



MERLIN[®]

COMMUNICATIONS SYSTEMS

USER'S GUIDE:
MODELS 1030 AND 3070
WITH FEATURE MODULE 3

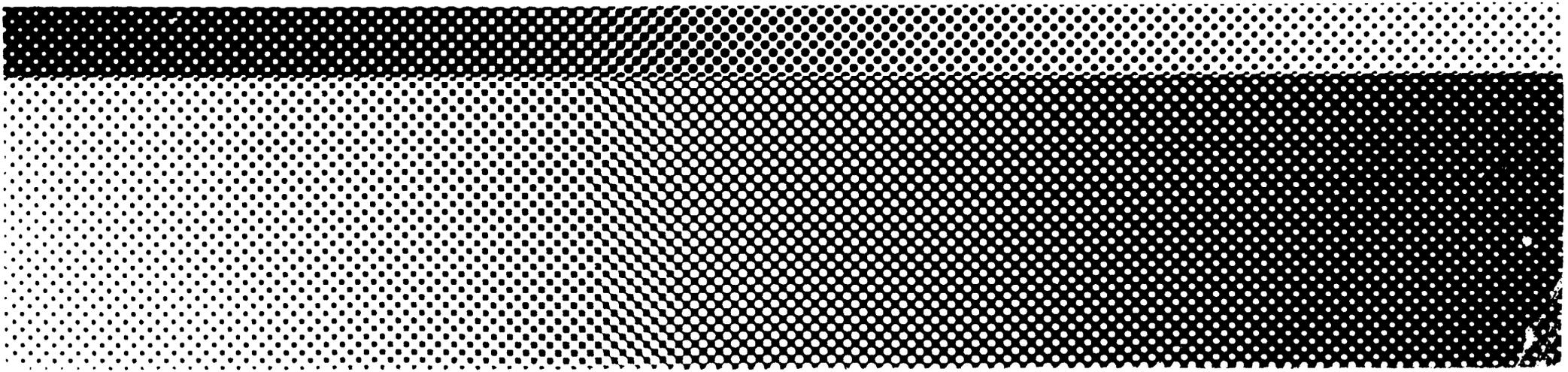


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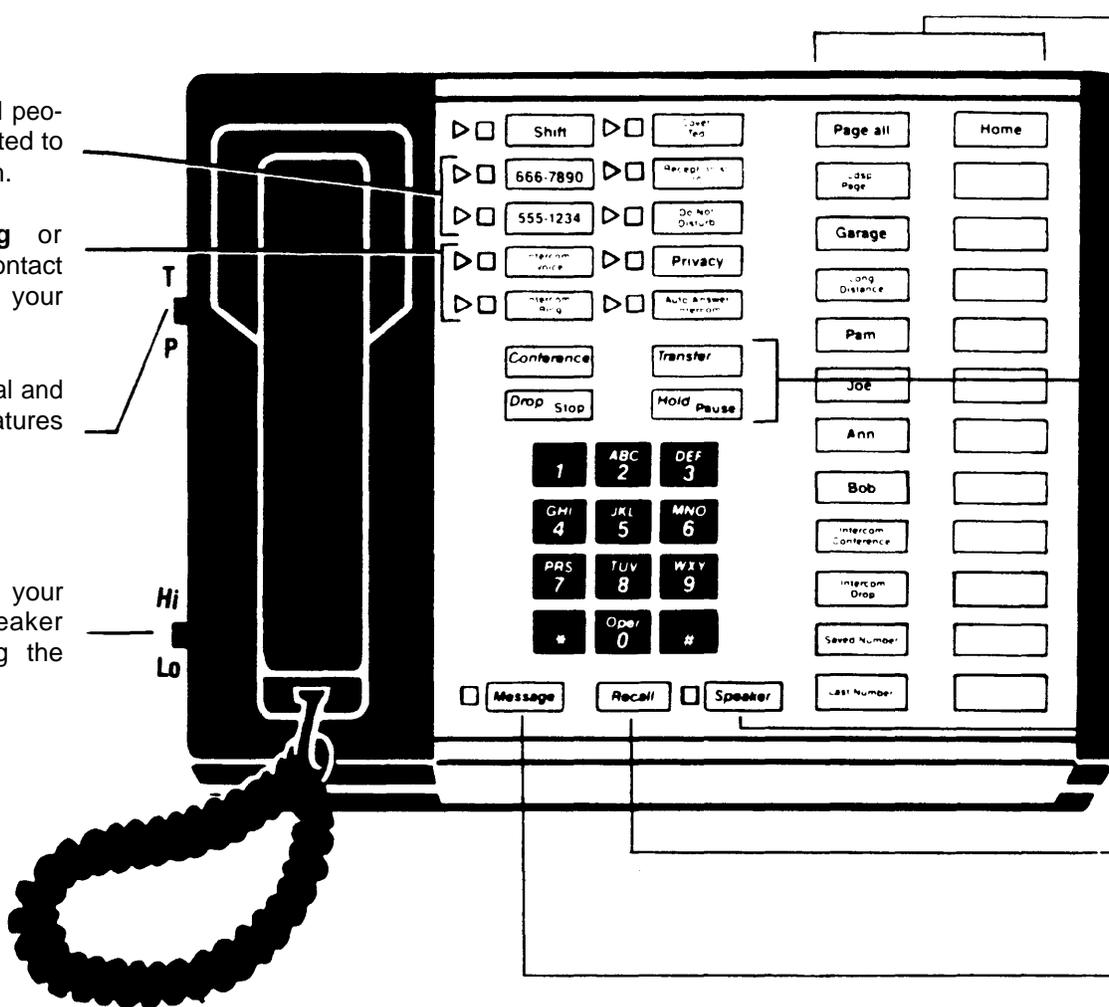
Available Features

Use line buttons to call people who aren't connected to your MERLIN system.

Touch **Intercom-Ring** or **Intercom-Voice** to contact others connected to your MERLIN system.

Test your voice terminal and program custom features with the T/P switch.

Adjust the volume of your voice terminal's speaker and ringing by using the volume control.



Program custom features onto available buttons.

Use **Conference**, **Drop**, **Transfer**, and **Hold** for efficient call-handling.

Touch **Speaker** for On-Hook Dialing and Group Listening.

Touch **Recall** whenever PBX/Centrex instructions call for a switchhook flash.

Call your MERLIN system attendant for messages if your Message light is on.

Read on to learn how to use these features ... and many more.

Key to Symbols

This guide uses the following symbols to illustrate the steps for using your MERLIN system voice terminal. After you are familiar with the steps, use the symbols to remind you how to perform each procedure.



Lift your handset.



Dial a number.
(This can be an outside number, an intercom number, a PBX/Centrex extension number, or a PBX/Centrex feature code.)



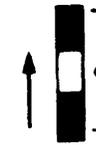
Slide the T/P switch to the P position.



Don't lift your handset.



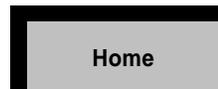
Touch a button.
(The symbols for buttons are shaded and labeled to look like the buttons on your voice terminal.)



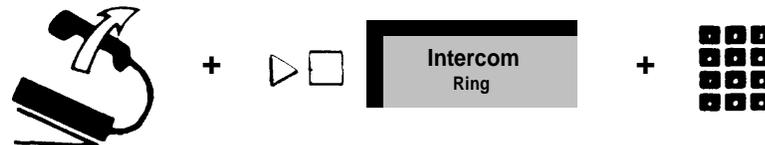
Slide the T/P switch to the center position.



Hang up your handset.



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



means lift your handset, touch **Intercom-Ring**, and dial a number.

Before You Start

This guide contains the information you need in order to use your MERLIN™ system voice terminal. When you use the MERLIN communications system with your PBX/Centrex telephone system, you can use the many MERLIN system features in addition to all your PBX/Centrex features.

The procedures for using some MERLIN system features, particularly the Conference feature, may vary according to your PBX/Centrex system. Before you try to use the procedures in this guide, ask your system administrator if there are any procedural changes you need to know.

Placing Calls

With your MERLIN system, you can make three types of calls: outside calls, PBX/Centrex calls, and MERLIN system intercom calls.

OUTSIDE CALLS

Use available line buttons to call people who are not connected to your PBX/Centrex or MERLIN systems.

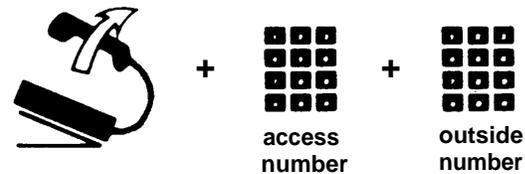
To place outside calls:

- Lift your handset.
The MERLIN system automatically selects your personal line.
- Dial an outside line access number (for example, 9) if your PBX/Centrex system requires one.
- Dial the outside number.

NOTE: The red light next to a line button means you are using that line or will get that line if you lift your handset. When you lift your handset to place a call, the green light next to the red light goes on to show that the line is busy.

If your voice terminal has more than one outside line and you want to select a line other than your personal line:

- Before you lift your handset, touch the button for the line you want to use.



Line Request

If you share one or more lines with other people, and you are waiting to use a line that is busy (the green light next to the line button is on), have the MERLIN system signal you when the line is free.

- Without lifting your handset, touch the button for the busy line.

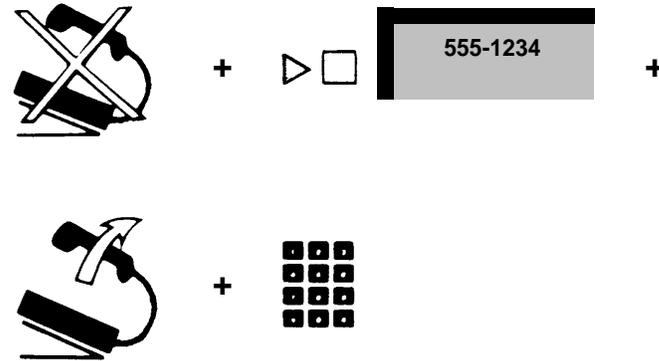
The red light next to the button goes on.

- When you hear the voice terminal ring, letting you know that the line is free, lift your handset.
- Dial the number you want.

If you touch another line button, or if you place or receive another call, you cancel your line request.

PBX/CENTREX CALLS

Every voice terminal connected to your PBX/Centrex system, including the MERLIN system voice terminals, has a different PBX/Centrex extension number. In addition, every voice terminal connected to your MERLIN system has a different 2-digit intercom number. You can choose which type of number you want to use to contact people connected to your MERLIN system. However, when you transfer a call to anyone in your MERLIN system, you need to use his or her PBX/Centrex extension number rather than the intercom number. You may also choose to use PBX/Centrex extension numbers rather than intercom numbers when you set up a conference call.

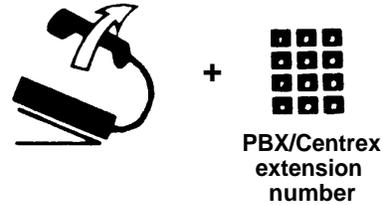


To place PBX/Centrex calls:

- Lift your handset.
- Dial a PBX/Centrex extension number.

INTERCOM CALLS

When you want to keep your personal line free for incoming calls, use the MERLIN system intercom numbers to talk with anyone connected to your MERLIN system. However, if you plan to transfer a call, you must use the PBX/Centrex extension numbers of people connected to your MERLIN system, rather than their intercom numbers. When you use the intercom feature to place calls to another person in your MERLIN system, you can either announce your intercom calls through the person's voice terminal speaker or you can have the calls ring instead.



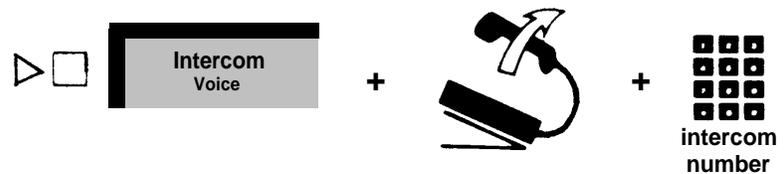
Announced Intercom Calls

Use this feature when you want to announce a call rather than talk with the person. Your co-worker hears your voice through the voice terminal speaker, but must lift his or her handset to respond to you. Since your voice announcement does not interrupt a call in progress, you can announce an intercom call to a person busy on another line.

To announce your intercom call to someone connected to your MERLIN system:

- Touch **Intercom-Voice**.
- Lift your handset.
- Dial the person's 2-digit MERLIN system intercom number (10 through 59).
- When you hear a beep, speak into your handset.

If you try to place an announced intercom call to a voice terminal that is programmed to prevent voice announcements (see "Voice Announcement Disable," page 41), your call becomes a *ringing* intercom call.

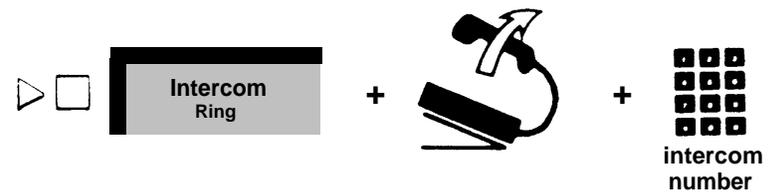


Ringling Intercom Calls

Use this feature when you want to talk with another person in your MERLIN system. Your calls ring at his or her voice terminal, and your co-worker lifts the handset in order to talk with you.

To place a ringing intercom call to someone connected to your MERLIN system:

- Touch **Intercom-Ring**.
- Lift your handset.
- Dial the person's 2-digit MERLIN system intercom number.
- When you hear the other person answer, speak into your handset.



Answering Calls

The MERLIN system automatically connects you to incoming calls, whether they are outside, PBX/Centrex, or intercom calls.

To answer a call:

- Lift your handset.

You can tell what kind of call you are receiving by the sound of the ring. The ringing patterns listed below are the most common ones. However, they may vary depending on the PBX/Centrex system you have.

MERLIN system

intercom calls = one short ring

PBX/Centrex calls = one long ring

PBX/Centrex special

or priority calls = two short and one long ring

Outside calls = one short and one long ring

You may personalize these rings to distinguish the ring of your voice terminal from others in your office. (See “Personalized Ringing,” page 40.)

CALL PICKUP

You can pick up calls ringing at another voice terminal in your MERLIN system. If you and your co-worker share outside lines and the call is not ringing on your personal line, you can still pick up his or her call:

- Touch the button for the ringing line.
- Lift your handset.

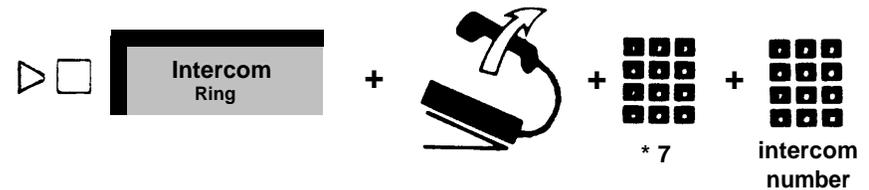


+



If you need to answer calls for a co-worker with whom you do *not* share an outside line, tell your system administrator, who can program the MERLIN system to allow you to answer these calls by using the Call Pickup feature. Then, to answer your co-worker's calls:

- Touch **Intercom-Ring** or **Intercom-Voice**.
- Lift your handset.
- Dial * 7.
- Dial the MERLIN system intercom number of the ringing voice terminal.



To answer all calls for someone connected to your PBX/Centrex system but not to your MERLIN system:

- Use the PBX/Centrex Call Pickup feature.

CALL WAITING

If your PBX/Centrex system has a Call Waiting feature, and you hear the Call Waiting tone during a call:

- Follow the Call Waiting procedure for your PBX/Centrex system.

NOTE: If the procedure calls for a switchhook flash, you *must* touch **Recall** instead. If you press the switchhook, you disconnect the call.

Fixed Features

Fixed features come with every voice terminal and do not require special programming. To use your voice terminal's fixed features, follow the instructions on the next few pages.

RECALL

Recall is an important MERLIN system feature because it replaces the switchhook flash for PBX/Centrex features. You *must* use the Recall feature instead of a switchhook flash to avoid cutting off calls.

When PBX/Centrex instructions call for a switchhook flash:

- Touch **Recall** instead.



HOLD

To place a call on hold:

- Touch **Hold**.

When you put a call on hold, the green light next to the line button *flashes rapidly*. If someone else puts a call on hold from another voice terminal in your MERLIN system, the green light *flashes slowly*.



To take a call off hold:

- Touch the line button next to the flashing green light.



When you leave a call on hold for more than a minute, your voice terminal rings to remind you the call is still on hold.

TRANSFER

To transfer an outside call to someone connected to your PBX/Centrex or MERLIN system:

- Touch **Transfer**.
- Dial the person's PBX/Centrex extension number.
- Announce the call, if that's possible with your PBX/Centrex system.
- Hang up.

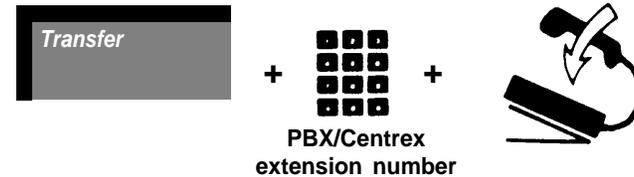
If the line is busy or if there is no answer:

- Follow the PBX/Centrex procedure for retrieving a transferred call. If the procedure calls for a switchhook flash, touch **Recall** instead.

CONFERENCE

You can set up a conference call with as many connections as your PBX/Centrex system allows.

NOTE: If you have only one or two PBX/Centrex lines and you want to conference with people connected to your MERLIN system, you may want to program an Intercom Conference button. (See "Intercom Conference," page 24.) Then, you can use intercom numbers rather than PBX/Centrex extension numbers to include conference participants connected to your MERLIN system, thus allowing you to keep PBX/Centrex lines open for incoming calls or for additional conference members.



First, call one of the people you want to include in the conference.

To add another person to the conference:

- Touch **Conference**.
- Dial an outside number or a PBX/Centrex extension number for the next person.
- Announce the conference call.
- Touch **Conference** again. (This last step may vary according to your PBX/Centrex system. Check with your system administrator.)

Repeat this procedure for each person you would like to include in your conference call.

If you want to remove yourself temporarily from the conference:

- Touch **Hold**.

To return to the conference:

- Touch one of the line buttons of the conference call.

Drop

If you get a busy signal or no answer, or if you want to disconnect the person you most recently added to the conference:

- Touch **Drop**.

NOTE: If you press the switchhook, you cutoff everyone on the call.



SPEAKER

You can use your voice terminal's speaker to monitor a call as you dial it, to monitor a call on hold, or to let a group listen to your conversation.

On-Hook Dialing

Instead of using your handset to listen while you place a call, you may want to use your voice terminal's built-in speaker.

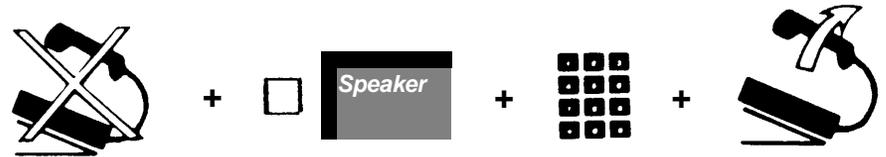
To use the On-Hook Dialing feature:

- Without lifting your handset, touch **Speaker**.
- Dial the number.
- When you hear the other person answer, lift your handset to speak.

If the line is busy, or if you get no answer:

- Touch **Speaker** to cancel the call.

When instructions in this guide tell you to lift your handset before dialing, you may choose to leave your handset on-hook and use the speaker instead.



Monitor-on-Hold

When someone puts your call on hold, you can hang up and continue working while you wait for the person to return to the call:

- Touch **Speaker**.
- Hang up.
- When you hear the person return to the call, lift your handset to continue the call.

The speaker automatically turns off.

Group Listening

To let others in the room hear your telephone conversation:

- Without hanging up your handset, touch **Speaker**.

You can speak to the other person only through the handset unless you have a Hands-Free Unit. (See “Hands-Free Unit,” page 42.)

NOTE: Your speaker makes a squealing noise when the handset comes close to it. To prevent this noise, touch **Speaker** before hanging up your handset.



MESSAGE

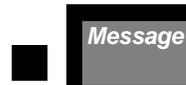
When the light next to the Message button is on, your MERLIN system attendant has a message for you.

NOTE: Your PBX/Centrex message center *cannot* turn on your voice terminal's Message light. Receptionists there should forward your messages to your MERLIN system attendant.

To turn off the Message light:

- Touch **Message**.

If you have a 5-button voice terminal, you do not have a Message button. However, you can program a button to act as one. (To program a Message button on your voice terminal, see the Feature Programming Chart, page 48.)



Custom Features

Custom features are ones you select and program for your voice terminal. You can program most custom features on the available buttons on your voice terminal by using the basic programming instructions below. However, there are several custom features that you can use with either a button or a dial code. Therefore, if you have a limited number of available feature buttons, you may choose to dial a code rather than program a custom feature button. Read each feature description carefully before you program the feature for your voice terminal.

BASIC PROGRAMMING INSTRUCTIONS

Assign and reassign custom features to any custom feature buttons on your voice terminal by using the following simple programming procedure.

- Label the button(s) you want to program.
- Slide the T/P (Test/Program) switch on the left side of the voice terminal to the *P* (Program) position.

The voice terminal rings every 5 seconds to remind you that you are programming and that you cannot place or receive calls.

- Touch the button you want to program.
- Dial the feature's programming code and any other numbers required.
- If you want to program other buttons, repeat the previous two steps.
- Slide the T/P switch to the center position.



NOTE: If you make a mistake when programming a button, simply touch the button again and redial the programming code and all required numbers.

Once you program a button, there is no need to program it again unless you want to use it for a different feature.

Programming codes and brief programming instructions for each feature are included in the feature descriptions that follow. For example:

To program: ● T/P to *P* ● Touch a button ● Dial * 90
● T/P to center

means slide the T/P switch to *P*, touch the button you plan to program, dial the necessary code (in this case, * 90), and slide the T/P switch back to the center position.

SHIFT (for 34-button voice terminals only)

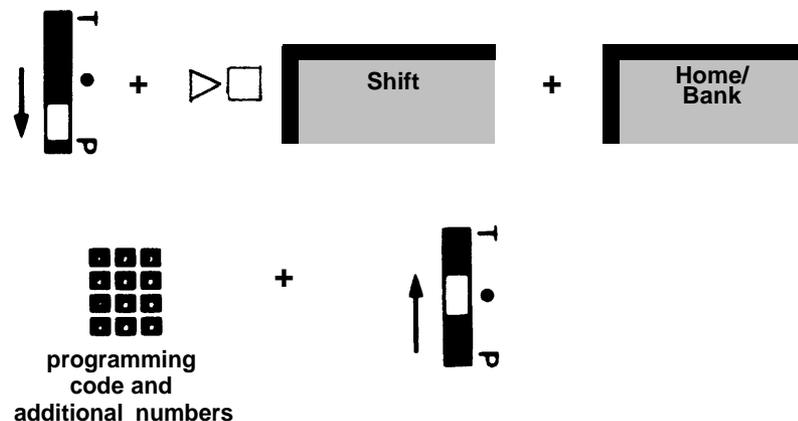
When you program a Shift button, it increases your voice terminal's capacity by allowing you to program two features onto each button *to the right* of the dial pad. *You must program the Shift feature on a button above the dial pad.*

To program: • T/P to *P* • Touch a button • Dial * 79
• T/P to center

To program a second feature onto a button *to the right* of the dial pad:

- Label the button you program in a way that reminds you that the button is programmed with two features.
- Slide the T/P switch to *P*.
- Touch **Shift**.
- Touch the button you want to program.
- Dial the feature's programming code and any additional numbers or special characters required.
- Slide the T/P switch back to the center position.

NOTE: Do not program a dialing sequence containing a stop as the second feature on a button. (See "Special Characters in Programmed Dialing Sequences," page 22.)



To use the second feature on a button:

- Touch **Shift**.
The green light next to the button goes on.
- Follow the procedure for using the second feature.



To use the first feature programmed on a button:

- Without touching **Shift** beforehand, touch the feature button. (The green light next to **Shift** must be off.)



OUTSIDE AUTO DIAL

By programming an Outside Auto Dial button for each of the outside numbers, PBX/Centrex extension numbers, or PBX/Centrex feature codes you frequently use, you can dial these numbers or codes with one touch. The dialing sequence that you program onto an Outside Auto Dial button can have up to 16 numbers or special characters, including a pause, a stop, or a switchhook flash.

- To program: •T/P to *P* •Touch a button •Dial * 90 •Dial an outside number, a PBX/Centrex extension number, or a PBX/Centrex feature code •T/P to center

To use an Outside Auto Dial button:

- Without lifting your handset, touch the Outside Auto Dial button for the telephone number or feature code you want to dial.
Your voice terminal speaker goes on, and you hear dialing.
- When you hear the other person answer, lift your handset and begin talking.



If the line is busy, or if no one answers:

- Touch **Speaker** to cancel the call.



If you assign a dialing sequence containing a stop to an Outside Auto Dial button, touch the Outside Auto Dial button again after the stop to resume the dialing sequence. (See “Special Characters in Programmed Dialing Sequences,” below.)

Special Characters in Programmed Dialing Sequences

You may need to include some special characters, such as a pause, a stop, or a switchhook flash, when you program outside telephone numbers or PBX/Centrex feature codes for Personal Speed Dial or when you program them onto Outside Auto Dial buttons.

Switchhook Flash. To program a switchhook flash into a dialing sequence (for example, for a PBX/Centrex feature code):

- Touch **Recall**.
- Touch **Hold** (Pause).



Pause. To program a pause into a dialing sequence (for example, between an access number and an outside number):

- Touch **Hold** (Pause).



Stop. To program a stop into a dialing sequence (for example, between an alternate long distance telephone number and your access code):

- Touch **Drop** (Stop).



AUTO INTERCOM

By programming an Auto Intercom button for each of the MERLIN system intercom numbers you frequently use, you can dial intercom numbers with one touch. *A button with lights is recommended but not required.*

- To program:
- T/P to P
 - Touch a button
 - Dial * 91
 - Dial a 2-digit MERLIN system intercom number
 - T/P to center

Announced Intercom Calls

To place an announced intercom call to someone connected to your MERLIN system:

- Touch **Intercom-Voice**.
- Lift your handset.
- Touch the Auto Intercom button programmed with the MERLIN system intercom number you want to dial.
- When you hear a beep, announce your call.



Ringling Intercom Calls

To place a ringing intercom call to someone connected to your MERLIN system:

- Touch the Auto Intercom button programmed with the MERLIN system intercom number you want to dial. (You do *not* need to touch **Intercom-Ring**.)
- When you hear the other person answer, lift your handset and begin talking.



INTERCOM CONFERENCE

With an Intercom Conference button, you can use MERLIN system intercom numbers, rather than PBX/Centrex extension numbers, to set up a conference call with people connected to your MERLIN system. If you include only intercom lines in your conference calls, your calls do not tie up PBX/Centrex lines, and you and the people you are speaking with are still able to receive outside and PBX/Centrex calls. However, you do not need to limit your conference calls to only intercom numbers. In addition to your own line, you can include up to two intercom lines and one outside line. If you program a button for Intercom Conference, you must also program an Intercom Drop button. (See “Intercom Drop,” page 26.)

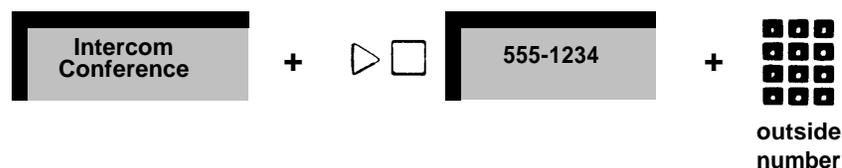
To program: • T/P to *P* • Touch a button • Dial * 96
• T/P to center

First, call one of the people you want to include in the conference. You can use an outside or an intercom line.

To add another person to the conference:

- Touch **Intercom Conference**.
- Touch a free outside line button (or **Intercom-Voice** or **Intercom-Ring**).
- Dial an outside number (or an intercom number).

NOTE: When you include a second intercom line in the conference call, an announced intercom call becomes a *ringing* intercom call.



Repeat this procedure for each person you want to include in the conference call.

If you do not want people already in the conference to listen to you as you set up the other calls, touch **Hold** before you place each new call.

NOTE: As long as the other calls are on hold and your voice announcement is now private, you can touch **Intercom-Voice** and announce the call; the call does *not* become a ringing call.

To return the calls on hold to the conference:

- Touch **Intercom Conference**.
- Touch a line button or intercom button of one of the calls you put on hold.

Repeat this procedure for each person you put on hold.

For directions on removing yourself temporarily from the conference, see “Conference,” page 13.



INTERCOM DROP

When you program an Intercom Conference button to add people in your MERLIN system to your conference calls, you also must program an Intercom Drop button to remove people from the conference. If a person in the Intercom Conference call does not answer or the line is busy, or if you want to disconnect one of the people in the conference, you can use your programmed Intercom Drop button.

To program: ●T/P to *P* ●Touch a button ●Dial * 97
●T/P to center

To disconnect a call from the conference:

- Touch **Intercom Drop**.
- Touch the line button or the intercom button of the call you want to disconnect.

Repeat this procedure for each person you want to drop from the conference.



SPEED DIAL ACCESS

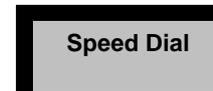
(for 5- or 10-button voice terminals only)

If you have a 5- or 10-button voice terminal, you must program a Speed Dial Access button in order to dial codes for features such as Personal Speed Dial, Last Number Redial, or Saved Number Redial. By programming one button for the Speed Dial Access feature, you are able to use three features that allow you to dial and redial numbers quickly.

To program: • T/P to *P* • Touch a button • Dial * 94
• T/P to center

To use the Speed Dial Access button:

- Before dialing a code for Personal Speed Dial, Last Number Redial, or Saved Number Redial, touch **Speed Dial**.



PERSONAL SPEED DIAL (for 5- or 10-button voice terminals only)

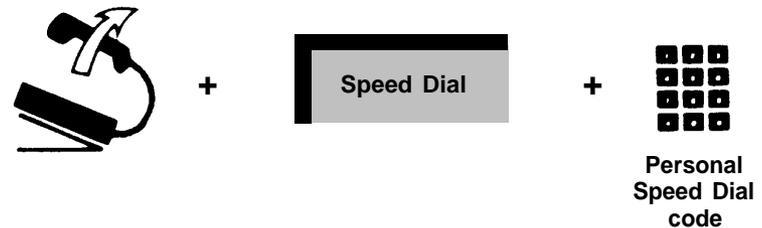
If you have a 5- or 10-button voice terminal, you can assign 2-digit Personal Speed Dial codes (01 through 22) to outside telephone numbers, PBX/Centrex extension numbers, or PBX/Centrex feature codes you frequently use. The Personal Speed Dial code allows you to dial these numbers more quickly. Also, by using a code rather than a button, you are able to save available feature buttons for other features you want to program. The dialing sequences that you program can have up to 16 numbers or special characters. *This feature does not use a button.*

To program: ●T/P to *P* ●Touch **Speed Dial** ●Dial a Personal Speed Dial code (01 through 22)
●Dial * 90 ●Dial an outside number, a PBX/Centrex extension number, or a PBX/Centrex feature code ●T/P to center

To use the Personal Speed Dial feature:

- Lift your handset.
- Touch **Speed Dial**.
- Dial the Personal Speed Dial code (01 through 22) assigned to the number you want to dial.

If you assign a dialing sequence containing a stop to a Personal Speed Dial code, you must touch **Speed Dial** and dial the Personal Speed Dial code again to resume the dialing sequence after the stop. (See “Special Characters in Programmed Dialing Sequences, page 22.)



LAST NUMBER REDIAL

With a Last Number Redial button, you can redial with one touch the number you dialed most recently. If you have a 5- or 10-button voice terminal, instead of programming a button, you may prefer to program a Speed Dial Access button (see "Speed Dial Access," page 27) and dial a code to use Last Number Redial.

NOTE: If your PBX/Centrex system does not return a dial tone *immediately* after you dial your outside line access number (for example, 9), you may not be able to redial outside telephone numbers.

To program: •T/P to *P* •Touch a button •Dial * 73 (you do not need to dial an outside number) •T/P to center

To redial the last number you dialed:

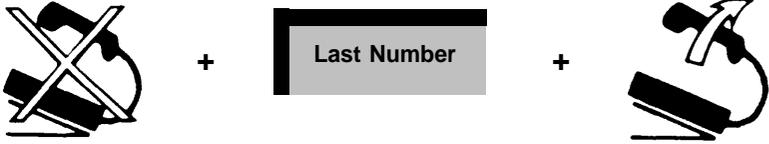
- Without lifting your handset, touch **Last Number**.
Your voice terminal speaker goes on, and you hear dialing.
- When you hear the other person answer, lift your handset and begin talking.

If the line is busy, or if no one answers:

- Touch **Speaker** to cancel the call.

If you prefer to use a dial code for this feature (for 5- or 10-button voice terminals only):

- Lift your handset.
- Touch **Speed Dial**.
- Dial 24.



SAVED NUMBER REDIAL

By programming a Saved Number Redial button, you can save an important number for later one-touch dialing. If the number you call is busy or no one answers, or if you need to call the person back, you can save that number by touching **Saved Number** before you hang up. Later, when you touch **Saved Number** again, your voice terminal automatically redials the number you have saved. If you have a 5- or 10-button voice terminal, you may prefer to program a Speed Dial Access button (see "Speed Dial Access," page 27) and dial a code to use Saved Number Redial.

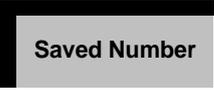
NOTE: If your PBX/Centrex system does not return a dial tone *immediately* after you dial your outside access number (for example, 9), you may not be able to redial outside telephone numbers.

To program: •T/P to *P* •Touch a button •Dial * 74 (you do not need to dial an outside number) •T/P to center

To save a number for redialing:

- Before you hang up your handset, touch **Saved Number**.
- Hang up your handset.

The MERLIN system saves this number until you repeat this procedure to save another number.



+



To redial this number later:

- Without lifting your handset, touch **Saved Number**.
Your voice terminal speaker goes on, and you hear dialing.
- When you hear the other person answer, lift your handset and begin talking.



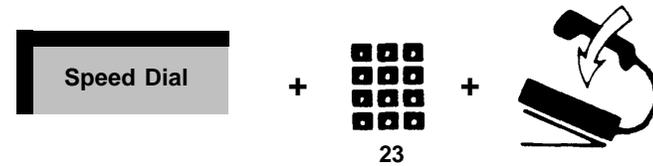
If the line is busy, or if no one answers:

- Touch **Speaker** to cancel the call.



To save a number by using a dial code (for 5- or 10-button voice terminals only):

- Before you hang up your handset, touch **Speed Dial**.
- Dial 23.
- Hang up your handset.



To redial the number you saved:

- Lift your handset.
- Touch **Speed Dial**.
- Dial 23.



MANUAL SIGNALING

Use the Manual Signaling feature to generate a beep at a co-worker's voice terminal. Assign a Manual Signaling button to each person you want to signal.

- To program: ●T/P to P ●Touch the button ●Dial * 6 + the person's 2-digit MERLIN system intercom number ●T/P to center

To signal a co-worker:

- Without lifting your handset, touch a Manual Signaling button.

You can also touch a Manual Signaling button to signal someone while you have an *outside* call in progress. If you program this feature on a button with lights, the green light next to the button goes on when your co-worker uses his or her voice terminal.



AUTO ANSWER-OUTSIDE

If you want a modem or answering machine connected to your voice terminal to go on automatically when you receive ringing outside or PBX/Centrex calls, you need to program an Auto Answer-Outside button. *This feature requires a button with lights.*

- To program: ●T/P to P ●Touch a button ●Dial * 75 ●T/P to center

To have the modem or answering machine go on automatically:

- Touch **Auto Answer-Outside**.

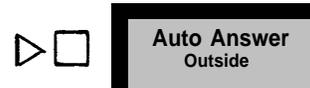
The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-Outside** again.

The green light next to the button goes off.



NOTE: If you program your lines not to ring, this feature does not work.

AUTO ANSWER-INTERCOM

If you have an optional Hands-Free Unit connected to your voice terminal and you want it to go on automatically when you receive intercom calls, you need to program an Auto Answer-Intercom button. *This feature requires a button with lights.*

- To program: • T/P to *P* • Touch a button • Dial * 70
• T/P to center

To have your Hands-Free Unit go on automatically:

- Touch **Auto Answer-Intercom**.

The green light next to the button goes on.



To return to answering calls yourself:

- Touch **Auto Answer-Intercom** again.

The green light next to the button goes off.



LOUDSPEAKER PAGE

You can use an optional loudspeaker paging system if you have one connected to your MERLIN system. To use the paging system, either program a button for Loudspeaker Page or, if you want to save available feature buttons for other features, use a dial code. You can program as many as four Loudspeaker Page buttons. *Buttons with lights are recommended for this feature.*

To program: •T/P to P •Touch a button •Dial * 91 •Dial a paging code: 80 = all zones, 81 = zone 1, 82 = zone 2, 83 = zone 3 •T/P to center

To use a Loudspeaker Page button:

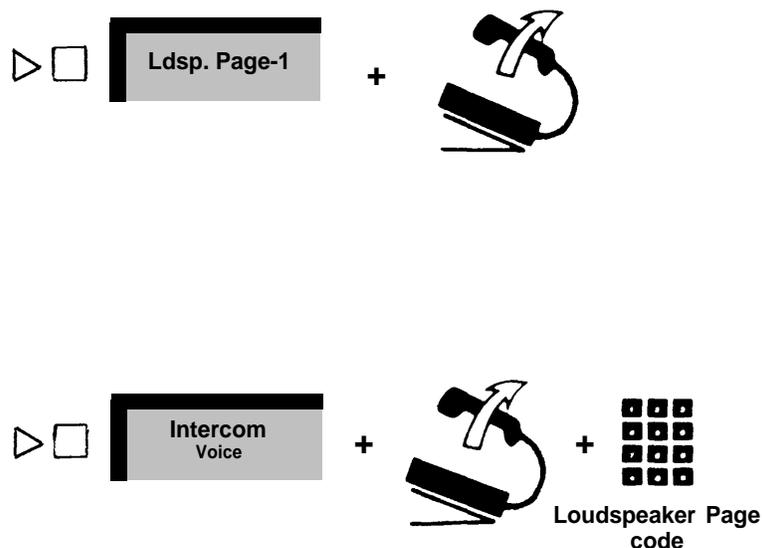
- Touch the Loudspeaker Page button for the zone you want to page.
- When you hear a beep, lift your handset and make your announcement.

To use this feature by dialing a code:

- Touch **Intercom-Voice** or **Intercom-Ring**.
- Lift your handset.
- Dial the code for the zone you want to page:
 - 80 = all zones
 - 81 = zone 1
 - 82 = zone 2
 - 83 = zone 3

- When you hear a beep, make your announcement.

When you hang up, the loudspeaker turns off automatically.



TOUCH-TONE ENABLE (for rotary lines only)

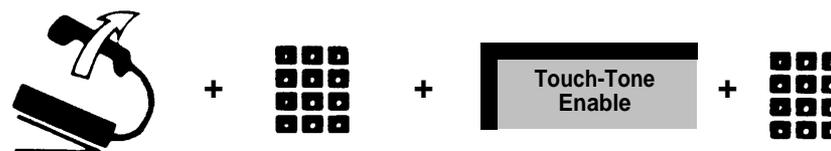
If you have telephone lines that carry rotary signals, use the Touch-Tone Enable feature to switch to Touch-Tone signals mid-way through a dialing sequence. This lets you take advantage of bank-by-phone, credit card authorization, and alternate long distance services.

To program: T/P to *P* • Touch a button • Dial * 76
• T/P to center

To switch from rotary pulse to Touch-Tone signals as you dial a number:

- Lift your handset.
- Dial the first part of the number.
- Touch **Touch-Tone Enable**.
- Dial the remaining numbers.

When you hang up your handset, your system returns to rotary signals.



PRIVACY

If you share an outside line with other people, you may choose to program a Privacy button that allows you to prevent others from accidentally joining your telephone conversations. *This feature requires a button with lights.*

- To program: ● T/P to *P* ● Touch a button ● Dial * 72
● T/P to center

To prevent others from joining your calls:

- Before placing or receiving a private call, touch **Privacy**.
The green light next to the button goes on.



This feature remains active until you:

- Touch **Privacy** again.
The green light next to the button goes off.



DO NOT DISTURB

If you do not want to be interrupted as you work, program a Do Not Disturb button that prevents calls from ringing at your voice terminal. *This feature requires a button with lights.*

To program: ●T/P to P ●Touch a button ●Dial * 71
●T/P to center

To prevent calls from ringing at your voice terminal:

- Touch **Do Not Disturb**.

The green light next to the button goes on.

This feature remains active until you:

- Touch **Do Not Disturb** again.

The green light next to the button goes off.

If you program your voice terminal to cover calls for people who do not share one of your outside lines (see “Call Coverage,” page 38), their intercom calls to you ring at your voice terminal, even if you have activated the Do Not Disturb feature. Likewise, if you call them, their voice terminals ring, even if they have activated the Do Not Disturb feature.



CALL COVERAGE

When you program Cover buttons, you are able to answer calls for your co-workers if they are busy or away from their voice terminals. If you need to cover calls for people with whom you do *not* share outside lines, ask your system administrator to program the system to allow you to program Cover buttons for those co-workers. On a 34-button voice terminal, you can program up to five Cover buttons. *Each of these buttons must have lights.*

To program: •T/P to *P* •Touch a button •Dial * 4 •Dial the MERLIN system intercom number of the person you want to covers •T/P to center

When you receive a call for the person you are covering, your voice terminal rings and the green light next to that person's Cover button flashes.

- Lift your handset to answer the call.

Even if you program the line you are covering not to ring, the green light next to that line's Cover button flashes when a call comes in, and you can still answer the call.

- Touch the Cover button.
- Lift your handset.

If you share lines with another person, use Programmable Line Ringing to cover one another's calls. (See "Programmable Line Ringing," page 39.) Then, you don't need a Cover button; simply set the lines of your voice terminal to ring immediately, after a delay, or not at all when a call comes in for the person you are covering.

If someone is covering *your* calls, you may want to program your voice terminal to ring after a delay.



Ringling and Line Selection Options

RINGING OPTIONS

Programmable Line Ringing

You can determine whether incoming calls ring immediately at your voice terminal, ring after a delay, or do not ring at all. This does *not* affect incoming MERLIN system intercom calls.

To program the line ringing option you prefer:

- Slide the T/P switch to *P*.
- Touch each line button successively until the red light next to it indicates the type of ringing you want:

Red light on = immediate ring
Red light flashing = delayed ring
Red light off = no ring

- Slide the T/P switch to the center position.

Even if you program the lines on your voice terminal not to ring, you can tell if a call comes in for you because the green light next to the line button still flashes. To answer the call:

- Touch the line button next to the flashing green light.
- Lift your handset.

If you share outside lines with a co-worker, you can program the lines on one voice terminal to ring immediately and the lines on the other voice terminal to ring after a delay or not at all. In this way, you are able to cover one another's calls.



Ring Option Override

Sometimes you may want all of your calls to ring immediately, even if you have programmed the lines on your voice terminal to ring after a delay or not at all. You can use a Ring Option Override button to temporarily override the ringing option you have established. *This feature requires a button with lights.*

To program: ● T/P to P ● Touch a button ● Dial * 78 ● T/P to center

To have all your calls ring immediately at your voice terminal:

- Touch **Ring Option Override**.
The green light next to the button goes on.

To return to your programmed line ringing:

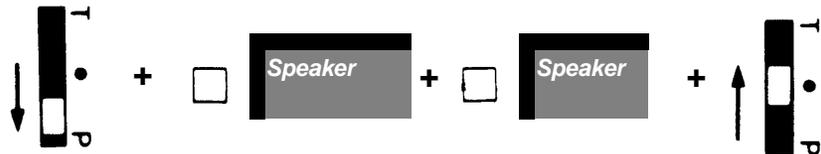
- Touch **Ring Option Override** again.
The green light next to the button goes off.



Personalized Ringing

If you often confuse the ring of nearby voice terminals with the ringing sound of your own, you may want to program your voice terminal with a ringing pattern that is easier for you to identify. There are eight different ringing patterns available.

- Slide the T/P switch to P.
You hear the ringing sound your voice terminal makes.
- Touch **Speaker**.
You hear another ringing pattern.
- Touch **Speaker** repeatedly until you hear a ringing pattern you like.
- Slide the T/P switch to the center position.

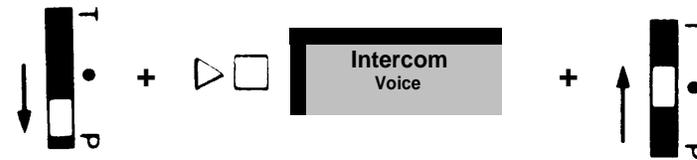


Voice Announcement Disable

Ordinarily, people using the MERLIN system intercom feature can announce calls through your speaker when they call you. However, you can prevent voice announcements and have all intercom calls ring instead.

To program Voice Announcement Disable:

- Slide the T/P switch to *P*.
- Touch **Intercom-Voice**.
Green light on = voice announcement allowed
Green light off = voice announcement prevented
- Slide the T/P switch to the center position.

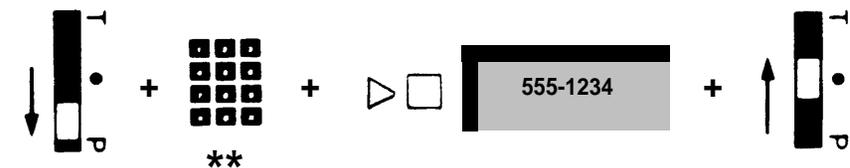


AUTOMATIC LINE SELECTION

Your voice terminal automatically selects your personal line when you lift your handset. However, if your voice terminal has more than one line, you can program it to select *different* lines in the order in which you prefer to use them. For example, if you place mostly intercom calls, choose the two intercom lines to be the first ones your system selects for you. (You can specify all, some, or none of your lines for an Automatic Line Selection sequence.)

To program the Automatic Line Selection sequence:

- Slide the T/P switch to *P*.
- Dial ******.
- Touch the line buttons in the order in which you want the MERLIN system to select them.
- Slide the T/P switch to the center position.



Optional Equipment

HANDS-FREE UNIT

The Hands-Free Unit is a high-quality speakerphone that allows you to use your voice terminal without lifting your handset.

Placing Calls

To place outside and PBX/Centrex calls using your Hands-Free Unit:

- Touch **Speakerphone On/Off**.
You hear a dial tone.
- Dial a number or touch an Outside Auto Dial button.
- When you hear the other person answer, begin talking.

To end the call:

- Touch **Speakerphone On/Off**.

To place a MERLIN system intercom call using your Hands-Free Unit:

- Touch **Intercom-Voice** or **Intercom-Ring**.
- Touch **Speakerphone On/Off**.
You hear a dial tone.
- Dial an intercom number or touch an Auto Intercom button.
- Speak when you hear the other person answer (ringing intercom calls), or wait to hear a beep before speaking (announced intercom calls).

To end the call:

- Touch **Speakerphone On/Off**.

Answering Calls

To answer a call with your Hands-Free Unit:

- Touch **Speakerphone On/Off** and begin talking.

To temporarily remove yourself from a conversation and still monitor the call:

- Touch **Microphone On/Off**.

The green light next to the button goes off.

To participate in the conversation again:

- Touch **Microphone On/Off** again.

The green light next to the button goes on.

If you lift your handset during a call, you turn off the Hands-Free Unit. To turn it back on during the same call:

- Touch **Speakerphone On/Off**.
- Hang up your handset.

NOTE: Any custom feature that ordinarily activates your voice terminal's speaker activates your Hands-Free Unit.

AUTOMATIC MULTIPURPOSE ADAPTER

The Automatic Multipurpose Adapter enables you to receive calls with an answering machine, and to receive and place calls using a cordless telephone, a Touch-Tone autodialer, a facsimile machine, or data transmission equipment.

To learn how to use the adapter with your equipment, refer to the instructions that come with the adapter.

MANUAL MULTIPURPOSE ADAPTER

The Manual Multipurpose Adapter enables you to place calls through a cordless telephone, a facsimile machine, or data transmission equipment.

To learn how to use the adapter with your equipment, refer to the instructions that come with the adapter.

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Feature Programming Chart

Use the chart below as a quick reference when you want to program features onto your voice terminal.

Feature Name (Suggested Button Label)	Programming Code	Notes
QUICK DIALING FEATURES		
Outside Auto Dial (name or location)	Dial * 90 + an outside number, a PBX/Centrex extension number, or a PBX/Centrex feature code.	
Auto Intercom (name or location)	Dial * 91 + a 2-digit MERLIN system intercom number.	A button with lights is recommended but not required.
Speed Dial Access (Speed Dial)	Dial * 94.	For 5- or 10-button voice terminals only.
Personal Speed Dial (does not use a button)	Touch Speed Dial , then dial a Personal Speed Dial code (01 through 22) + * 90 + an outside number, a PBX/Centrex extension number, or a PBX/Centrex feature code.	For 5- or 10-button voice terminals only.
Last Number Redial (Last Number)	Dial * 73 (you do not need to dial an outside number).	If you have a 5- or 10-button voice terminal and prefer not to program a button for this feature, you can use a dial code instead.
Saved Number Redial (Saved Number)	Dial * 74 (you do not need to dial an outside number).	If you have a 5- or 10-button voice terminal and prefer not to program a button for this feature, you can use a dial code instead.
Manual Signaling (Signal "name")	Dial * 6 + the intercom number for the person you want to signal.	

Feature Programming Chart (continued)

Feature Name (Suggested Button Label)	Programming Code	Notes
INTERCOM FEATURES		
Intercom Conference (Intercom Conference)	Dial * 96.	
Intercom Drop (Intercom Drop)	Dial * 97.	Use this feature with Intercom Conference.
AUTO ANSWER FEATURES		
Auto Answer-Outside (Auto Answer-Outside)	Dial * 75.	Used only with a modem or answering machine. Requires a button with lights and a Multipurpose Adapter.
Auto Answer-Intercom (Auto Answer-Intercom)	Dial * 70.	Used only with a Hands-Free Unit. Requires a button with lights.
PRIVACY FEATURES		
Privacy (Privacy)	Dial * 72.	Needed only if you share lines with other people. Requires a button with lights.
Do Not Disturb (Do Not Disturb)	Dial * 71.	Requires a button with lights.

Feature Programming Chart (continued)

Feature Name (Suggested Button Label)	Programming Code	Notes
OTHER FEATURES		
Shift (Shift)	Dial * 79.	For 34-button voice terminals only. Must be programmed on one of the buttons <i>above</i> the dial pad.
Loudspeaker Page (Ldsp. Page-1)	Dial * 91 + a paging code: 80 = all zones 81 = zone 1 82 = zone 2 83 = zone 3	Used only with loudspeaker paging equipment. A button with lights is recommended.
Touch-Tone Enable (Touch-Tone Enable)	Dial * 76.	For rotary lines only.
Call Coverage (Cover "name")	Dial * 4 + the intercom number of the person you want to cover.	Requires a button with lights. You can program up to five Cover buttons.
Ring Option Override (Ring Option Override)	Dial * 78.	Requires a button with lights.
Message (Message)	Dial * 98.	For 5-button voice terminals. (Other voice terminals have a Message button already.) Requires a button with lights.

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