AT&T

MERLIN™

COMMUNICATIONS SYSTEM

USER'S GUIDE:
MODELS 206 AND 410
WITH FEATURE PACKAGE 1

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Available Features

Line buttons with lights make it easy to keep track of calls
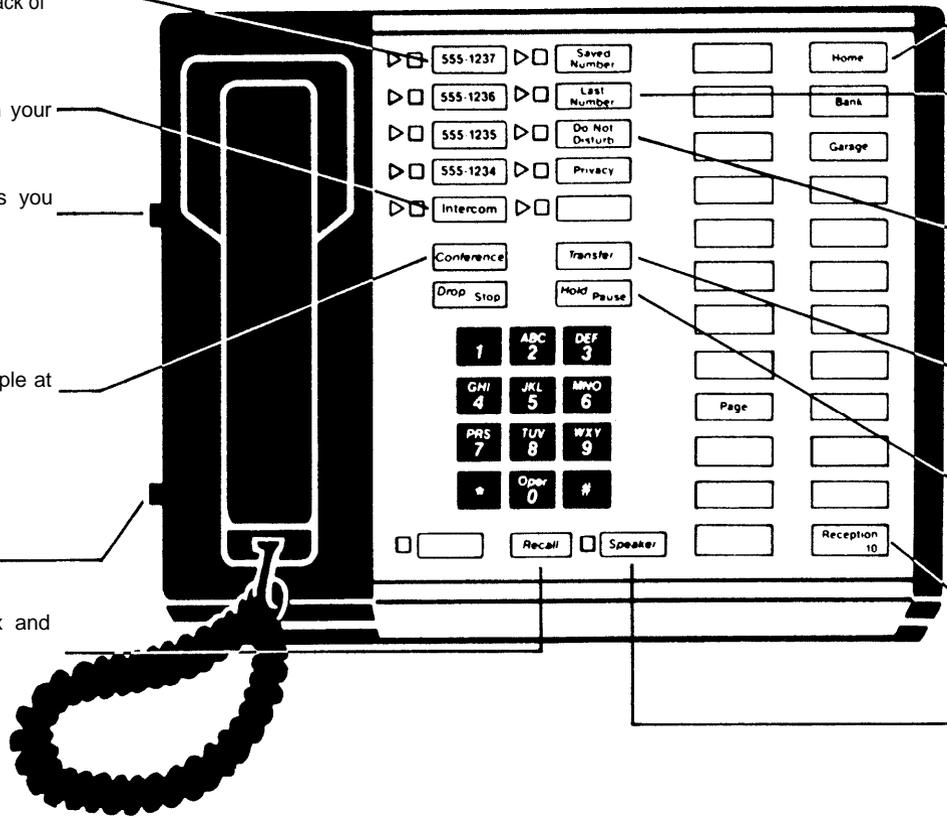
Flexible calling within your business

Program the features you want on your phone

Speak to several people at one time

Volume control

Use this for Centrex and PBX features

One-touch dialing of numbers you call often

One-touch redialing of busy numbers

Most features are available with the touch of a button

Easy transfer of calls to someone else

Frequently used features like hold are designed for easy access

Convenient access to your frequently called intercom numbers

Speaker

555-1237 | Saved Number | Home
555-1236 | Last Number | Bank
555-1235 | Do Not Disturb | Garage
555-1234 | Privacy
Intercom
Conference | Transfer
Drop Stop | Hold Pause

1 | ABC 2 | DEF 3
GHI 4 | JKL 5 | MNO 6
PRS 7 | TUV 8 | WXY 9
* | Oper 0 | #

Page

Recall | Speaker | Reception 10

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Read on to find out how to use these features ... and many more!

Key To Symbols

The following symbols are used throughout the document to illustrate the steps for using your **MERLIN™** communications system voice terminal. After you are familiar with the steps, the symbols should serve as a quick reminder. (Buttons are shaded and labeled to look like the actual buttons on your voice terminal. A shaded light indicates that it is lit.)

Lift handset

Don't lift handset

Dial (an outside number, intercom, or feature code)

Conference

Speaker

Touch a fixed feature button (A dark shaded button indicates a fixed feature button.)

555-1234

Touch a line button (A lighter shade with a telephone number indicates a line button.)

Page

Touch a custom feature button (A lighter shade with a feature name indicates a custom feature button.)

Hang up your handset

Slide the T/P switch to the P position

Return the T/P switch to the center position

Since each symbol represents one action, a sequence of two or more symbols illustrates a procedure. For example,
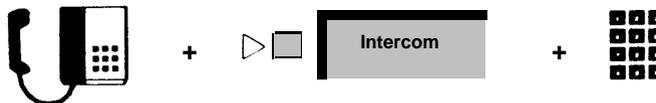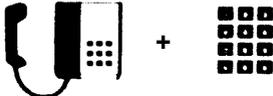
+   Intercom   +

means, lift your handset, touch the **Intercom** button, and dial the number.

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Placing Calls

CALLING OUTSIDE

To place an outside call, lift the handset and dial. The **MERLIN** system automatically selects a free line for you. You can choose a different line by touching another line button.

CALLING ON INTERCOM

To call another person connected to your **MERLIN** system, lift the handset, touch **Intercom,** and dial that person's intercom number. When you hear the beep, make your announcement or start the conversation.

Numbers for calling people on intercom:
      Model 206:   0 to 5
      Model 410:   10 to 19

ON-HOOK DIALING

Touch **Speaker** and dial. No need to lift the handset until the other person answers. If there is no answer, or a busy signal, touch **Speaker** again to cancel.

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Answering Calls

RINGING LINE SELECTION

To answer a call, just lift the handset. The **MERLIN** system automatically selects the ringing line for you.

DISTINCTIVE RINGING

Calls you receive sound different depending on whether they are outside calls (one long ring), intercom (one short), or transferred calls (one short, one long).

CALL WAITING

If you're on a call, a second call on another line is indicated by a brief ring and a flashing light next to the second line button. To answer the second call, put the first call on hold or end the first call by touching the flashing line button.
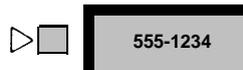
Hold
Pause

OR

555-1234

JOINING A CALL IN PROGRESS

An outside call in progress shows a steady green light next to its line button. If you're asked to join a call, you can do so by touching that line button.

555-1234

Using Fixed Features

HOLD

To put a call on hold, touch **Hold.** The green light next to the held call's line button flashes rapidly. If someone else puts a call on hold, the green light flashes slowly.

TRANSFER

To transfer a call, touch **Transfer,** dial the intercom number or touch the Intercom Auto Dial button, and hang up. If the call is not answered, it will ring again at your voice terminal.
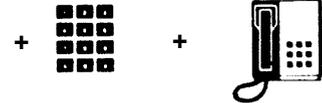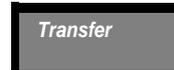

Transfer with Voice Announcement

To announce a call to the person you're transferring it to, touch **Transfer,** touch **Intercom,** and dial the intercom number or touch an Intercom Auto Dial button. When you hear the beep, announce the call and hang up.

CONFERENCE

If you're talking on an outside line and want to add another outside call to the conversation, touch **Conference,** touch a free line button, and dial the person you want to add.
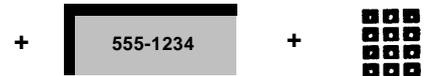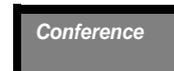
This feature is also used to add a call on hold to another outside call. Touch **Conference,** then touch the line button of the held call.

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DROP

Drop a person from a conference by touching **Drop** and then the line button of the call to be dropped.

| *Drop* *Stop* | + | ▷□ 555-1234 |

MESSAGE

The **Message** button does not work with Feature Package 1.

RECALL

Touch **Recall** to send a switchhook flash to your PBX or Centrex system. (Pressing the switchhook of your **MERLIN** system telephone will disconnect your call.)

If you are not on a Centrex or PBX system, use **Recall** to end a call without hanging up. You will get a dial tone and can then make another call.

Recall

SPEAKER

Touch **Speaker** to hear what's happening on a line without lifting the handset. In addition to On-Hook Dialing (page 4), the **Speaker** button is used for monitoring a call on hold and for group listening.

Speaker

Monitor-on-Hold

When you're put on hold, touch **Speaker** and hang up. When you hear the other person return, lift the handset to continue the conversation.

Speaker +

Group Listening

If you want others in the room to hear your conversation, touch **Speaker** and continue to speak through the handset.

Speaker

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Using Custom Features

The **MERLIN** system's custom features are assigned to buttons through simple programming procedures. Some buttons are pre-programmed with features, but you can change them to suit your needs. **For more information on "Programming Custom Features," see page 11.**

Programmable button features available with Feature Package 1 are:

Outside Auto Dial	Privacy
Intercom Auto Dial	Do Not Disturb
Last Number Redial	Auto Answer on Intercom
Saved Number Redial	Loudspeaker Paging

In addition, there are two programmable features that don't need buttons:

Automatic Line Selection
Programmable Line Ringing

Programming instructions for these two features are on pages 12 to 13.

OUTSIDE AUTO DIAL

When you touch an Outside Auto Dial button, your speaker turns on and you hear a dial tone followed by the number being dialed. No need to lift the handset until the other person answers. If there is a busy signal or if no one answers, touch **Speaker** to cancel.

Home

INTERCOM AUTO DIAL

To place an intercom call using this feature, touch **Intercom,** then touch the Intercom Auto Dial button for the person you want to reach. The green light beside the Intercom Auto Dial button tells you if that telephone is busy, and flashes rapidly when that person calls you on intercom.

| Intercom | + | Receptionist 10 |

You can also use an Intercom Auto Dial button to signal another person with a short beep. Leave the handset on the hook and touch the Intercom Auto Dial button.

 + | Receptionist 10 |

LAST NUMBER REDIAL

To redial the number you dialed most recently, touch **Last Number.**

| Last Number |

SAVED NUMBER REDIAL

To save a number for later redialing, touch **Saved Number** before hanging up. The saved number is not affected by any subsequent calls, and you can redial it at any time by touching **Saved Number.**

| Saved Number |

PRIVACY

Touching **Privacy** prevents others from joining your calls. The green light reminds you that this feature is on. Touch **Privacy** again to turn it off.

| Privacy |

DO NOT DISTURB

To prevent any calls from ringing at your phone, touch **Do Not Disturb** (green light comes on). Transferred calls return to the sender and intercom calls get a busy signal. Outside callers hear the usual ringing sound, even though your phone does not ring. Be sure to use Do Not Disturb only if someone else answers your outside calls. The green lights next to the line buttons will still work normally so you can pick up calls if you wish. To restore ringing, touch **Do Not Disturb.**

Do Not Disturb

HANDS-FREE ANSWER ON INTERCOM (AUTO ANSWER)

This feature is used with the optional Hands-Free Unit (described in "Optional Equipment," page 14). Touching **Auto Answer-Intercom** causes your Hands-Free Unit to turn on automatically whenever you get an intercom call. The green light reminds you that this feature is on. When the feature is on and you get an intercom call, just talk back—you don't have to press any buttons or even lift the handset. Touch **Auto Answer-Intercom** again to turn it off.

Auto Answer Intercom

LOUDSPEAKER PAGING

If your company has a loudspeaker system, you can use your **MERLIN** system voice terminal to make an announcement over it. Lift the handset, touch **Intercom,** then touch **Page** or dial 6.

+ **Intercom** **+** **Page**

Programming Custom Features

This section gives you a simple step-by-step procedure for programming custom features. Here's how you do it:

1. Label the button you want to program.
2. Slide the Test/Programming (T/P) switch on the left side of the voice terminal toward you to the P position (phone rings every 5 seconds).
3. Touch the button you have labeled.
4. Dial the feature's programming code (see "Feature Programming Chart," below).
5. Dial additional numbers or characters, as required.
6. Return T/P switch to center position.

Feature Programming Chart

Feature	Code	Label	Notes
Auto Answer–Intercom	∗70	**Auto Answer–Intercom**	These features
Do Not Disturb	∗71	**Do Not Disturb**	require a button
Privacy	∗72	**Privacy**	with a light.
Intercom Auto Dial	∗6 + intercom number	Name or location	A button with a light is recom-
Loudspeaker Paging	∗66	**Page**	mended but not required.
Outside Auto Dial	∗90 + outside number	Name or location	These buttons do not require
Last Number Redial	∗73	**Last Number**	a light.
Saved Number Redial	∗74	**Saved Number**	

PROGRAMMING SPECIAL CHARACTERS WITH OUTSIDE AUTO DIAL

You can put the following instructions in an Auto Dial sequence if you need them to access Centrex, PBX, or alternate long distance or other computer services:

- To program a 1.5 second pause into a dialing sequence, touch **Hold** (pause).

Hold
Pause

- To program a stop, touch **Drop** (stop).

Drop
Stop

- To program a switchhook flash for Centrex and PBX codes, touch **Recall,** touch **Hold** (pause).

Recall + *Hold*
Pause
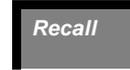
AUTOMATIC LINE SELECTION

This feature controls the order of the lines you get when you make a call. You can name all, some, or none of your lines for Automatic Line Selection. Slide the T/P switch toward you to the P position, dial ∗∗, touch the line buttons in the order you prefer, and return the T/P switch to the center position.

+ ⬛⬛⬛ + 555-1234 +

12
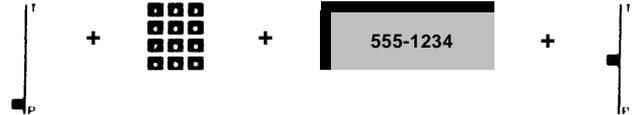
LINE RINGING OPTIONS

If you do not program this feature, your phone will ring for any call on any line. If someone else usually answers outside calls, you may want one or more lines not to ring on your phone, or to ring only after a delay.

Slide the T/P switch toward you to the P position, and repeatedly touch the line button you want to program until the red light indicates the type of ringing you want:

> RED ON   = Immediate Ring
> RED FLASHING = Delayed Ring
> RED OFF   = No Ring

Then return the T/P switch to the center position.

Optional Equipment

HANDS-FREE UNIT (10- and 34-button voice terminals only)

This unit provides high-quality speakerphone service when attached to your voice terminal. You may place and answer both outside and intercom calls without using your handset. You may also program an **Auto Answer** button for Hands-Free Answering on Intercom.

Placing Calls

Touch **Speakerphone On/Off** and dial. You can now talk hands-free.

Answering Calls

Touch **Speakerphone On/Off** and talk hands-free.

Disconnecting Calls

To end a call, touch **Speakerphone On/Off.**

Hands-Free Answer on Intercom

HEADSET ADAPTER

Plug a standard headset into the Headset Adapter for hands-free operation. To place a call, touch **On/Quiet** and dial. To answer, touch **On/Quiet.** To hang up, touch **Off.** To mute the microphone, hold **On/Quiet** down.

GENERAL PURPOSE ADAPTER

The General Purpose Adapter lets you use a modem, or a data terminal with a built-in modem, to access such services as on-line data bases and electronic mail. It also enables you to connect to your voice terminal such devices as extra telephone extensions, speakerphones, cordless phones, and facsimile machines.

For information on how to operate these devices with the General Purpose Adapter, refer to the instructions that come with the adapter.

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