Hunt Type**— Check the box marked *Circular*.
- **Group Type**— Identify the Fax Call Handling Calling Group as an Auto Login Group by checking the *Auto Login* box.

Other Calling Groups

The MERLIN MAIL Calling Group can provide coverage for another Calling Group. When all extensions in the Calling Group are busy or calls are unanswered, calls go to the MERLIN MAIL Calling Group. To do this, set up the covered Calling Group as a MERLIN MAIL system subscriber (create a mailbox for the Calling Group) and designate a message-waiting receiver where a lamp will light when messages are left for the Calling Group.

For example, the covered Calling Group may be a pool of service representatives and the Calling Group's personal greeting might be "All our service representatives are busy right now. Please leave your name and number and we will return your call shortly."

Overflow Coverage

If you want to designate a Calling Group for Overflow Coverage, write the MERLIN MAIL Calling Group number under *Provide coverage for Coverage Group Numbers*.

Planning Form 8a, System Features

This form applies if you have a MERLIN LEGEND Communications System Release 3.0 and later.

Use MERLIN LEGEND Planning Form 8a, System Features, to specify information on the following system features:

- **Coverage Delay Interval**— Determine the number of rings to be allowed at a Sender extension before a call is covered to the MERLIN MAIL Calling Group. To accept the factory setting, place a check in the *3 Rings* box. To change the setting, check the second box and write the number of rings (1-9) allowed before a call is covered to the MERLIN MAIL Calling Group. This is a Group Coverage systemwide parameter.
- **Delay Ring Interval (Delay Ring)**— Determine the number of rings to be allowed before the call starts ringing at Individual Coverage Receiver extensions. To accept the factory setting, place a check in the *2 Rings* box. To change the setting, check the second box and write the number of rings allowed before a call rings at Individual Coverage Receivers. This is an Individual Coverage parameter.

If a Sender extension has one or more extensions designated as Individual Coverage Receivers (primary or secondary), the number of rings before the call is sent to a Group Coverage Receiver is the sum of the Coverage Delay Interval and Delay Ring Interval (1-6 rings). This allows the designated Individual Coverage Receiver extension(s) to answer the call before it is sent to the MERLIN MAIL Calling Group.

If a Sender extension does not have an extension designated as an Individual Coverage Receiver, the number of rings before the call is covered to the MERLIN MAIL Calling Group is equal to the Coverage Delay Interval.

⇒ **NOTE:**

If some subscribers have only coverage by the MERLIN MAIL system and other subscribers have Group Coverage by the MERLIN MAIL system and individual coverage, you may need to fine tune the Coverage Delay Interval and the Delay Ring Interval settings so that all calls are answered within a reasonable number of rings.

Transfer Options

Use MERLIN LEGEND Planning Form 8a, System Features, to specify information on the following transfer options:

- **Return Time Interval**— Under *Transfer Options* on Form 8a, System Features, verify the Transfer Return Time Interval (shown as Return Time Interval). The Return Time Interval is the number of rings after which a transferred call returns to the transfer originator. This value should be greater than the Coverage Delay Interval if only the MERLIN MAIL system is used for coverage. It should be more than the sum of the Coverage Delay Interval and Delay Ring Interval if both MERLIN MAIL coverage and personal coverage are used. If a change is necessary, check the appropriate box and write the new Transfer Return Time Interval.
- **VMS Return Time Interval**— You should program the VMS Return Time Interval equal to the Transfer Return Time Interval when initially programming the MERLIN LEGEND system. The VMS Transfer Return Time Interval is the number of rings after which a call transferred by the MERLIN MAIL system is transferred to the Transfer Redirect Extension. Since this setting does not appear on any form, you can write the VMS Transfer Return Time setting on this form next to the Return Time Interval.

Calls to Unassigned Extensions

Verify the current Transfer Redirect Extension. The Transfer Redirect Extension is the extension to which the following are sent:

- Calls transferred from the MERLIN MAIL system to busy extensions that do not have coverage.
- Calls transferred from the MERLIN MAIL system that are ringing longer at an extension than the VMS Transfer Return Time Interval if the extension is not covered.
- Calls transferred from the MERLIN MAIL system to invalid extensions.

Calls can be transferred to a Queued Call Console (QCC), an individual extension, or a Calling Group extension. If a change is necessary, check the appropriate box and write the new extension.

Planning Form 9a, Night Service: Group Assignment

If you are planning Night Only Call Handling or want to use Night Service with a MERLIN LEGEND Communications System Release 2.0 or later, use Form 9a, Night Service: Group Assignment, to make the MERLIN MAIL Calling Group a Night Service Receiver for each MERLIN LEGEND system operator who wants the service.

⇒ **NOTE:**

If you are planning Night Only Call Handling with MERLIN LEGEND Communications System Release 1.x, refer to Appendix D, "MERLIN LEGEND Release 1.x Planning and Installation Supplement," for instructions on filling out this form.

- **Operator Ext. No.**— Write the extension number for the MERLIN LEGEND system operator whose calls will ring at the MERLIN MAIL Calling Group.
- **Ext. or Calling Group No.**— Write the Calling Group Number for the MERLIN MAIL Calling Group.
- **User or Calling Group Name**— Write the Calling Group Name for the MERLIN MAIL Calling Group.

Planning Form 9b, Night Service: Outward Restriction

The Night Service Outward Restriction feature requires anyone using the telephones outside normal business hours (when the MERLIN LEGEND system is in Night Service) to enter a password before placing an outside call. You can specify extensions that are exempt from this restriction by using MERLIN LEGEND Planning Form 9b, Night Service: Outward Restriction.

Use this form to make MERLIN MAIL ports used for Outcalling exempt from the restriction by identifying the extensions of each MERLIN MAIL port. You must place all MERLIN MAIL ports used for Outcalling on the Exclusion List so that the MERLIN MAIL system can outcall when the MERLIN LEGEND system is in Night Service. These extensions were identified on MERLIN LEGEND Planning Form 2a, System Numbering: Extension Jacks.

Ports not used for Outcalling should be restricted for security purposes. Ports used for Outcalling should not be restricted, if the MERLIN MAIL Outcalling feature will be used. If the MERLIN MAIL Outcalling feature will not be used, outward restrict all ports. Ports used for Outcalling are port 2 on a 2-port system, port 4 on a 4-port system, and ports 5 and 6 on a 6-port system.

- **Ext. No.**— Write the extension numbers of the MERLIN MAIL ports.
- **Name**— Write "MERLIN MAIL" followed by the corresponding port number.

Planning Form 9c, Night Service: Time Set

If you are using the Automated Attendant Service, the MERLIN LEGEND Night Service feature can be used to control the schedule used by the MERLIN MAIL system. The MERLIN LEGEND system notifies the MERLIN MAIL system when Night Service begins and ends.

- **Start Time**— For each day, write the time of day you want Night Service turned On.
- **Stop Time**— For each day, write the time of day you want Night Service turned Off.

⇒ **NOTE:**

Write times in 24-hour format. For example, 5:30 p.m.=1730. If Night Service is on all day, do not enter an On and Off time.

MERLIN LEGEND Release 1.x Planning and Installation Supplement

D

If you are installing the MERLIN MAIL system for a MERLIN LEGEND Communications System release prior to 2.0 (Releases 1.0, 1.1, 1.2i, or 1.3i, collectively referred to as Release 1.x), additional planning, and installation instructions are provided in this appendix for setting up Night Only Call Handling.

MERLIN LEGEND Release 1.x Planning Considerations

Update the following MERLIN LEGEND Communications System Release 1.x planning forms to prepare the MERLIN LEGEND system for the MERLIN MAIL system:

- Form 2a, System Numbering— Station Jacks
- Form 2b, System Numbering— MLX Station Adjuncts
- Form 4a, Analog Multiline Telephone or Form 4b, MLX Telephone
- Form 6d, Group Coverage
- Form 7a, Night Service-Group Assignment

Planning Form 2a, System Numbering— Station Jacks

You must assign a Night Only Call Handling extension (phantom station) because MERLIN LEGEND releases prior to 2.0 do not have the ability to specify a Calling Group as the Night Service extension. If you have MLX telephones in your system you should not use this form. You should use Planning Form 2b, System Numbering—MLX Station Adjuncts, to assign an unused Multi-Function Module extension as the Night Only Call Handling extension.

If you have no MLX telephones in your communications system, the phantom extension must be an unused multiline station port.

In addition, make this station port the principal user of the lines you want answered by the MERLIN MAIL system in Night Only Call Handling mode. Assign this station coverage to the MERLIN MAIL system.

Update Planning Form 2a, System Numbering—Station Jacks, with the following selections:

- For Night Only Call Handling, select an extension and write "Night Only Call Handling" in the *Person, Location, or Function* column. Check the *Jack Type* as "A" (Analog).

Planning Form 2b, System Numbering— MLX Station Adjuncts

You must assign a Night Only Call Handling extension (phantom station) because MERLIN LEGEND releases prior to 2.0 do not have the ability to specify a Calling Group as the Night Service extension. If you have MLX telephones in your system you should use this form.

Use an unused Multi-Function Module as the Night Only Call Handling extension. In addition, make this station port the principal user of the lines you want answered by the MERLIN MAIL system in Night Only Call Handling mode. Assign this station coverage to the MERLIN MAIL system.

Update Planning Form 2b, System Numbering—MLX Station Adjuncts, with the following selections:

- For Night Only Call Handling, select an extension and write "Night Only Call Handling" in the *Person, Location, or Function* column. Check the box under *T/R*.

Planning Forms 4a, Analog Multiline Telephone or 4b, MLX Telephone

If you want MERLIN MAIL Automated Attendant Service to work in Night Only Call Handling mode, you must assign a Night Only Call Handling extension (phantom station).

You selected the Night Only Call Handling phantom extension, either an analog or digital telephone, on Planning Form 2a, System Numbering—Station Jacks, or Planning Form 2b, System Numbering—MLX Station Adjuncts.

Update Planning Form 4a, Analog Multiline Telephone or Planning Form 4b, MLX Telephone to identify the phantom station to which Night Only Call Handling has been assigned. Fill in the following information at the top of the form:

- **Logical ID**
Copy the corresponding logical ID (jack number) for this extension from Planning Form 2a, System Numbering—Station Jacks, or Planning Form 2b, System Numbering—MLX Station Adjuncts.
- **Extension No.**
Copy the Night Only Call Handling extension number from Planning Form 2a, System Numbering—Station Jacks, or Planning Form 2b, System Numbering—MLX Station Adjuncts.
- **Person or Location**
Write "Night Only Call Handling" in the space provided.
- **Adjuncts**
Check the *Multi-Function Module (MFM) Extension No.* box and enter the MFM extension number. Check the box marked *Other* and write in "Delayed Call Handling."
- **Personal Lines**
Write the number of each trunk that the MERLIN MAIL system will handle in Night Only Call Handling mode.
- **Principal User of Personal Line**
Write the number of each trunk that the MERLIN MAIL system will handle in Night Only Call Handling mode.
- **Button Diagram**— Write "No Ring" on the diagram for any line buttons assigned to the fax extension that you do *not* want the fax extension to answer.
- **Call Restriction**— Outward restrict any ports not used for Outcalling. Check the box next to *Outward Restrict*. Ports used for Outcalling are port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system.

■ **ARS Restriction Level (FRL)**



Security Alert:

*The MERLIN LEGEND system ships with ARS activated with all extensions set to Facility Restriction Level 3, allowing all international calling. To prevent toll fraud, ARS Facility Restriction Levels (FRLs) should be established carefully for the MERLIN MAIL system. Each extension should be assigned the appropriate FRL to match its calling requirements. **All voice mail port extensions not used for Outcalling should be assigned to FRL 0.***

Enter the Facility Restriction Level for each port using the following guidelines:

- All MERLIN MAIL extensions not providing Outcalling should be assigned to FRL 0.
- If Outcalling is required by MERLIN MAIL extensions, place an ARS Facility Restriction Level (FRL) as follows:
 - FRL 0 for restriction to internal dialing only
 - FRL 2 for restriction to local network calling only
 - FRL 3 for restriction to domestic long distance (excluding area code 809 for the Dominican Republic as this is part of the North American Numbering Plan, unless 809 is required)
 - FRL 4 for international calling

Ports used for Outcalling are port 2 on a two-port system, port 4 on a four-port system, and ports 5 and 6 on a six-port system.

If you want to limit the telephone numbers to which Outcalling calls can be made, apply the appropriate restrictions (Allowed/Disallowed Lists, or Facility Restriction Levels for Automatic Route Selection). See the Calling Restrictions feature in the *MERLIN LEGEND Communications System Feature Reference* manual.

Planning Form 6d, Group Coverage

Complete the following information on Planning Form 6d, Group Coverage to assign Night Only Call Handling coverage to the MERLIN MAIL system if the Automated Attendant Service will not be used during the day:

- **Group No. (Sender)**
Have the MERLIN LEGEND system manager supply a group number for the Night Only Call Handling Coverage Group. You can use the same coverage group used for subscribers' extensions. Write that number here. Group numbers range from 1 to 30.
- **Extension Nos. (Sender)**
Write the Night Only Call Handling extension identified on Planning Form 2a, System Numbering—Station Jacks, or Planning Form 2b, System Numbering—MLX Station Adjuncts.
- **Receivers**
Put a check next to *Calling Group* and write the MERLIN MAIL Calling Group number from MERLIN LEGEND Planning Form 2d, System Numbering—Special Renumbers. The factory settings for calling group extensions are 770 through 791 and 7920 through 7923.

Planning Form 7a, Night Service-Group Assignment

Use Planning Form 7a, Night Service-Group Assignment, to specify information on the use of Automated Attendant Service Night Only Call Handling.

- **Operator Ext. No.**
Write the Night Service operator's extension (from Planning Form 2a, System Numbering—Station Jacks). This can be more than one extension.
- **Ext. No.**
Write the Night Only Call Handling extension (from Planning Form 2a, System Numbering—Station Jacks),
- **Name**
Write "Night Only Call Handling,"

Night Only Call Handling Summary

An unused multiline extension should be used as the Night Only Call Handling station.

MERLIN LEGEND System Programming

1. Program the Night Only Call Handling extension as the Night Service Receiver for the operator console (Night Service-Group Assignment feature).
2. For each line that should have Night Only Call Handling provided by the Automated Attendant, assign a personal line appearance to the Night Only Call Handling station.
3. Program the Night Only Call Handling extension as the principal user of the line.
4. Program the lines on the Night Only Call Handling extension to No Ring.
5. Assign the Night Only Call Handling extension to a Coverage Group that is covered by the MERLIN MAIL Calling Group.

⇒ **NOTE:**

The *lines* assigned for Night Only Call Handling treatment should *not* be assigned to the MERLIN MAIL Calling Group.

MERLIN MAIL System Administration

Create an Automated Attendant mailbox using the Night Only Call Handling extension number as the mailbox number. Use a Class of Service 15 mailbox for Automated Attendant 1, Class of Service 16 mailbox for Automated Attendant 2, and Class of Service 17 mailbox for Automated Attendant 3.

Programming Night Only Call Handling

To program Night Only Call Handling, you must first assign an unused, multiline station port as the Night Only Call Handling extension (Night Service Receiver) to receive incoming calls. Place the Night Service Receiver in a Coverage Group and program the MERLIN MAIL Calling Group as the coverage receiver. Night Service calls will be sent to the MERLIN MAIL system by the coverage of the Night Service Receiver.

The voice mailbox for the Night Service Receiver is assigned Class of Service 15, 16 or 17 and provides Automated Attendant Service for Automated Attendant 1, Automated Attendant 2 or Automated Attendant 3, respectively. Callers hear the Automated Attendant Service's Night Touch-Tone Gate Greeting (if the Automated Attendant Touch-Tone Gate is On) and Night Main Menu.

Programming a Night Service Receiver

Assign an unused multiline station port as the Night Service Receiver and set all lines to No Ring. This should be the only Night Service Receiver.

Refer to Planning Form 2a, System Numbering—Station Jacks or Planning Form 2b, System Numbering—MLX Station Adjuncts, and Planning Form 7a, Night Service-Group Assignment to identify the Night Only Call Handling extension.

— **NOTE**

The Night Service Receiver must *not* be a Direct-Line Console (DLC).

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S][P][M][Enter] <i>[any key]</i> [F1] [F5]
Step 2	Select Night Service	NightSrvce	[F10]
Step 3	Select Group Assignments	GroupAssign	[F1]
Step 4	Select Extensions	Extensions	[F1]
Step 5	Enter Night Service Attendant Number.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 6	Enter the Night Only Call Handling extension.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 7	Return to System Programming menu.	Exit Exit	[F5] [F5]
Step 8	Select Extensions	Extensions	[F6]
Step 9	Select Lines and Trunks	LinesTrunks	[F1]
Step 10	Enter the Night Only Call Handling extension number	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 11	Select Entry Mode.	EntryMode	[F6]
Step 12	Enter the line/trunk number. (Repeat Step 12 until all lines are entered.)	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 13	Return to the previous menu.	Exit Exit	[F5] [F5]

	Instruction	MLX-20L	PC
Step 14	Display next page of menu.	More	[PgUp]
Step 15	Select Centralized Telephone Programming.	Cntr-Prg	[F4]
Step 16	Enter Night Only Call Handling extension.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 17	Start Centralized Programming.	Start	[F10]
Step 18	Press the line/feature button.	Press button on console	[Shift] or [Alt] and function key, then [F10]
Step 19	Set all lines at the extension to No Ring.	[*][3][4][5]	[*][3][4][5]
Step 20	Return to the previous menu.	Sys Program	[F5]

Creating Night Service Group Coverage

Program a coverage group for the Night Only Call Handling extension, then select the MERLIN MAIL Calling Group as the Group Coverage receiver.

⇒ **NOTE:**

Refer to Planning Form 6d, Group Coverage, to identify the MERLIN Calling Group number.

	Instruction	MLX-20L	PC
Step 1	Enter programming mode.	Menu Sys Program Exit	[S][P][M][Enter] [any key] [F1] [F5]
Step 2	Select Extensions.	Extensions	[F6]
Step 3	Display next page of menu.	More	[PgUp]
Step 4	Select group Coverage.	Group Cover	[F3]
Step 5	enter the Calling Group Number. (the group number can be 1-30.)	<i>[nn]</i> Enter	<i>[nn]</i> [F10]
Step 6	Enter the Delayed Call Handling Extension.	<i>[nnn]</i> Enter	<i>[nnn]</i> [F10]
Step 7	Return to Extensions Menu.	Exit	[F5]

	Instruction	MLX-20	PC
Step 8	Select Group Calling.	Grp Calling	[F4]
Step 9	Select Group Coverage.	GrpCoverage	[F3]
Step 10	Enter the extension number of the Calling Group.	[nnn] Enter	[nnn] [F10]
Step 11	Enter the number of the coverage Group.	[nnn] Enter	[nnn] [F10]
Step 12	Return to the previous menu.	Exit	[F5]

Programming the MERLIN MAIL Night Only Coverage Mailbox.

The Night Only Coverage Mailbox is an unused Multi-Function Module extension (if your system has MLX telephones) or an unused multiline station port (if your system does not have MLX telephones) that receives calls not answered by the system operator.

The Night Only Call Handling Group Coverage extension must have a Class of Service 15 for Automated Attendant 1, Class of Service 16 for Automated Attendant 2, or Class of Service 17 for Automated Attendant 3 so that coverage calls to these mailboxes receive Automated Attendant Service. Create a mailbox for each Automated Attendant to receive Night Only Coverage.

To program the Night Only Call Handling mailbox, follow the instructions below:

	Action	You Hear...
Step 1	Log in to MERLIN MAIL as the System Administrator.	Name, number of new messages and old messages, Voice Mail Activity Menu.
Step 2	Press [9] for System Administration.	The system prompts you to enter System Administration password + [#] .
Step 3	Enter <i>System Administration Password + [#]</i> .	Security message, then System Administration Menu.
Step 4	Press [4] for mailbox administration.	Mailbox Administration Menu.
Step 5	Press [4] to create a new mailbox.	The system prompts you to enter mailbox number + [#] .
Step 6	Enter <i>Night Only Call Handling Mailbox number + [#]</i> .	The system prompts you to enter Class of Service + [#] .

	Action	You Hear...
Step 7	Class of Service + [#] . AA1=COS 15. AA2=COS 16. AA3=COS 17	The system prompts you to select mailbox language.
Step 8	<i>(Bilingual Operation only)</i> Choose an option:	
	[1] To select the primary language as the mailbox language.	The system prompts you to approve language.
	[2] To select the secondary language as the mailbox language.	The system prompts you to approve language.
	[#] To review the current language.	The system plays current language.
	[*][#] To quit. Use the primary language as the mailbox language.	The system prompts you to enter mailbox name. <i>Go to Step 10.</i>
Step 9	<i>(Bilingual Operation only)</i> Choose an option:	
	[*][#] To approve the language selected.	The system prompts you to enter mailbox name. <i>Go to Step 10.</i>
	[1] To re-enter the language selected.	The system prompts you to select mailbox language. <i>Return to Step 8.</i>
Step 10	Substituting number codes for letters, as shown in Appendix F, "Letter Key and Class of Service Table," use the dialpad to enter the mailbox name (up to four letters) followed by [#], or press [0] if you do not want to enter a name.	The system prompts you to confirm mailbox name.
Step 11	Choose an option:	
	[9] To confirm mailbox name.	The system prompts you to record the mailbox name.
	[6] To cancel mailbox name.	The system prompts you to enter mailbox name. <i>Return to Step 10.</i>
Step 12	Record the mailbox name, then press [1] when finished recording.	Name Approval Menu.

	Action	You Hear...
Step 13	Choose an option:	
	[2][3] To play back the mailbox name recording.	The system plays the name, then the Name Approval Menu. <i>Repeat Step 13.</i>
	[2][1] To re-record the mailbox name.	A tone to record the mailbox name. <i>Return to Step 12.</i>
	[*][D] ([*][3]) To delete the name recording. (The mailbox number will be used for the mailbox name.	The system says "Deleted." <i>Go to Step 14.</i>
	[*][#] To approve the subscriber's name recording.	The system plays message "Approved," then prompts you to enter mailbox number + [#] . <i>Go to Step 14.</i>
Step 14	Choose an option:	
	Repeate Steps 6 through 14 to add another mailbox	
	[*][#] To return to the Mailbox Administration Menu.	Mailbox Administration Menu. <i>Procedure is complete.</i>

MERLIN MAIL System Factory Settings



Factory Settings

The table below shows the factory settings and valid entries for system feature options.

Table E-1. Factory Settings

Option	Factory Setting	Valid Entries
System Parameters		
Automated Attendants	Single AA	[1] Single AA [2] Multiple AA
Port Allocation	All ports AA	[1] All ports AA [2] All ports Voice Mail [3] Split Allocation
Delayed Answer	No Delayed Answer	[1] Delayed Answer all ports [2] Delayed Answer on AA ports [3] Delayed Answer on Voice Mail ports [4] No Delayed Answer
Fax Extension—AA1	None	Any valid extension
Fax Extension—AA2	None	Any valid extension
Fax Extension—AA3	None	Any valid extension
Call Answer Service Operator Extension	7 6 8	Any valid extension
Maximum Digit Length	2	[2] [3] [4]

Factory Settings

Option	Factory Setting	Valid Entries
Language Mode	Monolingual	[1] Monolingual [2] Bilingual
System Language—Monolingual	English	[1] English (North American) [2] French (Canadian) [3] Spanish (Latin American)
System Languages—Bilingual	—	English/French French/English English/Spanish Spanish/English
System Administrator's Mailbox	9997	Any valid extension
General Mailbox Owner—AA1	10	Any valid extension
General Mailbox Owner—AA2	10	Any valid extension
General Mailbox Owner—AA3	10	Any valid extension
Schedule		
Schedule Controller	Follow MERLIN LEGEND mode	[1] Follow MERLIN LEGEND mode [2] Follow MERLIN MAIL Business schedule [3] Follow Both
MERLIN MAIL Business Schedule Closed All Days		For each day in the week: Opening Time (hhmm) Closing Time (hhmm)
Automated Attendant Service		
Main Menu Selector Codes 1-4	Action 5-Direct Extension Transfer	[1] Selector Code Transfer [2] Play existing Submenu [3] Play an existing announcement [4] Prompted transfer [5] Direct Extension Transfer
Main Menu Selector Codes 5-9	Not used.	[1] Selector Code Transfer [2] Play an existing Submenu [3] Play an existing announcement [4] Prompted transfer [5] Direct Extension Transfer
Line Assignments	All lines AA1	AA 1 AA 2 AA 3
Day Dial 0/Timeout Action	Transfer to Call Answer Service Operator	[0] Transfer to Call Answer Service Operator [1] Record a message in the General Mailbox [2] Disconnect [3] Transfer to an extension

Option	Factory Setting	Valid Entries
Night Dial 0/Timeout Action	Record a Message in the General Mailbox	[0] Transfer to Call Answer Service Operator [1] Record a message in the General Mailbox [2] Disconnect [3] Transfer to an extension
Touch-Tone Gate	Off	Off On
Mailboxes		
Minimum Password Length	6 digits	0-15 digits
Security Settings		
Transfer Restrictions	Restrict to Subscribers only	[1] Restrict to Subscribers only [2] No Restrictions
Minimum Password Length	6 digits	0-15 digits (≥ 6 digits strongly recommended)
Security Violation Notification	Warning Message	[1] Mailbox Lock [2] Warning Message [3] No Notification
Unsuccessful login attempts before violation notification	5 unsuccessful attempts	2-18 unsuccessful attempts
Personal Operator		
Personal Operator	No Personal Operator (Transfer to Call Answer Service Operator)	Any valid extension or mailbox
Outcalling		
Outcalling	Off	Off On
Schedule	24-hour operation	For each day in the week: Opening Time (hhmm) Closing time (hhmm)
Minimum Time Between Outcalls	15 Minutes	5-99 minutes
Outcalling Cycles	3 Cycles	1-9 cycles

Table E-2. Hardware and Software Settings and Capacities

MERLIN MAIL Setting	Value
System Parameters	
Number of Rings for No Delayed Answer	1 ring
Number of Rings for Delayed Answer	4 rings
Automated Attendant Service	
Number of Automated Attendants	3 maximum
Submenu Numbers	1-99
Announcements	2 minutes maximum
Announcement Numbers	1-99
Menu Prompts	2 minutes maximum
Mailboxes	
Name Recording	4 seconds maximum
Personal Greetings	2 minutes maximum
Maximum Password Length	15 digits (not changeable)
System Administrator's Mailbox	9997
General Mailbox Number (AA 1)	9991
General Mailbox Number (AA 2)	9992
General MAilbox Number (AA 3)	9993
Message Length, COS 1, 4, 8, and 11	2 minutes maximum
Message Length, COS 2, 5, 7, 9, and 12	5 minutes maximum
Message Length, COS 3, 6, 10, 13, and 14	10 minutes maximum
Message Length, COS 18	15 minutes maximum
Bulletin Board (COS 19) Message Length	4 minutes maximum
Mailbox Storage, COS 1, 4, 8, and 11	5 minutes maximum
Mailbox Storage, COS 2, 5, 9, and 12	10 minutes maximum
Mailbox Storage, COS 3, 6, 7, 10, 13, 14, and 18	60 minutes maximum
Group Lists	
Group List IDs	1-99
Maximum Number of Mailboxes in a Group List	100
System Greetings	
Voice Mail Greeting	2 minutes maximum
Automated Attendant Touch-tone Gate Greeting	2 minutes maximum
Messages	
Length of Broadcast Message	2 minutes maximum
Outcalling	
Outcalling List	5 numbers maximum

This appendix contains the factory-setting menu and greeting prompts. The prompts that are heard depend on whether the system is in monolingual or bilingual mode, what languages are used, and whether the Touch-Tone Gate is On or Off.

The types of prompts listed below are:

- Day/Night Main Menu
- Automated Attendant Touch-Tone Gate Greetings
- Temporary Closure Greetings

Unless you have recorded your own menu prompts or greetings, these messages are heard by callers.

Default Menus

Below are the factory-set menu prompts.

Day/Night Main Menu

The Day/Night Main Menus offer callers choices on how their calls should be handled.

Touch-Tone Gate On—Monolingual and Bilingual

English Day/Night Menu

Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

French Day/Night Menu

Veillez composer le numéro du poste désiré.
Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.
Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne.

Spanish Day/Night Menu

Favor de marcar la extensión deseada.
Para el directorio de extensiones, marque asterisco dos.
Si necesita ayuda, marque el cero o espere en la línea.

Touch-Tone Gate Off—Monolingual

English Day/Night Menu

Welcome to MERLIN MAIL.
Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

French Day/Night Menu

MERLIN MAIL vous souhaite la bienvenue.
Veuillez composer le numéro du poste désiré.
Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.
Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne,

Spanish Day/Night Menu

Bienvenido a MERLIN MAIL.
Favor de marcar la extensión deseada.
Para el directorio de extensiones, marque asterisco dos.
Si necesita ayuda, marque el cero o espere en la línea.

Touch-Tone Gate Off—Bilingual

English Primary/French Secondary—English Day/Night Menu

Welcome to MERLIN MAIL.
MERLIN MAIL vous souhaite la bienvenue.
Pour le français, appuyez sur l'étoile suivit du un maintenant.
Si vous n'appellez pas d'un appareil téléphonique Touch-Tone, veuillez patienter pour un instant.
Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

English Primary/Spanish Secondary—English Day/Night Menu

Welcome to MERLIN MAIL.
Bienvenido a MERLIN MAIL.
Para español, marque asterisco uno ahora.
Si no cuenta con un teléfono de tonos, por favor espere un momento.
Please enter the extension number of the person you wish to reach.
For a directory of extensions, press star A.
For assistance, press zero or wait on the line.

French Primary/English Secondary—French Day/Night Menu

MERLIN MAIL vous souhaite la bienvenue,
Welcome to MERLIN MAIL.
For English, press star 1 now.
If you are not calling from a Touch-Tone phone, please wait for assistance.
Veuillez composer le numéro du poste désiré.
Pour le répertoire des postes, appuyez sur l'étoile suivit du deux.
Si vous désirez de l'aide, appuyez sur le zéro ou veuillez rester en ligne.

Spanish Primary/English Secondary—Spanish Day/Night Menu

Bienvenido a MERLIN MAIL.
Welcome to MERLIN MAIL.
For English, press star 1 now.
If you are not calling from a Touch-Tone phone, please wait for assistance.
Favor de marcar la extensión deseada.
Para el directorio de extensiones, marque asterisco dos.
Si necesita ayuda, marque el cero o espere en la línea.

Default Greetings

Below are the factory-set greeting prompts.

Automated Attendant Touch-Tone Gate Greeting

The Automated Attendant Touch Tone Gate Greeting is only heard by callers if the Touch-Tone Gate is On.

Touch-Tone Gate On—Monolingual

English

Welcome to MERLIN MAIL.

If you are calling from a Touch-Tone telephone, press 1 now; otherwise, please wait for assistance.

French

Bonjour, MERLIN MAIL vous souhaite la bienvenue.

Si vous appelez d'un appareil téléphonique Touch-Tone, appuyez sur le un maintenant.

Si non, veuillez patienter pour un instant.

Spanish

Bienvenido a MERLIN MAIL.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Touch-Tone Gate On—Bilingual

English Primary/French Secondary

Welcome to MERLIN MAIL

MERLIN MAIL vous souhaite la bienvenue.

Pour le français, appuyez sur l'étoile suivit du un maintenant.

Si vous n'appellez pas d'un appareil téléphonique Touch-Tone, veuillez patienter pour un instant.

If you are calling from a Touch-Tone telephone, press 1 now; otherwise, please wait for assistance.

English Primary/Spanish Secondary

Welcome to MERLIN MAIL.

Bienvenido a MERLIN MAIL.

Para español, marque asterisco uno ahora.

Si no cuenta con un teléfono de tonos, por favor espere un momento.

If you are calling from a Touch-Tone telephone, press 1 now; otherwise, please wait for assistance.

French Primary/English Secondary

MERLIN MAIL vous souhaite la bienvenue.

Welcome to MERLIN MAIL.

For English, press star 1 now.

If you are not calling from a Touch-Tone phone, please wait for assistance.

Si vous appelez d'un appareil téléphonique Touch-Tone, appuyez sur le un maintenant.

Si non, veuillez patienter pour un instant.

Spanish Primary/English Secondary

Bienvenido a MERLIN MAIL.

Welcome to MERLIN MAIL.

For English, press star 1 now.

If you are not calling from a Touch-Tone phone, please wait for assistance.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Temporary Closure Greetings

Touch-Tone Gate Off—Monolingual

English

Welcome to MERLIN MAIL.

Our business is temporarily closed.

French

MERLIN MAIL vous souhaite la bienvenue.

Nos bureaux sont temporairement fermés.

Spanish

Bienvenido a MERLIN MAIL

Nuestra empresa está cerrada temporalmente.

Touch-Tone Gate On—Monolingual

English

Welcome to MERLIN MAIL.

Our business is temporarily closed.

If you are calling from a Touch-Tone telephone, press 1 now;
otherwise, please wait for assistance.

French

MERLIN MAIL vous souhaite la bienvenue.

Nos bureaux sont temporairement fermés.

Si vous appelez d'un appareil téléphonique Touch-Tone, appuyez sur le un maintenant.

Si non, veuillez patienter pour un instant.

Spanish

Bienvenido a MERLIN MAIL.
Nuestra empres está cerrada temporalmente.
Si cuenta con un teléfono de tonos, marque el uno ahora.
Si no, por favor espere un momento.

Touch-Tone Gate Off-Bilingual

English Primary/French Secondary

Welcome to MERLIN MAIL.
Our business is temporarily closed.
MERLIN MAIL vous souhaite la bienvenue.
Nos bureaux sent temporairement fermés.

English Primary/Spanish Secondary

Welcome to MERLIN MAIL.
Our business is temporarily closed.
Bienvenido a MERLIN MAIL.
Nuestra empres está cerrada temporalmente.

French Primary/English Secondary

MERLIN MAIL vous souhaite la bienvenue.
Nos bureaux sent temporairement fermés.
Welcome to MERLIN MAIL.
Our business is temporarily closed.

Spanish Primary/English Secondary

Bienvenido a MERLIN MAIL.
Nuestra empres está cerrada temporalmente.
Welcome to MERLIN MAIL.
Our business is temporarily closed.

Touch-Tone Gate On—Bilingual

English Primary/French Secondary

Welcome to MERLIN MAIL.
MERLIN MAIL vous souhaite la bienvenue.
Nos bureaux sent temporairement fermés.
Pour le français, appuyez sur l'étoile suirit du un maintenant.
Si vous n'appellez pas d'un appareil téléphonique Touch-Tone, veuillez patienter
pour un instant.
Our business is temporarily closed.
If you are calling from a Touch-Tone telephone, press 1 now;
otherwise, please wait for assistance.

English Primary/Spanish Secondary

Welcome to MERLIN MAIL.

Bienvenido a MERLIN MAIL .

Nuestra empress está cerrada temporalmente.

Para español, marque asterisco uno ahora.

Si no cuenta con un teléfono de tonos, por favor espere un momento.

Our business is temporarily closed.

If you are calling from a Touch-Tone telephone, press 1 now;

otherwise, please wait for assistance.

French Primary/English Secondary

MERLIN MAIL vous souhaite la bienvenue.

Welcome to MERLIN MAIL.

Our business is temporarily closed.

For English, press star 1 now.

if you are not calling from a Touch-Tone phone, please wait for assistance.

Nos bureaux sont temporairement fermés.

Si vous appelez d'un appareil téléphonique Touch-Tone, appuyez sur le un maintenant.

Si non, veuillez patienter pour un instant.

Spanish Primary/English Secondary

Bienvenido a MERLIN MAIL.

Welcome to MERLIN MAIL.

Our business is temporarily closed.

For English, press star 1 now.

Nuestra empress está cerrada temporalmente.

Si cuenta con un teléfono de tonos, marque el uno ahora.

Si no, por favor espere un momento.

Voice Mail Greetings

English

Welcome to MERLIN MAIL.

Please press extension and pound sign.

French

MERLIN MAIL vous souhaite la bienvenue.

Veillez composer le numéro de poste suivi d'un diése.

Spanish

Bienvenido a MERLIN MAIL.

Favor de marcar la extensión y después el signo de números.

Letter Key and Class of Service Table

F

Letter Key

Below is a key for that translates letters of the alphabet into numbers for use in programming names for the directory of the MERLIN MAIL Voice Messaging System.

Table F-1. Letter Key

Letter Key					
A	=	2 1	N	=	6 4
B	=	2 2	O	=	6 3
C	=	2 3	P	=	7 1
D	=	3 1	Q	=	7 4
E	=	3 2	R	=	7 2
F	=	3 3	S	=	7 3
G	=	4 1	T	=	8 1
H	=	4 2	U	=	8 2
I	=	4 3	V	=	8 3
J	=	5 1	W	=	9 1
K	=	5 2	X	=	9 2
L	=	5 3	Y	=	9 3
M	=	6 1	Z	=	9 4
N	=	6 2			

NOTE

The letter Ñ can be entered if the System Administrator's mailbox language is Spanish.

Class of Service Table

Below is a table that summarizes the Classes of Service of mailboxes, for use in programming the MERLIN MAIL Voice Messaging System Release 3.

Table F-2. Class of Service

Class of Service (COS) Key						
Class	Mins	Msg Length Max (Mins)	Personal Max (Mins)	Transfer Type	Outcalling	Mailbox Type
1	5	2	2	Unsupervised	No	Call answer
2	10	5	2	Unsupervised	No	Call Answer
3	60	10	2	Unsupervised	No	Call Answer
4	5	2	2	Supervised	No	Call Answer
5	10	5	2	Supervised	No	Call Answer
6	60	10	2	Supervised	No	Call Answer
* 7	60	5	2	No Transfer	No	Call Answer
8	5	2	2	Unsupervised	Yes	Call Answer
9	10	5	2	Unsupervised	Yes	Call Answer
10	60	10	2	Unsupervised	Yes	Call Answer
11	5	2	2	Supervised	Yes	Call Answer
12	10	5	2	Supervised	Yes	Call Answer
13	60	10	2	Supervised	Yes	Call Answer
* 14	60	10	2	No Transfer	Yes	Call Answer
** 15	0	0	N/A	No Transfer	No	Automated Attendant 1
** 16	0	0	N/A	No Transfer	No	Automated Attendant 2
** 17	0	0	N/A	No Transfer	No	Automated Attendant 3
*** 18	60	15	2	No Transfer	No	Call Answer
**** 19	0	0	4	No Transfer	No	Bulletin Board
20	0	0	0	Unsupervised	No	Transfer Only

- * Classes 7 and 14 and 18 can be used for Guest Mailboxes that do not have an associated extension on the MERLIN LEGEND Communications System.
- ** Classes 15-17 are used for Delayed Call Handling. Classes 15-17 are also used for Night Only Call Handling for MERLIN LEGEND releases 1.0, 1.1, 1.2i, and 1.3i. Class of Service 15-17 mailboxes are used to provide Automated Attendant Service.
- *** Class 18 is for special mailboxes, used for purposes such as order taking, message drop, or Dictaphone. The General Mailbox should be assigned Class 18.
- **** Class 19 is Bulletin Board Mailbox.

Ordering Codes

G

Ordering Codes

Below are the ordering codes for the MERLIN MAIL Voice Messaging System.

Table G-1. Ordering Codes

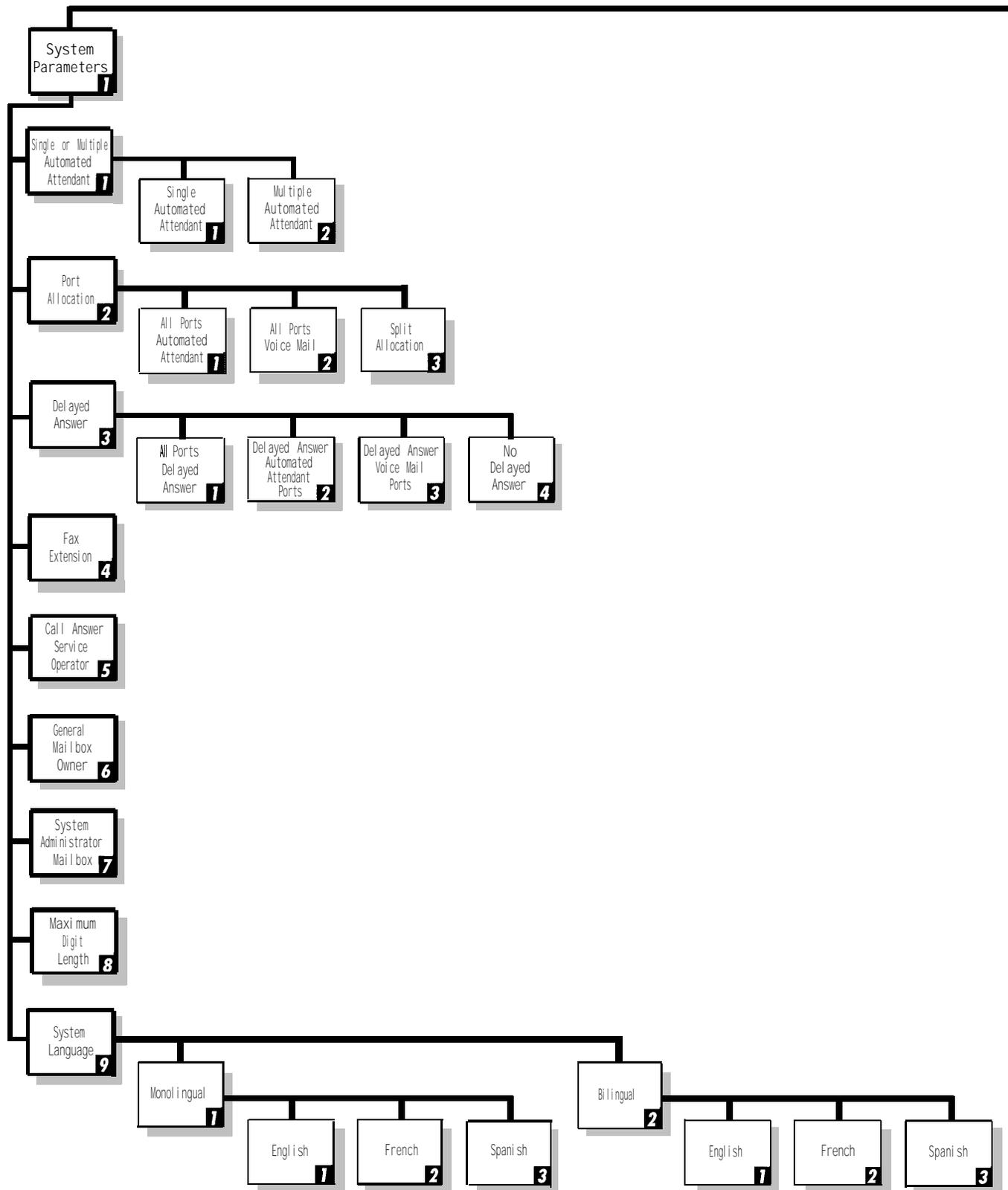
Component	PEC	Comcode
MERLIN MAIL Release 3—2 Ports	6107-400/A	
MM-2 port H3 R3.0		407241926
Modem Mk III 2400 Baud		407002427
MERLIN MAIL Release 3—4 Ports	61 07-401/A	
MM-2 port H3 R3.0		407241934
Modem Mk III 2400 Baud		407002427
MERLIN MAIL Release 3—6 ports	61 07-402/A	
MM-2 port H3 R3.0		407241942
Modem Mk III 2400 Baud		407002427
MERLIN MAIL Release 3 DSP Line Card	61 07-403A	407242031

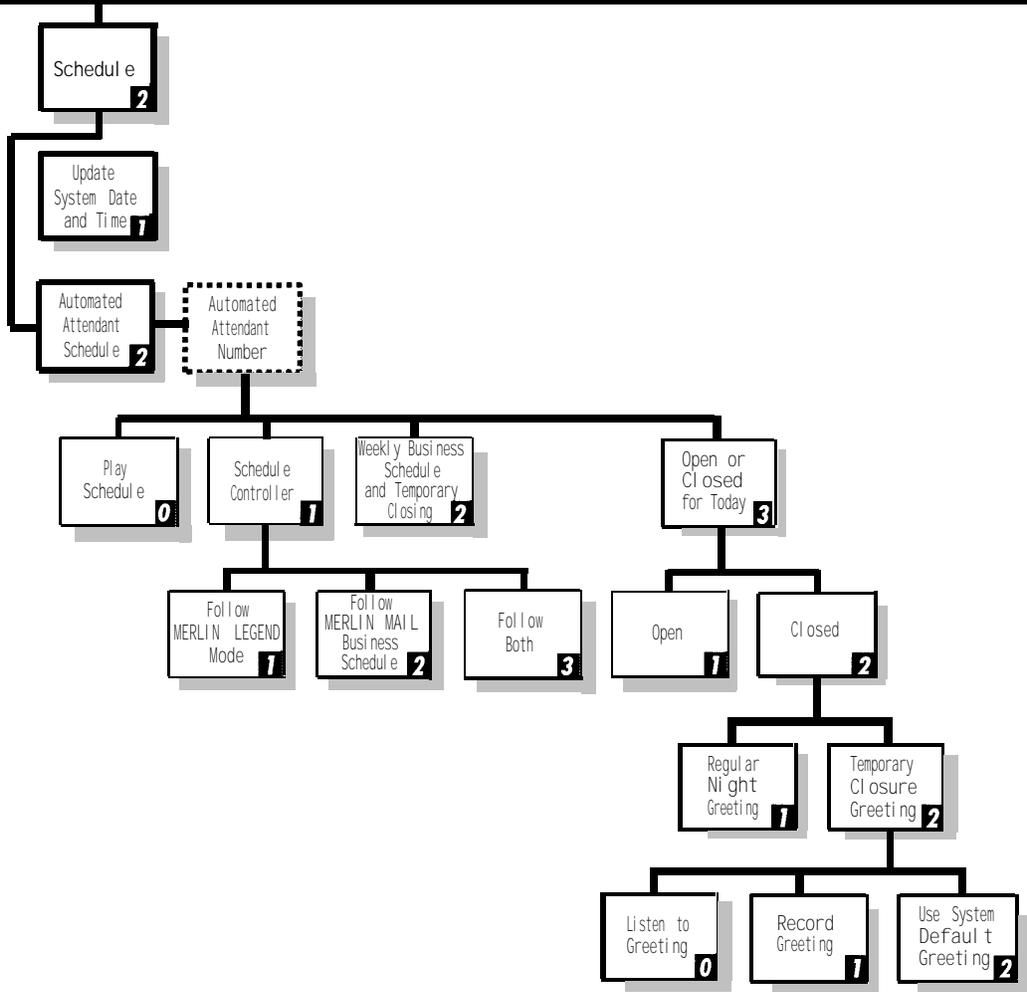
Programming Hierarchy

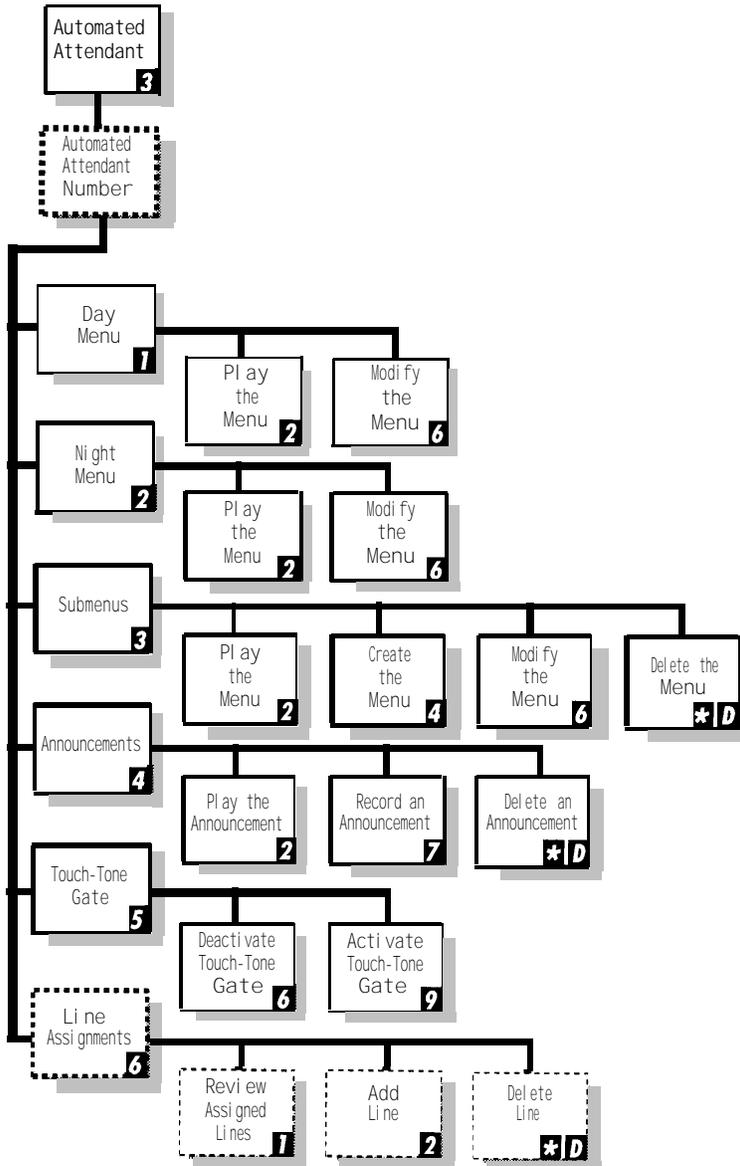
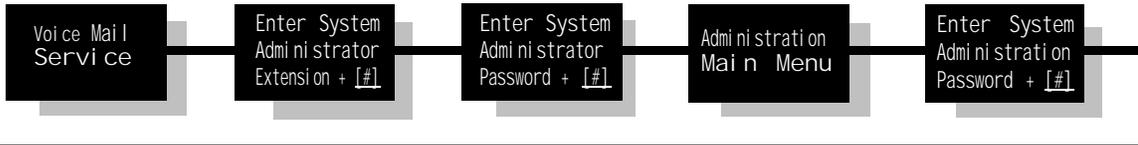
H

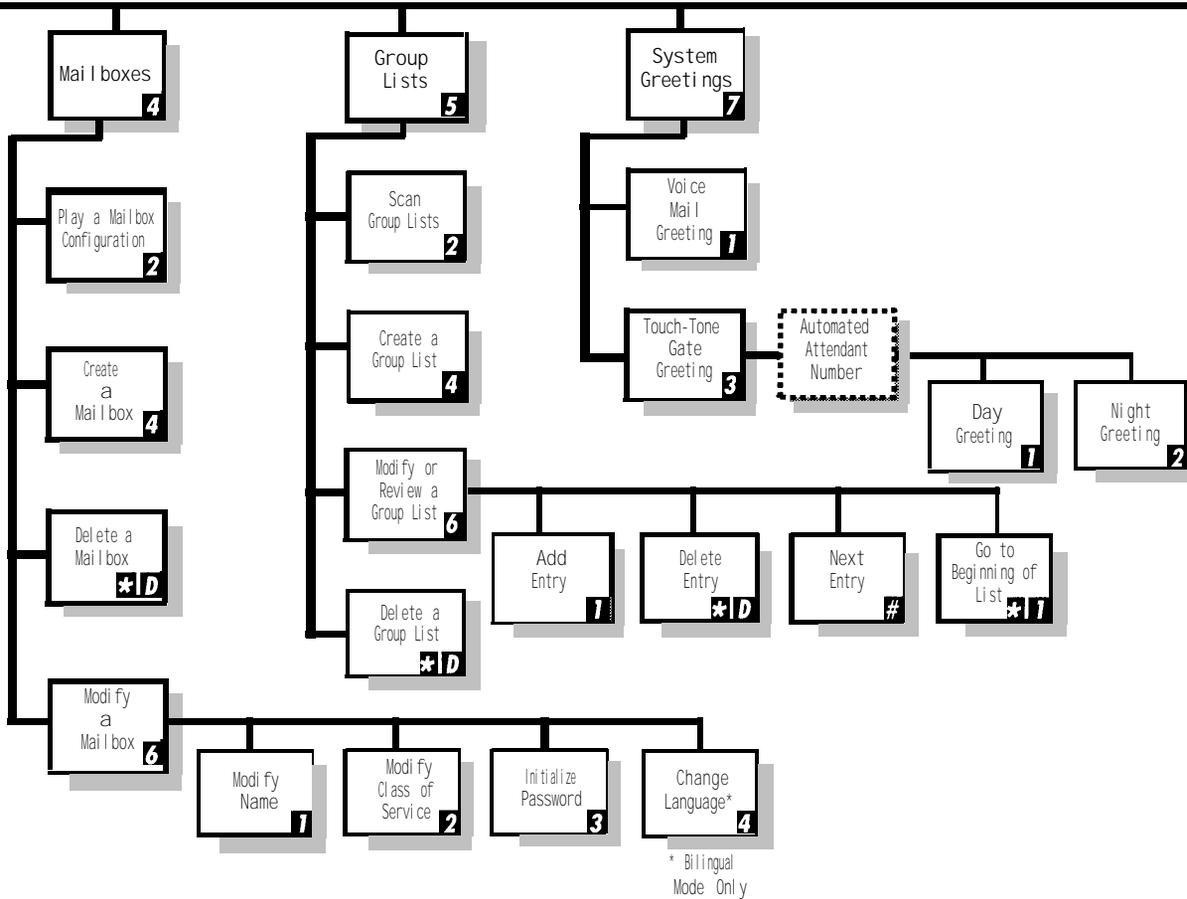
Programming Hierarchy

Following is a foldout Programming Hierarchy to help you program your MERLIN MAIL Voice Messaging System Release 3.



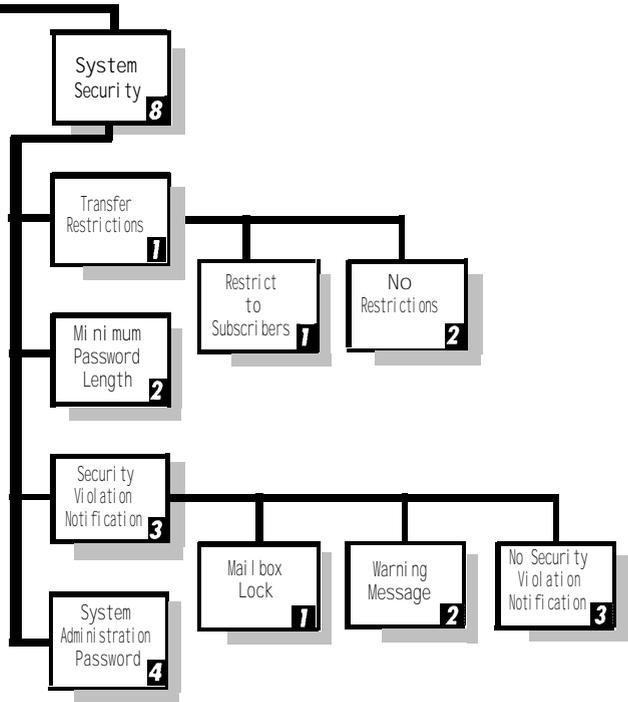






Note:

Options in dashed boxes are available only if system is set up for Multiple Automated Attendant Operation. The Line Assignments option is available only if the system is programmed for Multiple Automated Attendant operation and Automated Attendant 2 or 3 is chosen.



Glossary

A

Announcement

An informative message that provides frequently requested information. It is pre-recorded by the System Administrator and plays to callers who select it from the Automated Attendant Service Main Menu or a Submenu.

Automated Attendant

An Automated Attendant automatically answers and directs incoming calls to the desired extensions or plays an announcement selected by the caller. There are up to three Automated Attendants that maybe programmed. .

Automated Attendant Service

See *Automated Attendant*.

Automated Attendant Touch-Tone Gate Day Greeting

The Automated Attendant Touch-Tone Gate Day Greeting plays during the hours that a company is open for business, if the Touch-Tone Gate is On. See also *Automated Attendant Touch-Tone Gate Night Greeting*.

Automated Attendant Touch-Tone Gate Night Greeting

The Automated Attendant Touch-Tone Gate Night Greeting plays during the hours that a company is closed, if the Touch-Tone Gate is On.

B

Bilingual Mode

MERLIN MAIL system operation that allows callers to select one of two languages in which system prompts, menus, and announcements are played. Bilingual language combinations are English/French, French/English, English/Spanish, and Spanish/English. See also *Primary System Language* and *Secondary System Language*.

Broadcast Message

A feature that lets the System Administrator send a message to all voice mail subscribers at the same time without having to address it to each extension.

Bulletin Board

The System Administrator can create Bulletin Board mailboxes, which allow subscribers to record messages that can be accessed by callers. These messages can be modified easily, without entering System Administration.

Business Schedule

The days and hours that a business is open or closed. This programmable option can be used to determine when the Automated Attendant Day or Night greetings and menus play.

C

Call Answer Service

The system feature that allows callers to leave a message or to transfer to another extension when their calls are not answered by the called party.

Call Answer Service Mailbox

Storage space assigned to MERLIN MAIL system subscribers where messages can be left for the subscriber. Call Answer Service mailboxes are identified by voice mailbox numbers, which are the usually the same as the subscriber's extension number. The General Mailboxes have their own mailbox numbers.

Call Answer Service Operator

The person to whom calls are transferred when: the Automated Attendant Dial 0/Timeout Action is set to Transfer to Call Answer Service Operator and callers press q ; or callers do not make a selection from the Automated Attendant Service Main Menu or Submenu; or callers do not respond to the Automated Attendant Touch-Tone Gate. In Call Answer Service, where calls are transferred when callers press q and the subscriber has not programmed a Personal Operator.

Calling Group

A group of extensions that perform a similar function. A Calling Group can be administered to provide Group Coverage for one or more Coverage Groups. See also *Group Calling*, *Coverage*, and *Coverage Group*.

Class of Service (COS)

This parameter defines the characteristics of a mailbox. Identifies the total mailbox storage space (0, 5, 10, or 60 minutes), maximum message length (2, 5, 10, or 15 minutes), the type of transfer (Unsupervised, Supervised, or No Transfer), the Outcalling permission (permitted or not permitted), and the Mailbox type (Call Answer, Automated Attendant, Bulletin Board, or Transfer-Only).

CNG

In the data communications environment, a fax calling tone that indicates that a fax machine is ready to transmit.

COS

See *Class of Service*.

Coverage

This feature designates an alternate answering position when the extension called is busy or does not answer. It is programmed by the MERLIN LEGEND System Manager.

Coverage Delay Interval

The number of times a call will ring at an extension without personal coverage but covered by a Calling Group before the call is sent to an assigned Calling Group (group coverage receiver). If any personal coverage (primary or secondary) is available, the Delay Ring Interval is added to this ring delay for a total ring delay value.

Coverage Group

A group of extensions that is programmed to be covered by the same Group Coverage receiver(s). Individual extensions or a Calling Group (such as the MERLIN MAIL Calling Group) can be a Group Coverage receiver.

D

Delay Ring

A MERLIN LEGEND ringing option that provides a delay before the telephone rings. The delay is 2 rings for outside line, SA, and ICOM buttons. The delay is determined by the programmed Delay Ring Interval (1-6 rings) on Cover buttons.

Delayed Answer

The MERLIN MAIL feature that allows MERLIN MAIL system ports to answer a call after a delay of four rings. See also *Immediate Answer*.

Delayed Call Handling

Call Handling mode in which the MERLIN LEGEND system operator (or other MERLIN LEGEND extensions) are the principal handlers for incoming (external) calls.

Dial Plan

The extension assignments for all equipment (voice or data) connected to the communications system. Also called *Numbering Plan*.

Dial 0/Timeout Action

Automated Attendant feature in both monolingual and bilingual mode that determines how a call is processed when a caller dials 0 (zero) or when a caller does not make a selection from the Main Menu or from a Submenu. Calls can be transferred to the system operator, connected to the General Mailbox, transferred to an extension, or can be disconnected. This option is programmed separately for day and night operation by the System Administrator.

With the Touch-Tone Gate On, this feature also determines how a call is processed if the caller does not respond to the Touch-Tone Gate within 4 seconds after the Touch-Tone Gate Greeting finishes playing.

Directory

Subscribers are listed in the Directory by either their last name or their first name. Callers and subscribers can use the Directory to reach a subscriber whose extension they do not know. In addition, subscribers can use the Directory to address messages to other subscribers.

E

Exclusion List

When the MERLIN LEGEND Night Service with Outward Restriction feature is used, the subscribers who can make external calls without entering a password when Night Service is activated. Subscribers who are not on this list must enter a password to make external calls when Night Service is activated.

Extension

Number that identifies a phone or other voice or data equipment connected to the system. Extension numbers can be one to four digits.

F

Factory Settings

The settings that are in effect when the MERLIN LEGEND Communications System or the MERLIN MAIL Voice Messaging System is shipped. Sometimes these settings are referred to as default settings.

Fax Message-Waiting Receiver

The extension designated to receive message-waiting indications for calls directed to the fax extension or fax Calling Group. See also Message-Waiting Receiver.

Fax Tone

See CNG.

G

General Mailbox

A Call Answer Service mailbox where callers can leave messages if they are dialing from a rotary phone, or do not know the extension of the person they would like to contact. There is one General Mailbox for each Automated Attendant. See also *General Mailbox Owner*.

General Mailbox Owner

The individual responsible for transferring messages from a General Mailbox to the appropriate subscriber. The message-waiting indicator on the General Mailbox owner's phone lights whenever a message is placed in the General Mailbox.

Greeting

Initial message that plays to callers. See also *Automated Attendant Touch-Tone Gate Day Greeting*, *Automated Attendant Touch-Tone Gate Night Greeting*, *Personal Greeting*, *Temporary Closure Greeting*, and *Voice Mail Greeting*.

Group Calling

A feature that directs calls to a group of people assigned to handle the same type of call. A single extension number is assigned to the group and is used by internal and external callers to reach the group. See also *Calling Group*.

Group Coverage

Extensions that are grouped together so that they get coverage by the designated group coverage receiver(s). The Calling Group for the MERLIN MAIL system can be designated as a coverage receiver for one or more coverage groups.

Group List

A list of subscribers programmed into the MERLIN MAIL system and assigned a number (1-99) so that subscribers can record a single message and send it to everyone on the list at the same time simply by using the Group List number. The System Administrator maintains Group Lists.

Guest Mailbox

A Call Answer Service mailbox assigned to visitors, guests, or employees who need to receive messages but do not have a phone assigned to them. Callers using any of the MERLIN MAIL system services can leave messages in a guest mailbox, however the system operator cannot transfer calls to a guest mailbox. If you want the system operator to transfer calls to a guest mailbox, set up a phantom station for the subscriber. See also *No Transfer*.

H

Hunt Pattern

The search pattern used by the Group Calling feature to find the next available extension for answering a call. The MERLIN MAIL Calling Group should be administered for a *linear* hunt pattern. If this search pattern is specified, the first member is selected. If the first port is not available, the next port is selected. The search continues in a linear manner until an available port is found.

I

Immediate Answer

The MERLIN MAIL feature that allows MERLIN MAIL ports to answer a call after one ring. Immediate Answer (No Delayed Answer) is the factory setting. Contrast with *Delayed Answer*.

Immediate Call Handling

Call Handling mode in which the MERLIN MAIL Automated Attendant serves as the primary call handler for incoming (external) calls. The MERLIN LEGEND system operator serves as backup for the Automated Attendant.

K

Key System

A telephone system that uses Intercom buttons on telephones for placing and receiving internal calls and where each outside line appears on its own button.

L

Line Assignments

A MERLIN MAIL feature used to assign the lines that should be answered by Automated Attendant 2 and Automated Attendant 3, when MERLIN MAIL is configured for Multiple Automated Attendants. Lines that are not specifically assigned to Automated Attendant 2 or Automated Attendant 3 are assigned by default to Automated Attendant 1.

M

Mailbox

See *Call Answer Service Mailbox*.

Main Menu

A list of options presented to the caller from which the caller selects an option by entering the corresponding Selector Code. Based on predefine associations between menu options and Selector Codes, an Automated Attendant routes the call to a specific extension, mailbox, Submenu, or an announcement. The System Administrator can program Day and Night Main Menus for Automated Attendant that play when your business is open or closed. See also *Selector Code*.

Main Menu Prompt

The list of options that plays to callers reaching the Automated Attendant. It describes to callers what is available on the Main Menu and can provide a list of Selector Codes that callers can enter to get to the extension, mailbox, Submenu, or announcement they want.

Message-Waiting Receiver

An extension designated to receive message-waiting indications for calls directed to a Calling Group. See also *Fax Message-Waiting Receiver*.

Monolingual Mode

MERLIN MAIL system operation in which a single language is used for system prompts, menus, and announcements. The available languages are English, French, and Spanish. Contrast with *Bilingual Mode*.

Multiple Automated Attendant

There can be up to three Automated Attendants if the system is operating in Multiple Automated Attendant mode. Each Automated Attendant has its own Day and Night Menu.

N

Night Service

MERLIN LEGEND feature that causes calls to ring at specially assigned stations in addition to where calls would normally ring. It is usually activated after normal business hours.

No Transfer

A MERLIN MAIL system transfer type that is normally used for the mailboxes of visitors, guests, or employees who need to receive messages but do not have a phone assigned to them. See also *Supervised Transfer*, *Unsupervised Transfer*, and *Guest Mailbox*.

Numbering Plan

See *Dial Plan*.

O

Outcalling

A MERLIN MAIL system feature that calls up to five outside or inside numbers, or pager/beepers, to inform a subscriber when a new message has arrived in his or her mailbox. Subscribers administer their own Outcalling number list, their Outcalling schedule, the number of cycles the Outcalling list is dialed, the minimum number of minutes to wait between Outcalling attempts, and can turn Outcalling On or Off as required. This feature is only available if a subscriber's voice mailbox has a Class of Service that permits its use.

Outcalling Cycles

The number of times the system dials the designated Outcalling numbers in the Outcalling list, when Outcalling is On and a call is left in a subscriber's mailbox.

Outcalling List

The programmed telephone numbers that the system dials, when Outcalling is On and a call is left in a subscriber's mailbox. There can be up to five numbers (up to 60 digits each) in an Outcalling list.

Outcalling Schedule

The time during which Outcalling will be attempted, if Outcalling is On and a call is left in a subscriber's mailbox.

Overflow Coverage

The method of designating a secondary Calling Group or the Queued Call Console (Hybrid/PBX only) to receive calls when the number of calls waiting in the queue for the primary Calling Group is equal to or greater than the programmed Overflow Coverage Threshold. See also *Overflow Coverage Threshold*.

Overflow Coverage Threshold

The programmable number of calls that can wait in the queue for a Calling Group before calls are sent to another Calling Group by the Overflow Coverage feature. See also *Overflow Coverage*.

P

Personal Greeting

A greeting recorded by a subscriber that callers hear when they are transferred to a subscriber's mailbox.

Personal Operator

An extension or mailbox that receives calls if a caller dials q when the caller reaches the subscriber's voice mailbox. Each subscriber can program a Personal Operator.

Port Allocation

The process of assigning MERLIN MAIL system services to each port.

Primary System Language

In bilingual mode, the default language used for playing system prompts, menus, and announcements to callers. Contrast with *Secondary System Language*.

R

Registered Subscriber

An extension that has a mailbox (Call Answer Service mailbox, Automated Attendant mailbox, Bulletin Board mailbox, or Transfer-Only mailbox).

Return Time Interval

See *Transfer Return Interval*.

RMD

Remote Maintenance Device. A device used by AT&T or an authorized dealer to call the system and perform maintenance and diagnostic services on the MERLIN MAIL system unit from a remote location.

S

Schedule Controller

Determines whether the MERLIN LEGEND mode (Night Service), the MERLIN MAIL Business Schedule, or a combination of both control the Day and Night service operation of the Automated Attendant. Each Automated Attendant has its own Schedule Controller.

Secondary System Language

In bilingual mode, the alternate language that callers can choose to play system prompts, menus, and announcements. Contrast with *Primary System Language*.

Security

Measures taken against the possibility of toll fraud. Look for Security Alerts throughout the book for information about protecting your system.

Security Violation Notification

One of three actions that takes place when there are too many consecutive unsuccessful attempts to log into a mailbox.

Selector Code

A one-digit number (1-9) representing a menu option that callers select from a Main Menu or from a Submenu to transfer them to an extension or mailbox, play a Submenu, or play an announcement. Selector Codes can also be reserved for direct dialing of individual extension numbers. See also *Selector Code Action*.

Selector Code Action

The type of action taken when a caller enters a Selector Code. The possible actions are: transfer a caller to a predetermined extension or mailbox, play a Submenu, play an announcement, prompt to transfer to an extension, or direct (unprompted) transfer to an extension using a selector code as the first digit of the extension. See also *Selector Code*.

Single Automated Attendant

With Single Automated Attendant operation there is one Day Menu and one Night Menu. If you configure your system for Multiple Automated Attendant operation, each Automated Attendant has its own Day and Night Menu.

Submenu

A lower-level menu selected from a Main Menu or from another Submenu that presents additional options that a caller can select by entering the corresponding Selector Code. Based on predefined associations between Selector Codes and Selector Code Actions, Automated Attendant Service routes the call to an extension, mailbox, Submenu, or an announcement.

Submenu Prompt

The list of options that play after callers select a Submenu from a Main Menu or from another Submenu. The script offers the list of options available on the Submenu and gives the Selector Codes for callers to dial to reach the extension, mailbox, Submenu, or announcement they want.

Subscriber

A person whose extension is registered with the MERLIN MAIL system. Every subscriber has a mailbox. The mailbox number is usually the same as the subscriber's extension number.

Supervised Transfer

The transfer type in which the MERLIN MAIL system monitors a call to see if it is answered. The MERLIN MAIL system returns to the caller if it detects a busy signal or the call remains unanswered after four rings. In such cases, callers are given two options: leave a message or choose another extension. Supervised Transfer should be used only when a phone does not have coverage assigned to it. See also *Unsupervised Transfer* and *No Transfer*.

System Administrator

The person who updates and changes the MERLIN MAIL system to meet the company's requirements. The System Administrator is a registered voice mail subscriber.

System Administration Password

A password used to access the menus needed to administer the system.

System Language

In monolingual mode, the language in which the prompts, announcements, and Submenus are played. See also *Primary System Language* and *Secondary System Language*.

System Parameters

Programmable settings that allow the MERLIN LEGEND Communications System and the MERLIN MAIL system to be customized according to business needs. Prior to installation, each system is programmed with factory-set system parameters.

T

Temporary Closure Greeting

A special greeting that can be recorded to play to callers when a company closes for a holiday or unexpectedly because of inclement weather, emergency, or other reasons.

Toll Fraud

The unauthorized use of your telecommunications system by third parties to make long distance telephone calls. Under the law, you, the customer are responsible for paying part or all of those unauthorized calls.

Touch-Tone Duration

The length (specified in milliseconds) of the touch-tone codes sent between a communications system and a voice messaging system.

Touch-Tone Gate

A programmable feature that determines quickly whether a caller is dialing from a rotary phone. When the Touch-Tone Gate is On, callers reaching an Automated Attendant must dial a digit before the Main Menu plays. If this digit is dialed, the MERLIN MAIL system plays the Main Menu. If the digit is not dialed, the call is handled as specified by the Automated Attendant Dial 0/Timeout Action. If the Touch-Tone Gate is Off, callers who are calling from a rotary phone must listen to the entire Main Menu before their calls are handled according to the Dial 0/Timeout Action specified.

In bilingual operation, the Touch-Tone Gate also allows callers to select the primary language by dialing **[1]**, or the secondary language by dialing **[*][1]**.

Touch-Tone Interval

The interval (specified in milliseconds) between touch-tone codes sent between a communications system and a voice messaging system.

Touch-Tone Receivers

A device used to decode DTMF (dual-tone multifrequency) touch-tones. Touch-Tone Receivers are included in some MERLIN LEGEND modules.

Transfer Redirect Extension

The extension number to which transferred calls are redirected if the calls have not been answered or the extensions are busy and do not have coverage. The default extension is the first operator's extension. This extension can also be a Queued Call Console (QCC), another extension, or the extension of the MERLIN MAIL Calling Group. The Transfer Redirect extension is programmed by the MERLIN LEGEND System Manager.

Transfer Return Interval

The number of times a transferred call will ring at the transfer destination before it returns to the transfer originator. See also *VMS Transfer Return Interval*.

Transfer Restrictions

Prevents subscribers and callers from committing toll fraud by transferring to an outside line or outside operator who could place a call for them.

Transfer-Only Mailbox

A mailbox that has no message storage space allotted it. It is used in conjunction with Transfer to Registered Subscribers Only, to allow calls to be transferred to extensions that do not need Call Answer Service.

Transfer Type

Type of transfer that is administered for a subscriber's mailbox. A mailbox can be administered for Supervised Transfer, Unsupervised Transfer, or No Transfer.

U

Unsupervised Transfer

The transfer type in which the MERLIN MAIL system transfers a call without waiting to see if the extension requested is busy or if the call is answered. This reduces the time the MERLIN MAIL system port is tied upon a call and is the recommended type of transfer. See also *Supervised Transfer* and *No Transfer*.

V

VMS Transfer Return Interval

The number of times a call transferred by the MERLIN MAIL system to extensions without coverage will ring before the call is redirected to the Transfer Redirect Extension. See also *Transfer Redirect Extension*.

Voice Mail Greeting

The greeting that plays to subscribers who call Voice Mail Service.

Voice Mail Service

A MERLIN MAIL service that allows subscribers to send messages to other subscribers, retrieve their own messages, record their own greetings, and create their own passwords and program their own Personal Operator.

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