



**MERLIN MAGIX® Integrated System
Supplemental Information for
Release 4.0 Systems**

555-740-SUP
Issue 1
May 2004

Notice

Every effort has been made to ensure that the information in this guide is complete and accurate at the time of printing. Information, however, is subject to change. See Appendix A, "Customer Support Information in *Feature Reference* for important information.

Avaya Web Page

The world wide web home page for Avaya is <http://www.avaya.com>.

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center's Toll Fraud Intervention Hotline at 800 643-2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized or malicious intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs.

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources, including, but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications system and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

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 their own expense. For further FCC information, see Appendix A, "Customer Support Information," in Feature Reference.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. See Appendix A, "Customer Support Information, "FCC Notification and Repair" section for registration numbers and more information regarding Part 68.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Industry Canada (IC) Interference Information

NOTICE: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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

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For more information about Avaya documents, refer to the section entitled "Related Documents" in "About This Guide" in *Feature Reference*.

Support Telephone Number

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

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following website: www.avaya.com/support.

Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their web site at avaya.com/direct or call 800 426-2455.

MERLIN MAGIX® Integrated System Supplemental Information for Release 4.0 Systems

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MERLIN MAGIX® Integrated System Release 4.0 Supplemental Information

The MERLIN MAGIX® Integrated System provides powerful features and advanced telephone network applications and services. Release 4.0 includes all Release 3.0 functionality plus the new features and enhancements described in this supplement.

This guide covers the new feature and the new telephone introduced with Release 4.0. Use the document library for Release 3.0 as a basis, and add the contents of this supplement to that information.

Release 4.0 Enhancement May 2004

The following feature is introduced with Release 4.0 in May, 2004. A full explanation of the feature is on the pages that follow this section.

- **Record-A-Call.** Release 4.0 introduces the Record-A-Call feature that allows users to record telephone voice conversations to their voice mailbox. A Record-A-Call button must be programmed on a multiline telephone to activate the feature. A MERLIN® Messaging System Release 4.0 or later is also required for the Record-A-Call feature to operate.

New Telephone Supported

Release 4.0 of the MERLIN MAGIX system introduces the Avaya 3810 Wireless telephone. The Avaya 3810 Wireless Telephone is a digital telephone designed to work with the MERLIN MAGIX Integrated System Release 1.5 and later. It offers the mobility inherent in a wireless telephone plus access to the features and functionality of the communications system. The Avaya 3810 Wireless telephone connects to the MERLIN MAGIX System using the 412- or 024-TDL Module.

For MERLIN MAGIX system feature functionality, the 3810 telephone functions like a TransTalk® 9040 telephone. For Avaya 3810 Wireless telephone operation and complete instructions on installing and using the Avaya Wireless 3810 Telephone, see *Avaya Wireless 3810 Installation and Use* packaged with the telephone.

Record-A-Call

At a Glance

Users Affected	Multiline telephone users, DLC operators
Reports Affected	Extension Information
Modes	All
Telephones	4406D+, 4412D+, 4424D+, 4424LD+, MLX telephones, ETR telephones, TransTalk 9031/9040, Avaya Wireless 3810
Programming Codes	*769 (Centralized programming only)
Feature Codes	None
4400-Series and MLX Display Labels	
Program menu	Call Record
Button/Inspect	Call Recording
Factory setting	Off
Maximums	None

Description

Record-A-Call allows a user at a multiline telephone to record an active conversation and store it as a voice file in the user's MERLIN Messaging Release 4.0 or later mailbox. The Record-A-Call feature is available for internal and external calls. The feature may also be used when a user has a conference in progress (see details on page 3). The feature is activated and deactivated by pressing the Record-A-Call button on the user's telephone.

- NOTES** ▶
- The display label for Centralized programming and when inspecting the programmed button is `Call Record`. Throughout this section, the programmed button is called the Record-A-Call button for clarity.
 - Record-A-Call can be used on 4406D+, 4412D+, 4424D+, 4424LD+, MLX telephones, ETR telephones, TransTalk 9031/9040, and Avaya Wireless 3810 telephones. Record-A-Call cannot be used on single-line telephones, Multi-Function Modules (MFMs), 4400 telephones or 4400D telephones.

This feature operates with the Record-A-Call feature available with MERLIN Messaging System Release 4.0 and later. The Record-A-Call feature must be enabled through the MERLIN

Messaging System software for the user's mailbox. This involves setting the maximum length for a Record-A-Call message for that user's mailbox in the MERLIN Messaging System.

The MERLIN Messaging System Release 4.0 or later must have at least 4 licensed ports connected to MERLIN MAGIX system extension jacks assigned to an Integrated VMI calling group. A maximum of 50% of the licensed ports on the MERLIN Messaging System can be used for Record-A-Call sessions. See Table 1 for details.

Table 1. Number of Ports Available for Record-A-Call Sessions

Number of ports in VMI calling group supporting messaging	Number of ports available for Record-A-Call sessions
2	None
4	2
6	3
8	4
10	5
12	6

For complete information on MERLIN Messaging System programming, see the *MERLIN Messaging Installation and Programming Guide* or the *MERLIN Messaging System Manager's Quick Reference*.

Activating the Record-A-Call Feature

To record an active call to a MERLIN Messaging System voice mailbox, the user needs only to press a programmed Record-A-Call button. When the feature is successfully activated, the green LED next to the Record-A-Call button is lit steady. On display telephones, line 2 of the display shows *Call Recording*. The MERLIN MAGIX system makes a connection to the MERLIN Messaging system and an announcement is played to inform the user and all parties on the call that the call is being recorded. After the announcement, the users and all parties on the call hear a "beep" tone and the recording of the conversation begins.

NOTE ► The announcement and the beep cannot be changed through system programming and cannot be disabled.

Any active call can be recorded to the user's voice mailbox if it meets the following guidelines:

- An internal or external call must arrive on a System Access (SA), Shared System Access (SSA) button, Personal Line, Cover button, or Pool button.
- The user must be active on the call.
- The user is not receiving a speakerphone page.
- No more than two internal parties and no more than two external parties can be on the call.

- Only one person on the conference call can use the Record-A-Call feature to record the call.
- A user can record only one call at a time.
- A VMI port for the MERLIN Messaging System Release 4.0 and later must be available.
- The Record-A-Call feature is enabled on the user's voice mailbox.
- The user's voice mailbox has not reached its maximum capacity.

If the Record-A-Call feature cannot be activated, the green LED next to the programmed Record-A-Call button does not go on. If the user has a display telephone, the error message `Cannot Record` is shown on the display.

NOTE ► If the Record-A-Call session is not activated, the call is not recorded and the MERLIN MAGIX system does not automatically retry the session. The user must press the programmed Record-A-Call button again to activate the feature.

Deactivating the Record-A-Call Feature

Any one of the following deactivates a Record-A-Call session:

NOTE ► Deactivating a Record-A-Call session stops the recording but does not disconnect the call.

- The recording user presses the programmed Record-A-Call button again.
- The call is disconnected.
- Any user on an the call transfers the call, conferences in another party or puts the call on hold.
- The recording user presses a programmed button for another sequential feature (such as, Conference, Hold, etc.). See the [“Feature Interactions”](#) on page 8 for complete information on each feature.
- The user's voice mailbox reached its maximum capacity.
- The MERLIN Messaging System Release 4.0 or later reached its maximum capacity.
- The Record-A-Call session maximum length has been reached.

NOTE ► The maximum length for a Record-A-Call session is set for a mailbox in MERLIN Messaging System Release 4.0 and later.

- The MERLIN Messaging System Release 4.0 and later detects 15 seconds of silence.

When the Record-A-Call feature is deactivated, the green LED next to the programmed Record-A-Call button goes off. If the user has a display telephone, the Call Recording message is removed from the display. The MERLIN Messaging system is disconnected from the session and the recording is saved in the user's mailbox as a new message and the user's Message Waiting light goes on. The user can access the recording just as with any other type of voice mail message.

If the Record-A-Call session is ended because the maximum capacity is reached for the user's mailbox, for the MERLIN Messaging System, or for the Record-A-Call session, or if the MERLIN Messaging system detects 15 seconds or more of silence, the MERLIN Messaging System Release 4.0 or later system does the following:

- Plays an announcement that advises the user that the maximum message length has been reached.
- Plays an announcement stating that the message will be saved followed by the announcement "Goodbye."
- Saves the recording in the user's mailbox as a new message.
- Disconnects from the call.

NOTE ► Deactivating the call recording because maximum capacities are reached or after 15 seconds of silence does not disconnect the call. If the maximum length for the Record-A-Call session is reached or the MERLIN Messaging system detects 15 seconds of silence, and the user has additional capacity in the mailbox, the user can reactivate the Record-A-Call feature by pressing the programmed Record-A-Call button again.

Programming

A Record-A-Call button can be programmed on 4406D+, 4412D+, 4424D+, 4424LD+, MLX, ETR, TransTalk 9031/9040, and Avaya Wireless 3810 telephones. Programming can be done by the system manager through Centralized programming only and cannot be programmed by the user through Extension programming.

NOTE ► A user can delete a Record-a-Call button using Extension programming but cannot assign a Record-A-Call button to the telephone.

It is recommended (not required) that the Record-A-Call feature be programmed on a button with LEDs. The programming code is *769. The label for programming menus on display telephones is `Call Record`.

Considerations and Constraints

A Record-A-Call button can be assigned by the system manager by using Centralized programming only.

A user can delete a Record-a-Call button using Extension programming but cannot assign a Record-A-Call button to the telephone.

The Record-A-Call feature cannot be activated by using a Feature code.

If a user with a display telephone presses the Feature button during a Record-A-Call session, only the Follow Me feature is shown on the display. For all other features, pressing the Feature button is

ignored, the Record-A-Call session remains active and the user's telephone display returns to the Home screen.

It is recommended (not required) that the Record-A-Call feature be programmed on a button with LEDs.

Only one Record-A-Call button can be programmed on a telephone.

The green LED on the programmed Record-A-Call button is lit steady when the feature is activated and goes off when the feature is deactivated. The red LED next to the programmed Record-A-Call button is not used for the feature and is always off.

If the recording user switches between handset, speakerphone or headset use on the call, the Record-A-Call session is not deactivated.

A user can record only one call at a time.

Users that are members of the same coverage group cannot use the Record-A-Call feature on the same call.

Only one person on the conference call can use the Record-A-Call feature to record the call.

The recording user cannot place the Record-a-Call session on hold by pressing the Hold button.

The Record-A-Call feature can be used on all line types.

A user cannot activate the Record-A-Call feature while in the following modes:

- Programming
- Forced idle
- Feature (if the telephone is off-hook)
- Test
- Administration
- Maintenance
- Personal Directory programming mode
- Inspect mode
- Entering a pound (#), star (*) or feature code
- Activating the Drop feature

Telephone Differences

Direct-Line Console (DLC)

A Record-A-Call button can be programmed on a DLC allowing DLC operators to record calls to the operators voice mailbox.

Queued Call Console (QCC)

Since the Record-A-Call feature requires a programmed button, it cannot be used on a QCC.

4400-Series Telephones

A Record-A-Call button can be programmed on a 4406D+, 4412D+, 4424D+, or 4424LD+ telephone.

Since the Record-A-Call feature requires a programmed button, it cannot be used on 4400 and 4400D telephones.

Other Multiline Telephones

A Record-A-Call button can be programmed on a MLX and ETR telephones.

Wireless Telephones

A Record-A-Call button can be programmed on a TransTalk 9031/9040 or Avaya 3810 Wireless telephone.

Single-Line Telephones

Since the Record-A-Call feature requires a programmed button, it cannot be used on a single-line telephone or any tip/ring device connect to a Multi-Function Module (MFM).

Feature Interactions

Account Code Entry /Forced Account Code Entry	The recording user can enter an account code during a Record-A-Call session and the session remains active.
Alarm Clock	The recording user with a 4412D+, 4424D+, 4424LD+, and MLX display telephone can set or cancel the Alarm clock during a Record-A-Call session and the session remains active.
Authorization Code	<p>The recording user cannot enter an authorization code during a Record-A-Call session.</p> <p>If the recording user presses a programmed Authorization Code button, it is ignored and the Record-A-Call session remains active.</p> <p>If the recording user tries to activate the Authorization Code feature by pressing the Feature button and dialing the feature code, the action is ignored, the Record-A-Call session remains active and the user's telephone display returns to the Home screen.</p>
Auto Dial	<p>If the recording user presses an Inside Auto Dial and DSS buttons during a Record-A-Call session, the session is deactivated. This is because the MERLIN MAGIX system attempts to transfer the call.</p> <p>If the recording user presses an outside Auto Dial button, the Record-A-Call session remains active.</p>
Barge-In	When a Record-A-Call session is active, the Barge-In feature cannot be used to join the call. A user that tries to barge-in a Record-A-Call session hears a reorder tone.
Call Screening	A screened call cannot be recorded with the Record-A-Call feature.
Callback	The recording user can receive a Callback call during a Record-A-Call session.
Camp-On	<p>The recording user cannot use the Camp-On feature during a Record-A-Call session.</p> <p>If the recording user presses a programmed Camp-On button, it is ignored and the Record-A-Call session remains active.</p> <p>If the recording user tries to activate the Camp-On feature by pressing the Feature button and dialing the feature code, the action is ignored, the Record-A-Call session remains active and the user's telephone display returns to the Home screen.</p>

Conference	<p>If the recording user presses the Conference button during a Record-A-Call session, the session is deactivated.</p> <p>If the user wants to record a conference call, the recording user can add parties to the call then activate the Record-A-Call feature. A maximum of the recording user, one additional internal party and a maximum of two external parties can be on the call. The Record-A-Call session counts as the third internal party allowed in the conference maximum.</p> <p>The recording user cannot drop the Record-A-Call session by pressing the Drop button.</p> <p>Only one person on the conference call can use the Record-A-Call feature to record the call.</p> <p>The recording user cannot activate the Record-A-Call session while a call is on hold for conference on the user's telephone.</p> <p>The number of conference participants shown on display telephones does not include the Record-A-Call session in the count.</p>
Coverage	<p>Calls that arrive on Primary Coverage or Secondary Coverage or Group Coverage buttons can be recorded.</p> <p>Users that are members of the same coverage group cannot use the Record-A-Call feature on the same call.</p> <p>Calls sent to Integrated or Generic VMI ports cannot be recorded.</p>
Direct Line Console (DLC)	<p>A Record-A-Call button can be programmed on a DLC allowing DLC operators to record calls to a the operators voice mailbox.</p>
Direct Station Selector (DSS)	<p>If the recording user presses an Inside Auto Dial and DSS buttons during a Record-A-Call session, the session is deactivated. This is because the MERLIN MAGIX system attempts to transfer the call.</p>
Direct Voice Mail	<p>A call placed by using Direct Voice Mail cannot be recorded.</p>
Directories	<p>Calls made by using System, Extension, or Personal directories can be recorded.</p> <p>The recording user with a 4412D+, 4424D+, 4424LD+, or MLX display telephones can dial numbers by selecting listings from the display but cannot use the System, Extension or Personal Directory during a Record-A-Call session.</p> <p>If the recording user tries to activate a Directory by pressing the Feature button and dialing the feature code, the action is ignored, the Record-A-Call session remains active and the user's telephone display returns to the Home screen.</p>
Do Not Disturb	<p>A recording user can activate or deactivate Do Not Disturb during a Record-A-Call session and the session remains active.</p>
Extension Status	<p>Calling group agents recording calls can log in and out of calling groups (ES1 or ES2) and Release 2.1 and later systems, After Call Work or Auxiliary Work Time) during a Record-A-Call session and the session remains active.</p>

Forward and Follow Me	A recording user can activate or deactivate Forward or Follow Me during a Record-A-Call session and the session remains active.
Group Calling	A Group Calling call may be recorded as long as the calling group member has voice mail coverage.
Hands-Free Answer Intercom (HFAI)	A recording user can activate or deactivate the Hands-Free Answer Intercom (HFAI) feature during a Record-A-Call session and the session remains active.
Headset Options	A user with a headset can activate or deactivate Headset mode during a Record-A-Call session and the session remains active.
Hold	If the recording user presses the Hold button during a Record-A-Call session, the session is deactivated.
Inspect	A recording user can enter or exit the Inspect mode during a Record-A-Call session and the session remains active.
Messaging	<p>The recording user can retrieve a message or post a message during a Record-A-Call session by using the MERLIN MAGIX Messaging feature.</p> <p>The recording user cannot use the Return Call feature during a Record-A-Call session.</p>
Music-On-Hold	System Music-On-Hold if programmed is heard when a Record-A-Call session is placed on hold for conference.
Paging	Loudspeaker Paging and Speakerphone Paging calls cannot be recorded.
Park	If the recording user parks a call during a Record-A-Call session, the session is deactivated. Once an extension answers a parked call, the call can be recorded.
Personal Lines	If a call on a Personal Line is being recorded, another user sharing the Personal Line cannot bridge on to the call.
Pickup	When an extension answers a call by using Pickup, the call can be recorded.
Pools	If an extension uses Dial Access to make a call, the call can be recorded. A call placed or answered on a Pool button can be recorded.
Privacy	A recording user can activate or deactivate the Privacy feature during a Record-A-Call session and the session remains active.
Queued Call Console (QCC)	Since the Record-A-Call feature requires a programmed button, it cannot be used on a QCC.
Recall/Timed Flash	If the user presses the Recall button during a Record-A-Call session, the session is deactivated.

Redial	<p>A call placed by using the Redial feature can be recorded.</p> <p>If the recording user presses programmed Redial button during a Record-A-Call session, the action is ignored and the session remains active. If digits are stored for redial, the digits are dialed and can be heard on the call.</p> <p>If the recording user tries to activate Redial by pressing the Feature button and dialing the feature code, the action is ignored, the Record-A-Call session remains active and the user's telephone display returns to the Home screen.</p>
Reminder Service	A Reminder Service call cannot be recorded.
Service Observing	A Record-A-Call session cannot be observed.
Signal/Notify	A recording user can manually signal another extension by using either the Signal or Notify feature during a Record-A-Call session and the session remains active.
Speed Dial	<p>If an extension uses Personal or System Speed Dial to place a call, the call can be recorded.</p> <p>If the recording user presses programmed Speed Dial button during a Record-A-Call session, the action is ignored and the session remains active. The digits are dialed and can be heard on the call.</p>
System Access/ Intercom Buttons	<p>Calls received or placed on a System Access or Shared System Access (SSA) button can be recorded.</p> <p>If a call on a Shared System Access button is being recorded, another user cannot bridge onto the call.</p>
Timer	The recording user with a 4412D+, 4424D+, 4424LD+, and MLX display telephone can start or stop the timer during a Record-A-Call session and the session remains active.
Transfer	<p>Transferred calls can be recorded after the transfer is complete.</p> <p>Calls on hold for transfer cannot be recorded.</p> <p>Active Record-A-Call sessions cannot be transferred.</p>
UDP Features	Calls coming across a private network can be recorded just like outside calls.
Voice Announce	The recording user with a MLX telephone cannot received Voice Announce calls during a Record-A-Call session.

Avaya Wireless 3810 Telephone

Description

The Avaya 3810 Wireless Telephone is a digital telephone designed to work with the MERLIN MAGIX Integrated system. The Avaya 3810 Wireless telephone operates like the TransTalk 9040 Wireless telephone. It offers the mobility inherent in a wireless telephone plus access to the features and functionality of the communications system. The Avaya 3810 Wireless telephone connects to the MERLIN MAGIX System using the 412- or 024-TDL Module.

The MERLIN MAGIX system recognizes the Avaya 3810 Wireless telephone as a TransTalk® 9040 telephone. MERLIN MAGIX system features function similar to the TransTalk 9040 telephone with the following exceptions:

- The Avaya 3810 Wireless telephone does not have a fixed Feature button. Also, a Feature button cannot be programmed on a 3810 telephone. To use features, the user must use press the # button before dialing the feature code. For example, to enter an account code, the user selects presses the Talk button (the factory setting is to select a System Access button) and dials #82.
- Any feature requiring use of a Feature button cannot be used on the Avaya 3810 Wireless Telephone.
- The Avaya 3810 Wireless telephone operates differently than the TransTalk 9040 telephone. For complete instructions on installing and using the Avaya Wireless 3810 Telephone, see *Avaya Wireless 3810 Installation and Use* packaged with the telephone.

NOTE ► All other feature descriptions, functions and programming instructions for the TransTalk 9040 telephone in the MERLIN MAGIX Integrated System Release 3.0 library also applies to the Avaya 3810 Wireless Telephone.

Telephone Features

The Avaya 3810 telephone uses long-range 900 MHz digital technology and provides the following features:

- 2-line, 32 character Handset Liquid Crystal Display (LCD)
- 4 displayed operation modes indicating Talk, Ringer On/Off, Battery Low, and Message Waiting
- Single button access to fixed features — Hold, Transfer, Conference, and Redial
- 4 programmable buttons to access features of the communications system
- 10 channels
- Headset jack
- Ringer and Handset volume control

- Vibrate alert
- Base Unit and Charger Unit

Handset

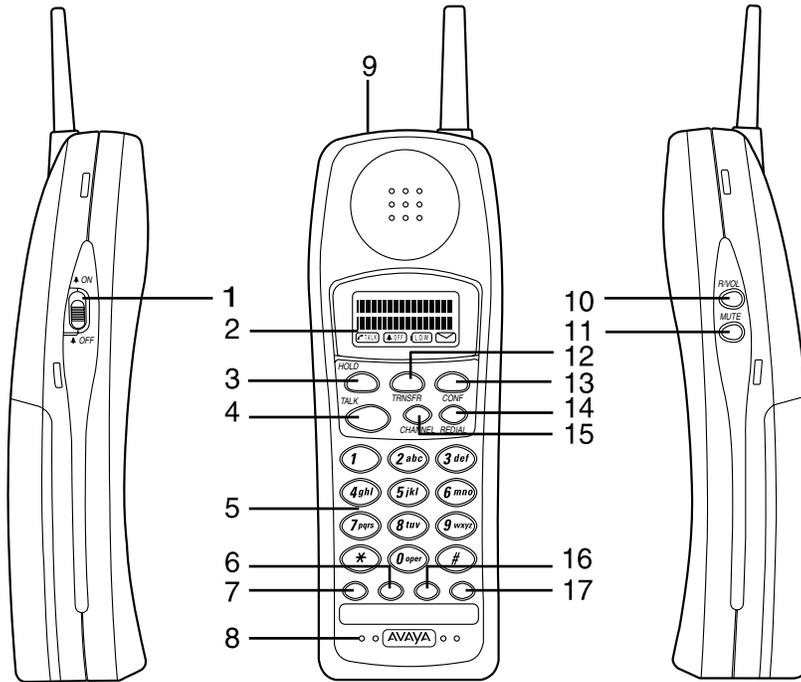


Figure 1. Avaya 3810 Wireless Telephone Handset

- | | |
|------------------------|-------------------------------|
| 1 Ringer ON/OFF switch | 10 Volume (R/VOL) Button |
| 2 Handset Display | 11 Mute (MUTE) Button |
| 3 Hold (HOLD) Button | 12 Transfer (TRANSFER) Button |
| 4 Talk (TALK) Button | 13 Conference (CONF) Button |
| 5 Dialpad | 14 Redial (REDIAL) Button |
| 6 Programmable Button | 15 Channel (CHANNEL) Button |
| 7 Programmable Button | 16 Programmable Button |
| 8 Microphone | 17 Programmable Button |
| 9 Head Set Jack | |

Table 2. Description of Handset Buttons

Button	Description
Ringer On/Off Switch (on side)	Turns Handset ringer on or off. The Handset does not ring or vibrate.
HOLD	Places a call on hold until you can return to it.
TALK	Initiates, answers, and disconnects calls.
Dialpad	Twelve-button dialpad for placing calls or accessing features.
Programmable buttons	Features programmed on the 4 programmable buttons are determined by communications system programming. See your System Administrator for information about the features programmed on your buttons.
R/VOL (on side)	Changes earpiece volume when pressed during a call. Changes ringer tones and volume when pressed when the Handset is out of the Charger Unit and not active on a call.
MUTE (on side)	Mutes your conversation so that the other party cannot hear your voice but you can hear theirs.
TRNSFR	Transfers a call to another extension.
CONF	Connects another call to a call already in progress for a 3-way conversation.
REDIAL	Redials the last number.
CHANNEL	Selects a different channel.

Handset Display

The Handset Display has two 16-character lines and one line of icons that provide calling information and operating conditions.

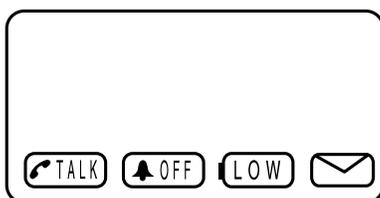


Figure 3. Handset Display

A descriptions of the icons that appear in the Handset Display are provided in the following table.

Table 3. Description of Icons in Handset Display

Icon	Description
	The Talk icon indicates a connection between the Handset and Base Unit.
	The Ringer Off icon indicates the Handset ringer switch is off.
	The Battery Low icon indicates the battery in the Handset is low and needs to be charged. Return the Handset to the Charger Unit or replace the Handset battery with another charged battery.
	The Message Waiting icon indicates you have a message. See your System Administrator for instructions on how to retrieve your messages.

Base Unit

The Base Unit can be mounted on a wall or placed on a desk. There is one red power LED that indicates the base unit has power.

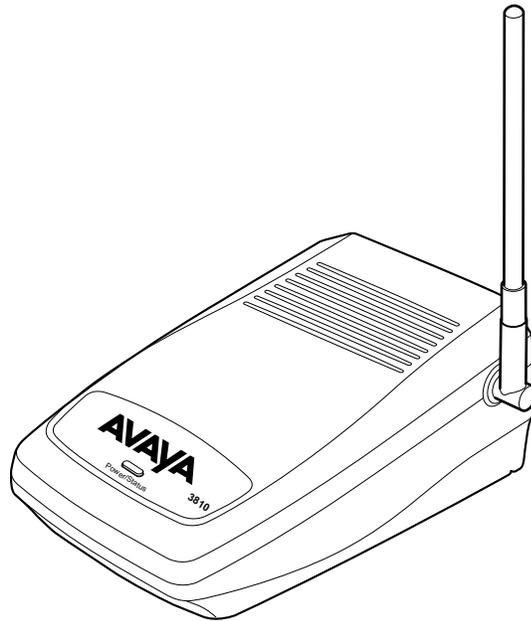


Figure 4. Base Unit

Charger Unit

The Handset comes with a Charger Unit that functions as a cradle for the Handset when in Standby Mode (or idle) and a charger for the Handset battery. The Charger Unit also has a rear slot for spare battery charging. Two LEDs indicate the Handset battery and spare battery are charging and making good contact with the Charger Unit.

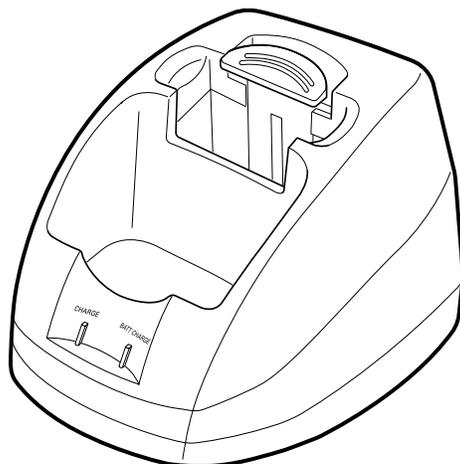


Figure 5. Charger Unit

For complete instructions on installing and using the Avaya Wireless 3810 Telephone, see *Avaya Wireless 3810 Installation and Use* packaged with the telephone..

