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Bell Labs Innovations



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# MERLIN<sup>TM</sup>

COMMUNICATIONS SYSTEM

USER'S GUIDE FOR  
BASIC TOUCH-TONE  
AND ROTARY TELEPHONES

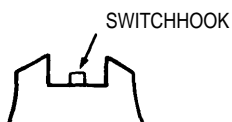
# User's Guide for Basic Touch-Tone and Rotary Telephones

The MERLIN™ communications system enhances the versatility and efficiency of your basic Touch-Tone or rotary telephone. Your telephone is now connected to a technologically advanced control unit that provides special features. You access these features by using dialing codes and switchhook signals, and you communicate with all other MERLIN system users via an intercom network.

## GETTING STARTED

Important facts to remember for better performance:

### ***Know the “switchhook” operation***



Now that your telephone is part of the MERLIN system, the switchhook does more than just disconnect calls. It also serves to send special signals to the control unit. These signals allow you to use the convenient features of the MERLIN system.

To send a signal, press the switchhook down firmly as far as it will go and then release it. If you do not press the switchhook long enough, the signal does not work. A longer than necessary press will disconnect a call.

### ***Know the different dial tones***

Intercom and outside dial tones sound different. Intercom dial tone is what you hear when you first lift the handset to make a call.

## PLACING CALLS

### ***To Place an Intercom Call***

- Lift handset (hear intercom dial tone).
- Dial intercom number (hear ringing on line).

### ***To Place an Outside Call***

- If your system is square\*:
  - Lift handset (hear intercom dial tone).
  - Dial 88 (hear outside dial tone).
  - Dial outside number (hear ringing on line).
- If your system has Button Access to Line Pools\*:
  - Lift handset (hear intercom dial tone).
  - Dial 9 (hear outside dial tone).
  - Dial outside number (hear ringing on line).

\* If you don't know what type of system you are using, see your system administrator.

- If your system has Dial Access to Line Pools\*:
  - Lift handset (hear intercom dial tone).
  - Dial 9 (hear intercom dial tone).
  - Dial access code (9 or 890-899; hear outside dial tone).
  - Dial outside number (hear ringing on line).

### ***To Place an Outside Call on a Personal Line in a Pooled System\****

- Lift handset (hear intercom dial tone).
- Dial 88 (hear outside dial tone).
- Dial outside number (hear ringing on line).

## ANSWERING CALLS

### ***To Answer Calls***

- Lift handset.
- Begin conversation.

### ***To Answer a Call Ringing at Another Phone (Call Pickup)***

*(Basic Touch-Tone Telephones Only)*

- Lift handset (hear intercom dial tone).
- Dial \* 7.
- Dial the intercom number of the ringing phone.

## REDIALING NUMBERS AUTOMATICALLY

*(Basic Touch-Tone Telephones Only)*

### ***To Redial the Last Number You Dialed on a Square System\* (Last Number Redial)***

- Lift handset (hear intercom dial tone).
- Dial 88 (hear outside dial tone).
- Dial #24 (hear ringing on line).

### ***To Redial the Last Number You Dialed on a Pooled System\* (Last Number Redial)***

- Lift handset (hear intercom dial tone).
- Dial 9 (hear dial tone).
- Dial #24 (hear ringing on line).

### ***To Save an Outside Number for Later Redialing (Saved Number Redial)***

- Place the outside call (as described in Placing Calls).
- Dial #23 immediately (number is now saved).

### ***To Redial a Number You Saved Before on a Square System\* (Saved Number Redial)***

- Lift handset (hear intercom dial tone).
- Dial 88 (hear outside dial tone).
- Dial #23 (hear ringing on line).

### ***To Redial a Number You Saved Before on a Pooled System\* (Saved Number Redial)***

- Lift handset (hear intercom dial tone).
- Dial 9 (hear dial tone).
- Dial #23 (hear ringing on line).

## PUTTING CALLS ON HOLD

### **To Hold a Call**

- Press switchhook down firmly and then release it (hear intercom dial tone).
- Lay handset next to telephone.

### **To Get Back to a Held Call**

- Press the switchhook down twice (press it firmly and then release it).
- Continue conversation.

## TRANSFERRING CALLS

### **To Transfer a Call with Voice Announcement**

- Press switchhook down firmly and then release it (hear intercom dial tone — call is now on hold).
- Dial intercom number (hear ringing on line).
- Announce call when person answers.
- Hang up.

## MAKING 3-WAY CONFERENCE CALLS

### **To Place a Conference Call**

- Place first call.
- Announce call.  
Press switchhook down firmly and then release it (hear intercom dial tone — call is put on hold).
- Place second call.
- Announce call.
- Press switchhook down firmly and then release it (conference is now complete).

### **To Drop the Last Call From a 3-Way Conference Call**

- Press switchhook down firmly and then release it (call added last is dropped from conference).

## USING YOUR LOUDSPEAKER PAGING SYSTEM

### **To Use Your Business' Loudspeaker Paging System to Make an Announcement**

- Lift handset (hear intercom dial tone).
- Dial Loudspeaker Page code (80 for all zones, 81-83 for individual zones).
- Make your announcement.



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# INTERCOM NUMBERS

**INTERCOM  
NUMBER**

**PERSON  
OR LOCATION**

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**10**

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**11**

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**12**

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**13**

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**14**

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# INTERCOM NUMBERS

INTERCOM NUMBER	PERSON OR LOCATION
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