

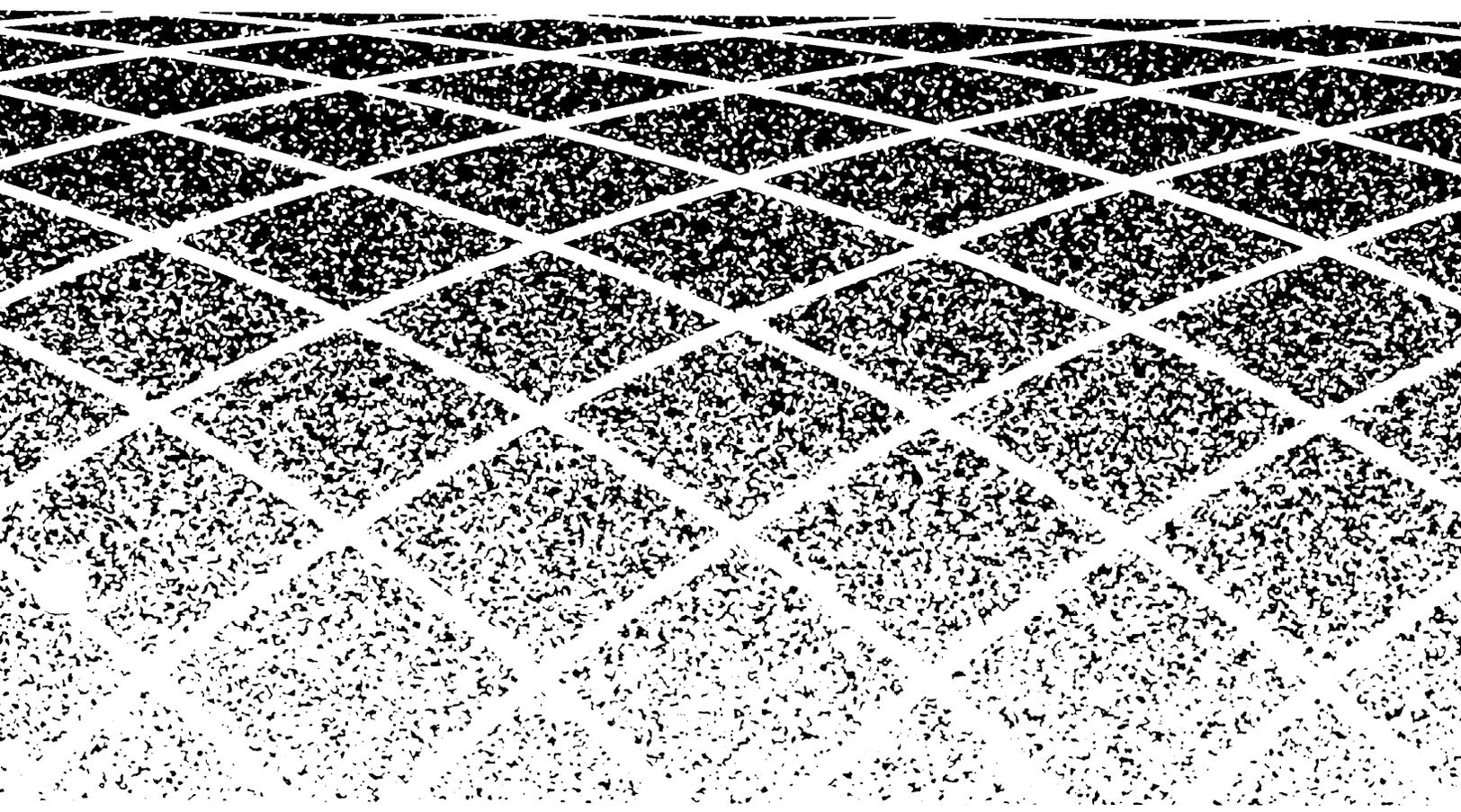


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# MERLIN II<sup>®</sup>

COMMUNICATIONS SYSTEM

## Feature Module 2 System Manual



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# About the MERLIN II Communications System

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The MERLIN® II Communications System with Feature Module 2 offers features and options available until recently only on much larger systems. You can choose from among more than 100 system wide options and programmable features to customize your system to your specific business needs.

Some system features are designed to make call handling easier and call traffic more manageable, whether you have a stand-alone system or one that operates behind another system such as PBX or Centrex. Other MERLIN II system features can help reduce communications costs. And to accommodate your growing communications needs, the system can expand to support up to 56 outside telephone lines and 72 telephones.

## **EASY TO USE**

Contacting clients across the country or co-workers in the next office is quick and easy with such features as:

- System and Personal Speed Dial
- Saved Number and Last Number Redial
- Notify
- Intercom
- Group Page

## **EFFICIENT**

Heavy call traffic becomes easily manageable with such features as:

- Line Pools
- Group Call Distribution
- Call Forwarding
- Call Transfer
- Transfer Return Identification
- Call Pickup and Group Call Pickup
- Conference Calling
- Call Coverage

## **COST EFFECTIVE**

And the system administrator can combine some or all of the following options to control costs without placing unreasonable constraints on the people in your business:

- Customized Line Assignments
- Automatic Route Selection
- Call Restriction
- Allowed Lists
- Enhanced Night Service
- Call Report (SMDR)
- Direct Inward System Access

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- Account Number Entry

These and the many other features and options available with the MERLIN II system are explained in detail in this manual.

## About the System Documentation

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**WHAT'S IN THIS MANUAL** The information in this *MERLIN II Communications System Manual* is divided into three sections, as described below.

### **Section 1: Introduction**

This section tells you what's in the manual, what other documentation is provided for the system, and how to use it.

### **Section 2: Reference**

This section contains detailed discussions of each component, option, and feature in the MERLIN II system. The entries are organized alphabetically to help you find the information you need quickly. Administrators and users can read through the appropriate entries to familiarize themselves with the system and its features.

### **Section 3: Quick Reference Guides**

The guides in this section give you quick access to streamlined administration and programming procedures. Use them if you're familiar with the system and want to find a particular procedure fast.

**OTHER MERLIN II SYSTEM DOCUMENTATION** Several types of guides are packaged in the binder with this system manual.

### **System Guides**

You'll find copies of user and attendant guides in the back of this binder.

Distribute those guides as soon as possible so people can learn how the system works and how they can make the most of its optional features.

You'll also find a *MERLIN II Communications System Data Communications Guide* in the back of the binder. Refer to that guide only if your system includes digital data equipment.

### **Installation and Administration Manual**

The *MERLIN II Communications System Installation and Administration Manual* is packaged with your system. It contains instructions for installing the system, a process that includes planning the system, installing hardware, and performing initial system administration. Section 5 of that manual, "Troubleshooting," contains procedures for isolating and correcting any problems with the system.

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## HOW TO USE THE SYSTEM MANUAL AND GUIDES

How you use this manual and the user and attendant guides at any particular time depends on what you want to do, as the following information suggests.

### **Making Changes to a Running System?**

Change the planning forms to reflect the changes you want to make. Then see the relevant entries in Section 2, "Reference" or in the appropriate guide in Section 3, "Quick Reference Guides."

### **Managing Incoming Call Traffic as a System Attendant?**

See the *MERLIN II System Attendant's Guide* for a description of your console and instructions for handling calls. If you want more detailed information, consult the appropriate entries in Section 2, "Reference," in this manual.

### **Using a Voice Terminal for the First Time?**

See the appropriate *MERLIN II System User's Guide* for the type of telephone you have. (There are separate guides for analog and digital voice terminals and basic telephones.) The guide describes the voice terminal or telephone and explains how to use it. If you want more information about particular system features, consult the entries for those features in Section 2, "Reference," in this manual.

This section of the manual provides the information you need to program, administer, and use the many MERLIN II system features and to use the accessory equipment available for the system.

The information in this section is divided into two parts:

- **MERLIN II System Features.** Includes fixed features of the MERLIN II system, optional system features that the administrator can assign, and programmable features that individual users can program onto their voice terminals.
- **Accessory Equipment.** Includes the additional hardware that can be used with the MERLIN II system.

The individual features and the accessories are listed alphabetically so you can find the entry you need quickly.

# MERLIN II System Features

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Your MERLIN II system offers features that provide effective telephone service or both a business-wide and a personal basis. In order to meet company priorities and needs, the system administrator can assign lines and add features that will benefit the whole system.

The system can support the voice terminals (telephones with programmable buttons) listed below as well as any standard Touch-Tone or rotary telephone. The voice terminals in the MERLIN II system come ready to use with many fixed features, such as Transfer and Hold. Users can also add features to their voice terminals, such as Privacy or Saved Number Redial, that will help them handle calls easily and efficiently.

## TYPES OF VOICE TERMINALS

There are two basic types of voice terminals, analog and digital. You may have either or both types in your system. Voice terminals come in different sizes, with various special features and accessories.

The following analog voice terminals are available with the MERLIN II system:

- 5-Button Voice Terminal
- 10-Button Voice Terminal
- 10-Button Hands-Free Answer on Intercom (HFAI-10) Voice Terminal
- BIS-10 Voice Terminal
- BIS-22 Voice Terminal
- 34-Button Deluxe Voice Terminal
- 34-Button (SP-34) Voice Terminal with Speakerphone
- 34-Button (SP-34D) Voice Terminal with Speakerphone and Display Unit
- BIS-34 Voice Terminal
- BIS-34D Voice Terminal with Display
- MERLIN 11 System Display Console

Digital voice terminals are also available:

- 7406 Voice Terminal
- 7406D Voice Terminal with Display

## HOW ENTRIES ARE ORGANIZED

The information included in each feature description is divided into five categories:

- **Description** The description of the feature tells what it does and explains its advantages for those people using it.
- **Considerations** Special considerations include any qualifications the person using the feature should know, ways in which the feature can be used, or other features it can or cannot be used with.
- **Administration** Administration procedures tell the system administrator how to administer the features at the administrator/attendant console.
- **Programming** Programming involves customizing a voice terminal to suit the needs of the person using it. Brief programming instructions are included for both the analog and the digital voice terminals, and programming codes are specified for each programmable feature. Since

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the procedure for entering and leaving programming mode depends on the type of voice terminal you are using, be sure that you follow the general programming directions carefully.

- **How To Use** Step-by-step procedures are provided for using each feature.

General instructions for entering and leaving administration and programming mode appear below. Only the specific steps for a particular procedure appear in each feature entry. Programming, administration, and using information are provided only when applicable.

## General Procedures for Administration and Programming

To perform system administration or to program a voice terminal, you must take the administrator/attendant console or the voice terminal out of regular call-handling mode. The console or voice terminal can't be used to place or receive calls while in administration or programming mode.

The procedures for putting the administrator/attendant console into and out of administration mode and for putting a voice terminal into and out of programming mode appear below.

**NOTE:** The planning forms for the system show line and feature assignments. If you are administering a new feature, keep the appropriate planning form handy as a guide. If you're changing an existing feature, be sure to change the form as well.

### ENTERING AND LEAVING ADMINISTRATION MODE

If you have a MERLIN II System Display Console, you place an overlay on the console when you are performing administration. This overlay, packaged with the console, shows the functions of the buttons when the console is in administration mode.

**NOTE:** The overlay may have been placed in the specially-made labeled pocket folder of the *MERLIN II Installation and Administration Manual* when the system was unpacked and installed.

Place the overlay on the console before you enter administration mode and remove it when you leave administration mode.

To enter administration mode:

- 1 Slide the T/P switch to *P*.
- 2 Touch **Conference** twice.

*If you're using a MERLIN II System Display Console, the administration menu appears. If you're using a BIS-34D Console, lights flash next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker**.*

To leave administration mode:

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

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## ENTERING AND LEAVING PROGRAMMING MODE

To program a feature at a voice terminal, you label an available button with the name of the feature, such as “Last Number Redial, ” or a person’s name, then put the voice terminal into programming mode, as shown below. How you enter and leave programming mode depends on whether the voice terminal is an analog model such as the 5-button, 10-button, 22-button, or 34-button voice terminal or a digital model such as the 7406 and 7406D voice terminal. If the voice terminal has a display, it shows you the features and options you have selected.

**NOTE:** Voice terminals in programming mode ring every five seconds to remind you that you’re programming and that you can’t place or receive calls. Remember *not* to lift the handset while you are programming.

### At an Analog Voice Terminal

To put an analog voice terminal into programming mode:

- 1 Slide the T/P switch to *P*.

To return to regular call-handling mode:

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

### At a Digital Voice Terminal

To put a digital voice terminal into programming mode:

- 1 Dial # 33.

To return to regular call-handling mode:

- 1 Dial #00

## INTERPRETING FORCED IDLE SIGNALS

In order for you to perform certain basic administration procedures, the system must be idle, that is, have no calls in progress. If you get the message “System Busy, ” you must wait until the system is idle or try the procedure again later.

## GETTING PRINTOUTS

If you have a printer, you can get printouts that show how certain features have been administered. You order printouts by entering a code or touching a button at the administrator/attendant console while you’re in administration mode. Instructions for getting printouts are included in the administration procedures.

**NOTE:** Be sure to wait until the printout is completed before leaving administration mode. Don’t remove the printout until you’ve left administration mode, or your page alignments will be affected.

## Abbreviated Ringing

See “Ringing Options. ”

## Account Code Entry

### DESCRIPTION

If your system uses the Call Report feature, you can include account numbers in the printed report (see “Call Report”). You can use these account numbers to identify the department, project, or client to whom the call should be charged.

### CONSIDERATIONS

- If you use some account numbers often, you can assign a dialing code to the number (see “Personal Speed Dial”) or program the number onto an Outside Auto Dial button (see “Outside Auto Dial”).
- You can use this feature to enter account numbers for both incoming and outgoing calls.

### PROGRAMMING

To program an Account Code Entry button, label a button that has lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*82.
- 3 Program another feature, or leave programming mode.

### HOW TO USE

To associate an account code with a call you are making:

- 1 With the call in progress, touch Account Code.  
*The green light next to the Account Code button flashes.*
- 2 Dial the account code. (You can also dial a Personal Speed Dial code or touch an Outside Auto Dial button that you have assigned to this account code.)
- 3 Touch Account Code again.  
*The green light next to the button becomes steady.*

If you make a mistake as you enter an account code, just perform these steps again.

# Allowed Lists

## DESCRIPTION

When the MERLIN II system is first set up, all voice terminals can be used for all types of calls. However, the administrator can restrict selected voice terminals so that people can use them to place *only* intercom or local calls (see “Call Restriction” ) If that is too limiting, the administrator can allow people with restricted voice terminals to call particular area codes and/or exchanges by assigning lists of these permitted numbers (allowed lists) to the voice terminals.

## CONSIDERATIONS

- Only the system administrator can establish allowed lists.
- A system can have up to eight allowed lists, each with as many as ten entries. Each entry can contain a leading 1, if required, plus a maximum of six characters. These can be an area code, an exchange code, an area code plus an exchange code, or an emergency number such as 911.

## ADMINISTRATION

Get the Allowed-Lists Form for the system. Follow the appropriate steps, below, to set up allowed lists, assign voice terminals access to lists, and get a printout showing how you’ve administered this feature.

### With a MERLIN II System Display Console

#### *To Administer an Allowed List*

- 1 From the administration menu, touch [More], [Tables], [More], [AlwList] .
- 2 Dial the allowed list number (0 through 7).
- 3 Dial the entry number (0 through 9).
- 4 Touch [Enter] .
- 5 Take the appropriate action:
  - ▶ If you find that you are going to keep the existing entry, touch [Enter] again to leave this menu. To repeat the procedure, press [AlwList], and begin again at step 2.
  - ▶ If you are going to dial a new entry, touch [Drop] to delete the existing entry.
- 6 Dial the new entry. It can be an area code and/or exchange (6 digits maximum), plus a leading 1 if required, or an emergency number such as 911.
- 7 For each additional entry on this list, touch [Next] and dial the number.
- 8 When the list is complete, touch [Enter] .
- 9 To create additional lists, touch [AlwList] and repeat steps 2 through 7.
- 10 Take the appropriate action:
  - ▶ If you want to give voice terminals access to allowed lists, touch [AllowTo], and go on to step 2 of the procedure below.
  - ▶ Touch **Conference** to return to the administration menu, or leave administration mode.

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### **To Give Voice Terminals Access to Allowed Lists**

- 1 From the administration menu, touch [More], [Tables], [More], [AllowTo] .
- 2 Dial the list number (0 through 7).
- 3 Touch [Enter] .
- 4 Touch the Auto Intercom button(s) until the appropriate code shows:  

*Steady green on " voice terminal has access to the numbers on the list*  
*Green off " voice terminal doesn't have access to the numbers on the list*
- 5 Touch [AllowTo] and repeat steps 2 and 3 to give voice terminals access to other lists.
- 6 Touch Conference to return to the administration menu, or leave administration mode.

### **To Get Printouts**

- 1 From the administration menu, touch [More], [More], [Print], [More] .
- 2 Take the appropriate action:
  - ▶ Touch [AlwList] if you want a printout of allowed lists. You must then select which list (0-7) and touch [Enter] .
  - ▶ Touch [AllowTo] if you want a printout of voice terminal access to allowed lists.
- 3 Touch the button for a different print procedure or touch Conference to return to the administration menu.

With a BIS-34D Console

### **To Administer an Allowed List**

- 1 Touch Message.
- 2 Dial #5.
- 3 Dial the list number (0 through 7), then the entry number (0 through 9).
- 4 Dial the entry.
- 5 Take the appropriate action:
  - ▶ To add more entries to the same list or to add entries to a different list, repeat steps 2 through 4.
  - ▶ To remove an entry from a list, perform steps 2 and 3, then touch Drop.
- 6 Go on to step 2 of the procedure below, if you want to assign voice terminals access to allowed lists, or leave administration mode.

### **To Give Voice Terminals Access to Allowed Lists**

- 1 Touch Message.
- 2 Dial #4.
- 3 Dial the number of the list (0 through 7).  

*Green lights come on next to the Auto Intercom buttons for all voice terminals that can access the allowed list.*

- 
- 4 Touch the Auto Intercom button for each voice terminal whose status you want to change until the correct code is showing.

*Green light on* = voice terminal can access numbers in the list  
*Green light off* = voice terminal cannot access numbers in the list

- 5 Repeat steps 2 through 4 for each allowed list that you want to assign to voice terminals in your system.
- 6 Go to step 2 of the procedure below to get printouts, or leave administration mode.

**To Get Printouts** If you have a printer connected to your system, you can get a printout of any of your allowed lists and the voice terminals that can access them.

- 1 Touch Message.
- 2 Dial the appropriate code:
  - ▶ To get a printout of an allowed list, dial #5, the list number (0 through 7), and 0 #900.
  - ▶ To get a printout of the voice terminals that can access allowed lists, dial # 904.
- 3 Touch Message to go on to another procedure, or leave administration mode.

## Attendant Barge-In

### DESCRIPTION

Attendants who must contact a person whose voice terminal is busy or has Do Not Disturb activated can use Attendant Barge-In to bridge onto the call or override Do Not Disturb.

### CONSIDERATIONS

- Only attendant positions can use this feature.
- This feature must be programmed on a button.
- You cannot use Attendant Barge-In for a Call Distribution Group.
- If the target voice terminal is in programming mode, you will hear a busy signal if you try to use Attendant Barge-In.
- Attendant Barge-In cannot override Privacy at the target voice terminal and cannot be used to bridge onto conference calls involving three voice terminals.
- An Attendant Barge-In call will not be directed to another voice terminal if Call Coverage, Call Forwarding, or Follow Me is in effect.

### PROGRAMMING

To program an Attendant Barge-In button at an attendant position, label an available button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.

2 Dial \*25.

3 Program another feature, or leave programming mode.

## HOW TO USE

1 Place a ringing intercom call.

2 If you hear a busy signal or the person doesn't answer touch Barge-In.  
*If a call is in progress, the people hear a tone, then you are bridged onto their call, If Do Not Disturb is in effect, the person you are calling hears ringing.*

# Attendant Position Setting

## DESCRIPTION

The system administrator must identify the stations that will be attendant positions.

## CONSIDERATIONS

- The system always recognizes the console that is plugged into default station jack 01 (intercom 10) as an attendant position.
- Every fourth analog station jack can be used for an attendant position and no more than two stations on a single analog voice terminal module can be designated as attendant positions.
- A MERLIN II system can have a maximum of eight attendants.
- If the administrator changes a standard voice terminal to an attendant position or voice versa, he or she must reassign lines and features to the voice terminal or console.

## ADMINISTRATION

Get the Master Planning Form or the Station Configuration Forms, which show the stations to be used as attendant positions. Enter administration mode, and follow the appropriate procedure, below, to designate attendant positions.

### With a MERLIN II System Display Console

1 From the administration menu, touch these buttons: [System], [Attendants], [Position].

*A steady or a flashing green light will appear next to each button for each station that either is or can be an attendant position (see Step 2 below). No light goes on next to the button for a station that cannot be an attendant position.*

**NOTE:** If you see the message, "System busy—please wait, " wait for a prompt or try this procedure again later.

2 To change an attendant position setting, touch the Auto Intercom button for the station until the green light next to the button shows the setting you want:

*Green light on = this station is an attendant position.  
Green light flashing = this station can be but is not now an attendant position.*

3 Touch [Store] .

*You see the message, "System is Re-starting" and then the administration menu reappears.*

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4 Go on to another procedure, or leave administration mode.

#### With a BIS-34D Console

1 Touch Message.

2 Dial # 203.

**NOTE:** If you see the message "Wait: System Busy, " wait for the prompt or try this procedure again later.

3 Check the lights next to the Auto Intercom buttons. A green light goes on next to the button for each station already designated as an attendant position. A flashing green light goes on next to the button for each station that can be used as an attendant position. No lights go on next to the buttons for stations that cannot be attendant positions.

4 Touch the Auto Intercom buttons until the green light next to the button shows the setting you want:

*Green light on* = this station is an attendant position.  
*Green light flashing* = this station can be but is not now an attendant position.

5 Dial #.

6 After several seconds, the lights next to **Adm Pool, Adm Tel, Message,** and Speaker begin to flash. At this signal, go on to another procedure or leave administration mode.

## Auto Answer-All

### DESCRIPTION

If you want calls to be answered automatically by an optional modem or an answering machine connected to your voice terminal, you need to program an Auto Answer-All button.

### CONSIDERATIONS

- You can have both Auto Answer-All *and* Auto Answer-Intercom programmed for your voice terminal; however, the two buttons *cannot* be turned on at your voice terminal at the same time.
- If you want an answering machine to answer intercom calls, use the Auto Answer-All rather than the Auto Answer-Intercom feature. If you try to use an answering machine with the Auto Answer-Intercom feature, it may cause intercom calls to be dropped.
- If you want an answering machine to answer only intercom calls, not outside calls, program all your lines for no ring. (See "Ringling Options.")
- In order to use a modem or answering machine with your analog voice terminal, you must have a General Purpose Adapter. (See "General Purpose Adapter" under "Accessory Equipment. ")
- If you have an Hands Free Unit, see "Auto Answer-Intercom, " below.

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## PROGRAMMING

To program an Auto Answer-All button, label a button that has lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*75.
- 3 Program another feature, or leave programming mode.

## HOW TO USE

To have a modem or an answering machine answer calls automatically:

- 1 Touch Auto Answer-All.  
*The green light next to the button goes on.*

To stop automatic answering:

- 1 Touch Auto Answer-All again,  
*The green light next to the button goes off.*

## Auto Answer-Intercom

### DESCRIPTION

You may have an optional Hands-Free Unit connected to your voice terminal. If you want it to go on automatically when you receive intercom calls so you can answer them without lifting your handset, you need to program an Auto Answer-Intercom button.

### CONSIDERATIONS

- You should use the Auto Answer-Intercom feature instead of Auto Answer-All to activate a Hands-Free Unit when intercom calls come in.
- If you want an answering machine to answer intercom calls, use the Auto Answer-All feature instead of Auto Answer-Intercom. (See “Auto Answer-All.”)
- You can have both Auto Answer-All *and* Auto Answer-Intercom programmed for your voice terminal; however, the two buttons *cannot* be turned on at your voice terminal at the same time.
- If you have a built-in speakerphone or Hands-Free Answer on Intercom, you *don't* need to program the Auto Answer-Intercom feature.

### PROGRAMMING

To program an Auto Answer-Intercom button, label a button that has lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*70.
- 3 Program another feature, or leave programming mode.

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## HOW TO USE

To have your Hands-Free Unit go on automatically when you receive intercom calls:

**1 Touch Auto Answer-Intercom.**

*The green light next to the button goes on.*

To return to answering calls yourself:

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

*The green light next to the button goes off.*

## Auto Intercom

### DESCRIPTION

You can use an Auto Intercom button for one-touch dialing of intercom numbers. Program any intercom number onto an Auto Intercom button and use the button instead of dialing the intercom number.

### CONSIDERATIONS

- You *cannot* have both an Auto Intercom button *and* a Manual Signaling button for the same person. If you try to program both, you deactivate the one that you programmed earlier.
- If you program this feature onto a button with lights, the green light next to the button goes on when the person at that intercom number uses the voice terminal or uses the Do Not Disturb feature. When the person calls you, the light next to the person's Auto Intercom button flashes.

### PROGRAMMING

To program an Auto Intercom button, label an available button (one with lights is recommended, though not required), enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*91 plus an intercom number.
- 3 Program another feature or leave programming mode.

### HOW TO USE

To place a ringing intercom call with one touch:

- 1 Touch the Auto Intercom button for the intercom number you want to reach.  
*Your voice terminal speaker goes on and you hear ringing.*
- 2 If the other person answers, lift your handset. If not, touch **Speaker** or **Speakerphone** to cancel the call.

To place announced intercom calls:

- 1 If the red light next to it is not already on, touch **Intercom-Voice**.
- 2 Touch the Auto Intercom button for the intercom number you want to dial.  
*Your speaker goes on and you hear a beep.*
- 3 Lift your handset and begin speaking.

# Automatic Line Selection

## DESCRIPTION

You can program the order in which your system makes lines available to you for outside calls. For example, if you usually make long distance calls, you might specify a WATS line as the first line in your Automatic Line Selection. Whenever you lift your handset or touch **Speakerphone**, the system connects you to the WATS line, unless you select another line manually. If the first line in your Automatic Line Selection sequence is busy, the system connects you to your second choice line, and so forth.

## CONSIDERATIONS

- You can place up to eight lines in an Automatic Line Selection sequence.
- You can include either outside lines or intercom lines in the sequence, but you should *not* mix the two types of lines.
- If your system is set for Dial Access for Line Pools or for Automatic Route Selection, you probably won't need Automatic Line Selection, unless you have a private line.
- If you plan to program other features when you program Automatic Line Selection, you must program Automatic Line Selection first. If you're already in the middle of a programming session, leave and reenter programming mode before you program Automatic Line Selection.

## PROGRAMMING

To program an Automatic Line Selection sequence, enter programming mode and follow these steps:

1 Dial \*\*

2 Touch the buttons in the order you prefer.

3 To program other features, dial \*\* again. Otherwise, leave programming mode.

## HOW TO USE

When you want to place an outside call:

1 Lift your handset or touch **Speakerphone**.

*The MERLIN II system connects you to the first free line in your Automatic Line Selection sequence.*

# Automatic Route Selection

## DESCRIPTION

The Automatic Route Selection (ARS) feature allows the administrator to specify how the system can route toll and local calls to minimize costs for the business. Routing calls efficiently is especially important if the system:

- Has several different line pools, such as local, WATS, foreign exchange, or tie lines.
- Uses an alternate long distance company.

The system administrator determines the most efficient routes for calls to different area codes and exchanges and enters that information in the system. With ARS in place, people simply touch the Pool Access button and dial the telephone numbers they want to reach, without selecting particular line pools or dialing special routing digits. The MERLIN II system directs the call to the line pool that the administrator has designated as the best one for that type of call. If all the lines in the first-choice line pool are busy, the system routes the call to the second-choice line pool and so on.

## CONSIDERATIONS

- Only systems administered as pooled systems with ARS can use this feature. See "System Type."
- In order to administer ARS, the administrator must have a completed set of Forms for Automatic Route Selection. These forms are provided in Section 2, "Planning the System," in the *MERLIN II System Installation and Administration Manual*.
- Valid digit entries for "Other Digits" (listed under the "Other Digits" heading on the "Form for Automatic Route Selection Table") are: 0-9, \*, **Hold (Pause)**, **Recall**, and **Transfer (Touch-Tone Enable)**. The # entry is not valid.

## ADMINISTRATION

Get the planning forms for ARS. Enter administration mode and follow the appropriate procedure below to administer ARS:

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [More], [Tables] to reach the ARS Tables screens.
- 2 To specify how many tables are 6-digit tables:
  - a Touch [ARS-6dgt] .
  - b Dial the number of 6-digit tables (0 through 8) and touch [Enter] .
- 3 To add an area code or exchange to the Area Code/Exchange section of a table:
  - a On the Tables screen, touch [ARS-1np] .
  - b Dial the table number (0 through 7) and touch [Enter] .
  - c Dial the entry number (00 through 99) and touch [Enter] .
  - d Dial the entry (an area code or an exchange).
  - e For each additional entry, touch [Next] and dial the entry.
  - f Touch [Enter] .

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**4** To delete an area code or exchange from the Area Code/Exchange section of a table:

- a** On the Tables screen, touch [ARS-Inv] .
- b** Dial the table number (0 through 7) and touch [Enter] .
- c** Dial the entry number (00 through 99) and touch [Enter].
- d** Touch Drop.
- e** Touch [Enter] .

**5** To add pool number, other digits, and absorption codes, if required, to the Pool, Absorb, and Other Digits section of a table:

- a** On the Tables screen, touch [ARS-Pool].
- b** Dial the table number (0 through 9), dial the entry number (0 through 5), and touch [Enter].

**WARNING**

In order to add pool number, other digits, and absorption codes, the existing digits and codes as well as the entry pool number you are about to dial have to be cleared out. The next step clears other digits as well as the absorption code.

- c** Dial the entry (pool number) and touch [Enter].
- d** Dial any other digits required.
- e** Perform the appropriate step:
  - ▶ To add an absorption code to this entry, touch [Enter] and go on to step f.
  - ▶ To enter the pool number for the next entry on this table, touch [Next] and go back to step c.
- f** Dial an absorption code (0 through 5).

- 0 = none
- 1 = leading 1
- 2 = area code
- 3 = 1 + area code
- 4 = 1 + exchange
- 5 = 1 + area code + exchange

**g** Perform the appropriate step:

- ▶ To administer the next entry for this table, touch [Next] and go back to step c.
- ▶ To administer entries for another table, touch [Enter] and go back to step a.

**6** To delete a pool number (action also deletes any other digits and absorption type):

- a** From the Tables screen, touch [ARS-Pool] .
- b** Dial the table number (0 through 9).

- c Dial the entry number (0 through 5) and touch [Enter] .
  - d Touch **Drop**.  
*This clears out any entry already there.*
  - e Perform the appropriate step:
    - ▶ Dial a new pool number and touch [Enter] to enter a new pool number, or
    - ▶ Touch [Enter] to insert a blank entry.
  - f Touch [Exit] to return to the Tables screen.
- 7 To add or delete other digits in the Special Number Table:
- a From the Tables screen, touch [Spc/Nm] .
  - b Dial the other digits or touch **Drop** to remove digits.
  - c Touch [Enter] .
- 8 When you've entered all the information from the Forms for ARS Tables, touch **Conference**.
- 9 If you want a printout of the ARS tables, follow these steps:
- a From the administration menu, touch [More], [More], [Print], [More] .
  - b Touch [ARS] to begin printing.
  - c Touch **Conference** to return to the administration menu, or leave administration mode.

**With a BIS-34D Console**

***Administering the Area Code/Exchange Sections***

**1 Touch Message.**

2 If you are setting Up a new system and don't need any 6-digit tables, go on to step 3, If you have 6-digit tables, perform this step:

To specify how many of your ARS tables should be 6-digit rather than 3-digit tables, dial #305, then the number of tables (0 through 8) that should be 6-digit tables.

**If you enter:      These tables are 6-digit:**

# 3050	None
# 3051	Table 0 only
# 3052	Tables 0 and 1
# 3053	Tables 0, 1, and 2
# 3054	Tables 0 through 3
# 3055	Tables 0 through 4
# 3056	Tables 0 through 5
# 3057	Tables 0 through 6
# 3058	Tables 0 through 7

**3 Dial #6.**

**4 Dial the table number (0 through 7).**

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5 Dial the number (00 through 99) of the entry you want to record in the table.

For 6-digit tables, entry 00 is the area code and entries 01 through 99 are exchanges within that area code. For 3-digit tables, all the entries are area codes or exchanges.

6 If you want to remove an entry, touch **Drop**.

7 Dial the area code or exchange you want to record.

8 Repeat steps 3 through 7 for each table entry you want to administer.

9 If you need to administer the Pool, Absorb, and Other Digits sections of your tables, go on to step 2 of the next procedure. If not, go on to step 10 below.

10 If you have a printer connected to your system, dial #902 to get a printout of the complete set of ARS tables.

11 Touch **Message** and go on to another procedure, or leave administration mode.

***Administering the Pool, Absorb, and Other Digits Sections:***

1 Touch **Message**.

2 Dial #7.

3 Dial the table number (0 through 9)

4 Dial the number (0 through 5) of the entry you want to record.

5 To remove this entry, touch **Drop**, to add or change this entry, go on to step 6.

6 Dial the pool number you want to record.

7 Dial any other digits needed, such as an access code and an account code for an alternate long distance company, after the pool number. You recorded these numbers on the form labeled "Form for Automatic Route Selection Table," under the heading, "Other Digits."

**NOTE:** Make sure to enter the required number of pauses between the access code and the account code for an alternate long distance company. The average number of pauses is four, but some systems may work better with either fewer or more pauses. Be sure to add one pause after the account code as well.

8 *After* you have administered a pool number and any other digits required, you can associate an absorption type with the line pool. Follow these steps to add, change, or remove an absorption code:

a Dial #7, then dial the table number (0 through 9), then dial the number (0 through 5) of the entry you want to record.

b The system is factory-set not to absorb any digits that callers dial. If a line pool requires absorption, enter the appropriate code to tell the

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system how many digits to drop if the user dials an unnecessary toll prefix, area code, or exchange for this type of line pool:

- 0 = No absorption
- 1 = Absorb leading 1
- 2 = Absorb area code
- 3 = Absorb 1 + area code
- 4 = Absorb 1 + exchange
- 5 = Absorb 1 + area code + exchange

Check to be sure the entry shown on the display is correct. If necessary, repeat the procedure.

**NOTE:** If you change the pool number or other digits for an entry that has absorption type 1 through 5 associated with it, the system changes the absorption type to 0 (no absorption). You must perform this step again if you want to restore an absorption type to an entry that you have changed.

- 9 Repeat steps 2 through 8 for each table entry you want to administer. You must perform these steps in order to add a new entry or change the pool number, other digits, or absorption type of an existing entry.
- 10 If you want to add, change, or remove an access code that must be dialed to reach the numbers on the Special Numbers table, dial #800 and perform one of the following operations:
  - ▶ To add or change an access code, perform step 7.
  - ▶ To remove an access code, touch **Drop**.Check to be sure the entry shown on the display is correct. If necessary, repeat the procedure.
- 11 If you have a printer connected to your system, you can get a printout of the complete set of ARS tables. Otherwise you can activate the ARS feature at this time by going on to the next procedure. To order a printout, dial #902.
- 12 Touch **Message** and go on to another procedure, or leave administration mode.

## HOW TO USE

To place a outside call using ARS:

- 1 Touch one of the Pool Access buttons, unless a red light next to the button is already on.
- 2 Lift your handset or touch **Speakerphone**.
- 3 Dial the outside telephone number you want.  
*You hear beeps instead of Touch-Tones or rotary clicks as you dial.*
- 4 Wait a few moments for the call to be completed.

If you hear a busy signal that is faster than normal:

- 1 Touch the same Pool Access button you used to begin your call.

If you hear a fast busy signal again:

- 1 Disconnect and try your call again later.

# Basic Telephones

## DESCRIPTION

On-premises basic Touch-Tone telephones can be connected to station jacks on a 12-Basic Telephone (012) Module with Touch-Tone Receivers. People with these basic telephones can use many of the features of the MERLIN II system by using dial codes and switchhook flashes.

**NOTE:** The information in this entry applies *only* to basic telephones connected to Basic Telephone Modules. For information on using a basic telephone connected to an Off-Premises Telephone Interface (OPTI) or a Basic Telephone and Modem Interface (BTMI), see “Basic Telephones with OPTI and BTMI” in “Accessory Equipment” at the end of this section.

## CONSIDERATIONS

- When the system administrator assigns lines or line pools to basic telephones, he or she must provide users with a list of codes for accessing them.
- If Night Service with outward Restriction is in effect, people with basic telephones cannot enter a Password to make calls. To allow them to make after-hours calls, the administrator must assign these basic telephones to the Night Service Exclusion list. (See “Night Service.”)
- Basic telephones can receive ringing intercom calls, but *not* intercom calls with voice announcement.

## ADMINISTRATION

You use the same general procedures for administering basic telephones that you use for administering standard voice terminals. Get the completed Basic Telephone Station Configuration Forms for the telephones. Then follow the instructions under the appropriate entries in this section of the manual to assign lines or line pools and to assign Call Restriction, Forced Account Code Entry, and Night Service Exclusion, if applicable.

## PROGRAMMING

You can use Centralized Programming to assign features to basic telephones. Follow the procedures in the appropriate entries in this section of the manual to assign features to basic telephones.

## HOW TO USE

Follow these directions to place calls on a basic telephone connected to a Basic Telephone Module:

- If you have a square system, dial 88 to access an outside line. The system automatically connects you to the first available line assigned to your telephone.
- If your system has Button Access to Line Pools, dial 9 to access the main pool. You can dial 88 to access another available line or line pool, if one is assigned to your telephone.
- If your system has Dial Access to Line Pools, dial 9 and then dial the code for a particular line pool. You can dial 88 to access an additional line or dedicated line pool, if one is assigned to your telephone.
- If your system has Automatic Route Selection, dial 9 and then dial the outside number. If the administrator assigns an individual line or line pool, you dial 88 to access it.

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Ask your administrator whether you can use dial codes to access particular lines or line pools. If so, he or she can give you a list of codes.

For more information on using a basic telephone connected to a Basic Telephone Module, see the *User's Guide: Basic Touch-Tone and Rotary Telephones* for the MERLIN II Communications System with Feature Module 2.

## Behind-Switch Operation

### DESCRIPTION

The MERLIN II system can be sent to operate behind another system, such as a PBX or Centrex system. This operating module lets MERLIN II system users take advantage of the features provided by both systems.

A system administered for behind-switch operation has several characteristics that distinguish it from other system types, as shown below.

#### Lines

When a behind-switch system is first set up, the system assigns lines as follows:

- At all nonattendant stations, the system assigns a single prime line. The prime line is the user's line in the host system and rings immediately for incoming calls. The user always gets connected to this line (even when it is busy), unless the user manually selects a different line. The administrator can assign additional, secondary lines to the voice terminal. Secondary lines are initially set for delayed ring.
- At attendant consoles, the system assigns all the outside lines to the console. The first line is the prime line, and the rest are secondary lines. These lines are assigned to buttons in the same order as lines assigned to attendant consoles in other types of systems. By default, the prime line is set for immediate ring and the secondary lines for delayed ring.

The default line assignments and ringing options can be changed. For example, if there are two or more standard attendant consoles, the additional consoles must be readministered so that each has a unique prime line. For more information, see "Line Assignments in Behind-Switch Systems 'r and "Ringing Options" in this section.

#### Fixed Features

Touching Conference, Drop, or Transfer sends an administered signal to the host switch to perform the function in the host system. To use the MERLIN II system Conference, Drop, and Transfer features, you can program local fixed feature buttons, as described in "Programming," below. See "Camp On" for instructions on programming and using the Camp On feature.

**NOTE:** The Hold button works the same way in both systems, so there is no need to program it for local use.

#### Ringing Patterns

In most cases, the ringing patterns for incoming calls are different for the host system than for the MERLIN II system. In behind-switch mode, voice

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terminals and basic telephones take on the ringing patterns of the host system.

## CONSIDERATIONS

- Behind-switch operation is a system *type*, equivalent to square, pooled, and pooled with Automatic Route Selection. Therefore, a system set for behind-switch operation cannot have line pools and cannot use Automatic Route Selection.
- In the MERLIN 11 system, “ #” is the first character in the dual codes used to access various features. In behind-switch mode, however, users touch # to signal the host switch while they are active on a call. If a user in a behind-switch system needs to enter feature codes while active on a call, he or she must program a Speed Dial Access button (see “Programming,” below). He or she touches the button instead of touching #, then dials the code.
- In systems set for behind-switch operation, there is no One-Touch Transfer feature. People with MERLIN II system voice terminals can use the Transfer with Voice Announcement and Call Park features, however, if they program local Transfer and Camp On buttons, as shown below.
- Speed dial numbers programmed on the host switch appear on MERLIN II system Call Reports (SMDR records as the code for the speed dial “ # “), but aren’t subject to MERLIN II system Call Restriction.
- People using basic telephones in behind-switch systems can only access their primary lines. They can receive but cannot make intercom calls, and they cannot use any MERLIN II system features.

## ADMINISTRATION

To set your system for behind-switch operation, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons [System], [Type], [More], [BehindSw].  
*You see the message “System is Re-starting,” and the administration menu reappears.*
- 2 To assign host system codes to fixed feature buttons, follow these steps:
  - a Touch these buttons: [More], [Options], [More], [BehindSw] .
  - b Touch the appropriate button ( [Transfer], [Drop], or [Conference]).
  - c Dial the host system code for the fixed feature,  
  
To assign a host system access code to the button, dial the appropriate code (up to 6 characters, including 0 through 9, \*, #, Hold [pause], and **Recall**). If you don’t dial a code, the button keeps the default feature, Recall.
  - d Touch [Enter].
- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

To configure lines see “Line Assignments in Behind-Switch Systems, ” in this section.

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### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial # 202.  
*If the system can be administered, the green light next to **Message** is steady.*
- 3 When you hear a 2-beep signal to begin, dial 4.  
*After several seconds, the lights next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker** begin to /lash.*
- 4 Touch **Message**,
- 5 You can assign dial codes of up to six digits to the Conference, Drop, and Transfer buttons to access these features in the host system. To assign codes:
  - a Dial #328.
  - b Touch **Conference**, **Drop**, or **Transfer**.
  - c To assign a host system access code to the button, dial the appropriate code (up to 6 characters, including 0 through 9, \*, #, Hold [pause], and **Recall**). If you don't dial a code, the button keeps the default feature, Recall.
- 6 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

In systems set for behind-switch operation, you can program buttons that let you:

- Use dial codes to access features while you're on a call
- Use the MERLIN II system Conference, Transfer, and Drop features instead of the equivalent features of the host system

### Speed Dial Access Button

To program a Speed Dial Access button, label an available button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*20.
- 3 Leave programming mode.

### Local Conference, Drop, and Transfer Buttons

To program fixed feature buttons for use with the MERLIN II system only, label the button(s), enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial the appropriate code:
  - ▶ Dial \*96 for Local Conference
  - ▶ Dial \*97 for Local Drop
  - ▶ Dial \*99 for Local Transfer
- 3 Program another feature, or leave programming mode.

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## HOW TO USE

Some features operate differently if a MERLIN II system is behind another system. Note these differences in the “Considerations” subsection of each feature entry in this section of the manual. For information on how to use the speed dial access button in behind-switch systems, see “ PBX, Centrex, or Custom Calling Features” in this section.

**NOTE:** To use the fixed button features of the host system, use the instructions that came with that system.

Generally, the Local, Conference, Hold, and Drop buttons function as described in this section for each feature where the use of these buttons is applicable.

## BIS/HFAI Terminal

See “Voice Terminal Type. ”

## Bridging

### DESCRIPTION

If you have a line with another person in a square or behind-switch system, you can easily join (or “bridge” onto) a call in progress on that line. In this way you can also join a conference call by just touching a line button and lifting your handset. (See “Conference.” )

### CONSIDERATIONS

- A maximum of three people connected to the MERLIN II system, including the originator of the call, can bridge onto a call at one time.
- If any of the people on the call have activated the Privacy feature, you will not be able to bridge onto the call.
- Under extremely heavy use of the Conference feature, other people in the system may not be able to initiate a conference call or add more participants to a conference in progress by bridging.

### HOW TO USE

To bridge onto a call in progress:

- 1 Touch the line button associated with the call.
- 2 Lift your handset.

# Call Coverage

## DESCRIPTION

The Call Coverage feature allows you to cover calls, including intercom calls, for people in your MERLIN II system, even if their lines do not appear on your voice terminal. You can program Cover buttons for as many as six voice terminals, depending on how many programmable buttons with lights you have available.

A Cover button may be programmed for primary or secondary coverage.

- *Primary coverage* is appropriate for someone who usually answers a co-worker's calls. For example, a secretary who screens calls for a manager should have primary coverage for the manager.

Cover buttons for primary coverage may be programmed for immediate ring or delayed ring, depending upon the situation and personal preferences. If you program a primary coverage button for delayed ring, the call rings twice at the voice terminal of the person whose calls are being covered, then begins to ring at the voice terminal of the person who is covering the calls.

- *Secondary coverage* is appropriate for a backup person who answers calls if the person providing primary coverage isn't available. For example, a secretary who screens a manager's calls can designate someone else to answer those calls when he or she isn't available. After a call has rung four times at the voice terminal of the person whose calls are being covered, it begins to ring at the voice terminal for the person providing secondary coverage.

When Call Coverage is in effect, calls ring both at the voice terminal of the person whose calls are being covered and the voice terminal of the person providing coverage.

## CONSIDERATIONS

- You can use the Ringing Options feature as well as Call Coverage to cover shared lines (See "Ringing Options. ")
- Cover buttons are set initially for no ring, but you can program them for immediate or delayed ring.
- Up to six people in the system can have Cover buttons for an individual voice terminal.
- Only the person who is covering someone else's calls needs to program a Cover button. No programming is required to have your calls covered. Someone whose calls are being covered may want to program a Coverage Inhibit button, however. Pressing this button deactivates the Call Coverage feature at the voice terminal of the person providing coverage. (See "Coverage Inhibit.")

## PROGRAMMING

To program Call Coverage, label a button with lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*40 to assign primary coverage or \*50 to assign a secondary coverage.
- 3 Touch the Auto Intercom button or dial the intercom number of the person you are covering.
- 4 To assign a Ringing Option, touch the Cover button, then dial the appropriate code for the type of ringing you prefer:

- ▶ Dial \*35 for no ring.  
*The red light next to the button goes off.*
- ▶ Dial \*36 for delayed ring.  
*The red light next to the line button flashes.*
- ▶ Dial \*37 for immediate ring.  
*The red light next to the line button goes on steady.*

5 Program another feature or leave programming mode.

## HOW TO USE

When you receive a call for the person you are covering, your voice terminal rings unless you have programmed the Cover button for no ring. The green light next to the Cover button flashes. The red light moves to the Cover button, unless you are on another call.

To answer a call for a person whose calls you are covering:

- 1 Touch Cover, if the red light isn't already on next to this button.
- 2 Lift your handset or touch **Speakerphone**.

## Call Forwarding and Follow Me

### DESCRIPTION

With the Call Forwarding and Follow Me features, you can have your calls ring at a voice terminal in another location, such as a lab, conference room, or colleague's office. Outside, intercom, and transferred calls are forwarded to the destination voice terminal, where they appear as ringing intercom calls. If both Intercom buttons on the destination voice terminal are in use, the call waits in a queue until a button becomes available or the caller abandons the call.

You activate Call Forwarding at the *originating* voice terminal (your own voice terminal), specifying the voice terminal to which calls should be forwarded. You activate Follow Me at the *destination* voice terminal, the one to which your calls should be forwarded.

### CONSIDERATIONS

- Calls can't be forwarded to voice terminals that have Do Not Disturb activated.
- Voice announcements can't be forwarded.
- Forwarded calls can be answered using Call Pickup or Auto Answer-All.
- A call can only be forwarded once. For example, if voice terminal A's calls are forwarded to voice terminal B and voice terminal B's calls are forwarded to voice terminal C, a call that comes into A is forwarded to B, but not on to C.
- Call Forwarding and Follow Me can't be in effect at the same time at a voice terminal. Activating one feature removes the other automatically.
- An originating voice terminal can have only one destination voice terminal. However, a voice terminal can serve as the destination for more than one originator.

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## PROGRAMMING

To program a Call Forwarding button, label a button with lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*33.
- 3 Program another feature or leave programming mode.

## HOW TO USE

Follow the appropriate steps below to activate or cancel Call Forwarding or Follow Me.

### Activating Call Forwarding

- 1 Take one of these actions:
  - ▶ Touch **Call Forwarding**.
  - ▶ Touch **Intercom-Ring**, lift the handset, and dial \*89.
- 2 Touch the Auto Intercom button or dial the intercom number of the voice terminal to which calls should be forwarded (the destination voice terminal).

*The green light next to Call Forwarding goes on.*

If the light remains off, repeat the procedure.

### Canceling Call Forwarding

- 1 Take one of these actions:
  - ▶ Touch **Call Forwarding**.
  - ▶ Touch **Intercom-Ring**, lift the handset, and dial \*89.
- 2 Dial your intercom number.

*The green light next to Call Forwarding goes off.*

### Activating Follow Me

- 1 At the destination voice terminal, touch **Intercom-Ring**.
- 2 Lift the handset.
- 3 Dial '80.
- 4 Touch the Auto Intercom button or dial the intercom number of your voice terminal.

### Canceling Follow Me

- 1 At your voice terminal, take one of these actions:
  - ▶ Touch **Call Forwarding**.
  - ▶ Touch **Intercom-Ring**, lift the handset, and dial \*80.
- 2 Dial your intercom number.

*The green light next to Call Forwarding goes off.*

# Call Park

## DESCRIPTION

You can use the Call Park feature to put an outside or intercom call on hold temporarily, that is, to park the call at your own voice terminal. Then another person can pick the call up from any voice terminal in the system.

The Call Park feature is especially useful in a pooled system. The attendant can park a call and then tell the person for whom the call is intended which line to pick up.

## CONSIDERATIONS

- To access this feature you can use a programmed Call Park button *or* you can touch **Transfer** and dial your own intercom number.
- When used with the Loudspeaker Page feature (see “Loudspeaker Page”), the Call Park feature can be particularly helpful to attendants. If the attendant needs to transfer a call to someone who may be in one of several locations, he or she can park the call and then use the loudspeaker system to announce the call. The person for whom the call is intended can use the Call Pickup feature (see “Call Pickup”) to answer the call.
- An attendant in a square system can use Call Park to transfer a call to someone who doesn't have a button for the line on which the call came in. The attendant parks the call and announces it through the person's voice terminal speaker. The person can use Call Pickup to answer the call.

## PROGRAMMING

To program a Call Park button, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*86.
- 3 Program another feature or leave programming mode.

## HOW TO USE

To park a call:

- 1 Take the appropriate action:
  - ▶ Touch **Call Park**.
  - ▶ Touch **Transfer**, then dial your own intercom number.
- 2 If you have a loudspeaker page system and want to page the person for whom the call is intended, follow these steps:
  - a Touch **Loudspeaker Page** or touch **Intercom-Voice**, dial \*99, and dial the Loudspeaker Page line number.
  - b If you have a multizone paging system, wait for the dial tone, then dial the number for the appropriate zone.
  - c Announce the call and tell the person you are paging to use Call Pickup to answer it.
  - d Hang up.

If the call is not picked up within 3 minutes, your voice terminal beeps to remind you that the call is still parked.

# Call Pickup

## DESCRIPTION

You can use the Call Pickup feature to answer a call that is ringing, parked, or on hold anywhere in the MERLIN II system.

You can access this feature by dialing the Call Pickup code. If you prefer, you can program a general Call Pickup button that you touch instead of dialing the code. You can also program individual Call Pickup buttons to pick up calls at specific voice terminals or on specific lines.

## CONSIDERATIONS

- Unless you have a button programmed to pick up calls at a specific voice terminal or on a specific line, you must know the line number or the intercom number of the voice terminal where the call came in order to use Call Pickup.
- When used with the Loudspeaker Page or Group Page features, Call Pickup can be particularly helpful to attendants. If the person for whom the call is intended may be in any of several location, the attendant can page the person and tell him or her to use Call Pickup to answer the call.
- In a square system, the attendant can transfer a call to someone who doesn't have a call button for that line by announcing the call and instructing the person to use Call Pickup.

## PROGRAMMING

To program a Call Pickup button, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*84.
- 3 If you want to make this an individual Call Pickup button, dial the intercom number or line number.
- 4 Program another feature or leave programming mode.

## HOW TO USE

You can use a dial code or a programmed button to pick up a call at any voice terminal in the system.

To pick up a call using a dial code:

- 1 Touch **Intercom-Ring** or **Intercom-Voice**.
- 2 Lift your handset.
- 3 Dial \*9.
- 4 Dial the line number or dial the intercom number of the voice terminal where the call is ringing or on hold.

To pick up a call using a button:

- 1 Touch **Intercom-Ring** or **Intercom-Voice**.
- 2 Lift your handset.
- 3 Take the appropriate action:
  - ▶ Touch the Call Pickup button for the particular line or intercom number.
  - ▶ Touch **Call Pickup**, then dial the line number or the intercom number of the voice terminal where the call is ringing or on hold.

# Call Pickup Groups

## DESCRIPTION

A member of a Call Pickup Group can answer a call that is ringing at any other group member's voice terminal by just dialing a code or touching a button. The group member picking up the call doesn't need to know the intercom number of the ringing voice terminal. The system connects him or her to the ringing voice terminal automatically.

Group members can pick up intercom, outside, transferred, and covered calls at each other's voice terminals. They can transfer outside calls to other voice terminals in the system,

## CONSIDERATIONS

- A system can have up to 30 Call Pickup groups, each containing as many as 15 members. A voice terminal can be assigned to *only one* group.
- If a member of the group has activated the Coverage Inhibit feature, a call ringing at that voice terminal can't be picked up by other group members.

## ADMINISTRATION

Check the Call Pickup Groups Form to see which voice terminals should be assigned to each group. To set up or change Call Pickup Groups, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [Stations], [More], [More], [PickUp] .
- 2 Dial a group number (01 through 30).
- 3 Touch [Enter].
- 4 Touch the Auto Intercom button of each voice terminal until the light next to the button shows the appropriate code:  
*Green on* = voice terminal included in Call Pickup group  
*Green off* = voice terminal not included in Call Pickup group
- 5 Touch [PickUp] and repeat steps 2 through 4 to create other groups.
- 6 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial # 327.
- 3 Dial the number (01 through 30) of the Call Pickup group that you want to set up or change. .
- 4 Touch the Auto Intercom button of each voice terminal you want to add to or remove from this group until the light next to the button shows the appropriate code.  
*Green light on* = voice terminal is in the Call Pickup group  
*Green light off* = voice terminal is not included in the Call Pickup group
- 5 Repeat steps 2 through 4 for each Call Pickup group you want to set up or change.
- 6 Touch **Message** and go on to another procedure, or leave administration mode.

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## PROGRAMMING

To program a Call Pickup Group button, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*32.
- 3 Program another feature or leave programming mode.

## HOW TO USE

To pick up a call at another group member's voice terminal:

- 1 Take the appropriate action:
  - ▶ Touch the Call Pickup Group button.
  - ▶ Touch **Intercom-Voice** or **Intercom-Ring**, lift your handset, and dial \*88.
- 2 When you hear a beep or when someone answers, speak into your handset.

# Call Report

## DESCRIPTION

The Call Report feature enables a business to keep records of incoming and outgoing calls. (In some communications systems, this feature is called Station Message Detail Recording, or SMDR.)

**NOTE:** This feature requires a printer to be connected to the top port on the Processor Module.

This feature provides the following type of information in a printed report for each incoming and outgoing call:

- The date and time of each call
- The call's duration
- The line and voice terminal on which the call was made or received
- The dialed numbers of the outgoing call, and, if appropriate, the account code

Call reports are printed automatically as tails go out or come in. This information helps a business identify abuses in telephone privileges. Call Report also documents telephone traffic patterns that can be analyzed to improve efficiency.

If an account code is entered when the call is made, the call report includes that information. Account codes are helpful in billing customers and different departments of the company for telephone calls that should be charged to them. (See "Account Code Entry.")

## CONSIDERATIONS

- When the system administrator administers the system for the Call Report feature, he or she can set certain options:
  - ▶ The administrator must set the initial time and date, so that these details appear correctly on the call report.

- 
- ▶ Although the system is factory-set to record incoming as well as outgoing calls, the administrator can set the system not to record them.
  - ▶ The system is factory-set to record only outgoing calls that last at least 1 minute. However, the system administrator can change that setting for a longer (up to 99 minutes) or shorter (as little as 10 seconds) minimum duration.
  - ▶ If the administrator has assigned a System Speed Dial code to an outside number, he or she can specify which of these numbers should be printed on call reports and which should remain private. When the administrator designates a System Speed Dial code as private or “marked,” the 3-digit code (#60 through #99) is printed on the call report in place of the telephone number. (See “System Speed Dial.”)
  - A call report includes only the first 15 digits of a telephone number or account code. If the number contains more than 15 digits, a “?” is printed on the sixteenth position.

## ADMINISTRATION

For both Call Report and Night Service, the administrator must set the initial time and the date, and reset the time as needed, such as when daylight saving times goes into effect. For Call Report, the administrator has the option of setting the type of calls and the minimum duration of a call that will be reported.

Enter administration mode and follow the appropriate procedures below to set the time and date, if necessary, and to specify Call Report options.

### Setting the System Time and Date with a MERLIN II System Display Console

- 1 From the administration menu, touch [System], [Mode], [Time] .
- 2 Dial two digits for the hour (00 through 23) and two digits for the minute (00 through 59).
- 3 Touch [Enter] .
- 4 Touch [Date] .
- 5 Dial two digits for the month (01 through 12), two digits for the day (00 through 31), and two digits for the year (00 through 99).
- 6 Touch [Enter] .
- 7 Touch Conference to return to the administration menu.

### Setting the System Time and Date with a BIS-34D Console

- 1 Touch Message.
- 2 To set the current time, dial #300.
- 3 Dial two digits for the hour (00 through 23).
- 4 Dial two digits for the minute (00 through 59).

For example, if the time is 9:16 a.m., dial #300 09 16; if the time is 1:16 p.m., dial #300 1416.

Check the time shown on the display. If it isn't correct, enter the information again.

- 
- 5 Touch **Enter**.
  - 6 To set the current date, dial # 301.
  - 7 Dial two digits for the month (01 through 12).
  - 8 Dial two digits for the day (01 through 31).
  - 9 Dial two digits for the year (00 through 99).  
For example, if the date is August 24, 1988, dial #301 082488.  
Check the date shown on the display. If it isn't correct, enter the information again.
  - 10 Touch **Message** and go to another procedure or leave administration mode.

### Specifying Call Report Options with a MERLIN II System Display Console

- 1 From the administration menu, touch [More], [Options], [More], [SMDR] .
- 2 Touch [CallLen] .
- 3 Dial the minimum call duration in minutes (00 through 99).
- 4 Touch [Enter] .
- 5 Touch [CallRep] .
- 6 Touch the appropriate key for the types of calls you want recorded:

[In/Out] = record incoming and outgoing calls

[OutOnly] = record outgoing calls only

- 7 Touch **Conference** to return to the administration menu.
- 8 To get a printout of your Call Report options, touch [More], [More], [Print], [More], [More] .
- 9 Touch [SMDR] to begin printing.
- 10 Touch **Conference** to return to the administration menu, or leave administration mode.

### Specifying Call Report Options with a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #391, then perform the appropriate step:
  - ▶ Dial 0 if you want only outgoing calls reported.
  - ▶ Dial 1 if you want outgoing *and* incoming calls reported.
- 3 To specify a minimum call duration other than 1 minute for call reporting, dial # 390, then dial the number of minutes (00 through 99). If you dial CO, the minimum call duration will be 10 seconds.  
For example, to specify a minimum duration of two minutes, dial #390 02.
- 4 To get a printout of your Call Report options, dial #905 and wait for the beep.
- 5 Touch **Message** and go on to another procedure, or leave administration mode.

---

### Resetting the Printer with a MERLIN II System Display Console

Follow the procedure below if the printer doesn't form feed automatically and the report heading appears anywhere but at the top of the page.

- 1 From the administration menu, touch [Options], [Record], [New Page] .
- 2 Touch **Conference** to return to the administration menu, or leave administration mode.

### Resetting the Printer with a BIS-34D Console

Follow the procedure below if the printer doesn't form feed automatically and the report heading appears anywhere but at the top of the page.

- 1 Touch **Message**.
- 2 Dial #399.
- 3 Touch **Message** and go on to another procedure, or leave administration mode.

## Call Restriction

### DESCRIPTION

When the system is first installed, people can use their voice terminals to place intercom, local, and toll calls. However, the administrator can assign either of two types of call restrictions for selected voice terminals:

- **Outward Call Restriction.** Restricts voice terminals so they can place only intercom calls.
- **Toll Call Restriction.** Restricts voice terminals so they can place only intercom and local calls.

### CONSIDERATIONS

- If the call restrictions are too limiting, the administrator can set up one or more allowed list, lists of numbers that individuals may call beyond the established restrictions. (See "Allowed Lists. ")
- Even though a voice terminal is restricted in placing calls, the user can still receive all types of incoming calls. Someone with a restricted voice terminal can bridge onto any call or conference call in progress.

### ADMINISTRATION

To restrict voice terminals to local calls only, the system must be able to identify toll calls as people dial them. The System Configuration Form shows which lines in your system, if any, do not require a toll prefix (0 or 1) for long distance calls. If you have lines on which it is *not* necessary to dial a toll prefix, you need to identify those lines before you assign Call Restrictions.

Enter administration mode and follow the appropriate procedure(s) below to set up or change Call Restriction.

---

## With a MERLIN II System Display Console

**NOTE:** If a toll prefix is required on all your lines, skip the procedure below and go on to “Administering Call Restrictions.”

### **Identifying Toll Types for Selected Lines**

- 1 From the administration menu, touch [Lines], [TollType] .
- 2 Touch the line buttons until the lights show the appropriate code:  
*Steady green on = toll calls detected by toll prefix only*  
*Green off = toll calls detected by area code or toll prefix*
- 3 Touch **Conference** to return to the administration menu and go on to the next procedure.

### **Administering Call Restrictions**

- 1 From the administration menu, touch [Stations], [Restrct].
- 2 Touch the Auto Intercom button for the voice terminal that you want to restrict.
- 3 Touch [Enter] .
- 4 Touch the appropriate key for the restriction you want on this voice terminal:  
[NoRestr] = unrestricted  
[Local] = toll call restriction  
[Intercom] = outward call restriction  
As you touch the appropriate key, the Speaker button shows one of these codes:  
*Steady green on = all calls permitted (unrestricted)*  
*Flashing green = local and intercom calls and calls to numbers on assigned lists permitted (toll call restriction)*  
*Green off = intercom calls and calls to numbers on assigned lists permitted (outward call restriction)*
- 5 Repeat steps 2 through 4 for each voice terminal you want to restrict.
- 6 Touch **Conference** to return to the administration menu, or leave administration mode.

### **Copying Line and Call Restriction Assignments**

- 1 If you want to copy line assignments and Call Restriction assignments from one voice terminal to another, touch [Stations], [Copy] .
- 2 Touch the Auto Intercom button for the voice terminal you copy to copy from.
- 3 Touch [Enter] .
- 4 Touch the Auto Intercom button for the voice terminal that you want to copy to.
- 5 Touch [Next] to select another voice terminal to copy to.
- 6 Touch [Enter] to choose a new voice terminal to copy from.
- 7 Touch **Conference** to return to the administration menu, or leave administration mode.

---

### With a BIS-34D Console

**NOTE:** If you must dial 0 or 1 before dialing a long distance call, begin the following procedure with step 5. If you do not dial 0 or 1 before dialing a long distance call, begin with step 1.

**1 Touch Speaker.**

**2 Check the lights next to your line buttons.** Green lights indicate that the system uses a toll prefix to detect a long distance call placed on this line. If you don't dial toll prefixes in your area, no green lights should be on.

**3 Touch each line button until the light next to it shows the appropriate code:**

*Steady green on = system uses toll prefixes to detect long distance calls*

*Green light off = system detects long distance calls by urea code only*

**4 Touch Speaker.**

**5 Touch Adm Tel.**

**6 Touch the Auto Intercom button of the voice terminal you want to restrict.**

**7 Touch Speaker** until the green light beside it shows the kind of call restriction you want the voice terminal to have.

*Steady green light on = Unrestricted (all calls permitted)*

*Flashing green light = Toll restricted (local and intercom calls only)*

*Green light off = Outward restricted (intercom calls only).*

**8 Repeats steps 6 and 7 for each voice terminal you want to restrict.**

**9** If there are voice terminals in the system that will have the same call restrictions, use the following shortcut to give another voice terminal the same call restrictions as one you have already set up. However, be aware that when you copy call restrictions, you also copy line and line pool assignments and Dial Access to Line Pools from the original voice terminal.

**a** Touch the Auto Intercom button of the new voice terminal.

**b** Touch **Recall**.

*The red light next to Adm Tel flashes.*

**c** Touch the Auto Intercom button of the original voice terminal.

*The red light stops flashing when the copy is complete.*

**10 Touch Adm Tel** and go on to another procedure, or leave administration mode.

## Camp On

### DESCRIPTION

You can use the Camp On feature to transfer an outside call to a busy voice terminal. The call stays on hold until the voice terminal becomes available, then rings through automatically. Camp On makes it unnecessary to place the call on hold, recheck the busy voice terminal until it becomes available, and then transfer the call.

---

Calls can stay “camped” for up to five minutes without any attention from the person who originated the Camp On procedure. However, if the busy voice terminal doesn’t become available within the preset Camp On return interval, the call rings again at the originating console or voice terminal.

## CONSIDERATIONS

- In order to receive a Camp On call on a particular line, the person must have that line administered to his or voice terminal.
- Camp On calls function like transferred calls at the receiving voice terminal. To the caller and to other system users, Camp On calls appear to be on hold. The caller hears music while he or she is waiting, if the system has the Music-on-Hold feature.
- If the voice terminal has Do Not Disturb activated, a Camp On call does not ring but the green light next to the line button flashes.
- Only one Camp On call can be assigned to a particular button on a voice terminal. This is true of Pool Access buttons as well as buttons for individual lines and line pools.
- The administrator can set the Camp On return interval from one to five minutes.

## ADMINISTRATION

Enter administration mode and follow the appropriate steps below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [More], [Options], [CampOn] .
- 2 Enter the number of minutes (1 through 5) that calls should remain camped.
- 3 Touch [Enter]
- 4 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #326.
- 3 Dial the number of minutes (1 through 5) that calls should remain camped before returning to the originating console or voice terminal.
- 4 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

To program a Camp On button, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*29.
- 3 Program another feature, or leave programming mode.

---

## HOW TO USE

Follow these steps to use the Camp On feature:

- 1 If the voice terminal to which you are transferring a call is busy and the caller is willing to wait, touch **Camp On** or dial #57.
- 2 Touch the Auto Intercom button or dial the intercom number of the voice terminal to which you are transferring the call.

**NOTE:** You must enter this information within your system's transfer return interval or Camp On will be denied.

How are you notified of a Camp On call depends on what kind of telephone you have.

- If you have a MERLIN II system voice terminal, an abbreviated ring tells you that a Camp On call is waiting.
- If you have a basic telephone, you won't be notified that a Camp On call is waiting. The Camp On call rings through automatically, however, as soon as your telephone becomes available.

## Centralized Programming

### DESCRIPTION

The Centralized Programming feature lets administrators program features onto individual voice terminals directly from the administrator/attendant console. This means you don't have to go to each voice terminal to do the programming, although you do need to make sure the feature buttons on the voice terminal are labeled correctly.

### CONSIDERATIONS

- If you use Centralized Programming to assign optional features to a 7406 voice terminal, keep in mind that buttons on this type of voice terminal are in different positions than they are on the analog voice terminals. Figures 2-1 and 2-2 are diagrams of the buttons on the analog administrator/attendant console and the corresponding buttons on the digital 7406 voice terminal.
- The voice terminal that you are programming must be idle. If the voice terminal is busy or in program mode, you hear a beep at the administrator/attendant console. You cannot program the voice terminal until it becomes idle.
- Once you have begun Centralized Programming, the voice terminal that you are programming beeps every five seconds to remind the user that he or she cannot use the terminal until you have completed the programming from your console. Any callers get a busy signal.

### ADMINISTRATION

To program features onto a voice terminal the administrator/attendant console, enter administration mode and follow the appropriate procedure below.

---

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [More], [More], [CtrPrq] .
- 2 Touch the Auto Intercom button for the voice terminal to be programmed.
- 3 Touch [Enter] .
- 4 If the red light next to **Adm Tel** goes off and the console rings every 5 seconds, go on to step 4. If not, wait for the light to go off or try again later.
- 5 Perform the steps shown in the programming procedure for the feature, except for entering and leaving programming mode.
- 6 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 When you see lights flash next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker**, indicating that you are in administration mode, touch **Conference**.  
*The red light next to Adm Tel goes on.*
- 2 Dial the intercom number for the voice terminal you want to program.  
*The red light next to Adm Tel goes on.*  
  
**NOTE:** If the voice terminal you want to program is busy, the red light next to **Adm Tel** and the green light next to the Auto Intercom button flash alternately. You must wait for the voice terminal to become idle before going on. If you prefer not to wait, you can touch **Conference** again and select another voice terminal to program, or touch **Conference** twice to stop programming.
- 3 When you hear two beeps, you can begin Centralized Programming. Follow the programming procedures described under the individual features.
- 4 To program another voice terminal, repeat steps 1 through 3.
- 5 Touch **Conference** twice to go on to another administration procedure or leave administration mode.

FIGURE 2-1 Button location codes for analog voice terminals.

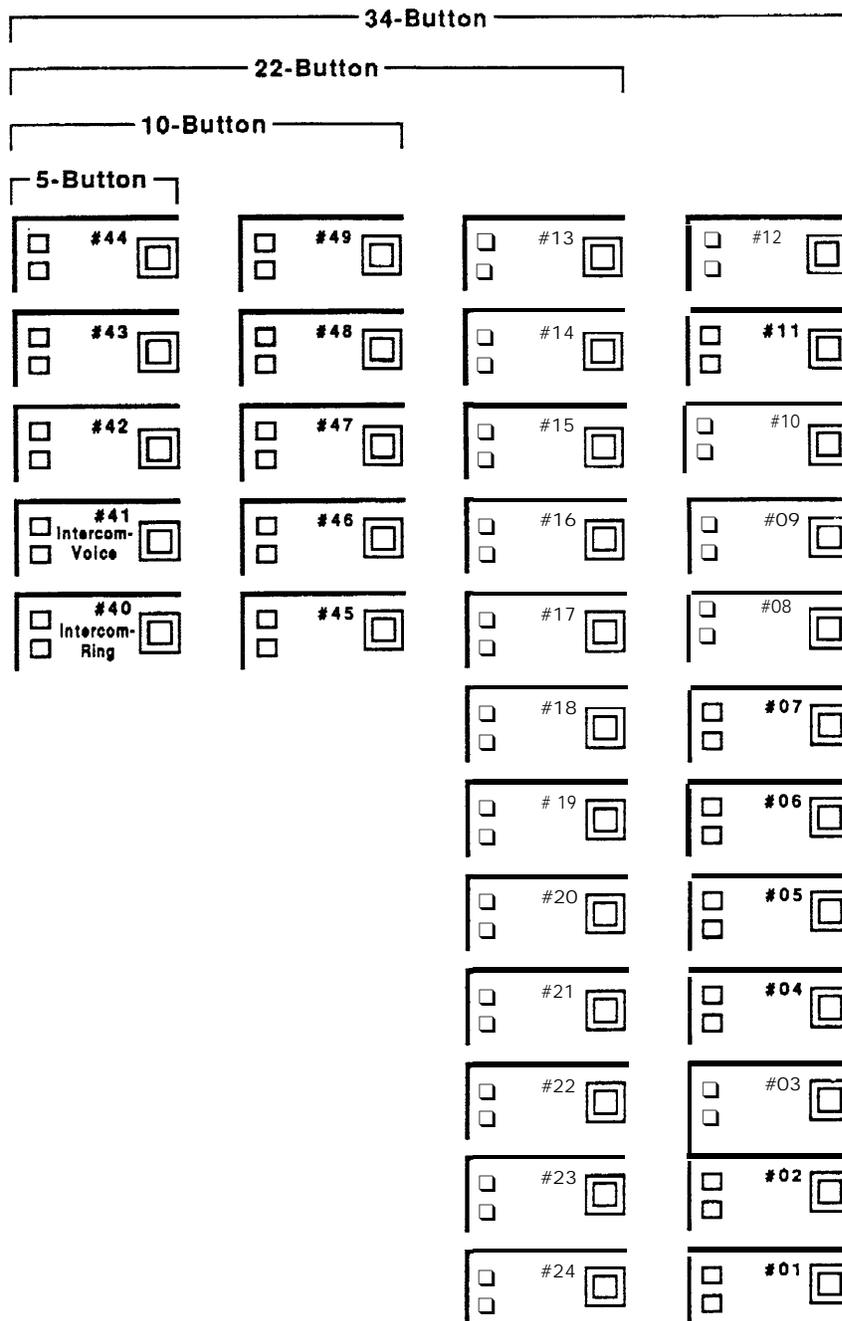
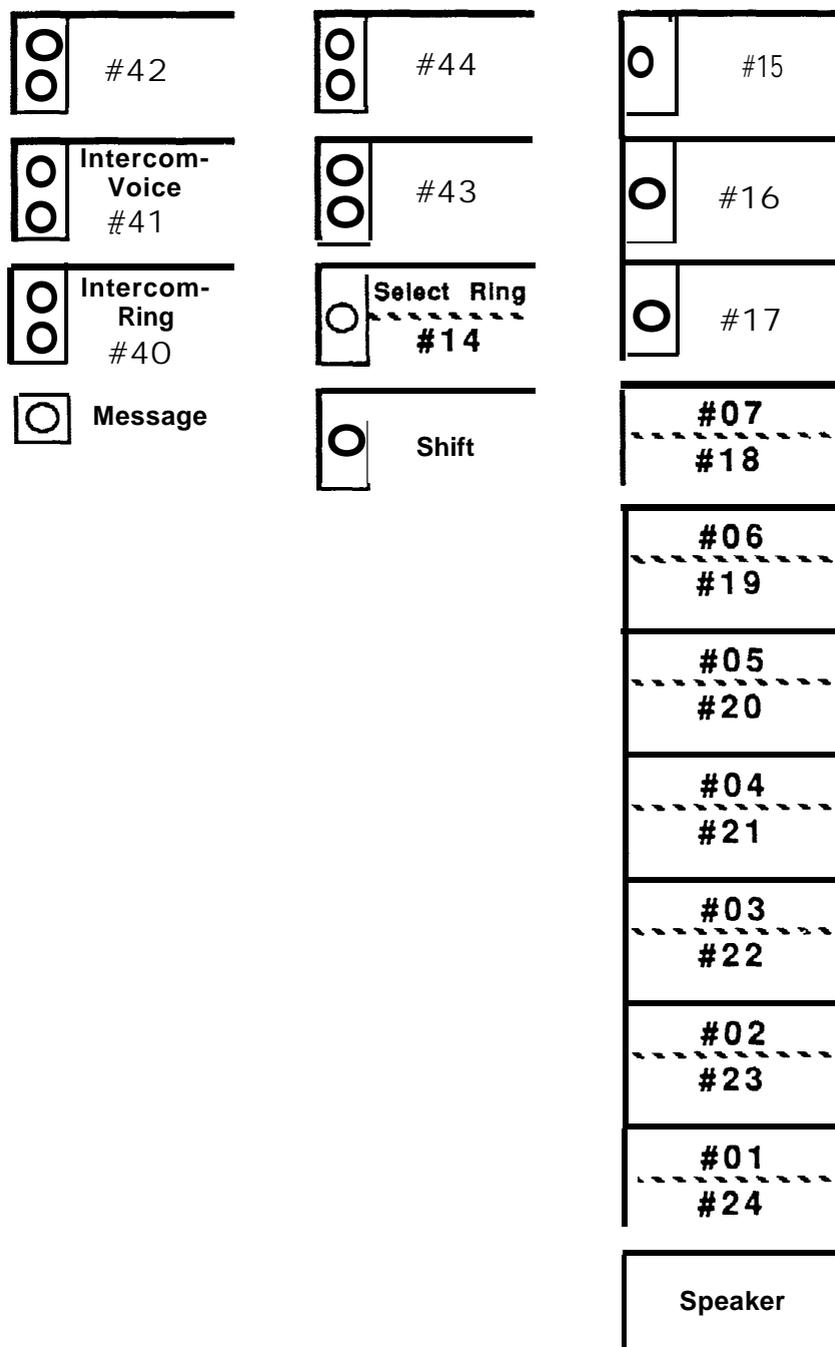


FIGURE 2-2 Button location codes for digital 7406 voice terminals.



# Conference

## DESCRIPTION

When you want other people to join a call in progress, you can use the Conference feature. You can set up intercom conference calls among people connected to the MERLIN II system, outside conference calls involving only yourself and people outside the system, or a combination of the two. A conference call can include up to two people from outside the MERLIN II system, up to two people who are connected to the MERLIN II system, and yourself, a total of five people.

## CONSIDERATIONS

- People connected to the MERLIN II system can bridge onto an outside line that is active in the conference call, unless one of the participants has activated Privacy.
- You cannot bridge onto a call that already includes three people connected to the MERLIN II system.
- If all participants within the MERLIN II system place the call on hold, people on outside lines participating in the conference call can still confer.
- If everyone in a conference call composed of only people connected to the MERLIN II system places the call on hold, the call is automatically terminated.
- If you drop a line that has other people bridged onto it, those people are also disconnected from the conference.
- Under extremely heavy system use of the Conference feature, other people in the system may not be able to initiate a conference call or add more participants to a conference in progress.

## HOW TO USE

To set up a conference call when one of the participants is already on the line.

- 1 Touch **Conference**.
- 2 Touch a free line button.
- 3 Dial the number.
- 4 Announce the conference call.

If you don't want the person already connected to the conference to listen while you connect the second person to the call:

- 1 Touch **Hold**.
- 2 Touch a free line button.
- 3 Dial the number.
- 4 Announce the conference call.
- 5 Touch **Conference**.
- 6 Touch the line button for the call you put on hold.

To remove yourself from a conference without ending the call:

- 1 Touch **Hold**.

To rejoin the call:

- 1 Touch a line button associated with the call.

---

To disconnect a participant in the conference call:

**1 Touch Drop.**

**2** Touch the line button of the person you want to disconnect from the conference.

## Coverage Inhibit

### DESCRIPTION

With a Coverage Inhibit button, you can temporarily deactivate the Call Coverage feature at the voice terminal of someone who has been covering your calls. Calls to your voice terminal do not ring at that voice terminal until you deactivate Coverage Inhibit. (See "Call Coverage. ")

### CONSIDERATIONS

- This feature is very useful in a system with more than one attendant. When one attendant is away from his or her desk, the other attendant can use the Call Coverage feature to answer all calls that would ordinarily ring only at the first attendant's console. When the first attendant returns, he or she can use the Coverage Inhibit feature to turn off Call Coverage so that calls ring *only* at his or her console again.

### PROGRAMMING

To program a Coverage Inhibit button, label a button with lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*77.
- 3 Program another feature or leave programming mode.

### HOW TO USE

To stop Call Coverage:

- 1 Touch **Coverage Inhibit**.  
*The green light next to the button goes on.*

To restore Call Coverage:

- 1 Touch **Coverage Inhibit**.  
*The green light goes off.*

# Dialing Timeout Interval For Rotary Lines

## DESCRIPTION

When a person places an outside call on rotary lines, your system is factory-set to wait 12 seconds before connecting the call. This Dialing Timeout Interval ensures that the caller hears Touch-Tones rather than clicks. As a result of this interval, people in your business may find they are being connected to calls after the person they are calling has already answered.

The system administrator can shorten the length of time that elapses before these calls are connected by decreasing the Dialing Timeout Interval to 8 seconds. If that setting is also too long, the administrator can lower the setting to 4 seconds, and then, if necessary, down to 0 seconds (no delay).

## CONSIDERATIONS

- If the administrator sets the Dialing Timeout Interval for 0 seconds (no delay), the person placing the call will hear clicks as he or she dials the outside number.
- When a person dials an outside number on a rotary line, he or she hears the MERLIN II system intercom dialing tone, not the usual outside dialing tone.

## ADMINISTRATION

To set or change the Dialing Timeout Interval for rotary lines, enter administration mode and follow the appropriate procedure, below.

### With a MERLIN II System Display Console

- 1 From the administration menu touch these buttons: [More], [Options], [More], [More], [Rotary].
- 2 Dial the appropriate number to specify the timeout interval:
  - 0 = 0 seconds
  - 1 = 4 seconds
  - 2 = 8 seconds
  - 3 = 12 seconds
- 3 Touch [Enter].
- 4 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial the appropriate code for the delay interval you prefer:
  - #3170 for 0 seconds
  - #3171 for 4 seconds
  - #3172 for 8 seconds
  - #3173 for 12 seconds
- 3 If you have a printer connected to your system, you can verify that the delay is set the way you want it by checking your System Feature Report. To get a printout, dial # 905 and wait for the beep.
- 4 Touch **Message** and go on to another procedure, or leave administration mode.

# Direct Inward System Access

## DESCRIPTION

The Direct Inward System Access (DISA) feature allows remote access to MERLIN II system voice terminals and lines. By placing calls on lines administered for DISA, callers outside the system can do the following:

- Place calls to a particular intercom number in the MERLIN II system without going through an attendant

For example, a person working off site can call a co-worker directly, even if the system is pooled and all incoming calls normally ring at an attendant's console.

- Access a line that is administered to the MERLIN II system and place a call on that line.

For example, a sales representative who is on the road can use the company's WATS line to call prospects.

For security reasons, the administrator can set up this feature so that callers must enter a password before placing a call. The administrator can also allow callers to dial intercom numbers from outside the MERLIN II system but prevent them from accessing other system lines.

## CONSIDERATIONS

- DISA lines must appear on buttons at the administrator/attendant console.
- To take advantage of DISA, the caller must use a Touch-Tone telephone. The MERLIN II control unit must contain one or more modules with Touch-Tone receivers, such as the 4-Line Module with Touch-Tone Receivers or the 12-Basic Telephone (012) Module.
- Callers using the DISA feature cannot make announcements using the Loudspeaker Page or Group Page feature, use Automatic Route Selection, nor enter an account code.
- The system treats DISA calls to intercom numbers as transfer calls. Therefore, in square and behind-switch systems, the voice terminal to which the call is directed must have a button for the line on which the call came in. After the connection is made, the call becomes a standard outside call.
- DISA calls cannot be placed on rotary lines.
- If the system has the Call Report feature, it generates records of outgoing calls placed through DISA by remote access callers.
- Calls that are misdialed or not dialed within a certain amount of time will be transferred to the primary attendant.

## ADMINISTRATION

Check the DISA information on the System Configuration Form. To identify DISA lines and, if required, create a password and set up outward restriction, follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration menu touch these buttons: [Lines], [DISA]
- 2 If callers must dial a password to make DISA calls, dial a four-digit password. (If you don't want to administer a password, go onto step 3.)
- 3 Touch [Enter].

- 
- 4 Touch [NoRestr] for no restriction, or touch [InwdOnly] for inward restriction.
  - 5 Touch the line buttons until the lights next to them show the appropriate code:

*Green light on = line or line pool can be used for DISA*  
*Green light off = line or line pool cannot be used for DISA*
  - 6 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #323.
- 3 Check the lights next to the buttons for the individual or pooled lines whose status you want to change. Green lights show next to any lines that are assigned as DISA lines.
- 4 Touch each line button until the light next to the button shows the appropriate code.

*Green light on = line or line pool can be used for DISA*  
*Green light off = line or line pool cannot be used for DISA*
- 5 Follow these steps to specify operation with or without a password:
  - ▶ To set up a password, dial #324, then any four digits (0 through 9).
  - ▶ If a password isn't required, dial #324, then touch **Drop**.
- 6 Follow these steps to allow or prevent DISA calls to points outside the MERLIN II system:
  - ▶ To restrict DISA callers to intercom calls, dial #3250.
  - ▶ To allow DISA callers access to MERLIN II system lines, dial #3251.
- 7 If you have a printer, you can request a System Information printout to make sure DISA security features are set up the way you want them. To get a printout, dial #905 and wait for the beep.
- 8 Touch **Message** and go on to another procedure, or leave administration mode.

## HOW TO USE

To place a call using DISA:

- 1 From a Touch-Tone telephone outside the MERLIN II system, dial the number of a line administered for DISA.

*If the line is available, you hear ringing, then a dial tone.*
- 2 Dial the DISA password, if required.

*You hear a dial tone.*
- 3 Take the appropriate action:
  - ▶ For an intercom call, dial the intercom number or Call Distribution group code.
  - ▶ For a call outside the system, dial the line or line pool number. When you hear a dial tone, dial the telephone number.

# Display

## DESCRIPTION

Display units come with the BIS-34D, the SP-34D, and the 7406D voice terminals and with the MERLIN II System Display Console. Displays can also be purchased separately and added later to the BIS-34 and 7406 voice terminals.

The display provides information that can help you handle calls and messages and program your voice terminal more easily. For example, when you dial a telephone number, or account number, or touch an Auto Intercom button, or when you receive an intercom call, a returned transfer call, or a call on a voice terminal that you are covering, the number associated with the call appears on the display screen. When you are programming a button the display shows you whether the button has a feature already programmed onto it. If you are away from your desk you can use the display unit when you return to retrieve messages that people in your system have left for you.

You can also use the display unit to provide an alarm, time calls that you place or receive, and display the time, day, and the date.

FIGURE 2-3 The BIS-34D Voice Terminal with Display.

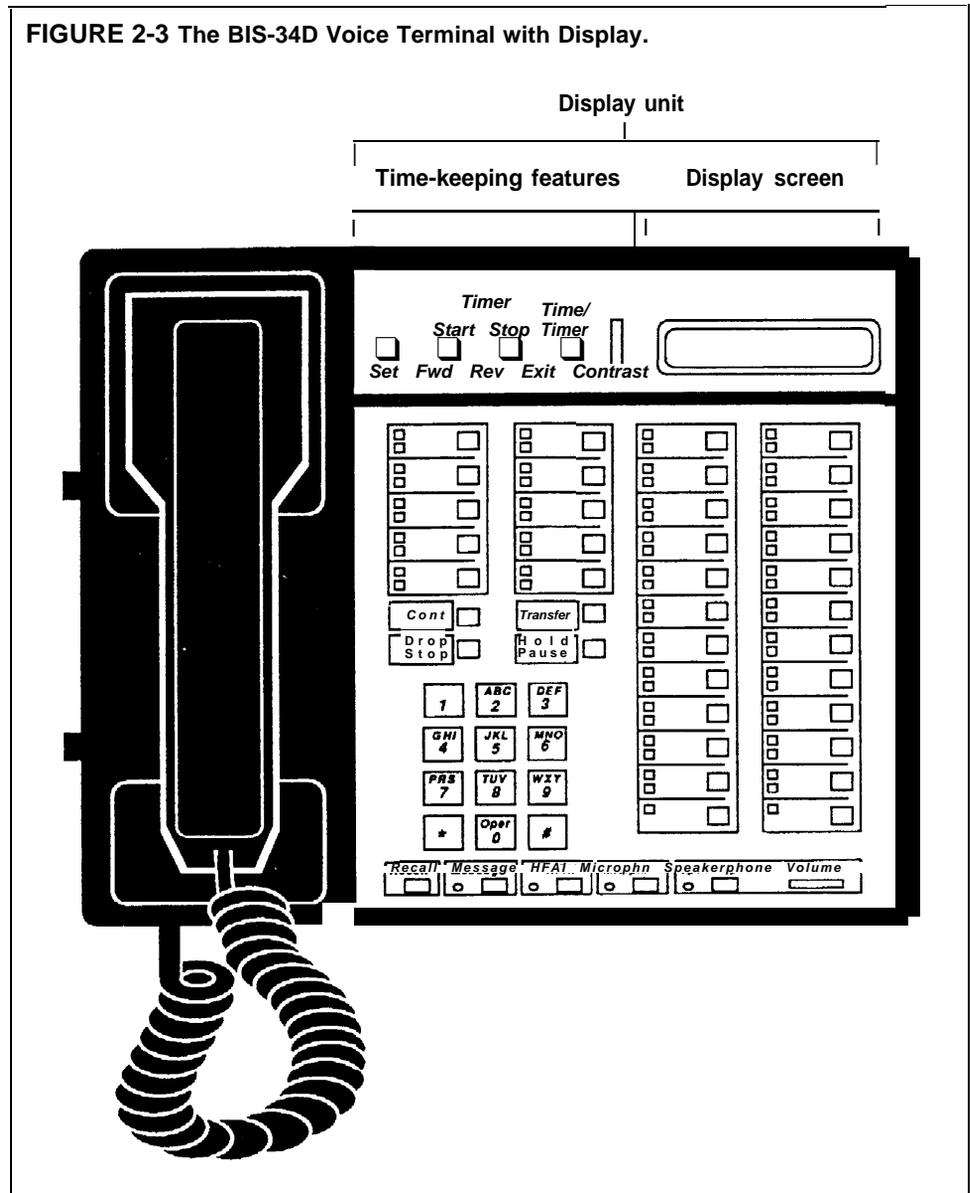


FIGURE 2-4 The 7406D Voice Terminal with Display.

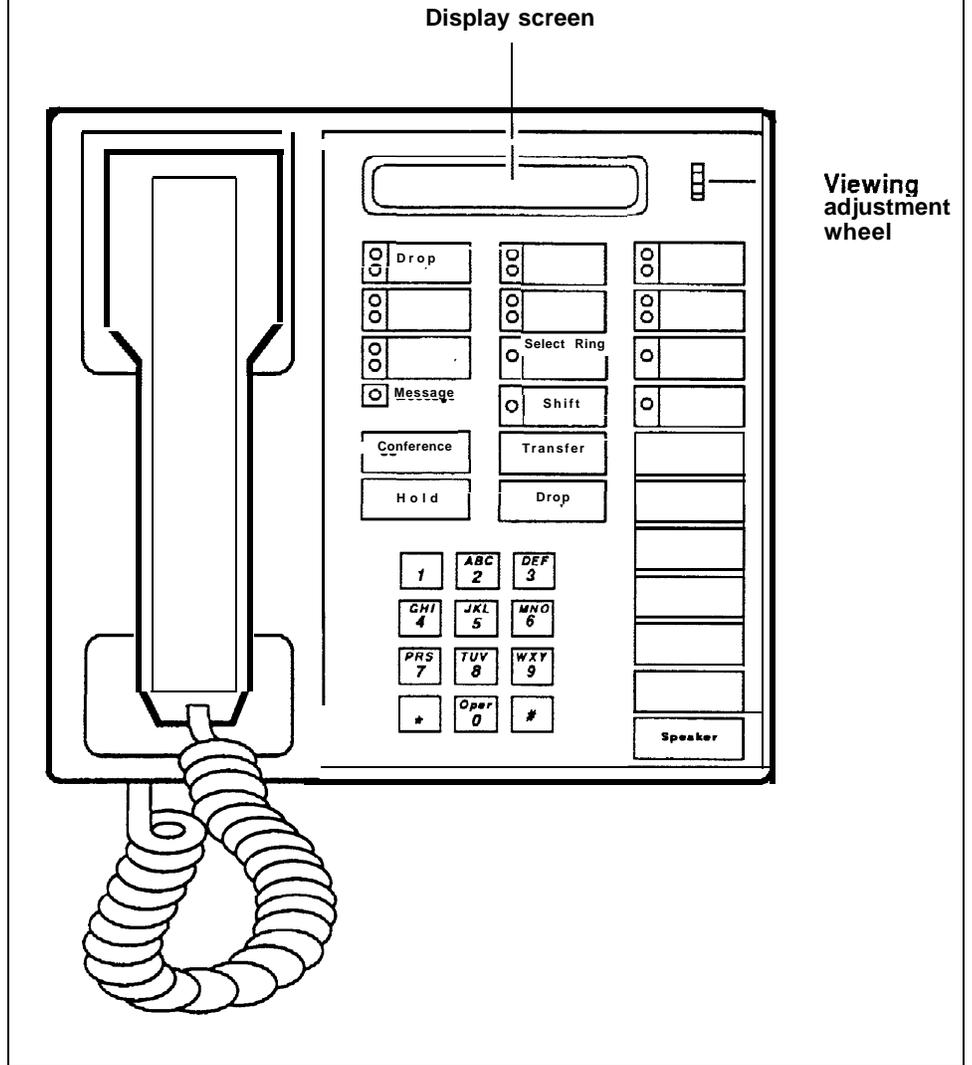
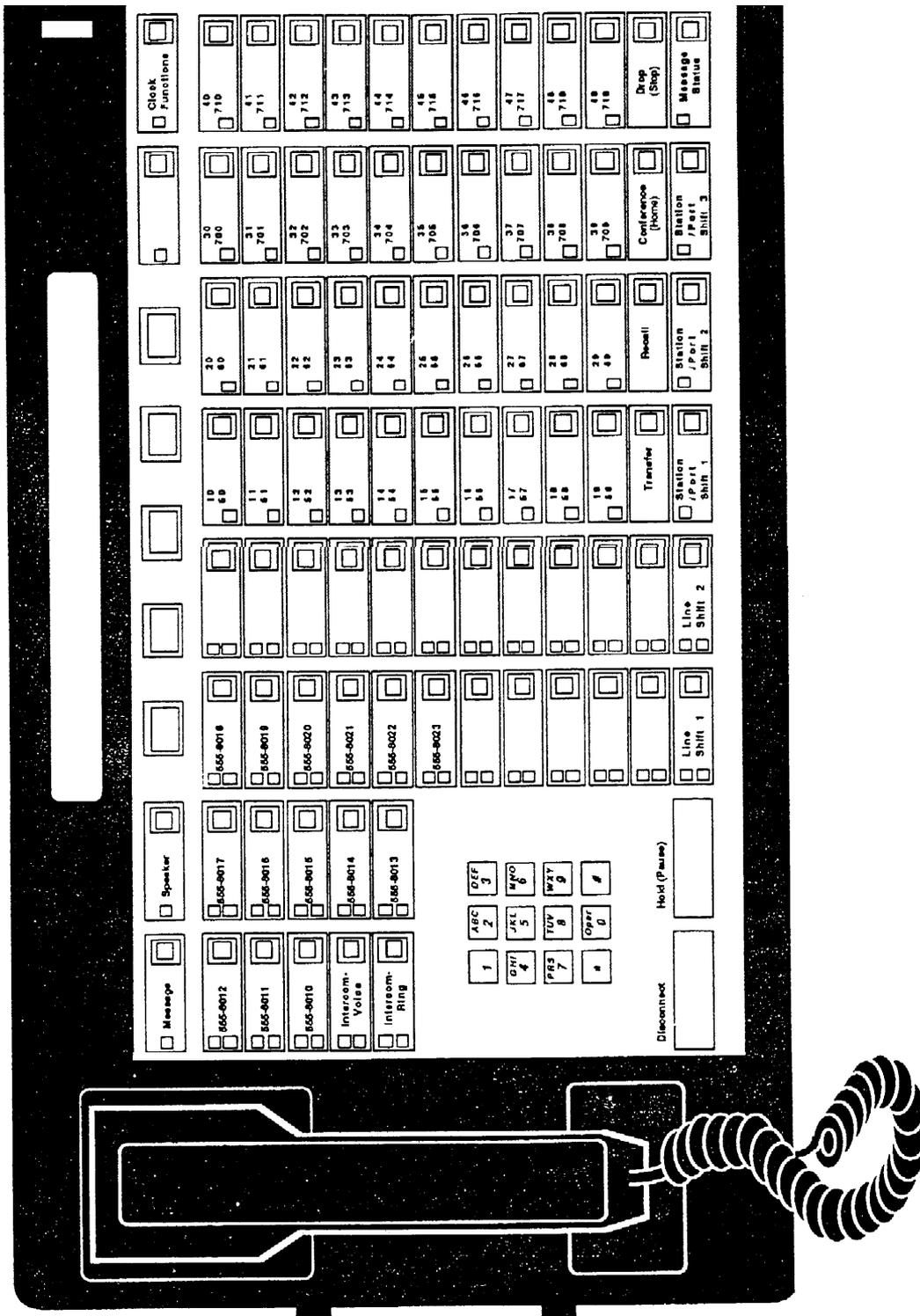


FIGURE 2-5 The MERLIN II System Display Console



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## CONSIDERATIONS

- The 7406 display voice terminal and the display console screen can accommodate two lines of information. The 7406 voice terminal display line can have a maximum of 16 characters. Each line of the administrator/attendant console display can hold 40 characters; however, as you dial numbers on the first line, the console display shows only 23 characters at a time.
- When a person at a 7406 voice terminal is not using a display feature, the display screen is blank. When the display of a BIS-34D voice terminal, a 34-button BIS voice terminal, or an administrator/attendant console is not being used, the screen shows the time, day, and date.
- To adjust the clarity of the display screen characters, turn the Contrast thumbwheel (Viewing Adjustment Wheel on the 7406 display voice terminal) until the numbers and letters are clear.
- Only the numbers for incoming intercom calls are displayed on the screen; the display unit does not show the identification of calls coming in from outside the system.
- The information appears on the screen for a maximum of 15 seconds. If you hang up the handset or begin another voice terminal operation before 15 seconds have elapsed, the display disappears.
- If you call someone in your MERLIN II system who has a display voice terminal, but the line is busy or the person does not answer, you can use the Deliver Message feature to leave a message that you have called. You can check messages on your display and have the MERLIN II system automatically return calls by using other Leave Word Calling features. For more information about these features, see "Leave Word Calling."
- Before you use the Timer feature on your display, you must lift your handset.

## ADMINISTRATION

As you administer the system at a display console, you can check the display screen to verify the button you have touched or the number that you have dialed. Follow the directions listed below under "Administration Mode, "

## PROGRAMMING

To program a Stopwatch button for your 7406 display voice terminal, see the programming directions under "Stopwatch."

You can also program buttons for the Leave Word Calling features. (See "Leave Word Calling. ")

## HOW TO USE

To use the features associated with the display unit, follow the instructions below.

**NOTE:** The display messages that you see on your voice terminal may be slightly different from the ones printed here, according to the type of display voice terminal that you are using.

---

### Account Code Entry

When you use the Account Code Entry feature by touching the Account Code Entry button, the display prompts you to enter the account code.



Acct?

As you dial an account code or when you touch a button that contains an account code, such as an Outside Auto Dial button, the digits are printed on the display screen, as shown in the example below.



Acct? 1574483

### Administration Mode

When the administrator uses the display console, he or she can view the buttons as he or she follows the directions for the administration procedure.

**NOTE:** The following examples show the displays associated with administration on a BIS-34D Console. Display-based administration with a MERLIN II Display Console is discussed in "Menu-Driven Administration" a separate entry in this section of the manual.

When you enter administration mode by touching the Conference button twice, this display appears on the screen:



Administration

When you touch the Message button during administration, you see this display:



Administer Misc:

As you enter codes for the administration procedure, you see the numbers on the screen as you dial them.

---

### Call Coverage

If you have a Call Coverage button programmed for another person's voice terminal, calls ring at your voice terminal when that person is away from his or her desk. The display screen shows you the intercom number of the person whose calls you are covering.



### Caller ID

When you receive an intercom call, the caller's intercom number or an administered station label, such as the person's name, appears on the screen.

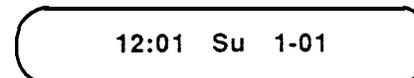


### Clock/Date, Timer, and Alarm (The BIS-34D and Sp-34D Voice Terminals)

The time-keeping features of the display unit allow you to set an alarm as well as the clock and date.

To set the time, day, and date on the display screen of a BIS-34D or SP-34D voice terminal:

- 1 Touch **Set** until the item you want to change flashes.
- 2 Touch **Fwd** or **Rev** to advance or reverse the time, day or date.
- 3 When you are finished, touch **Exit**.



To set the alarm on the display of a BIS-34D or SP-34D voice terminal (for example, when you want a reminder that you have a meeting in five minutes) and permit timer operation:

- 1 Touch **Set** until the item you want to change flashes.
- 2 Touch **Fwd** or **Rev** to advance or reverse the time until the display shows the time you want the alarm to sound.
- 3 When you are finished, touch **Exit**.



If you want to return to the Time/Timer display (see the procedures for using the Time/Timer display below),

- 1 Touch **Time/Timer**.

---

To start the timer for calls you need to time:

- 1 Touch **Time/Timer**.
- 2 Touch **Start** to reset the Timer to 00:00 and start the Timer.
- 3 When you are finished using the Timer, touch **Stop**.

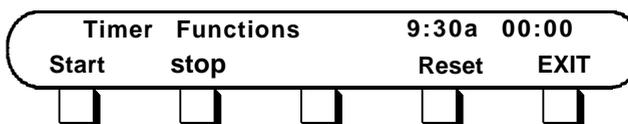
When you want to return to the Clock/Calendar display, which shows the time, day, and date:

- 1 Touch **Time/Timer**.

### **Clock/Date, Timer, and Alarm (The MERLIN II System Display Console)**

The time-keeping features on the display console allow you to set the clock and date, an alarm, and a timer. To help you do this, there are five buttons below the display screen. You press **Clock Functions** to get into this mode.

As you follow the procedures for setting the time-keeping features, the second line of the display will show you the function of each button. Touch the button below the label you want to use for the procedure. In the example shown below, you would touch the button below the label, **Start**, if you want to start the timer, or touch the button below the label, **Stop**, when you want to stop the timer.



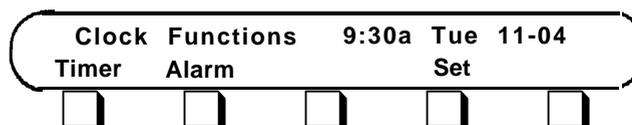
**Setting the Clock and Date** When you are not using your display to help you with programming or administration, or testing your console, the display shows the time and date on the first line. (This is the screen that you will usually see.)



You can reset the time, day, and date on your display by following these procedures.

- 1 Touch **Clock Functions**.

You see the following Clock Functions display:

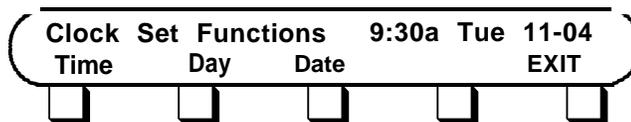


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The labels, **Timer**, **Alarm**, and **Set**, correspond to the keys below the display.

2 Touch **Set** to set the time.

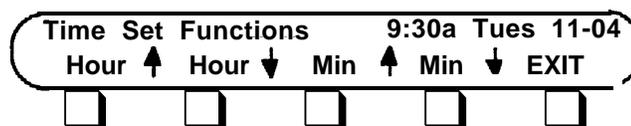
You see the following Clock Set Functions display:



3 Touch **Day** to set the day of the week.

4 Touch **Time**.

You see the following display:

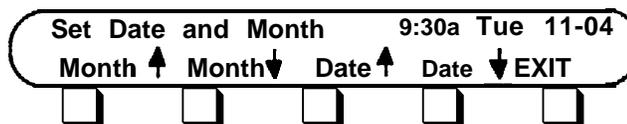


5 Use the **Hour** and **Min** arrow keys to set the time. (The arrows pointing up raise the numbers, such as **9:30** to **10:30** or **9:30** to **9:31**; the arrows pointing down lower the numbers, such as **9:30** to **8:30** or **9:30** to **9:29**.)

6 Touch **EXIT** to return to the Clock Set Functions display.

7 Touch **Date** to set the date.

You see the following Date Set Functions display:

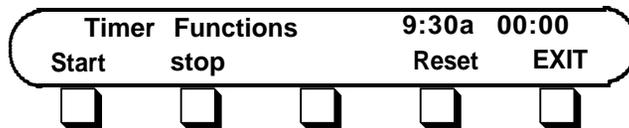


- 8 Use the **Month** and **Date** arrow keys to set the date. (The arrows pointing up raise the numbers, such as 11-04 to 12-04 or 11-04 to 11-05; the arrows pointing down lower the numbers, such as 11-04 to 10-04 or 11-04 to 11-03.)
- 9 Touch **EXIT** to return to the Clock Set Functions display.
- 10 Touch **EXIT** again to return to the Clock Functions display.
- 11 If you want to leave the Clock Functions display and return to the normal call-handling display, touch **Clock Functions**.

**Using the Timer** When you need to time the length of an individual call, use the Timer feature on your console to display a running 10-hour stopwatch.

- 1 At the Clock Functions display, touch **Timer**.

You see the following Timer Functions display:

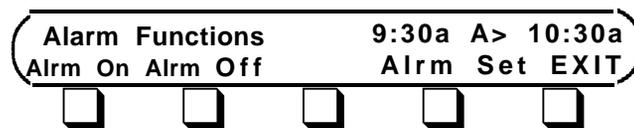


- 2 To start the timer from 00:00, touch **Start**.
- 3 To return the timer to 00:00 and start the timer again, touch **Reset**.
- 4 Touch **Stop** to stop the timer.
- 5 Touch **EXIT** to return to the Clock Functions display.
- 6 If you want to leave the Clock Functions display and return to the normal call-handling display, touch **Clock Functions**.

**Setting the Alarm** You may need to use an alarm to remind you, for instance, that you have a meeting at a specified time. In order to use the alarm feature on your console, you must set the alarm and then activate it.

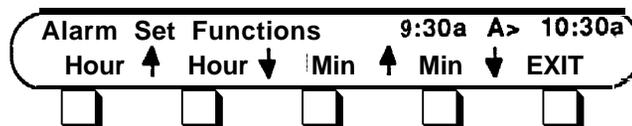
- 1 At the Clock Functions display, touch **Alarm**.

You see the following Alarm Functions display:



- 2 To set the alarm, touch **Alrm Set**.

You see the following Alarm Set Functions display:



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3 Use the **Hour** and **Min** arrow keys to set the time at which you want the alarm to sound. (The arrows pointing up raise the numbers, such as **10:30** to **11:30** or **10:30** to **10:31**; the arrows pointing down lower the numbers, such as **10:30** to **9:30** or **10:30** to **10:29**.)

4 Touch **EXIT** to return to the Alarm Functions display.

**Activating the Alarm** To set the alarm to go off at the time you have specified:

1 At the Alarm Functions display, touch **Alarm On** to activate the alarm. (A bell will appear to the right of the time.)

2 Touch **Alarm Off** to deactivate the alarm.

3 Touch **EXIT** to return to the Clock Functions display.

4 If you want to leave the Clock Functions display and return to the normal call-handling display, touch **Clock Functions**.

### Leave Word Calling

If you have programmed a Deliver Message button on your voice terminal, you can send a message to someone with a display voice terminal that you have called when the other person is away. If you are using a display voice terminal, you can use the other Leave Word Calling features to check the identity of the callers and to have your voice terminal automatically return the calls. If you have a display voice terminal, the following displays will help you handle messages quickly and efficiently. If you are trying to send a message to someone whose messagebox is already full, you see this message.



Message Box Full

If you have a BIS-34D, an SP-34D, or a 7406D voice terminal and your Message light is on, touch **Message**. The display unit shows the intercom number from which you have received a call.



Call 17

You can return the call by using the Return Call feature, read the next message by using the Next Message feature, delete the message from your message box by using the Delete Message feature, and, if you have a 7406 display voice terminal, use the Scroll feature to read the second line of the message.

For more information about using the Scroll, Next Message, Return Call (Reply), Delete Message, see "Leave Word Calling."

---

If you touch the Message button and there are no messages waiting for you, this display appears on your screen.

**No Messages**

If you try to return a call to someone who has not left a message at your voice terminal, you see this message on your display screen:

**Cannot Send**

### **Number Dialed**

When you dial outside, intercom, or account numbers, such as in the Account Number Entry feature, or touch a button that contains numbers, such as Outside Auto Dial, Auto Intercom, Last Number Redial, or Saved Number Redial buttons, the digits are printed on the display screen.

**9 2 0 1 s 5 5 5 6 7 8 9 4 6 5 6**

**< 2 4 6 8**

When you include special characters in a dialing sequence, you must touch one of the following fixed feature buttons. Each of these buttons prints a different symbol on the display screen:

- Drop = "s" (Stop)
- Hold = "p" (Pause)
- Recall = "r" (Switchhook Flash)
- Transfer = "t" (Touch-Tone Enable)

If the display includes more than 16 characters, the following occurs:

- If you have a BIS-34D or SP-34D voice terminal or a MERLIN II System Display Console, a "<" appears as the first character on the second line of numbers to remind you that the characters on the next line are part of the same telephone number. (On the 7406 display voice terminal, the numbers in the second line appear without a "<".)
- The seventeenth character and any additional digits then appear on the second screen or second line of the screen as you dial them.

The combined display screens in the Display Number Dialed feature can contain up to 31 digits. The display console can contain up to 40 digits.

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### Program Mode

When you begin programming, the display tells you that you are in the program mode and the intercom number of the voice terminal you are programming.

**ProgramMode 16**

As you dial characters for the programming procedures, the characters appear on your screen.

**\*9092015556789**

If you touch a button that has already been programmed, the display identifies the name of the feature on that button. The screen below shows that you have programmed the Last Number Redial feature on this voice terminal button.

**Last Number**

If the button has not been programmed, this message appears on the display screen:

**Blank**

If you touch a fixed feature, or nonprogrammable button, such as **Conference**, the following message appears on the display screen: (Note that you *can* use nonprogrammable buttons, such as **Hold** or **Recall**, to enter a special character, such as a pause or a stop, into a dialing sequence. Also, pressing **Hold** will cause "ERROR" to be displayed.)

**Not Programmable**

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If you dial incorrect numbers or characters, you will see this message:

**Error**

**Timer (The 61 S-340 and SP-34D Voice Terminal)**

For directions on using the Timer, see “Clock/Date, Timer, and Alarm (The BIS-34D and SP-34D Voice Terminal).”

**Timer (The 7406D Voice Terminal)**

By touching a programmed Stopwatch button on your voice terminal, you can time a call. (See “Stopwatch.”) The Stopwatch feature starts the clock at :00 and will count to a maximum of 9:59:59 (hours: minutes: seconds).

**:00**

**6 / 2 5**

**Timer (The MERLIN II System Display Console)**

For directions on using the Timer on the display console, see the procedures under “Clock/Date, Timer, and Alarm (The MERLIN II System Display Console)” just described.

**Transfer Return Identification**

When you transfer a call to another voice terminal and the call is unanswered, the call returns to your voice terminal. The intercom number or label of the voice terminal from which the call is returning appears on the screen.

**Trfr Ret-STAT-18**

# Do Not Disturb

## DESCRIPTION

When you are busy and do not want to be bothered by ringing calls, you can use the Do Not Disturb feature. When you receive outside calls, the green light next to the line button flashes, but your voice terminal does not ring.

When other people in the MERLIN II system call you, they get a busy signal. When they transfer a call to you, the green light next to the line button flashes, but your voice terminal does not ring. If they transfer a call to you using a voice announcement, they hear a busy signal, but the call is transferred (the green light flashes, but the voice terminal does not ring).

When you activate the Do Not Disturb at your voice terminal, the green light goes on next to your Auto Intercom button at other people's voice terminals.

## CONSIDERATIONS

- Calls from people within the MERLIN II system who have primary Cover buttons programmed for your voice terminal ring even if you have activated the Do Not Disturb feature. This allows an attendant to notify you when you receive an important call.
- If you activate the Do Not Disturb feature while someone is announcing a call through your voice terminal speaker, the call is dropped.
- If you transfer a call, but no one answers, you will still hear the transfer return ring, even if you have activated the Do Not Disturb feature.

## PROGRAMMING

The Do Not Disturb feature requires a button with lights.

To program a Do Not Disturb button for your voice terminal, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*71.
- 3 Program another feature, or leave programming mode.

## HOW TO USE

To prevent calls from ringing at your voice terminal:

- 1 Touch **Do Not Disturb**.

*The green light next to the button goes on.*

This feature remains active until you:

- 1 Touch **Do Not Disturb** again.

*The green light next to the button goes off.*

# Drop

## DESCRIPTION

If you get a busy signal or no answer as you set up a conference call, or if you want to disconnect a person or line you added to the conference call, you can use the Drop feature. For more information about using this feature, see “Conference.”

## CONSIDERATIONS

- Only the originator of the conference call can drop people from the conference.
- If you press the switchhook, you cut off everyone on the call.
- If you drop a line that has other people bridged onto it, those people are also disconnected from the conference call.

## HOW TO USE

To disconnect a person or line now in the conference call:

1 Touch **Drop**.

2 Touch the line button of the person you want to disconnect from the conference.

# Extended Station Status

## DESCRIPTION

When the Extended Station Status (ESS) feature is activated, lights on voice terminals indicate operating states other than the standard call-handling states of available, busy, and Do Not Disturb. The system can be administered for ESS in either of two modes, Hotel/Motel mode or Call Management System (CMS) mode. Lights at voice terminals and attendant consoles show:

- ESS status, if the system is administered for ESS in Hotel/Motel mode
- After Call Work State status for agents, if the system is administered for ESS in CMS mode

**NOTE:** This entry describes the Hotel/Motel mode of the ESS feature. For information on the CMS mode of the feature, see the documentation provided with that system.

If ESS is administered in Hotel/Motel mode, the attendant can put any voice terminal into either ESS1 or ESS2 state. Typically, this shows whether or not a room is ready for occupancy, but it can be used for any purpose.

With the attendant console in ESS Display mode, the attendant can see what state each voice terminal is in by checking the green lights next to the Auto Intercom buttons. By touching the appropriate buttons, the attendant can put individual voice terminals into ESS1, ESS2, or regular call-handling state. People can also put their own voice terminals into ESS1 or ESS2 state but can't change them from ESS to regular call-handling state.

## CONSIDERATIONS

- When the console is in ESS Display mode, attendants can still use the Message Status button to see whether message lights are on at voice terminals.

- The administrator must use Centralized Programming to assign the ESS feature to basic Touch-Tone telephones. The user can then access the feature by dialing a code representing the programmed button. ESS *cannot* be assigned to rotary telephones.
- Voice terminal users can put their voice terminals into ESS1 or ESS2 state, but only attendants can return voice terminals to the call-handling state.
- All voice terminals become outward restricted when they enter an ESS state. If the administrator wants these voice terminals to be able to dial selected numbers, such as emergency numbers, he or she should assign these voice terminals access to allowed lists. (See “Allowed Lists.”) Returning a voice terminal to regular call-handling state removes the ESS restrictions and reinstates any restrictions that the administrator assigned.

## ADMINISTRATION

To specify the ESS mode of operation and to put attendant consoles into and out of ESS Display mode, enter administration mode and follow the appropriate procedures below.

### With a MERLIN II System Display Console

#### ***Specifying ESS Mode of Operation***

- 1 From the administration menu touch these buttons: [More], [Options]  
[More], [Status] .
- 2 Select [Hotel] or [CMS] as appropriate.
- 3 Touch **Conference** to return to the administration menu.

#### ***Putting Attendant Consoles into ESS Display Mode***

- 1 From the administration menu touch these buttons: [Stations], [More],  
[More] , [Xtnd Sta] .  
*Green lights flash next to the Auto Icom buttons for all candidate attendant consoles.*
- 2 Touch the Auto Intercom button for each attendant console until the light next to the button shows the appropriate code.  
  
*Green light steady = console is in ESS Display mode  
Green light flashing= console is not in ESS Display mode*
- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

#### ***Specifying the ESS Mode of Operation***

- 1 Touch **Message**.
- 2 The default operation is CMS mode. To change the mode of ESS operation, dial the appropriate code:
  - ▶ For Hotel/Motel mode, dial #3290.
  - ▶ For CMS mode, dial #3291.

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3 Touch **Message** and go on to another procedure or leave administration mode.

### ***Putting Attendant Consoles into ESS Display Mode***

1 Touch **Message**.

2 Dial #330.

*Green lights flash next to the Auto Intercom buttons for all candidate attendant consoles.*

3 Touch the Auto Intercom button of each attendant console whose status you want to change until the light next to the button shows the appropriate code.

*Green light steady = console is in ESS Display mode  
Green light /flashing = console is not in ESS Display mode*

4 Touch # to confirm these settings.

5 Touch **Message** and go on to another procedure, or leave administration mode.

## **PROGRAMMING**

This feature requires programming ESS buttons at voice terminals and attendant consoles. The buttons at a voice terminal are used to put that voice terminal in ESS1 or ESS2 state. Attendant consoles can have buttons that put other stations in ESS states or in regular call-handling state.

To program ESS buttons, label the button(s), such as **ESS2 State**, enter programming mode, and follow these steps:

1 Perform the appropriate procedure:

- ▶ If you're programming a button on a voice terminal, touch the button and dial one of the following codes:
  - To get into the ESS1 state, dial '301.
  - To get into the ESS2 state, dial '302.
- ▶ If you're programming a button on an attendant console that will change states at voice terminals, touch the button and dial one of the following codes:
  - To put a voice terminal into regular call-handling state, dial \*210.
  - To put a voice terminal into the ESS1 state, dial \*211.
  - To put a voice terminal into the ESS2 state, dial \*212.

2 Repeat step 1 for each button you want to program.

3 Program another feature, or leave programming mode.

To program ESS States on all your basic telephones in Hotel/Motel mode, use Centralized Programming and dial the following codes:

- For ESS1, dial # 01\*301.
- For ESS2, dial # 02\*302.

## HOW TO USE

To monitor and change ESS status from an attendant console:

1 Check the green light next to the voice terminal's Auto Intercom button.

*Green light off* = voice terminal is not in either ESS state.  
*Green light flashing* = voice terminal is in ESS1 state  
*Green light steady* = voice terminal is in ESS2 state

2 If you have buttons programmed to put voice terminals in ESS1, ESS2 and standard call-handling states, touch the appropriate button. Otherwise, dial the appropriate code, as follows:

- ▶ To remove a voice terminal from either ESS state, dial #35.
- ▶ To put a voice terminal in the ESS1 state, dial #36.
- ▶ To put a voice terminal in the ESS2 state, dial #37.

3 Touch the Auto Intercom button for the voice terminal whose status you want to change.

To change an ESS state at a voice terminal or telephone:

*For ATL/DCP sets:*

1 Touch the appropriate button, **ESS1** or **ESS2**.

*For Basic Touch-Tone sets:*

1 Dial #01 to put the telephone in ESS1 state; #02 to put it in ESS2 state, or notify the attendant to change the ESS state.

## Flexible Numbering

### DESCRIPTION

Default dialing codes are used during the initial administration of stations, lines, line pools, and the Call Distribution and Group Page features. The administrator can use the Flexible Numbering feature to change these default dialing codes.

The default dialing codes are as follows:

- Stations - Intercom numbers 10 through 69 and 700 through 727.  
(A system can have only 72 responding stations. However, some voice terminals may have two intercom numbers associated with them because of the Voice Announcement to Busy Voice Terminal feature.)
- Lines - Line codes 801 through 856.
- Line pools -9 and 890 through 899.
- Call Distribution groups -870 through 875.
- Group Page groups -881 through 887.

The Flexible Numbering feature lets administrators change these codes to other 1-digit to 4-digit numbers that are more meaningful for their particular

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business or more convenient for users. For example, the intercom numbers for the telephones in hotel rooms can be the same as the room numbers, e.g., 401, 402, etc. Call Distribution groups can have their department numbers or project numbers as their dial codes.

The system begins to operate according to the new dialing codes as soon as the administrator assigns them. Therefore, the administrator needs to provide the new dial plan to users right away. If a printer is available, the administrator can order a printout of the current dial plan from the MERLIN II system. For stations, lines, line pools, and groups in the system, the printout shows:

- The logical ID number, which is the order or position within the group, beginning with the lowest number. For example, if there are three Call Distribution groups with Flexible Numbering codes 510, 511, and 512, group 510 is #1, 511 is #2, and 512 is #3.
- The current dial code, which is either the default code or the most recently assigned Flexible Numbering code.
- The label assigned to lines and stations, such as "IN-WATS" or "SAM."

## CONSIDERATIONS

- Flexible Numbering can only be administered from the MERLIN II System Display Console.
- Flexible Numbering dial codes can contain the digits 0 through 9 in any combination except that no code can begin with 0. The dial code 0 is a fixed code representing the administration console connected to the first station jack in the system.
- A Flexible Numbering dial code cannot have the digits of a shorter dial code as its leading digits. For example, if you assigned the number 40 to a paging group, you could not assign any longer numbers beginning with 40, such as 400 or 4000, to other endpoints. (See "Planning," in the *MERLIN II System Installation and Administration Manual* for more information on how to select Flexible Numbering codes. )
- Systems that include basic telephones connected to a Basic Telephone Module, Basic Telephone and Modem Interfaces, or Off-Premises Telephone Interfaces should *not* have 9 or 88 as Flexible Numbering dial codes. People with this equipment use those fixed codes to access MERLIN II system lines. People with basic telephones connected to the system with a BTMI or OPTI cannot dial intercom numbers longer than two digits.
- If you have Call Distribution groups with data hunt groups set up and you change the numbering (i.e. perform flexible numbering) for the call distribution groups, the system will assign the Group Call Distribution flexible numbers (preceded by \*) to the data hunt groups.

## ADMINISTRATION

**IMPORTANT** Before you establish or change Flexible Numbering codes, get the completed Flexible Numbering Form. If you do not have one, read the entry for Flexible Numbering in "Planning," in the *MERLIN II Installation and Administration Manual* and fill out the form before you try to administer this feature. The "Planning" entry includes an example showing how a small hotel uses Flexible Numbering.

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There are two types of administration, as follows:

- In single renumbering, you assign a specific dial code to a station, line, line pool, Call Distribution group, or Group Page group.
- In block renumbering, which applies only to groups of stations and lines, you identify a “start” and an “end” station or line. You then assign a new dial code to the first station or line and instruct the system to renumber the other stations or lines in the group accordingly.

Administration steps for both types of renumbering appear below.

**NOTE:** You hear a beep if you enter a number that is invalid or that conflicts with another code in the dialing plan. If you have a printer, you may want to get a printout of the dial plan to help you pinpoint the problem. From the administration menu touch [More], [More], [Print], [DialPlan] to get a printout.

### **Initializing (Changing Intercom Numbers to Make Space in the Dial Plan)**

When the MERLIN II system is first set up, it assigns default dialing codes to stations, lines, line pools, and Call Distribution and Group Page groups. Because the default intercom numbers for the first 60 stations are 10 through 69, this leaves few numbers available for use as Flexible Numbering codes. To make space available in the dial plan, you need to perform the Initialize procedure,

This procedure renumbers the stations in the system so that they are all in the 7000 range by placing 70 or 7 before their default intercom numbers, e.g., 7010 through 7069 and 7700 through 7727. This saves you time and makes Flexible Numbering codes 1000 through 6999 available for use.

**NOTE:** If any lines, line pools, Call Distribution groups, and Group Page groups in the system have Flexible Numbering codes, this procedure reassigns their default dialing codes. Therefore, it is useful as a first step if you are changing from one Flexible Numbering plan to another.

Follow these steps to assign intercom numbers in the 7000 range to all stations and assign default codes to lines, line pools, and groups:

- 1 From the administration menu touch [FlexNum] , [Block] .
- 2 Touch [InitSp] .
- 3 To assign Flexible Numbering codes, touch [Exit] and go to step 2 of the appropriate procedure, below.

### **Block Renumbering**

To assign sequential Flexible Numbering codes to a group of stations, or lines:

- 1 From the administration menu touch [FlexNum] .
- 2 Touch [Block] .

**NOTE:** If you get a “System busy - please wait” message, you can’t perform this procedure right now. Wait for the prompt or try again later.

- 3 Touch [Stations] or [Lines] to select the screen for the type of code you are changing.
- 4 Touch the Auto Intercom button or the line button for the *first* station or line on the console, i.e., the one with the lowest-numbered station or line

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jack. This is the first line or station to be renumbered in the string of lines or stations.

- 5 Touch [Enter] .  
*The system displays the lowest-numbered code and prompts you to enter the code for the last station or line, i.e., the one with the highest-numbered jack.*
- 6 Touch the Auto Intercom button or line button of the last (highest-numbered) station or line in the string of lines or stations.
- 7 Touch [Enter] .  
*The system prompts you to type in the first new Flexible Numbering code.*
- 8 Type in the first (lowest-numbered) new dial code.
- 9 Touch [Enter] .  
*The system renumbers the entire string of stations or lines sequentially, then returns you to the Block Renumber screen.*
- 10 Continue with Flexible Numbering, touch Conference to return to the administration menu and administer another feature, or leave administration mode.

### Single Renumbering

To assign a Flexible Numbering code to a particular station, line, line pool, or group, do the following:

- 1 From the administration menu, touch [FlexNum] .
- 2 Touch [Single] .  
**NOTE:** If you get a “System busy - please wait” message, you can’t perform this procedure right now. Wait for the prompt or try again later.
- 3 Touch the appropriate key for the type of code you want to change, such as [Pools] to assign a new code to a line pool.
- 4 Take one of the actions below to indicate the “old” dial code. Note that the third method can only be used for lines or stations.
  - ▶ Type in the existing dial code.
  - ▶ Type in the logical ID number. Be sure to type the pound sign ( # ) before the number.  
**NOTE:** Logical ID numbers run from lowest to highest, with the lowest numbered code being #1. For example, to specify line pool 9, you would type “ # 1.” Pool 890 is #2, Pool 891 is #3, etc.
  - ▶ If you’re identifying a line or station, touch the line button or Auto Intercom button.  
*The light next to the line goes on.*

- 
- 5 Touch [Enter] .  
*The display shows the old dial code and prompts you to enter the new dial code*
  - 6 Type in the new dial code.
  - 7 Touch [Enter] .  
*The system returns you to the Single Renumber screen.*
  - 8 Continue with Flexible Numbering, touch **Conference** to return to the administration menu and administer another feature, or leave administration menu.

## HOW TO USE

You don't need to reprogram any features assigned to buttons on your voice terminal if the dialing plan changes. The system does that automatically. However, be sure to use any new codes for dial access to features.

## Follow Me

See "Call Forwarding and Follow Me"

## Forced Account Code Entry

### DESCRIPTION

If the administrator assigns the Forced Account Code Entry feature to a voice terminal, the user must enter a account code (1 to 16 digits) before placing an outside call. This feature assures that all outgoing calls on selected voice terminals are associated with the appropriate account for billing or other purposes.

MERLIN II system voice terminal users program an Account Code Entry button to use when entering account numbers for outside calls. For convenience, they can program frequently-used account codes onto available buttons or assign Personal Speed Dial codes to account numbers.

### CONSIDERATIONS

- Forced Account Code Entry applies only to outside calls that the user originates. The user can answer outside calls, add outside lines to a conference call he or she has originated, bridge onto an in-progress call, generate a switchhook flash, or select an alternate ARS routing pattern without entering an account code.
- People whose voice terminals are administered for Forced Account Code Entry can also use the standard Account Code Entry feature. The same programmable button, the Account Code Entry button, is used for both features.

- The Forced Account Code Entry feature applies to outgoing calls only. You may use the standard Account Code Entry feature to associate an account code with an *incoming* call.
- Forced Account Code Entry can be administered for basic Touch-Tone telephones in all systems *except* systems administered for behind-switch operation. People who have basic telephones administered for Forced Account Code Entry follow a different procedure for placing outside calls than do people with MERLIN II system voice terminals. The feature cannot be used with rotary telephones.

## ADMINISTRATION

To assign the Forced Account Code Entry feature to voice terminals, enter administration mode and follow the appropriate procedure below:

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [Stations], [More], [Account] .
- 2 Touch the Auto Intercom button of each voice terminal for which you want to assign or remove this feature until the light next to the button shows the appropriate code.
 

*Green light on = voice terminal has Forced Account Code Entry*  
*Green light off = voice terminal doesn't have Forced Account Code Entry*
- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

To assign the Forced Account Code Entry feature to voice terminals:

- 1 Touch **Message**.
- 2 Dial #319.
- 3 Touch the Auto Intercom button of each voice terminal for which you want to assign or remove this feature until the light next to the button shows the appropriate code.
 

*Green light on = voice terminal has Forced Account Code Entry*  
*Green light off = voice terminal doesn't have Forced Account Code Entry*
- 4 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

To program an Account Code Entry button, label a button with lights, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*82.
- 3 Program another feature, or leave programming mode.

---

## HOW TO USE

With the Forced Account Code Entry feature in place, you must enter a non-null account code in order to make an outside call.

**NOTE:** If you want to erase or replace the account code you entered when you placed the call, you can do so while the call is in progress. Just follow the standard Account Code Entry procedure (see "Account Code Entry").

There are two procedures for placing calls, one for MERLIN II voice terminals and the other for Touch-Tone telephones.

To place an outside call on a MERLIN 11 system voice terminal administered for Forced Account Code Entry:

**1** Lift the handset.

*The green light next to the programmed Account Code Entry button begins flashing. You hear no dial tone and no lights appear next to the line or pool button.*

**2** Dial the appropriate account code (maximum of 16 digits) or touch the button programmed with that account code.

**3** Touch the Account Code Entry button.

*The green light next to the Account Code Entry button becomes steady.*

**NOTE:** Touching the Account Code Entry button stores the account code you just entered. If you perform another action before you touch the Account Code Entry button, such as selecting a different line or answering an incoming call, the account code you entered is erased. If that happens, just repeat steps 2 and 3.

**4** Touch the appropriate line, pool, or Pool Access button and dial the number. If your system has ARS and you get a busy signal on the outside line, touch the Pool Access button again. This connects you to a line in the backup line pool, if one has been administered. It isn't necessary to reenter the account code.

To place a call on a basic telephone administered for Forced Account Code Entry:

**1** Lift the handset.

*You hear the intercom dial tone*

**2** Dial # 22, the code for the Account Code entry feature.

**3** Dial the appropriate account code (maximum of 16 digits).

**4** Dial #22 to terminate the Account Code entry.

**NOTE:** You must finish dialing the codes within 15 seconds of lifting the handset, or the feature will be canceled. If that happens, just repeat the procedure.

**5** Dial 9 or 88, then the appropriate Pool Access code, where required.

*You hear the outside line dial tone.*

**6** Dial the number.

# Group Call Distribution

## DESCRIPTION

The system administrator can assign voice terminals to Call Distribution groups. These groups are usually made up of people who provide a similar service to co-workers or outside callers, such as sales representatives or order entry clerks.

Once the administrator has assigned voice terminals to a Call Distribution group, any intercom call to the group rings at the next available voice terminal, in round-robin order. If the administrator also assigns lines and/or line pools to a Call Distribution group, any call that comes in on one of those lines rings at the voice terminal of the person whose turn it is to take the next call. If a call is not answered before the third ring, it will begin to ring at all the voice terminals assigned to the Call Distribution group.

## CONSIDERATIONS

- There can be up to six Call Distribution groups, each containing as many as 15 voice terminals. There can be up to 56 outside lines and up to 11 line pools assigned to each group.
- A voice terminal can belong to more than one group.
- A line or line pool can be assigned to only one group. Before the administrator assigns lines and line pools to a group, he or she must make sure each voice terminal in the group has access to those lines or line pools.
- If a person within a group is not free to take calls, he or she can turn on the Do Not Disturb feature. The system does not direct any calls to the person's voice terminal until that person turns off Do Not Disturb.
- You cannot transfer a call with voice announcement to a Call Distribution group. The call is transferred successfully, but the person at the other voice terminal cannot hear your voice announcement.

## ADMINISTRATION

Get the completed Group Call Distribution Forms. Enter administration mode and follow the appropriate procedure below to set up or change Call Distribution groups.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [\[Stations\]](#), [\[More\]](#),  
[\[GrpCall\]](#) .
- 2 Dial the number of the Call Distribution group. This can be the default code (870 through 875), a code assigned through Flexible Numbering, or the group's logical ID number ( # 1 through #6).
- 3 Touch [\[Enter\]](#) .
- 4 Touch the Auto Intercom button of each voice terminal until the light next to the button shows the appropriate code:

*Green light on = voice terminal is in the group*  
*Green light off = voice terminal isn't in the group*

---

5 To associate line or line pools with this group, touch the line buttons until the lights show the appropriate code:

*Green light on = line is assigned to the group*  
*Green light off = line isn't assigned to the group*

6 Touch **[GrpCall]** and repeat steps 2 through 5 for each Call Distribution group you want to administer.

7 Touch **Conference** to return to the administration menu.

8 To get a printout of the Call Distribution groups, touch **[More]**, **[More]**, **[Print]**, **[More]**, **[More]**, **[GrpCall]**.

9 Touch **Conference** to return to the administration menu, or leave administration mode.

#### **With a BIS-34D Console**

Follow these steps to set up Call Distribution groups:

1 Touch **Message**.

2 Dial #87.

3 Dial the number of the Call Distribution group (0 through 5).

4 To assign voice terminals to the group, touch the Auto Intercom button(s):

*Steady green on = voice terminal is in group*  
*Green off = voice terminal is not in group*

5 To associate lines with the group, touch line button(s):

*Steady green on = line is assigned to group*  
*Green off = line is not assigned to group*

6 To get a printout, dial #906 and wait for the beep.

7 Touch **Message**.

8 Go on to another procedure or leave administration mode.

## **PROGRAMMING**

To program a button for a Call Distribution group, label a button, enter programming mode, and follow these steps:

1 Touch the button you want to program.

2 Dial \*91 plus a Group Call Distribution code (870 through 875 or a code assigned through Flexible Numbering).

3 Program another feature, or leave programming mode.

## **HOW TO USE**

To place an intercom call to a Call Distribution group:

1 Touch **Intercom-Voice** or **Intercom-Ring**.

2 Lift your handset or touch **Speakerphone**.

3 Touch the button for the group or dial the appropriate code.

4 When you hear a beep or when someone answers, begin speaking.

---

To transfer an outside call to a Call Distribution group:

**1 Touch Transfer.**

**2 Touch the button for the group or dial the appropriate code.**

**3 Hang up.**

## Group Listening

See “Speakerphone and Speaker. ”

## Group Page

### DESCRIPTION

The system administrator can set up Group Page groups so anyone in the system can use the Group Page feature to page up to 10 people at a time directly through the voice terminal speakers. You do not need an external paging system for this feature.

### CONSIDERATIONS

- You can have up to seven paging groups, each with a maximum of 10 voice terminals. If necessary, one voice terminal can be assigned to more than one paging group.
- You cannot page someone who has a digital voice terminal.
- If a person has activated the Voice Announcement Disable feature, that voice terminal cannot receive your Group Page announcement.
- People can program buttons for the groups they want to page or they can save available feature buttons for other uses and dial a code to use this feature.

### ADMINISTRATION

To assign voice terminals to paging groups, enter administration mode and follow the appropriate procedure below.

#### With a MERLIN II System Display Console

- 1** From the administration menu, touch these buttons: [Stations], [More], [PageZn].
- 2** Dial the number of the paging group in which you want to add or remove voice terminals. This can be the default code (881 through 887), a code assigned through Flexible Numbering, or the group’s logical ID number (#1 through # 7).
- 3** Touch [Enter] .

---

4 Touch Auto Intercom buttons until they show the paging group assignment you prefer.

*Steady green light on = voice terminal is assigned to the group  
Green light off = voice terminal is not assigned to the group*

5 Touch [PageZn] and repeat steps 2 through 4 to add group page zones.

6 Touch **Conference** to return to the administration menu.

7 To get a printout of paging groups, touch these buttons: [More], [More],  
[Print], [More], [More] .

8 Touch [PgZone] to begin printing.

9 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

To assign voice terminals to paging groups:

1 Touch **Message**.

*The lights next to the administration mode buttons stop flashing. The green light next to **Message** remains on.*

2 Dial #88.

3 Dial the number of the paging group in which you want to add or remove voice terminals (1 through 7).

*A green light comes on next to the Auto Intercom button of any voice terminal already assigned to that paging group.*

4 Touch Auto Intercom buttons until they show the paging group assignment you prefer.

*Steady green light on = voice terminal is assigned to the group  
Green light off = voice terminal is not assigned to the group*

5 Repeat steps 3 through 5 for each paging group in which you want to assign or remove voice terminals.

6 If you have a printer, you can get a printout to make sure your paging groups are set up the way you want them. To get a printout, dial #903.

*The green light next to **Message** flashes. When the printout is completed, you hear a beep and the green light next to **Message** becomes steady.*

7 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

To program a button for a paging group, label the button **Group Page** plus the group number, enter programming mode, and follow these steps:

1 Touch the button you want to program.

2 Dial '91 plus the Group Page code (881 through 887) or a code assigned through Flexible Numbering.

3 Program another feature, or leave programming mode.

---

## HOW TO USE

You can use a programmed button or use a dial code to access the Group Page feature. To use a Group Page button to make an announcement through a group of voice terminal speakers:

- 1 Touch the Group Page button for the group you want to page.
  - 2 When you hear a beep, lift your handset and make the announcement
- To page a group using a dial code:

- 1 Touch **Intercom-Voice**.
- 2 Lift your handset.
- 3 Dial the code for the group you want to page.
- 4 When you hear a beep, speak into your handset.

## Hold

### DESCRIPTION

When you need to put someone on hold, use the Hold feature.

### CONSIDERATIONS

- 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.
- If you are having problems with callers on hold being disconnected, or if the light next to the held call continues to flash after a person outside the system has disconnected the call, inform your system administrator. If necessary, the administrator can reset the disconnect interval for your system. (See "Hold Disconnect Interval." j)
- If everyone in a conference call composed of people connected to the MERLIN II system, places the call on hold, the call is automatically terminated.

### HOW TO USE

To place a call on hold:

- 1 Touch **Hold**.

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

To take a call off hold:

- 1 Touch the call's line button while off-hook.  
*The green light becomes steady.*

# Hold Disconnect Interval

## DESCRIPTION

Telephone company central offices use either a “short” (50 millisecond) or a “long” (450 millisecond) disconnect interval. Because most switching systems use a long interval, your MERLIN II system is factory-set for a long interval. If your telephone company uses a short interval or if your MERLIN II system has been reprogrammed, the disconnect intervals for your system may cause problems with held calls.

## CONSIDERATIONS

If your system has either of the following problems, the system administrator must change the Hold Disconnect Interval.

- If a caller waiting on hold is disconnected, the disconnect interval setting of your MERLIN II system is shorter than the setting at your local telephone company’s central office.
- If a caller waiting on hold hangs up, but the light next to that line button on voice terminals in your system continues to flash as if the call were still on hold, the disconnect interval setting of your MERLIN II system is longer than the setting at your local telephone company’s central office.

## ADMINISTRATION

To change the disconnect interval: enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

1 From the administration menu touch these buttons: [Lines], [More], [HidAband].

2 Touch line buttons:

*Steady green on = line drops held call on long (450 millisecond) signal (default)  
Green off = line drops held call on short (.50 millisecond) signal*

3 Touch **Conference** to return to the administration menu.

### With a BIS-34D Console

1 Touch **Message**.

*The lights next to the administration mode buttons stop flashing. The green light next to **Message** remains on.*

2 Dial #303.

3 Touch each line button to change its disconnect interval. Each touch of the button gives you one of the following codes:

*Steady green light on = line has long disconnect interval  
Green light off = line has short disconnect interval*

4 Touch **Message** and go on to another procedure, or leave administration mode.

# Intercom

## DESCRIPTION

Each voice terminal connected to the MERLIN II system has a unique intercom number. You can dial intercom numbers to place calls to people connected to the system.

On all voice terminals in the MERLIN II system you can place two types of intercom calls:

- **Ringling Intercom Calls.** You can place ringing intercom calls when you want to have a two-way conversation with people connected to your MERLIN II system. Your calls ring at their voice terminals, and your co-workers lift their handsets to hear you and to talk with you.
- **Announced Intercom Calls.** When you place an announced intercom call, your co-worker hears your voice through the voice terminal speaker.

## CONSIDERATIONS

- If you program an Auto Intercom button for the intercom number you want to call, you can dial the number with one touch. (See “Auto Intercom.”)
- If the person you are calling has activated the Voice Announcement Disable feature, any intercom call you place with **Intercom-Voice** rings rather than beeps at the person’s voice terminal, and you cannot give your voice announcement.
- If you have a digital voice terminal, you can place both ringing and announced intercom calls, but you can receive *only* ringing intercom calls.
- The system administrator can assign two station jacks to a single voice terminal so that people at these voice terminals can receive *voice* announcements while they are busy on another call. (See “Voice Announcement To Busy Voice Terminal.”)

## HOW TO USE

To place a ringing intercom call:

- 1 Touch **Intercom-Ring**.
- 2 Lift your handset or touch **Speakerphone**.
- 3 Dial an intercom number for the voice terminal you want to call.
- 4 When the person answers, you can begin the conversation.

To place an intercom call with a voice announcement:

- 1 Touch **Intercom-Voice**.
- 2 Lift your handset or touch **Speakerphone**.
- 3 Dial the intercom number for the voice terminal you want to call.
- 4 When you hear a beep, make your announcement.

# Intercom Dial Tone

## DESCRIPTION

There are two types of dial tones: The MERLIN system internal dial tone and the CO line dial tone. Some modems and software applications (Voice Mail Service, for example) will not recognize the internal dial tone of the MERLIN system. When a MERLIN system station is off-hook, the dial tone may prevent some of these services from entering the system. The Intercom Dial Tone feature allows you to change the internal MERLIN system dial tone to match the CO line dial tone.

## CONSIDERATIONS

If any software applications or modems used by the system do not recognize the MERLIN II system internal dial tone, you will have to administer the system so that the CO line dial tone will be detected.

## ADMINISTRATION

If you are running software applications or using modems that do not recognize the internal MERLIN system dial tone, follow the appropriate procedure below.

### **With a MERLIN II System Display Console**

To change the dial tone using a MERLIN II System Display Console:

- 1 From the system menu, touch [More], [Options], [More], [More], [More].
- 2 Touch [ICMdia].
- 3 Take the appropriate action:
  - ▶ Touch [Intern] to provide the MERLIN II intercom dial tone, or
  - ▶ Touch [Extern] to provide the CO line dial tone.

### **With a BIS-34D Console**

To set the dial tone using a BIS-34D Console:

- 1 Touch **Message**.
- 2 Dial # 335
- 3 Take the appropriate action:
  - ▶ Touch 0 to provide the MERLIN intercom dial tone, or
  - ▶ Touch 1 to provide the CO line dial tone.

# Labels for Stations

## DESCRIPTION

When the system is first set up, display messages for intercom calls, Group Page calls, transfer returns, and Leave Word Calling identify stations by their intercom numbers. For example, a display might read:

**Tfr Ret 18.**

The system administrator can associate alphanumeric labels such as people's names or telephone numbers with station numbers so that the displays are more meaningful. If the administrator assigns an alphanumeric label to a voice terminal, that label appears on people's displays in place of the intercom number. For example, a display might read:

**Tfr Ret L. Zorn.**

## CONSIDERATIONS

- Only administrators using the MERLIN II system display console can associate labels with station numbers.
- Any display set will show a station label when the intercom call comes into the console and when the attendant uses the Hold, Transfer, Camp On, and Call Park features.
- Labels can contain up to 7 characters, including letters, numbers, and the special characters listed under "Administration," below.

## ADMINISTRATION

To assign labels to stations: enter administration mode and follow the procedure below.

**1** From the administration menu, touch these buttons: [More], [More],

[Label] .

*The system prompts you to designate the type of labels you are assigning.*

**2** Touch [Stations] .

*The system prompts you to enter the station number.*

**3** Enter the station (intercom) number.

**4** Correct the entry, if necessary, by using the backspace, then touch [Enter] .

*The display show the station or line number and prompts you to enter the label.*

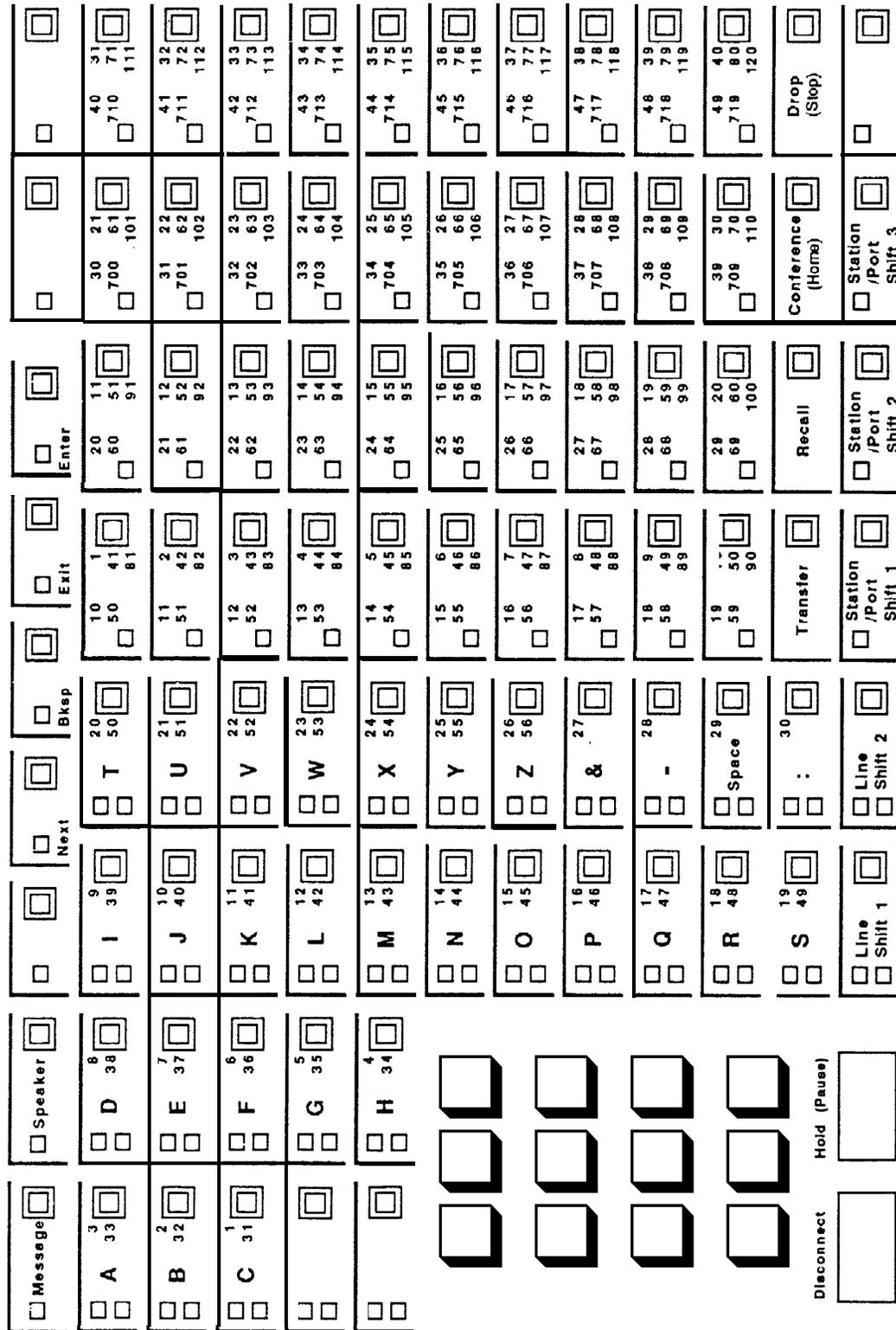
**5** Enter the label for the station. This can be up to seven characters, including all 26 capital letters, the numbers 0 through 9, and the ampersand (&), dash (-), space ( ), colon (:), asterisk (\*), and pound sign (#). Figure 2-6 shows which buttons on the console represent the letters and special characters.

**6** Correct the entry, if necessary, then touch [Enter] .

**7** Repeat steps 3 through 7 to assign labels to the remaining stations and/or lines.

**8** Touch **Conference** to return to the administration menu or leave administration mode.

FIGURE 2-6 MERLIN II Display Console in Administration Mode



# Last Number Redial

## DESCRIPTION

With a Last Number Redial button, you can redial with one touch the number you dialed most recently. You do not need to do anything to save the number.

## CONSIDERATIONS

- The Last Number Redial button saves manually dialed outside telephone numbers and numbers dialed with an Outside Auto Dial button.
- If you try to program a second Last Number Redial button, the first one is automatically removed.

## PROGRAMMING

To program the Last Number Redial feature for your voice terminal, label a button and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*73 (you do not need to dial an outside number).
- 4 Leave programming mode.

## HOW TO USE

To redial the last number you dialed:

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

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

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

# Leave Word Calling

## DESCRIPTION

If you call someone in your MERLIN II system who has a display voice terminal, but the line is busy or the person does not answer, you can use the Deliver Message feature to leave a message that you have called. By touching a programmed Deliver Message button at your voice terminal before you hang up, you can turn on the Message light at the other person's display voice terminal.

If you have a display voice terminal, you can view the messages that you received while you were away by touching the Message button. Messages from people in the system who have called you appear on your display unit screen. There are also Leave Word Calling features that you can use to check messages on the display unit and to have the MERLIN 11 system automatically return calls. (See also "Display Unit. ") Below is a fuller description of these features.

- **Return Call.** If you want to return the call to someone from whom you have received a message, you can automatically dial the caller's intercom number by touching a programmed Return Call button.
- **Delete Message.** When you are finished with the message, cancel it from the message files by touching a programmed Delete Message button.
- **Next Message.** When you are ready to read another message on the display screen, touch the Next Message button.
- **Scroll.** If you are using a BIS-34D with display voice terminal, a 34-button Built-In Speakerphone (BIS) voice terminal or a display console, you can view the second line of the message by touching a programmed Scroll button. When you are finished reading the second line, use the Scroll feature to return to the first line of the message.

New messages are labeled with a "\*" .

Messages from the system attendant are designated by an "A" so that you can differentiate between a message from an attendant and one from someone else in the system.

If a voice terminal sends a second message to a display voice terminal, the second message overwrites the first message from that voice terminal.

To turn off the Message light, you must either delete or respond to *all* of the messages in the mailbox.

## CONSIDERATIONS

- The person to whom you are sending a message must have a display voice terminal. However, you *do not* need a display voice terminal in order to send a message.
- You cannot use the Leave Word Calling feature with a MERLIN 11 System Display Console.
- For the Return Call, Delete Message, Next Message, and Scroll features, you can use a dial code instead of programming a button.
- Each display voice terminal can store up to 10 messages. Once a display voice terminal has stored the maximum 10 messages, no other messages can be stored in the message files. If the receiving display voice terminal has a full mailbox, the person sending the message is alerted in one of two ways that the message has been denied.
  - ▶ A person who is sending a message from a voice terminal *without* a display hears a denial tone.

- ▶ A person who is sending a message from a display voice terminal sees on the display, "Message Box Full."
- If the administrator shuts down the system for a moment (force idles the system), you will need to touch **Message** again to read your messages. If there is a power failure, all messages in your message files are deleted.

## PROGRAMMING

To program the Deliver Message, Return Call, Delete Message, Next Message, and Scroll features as well as a-Message button, if you do not already have one on your voice terminal, then label the button (see the table under step 4 for button labels and programming codes) and use these procedures:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 For each feature, use the programming code listed here.

Label the button:	Dial this programming code:
Delete Message	*78
Deliver Message	*83
Message	*98
Next Message	*80
Return Call	*79
Scroll	*81

- 4 Leave programming mode.

## HOW TO USE

The procedures for using the Leave Word Calling features are the same for any voice terminal.

### Procedures for the BIS-34D with Display, 34-Button BIS with Display Unit, and 7406 Display Voice Terminals

If you have programmed a Deliver Message button on your voice terminal, you can leave word that you have called at a display voice terminal that is busy or unattended.

- 1 *Before* you hang up, touch the Deliver Message button that you have programmed.

If you have a display voice terminal, you can check your display screen for information that came in for you while you were away from your desk: (People with 7406 display voice terminals must program a Message button, or, if they prefer, they can use a dial code. See "Message.")

- 1 If your Message light is on, touch **Message**.

---

To have your display voice terminal automatically dial the number of a person who has left word at your display voice terminal that he or she has called:

**1 Touch Return Call** (or dial # 27).

To cancel the last message you read:

**1 Touch Delete Message** (or dial # 26),

To read the next message on your display screen:

**1 Touch Next Message** (or dial # 28).

If you have a BIS-34D with display voice terminal or a 34-button BIS with display unit voice terminal, you can move back and forth between the first and the second line of the display screen so you can read the time and date the message was sent.

**1 Touch Scroll** (or dial #29).

*The display screen shows the second line of the message.*

**2 If you touch Scroll** (or dial #29) a second time, the first part of the message is displayed again.

## Lights

### DESCRIPTION

The lights next to the line buttons on your voice terminal show the status of the lines. There are also lights next to the Speaker, Message, HFAI/Mic, Speakerphone, and Microphone buttons.

Lights	Meaning of the Lights
Red light steady	This is either the line you are now using or the line you will get when you lift your handset.
Green light steady	The line is in use; the feature is active.
Green light off	The line is not in use; feature is not active.
Green light flashing	A call is coming in on this line.
Green light flashing rapidly	You have put a call on hold on this line.
Green light flashing slowly	Someone has put a call on hold on this line from another voice terminal.
Green light on next to the Message button (analog voice terminals) or green Message light (digital voice terminals)	You have a message. If you have a display voice terminal, you can view the message. If not, you must get the message from the attendant.

Lights	Meaning of the Lights
Green light on next to the Speaker button	The voice terminal speaker is on. See "Speaker."
Green light on next to the HFAI/Mic button or the HFAI button.	The Hands-Free Answer on Intercom feature is activated.
Green light flashing next to the HFAI/Mic button while the speakerphone is active or green light on next to the Microphone button.	The microphone is activated.
Green lights on next to the Speakerphone and Microphone buttons.	The speakerphone is on.

**CONSIDERATIONS**

- If you have a voice terminal without a display, only your attendant can turn on your Message light.
- If you have a display voice terminal, anyone who has programmed a Deliver Message button on his or her voice terminal can also turn on your Message light. (See "Leave Word Calling. ")

## Line Pickup

See “Call Pickup.”

## Line Assignments in Behind-Switch Systems

If your responsibilities do not include system administration, skip this information.

### DESCRIPTION

The MERLIN II system can be configured to operate behind a larger system. “Behind-Switch Operation” in this section of the manual explains how this type of system works.

The system automatically assigns the first line, default line 801, to all attendant consoles as their prime line. It then assigns all other lines to those consoles as secondary lines, with delayed ring. (If you have more than one attendant console, you should administer the lines so that each console has a different prime line.)

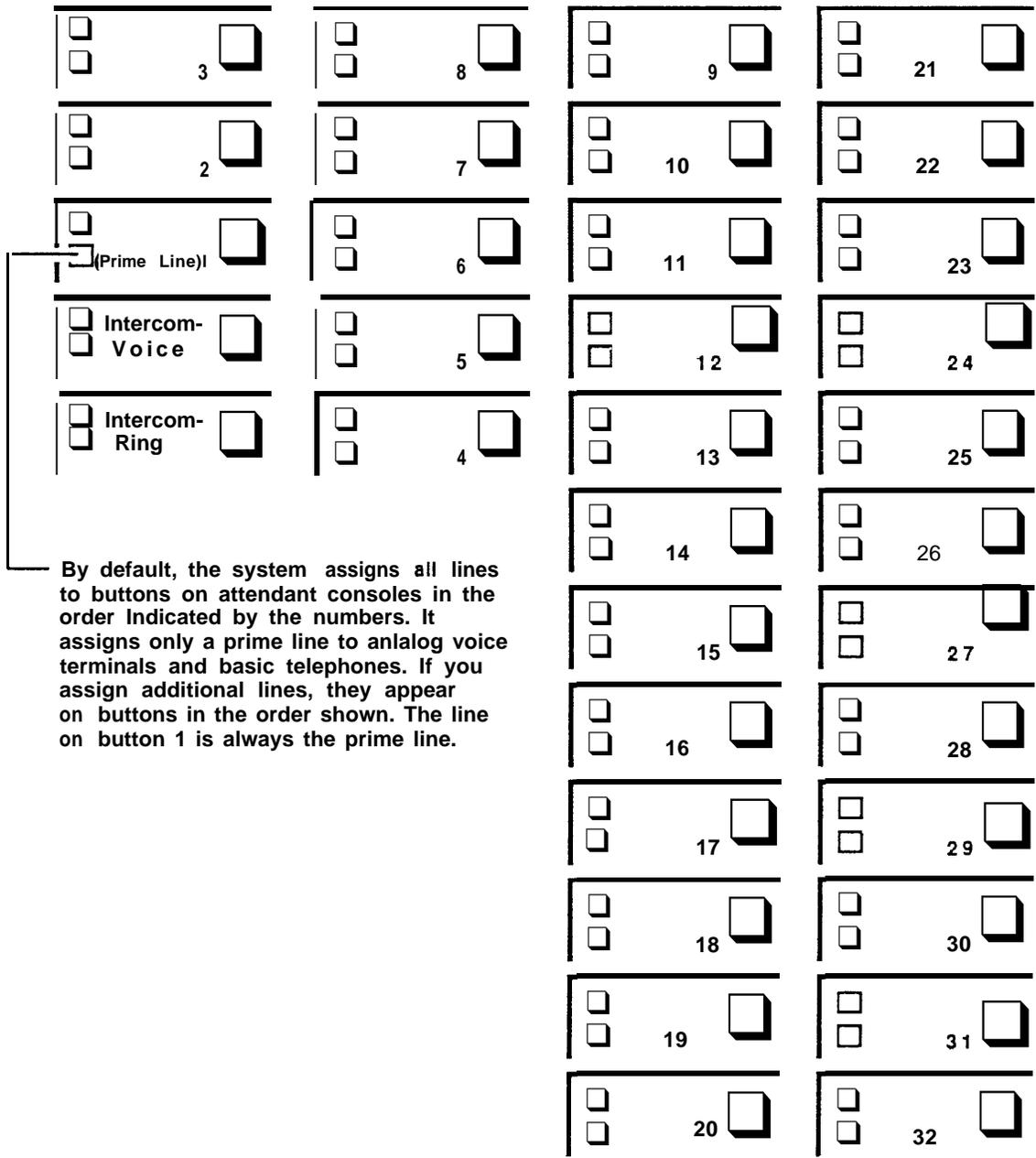
In contrast, each voice terminal is assigned a single, different line as its prime line. The system automatically assigns the prime line to the button above Intercom Voice in the leftmost column of buttons.

If any lines other than the prime line are to appear on voice terminals, you must assign them. When you assign a secondary line to a voice terminal or console, the system automatically assigns that line to the first button that doesn’t already have a line assigned to it, in the order shown in Figures 2-7 and 2-8.

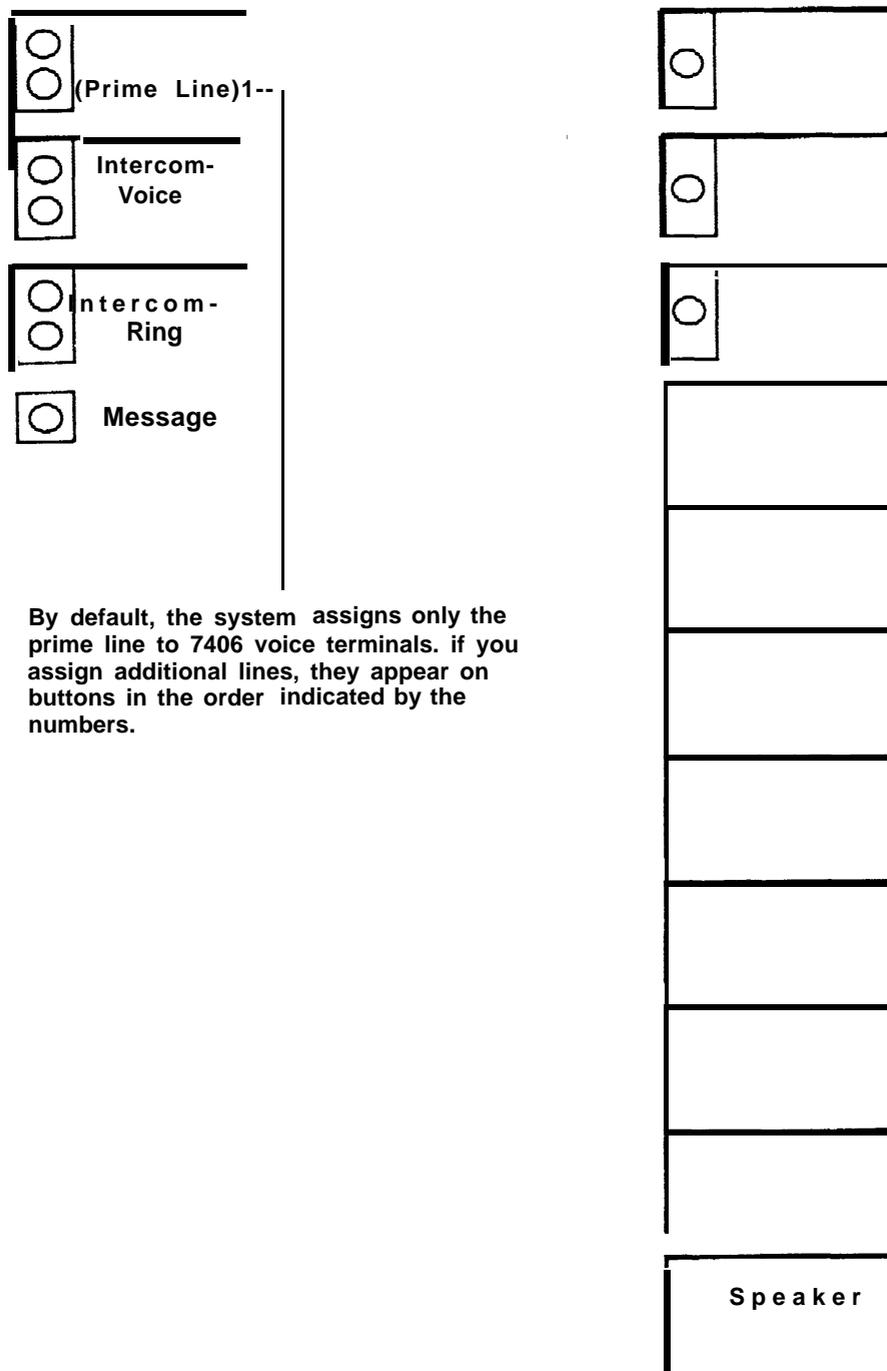
### CONSIDERATIONS

- The system assigns prime lines to voice terminals in an order corresponding to their intercom numbers. It assigns the first line to the first station, second line to the second station, etc. For example, it initially assigns the first line (line 801) to the administrator/attendant console (intercom 10), line 802 to intercom number 11, etc.
- If all lines have been assigned, but there aren’t enough lines for all the voice terminals, the system does not assign any line to any voice terminal that remains.
- If a person in a behind-switch system does not have a particular line assigned to his or her voice terminal, he or she can pick up a ringing or held call on that line by using the Call Pickup feature. (See “Call Pickup.”)
- When you assign a line to a voice terminal, the system automatically assigns it to the first button that doesn’t already have a line assigned to it, in the order shown in Figures 2-7 and 2-8. You can assign lines to voice terminals in a different pattern by touching the line buttons in the order in which you want them to appear.
- Assign lines to one voice terminal at a time. You cannot assign lines to a voice terminal unless it is idle, and the user cannot place or receive calls while you are assigning lines.

**FIGURE 2-7** The order in which secondary lines are assigned to buttons on attendant consoles and analog voice terminals.



**FIGURE 2-8** The order in which secondary lines preassigned to buttons on digital voice terminals.



By default, the system assigns only the prime line to 7406 voice terminals. if you assign additional lines, they appear on buttons in the order indicated by the numbers.

---

## ADMINISTRATION

Before you begin, be sure that the system is set in a behind-switch configuration. See “Behind-Switch Operation.” Have the Station Configuration Forms handy.

Be sure to label the voice terminal buttons with the telephone numbers of the lines you assign. To assign lines to buttons, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

1 From the administration menu, touch these buttons: [Stations], [Line/Pool] .

2 Touch the Auto Intercom button for the voice terminal.

3 Touch [Enter] .

*A steady green light comes on next to the voice terminal's Auto intercom button. The system gives a 2-beep signal for you to begin.*

**NOTE:** If the voice terminal is being used, the message, “station busy - please wait,” shows on your display. You *must* either wait until the station becomes available or try again later.

4 Touch the appropriate line buttons to add or remove lines from this voice terminal. The green light next to each line button tells you the current status of the line. Each successive touch of a line button gives you one of the following codes:

*Green light on = line is assigned to voice terminal*

*Green light off = line is not assigned to voice terminal*

The lines are assigned in the order in which you touch the line buttons.

If you want to give another voice terminal the same line assignments as one you have already set up, use the following shortcut:

**NOTE:** Be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. Be sure you want the two voice terminals to be identical in these respects before using this Copy procedure.

a Touch [Copy] .

b In response to the prompt, touch the Auto Intercom button of the station you are copying *from*.

c Touch [Enter] .

d In response to the prompt, touch the Auto Intercom button of the station you are copying *to*.

e Touch [Enter] .

*You hear a 2-beep signal to let you know that the copy procedure is complete.*

f Repeat steps b through e for each voice terminal for which you want to copy line assignments.

g Touch [Exit] to return to the Stations screen.

To make line assignments to a different voice terminal, touch [Line/Pool] and repeat steps 2 through 5.

5 Touch **Conference** to return to the administration menu.

---

## With a BIS-34D Console

### 1 Touch **Adm Tel**.

*The green light next to **Adm Tel** becomes steady. The other lights go off.*

### 2 Touch the Auto Intercom button for the voice terminal to which you want to assign lines.

*A steady green light comes on next to the voice terminal's Auto Intercom button. The system gives a 2-beep signal for you to begin.*

**NOTE:** If the voice terminal is being used, the green light next **Adm Tel** flashes rapidly and you don't hear the 2-beep signal. You *must* either wait until the green light becomes steady or try again later. If you try to assign lines to a busy voice terminal, you'll hear a single beep and won't be able to proceed.

### 3 Touch the appropriate line buttons to add or remove lines from this voice terminal. The green light next to each line button tells you the current status of the line. Each successive touch of a line button gives you one of the following codes:

*Green light on = line is assigned to voice terminal*

*Green light off = line is not assigned to voice terminal*

The order in which you touch the line buttons determines the order in which lines appear on the voice terminal.

If you want to give another voice terminal the same line assignments as one you have already set up, use the following procedure. However, be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. To copy line assignments to another voice terminal:

**a** Touch the Auto Intercom button of the new voice terminal.

#### **b** Touch **Recall**.

*The red light next to **Adm Tel** flashes.*

**c** Touch the Auto Intercom button of the original voice terminal.

*When the copy is complete, the red light stops flashing.*

**d** Repeat steps b and c for each voice terminal for which you want to copy line assignments.

To make line assignments to a different voice terminal, repeat steps 2 and 3.

### 4 Touch **Adm Tel** and go on to another procedure, or leave administration mode.

## HOW TO USE

The guides for users and attendants explain how to place calls in behind-switch systems. Be sure that everyone in your business knows that this is a behind-switch system and understands how to use the line buttons.

# Line Assignments in Pooled Systems

If your responsibilities do not include system administration, skip this information.

## DESCRIPTION

To administer lines in pooled systems, you group interchangeable outside lines into pools that people can access with a single button or a dial code on their voice terminals.

People within the system can place a call on a line in a line pool in one of three ways:

- By touching the button assigned to a particular line pool (*Button Access to Line Pools*) and placing the call.
- By touching a Pool Access button, dial the code of the pool best suited for this type of call (*Dial Access to Line Pools*), and placing the call.
- By touching a Pool Access button and placing the call (*Automatic Route Selection*). The system directs the call to the appropriate line pool.

With the *Button Access* option, people access the main pool (default pool 9, which usually contains local lines) by touching one of the two buttons to which the system assigns that pool. You can assign voice terminals access to other line pools as well, such as pools of WATS lines or FX lines. You can also assign individual lines to buttons on voice terminals,

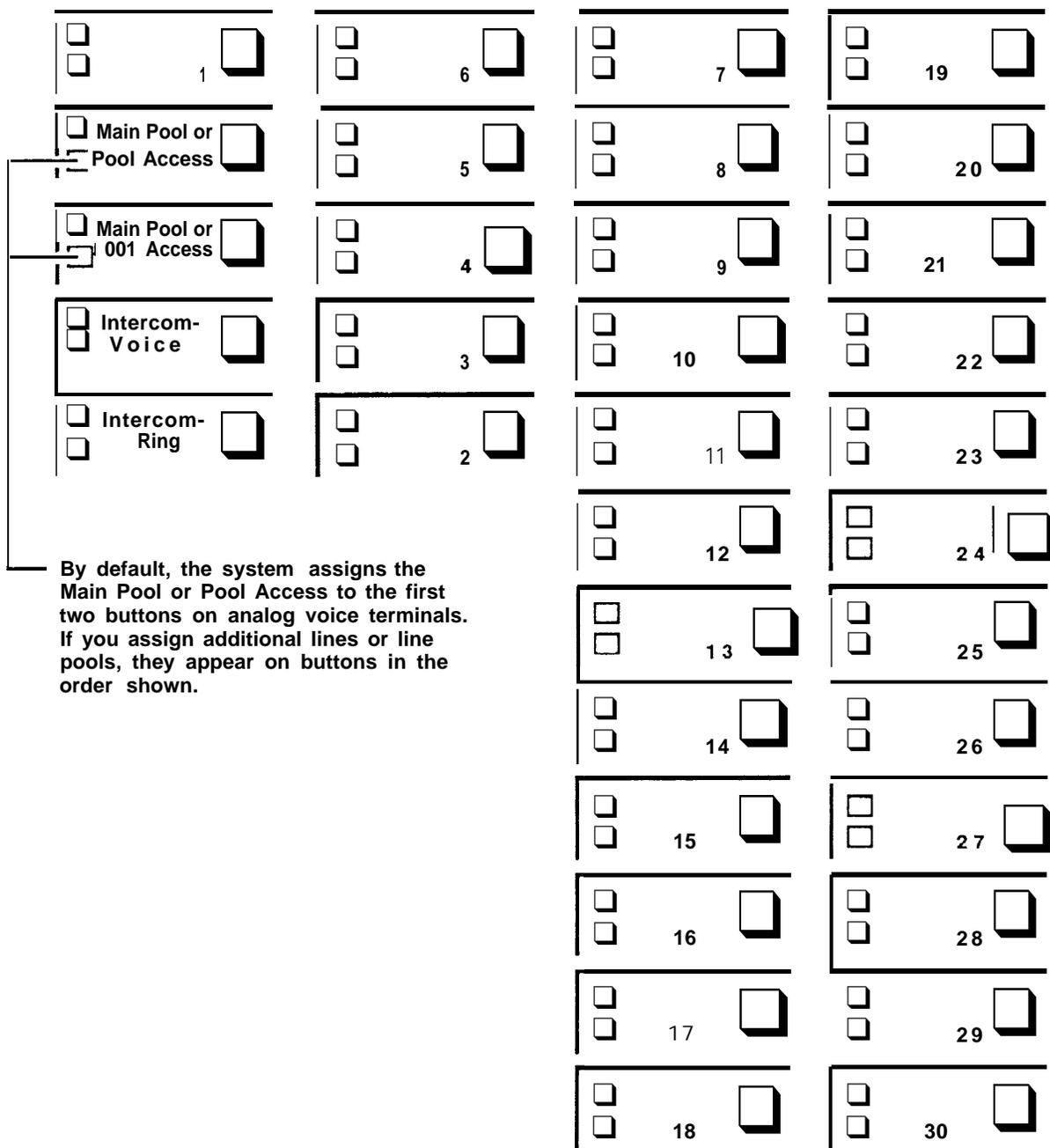
With the *Dial Access* option, people can access any line pool that you assign to their voice terminals using a dial code. The user touches one of the two Pool Access buttons that the system assigns to each voice terminal. Then he or she dials the access code for any of the pools that you've assigned to the voice terminal. You can also assign individual lines and line pools to buttons on these voice terminals.

## CONSIDERATIONS

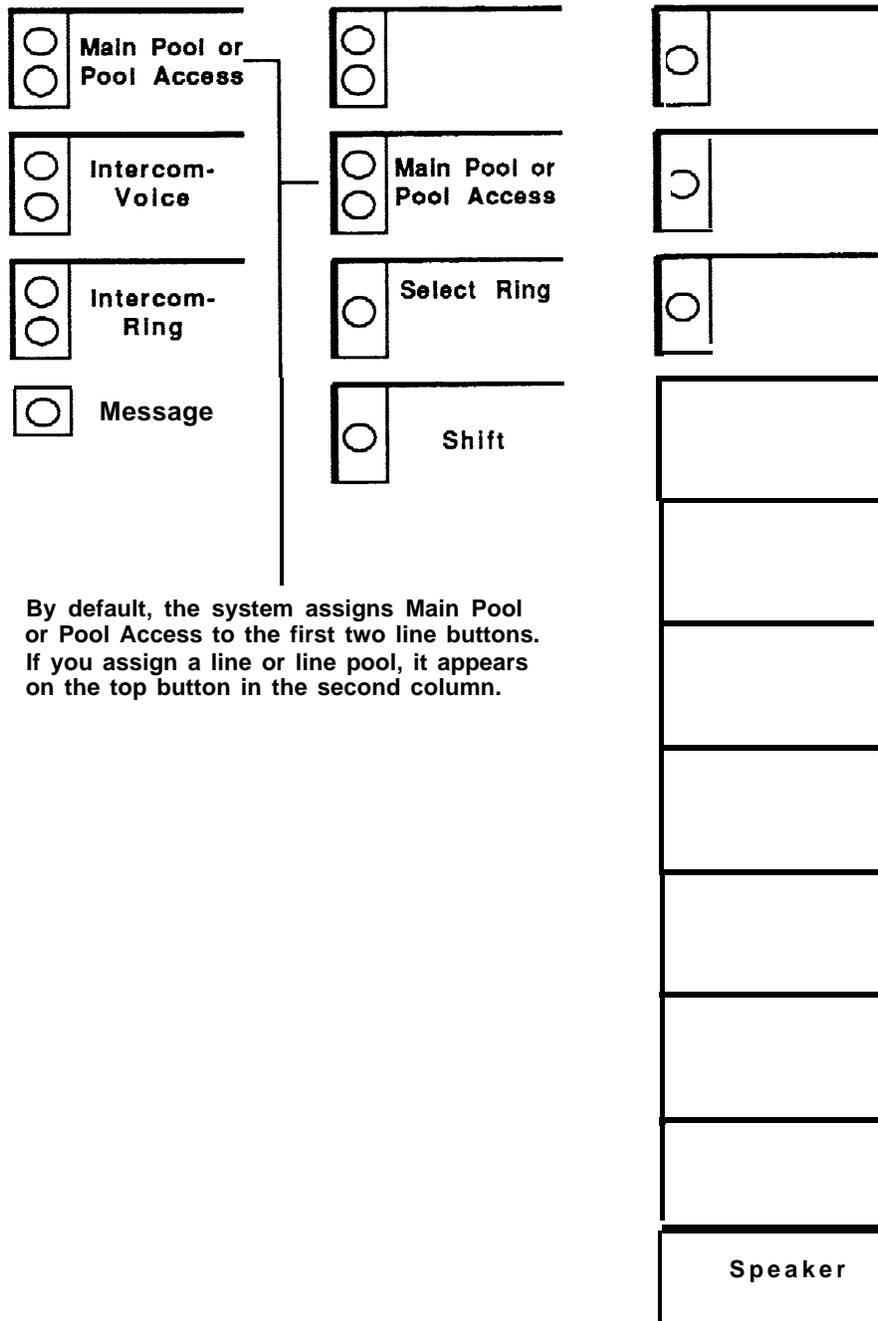
- The number of lines available for pooling is affected by the number of lines you must reserve for personal or special-purpose use. For example, if you have ten outside lines and two people need personal lines, there are eight lines left for pooling. If a line is assigned to a pool, it cannot be assigned to a second pool or as an individual line.
- Your system can have as many as 11 different line pools. If your business has special-purpose lines, such as WATS or FX lines, they should be assigned to separate pools. Do not mix types of lines in a pool, because people in the system cannot control which lines they get when they access the pool.
- You can assign all, some, or none of the system's lines to a single pool, but you *cannot* assign any line to more than one pool.
- If your system is set for the Loudspeaker Page and the Music-on-Hold features, the loudspeaker paging system and the music source are connected to line jacks. A Loudspeaker Page line *cannot* be assigned to line pools, but you can assign the individual line to appropriate stations, such as attendant consoles.
- On analog voice terminals, the system automatically assigns the main pool or Pool Access to the two buttons above the Intercom buttons, and you cannot change this assignment. On the 7406 voice terminal, the main pool or Pool Access is automatically assigned to buttons in the leftmost and middle column. Figures 2-9 and 2-10 show the order in which lines are assigned to voice terminals in pooled systems.

- 
- If you aren't using the full capacity of a line module, the control unit assigns the potential lines as well as the actual lines to buttons on your attendant consoles. It also assigns those lines to the main pool. A line jack with nothing plugged into it is called a nonequipped line appearance, or "ghost line." If you have any ghost lines, follow the procedures below to remove them from the main pool and to remove them from your standard attendant consoles.
  - If you're administering a new system, all your lines were initially assigned to the main pool (default pool 9). If you want to assign lines to other line pools, you must remove them from the main pool first.
  - If a line appears as an individual line at a voice terminal in your system, it will disappear from that voice terminal if you add it to a line pool. Before adding lines to pools, make sure they aren't needed as individual lines.

**FIGURE 2-9** The order in which lines and line pools are assigned to analog voice terminals.



**FIGURE 2-10** The order in which lines and line pools are assigned to digital voice terminals.



By default, the system assigns Main Pool or Pool Access to the first two line buttons. If you assign a line or line pool, it appears on the top button in the second column.

---

## ADMINISTRATION

Before you assign lines, be sure that your system is set for the appropriate type of pool access (see “System Type” ). Have your Station Configuration Forms handy. Be sure that line buttons for the lines you’re assigning have been labeled at the voice terminals.

### **With a MERLIN II System Display Console**

To set up line pools and assign line pools and lines to stations, enter administration mode and follow the appropriate procedure below.

#### ***Assigning Lines to Line Pools***

1 To assign lines to line pools, touch these buttons from the administration menu: [Lines] , [Pools] .

2 Dial the pool code (default codes are 9 and 890 through 899).

3 Touch [Enter] .

4 Touch the line buttons until the correct code shows:

*Steady red on = line is in the pool  
Red off = line not is in the pool*

5 Touch [Exit] and repeat steps 2 through 4 to administer additional pools.

6 Touch Conference to return to the administration menu, or leave administration mode.

#### ***Assigning Line Pools and Lines to Buttons at Voice Terminals***

1 To assign lines and line pools to voice terminals, touch these buttons from the administration menu: [Stations], [Line/Pool].

2 Touch the Auto Intercom button for the voice terminal.

3 Touch [Enter] .

**NOTE:** If the voice terminal is being used, the message, “station busy - please wait,” shows on your display. You *must* either wait until the station becomes available or try again later.

4 Touch the line buttons until the correct code shows:

*Steady green on = line or line pool is assigned to the voice terminal  
Green off = line or line pool is not assigned to the voice terminal*

If you want to duplicate the line pools and lines to buttons assignments on another voice terminal, use the following shortcut:

**NOTE:** Be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. Be sure you want the two voice terminals to be identical in these respects before using this Copy procedure.

a Touch [Copy].

b In response to the prompt, touch the Auto Intercom button of the station you are copying *from*.

c Touch [Enter] .

d In response to the prompt, touch the Auto Intercom button of the station you are copying *to*.

---

e Touch [Enter].

*You hear a 2-beep signal to let you know that the copy procedure is complete.*

f Repeat steps b through e for each voice terminal for which you want to copy line assignments.

g Touch [Exit] to return to the Stations screen.

5 Touch [LinePool] and repeat steps 2 through 4 to assign additional lines or pools to buttons.

6 Touch **Conference** to return to the administration menu, or leave administration mode.

### **Assigning Voice Terminals Dial Access to Line Pools**

1 To assign Dial Access to Line Pools to voice terminals, touch these buttons from the administration menu: [Stations], [DailAcc].

2 Touch the Auto Intercom button for the voice terminal.

3 Touch [Enter].

**NOTE:** If the voice terminal is being used, the message, "station busy - please wait," shows on your display. You *must* either wait until the station becomes available or try again later.

4 Touch the line buttons until the correct code shows:

*Steady green on = voice terminal has Dial Access to the pool containing the line*

*Green off = voice terminal doesn't have Dial Access to the pool containing the line*

If you want to duplicate the Dial Access to Line Pool assignments on another voice terminal, use the following shortcut:

**NOTE:** Be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. Be sure you want the two voice terminals to be identical in these respects before using this Copy procedure.

a Touch [Copy].

b In response to the prompt, touch the Auto Intercom button of the station you are copying *from*.

c Touch [Enter].

d In response to the prompt, touch the Auto Intercom button of the station you are copying *to*.

e Touch [Enter].

*You hear a 2-beep signal to let you know that the copy procedure is complete.*

f Repeat steps b through e for each voice terminal for which you want to copy line assignments.

g Touch [Exit] to return to the Stations screen.

5 Touch [DialAcc] and repeat steps 2 through 4 to assign Dial Access to additional voice terminals.

6 Touch **Conference** to return to the administration menu, or leave administration mode.

---

### With a BIS-34D Console

To set up line pools and assign line pools and lines to stations, enter administration mode and follow the appropriate procedure below.

#### ***Assigning Lines to Line Pools***

**1 Touch Adm Pool.**

**NOTE:** If the green light next to **Adm Pool** flashes instead of remaining steady and you don't hear a 2-beep signal, your lines are in use. *You cannot set up line pools unless all the voice terminals in your system are idle.* Wait until you hear the 2-beep signal or leave administration mode and try again later.

**2** When you entered administration mode and touched **Adm Pool**, the system put you in the main pool (default pool 9). If you want to administer any other line pool, you must dial the pool's access code (default codes are 890 through 899).

**3** Steady red lights appear beside each line that is assigned to this pool. Touch the button of any line whose pool assignment you want to change. Each touch of the button gives you one of the following codes:

*Red light on = line is assigned to the pool*  
*Red light off = line is not assigned to the pool*

If you hear a beep when you touch a line button, the line is already in another pool or assigned to Music-on-Hold or Loudspeaker Page. You must remove the line from its current pool by dialing that pool's access code and touching the line button before you can assign the line to the pool you are administering.

**4** To administer another pool, dial the appropriate access code and repeat step 3.

**5** To make sure that your line pools are set up as you want them, dial the access code of each line pool in turn and verify that the steady red lights are on next to the correct line buttons.

**6** Touch **Adm Pool** and go on to another procedure or leave administration mode.

***Assigning Line Pools or Lines to Buttons*** Follow the procedure below to assign or remove lines or line pools from voice terminals. If you're assigning lines, be sure to touch the buttons in the order in which they appear on the Station Configuration Form.

It's advisable to keep line buttons together on a voice terminal. If you remove a line in the middle of a column of line buttons, it's best to reassign the remaining lines so that the lines appear on an unbroken sequence of buttons.

**1 Touch Adm Tel.**

**2** Touch the Auto Intercom button for the voice terminal to which you want to assign line pools or lines.

*A steady green light comes on next to its Auto Intercom button. The system gives you a 2-beep signal to begin.*

---

**NOTE:** If the light next to **Adm Tel** flashes, you can't perform this procedure now. Take one of these actions:

- ▶ Wait for the light to become steady, then go to step 3.
- ▶ Leave administration mode and try this procedure again later.

- 3** Refer to the Station Configuration Form to see which line pools or individual lines should be assigned to buttons on this voice terminal. Steady green lights show next to any lines now assigned to the voice terminal, either as individual lines or as part of a line pool. Steady red lights show next to all lines contained in any system pool.
- 4** Touch the button for any line pool or line you want to add to or remove from this voice terminal. Each touch of the line button gives you one of the following codes:

*Green light on = line is assigned to the voice terminal*

*Green light off = line isn't assigned to the voice terminal*

**NOTE:** Lines in a line pool always change as a group. When you touch the button for any line in a line pool, you change the status of all the lines in that line pool.

- 5** Repeat steps 2 through 4 or use the Copy procedure, below, for each voice terminal in your system.

If you want to give a voice terminal the same line pool and line assignments as one that's already set up, use this shortcut:

**NOTE:** When you copy line assignments, you also copy any call restrictions, Dial Access to Line Pools, and allowed-list permissions assigned to the original voice terminal. Be sure you want the two voice terminals to be identical in these respects before using this Copy Procedure.

- a** Touch the Auto Intercom button of the new voice terminal.
  - b** Touch **Recall**.  
*The red light next to **Adm Tel** flashes.*
  - c** Touch the Auto Intercom button of the original voice terminal.  
*When the copy procedure is complete, the red light stops flashing.*
  - d** Repeat steps a through c for each voice terminal for which you want to copy line pool and line assignments.
- 6** Touch **Adm Tel** and go on to another procedure, or leave administration mode.

**Assigning Dial Access to Line Pools** Before you begin, be sure that you have already set the system for Dial Access to Line Pools. See "System Type."

To assign voice terminals Dial Access to particular line pools, enter administration mode and follow the procedure below.

- 1** Touch **Adm Tel**.
- 2** Touch the Auto Intercom button for the voice terminal to which you want to assign Dial Access to selected line pools.  
*If the voice terminal is idle, a steady green light goes on next to its Auto intercom button, and the system gives you a 2-beep signal to begin.*

---

**NOTE:** If the voice terminal is being used, the green light next to **Adm Tel** flashes rapidly. You must wait until the green light become steady and you hear the 2-beep signal or leave administration mode and try again later.

Steady green lights show next to the buttons of the lines assigned to buttons on this voice terminal. Steady red lights show next to the buttons of each line assigned to one of the system pools.

- 3 Touch the same Auto Intercom button.  
*A steady red light comes on next to the green light beside **Adm Tel**.*

If you are trying to assign Dial Access to a line pool to an attendant's console or to a busy voice terminal, the red light will not come on and the system will beep.

- 4 Touch the button next to one of the lines in each of the pools whose status you want to change. The green light beside the button for the line tells you whether the voice terminal has Dial Access to the pool that contains this line. Each successive touch of a line button gives you one of the following codes:

*Green light on = voice terminal has Dial Access to this pool*  
*Green light off = voice terminal does not have Dial Access to this pool*

Keep in mind that the lines in a pool always change as a group. Touching any button representing a line in a pool affects *all* the lines in that pool.

- 5 Repeat steps 2 through 4 for each voice terminal whose Dial Access to Line Pools you want to change.
- 6 If you want to give a different voice terminal the same Dial Access to Line Pools as a voice terminal that has already been set up, use the following shortcut. Note that when you copy the Dial Access assignments, you also copy all call restrictions, allowed-list permissions, and line and pool assignments from the original voice terminal.
  - a Touch the Auto Intercom button of the new voice terminal.
  - b Touch Recall**  
*The red light next to **Adm Tel** goes on.*
  - c Touch the Auto Intercom button of the original voice terminal.  
*When the red light goes off, the copy procedure is complete.*

- 7 Touch **Adm Tel** and go on to another procedure, or leave administration mode,

## HOW TO USE

Be sure that the line pools and any individual lines that you assign are labeled on buttons at the voice terminals.

The guides for users and attendants explain how to place calls in different types of pooled systems. Be sure that everyone in your business knows what type of system yours is and understands how to use the line pools.

# Line Assignments in Square Systems

If your responsibilities do not include system administration, skip this information.

## DESCRIPTION

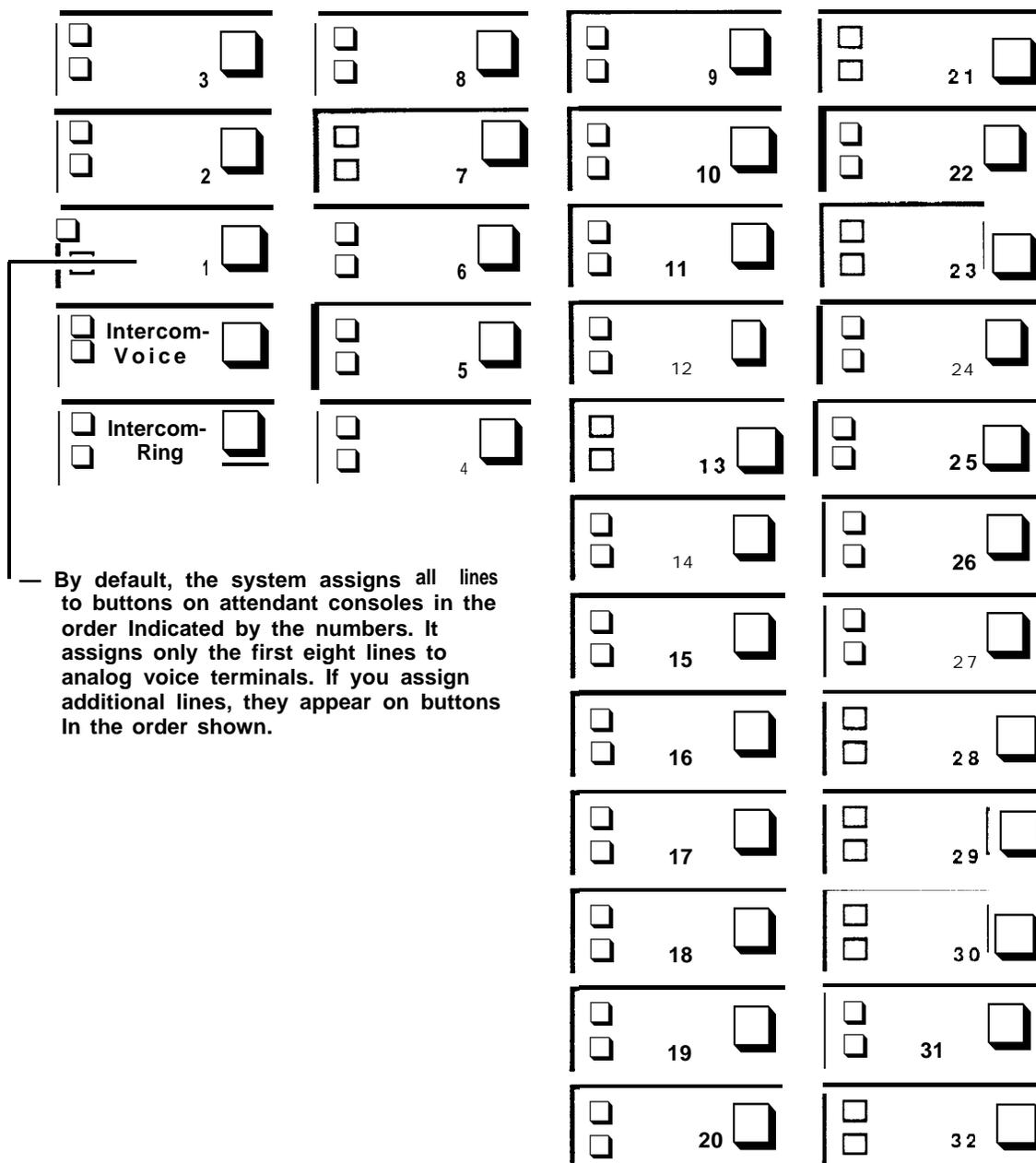
In square systems, each line appears on a separate button at the voice terminal. How you assign lines in a square system depends on the type of square configuration your system has. There are two types: standard square line configuration and customized square line configuration.

- In a *standard square line configuration*, every outside line is represented by a separate button in the same position on every voice terminal in the system. A square arrangement simplifies call handling because people can bridge onto calls or pick up calls on hold just by touching the appropriate line button at any voice terminal.
- In a *customized square line configuration*, the administrator assigns selected lines to buttons on voice terminals with similar requirements for placing and receiving calls. For example, people within a particular department may need the same line assignments as each other, but different line assignments than people in other departments. This configuration also allows you to vary the order in which you assign individual lines to buttons on voice terminals. You can also assign a personal line to someone in the office who needs to be sure of getting of an open line at all times.

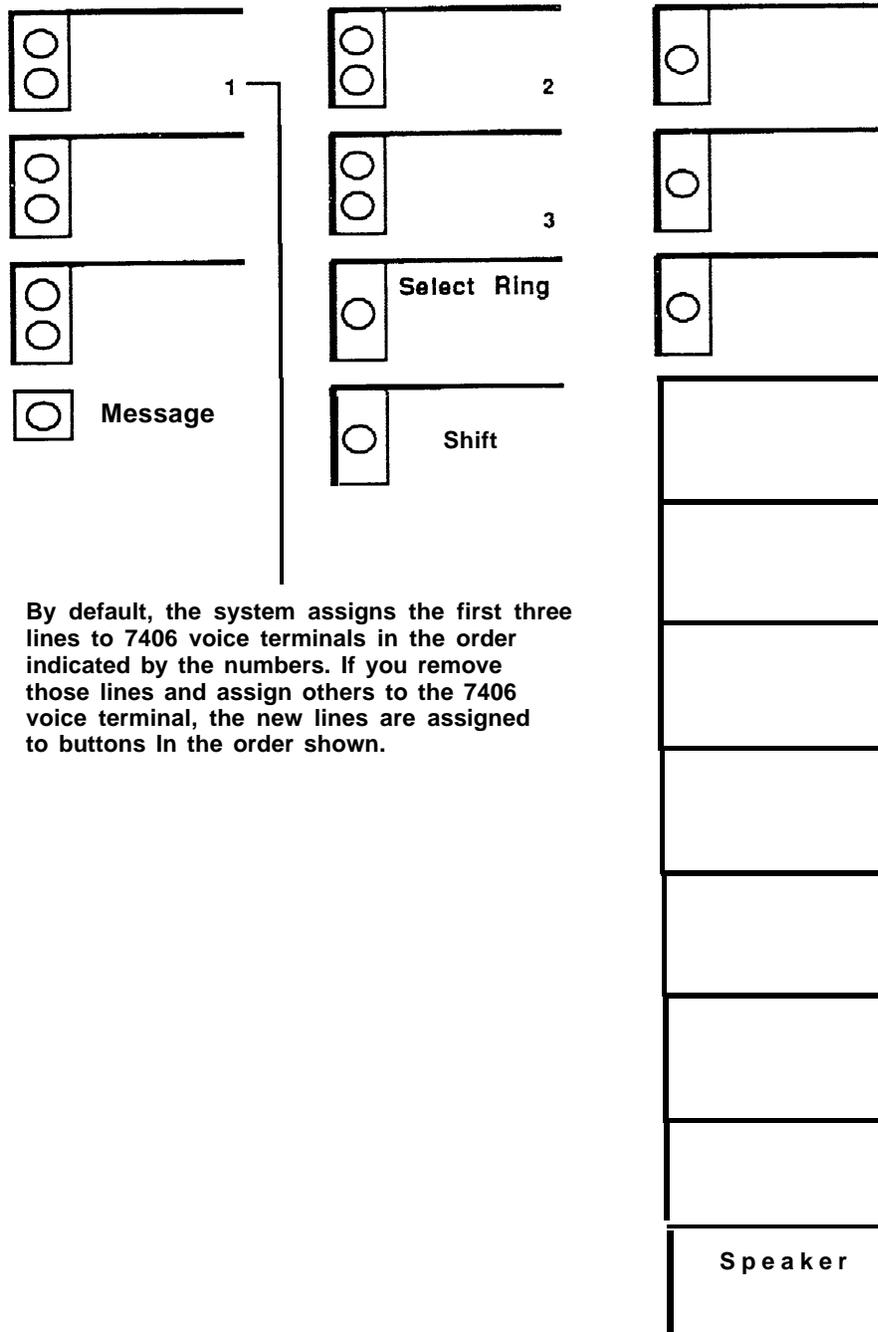
## CONSIDERATIONS

- If the system has fewer than eight lines and you decide on a standard square system, you don't need to assign lines. The system automatically assigns the lines plugged into the corresponding control unit jacks to the eight line buttons above the dial pad on each voice terminal. If the system has more than eight lines, however, you must follow the procedure described below to assign the rest of the lines to each voice terminal in the system.
- If you are setting up a customized square system for the first time, begin by removing all existing lines from each voice terminal in the system. Then follow the procedure below to assign the individual lines to each voice terminal in turn.
- When you assign a line to a voice terminal, the system automatically assigns it to the first button that doesn't already have a line assigned to it, in the order shown in Figures 2-11 and 2-12. You can assign lines to voice terminals in a different pattern by touching the line buttons in the order in which you want them to appear.
- A ghost line is any line jack with no line cord plugged into it. You must remove any ghost lines from the administrator/attendant console and from the voice terminals to which you are assigning lines.
- Assign lines to one voice terminal at a time. You cannot assign lines to a voice terminal unless it is idle, and the user cannot place or receive calls while you are assigning lines.
- If a loudspeaker paging system is connected to your system and the system is administered for Loudspeaker Paging, you can assign Loudspeaker Page to line buttons on stations such as attendant consoles.
- Be sure to label the voice terminal buttons with the telephone numbers of the lines you assign.

**FIGURE 2-11** The order in which lines are assigned to buttons on analog voice terminals in a square configuration.



**FIGURE 2-12** The order in which lines are assigned to buttons on digital voice terminals in a square configuration.



By default, the system assigns the first three lines to 7406 voice terminals in the order indicated by the numbers. If you remove those lines and assign others to the 7406 voice terminal, the new lines are assigned to buttons in the order shown.

---

## ADMINISTRATION

Before you begin, be sure your system is set for square configuration. See "System Type." Have the Station Configuration Forms handy. To assign lines to buttons in a square system, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [Stations], [Line/Pool] .
- 2 Touch the Auto Intercom button for the voice terminal.
- 3 Touch [Enter].

**NOTE:** If the voice terminal is being used, the message, "station busy - please wait," shows on your display. You must either wait until the station becomes available or try again later.

- 4 Touch the line buttons until the correct code shows:

*Green light on = line is assigned to the voice terminal*  
*Green light off = line is not assigned to the voice terminal*

If you want to give another voice terminal the same line assignments as one you have already set up, use the following shortcut:

**NOTE:** Be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. Be sure you want the two voice terminals to be identical in these respects before using this Copy procedure.

- a Touch [Copy] .
  - b In response to the prompt, touch the Auto Intercom button of the station you are copying *from*.
  - c Touch [Enter] .
  - d In response to the prompt, touch the Auto Intercom button of the station you are copying *to*.
  - e Touch [Enter] .  
*You hear a 2-beep signal to let you know that the copy procedure is complete.*
  - f Repeat steps b through e for each voice terminal for which you want to copy line assignments.
  - g Touch [Exit] to return to the Stations screen.
- 5 To make line assignments to a different voice terminal, repeat steps 2 through 4.
  - 6 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Adm Tel**.
- 2 Touch the Auto Intercom button for the voice terminal to which you want to assign lines.  
*A steady green light comes on next to the voice terminal's Auto Intercom button. The system gives a 2-beep signal for you to begin.*

---

**NOTE:** If the voice terminal is being used, the green light next **Adm Tel** flashes rapidly and you don't hear the 2-beep signal. You *must* either wait until the green light becomes steady or try again later. If you try to assign lines to a busy voice terminal, you'll hear a single beep and won't be able to proceed.

- 3 Touch the appropriate line buttons to add or remove lines from this voice terminal. The green light next to each line button tells you the current status of the line. Each successive touch of a line button gives you one of the following codes:

*Green light on = line is assigned to the voice terminal*  
*Green light off = line is not assigned to the voice terminal*

The order in which you touch the line buttons determines the order in which lines appear on the voice terminal.

If you want to give another voice terminal the same line assignments as one you have already set up, use the following procedure. However, be aware that when you copy line assignments, you also copy call restrictions and allowed-list permissions. To copy line assignments to another voice terminal:

**a** Touch the Auto Intercom button of the new voice terminal.

**b** Touch **Recall**.

*The red light next to **Adm Tel** flashes.*

**c** Touch the Auto Intercom button of the original voice terminal.

*When the copy is complete, the red light stops flashing.*

- 4 Touch **Adm Tel** and go on to another procedure, or leave administration mode.

## HOW TO USE

Be sure that the individual lines that you assign to stations are labeled at people's voice terminals.

The guides for users and attendants explain how to place calls in square systems. Be sure that everyone in your business knows what type of system yours is and understands how to use the line buttons.

## Line Representation

See "System Type."

## Line Request

### DESCRIPTION

If the line on which you want to place a call is busy, you can use Line Request to base the system alert you when the line becomes idle.

### CONSIDERATIONS

- The Line Request feature can be used with lines or line pools that appear on buttons. It *cannot* be used with Pool Access buttons.
- If you touch another line button or if you place or receive a call after you have touched the line button, your line request is canceled.
- When you use the Line Request feature, you are selecting a specific line or line pool. The system alerts you only when that line or line pool becomes idle.

### HOW TO USE

To request a line that is presently busy:

- 1 Touch the line button of the line you want to use.

*The MERLIN II system signals you with a beep when the line is free.*

# Loudspeaker Page

## DESCRIPTION

When you have an optional loudspeaker paging system attached to the control unit of the MERLIN II system, you can page people and make announcements over the system from your console or voice terminal.

The system administrator must identify the line jack to which the loudspeaker paging system is connected. Then the administrator can assign that line to attendant consoles and appropriate voice terminals.

## CONSIDERATIONS

- There can be only one Loudspeaker Page system jack.
- The system administrator can designate any line jack as the Loudspeaker Paging System Jack except the line jack of:
  - ▶ A line that is contained in a line pool
  - ▶ A line to which the Music-on-Hold source is connected
- The Loudspeaker Page feature can be especially helpful to the attendant. If the person for whom a call is intended may be in one of several locations, the attendant can park the call (see “Call Park”) and then use Loudspeaker Page to announce the call. The person can then go to the nearest voice terminal and use Call Pickup (see “Call Pickup”) or Line Pickup (see “Line Pickup”) to answer the call.
- Only one person at a time can use the paging system.
- People without Loudspeaker Page buttons can access the Loudspeaker Page feature by using Line Pickup. (See “Line Pickup.”)

## ADMINISTRATION

Enter administration mode and follow the appropriate procedure below to identify the line jack to which the loudspeaker system is connected.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [More], [Options], [XtrnPg] .
- 2 Touch line button:
  - Green light on = Loudspeaker Page jack*
  - Green light off = standard line or Music-on-Hold jack*
- 3 Touch **Conference** to return to the administration menu.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #205.
- 3 Wait until the system beeps twice. If you do not hear two beeps, dial #205 again.
  - A green light goes on next to the line corresponding to the Loudspeaker Page system jack.*
- 4 To designate a line jack to which the loudspeaker system will be connected or to change the jack assignment, touch the line button until the green light shows the setting you want:
  - Green light on = the loudspeaker paging system is connected to the jack*
  - Green light off = the jack is used for a line or for Music-on-Hold*

---

5 Touch **Message** and go on to another procedure, or leave administration mode.

Next, you assign the Loudspeaker Page feature to a line button at individual consoles or voice terminals. Label the button(s) and follow the procedure for assigning lines in a square, behind-switch, or pooled system. (See the “Line Assignments” entry for your system type.)

## HOW TO USE

If the system administrator has assigned your voice terminal a Loudspeaker Page button, you can use the feature to page people or to make announcements.

**1 Touch Loudspeaker Page.**

**2** If you have a multizoned paging system, wait for the dial tone, then dial the number for the page zone you want. (These zone numbers are a function of the paging system, not the MERLIN II system.)

**3** Lift your handset and make your announcement.

**4** Hang up.

*The loudspeaker turns off automatically.*

## Manual Signaling

### DESCRIPTION

You can use a Manual Signaling button to generate a beep at a co-worker’s voice terminal. Program a Manual Signaling button for each person you want to signal.

### CONSIDERATIONS

- You can signal someone with a Manual Signaling button while you have an outside call in progress.
- The beep sounds at your co-worker’s voice terminal even if it is busy.
- 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 or uses the Do Not Disturb feature.
- You *cannot* have both a Manual Signaling button *and* an Auto Intercom button for the same person. If you try to program both, you deactivate the feature that you programmed earlier.

### PROGRAMMING

To program a Manual Signaling button, label an available button and follow these steps:

**1** Enter programming mode.

**2** Touch the button you want to program.

**3** Dial \*60 plus the intercom number of the person you are signaling.

**4** Leave programming mode.

---

## HOW TO USE

To signal a co-worker:

**1** Without lifting your handset, touch the Manual Signaling button.

To place an intercom call using a Manual Signaling button:

**1** Touch **Intercom-Voice** or **Intercom-Ring**.

**2** Lift the handset or touch **Speakerphone**.

**3** Touch the Manual Signaling button.

## Menu-Driven Administration

### DESCRIPTION

The MERLIN II System Display Console has a 2-line, 40-character display and five “soft keys,” whose current functions are shown by labels on the screen above the buttons.

If you have this console as your administrator/attendant console, you use a display-based method called menu-driven administration to administer your system. In menu-driven administration, you touch one of the five keys just below the display to select an administration option rather than touching an administration mode button and then typing in an administration code.

The overlay provided with your console shows the function of the buttons in administration mode. Use this overlay whenever you perform administration.

**NOTE:** The overlay may have been placed in the pocket folder of the *MERLIN II Installation and Administration Manual* during unpacking and installation. The pocket folder is labeled, “Menu-Driven Administration Overlay.”

A menu map, provided in Section 3, “Quick Reference Guides,” shows the Menu-Driven Administration menus and the paths they follow.

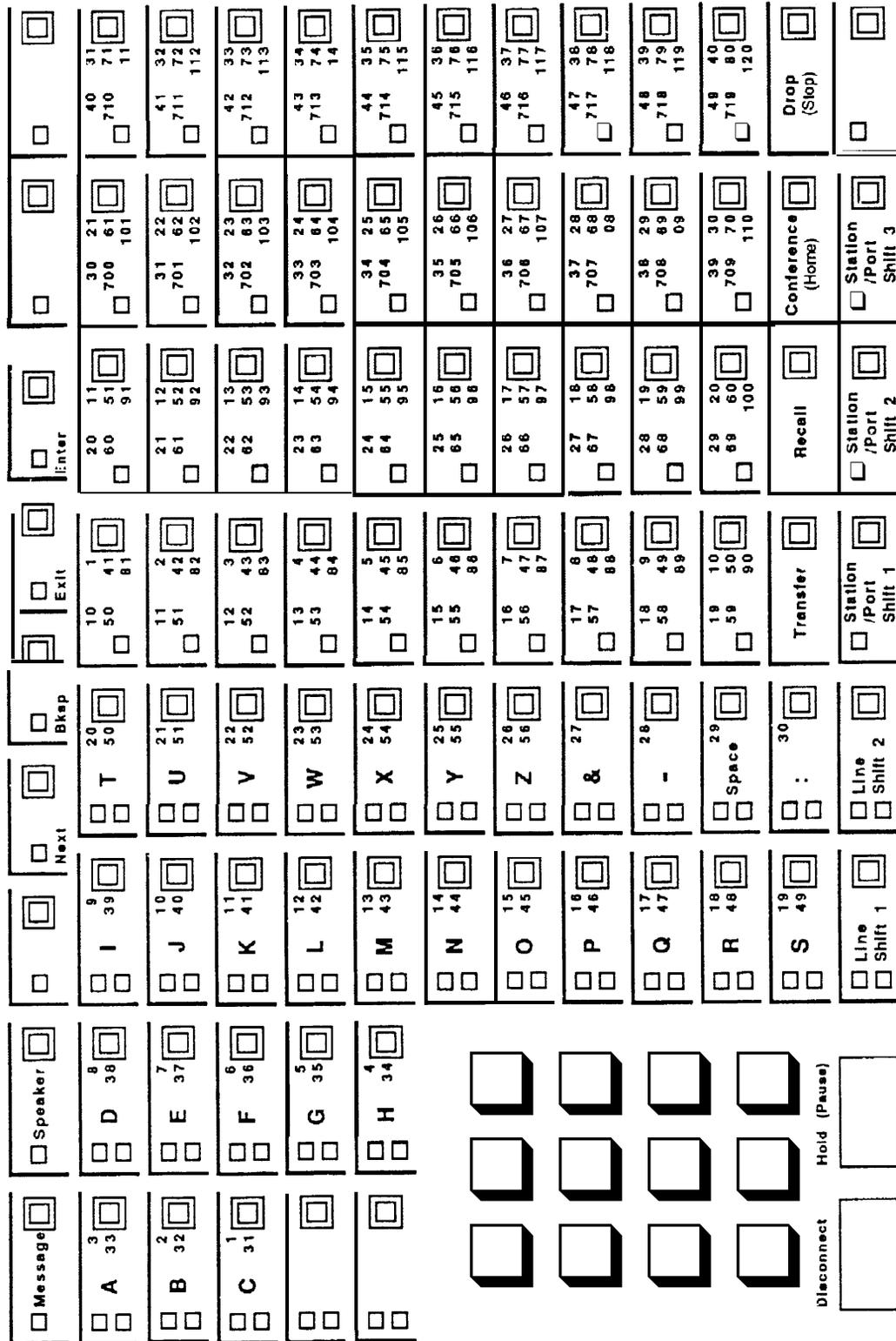
Figure 2-13 shows the display console in administration mode.

A typical menu-driven administration screen appears below:

Line/Pool: Select Station for assignment
--

For each feature, a prompt instructs you to enter data at the dialpad, touch line or station buttons, or touch one of the keys just below the display to select an administration option. Menu-driven administration procedures are, for the most part, self-explanatory.

FIGURE 2-13 The MERLIN II System Display Console in Administration Mode



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### Line Shift Buttons

In menu-driven administration, lines are represented by buttons in the four leftmost columns on the console. As Figure 2-13 shows, there are two pages of 30 lines each, to accommodate the maximum number of lines (56).

In systems with more than 30 lines, a button can represent more than one line. For example, the third button from the top in the leftmost column would represent default lines 801 and 831. When you touch **Line Shift 1**, the line buttons represent default lines 801 through 830; when you touch **Line Shift 2**, they represent lines 831 through 856.

### Station Shift Buttons

In menu-driven administration, stations are represented by the buttons in the four rightmost columns on the console. Some analog voice terminals may require two station jacks for the Voice Announcement to Busy Voice Terminal or Simultaneous Voice and Data feature and therefore have two intercom numbers associated with them. This means there can be up to 88 station jacks and intercom numbers, although no more than 72 responding stations.

There are three pages of stations, to accommodate the maximum number of intercom numbers. In systems using more than 40 station jacks, a button can represent more than one station. For example, the top button in the fifth column from the left can represent station jacks 1, 41, and 81. When you touch **Station Shift 1**, the station buttons represent the first 40 station jacks (default intercom numbers 10 through 49). When you touch **Station Shift 2**, the buttons represent the next 40 station jacks (default intercom numbers 50 through 69 and 700 through 719. ) When you touch **Station Shift 3**, the buttons represent the remaining station jacks (default intercom numbers 720 through 727).

“How to Use,” below, describes typical MERLIN II system administration screens and lists abbreviations used on those screens. Once you become familiar with the various screens, you probably won’t have to refer to this manual in order to administer the system.

## CONSIDERATIONS

- Menu-driven administration can only be performed on a MERLIN II system display console.
- You can identify a line or station by touching its line or station button, dialing its line number or intercom number, or dialing its logical ID preceded by a pound sign, e.g., #1 for station 01, #2 for station 02, etc.

## HOW TO USE

General instructions for performing menu-driven administration follow. Keep in mind that you can return to the highest level screen at any time by pressing **Conference** once.

To perform menu-driven administration:

- 1 Place the administration overlay over the console.

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**2** Enter administration mode by sliding the T/P switch to *P* and touching **Conference** twice.

*The administration menu appears on the display:*

**Administration: Please make a selection**

**System FlexNum Lines Stations More**

**3** Touch the key for one of the administration options shown on the screen or touch [More] to see the rest of the options available.

**4** Follow the screen prompts and the labels under the keys to change basic system settings or administer options, as explained below. To return to the administration menu at any time, touch **Conference** once.

There are two basic types of screens, menu selection and data entry screens. The other screens give you information, such as “System is Re-starting . . .” General instructions for using the two basic types of screens follow.

#### **Menu Selection Screens**

On menu screens like the second Stations screen, below, you touch keys to select a particular option.

**Stations: Please make a selection**

**Account BIS/HAFI Pagezn GrpCall More**

The screen prompts you to make a selection by touching the appropriate key. In some cases, this brings up a new screen. In others, like the screen shown above, a light goes on next to the key you touched. The lights next to Auto Intercom buttons and line buttons show the status of the feature that the key represents.

You can perform the following procedures on this screen:

- ▶ Designate stations for Forced Account Code Entry
- ▶ Identify voice terminals as BIS/HFAI or membrane button models
- ▶ Establish or update Group Page groups
- ▶ Establish or update Call Distribution groups

#### **Data Entry Screens**

On data entry screens like the Flexible Numbering screen, below, you use the dialpad to record data such as the new station number.

Line 801    Enter new line number

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You use the keys beneath the display for editing, as follows:

- If you make a mistake, touch [Bksp] to erase one character at a time. Then redial the entry.
- Touch [Enter] to send the data on the screen to the control unit and return to the previous screen.
- Touch [Next] to send the data on the screen to the control unit and get the next data entry screen (for features with multiple data-entry screens only).
- Touch [Exit] to leave the screen without entering data.
- Touch [Drop] to clear the field.

**NOTE:** If you enter invalid data at any point, you hear a beep and the line of data clears.

### Screen Abbreviations

The following abbreviations appear on the display during menu-driven administration.

<b>Account</b>	Forced Account Code Entry
<b>Admin</b>	Administration
<b>All</b>	Print all
<b>AllowTo</b>	Assign stations access to allowed lists
<b>AlwList</b>	Set up allowed list entries
<b>Attndnts</b>	Designate stations as answering positions (attendant stations)
<b>ARS</b>	Prints ARS tables
<b>ARS-6dgt</b>	Identify ARS tables as 6-digit tables
<b>ARS-Abs</b>	Specify absorption types for line pools in ARS tables
<b>ARS-Inp</b>	Enter data in Area Code/Exchange sections of ARS tables (input tables)
<b>ARS-Pool</b>	Enter data in Pool, Absorb, and Other Digits sections of ARS tables (output tables)
<b>BehindSw</b>	Identify system as a behind-switch system and assign behind-switch capabilities
<b>BIS/HFAI</b>	Identifies stations as BIS/HFAI type
<b>Bksp</b>	Backspace
<b>Block</b>	Block renumbering of lines and/or stations
<b>ButnAcc</b>	Button-accessed line pool (DPT)
<b>CallLen</b>	Specify minimum call length for Call Report (SMDR)
<b>CallRep</b>	Set up Call Report (SMDR)
<b>CampOn</b>	Specify return interval for Camp On calls
<b>Confrnce</b>	For Behind-Switch operation
<b>CMS</b>	Call Management System
<b>CMSsplit</b>	To administer Call Management System splits

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<b>Cntr-Prg</b>	To administer Centralized Programming
<b>Data</b>	Administer data features
<b>Date</b>	Set current date
<b>DayofWk</b>	Specify current day of the week for Night Service
<b>DialAcc</b>	Dial-accessed line pool (ESA)
<b>DialPlan</b>	Print current dial plan for system
<b>Drop</b>	For Behind-Switch operation
<b>DISA</b>	Designate outside lines for use in Direct Inward System Access
<b>Emerg</b>	Enter data in Night Service emergency numbers list
<b>Exclude</b>	Assign Exclusion from Night Service
<b>Feedback</b>	For Ringing-on-Transfer
<b>FlexNum</b>	Assign dial codes using Flexible Numbering
<b>Group</b>	Set up Night Service groups
<b>GrpCall</b>	Set up Call Distribution groups
<b>HldAbdn</b>	Set Hold Disconnect Interval (Hold Abandon)
<b>HldAband</b>	Hold Abandon (Hold Disconnect Interval)
<b>HuntGrp</b>	For assigning data hunt groups
<b>ICMdial</b>	For assigning internal/external intercom dial tones
<b>InitSp</b>	Initialize space for Flexible Numbering by reestablishing default dial plans.
<b>In/Out</b>	Specify Call Report (SMDR) for both incoming and outgoing calls
<b>Intercom</b>	Allow intercom calls only (Call Restriction)
<b>Label</b>	Assign art alphanumeric label to a station or line
<b>Line/Pool</b>	Assign lines or line pools to a station
<b>Lines</b>	Administer lines
<b>LocHost</b>	Set up Local Host Interface
<b>Local</b>	Allow local and intercom calls only (Call Restriction)
<b>MdmPool</b>	Set up modern pools
<b>MdmType</b>	Identify type of modem in modem pool
<b>Music</b>	Music-on-Hold (MOH)
<b>NewPg</b>	Call Report (SMDR) new page
<b>Night</b>	Administer Night Service
<b>NoRestr</b>	No Call Restriction, all calls allowed
<b>OneTouch</b>	One Touch hold with call announcement
<b>Options</b>	Administer miscellaneous options

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<b>OutOnly</b>	Specify that Call Report (SMDR) records outgoing calls only
<b>OutRstr</b>	Night Service outward restriction
<b>PageZone</b>	Print page groups
<b>PageZn</b>	Set up Group Page groups
<b>PickUp</b>	Assign Call Pickup groups
<b>Position</b>	Attendant positions
<b>Print</b>	Print system features/setup/options
<b>Recall</b>	For administering Recall Timer
<b>SMDR</b>	Station Message Detail Recording (Call Record)
<b>RmdrSvc</b>	For administering Reminder Service
<b>Renumbr</b>	Perform a board renumber
<b>Restart</b>	Cold start
<b>Restrct</b>	Station Call Restriction
<b>Rotary</b>	Dialing timeout for rotary lines
<b>Single</b>	Single Flexible Numbering (individual code changes)
<b>Size</b>	Specify system size
<b>SpclNm</b>	Assign special number for ARS
<b>SpdDial</b>	System Speed Dial
<b>Start</b>	Specify Night Service start time
<b>Stations</b>	Administer stations
<b>Status</b>	Sets Extended Station Status Mode
<b>Stop</b>	Specify Night Service stop time
<b>Store</b>	Assignment completed, data entered
<b>SysConf</b>	System configuration
<b>System</b>	Administer system features
<b>Tables</b>	Administer ARS tables
<b>TchTone</b>	Designate line as Touch-Tone or rotary
<b>Transfer</b>	For Behind-Switch operation
<b>TfrRet</b>	Specify Transfer Return Interval
<b>Time</b>	Set system time
<b>TollType</b>	Assign toll type (dial prefix needed)
<b>Type</b>	Specify system type
<b>Vce/Data</b>	Assign Simultaneous Voice and Data (SVD)
<b>VceSgnl</b>	Assign Voice Announcement to Busy Voice Terminal
<b>XtndSta</b>	Assigns attendants to display Extended Station Status modes
<b>XtrnPg</b>	Identify Loudspeaker Page line

# Message

How you respond to a Message light depends on the type of voice terminal you have.

- When the light next to the Message button is lit on a voice terminal without a display, your system attendant has one or more messages for you. You must get your message(s) from him or her.
- When the Message light is lit on a display voice terminal, someone in the system has left you a message. You can use your Message button to help you check your display for messages that people have left for you. (See “Leave Word Calling.”)

## CONSIDERATIONS

- The 7406 voice terminal has a Message light, but not a Message button. The 5-button analog voice terminal does not have a Message button nor a Message light. On these voice terminals, you can program the Message feature on a button.
- On a 7406 voice terminal *without* an attached display, you must program *both* a Message button *and* a Delete Message button. (For information about programming a Delete Message button, see “Leave Word Calling.”) When your Message light is on, touch one of these buttons and then the other until your Message light goes off. Then call a system attendant to see if he or she has a message for you.

## PROGRAMMING

If you have a 5-button analog voice terminal or a 7406 display voice terminal, you may want to program a Message button. If you need a Message button with a light next to it, program it on an appropriate button.

To program a Message button for your voice terminal, label the button and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*98.
- 4 Leave programming mode.

## HOW TO USE

To turn off the light next to **Message** (for voice terminals without a display):

For voice terminals *with* a Message button:

- 1 Touch **Message**.  
*The Message light goes off.*

For voice terminals or basic telephones *without* a Message button:

- 1 Dial #54.  
*The Message light goes off.*

## Monitor-on-Hold

See “Speakerphone and Speaker.”

## Music-on-Hold

### DESCRIPTION

When you have Music-on-Hold, you can provide background music for callers whom you have placed on hold, or you can provide music for selected areas of your building through the loudspeaker paging system. You can use a radio, tape player, or stereo system as a music source for this feature.

### CONSIDERATIONS

- This feature requires a Music Coupler.
- The system administrator must designate the line jack to which the music coupler will be connected,
- There can be only one jack assigned as the Music-on-Hold jack.
- The system administrator can designate any jack as the Music-on-Hold Jack except a line jack used for:
  - ▶ A line that is contained in a line pool
  - ▶ A line that appears as a line or line pool button
  - ▶ A line to which the loudspeaker paging system is connected
- When someone within the MERLIN II system transfers a call, the caller is automatically connected to Music-on-Hold, if the system has the feature. The system administrator may choose to administer the Ringing-on-Transfer feature so the caller hears ringing instead. (See “Ringing-on-Transfer.” )

### ADMINISTRATION

To designate the line jack to which the music source will be connected enter administration mode and follow the appropriate procedure below.

#### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [More], [Options], [Music] .
- 2 Touch line button:
  - Green light on = Music-on-Hold jack*
  - Green light off = standard line or Loudspeaker Page jack*
- 3 Touch **Conference** to return to the administration menu.

#### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial # 204.
- 3 Wait until the system beeps twice.
  - A green light comes on next to the line designated as the Music-on-Hold jack, if any.*

- 
- 4 To designate a line jack to which the music source will be connected, or to change the Music-on-Hold jack assignment, touch the line button until the green light shows the setting you want:

*Green light on = the Music-on-Hold source is connected to this line jack*

*Green light off = this line jack is used in another way.*

- 5 Touch **Message** and go on to another procedure, or leave administration mode.

## HOW TO USE

If your system has Music-on-Hold, a caller that you have put on hold hears background music.

## Night Service

### DESCRIPTION

The MERLIN II system allows several options for after-hours telephone operation. The administrator can administer these features in any combination to meet the current needs of the office. When the attendant goes off duty, he or she can activate the Night Service options that the administrator has administered.

The three Night Service options are:

- **Night Service with Group Assignment.** The administrator can specify which voice terminals should ring when calls come in to an attendant console with which these voice terminals share lines.
- **Night Service with Outward Restriction.** The administrator can set the system so that people must dial a password to place calls after hours. He or she can also create a list of emergency numbers that people can dial even if they don't know the password. If a voice terminal shouldn't be restricted at all, even after hours, the administrator can assign it to an Exclusion list.
- **Night Service with Time Set.** The administrator can set the system to turn Night Service on and off automatically, at preset times. If the administrator sets on and off times only, the system will automatically turn on and off Night Service with Group Assignment at those times. If the administrator sets on and off times *and* a 4-digit password, the system will automatically turn on and off Night Service with Group Assignment and Outward Restriction at those times.

### CONSIDERATIONS

- If the administrator sets the system for Night Service with Group Assignment, he or she can assign a voice terminal to more than one Night Service group and can put as many voice terminals as needed into each group.
- Voice terminals on the Night Service Exclusion list retain the call restrictions, if any, placed on them during normal working hours.
- Because people with basic telephones cannot enter a password, they will not be able to place after-hours calls when Night Service with Outward Restriction is in place, unless the administrator assigns the basic

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telephone(s) to the Exclusion list. These users *will* be able to dial the numbers on the emergency number list, however.

- Attendants can override Night Service with Time Set and turn Night Service on or off manually at any time, but the automatic operation will resume the next day. Night Service with Time Set can also be suspended temporarily, such as when there is a midweek holiday or an unexpected facility closing, then reactivated. While it is deactivated, attendants must turn Night Service on and off manually each day.
- If an attendant does not have a Night Service button, he or she can use a dial code to turn Night Service on and off.

## ADMINISTRATION

Get the Night Service planning forms, enter administration mode, and follow these procedures to administer the three Night Service options.

### With a MERLIN II System Display Console

Perform the appropriate procedures, below, to administer your system's Night Service options.

**Night Service with Group Assignment** To add voice terminals to or remove them from Night Service groups:

- 1 From the administration menu, touch these buttons: [More], [Night] .
- 2 Touch [Group].
- 3 Dial the intercom number of the attendant for whom you are setting up or changing a Night Service group and touch [Enter] .
- 4 Touch the Auto Intercom button of each voice terminal you want to add to or remove from this attendant's group until the light beside the button shows the appropriate code.
  - Green light on = voice terminal is included in the Night Service group*
  - Green light off = voice terminal is not included in the Night Service group*
- 5 To administer other groups, touch [Group] and repeat steps 3 through 5.
- 6 Take the appropriate step:
  - ▶ To administer Night Service with Outward Restriction, touch [OutRstr] and go to step 2 of the following procedure.
  - ▶ Touch **Conference** to return to the administration menu or leave administration mode.

**Night Service with Outward Restriction** The following procedure describes how to set up or change your password, list of emergency numbers, or Exclusion list.

- 1 From the administration menu, touch these buttons: [More], [Night], [OutRstr] .
- 2 Take one of these actions:
  - ▶ To create a new password or replace an existing password, dial any four digits (0 through 9).
  - ▶ To remove an existing password, touch **Drop**.

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3 Touch [Enter] .

**NOTE:** Removing the password deactivates the Outward Restriction feature. To restore Outward Restriction, you need to create a new password.

4 To administer emergency telephone numbers, touch [Emerg] .

5 Dial the entry number (0 through 9) of the telephone number on the allowed list and touch [Enter] .

6 Take the appropriate action:

- ▶ To add or change an entry, dial the telephone number (maximum of 12 digits) and touch [Enter] .
- ▶ To remove an existing number, touch [Drop], and touch [Enter] .

7 To assign voice terminals to the Night Service Exclusion list or remove them from this list, touch [Exclude] .

8 Touch the Auto Intercom button of each voice terminal until the light next to the button shows the appropriate code.

*Green light on = voice terminal is on the Exclusion List  
Green light off = voice terminal isn't on the Exclusion List*

9 Take the appropriate action:

- ▶ To administer Night Service with Time Set, touch [More] and go to step 2 of the following procedure.
- ▶ If you're finished administering Night Service, touch **Conference** to administer another feature or leave administration mode.

**Night Service with Time Set** Follow the steps below to administer Night Service with Time Set. If you want Night Service to stay on for a full day (a Sunday, for example), *don't* set a start time or a stop time for that day.

**NOTE:** If you have not set the MERLIN II system clock, follow the procedures in "Call Report" to set the time and date before you begin to administer Night Service with Time Set. Follow those steps whenever you need to reset the system clock (when Daylight Savings Time goes into effect, for example).

1 From the administration menu, touch these buttons: [More], [Night], [More] .

2 To set the time at which Night Service should go on, touch [Start] .

3 Dial the number for the day of the week for which you are setting a time. (Sunday =0, Saturday =6).

4 Perform one of the following operations:

- ▶ To remove the existing automatic start time for this day, touch [Enter] .
- ▶ To set or change the start time, dial two digits for the hour and two digits for the minute, in the 24-hour format, then touch [Enter] . (For example, if you want Night Service to go on at 5:30 p.m., dial 1730).

- 
- 5 To set the time when Night Service should go off, touch [Stop] .
  - 6 Dial the number of the day of the week for which you are setting a time (Sunday =0, Saturday =6).
  - 7 Perform one of the following operations:
    - ▶ To remove the existing automatic stop time for this day, touch [Enter] .
    - ▶ To set or change the stop time, dial two digits for the hour and two digits for the minute, in the 24-hour format, then touch [Enter] (For example, if you want Night Service to go off at 8:00 a.m., dial 0800. )
  - 8 To activate or deactivate Night Service with Time Set, touch [DayofWk] .
  - 9 Perform the appropriate action:
    - ▶ To activate timer-controlled operation of Night Service, dial the code for the current day of the week (O= Sunday, 6= Saturday) .
    - ▶ To suspend timer-controlled operation of Night Service, dial 9.
  - 10 Touch **Conference** to return to the administration menu or leave administration mode.

**Night Service Information Report** If you have a printer attached to your system for the Call Report (SMDR) feature, you can get a Night Service Information Report. It shows group assignments, the password, the allowed list of emergency telephone numbers, the Exclusion list, and on and off times for Night Service with Time Set.

- 1 From the administration menu, touch these buttons: [More], [More], [Print], [More], [More], [More].
- 2 Touch [NiteSrv] to begin printing.
- 3 Touch **Conference** to return to the administration menu or leave administration mode.

#### **With a BIS-34D Console**

Follow the appropriate procedures below to administer your system's Night Service options.

**Night Service with Group Assignment** To add voice terminals to or remove them from Night Service groups:

- 1 Touch **Message**.
- 2 Dial # 307.
- 3 Dial the intercom number of the attendant for whom you are setting up or changing a Night Service group.
- 4 Touch the Auto Intercom button of each voice terminal you want to add to or remove from this attendant's group until the light beside the button shows the appropriate code.
  - Green light on = voice terminal is included in the Night Service group*
  - Green light off = voice terminal is not included in the Night Service group*
- 5 Repeat steps 3 and 4 for each Night Service with Group Assignment group you want to set up or change.
- 6 Go to step 2 of another Night Service administration procedure for the BIS-34D console, or leave administration mode.

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**Night Service with Outward Restriction** The following procedure describes how to set up or change your password, list of emergency numbers, or Exclusion list.

**1 Touch Message.**

- 2 To administer a password, dial # 309, then take one of these actions:
- ▶ To create a new password or replace an existing password, dial any four digits (0 through 9).
  - ▶ To remove an existing password, touch **Drop**.

**NOTE:** Removing the password deactivates the Outward Restriction feature. To restore Outward Restriction, you need to create a new password.

- 3 To administer emergency telephone numbers, dial #310, then take one of these actions for each number you want to add, change, or remove:
- ▶ To add or change an emergency telephone number, dial the entry number (0 through 9) of the telephone number on the allowed list, then dial the number itself (maximum of 12 digits).
  - ▶ To remove an existing number, dial the entry number (0 through 9) of the telephone number on the allowed list, touch **Drop**, and touch **Enter**.
- 4 To assign voice terminals to the Night Service Exclusion list or remove them from this list, dial # 308, then touch the Auto Intercom button of each voice terminal until the light next to the button shows the appropriate code.

*Green light on = voice terminal is assigned to the Exclusion list*  
*Green light off = voice terminal is not assigned to the Exclusion list*

- 5 Go on to step 2 of another procedure or leave administration mode.

**Night Service with Time Set** Follow the steps below to administer Night Service with Time Set. If you want Night Service to stay on for a full day (a Sunday, for example), *don't* set a start time or a stop time for that day.

**NOTE:** If you have not set the MERLIN II system clock, follow the procedures in "Call Report" to set the time and date before you begin to administer Night Service with Time Set. Follow those steps whenever you need to reset the system clock, when the time changes, for example.

**1 Touch Message.**

- 2 For each day of the week in turn, set the time of day when you want Night Service to go on automatically. You must perform both steps a and b for each day.

a Dial the code for the day of the week for which you are setting a time.

Sunday = # 3110	Wednesday = # 3113	Friday = #3115
Monday = # 3111	Thursday = #3114	Saturday = #3116
Tuesday = #3112		

---

**b** Perform one of the following operations:

- ▶ To remove the existing automatic start time for this day, touch **Drop**.
- ▶ To set or change the start time, dial two digits for the hour and two digits for the minute, in the 24-hour format. For example, if you want Night Service to go on at 5:30 p.m., dial 1730.

**3** For each day of the week in turn, set the time of day when you want Night Service to go off automatically. You must perform both steps a and b for each day.

**a** Dial the code of the day of the week for which you are setting a time.

Sunday = #3120      Wednesday = # 3123      Friday = # 3125  
Monday = # 3121      Thursday = # 3124      Saturday = #3126  
Tuesday = # 3122

**b** Perform one of the following operations:

- ▶ To remove the existing automatic stop time for this day, touch **Drop**,
- ▶ To set or change the stop time, dial two digits for the hour and two digits for the minute, in the 24-hour format. For example, if you want Night Service to go off at 8:00 a.m., dial 0800.

**4** Perform the appropriate step to activate or deactivate Night Service with Time Set:

- ▶ To activate timer-controlled operation of Night Service, dial the code for the current day of the week:

Sunday = #3130      Wednesday = #3133      Friday = # 3135  
Monday = # 3131      Thursday = # 3134      Saturday = # 3136  
Tuesday = #3132

- ▶ To suspend timer-controlled operation of Night Service, dial # 3139.

**5** Go to step 2 of another procedure for the BIS-34D console, or leave administration mode.

***Night Service /formation Report*** If you have a printer, you can get a Night Service Information Report. It shows group assignments, the password, the allowed list of emergency telephone numbers, the Exclusion list, and on and off times for Night Service with Time Set.

**1** Touch **Conference** twice.

**2** Touch **Message**.

**3** Dial #907 and wait for the beep.

**4** Leave administration mode.

## PROGRAMMING

The system attendant can program a Night Service button on his or her console by entering programming mode, touching an available button, and dialing \*39.

---

## HOW TO USE

### Turning Night Service without Outward Restriction On and Off

A green light next to the Night Service button is on whenever Night Service is in effect. To turn Night Service on or off:

- 1 Touch **Night Service** (or dial #39).

### Turning Night Service with Outward Restriction On and Off

If the system is administered with the Outward Restriction option, the attendant must use the password to turn Night Service on and off. The green light next to **Night Service** flashes to remind the attendant to enter the password and stays on while Night Service is in effect.

To turn Night Service on or off:

- 1 Touch **Night Service** (or dial #39).
- 2 Dial the password.

If you don't enter the password within 60 seconds or if you make a dialing error, Night Service status doesn't change. If this happens, just repeat the procedure.

### Making a Call Using the Password

To place an outside call when Night Service with Outward Restriction is in effect:

- 1 Before you lift your handset, touch **Recall** (for digital voice terminals without a Recall button, dial #50).
- 2 Dial the password.
- 3 Lift your handset and dial the outside number.

If your system has ARS and you are making successive calls, you must dial the password before each call (steps 2 and 3, above). If you don't have ARS, touch **Recall** (for digital voice terminals without a Recall button, dial #50) between calls, without hanging up (steps 1 through 3, above).

# Notify

## DESCRIPTION

The Notify feature is a way for people in the MERLIN II system, other than the attendant, to alert someone that a message is waiting. With this feature people can program Send buttons for others to whom they often send messages or Receive buttons for receiving messages from others, such as a boss to his or her secretary, or vice versa.

## CONSIDERATIONS

- You can use the Notify feature *in addition to* the Message feature.
- In order to receive a message from a person with a Send button, the person receiving the message must have programmed a Receive button on his or her voice terminal labeled with "Receive" and the name of the person sending the message.
- You can have as many Send or Receive buttons on your voice terminal as you want and as you have available programmable buttons.
- If you try to program a second Notify button for the same voice terminal, you deactivate the one you programmed earlier.

## PROGRAMMING

To program a Send button, label a button that has lights, and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*87 + the intercom number for the person you want to notify.
- 4 Leave programming mode.

To program a Receive button, label a button that has lights and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*88 + the intercom number of the person notifying you.
- 4 Leave programming mode.

---

## HOW TO USE

To turn on the green light next to the Receive button at another voice terminal:

**1** Touch the Send button for that voice terminal.

*The green light next to the Send button goes on.*

*The green light next to the Receive button on the other voice terminal goes on.*

To turn off the green light next to the Send button:

**1** Touch the Send button

*The green light next to the Send button on your voice terminal goes off.*

*The green light next to the Receive button on the other terminal goes off.*

If you have programmed the Receive feature, a green light next to the Receive button indicates there is a message waiting for you.

To turn off the green light next to your Receive button:

**1** Touch the Receive button.

*The green light next to the Receive button goes off.*

*The green light next to the Send button on the other voice terminal goes off.*

## On-Hook Dialing

See “Speakerphone and Speaker.”

## One-Touch Hold with Call Announcement

### DESCRIPTION

If the administrator has administered One-Touch Hold with Call Announcement, you can put an outside call on hold and place an intercom call, all with one touch. For instance, while on an outside call, you may need information from a person within your system. You can do this by touching the Auto Intercom button for your co-worker.

### CONSIDERATIONS

- This feature is useful for screening calls before passing them on to someone else in the office.
- One-Touch Hold with Call Announcement is the most suitable option for square systems, unless everyone in the system has a button for each line.
- Behind-switch systems are factory-set for One-Touch Hold with Call Announcement, and this cannot be changed.
- Square and pooled systems are factory-set for One-Touch Transfer (One-Touch Transfer allows you to transfer an outside call without an announcement to someone within the system by touching the co-worker's Auto Intercom button.) They can be readministered for One-Touch Hold with Call Announcement.

### ADMINISTRATION

To administer One-Touch Hold with Call Announcement or change to One-Touch Transfer, enter administration mode and follow the appropriate procedure below.

#### With a MERLIN II System Display Console

- 1 To set the system for One-Touch Transfer, touch these buttons from the administration menu: [Menu], [Options], [More], [More], [OneTouch] .
- 2 Touch the button for the option you prefer.
- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

---

### With a BIS-34D Console

To administer One-Touch Hold or change from One-Touch Hold to One-Touch Transfer:

- 1 Touch **Message**.
- 2 Dial the 4-character code #315, then perform one of the following operations:
  - ▶If you want One-Touch Transfer, dial 0.
  - ▶If you want One-Touch Hold with Call Announcement, dial 1.
- 3 If you have a printer connected to your system, you can make sure that you have selected the option you want by having the system print a System Feature Report. To order a report, dial #905.  
*The green light next to **Message** flashes. When the printout is completed, you hear a beep and the green next to **Message** remains on.*
- 4 Touch **Message** and go on to another procedure, or leave administration mode.

### HOW TO USE

To use One-Touch Hold with Call Announcement:

- 1 While on a call, touch the button for the voice terminal or Call Distribution group to whom you are placing an intercom call.
- 2 Return to the call by touching the line button, or tell your co-worker to answer the call, using Call Pickup if he or she doesn't have a button for that line.

# Outside Auto Dial

## DESCRIPTION

You can use the Outside Auto Dial feature to dial frequently used numbers and codes with one touch. These numbers and codes can include telephone numbers, account numbers, and PBX, Centrex, or Custom Calling feature codes.

Whenever instructions tell you to dial an outside number, you can touch an Outside Auto Dial button instead.

## CONSIDERATIONS

- If your system uses account numbers on printed call reports, you can program frequently dialed account numbers on Outside Auto Dial buttons. Then while you have a call in progress for which you need to dial an account code, you can dial the code with one touch.
- You can include up to 16 digits and special characters in an Outside Auto Dial number.
- You may need to program a pause, stop, or switchhook flash into an Outside Auto Dial sequence, or you may need to switch from rotary to Touch-Tone signals in the middle of a programmed dialing sequence. To do so, you must enter the following special characters when you program the sequence. (For more information about using special characters in a dialing sequence, see “Special Characters in Programmed Dialing Sequences.” )
  - ▶ To program a pause, touch **Hold**.
  - ▶ To program a stop, touch **Drop**.
  - ▶ To program a switchhook flash at the beginning of a programmed dialing sequence, touch Recall and then touch **Hold**.
  - ▶ To program Touch-Tone Enable, touch **Transfer**.
- If your system is set up for Dial Access to Line Pools, a programmed Outside Auto Dial button number must include a Pool Access code and two pauses *before* the telephone number. For example, to program an Outside Auto Dial button in a system in which you usually dial the access code 891 before you dial an in-state telephone number, you would dial the Pool Access code, 891, touch **Hold** twice, and then dial the 7-digit telephone number.

## PROGRAMMING

To program an Outside Auto Dial button for your voice terminal, label a button and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*90 and, if required, a Pool Access number and two pauses (touch **Hold** twice) plus a telephone number or a PBX or Centrex code (if you need to include one or more special characters in the dialing sequence, use the directions under “Considerations” )
- 4 Leave programming mode.

---

## HOW TO USE

To dial an outside number with one touch:

**1** Without lifting your handset, touch the Outside Auto Dial button for the number you want to dial.

*Your voice terminal speaker goes on and you hear dialing.*

**2** When you hear the other person answer, lift your handset or speak into your speakerphone.

If the line is busy or if no one answers.

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

You can also lift your handset and then touch an Outside Auto Dial.

## PBX, Centrex, or Custom Calling Features

### DESCRIPTION

Your MERLIN II system may work behind a PBX or a Centrex system and be configured for behind-switch operation. You may also use non-MERLIN Custom Calling features. If you are operating behind a host system or using non-MERLIN Custom Calling features, keep these points in mind:

- When PBX, Centrex, or Custom Calling instructions tell you to include a switchhook flash, touch **Recall** instead. If you touch the switchhook, you disconnect your call.
- If your system is administered for behind-switch operation, you use PBX, Centrex, or Custom Calling feature codes that begin with a pound sign ( # ) as described in their documentation. To use MERLIN II system feature codes that begin with # while you are off hook (you hear a dial tone or you are on a call), you must program a Speed Dial Access button, as shown below. You touch **Speed Dial Access** instead of touching #, then dial the rest of the code.
- If your system is not administered for behind-switch operation, you use MERLIN II system feature codes that begin with # as described in this manual. To use PBX, Centrex, or Custom Calling codes, you dial two pound signs instead of one. For example, if the PBX code is # 1234, you dial # # 1234.

### PROGRAMMING

For programming procedures for Recall, see "Recall. "

To program a Speed Dial Access button, label a button, enter programming mode, and follow these steps:

**1** Touch the button you want to program.

**2** Dial '20.

**3** Program another feature, or leave programming mode.

# Personal Speed Dial

## DESCRIPTION

You can use the programming instructions below to assign a 3-character Personal Speed Dial code (from #01 through # 24) to telephone numbers, PBX, Centrex, or Custom Calling feature codes, or account codes you frequently dial. This feature is especially useful for people who have 5-button or 10-button analog voice terminals and don't have many available buttons on which to program the Outside Auto Dial feature.

You can assign a Personal Speed Dial code to a sequence containing up to 16 numbers and special characters.

## CONSIDERATIONS

- Personal Speed Dial uses a dialing code. You do *not* place these codes on a voice terminal button.
- This feature should be used only on 5-button or 10-button voice terminals. If you try to use this feature on a larger voice terminal, you could corrupt the features you have programmed on buttons to the right of the dial pad.
- You may need to program a pause, stop, or switchhook flash into a Personal Speed Dial sequence, or you may need to switch from rotary to Touch-Tone signals in the middle of a programmed dialing sequence. To do so, you must enter the following special characters when you program the sequence. (For more information about using special characters in a dialing sequence, see "Special Characters in Programmed Dialing Sequences. ")
  - . To program a pause, touch **Hold**.
  - To program a stop, touch **Drop**.
  - To program a switchhook flash, touch **Recall** and then touch **Hold**.
  - To program Touch-Tone Enable into a dialing sequence, touch **Transfer**.
- If your system uses account numbers on printed call reports, you can assign a Personal Speed Dial code to frequently dialed account numbers. Then while you have a call in progress for which you need to dial an account code, you can dial the 3-digit speed dial code instead.
- If your system is set up for Dial Access to Line Pools, a Personal Speed Dial code must include a Pool Access code and two pauses *before* the telephone number. For example, to set up a Personal Speed Dial code in a system in which you usually dial the access code 891 before you dial an in-state telephone number, you would dial the Pool Access code, 891, touch **Hold** twice, and then dial the 7-digit telephone number.

## PROGRAMMING

The Personal Speed Dial feature is *not* associated with a voice terminal button.

To program a Personal Speed Dial code for a number you frequently dial:

- 1 Enter programming mode.
- 2 Dial a Personal Speed Dial code ( #01 through # 24).
- 3 Dial '90 and, if required, a Pool Access number and two pauses (touch **Hold** twice) plus a telephone number or a PBX, Centrex, or Custom Calling feature code.
- 4 Leave programming mode.

## HOW TO USE

To place a call using a Personal Speed Dial code:

- 1 Lift your handset, or press the Speakerphone button (for on-hook dialing).
- 2 Dial a Personal Speed Dial code (#01 through #24).

You may also choose not to lift your handset. When you dial the speed dial code, your voice terminal speaker goes on. You can lift your handset when the person answers.

## Personalized Ringing

### DESCRIPTION

If you often confuse the ringing sound 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

### CONSIDERATIONS

- There are eight different ringing patterns available.
- With some features, such as Transfer, in which there are multiple rings, only the last part of the ring has the Personalized Ringing pattern that you have selected.

### PROGRAMMING

If you have an analog voice terminals, use this procedure to choose a ringing pattern that you like.

- 1 Enter programming mode,  
*You hear the ringing sound your voice terminal makes.*
- 2 Touch **Speaker**.  
*You hear another ringing pattern.*
- 3 Touch **Speaker** repeatedly until you hear a ringing pattern you like.
- 4 Leave programming mode.

If you have a 7406 voice terminal, use one of these procedures to select a ringing pattern for your voice terminal. You can select a personalized ringing sound by using two buttons on your voice terminal or by using a dial code.

To use the Shift button and the Select Ring button to program the Personalized Ringing feature:

- 1 Touch **Shift**.  
*The light next to the Shift button goes on.*
- 2 Touch **Select Ring**.  
*The light next to the Shift button flashes. The display unit shows the message, "Personalized Ring #x." You hear the current ringing sound your voice terminal makes.*
- 3 Touch **Select Ring** again.  
*You hear another ringing pattern. The display unit shows the message, "Personalized Ring # x" for the next ringing sound.*
- 4 Touch **Select Ring** repeatedly until you hear a ringing pattern you like.
- 5 To save the ringing sound you have selected, touch Shift again.  
*The green light next to the Shift button goes off.*

---

To use a dial code to select the ringing sound you prefer: (Use this procedure only with a 7406 voice terminal. )

**1** Enter programming mode.

**2** Dial #56.

*You hear the ringing sound your terminal makes.*

**3** Dial #56 again.

*You hear another ringing pattern.*

**4** Dial #56 repeatedly until you hear a ringing pattern you like.

**5** Leave programming mode.

## HOW TO USE

After you have programmed your Personalized Ringing preference, you don't need to do anything else to use the feature. When a call rings at your voice terminal, you will hear the ringing pattern you have chosen.

## Pooled System

See "Line Assignments in Pooled Systems. "

# Privacy

## DESCRIPTION

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.

## CONSIDERATIONS

- To turn the Privacy feature on and off, you can use a dial code instead of programming a button. However, if you use a dial code to turn on this feature, you will not have a light to remind you that the feature is active.
- You can activate the Privacy feature during a call in progress. For example, you may want someone to bridge onto a call and then make the call private.

## PROGRAMMING

To program a Privacy button, label a button that has lights and follow these steps:

- 1 Enter programming mode.
- 2 Touch the button You want to program.
- 3 Dial "72.
- 4 Leave programming mode.

## HOW TO USE

To prevent others from joining your calls:

- 1 Before placing or receiving a private call, touch **Privacy** (or dial #31).  
*If the feature is programmed on a button, the green light next to the button goes on.*

This feature remains active until you:

- 1 Touch **Privacy** again (or dial #30).  
*If the feature is programmed on a button, the green light next to the button goes off.*

See “Voice Terminal Features and Programming Codes” in Section 3, “Quick Reference Guides.”

## Recall

### DESCRIPTION

You can use Recall to disconnect and then begin another intercom call without hanging up. If you are on a PBX or Centrex system, you must use the Recall feature when directions tell you to include a switchhook flash.

### CONSIDERATIONS

- If you have PBX, Centrex, or Custom Calling features on your voice terminal, you must touch **Recall** (or for digital voice terminals without a Recall button, dial #50) any time instructions call for a switchhook flash. By using the Recall button, you automatically place a specially timed pause into the system. If you press the switchhook instead, you disconnect your call.
- The display console has both a Recall button *and* a Disconnect button. Use the Recall button to put a switchhook flash in a dialing sequence. You can touch the Disconnect button to disconnect an outside call without hanging up the handset. Then you can dial a new outside telephone number.
- When you use the Recall feature, your MERLIN II system is factory-set to keep the outside line open for 450 milliseconds, the Recall Timer Interval, before the system accepts the first digit of the next telephone number you dial. If necessary, the system administrator can change the length of this timed interval. (See “Recall Timer Interval.” ) If the interval is set too long, it may cause the system to disconnect outside calls.
- If you have a digital voice terminal, you do not have a Recall button. In order to use the Recall feature, you must program a Recall button or use a dial code.
- You cannot use the Recall button with outside calls if your system has Automatic Route Selection.
- If you touch **Recall** while on a conference call in which all participants are connected to the MERLIN II system, the conference is ended, and you are connected to the intercom line that you last added to the conference. You will hear a dial tone, and you can place a new call.

### PROGRAMMING

For digital voice terminals, label the button and use the following procedure for programming a Recall button.

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*89.
- 4 Leave programming mode.

---

## HOW TO USE

If you have a Recall button, you can use the button to disconnect an intercom call without hanging up your handset:

### 1 Touch **Recall**.

You can use the Recall button to generate a switchhook flash for a dialing sequence that you want to store in the system.

### 1 Touch **Recall**.

### 2 Touch **Hold** (Pause).

If you have a digital voice terminal and choose to use a dial code to access the Recall feature:

### 1 Whenever you need to use Recall, dial #50.

If you try to use the Recall feature and nothing happens or you are disconnected, inform your system administrator.

## Recall Time Interval

### DESCRIPTION

When people use the Recall feature, your MERLIN II system is factory-set to keep the outside line open for 450 milliseconds, the Recall Timer Interval, before it accepts the first digit of the next telephone number dialed. If people in your system are having difficulty using the Recall feature, the Recall Timer Interval may be incorrectly set. If necessary, you can change the interval to make it longer or shorter.

### CONSIDERATIONS

- If your system has either of the following problems, you should reset the Recall Timer Interval.
  - ▶ If people try to use the Recall feature and nothing happens, the interval is too short. Change the setting to 650 milliseconds.
  - ▶ If you have a behind-switch system and people are being disconnected when they try to use the Recall feature, the interval is too long. Change the setting to 350 milliseconds.
- The Recall feature cannot be used with outside calls if your system has Automatic Route Selection.

### ADMINISTRATION

To change the Recall Timer Interval, enter administration mode and follow the appropriate procedure below.

#### With a MERLIN II System Display Console

1 From the administration menu, touch these buttons: [More], [Options] ,  
[More] , [More] [Recall]-.

---

2 Dial number to specify timer interval:

- 0 = 350 milliseconds
- 1 = 450 milliseconds
- 2 = 650 milliseconds
- 3 = 1 second

3 Touch [Enter] .

4 Touch **Conference** to return to the administration menu or leave administration mode.

### **With a BIS-34D Console**

1 Touch **Message**.

2 Dial the 5-character code for the Recall Timer Interval you prefer:

- #3180 for 350 milliseconds
- # 3181 for 450 milliseconds
- # 3182 for 650 milliseconds
- # 3183 for 1 second

3 If you have a printer, you can verify that the delay is set correctly by checking your System Information Report. To get a printout, dial #905 and wait for the beep.

4 Touch **Message** and go on to another procedure, or leave administration mode.

## **Reminder Service**

### **DESCRIPTION**

With Reminder Service activated, the system places calls to voice terminals at a preset times. This feature is useful for attendants and others in the system who want the system to alert several voice terminals at preset times, such as just before meetings. And people whose voice terminals don't have displays can use Reminder Service as a substitute for the local alarm clock feature.

When Reminder Service is in effect for a voice terminal, the system places an intercom call to the voice terminal at or close to a preset time. The call rings for 30 seconds or until the user answers. At that point, the reminder is canceled. When the user answers, he or she hears a series of Touch-Tones.

Users can set their voice terminals to ring at particular times and can cancel their own reminders. Attendants can set a reminder time for any voice terminal in the system and can cancel any reminders. People can use dial codes or program buttons for Reminder Set and Reminder Cancel.

The administrator can set a single reminder Cancel-All time, such as the end of the business day. With this feature in place, all reminders are canceled at that time every day.

---

## CONSIDERATIONS

- To use Reminder Service, the MERLIN II system clock must be set.
- Reminder Service must be reset each time it is used. It doesn't carry over from one day to the next.
- At any given time, only one reminder time can be in effect for a particular voice terminal.
- If the voice terminal is busy when the system sends the reminder, the reminder is cancelled.
- Reminders override the Do Not Disturb feature. They cannot be picked up and aren't sent to covering voice terminals.

## ADMINISTRATION

To administer a reminder Cancel-All time, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

1 From the administration menu, touch these buttons: [More], [Options] ,  
[More], [More], [More], [RmldrSvc].

2 Take the appropriate action:

- ▶ To set a time, dial a 4-digit Cancel-All reminder time using the 24-hour format (0000 through 2359)
- ▶ To remove an existing time, touch **Drop**.

3 Touch [Enter] .

4 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

1 Touch **Message**.

2 Dial # 333.

3 To set or change a time for Cancel-All, take the appropriate action:

- ▶ To set a time, dial the 4-digit Cancel-All reminder time using the 24-hour format (0000 through 2359).
- ▶ To remove a time administered previously, touch **Drop**.

4 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

Users and attendants can program Reminder Set and Reminder Cancel buttons.

To program Reminder buttons, label them appropriately and do as follows:

1 Enter programming mode.

2 Touch the button you want to program.

3 Dial \*28 for Reminder Set or \*27 for Reminder Cancel.

4 Leave programming mode.

---

## HOW TO USE

Procedures for setting and canceling Reminder Service calls from attendant consoles and from individual voice terminals are somewhat different. Follow the appropriate procedure below.

**NOTE:** If your console or voice terminal has a display, it shows:

- the feature status when you enter a feature code or press a feature button
- new settings as you dial them

You can check an existing setting by touching **Reminder Set**, verifying that the time shown on the display is correct, then touching **Reminder Set** again.

### Setting Personal Reminder Times

1 Take the appropriate action:

- ▶ Touch **Reminder Set**.
- ▶ Touch **Intercom Ring** or **Intercom Voice**.
- ▶ Lift your handset.
- ▶ Dial \*81.

2 Dial the 4-digit reminder time in a 12-hour format (1200 through 1159).

3 Dial 2 (A) for a.m. or 7 (P) for p.m.

4 If the light next to **Reminder Set** goes off, indicating an invalid entry, repeat steps 1 through 3.

### Canceling Personal Reminder Times

To cancel a reminder that you have set for your voice terminal, touch **Reminder Cancel** or follow these steps:

1 Touch **Intercom-Ring** or **Intercom-Voice**.

2 Lift your handset.

3 Dial \*82.

### Setting Reminder Times from Attendant Consoles

1 Touch **Reminder Set** or lift your handset and dial \*81.

2 Touch the Auto Intercom button of the voice terminal for which you're setting a time. (This can be your own console. )

3 Dial the 4-digit reminder time in a 12-hour format (1200 through 1159).

4 Dial 2 (A) for a.m. or 7 (P) for p.m.

5 Repeat steps 2 through 4 for each voice terminal.

6 If the light next to **Reminder Set** goes off, indicating an invalid entry, repeat steps 1 through 4.

7 Touch **Reminder Set** or hang up.

You can check these settings by touching **Reminder Set**, then touching each Auto Intercom button in turn. When you're finished, touch **Reminder Set** again.

---

If you have Reminder Set buttons, they show the status of the feature. The light next to **Reminder Set** on your console is off, unless you set a reminder for yourself. The lights next to Reminder Set buttons are *on*, however, at any voice terminals for which you set reminder times.

### Canceling Individual Reminders from Attendant Consoles

To cancel a reminder at a particular voice terminal, follow these steps:

1 Take the appropriate action:

▶ Touch **Reminder Cancel**.

▶ Touch **Intercom-Ring** or **Intercom-Voice**, lift your handset, and dial \*82.

2 Touch the Auto Intercom button for the voice terminal whose Reminder Service you want to cancel.

**NOTE:** If the administrator sets a Cancel-All time, the system automatically cancels all reminders each day at that time.

### Receiving a Reminder

1 When your voice terminal rings, lift your handset.

*You hear the Reminder Service Touch-Tones.*

## Ringling/Idle Line Preference

### DESCRIPTION

When the MERLIN II system is first set up, all voice terminals have the Ringing/Idle Line Preference feature. When you lift your handset or touch **Speakerphone**, the system automatically connects you to a line. And when you receive an outside call, the system automatically connects you to the ringing line when you lift your handset or touch **Speakerphone**.

If you prefer, you can disable this feature. If you do, you must touch a line button to answer an incoming call and select a line for outgoing calls.

For related information, see also “Automatic Line Selection” and “Ringing Options” in this section.

### CONSIDERATIONS

- If you receive many calls, the disable option prevents you from accidentally disconnecting an incoming call by touching the button for a different line.
- If you want to place an outside call while one of the lines on your voice terminal is ringing, touch the line button of the line you want to use. When you lift the handset or touch **Speakerphone**, the MERLIN II system connects you to the line you have selected.

---

## PROGRAMMING

To disable or enable Ringing/Idle Line Preference, enter programming mode and follow these steps:

- 1 Touch a line button.
- 2 Dial \*343 to enable Ringing/Idle Line Preference or \*344 to disable it-
- 3 Leave programming mode.

## HOW TO USE

When you receive an outside call:

- 1 Lift your handset or touch **Speakerphone**.  
*If you have Ringing/Idle Line Preference, the MERLIN II system connects you to the ringing line.*
- 2 If you have dialed this feature, touch the line button for the incoming call.

# Ringling-on-Transfer

## DESCRIPTION

When someone within the MERLIN II system transfers a call, the person is automatically connected to Music-on-Hold, if the system has the feature. However, the system administrator may choose to administer the Ringing-on-Transfer feature so that the caller hears ringing instead,

## CONSIDERATIONS

The system is factory-set to connect a person to Music-on-Hold when the person's call is transferred.

## ADMINISTRATION

To administer Ringing-on-Transfer or change from Music-on-Hold to Ringing-on-Transfer, enter administration mode and follow the appropriate procedures below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch these buttons: [More], [Options], [More], [Feedback] .
- 2 Touch [Music] , or [Ringback]
- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #314, then perform one of the following operations:
  - ▶ If you want Music-on-Hold, dial 0.
  - ▶ If you want Ringing-on-Transfer, dial 1.

- 
- 3 If you have a printer connected to your system, you can make sure that you have selected the option you want by having the system print a System Feature Report. To order a report, dial #905 and wait for the beep.
  - 4 Touch **Message** and go on to another procedure, or leave administration mode.

## HOW TO USE

Check with your system administrator whether your system has the Ringing-on-Transfer or the Music-on-Hold feature.

## Ringling Options

### DESCRIPTION

When a square or behind-switch system is installed, the lines at each voice terminal ring immediately when a call comes in on them. In pooled systems, the two pool buttons above **Intercom-Voice** are initially set for no ring. You can change these default ringing options to suit your needs, selecting the ringing options you prefer for individual lines or for all your lines. You can set lines so that incoming calls ring immediately, after a delay, or not at all.

You can also decide whether you want to keep the Abbreviated Ringing feature (the default) or remove it. With Abbreviated Ringing, if you are on a call and another call comes in, the new call rings only once. The green light next to the button continues to flash as a reminder, but the incoming call does not interrupt the call in progress. If you prefer, you can remove Abbreviated Ringing. In that case, the new call continues to ring until it is answered or the caller hangs up.

**NOTE:** Abbreviated Ringing applies to incoming calls only. Returning transferred calls ring repeatedly.

### CONSIDERATIONS

The following tips are useful for deciding how and when voice terminals in your MERLIN II system should ring.

**Immediate Ring** People responsible for answering incoming calls, such as the system attendant, should have the lines on their telephones programmed for immediate ring. You can also use this option for private lines that don't need to be screened or for people who answer their own calls.

**Delayed Ring** You can provide backup coverage on a shared line by having that line ring at a second voice terminal only after it has rung twice somewhere else. Then, when calls come in for a person who is away from his or her desk, that person's calls will ring at the voice terminal of a backup person. Delayed ring is often useful for a secretary who picks up calls for someone on a private line.

**No Ring** People who do not normally answer incoming calls should have their lines programmed for no ring. If the system attendant answers all the calls that come into the office, all other voice terminals in the office can be set for no ring. You might also prefer to program telephones in public

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places, such as lobbies or conference rooms, not to ring. A line programmed for no ring *does not* ring on outside calls, but *does* ring for transferred and intercom calls.

## PROGRAMMING

..

YOU can assign immediate, delayed, or no ring to individual lines or line pools on your voice terminal *or* you can program the same option for all your lines and line pools. You assign Abbreviated or Repeated Ringing to all your lines or line pools.

To program line ringing options, enter programming mode and follow these steps:

### 1 Take the appropriate action:

- ▶ To assign immediate, delayed, or no ringing to an individual line or line pool button, touch the button and dial the appropriate code:
  - Dial \*35 for No Ring.  
*The red light next to the line button goes off.*
  - Dial '36 for Delayed Ring.  
*The red light next to the line button flashes.*
  - Dial \*37 for Immediate Ring.  
*The red light next to the line button goes on steady.*
- ▶ To assign immediate, delayed, or no ring to all the lines and line pools at your voice terminal, touch any line button and dial the code for the type of ringing you prefer:
  - Dial \*345 for No Ring.  
*The red lights next to all the line buttons go off.*
  - Dial \*346 for Delayed Ring.  
*The red lights next to all the line buttons flash.*
  - Dial \*347 for Immediate Ring.  
*The red lights next to all the line buttons go on steady.*

### 2 To select Abbreviated or Repeated Ringing for incoming calls to a busy voice terminal, touch one of your line or line pool buttons and dial the appropriate code:

- ▶ Dial \*341 for Abbreviated Ringing.
- ▶ Dial \*342 for Repeated Ringing.

### 3 Program another feature, or leave programming mode.

## HOW TO USE

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:

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

2 Lift your handset or touch **Speakerphone**.

# Saved Number Redial

## DESCRIPTION

If you have programmed a Saved Number Redial button, you can use the button to 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.

## CONSIDERATIONS

- You can program more than one Saved Number Redial button for your voice terminal, so that, if necessary, you can save several calls during the day. Be sure to write on a separate sheet of paper the identity of each caller and/or telephone number for each Saved Number button.
- A Saved Number Redial button saves manually dialed numbers and numbers dialed with an Outside Auto Dial button.

## PROGRAMMING

To program the Saved Number Redial feature for your voice terminal, label a button and proceed as follows:

- 1 Enter programming mode.
- 2 Touch the button you want to program.
- 3 Dial \*74 (you do not need to dial an outside number).
- 4 Leave programming mode.

## HOW TO USE

To use a button to save a number for redialing:

- 1 Before you hang up your handset from a call in progress, touch **Saved Number**.
- 2 Hang up your handset.

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

To redial the number later:

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

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

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

For using basic telephones, see the *User's Guide: Basic Touch-Tone and Rotary Telephone* for the MERLIN II Communications System with feature Module II.

# Send Message

<b>DESCRIPTION</b>	<p>A system attendant can turn on the Message light at the voice terminals of people in the MERLIN II system in order to alert them that they have a message.</p>
<b>CONSIDERATIONS</b>	<p>There are different procedures for turning on the Message light from a BIS-34D console and a MERLIN II System Display Console.</p> <ul style="list-style-type: none"><li>● Only the attendant at an attendant console can turn on the Message light at a voice terminal without a display. For a voice terminal with a display, the attendant <i>and</i> people in the system who have a Deliver Message button can turn on the Message light. (See “Leave Word Calling.”)</li><li>● Note that 5-button analog voice terminals do not have a Message button. Therefore, people with 5-button voice terminals must program Message buttons in order to have a Message light. (See “Message.”)</li><li>● A person using a 7406 voice terminal <i>without</i> an attached display unit must program <i>both</i> a Message button <i>and</i> a Delete Message button for his or her voice terminal. (For information about programming a Delete Message button, see “Leave Word Calling. ” ) When the Message light is on, he or she must touch one of these buttons and then the other until the Message light goes off. Then the person can call a system attendant to see if he or she has a message waiting.</li></ul>
<b>PROGRAMMING</b>	<p>An attendant can program a Send Message button for a MERLIN II attendant console, if necessary. To do so, label a button and proceed as follows:</p> <ol style="list-style-type: none"><li>1 Enter programming mode.</li><li>2 Touch the button you want to program.</li><li>3 Dial *38.</li><li>4 Leave programming mode.</li></ol>
<b>HOW TO USE</b>	<p>Attendants with both types of consoles can send messages by following the appropriate procedure below.</p> <p><b>NOTE:</b> Display voice terminals can store up to 10 messages from attendants and other people in the system. If a person doesn't have a display, however, only the attendant can turn his or her Message light on and off. If you use <b>Send Message</b> when the person's Message light is already on, it turns the light off. Therefore, you must check on the status of the light before sending a message to a voice terminal without a display.</p> <p><b>Sending Messages From a BIS-34D</b></p> <p>If the person does not have a display voice terminal, check the red light next to the Auto Intercom button for his or her voice terminal. If the light is on, the person's Message light is already on. You do not need to do anything further; just save the message. If the person does have a display voice terminal, send the message regardless of whether or not his or her Message light is on.</p>

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To send a message to a display or to turn someone's Message light on:

**1 Touch Send Message.**

**2 Touch the Auto Intercom button for the person's voice terminal.**

*The red light next to the Auto Intercom button goes on, indicating that the person's Message light is on.*

People with display consoles must retrieve their messages to turn the Message light off. To turn off the Message light at a voice terminal without a display:

**1 Touch Send Message.**

**2 Touch the Auto Intercom button for the person's voice terminal.**

*The red light next to the Auto intercom button goes off.*

### **Sending a Message from a MERLIN II System Display Console**

Follow the procedure below to turn on someone's Message light.

If the person for whom you took the message does not have a display voice terminal, first make sure that his or her Message light is not already on:

**1 Touch Message Status.**

*The red light next to the button flashes.*

**2 Touch Station Shift 1, Station Shift 2, or Station Shift 3.** (For information on the Shift buttons, see "Shift.")

*The red light next to the button goes on steady.*

**3 Check the light next to the person's Auto Intercom button.**

If the green light is on beside an Auto Intercom button, the person's Message light is already on.

**4 Take the appropriate action:**

▶ If the light is on, touch **Message Status** again and save the message.

▶ If the light is off, follow the steps below to send a message.

To send a message:

**1 Touch Send Message.**

**2 Touch the Auto Intercom button for the person's voice terminal.**

*The green light beside the button goes on, telling the attendant that the person's Message light is on.*

**3 Touch Message Status.**

*The red light goes off, telling you that the green lights beside that group of Auto intercom buttons show voice terminal status, not message status.*

People with display voice terminals must retrieve their messages to turn their Message lights off. To turn off the Message light at a voice terminal without a display:

**1 Touch Send Message.**

**2 Touch the Auto Intercom button for the person's voice terminal.**

# Shift

## DESCRIPTION

There are three types of Shift buttons, one type on the 7406 voice terminal and two types on the MERLIN 11 System Display Console :

### The 7406 Voice Terminal Shift Button

If you have a 7406 voice terminal, you can use the Shift button to use a second feature that you have programmed on a single button.

When the Shift button is in use, the light next to it goes on. When you touch the programmable feature button, you activate the feature programmed on the upper band.

For example, if you have an Outside Auto Dial programmed for your home phone number on the upper part of a button, and a Manual Signaling for the office secretary programmed on the lower part of the same button, you would touch the Shift button on the voice terminal *before* you touch the Outside Auto Dial button to call your home telephone number.

### The Shift Button on the MERLIN II System Display Console

The MERLIN II System Display Console has Station Shift and Line Shift buttons.

The Station Shift buttons allow the attendant or administrator to select the group of stations that the Auto Intercom buttons represent. **Station Shift 1** represents default intercom numbers 10 through 49. **Station Shift 2** represents 50 through 69 and 700 through 719. **Station Shift 3** represents default intercom numbers 720 through 727.

When the attendant wants to place an intercom call or transfer a call to a voice terminal, he or she touches one of the Shift buttons and then touches one of the Auto Intercom buttons in the last four columns of buttons on the console. When the attendant touches a Shift button, the red light beside it goes on.

The console also has two Line Shift buttons for use in administration. With **Line Shift 1**, the line buttons represent lines 1 through 30. With **Line Shift 2**, the buttons represent lines 31 through 56.

## CONSIDERATIONS

You must label the feature buttons on the 7406 voice terminal accurately so that you will know which feature you have programmed on the upper part of the button.

## PROGRAMMING

Program a feature on the upper band of a feature button on a 7406 voice terminal by first touching **Shift**.

## HOW TO USE

To use any one of the three types of Shift buttons, follow the appropriate procedure.

### The 7406 Voice Terminal Shift Button

To use the Shift button on the 7406 voice terminal to access the feature in the top band of a programmable button:

#### 1 Touch **Shift**.

*The light next to **Shift** goes on.*

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2 Touch the programmable feature button.

When you are finished using the programmable feature button, the light goes off next to the feature button and the Shift button.

### **The Shift Button on the Display Console**

To use a Shift button on the display console:

1 Touch the appropriate Shift button for the voice terminal or line you want to access.

*The red light next to the Shift button goes on steady.*

## **Simultaneous Voice and Data Calls**

### **DESCRIPTION**

The Simultaneous Voice and Data feature allows you to set up a connection between your own computer terminal and a local or remote host computer. You can continue to place or receive calls without interrupting your data call to the computer.

For information about using digital data with the MERLIN II system, see the *Data Communications Guide for the MERLIN II System*.

### **CONSIDERATIONS**

- In order to use this feature, you must have a General Purpose Adapter and a modem connected to your analog voice terminal.
- In order for a voice terminal to use this feature, the system administrator must assign the voice terminal two consecutive station jacks on the control unit. This requires special wiring. (See "Installation" in the *MERLIN II System Installation and Administration Manual*.)
- The system administrator can assign *either* the Voice Terminal To Busy Voice Terminal feature *or* the Simultaneous Voice and Data feature to a voice terminal. Since both features require two consecutive station jacks, a voice terminal *cannot* have both features. (See "Voice Announcement To Busy Voice Terminal.")
- The administrator should assign the voice/data station pair to an odd-numbered analog station jack and the next higher (even) numbered analog station jack. The intercom number of the voice terminal connected to these jacks is the same as the odd-numbered intercom station jack.
- You cannot use your Hands-Free Unit when the Simultaneous Voice and Data feature has been administered.

### **ADMINISTRATION**

To allow someone to conduct voice and data calls at the same time, enter administration mode and follow the appropriate procedure below.

#### **With a MERLIN II System Display Console**

1 From the administration menu, touch these buttons: [More], [More],

[Data], [Vce Data].

- 
- 2 Touch either of two adjacent Auto Intercom buttons:

*Green light on = station jack part of voice/data pair*

*Green light off = station jack not paired*

- 3 Touch **Conference** to return to the administration menu or leave administration mode.

#### **With a BIS-34D Console**

- 1 Touch **Message**.

- 2 Dial #211.

- 3 Wait until the system beeps twice.

*The green light next to **Message** becomes steady.*

- 4 Touch either of two adjacent Auto Intercom buttons:

*Green light on = station jack is part of the voice and data pair*

*Green light off = station jack is not paired*

- 5 Touch **Message** and go on to another procedure, or leave administration mode.

## **HOW TO USE**

To make a data call:

- 1 Touch **Speaker**.

- 2 Dial the outside telephone number or intercom number for your host computer.

- 3 When the computer signals you that you have made a successful connection, turn on your modem.

*The green light next to the line or intercom button you used to call the computer goes on and stays on until you end the data call.*

*The speaker goes off when you turn on the modem.*

- 4 Log on from your terminal keyboard.

To end a data call:

- 1 Log off from your terminal keyboard.

- 2 Turn off your modem.

*The green light next to the line or intercom button you used to call the computer goes off.*

# SMDR (Station Message Detail Recording)

See "Call Report."

## Speakerphone

### DESCRIPTION

If your voice terminal is equipped with a *speakerphone*, you can conduct conversations without lifting your handset. Anyone with you can hear both sides of the conversation.

If you have a *speaker*, you can place a call (On-Hook Dialing) or monitor a call if you have been put on hold (Monitor-on-Hold) without lifting your handset. In order for the person at the other end to hear you, however, you must speak into your handset. With a call in progress, you can turn on your speaker to let others in your office hear the call (Group Listening).

### CONSIDERATIONS

If you have a speaker, keep these points in mind:

- When you use the Monitor-on-Hold or the Group Listening feature, your speaker makes a squealing noise when the handset comes close to it. To prevent this, touch **Speaker** before hanging up your handset.
- If you have a 7406 voice terminal, you can use the Group Listening and the On-Hook Dialing feature, but not Monitor-on-Hold.
- If you have a Hands-Free Unit connected to your voice terminal, the HFU goes on when you touch an Outside Auto Dial button.

If you have a speakerphone, keep in mind that room acoustics and background noise can affect speakerphone operation. To get the best results, follow these suggestions:

- place your voice terminal at least 6 inches from the edge of your desk.
- Avoid placing your voice terminal in areas with high background noise such as those caused by loud voices, radios, typewriters, or other office equipment.
- Avoid blocking the microphone by putting books or papers under or next to your voice terminal.
- Always face your voice terminal when you are talking.
- Avoid talking until the other person is done. When you both speak at the same time, transmission may be broken.
- If you have trouble hearing the other person, try increasing the volume level of the speaker.

### HOW TO USE

If you have a speakerphone, just touch **Speakerphone** to turn it on and off. The light next to the button shows whether the speakerphone is activated.

If you have a speaker, follow the procedures below to place and monitor calls on hold and to let other people with you hear the other side of the conversation.

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### Using On-Hook Dialing

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

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

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

### Using Monitor-on-Hold

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

### Using Group Listening

- 1 While a call is in progress, touch **Speaker** and continue your conversation.

## Special Characters in Programmed Dialing Sequences

### DESCRIPTION

You may need to program a pause, stop, or switchhook flash into an Outside Auto Dial, a Personal Speed Dial, or a System Speed Dial sequence, or you may need to switch from rotary to Touch-Tone signals in the middle of a programmed dialing sequence. To do so, you must enter special characters when you program the sequence.

In a behind-switch system, you enter host system codes beginning with the pound sign ( # ) as described in the documentation for the host system. To use a MERLIN II system code beginning with the pound sign, you must program a Speed Dial Access button. You touch that button instead of touching #, then dial the digits of the code.

### PROGRAMMING

To program a Speed Dial Access button, label a button, enter programming mode and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*20.
- 3 Program another feature, or leave programming mode.

### HOW TO USE

Use the following procedures to enter special characters into a programmed dialing sequence.

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### **Pause**

Program a pause (1.5 seconds) into a dialing sequence. For example, you may need to place a pause between a pool access code, such as a 9, and an outside telephone number in an Outside Auto Dial sequence.

- 1 Dial the pool access code.
- 2 Touch **Hold** (Pause).
- 3 Dial the outside telephone number

### **Stop**

Program a stop into a dialing sequence to allow you to wait for a second dial tone. For example, you may need to program a stop between a local telephone number and an alternate long distance authorization code,

- 1 Dial the local telephone number (seven digits)
- 2 Touch **Drop** (Stop).
- 3 Dial the authorization code (five or six digits).

### **Switchhook Flash**

Program a switchhook flash at the beginning of a dialing sequence. For example, you may need to program a button with a PBX, Centrex, or Custom Calling feature code that calls for a switchhook flash.

- 1 Touch **Recall**.
- 2 Touch **Hold** (Pause).
- 3 Dial the PBX or Centrex dial code sequence that accesses the feature you want to program.

### **Touch-Tone Enable**

Program Touch-Tone Enable into a dialing sequence. For example, you may need to include Touch-Tone Enable to use a credit card authorization service.

- 1 Dial the telephone number.
- 2 Touch **Transfer**.
- 3 Dial the credit card authorization code.

# Square Line Configuration

See “Line Assignments in Square Systems”

## Stopwatch

### DESCRIPTION

If you want to start and stop the timer on your 7406D voice terminal—to time how long you spend on a call, for example- you can use your display and the Stopwatch feature. When you touch a programmed Stopwatch button, the Stopwatch activates the timer on your display screen.

### CONSIDERATIONS

- This feature can be used *only* with the 7406 display voice terminal.
- The Stopwatch feature starts the clock at :00 on the display and will count to a maximum of 9:59:59 (hours: minutes: seconds). When you touch the Stopwatch button on your voice terminal to stop the timer, the display disappears immediately.

### PROGRAMMING

To program a Stopwatch button for your display voice terminal, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*92.
- 3 Program another feature, or leave programming mode.

### HOW TO USE

When you want to start the timer on your display:

- 1 Touch **Stopwatch**.  
*The timer on your display starts.*
- 2 When you are finished, note the elapsed time and record it, if necessary.
- 3 Touch **Stopwatch** to turn off the display.

# System Renumbering

## DESCRIPTION

At some point, you may need to change modules in the control unit. If you replace a module with one of a different type, you must readminister the system to reassign numbers to lines and stations. Changing station modules may also require readministration of features that are related to analog stations only, such as attendant positions and the Voice Announcement to Busy Voice Terminal feature.

For more information about different types of modules, see “Control Unit Modules” in “Accessory Equipment.”

## CONSIDERATIONS

If you *add* a line or station module in the control unit, renumbering is not necessary. However, you will need to assign the additional lines and stations to individual voice terminals.

## ADMINISTRATION

To renumber the system, enter administration mode and follow these steps:

### With a MERLIN II System Display Console

1 From the administration menu, touch [System]. [More] .

2 Touch [Renumber] .

*You see a message showing that the system is performing renumbering.*

3 When the administration menu appears, go on to another procedure, or leave administration mode.

### With a BIS-34D Console

1 Touch **Message**.

2 Dial #299.

3 Wait for the lights next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker** to begin flashing, which indicates that the renumbering process is complete.

4 Go on to another procedure, or leave administration mode.

# System Size

## DESCRIPTION

The MERLIN II system can be set for two different sizes: small and large.

- The *small* setting is for systems administered for eight or fewer lines and 20 or fewer voice terminals. With small systems, the administrator and attendants typically use a BIS-34D voice terminal with display as a console.
- The *large* setting is for systems administered for more than eight lines or more than 20 voice terminals. This size system can accommodate up to 56 lines and 72 voice terminals. The administrator and attendants use a MERLIN II System Display Console.

## CONSIDERATIONS

If the administrator changes the system size designation from small to large, or vice versa, on a running system, the line and feature assignments change on all attendant consoles.

## ADMINISTRATION

To specify system size, enter administration mode and follow the appropriate procedure, below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [System] , [Size] .
- 2 Touch [Small] or [Large] as appropriate for your system.
- 3 Touch Conference to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #201 and wait for the 2-beep signal to begin.
- 3 Dial the appropriate code:
  - ▶ For a small system, dial 0.
  - ▶ For a large system, dial 1.
- 4 Wait for the lights next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker** to flash. At this signal, go on to another procedure or leave administration mode.

# System Speed Dial

## DESCRIPTION

The administrator can assign System Speed Dial codes to frequently dialed numbers, such as warehouse or branch office numbers or the numbers of clients or vendors. The administrator then distributes the list of codes to people in the office. People can place a call to one of those numbers quickly, by dialing the code ( #60 through #99) or touching the button on which they have programmed the code.

## CONSIDERATIONS

- System Speed Dial codes may be unmarked or marked. Marked codes are particularly useful when the administrator wants to give users access to a particular number such as an authorization code for an alternate long-distance service but does not want to divulge the number.
  - ▶ When a person uses an *unmarked* System Speed code to make a call, the Call Report (SMDR) feature prints the telephone number represented by the System Speed Dial code, not the code itself, in the call report. (See “Call Report. ” )
  - ▶ If a person uses a *marked* System Speed code to place a call, the telephone number dialed is *not* recorded by the Call Report feature. Instead, the System Speed Dial code (for example, #65) is printed, which preserves the confidentiality of access codes and account numbers. In order to mark a speed dial code as private, the administrator enters a \* before the telephone number when he or she administers the code.
- It is sometimes necessary to include a pause, stop, or switchhook flash within a dialing sequence, or it may be necessary to switch from rotary to Touch-Tone signals. To do so, the administrator must enter the following special characters into the dialing sequence. (For more information about using special characters in a dialing sequence, see “Special Characters in Programmed Dialing Sequences. ” )
  - ▶ To program a pause, touch **Hold**.
  - ▶ To program a stop, touch **Drop**.
  - ▶ To program Touch-Tone Enable, touch **Transfer**.
  - ▶ To program a switchhook flash, touch **Recall** and then touch **Hold**.

## ADMINISTRATION

To assign codes to numbers, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [More], [SpdDial] .
- 2 Dial the System Speed Dial code (60 through 99), then dial \* if it is a marked code.
- 3 Touch [Enter] .
- 4 Dial the telephone number.
- 5 Take the appropriate action:
  - ▶ To assign a number to the next highest-numbered code, touch [Next] and repeat step 4.

- 
- ▶ To assign a consequential System Speed Dial code, touch [Enter] and repeat steps 2 through 4.

6 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Conference**.  
*The red light next to **Adm Tel** goes on.*
- 2 Dial 0.
- 3 Dial a System Speed Dial code ( #60 to # 99).
- 4 If you are storing a marked Speed Dial code, dial \* after dialing the System Speed Dial code.
- 5 Dial the telephone number, including a leading 1 where required. If your system is pooled with Dial Access, include the pool number on which the call should be placed in the Speed Dial code.



A number for a marked Speed Dial code can have up to 39 characters; a number for an unmarked Speed Dial code can have up to 40 characters. These characters can include a pause, a stop, a switchhook flash, or Touch-Tone enable, mentioned above. It is best to include a pause between the pool number and the telephone number (touch **Hold**) when you administer a Speed Dial code that includes a pool number.

The display shows the telephone number, including any special characters, as you dial it. If the number is not correct, perform the step again.

- 6 Repeat steps 3 through 5 for each telephone number or account number to which you are assigning a System Speed Dial code.
- 7 Touch **Conference** twice.
- 8 If you have a printer connected to your system, you can get a printout of your System Speed Dial code numbers by touching **Message** and dialing # 901.

All 40 codes (#60 through # 99) are printed out, even if some are not yet assigned to telephone numbers. If a number includes special characters, they will appear as *t* for Touch-Tone enable, *s* for stop, *p* for pause, or *r* for recall.

- 9 Touch **Message** and go on to another procedure, or leave administration mode.

## PROGRAMMING

To program a System Speed Dial code, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*95 plus a 2-digit System Speed Dial code (60 through 99—do *not* enter the “ # “)
- 3 Program another feature, or leave programming mode.

---

## HOW TO USE

You can program a button or use a dial code to access this feature.

To dial an outside number:

- 1 Lift your handset.
- 2 Touch the System Speed Dial button or dial the appropriate code (#60 through # 99).

## System Type

### DESCRIPTION

As part of basic administration, you must specify whether the system is square, behind-switch, or pooled.

If the system is pooled, you must specify the method used to access line pools: Button Access, Dial Access, or Automatic Route Selection (ARS).

- If the system has *Button Access to Line Pools*, people touch a button to get a line in a pool.
- If the system has *Dial Access to Line Pools*, people touch a Pool Access button and then dial the appropriate line pool code to get a line in a pool.
- If the system has Automatic Route Selection (ARS), the system automatically selects an administered route for each outside call that people make using a Pool Access button.

### CONSIDERATIONS

- If you change the system type at a later time, you erase all system line administration and voice terminal programming. You will then have to reassign all lines and reprogram all voice terminals.
- If you change the system from Button Access to Dial Access to Line Pools, or vice versa, the system automatically assigns a different function to the two buttons above **Intercom-Voice**. If you change the system to Button Access, the main pool (default Pool 9) is automatically assigned to the two buttons above the Intercom buttons. If the main pool was previously assigned to any other button on that voice terminal, it is automatically removed.

### ADMINISTRATION

To specify the system type, enter administration mode and follow the appropriate procedure, below.

#### With a MERLIN II System Display Console

- 1 From the administration menu, touch [System], [Type].
- 2 Touch the appropriate button for the preferred type of system:
  - ▶ For a square or pooled system, touch the button for that system ( [Square], ButnAcc, [ARS], [DialAcc] )
  - ▶ For a behind switch system, touch [More], [BehindSw].

*The message "System is Re-starting" appears, then the administration menu.*

---

3 Go on to another procedure, or leave administration mode.

#### With a BIS-34D Console

1 Touch **Message**.

2 Dial #202 and wait for the 2-beep signal to begin.

3 Dial one of the following digits to specify the system type:

- 0 = square system.
- 1 = pooled system with Button Access to Line Pools.
- 2 = pooled system with Dial Access to Line Pools.
- 3 = pooled system with Automatic Route Selection.
- 4 = behind-switch system.

4 After several seconds, the lights next to **Adm Pool**, **Adm Tel**, **Message**, and **Speaker** begin to flash. At this signal, go on to another procedure, or leave administration mode.

## Test

### DESCRIPTION

When you need to test the lights and the ringing on your voice terminal, or if you need to verify that your voice terminal has been installed correctly, you can use the following operations.

- For analog voice terminals, use the Test/Program (T/P) switch on the left side of your analog voice terminal.
- For digital voice terminals, place a test call on your voice terminal.

### HOW TO USE

If you have an analog voice terminal, follow these steps:

1 Slide the T/P switch to *T*.

*The red and green lights next to your voice terminal buttons flash alternately, and your voice terminal rings.*

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

If your voice terminal does not respond when you slide the T/P switch to *T*, notify your system administrator and check Section 5, "Troubleshooting," in the *MERLIN II System Installation and Administration Manual*.

If you have a digital voice terminal, follow these steps:

1 Lift your handset.

2 Listen for a dial tone. (If this is a newly installed system, it may take a few moments to recognize your voice terminal and supply a dial tone.)

3 Place a test call to another voice terminal.

4 Place a test call to your voice terminal from another voice terminal.

If any of these tests are unsuccessful, notify your administrator.

# Tones

## DESCRIPTION

Your MERLIN II system voice terminal provides the following tones to inform you of the progress of a call that you are placing or about to place. The feedback discussed here is generated by the MERLIN II system. In many cases it is the same tones generated by the outside telephone system.

<b>Feedback</b>	<b>Sound</b>	<b>Meaning of the Feedback</b>
Intercom dial tone	Steady tone	You can begin dialing when you are ready.
Intercom busy tone	A slow pulsed tone	The line is busy.
Voice signal tone	A beep	You can announce the call through the other person's voice terminal speaker.
Intercom ringing tone	A ringing sound	The call is ringing at the other person's voice terminal.
Fast busy tone	Medium pulsed tone	You have made an error or no lines in a pool are available.
Incorrect dialing tone	Alternating high and low tone	You have dialed a number incorrectly.
Forced idle tone	Two beeps	The system is being administered.
Error tone	A beep	You have entered an illegal number or character in an administration sequence.
Hold reminder	A beep	You have had a call on hold for at least 60 seconds.
Call Park reminder	A beep	A call has been parked at your voice terminal for at least one minute (Your voice terminal beeps after a call has been parked for one minute and then again after two minutes. )
Line Request tone	A beep	The line you have requested is available.

The MERLIN II system also provides you with the following tones on your voice terminal, unless you have a behind-switch system, so that you know immediately what kind of call you are receiving. If your system is behind a switch, your tones will be different.

If you hear this type of tone:	You are receiving this kind of call:
One short and one long ring	Transferred Call
A beep and then a voice announcement through your voice terminal speaker	Intercom Call with Voice Announcement
A beep and then a voice announcement through your voice terminal before you receive a transferred call	Transfer Call with Voice Announcement
A beep (The 7406 voice terminal has a timed beep; on the analog voice terminals the beep lasts for as long as you hold down the Manual Signaling button)	Manual Signaling
Two short and one long ring	Ringing Intercom Call
One long ring	Outside Call

## CONSIDERATIONS

- You can program your voice terminal with a ringing pattern that is different from the ringing sound of nearby voice terminals. (See “Personalized Ringing.” )
- People with the 7406 voice terminal can place both ringing and announced intercom calls, but can receive *only* ringing intercom calls. When someone in the MERLIN II system places an announced intercom call to a 7406 voice terminal, the call automatically becomes a ringing intercom call.

# Touch-Tone or Rotary Signaling

## DESCRIPTION

When the MERLIN II system is installed, it is set to send or generate Touch-Tone signals. If some of the system's lines generate rotary pulses, you need to identify each of those lines to the system,

If you are not sure whether lines are Touch-Tone or rotary, perform this test at the administrator/attendant console:

1 Make sure the T/P switch is in the center position.

2 Touch each line button and dial out.

*If the line is Touch-Tone, you hear tones and the dial tone stops. If the line is rotary, you hear tones, but the dial tone is not interrupted.*

## ADMINISTRATION

If there are rotary lines in the system, enter administration mode and follow the appropriate procedure below to identify them.

### With a MERLIN II System Display Console

1 From the administration menu, touch [Lines], [More], [TchTone] .

2 Touch each line button until the light next to it shows the appropriate code:

*Steady green on = Touch-Tone  
Green off = rotary*

3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

1 Touch **Message**.

2 Dial # 302.

3 Touch each line button until the light next to it shows the appropriate code:

*Green light on = Touch-Tone dialing  
Green light off = rotary dialing*

4 Touch **Message** and go on to another procedure, or leave administration mode.

# Touch-Tone Enable

## DESCRIPTION

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

**NOTE:** This feature is for rotary lines only.

## CONSIDERATIONS

Once you touch the Touch-Tone Enable button, all remaining digits of the number generate Touch-Tone signals. However, if you touch **Recall** during this sequence, the line will return to rotary pulses.

## PROGRAMMING

To program a Touch-Tone Enable for your voice terminal, label a button, enter programming mode, and follow these steps:

- 1 Touch the button you want to program.
- 2 Dial \*76.
- 3 Program another feature, or leave programming mode.

## HOW TO USE

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

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

When you hang up your handset, the Touch-Tone feature automatically turns off.

# Transfer

## DESCRIPTION

You can use your voice terminal Transfer button to transfer intercom and outside calls to someone else in your MERLIN II system.

There are four ways to transfer calls:

- **Option A.** If you have an Auto Intercom button for the person to whom you want to transfer a call, *and* if your administrator has set your system for One-Touch Transfer, you can transfer a call with one touch.
- **Option B.** You can transfer a call by dialing the intercom number.
- **Option C.** You can announce the call before you transfer it.
- **Option D.** You can use the Transfer feature to screen calls.

## CONSIDERATIONS

- Pooled and square systems are factory-set for One-Touch Transfer, but they can be administered for One-Touch Hold with Call Announcement instead. (Systems cannot have both options. ) One-Touch Transfer is the recommended option for pooled systems, and One-Touch Hold with Call Announcement is the recommended option for square systems.
- Behind-switch systems are factory-set for One-Touch Hold with Call Announcement and must keep this setting.
- In a square system, the person to whom you are transferring a call must have a button for that line in order to receive the transferred call. If not, he or she can use the Call Pickup feature to answer the call.
- If no one answers the transferred call, the call returns to the sender after a specified number of rings set by the system administrator. The administrator may also choose to set the system not to return calls. (See “Transfer Return Interval. ” )
- You cannot transfer with voice announcement to a Call Distribution group or 7406 voice terminal. The call is transferred successfully, but the person at the other voice terminal cannot hear your voice.
- When you transfer a call, the person is automatically connected to the Music-on-Hold source, if your system has this feature. However, the system administrator may choose to administer the Ringing-on-Transfer feature so the caller hears ringing instead.

## ADMINISTRATION

To administer One-Touch Hold or change from One-Touch Hold to One-Touch Transfer, see the procedure under “One-Touch Hold with Call Announcement. ”

## PROGRAMMING

If you want to program an Auto Intercom button for a voice terminal to which you often transfer calls, see “Auto Intercom. ”

## HOW TO USE

To transfer a call using Option A (in systems administered for One-Touch Transfer only):

- 1 With the call in progress, touch the Auto Intercom button for the intercom number to which you want to transfer the call.
- 2 Hang up.

---

To transfer a call using Option B:

- 1 Touch **Transfer**.
- 2 Dial the intercom number of the person to whom you are transferring the call.
- 3 Hang up.

To transfer a call using Option C:

- 1 Touch **Transfer**.
- 2 Touch **Intercom-Voice**.
- 3 Dial the intercom number of the voice terminal to which you want to transfer the call.
- 4 Announce the call through your handset.
- 5 Hang up.

To screen a call using Option D:

- 1 Touch **Hold**.
- 2 Touch **Intercom-Ring**.
- 3 Dial the person's intercom number.
- 4 Announce the call when the person answers, and ask if it will be accepted.
- 5 Touch the call's line button.
- 6 Advise the caller that the person isn't available or transfer the call as shown above.

## Transfer Return Identification

### DESCRIPTION

With the Transfer Return Identification feature, the attendant can identify which transferred calls have not been answered and are returning to the attendant console.

### CONSIDERATIONS

- Attendants can use the display to see from which voice terminal the call is being returned.
- If a transferred call returns to an attendant console while the attendant is busy on another call, the attendant cannot identify the returning call. The call rings at the console until the attendant answers it or the person for whom the transferred call was intended answers the call.

### HOW TO USE

When a transferred call returns to your attendant console, and you are *not* busy on a call, you can identify the returning call by checking the lights on the console:

*The red light next to the line button flashes rapidly.  
The green light next to the Auto Intercom button for the voice terminal from which the call is returning flashes slowly.*

---

To answer the call:

1 Lift your handset.

If a second transferred call returns to your attendant console before the first call is answered:

*The red light moves to the line button of the second call and flashes rapidly. The green light next to the Auto Intercom button for the voice terminal from which the second call is returning flashes slowly.*

If you want to check the status of the first returning transfer call:

1 Without lighting the handset, touch the line button of the first call:  
*The red light moves back to the line button of the first call. If the red light flashed, the call has not been answered; if the red light is steady, the call has been answered.*

To answer the call :

1 Lift your handset.

## Transfer Return Interval

### DESCRIPTION

When someone in the MERLIN II system transfers a call and it is not answered, the call returns to the sender. When the system is first installed, it is set to return calls after four rings. You can change that setting so that calls ring as many as nine times before they return to the person who has transferred it. You can also choose to set the system not to return transferred calls at all.

### ADMINISTRATION

To set a Transfer Return Interval, enter administration mode and follow the appropriate procedure below.

#### With a MERLIN II System Display Console

- 1 From the administration menu, touch [More] [Options], [TrRet].
- 2 Dial number of rings (1 through 9) preferred before calls return to original voice terminal. Dial 0 if transferred calls should not return.
- 3 Touch [Enter] .
- 4 Touch **Conference** to return to the administration menu, or leave administration mode.

#### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial #306.
- 3 Dial a code from 1 through 9 to indicate how many rings you want to occur before the transferred call returns. If you do not want transferred calls to return, dial 0.
- 4 If you have a printer, you can get a System Information Report that shows the number of times a transferred call rings before it returns to the original voice terminal. To get a printout, dial # 905 and wait for the beep.

---

5 Touch **Message** and go on to another procedure, or leave administration mode.

## Voice Announcement Enable/Disable

### DESCRIPTION

Ordinarily, people can use the MERLIN II system intercom feature to announce calls through your voice terminal speaker. However, if you do not want a voice announcement to interrupt your work, you can use the Voice Announcement Disable feature to have intercom calls at your voice terminal ring instead.

### CONSIDERATIONS

- If you use the Voice Announcement Disable feature on a 10-Button Hands-Free Answer on Intercom (HFAI) voice terminal or on any voice terminal with a speakerphone, you deactivate the automatic answering feature. However, the Voice Announcement Disable feature does not affect voice terminals with connected Hands-Free Units.
- If you have a 7406 voice terminal, you can place both ringing and announced intercom calls, but you can receive *only* ringing intercom calls. Therefore, you do not need to program the Voice Announcement Disable feature.
- When you use the Voice Announcement Disable feature, you disable the Group Page feature.

### PROGRAMMING

To prevent or allow voice announcements at your voice terminal, enter programming mode and follow these steps:

1 Touch **Intercom-Voice**.

2 Dial one of the following codes:

▶ To allow voice announcements, dial \*37.  
*The green light beside **Intercom-Voice** is on.*

▶ To prevent voice announcements, dial \*35.  
*The green light beside **Intercom-Voice** is off.*

3 Program another feature, or leave programming mode.

# Voice Announcement To Busy Voice Terminal

## DESCRIPTION

The system administrator can assign some voice terminals two consecutive station jacks on the control unit so that people at these voice terminals can receive voice announcements while they are busy on a call.

## CONSIDERATIONS

- The system administrator must assign the voice terminal two consecutive station jacks on the control unit. This requires special wiring. (See Section 3, "Installation" in the *MERLIN II Installation and Administration Manual*.) The jacks must be an odd-numbered analog station jack and the next higher even-numbered analog station jack. The odd-numbered station jack provides the station's intercom number.
- The system administrator can assign *either* the Voice Announcement To Busy Voice Terminal feature *or* the Simultaneous Voice and Data feature to a voice terminal. A voice terminal *cannot* have both features.

## ADMINISTRATION

To identify any station jacks in voice/voice pairs, enter administration mode and follow one of the procedures below.

### With a MERLIN II System Display Console

- 1 From the administration menu, touch [Stations], [More], [More] [VceSgn] .
- 2 Touch either of two adjacent Auto Intercom buttons until the green lights next to both buttons show the appropriate code:

*Green light on = station jack is part of voice/voice pair*  
*Green light off = station jack is not paired*

- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial # 210.
- 3 Touch either Auto Intercom button for the voice/voice pair until the green lights next to both buttons show the appropriate code:

*Steady green light on = station jack in voice/voice pair*  
*Green light off = station jack not in voice/voice pair*

- 4 Touch **Message** and go on to another procedure, or leave administration mode.

# Voice Terminal Type

## DESCRIPTION

When the system is first set up, the system recognizes all analog stations except the administrator/attendant console as BIS/HFAI voice terminals, that is, voice terminals with raised plastic buttons. As part of basic administration, you must identify for the system any analog station jacks used for non-BIS/HFAI voice terminals, which have flat membrane buttons.

- Voice terminals with flat membrane buttons (non-BIS/HFAI models) include the 5-button, 10-button, 34-button, and 34-button deluxe voice terminals.
- Voice terminals with raised plastic buttons (BIS/HFAI models) include the HFAI-10, BIS-10, BIS-22, BIS-34, BIS-34D, SP-34, and SP-34D voice terminals.

## ADMINISTRATION

To specify which station jacks are connected to voice terminals with flat membrane button voice terminals and which station jacks are connected to voice terminals with raised plastic buttons, enter administration mode and follow the appropriate procedure below.

### With a MERLIN II System Display Console

- 1 From the administration mode, touch [Stations], [More], [BIS/HFAI] .
- 2 Touch the Auto Intercom buttons until the green lights show the appropriate code:

*Green light on = raised plastic button voice terminal  
Green light off = flat membrane button voice terminal*

- 3 Touch **Conference** to return to the administration menu, or leave administration mode.

### With a BIS-34D Console

- 1 Touch **Message**.
- 2 Dial # 320.
- 3 Touch the Auto Intercom button until the green light shows the appropriate code:

*Green light on = a BIS/HFAI (raised plastic button) voice terminal is connected to this voice terminal jack  
Green light off = a flat membrane button voice terminal is connected to this voice terminal jack*
- 4 Touch **Message** and go on to another procedure, or leave administration mode.

## Volume Control

### DESCRIPTION

You can adjust the volume control lever on the left side of your voice terminal to increase or decrease the loudness of the ringing sound on the speaker. If you have a speakerphone, adjust the speakerphone volume using the volume control setting on the front of the voice terminal.

### HOW TO USE

Slide the volume control switch in the direction indicated on the voice terminal to raise or lower the volume of the speaker or speakerphone.

The following information is included in “Accessory Equipment”:

## **1 Description**

The description of the accessory tells what it does and its advantages for the user.

## **2 Drawings and Diagrams**

Drawings of the accessory and its parts are included for each piece of equipment, along with, if applicable, diagrams showing how the equipment is connected to the MERLIN II system and accessories.

## **3 Considerations**

Special considerations include any qualifications the user should be aware of, ways in which the equipment can be used, or other hardware or features it can or cannot be used with.

## **4 Administration**

If applicable, administration procedures are given for setting options at the administrator/attendant console so that people in the MERLIN II system can use the accessory equipment.

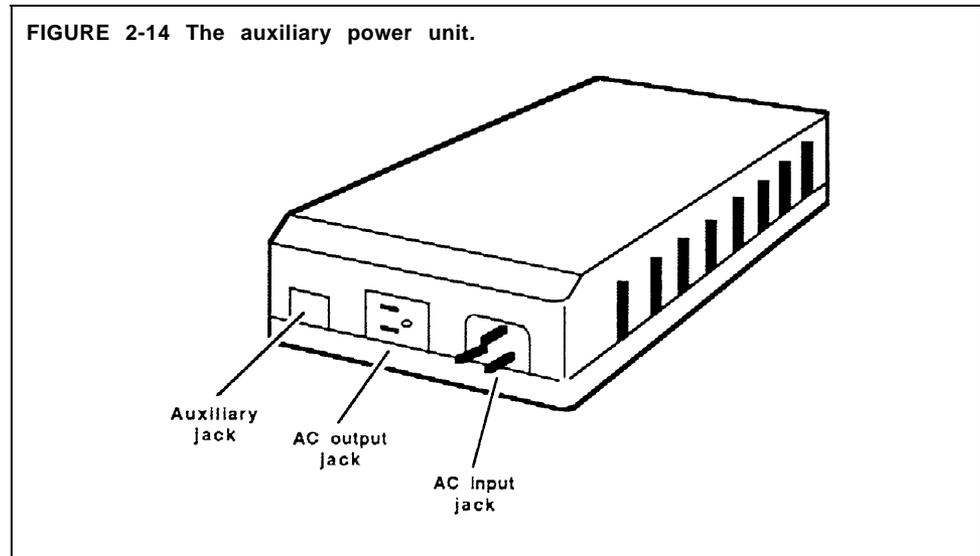
## **5 How to Use**

If applicable, procedures describe how a person can use the equipment with his or her voice terminal.

# Auxiliary Power Unit

## DESCRIPTION

You must add an auxiliary power unit (Figure 2-14) to any control unit carrier if the total number of voice terminals and voice terminal accessories (including hands-free units and headset adapters) is greater than the carrier's capacity. Each carrier of your system control unit supports up to 45 units, and each auxiliary power unit adds 20 unit loads to your system. (For information on units and unit loads, see the *MERLIN II System Installation and Administration Manual*.)



## CONSIDERATIONS

The Auxiliary Power Unit can be mounted on the wall beside the control unit. The power unit and the control unit are connected with an auxiliary power cord. The cord can be plugged into the auxiliary power jack on the Power Module.

## HOW TO USE

Be sure that your system administrator knows what accessory equipment you have attached to your voice terminal so that the administrator knows how much auxiliary power the system needs.

Instructions for installing and using the auxiliary power unit are provided with the unit.

## Basic Telephones with OPTI and BTMI

### DESCRIPTION

To provide service to people at a remote location, off-premises basic Touch-Tone telephones can be connected to the MERLIN II system through outside lines with the Off-Premises Telephone Interface (OPTI). The OPTI permits you to use an off-premises telephone to access many of the features of your on-premises communication system using dial codes and switchhook flashes. See Figure 2-15.

On-premises basic Touch-Tone telephones can be connected to the system with a Basic Telephone and Modem Interface (BTMI). See Figures 2-16 and 2-17. The BTMI also makes it possible to connect most other types of telephones and data devices to analog station jacks on the MERLIN II control unit.

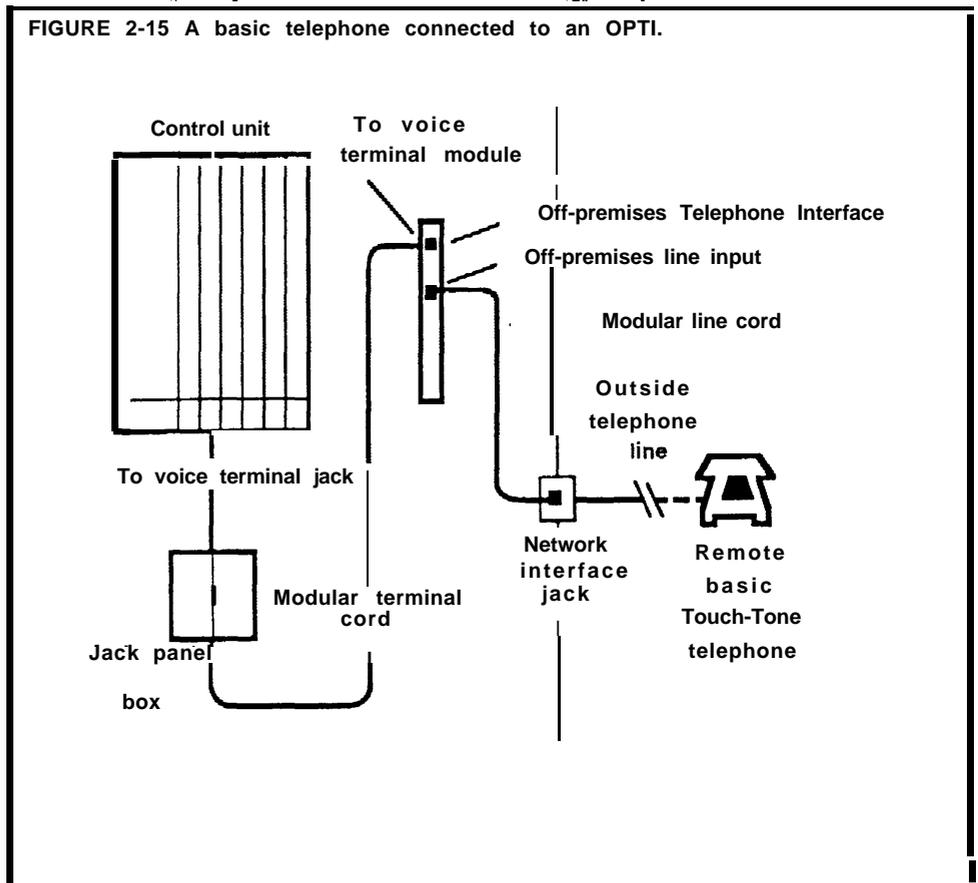


FIGURE 2-16 A Basic Telephone and Modem Interface (BTMI).

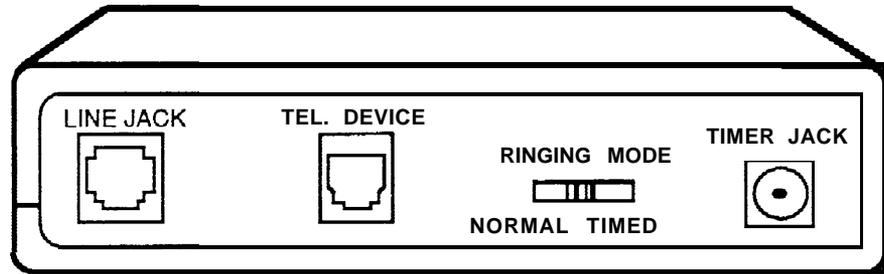
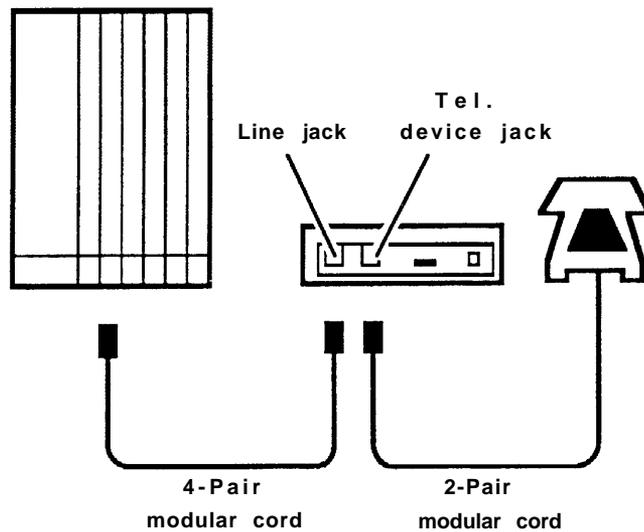


FIGURE 2-17 A basic telephone connected to a BTMI.



## CONSIDERATIONS

- When the system administrator assigns lines to a basic telephone, the administrator must provide the user with a list of codes for the lines and/or line pools he or she can access.
- While Night Service with Outward Restriction is in effect, people with basic telephones cannot enter a password to make calls. To allow them to make after-hours calls, the administrator must assign these basic telephones to the Exclusion list. (See "Night Service.")
- Basic telephones can receive ringing intercom calls, but *not* intercom calls with voice announcement.

---

## ADMINISTRATION

You use the same procedures for administering basic telephones connected to BTMIs and OPTIs that you use for administering standard voice terminals. Get the completed Station Configuration Forms for the telephones. Then follow the instructions under the appropriate entries to assign lines or line pools and to assign Call Restriction, if desired.

## PROGRAMMING

The Station Configuration Forms show what lines and features should be assigned to each telephone in the system. Use the following guidelines to help you assign lines or line pools and features to basic telephones connected to OPTIs and BTMIs.

- 1 To assign lines or line pools, use the intercom number assigned to the OPTI or BTMI. Follow the procedures in the "Line Assignments" entry for the type of system you have.
- 2 If you want the basic telephone to have call restrictions, follow the procedures in the "Call Restriction" entry.
- 3 To program the following features for your basic telephone(s), you can use Centralized Programming or, before you connect the OPTI or BTMI, connect a MERLIN II system voice terminal *directly to the station jack to which you plan to connect the BTMI*, and program from there.
  - a If you don't want the basic telephone to ring on every line, you can specify which lines ring when a call comes in by programming Ringing Options for the telephone. (See "Ringing Options. ")
  - b To specify the order in which the system makes lines available, program an Automatic Line Selection sequence for the basic telephone. (See "Automatic Line Selection. ") Be sure to program Automatic Line Selection only for those lines to be used by the basic telephone.
  - c Basic telephones can receive ringing intercom calls, but *not* intercom calls with voice announcement. Therefore, be sure to program Voice Announcement Disable for the telephone. (See "Voice Announcement Enable/Disable. ")
- 4 When you are finished programming, leave Centralized Programming or disconnect the voice terminal.
- 5 Connect the BTMI or OPTI to the same station jack.
- 6 Connect the basic telephone to the BTMI or OPTI.

## HOW TO USE

Follow these instructions to use a basic telephone connected to a BTMI or OPTI:

- To place a ringing intercom call, lift the handset and dial the intercom number.
- To place a voice-announced intercom call, lift the handset and dial 881, then the intercom number.
- To access particular lines or line pools assigned to buttons, as shown on the Station Configuration Form, lift the handset and dial the codes shown in Figure 2-18. (On a basic telephone connected to an OPTI or a BTMI, dialing the code associated with a button has the same effect as touching the button on a MERLIN II system voice terminal.)

FIGURE 2-18 Dial codes for basic telephones connected to BTMIs and OPTIs.

884	889	884	889
883	888	883 Pool Access	888
882	887	882 Pool Access	887
881 Intercom-Voice	886	881 Intercom-Voice	886
880 Intercom-Ring	885	880 Intercom-Ring	885

Square systems

Pooled systems with Dial Access to line pools

884	889
883 Default Main Pool	888
882 Default Main Pool	887
881 Intercom-Voice	886
880 Intercom-Ring	885

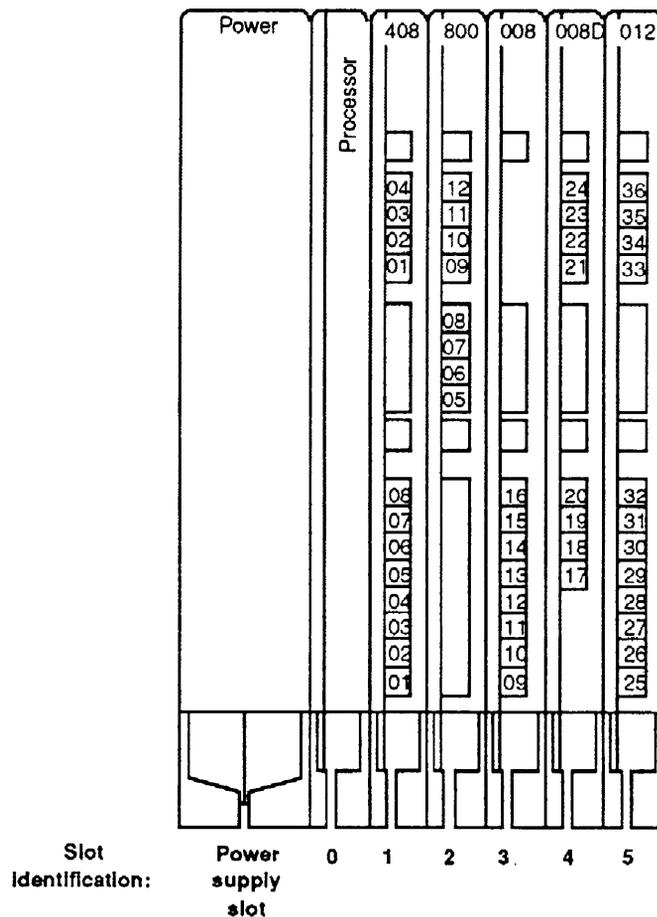
Pooled systems with Button Access to line pools

# Control Unit Modules

## DESCRIPTION

The basic carrier contains slots for up to seven modules, which supply power, direct system operation, and provide jack connections for telephone lines, voice terminals, and other equipment, such as a tape player for the Music-on-Hold feature. See Figure 2-19. You can also add to your system one expansion carrier which provides more power and additional connections for lines and equipment. Your MERLIN II system may include up to 56 outside lines and as many as 88 connections for voice terminals or other equipment, depending on the combination of modules installed. However, you can have only 82 responding stations.

FIGURE 2-19 The MERLIN II system control unit with installed modules.



The following modules are used in the MERLIN II system:

- **Power Supply Module.** A Power Supply Module, which supplies power to the other modules in the unit, always occupies the leftmost slot on the basic carrier and the expansion carrier. There is an Off/On switch at the bottom of the module. When the power is on, a green light is on next to the switch.

- 
- **Processor Module.** The Processor Module, which contains the microprocessor that controls the system's programs and features, always occupies the next slot (slot 0) on the control unit. This module may also contain jacks for optional equipment. A red light on this module goes on when the system is powered up. If the light goes on at any other time, it indicates a problem with the system.
  - **Circuit Pack Modules.** The Circuit Pack Modules can occupy slots 1 through 5 on the basic carrier and slots 6 through 11 on an expansion carrier. The modules are interchangeable during installation, except for slot 1 on the basic carrier, which must have either a 4-Line/8-Analog Voice Terminal (408) Module *or* an 8-Analog Voice Terminal (008) Module.

There are four types of Circuit Pack Modules.

- ▶ **A 4-Line/8-Analog Voice Terminal {408} Module** has jacks for four outside lines and eight analog voice terminals.
- ▶ **An 8-Analog Voice Terminal (008) Module** has jacks for eight analog voice terminals.
- ▶ **An 8-Digital Station (008D) Module** has jacks for eight digital voice terminals.
- ▶ **A 4-Line (400 with TTR) Module with Touch-Tone Receivers** has jacks for four lines and four Touch-Tone receivers.
- ▶ **An 8-Line (800) Module** has jacks for eight lines.
- ▶ **A 12-Basic Telephone (012) Module** has jacks for 12 basic telephones. (For more information about this type of module, see "Basic Telephone Module. ")

Labels on the Circuit Pack Modules identify the station jacks by intercom number and the line jacks by line number. Each jack is accessed through a cutout in the front of the housing.

## CONSIDERATIONS

- At some point, you may need to change modules in the control unit. If you replace a module with one of a different type, you must readminister the system to reassign numbers to lines and stations. (For the procedure see "System Renumbering. ") Keep in mind that changing station modules may require readministration of features that are unique to analog or digital voice terminals.
- On each Circuit Pack Module is a Power Failure Telephone Jack to which the administrator can connect a basic telephone. When there is a power failure, the Power Failure Telephone automatically turns on and connects to the first line on the module. (See "Power Failure Telephone.")
- If you have a 12-Basic-Telephone (012) Module in either type of carrier, you must connect a frequency generator to the Power Module located in the first slot. For more information, see "Frequency Generator. "

## ADMINISTRATION

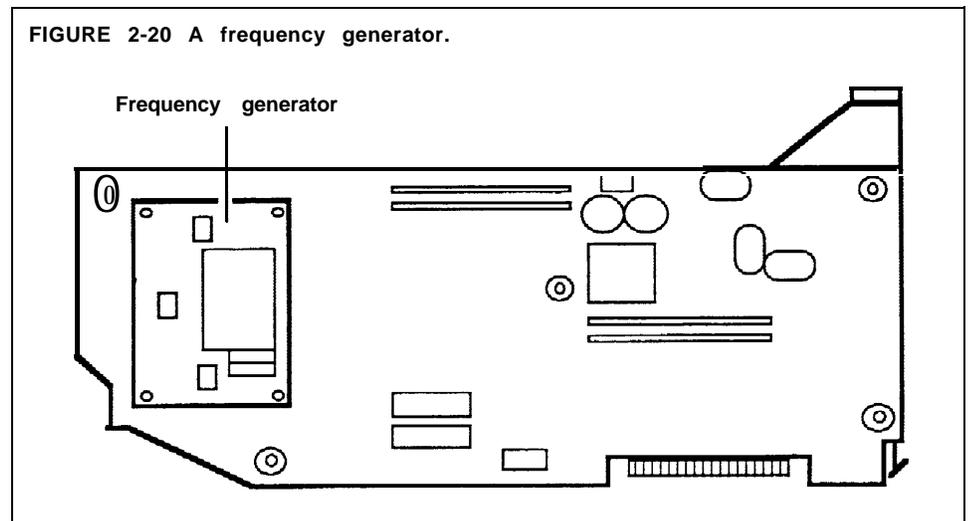
If you replace a module in your control unit with one of a different type, you need to renumber the lines and stations in your system. Follow the procedure under "System Renumbering. "

# Frequency Generator

## DESCRIPTION

If your basic carrier or expansion carrier has a 12-Basic Telephone (012) Module, you must connect a Frequency Generator to the Power Module, located in the first slot of each carrier containing basic telephone modules. See Figure 2-20.

The frequency generator converts 117-volt, 60-Hz input power to 105-volt, 30-Hz ringing voltage for basic telephones connected to the 12-Basic Telephone Module.



## CONSIDERATIONS

You must remove each Power Module that has a 12-Basic Telephone (012) Module from its carrier before you insert the frequency generator. However, before inserting or removing the Power Module, be sure to turn off its power switch. If your system has an expansion unit, turn the power switch off on the basic unit's Power Module first, then turn off the power switch on the expansion unit's Power Module.

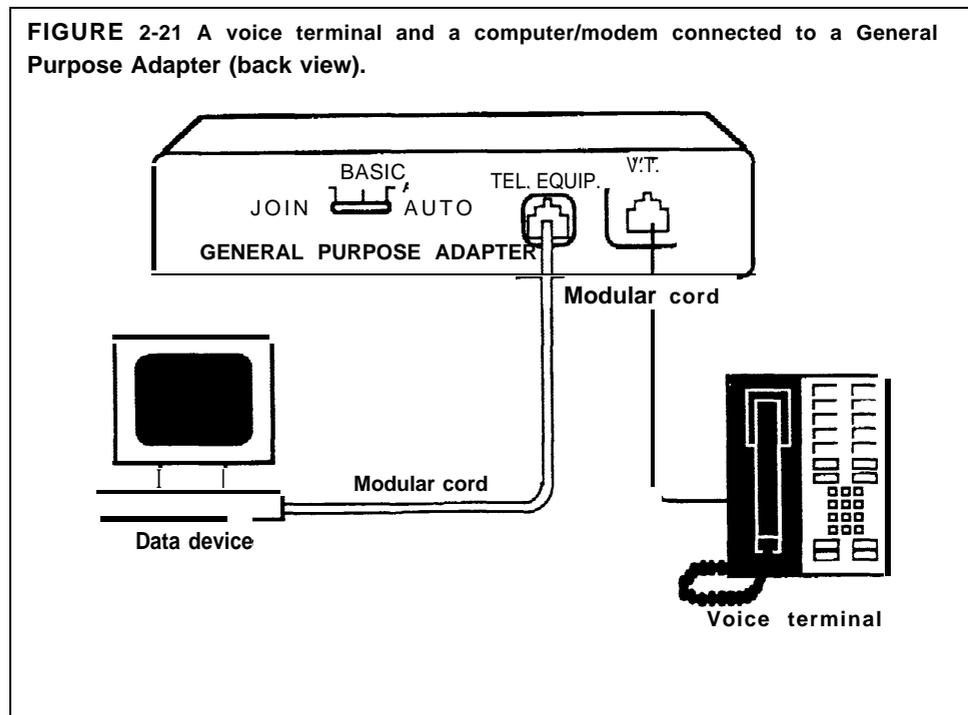
## HOW TO USE

The frequency generator provides ringing power to the basic telephones in your system. If you are using a basic telephone and it does not ring, contact your system administrator.

# General Purpose Adapter

## DESCRIPTION

With the General Purpose Adapter (GPA) you can connect to your analog voice terminal Touch-Tone (*not* rotary) equipment such as modems, autodialers, facsimile (FAX) machines, and telephone extensions (including cordless telephones). An example is shown in Figure 2-21.



## CONSIDERATIONS

- The GPA may be used with all voice terminal models except the 5-Button and HFAI-10 voice terminals.
- If you have a GPA connected to your voice terminal, and you want your answering machine or modem to go on automatically when you receive a call, program an Auto Answer-All button for your voice terminal. When you use the Auto Answer-All feature, the GPA option switch must be set to *Auto*. (See "Auto Answer-All.")

## HOW TO USE

You can select the switch position, labeled Join, Basic, or Auto on the adapter, required for operating the telephone or data equipment connected to your voice terminal.

### Using Join Mode

Set the switch to Join when you want to join a call already in progress on your voice terminal. You can attach an extension phone or a speakerphone and have someone join the conversation. You can attach a recording device to record the conversation (with the participants' permission) or play a tape for the listener. In join mode, ringing comes from the voice terminal, not from the attached device.

### Using Basic Mode

Set the switch to Basic to originate and receive calls at the attached equipment, such as an extension phone. This device can be located away from the voice terminal. When you lift the handset, the extension functions

like a voice terminal. Note that incoming calls ring only at the voice terminal, not at the attached device.

#### Using Auto Mode

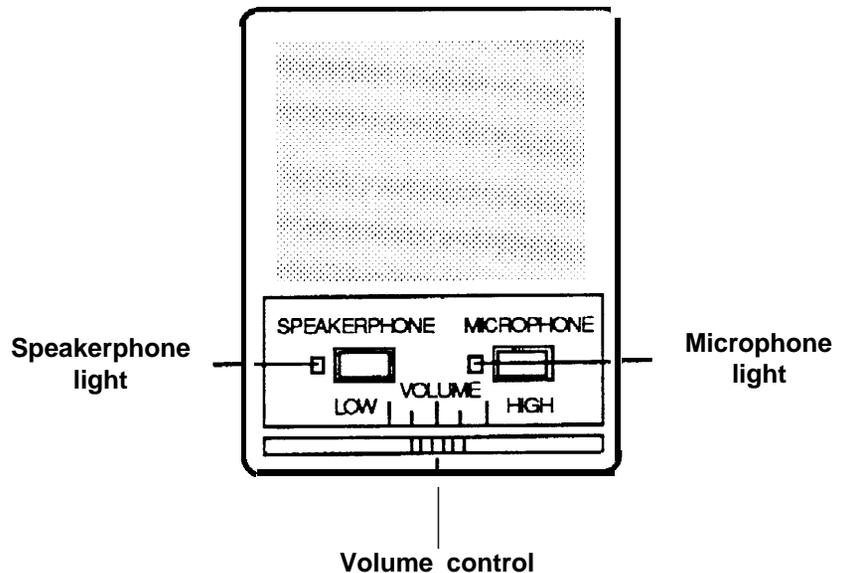
Set the switch to Auto to connect a modem, answering machine, or other automatic answering device. Program an Auto Answer-All feature button and activate it so the device answers incoming calls automatically. If an extension is attached, it will ring.

## Hands-Free Unit

### DESCRIPTION

The Hands-Free Unit (HFU) shown in Figure 2-22 is a speakerphone that allows you to place and answer outside and intercom calls without using the handset.

FIGURE 2-22 The front panel of the Hands-Free Unit.



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## CONSIDERATIONS

- Be sure you are using the correct model for the voice terminal, as shown below.
  - ▶ Model S101A (silver) is used with *digital* voice terminals only.
  - ▶ Model S102A (black) is used with analog voice terminals only.
- The HFU can be used with the 10-button, BIS-10, BIS-22, 34-button, 34-button deluxe, SP-34, SP-34D, BIS-34, and BIS-34D analog voice terminals. When you use the HFU with a 7406 digital voice terminal, you must use a local power unit.
- If you program an Auto Answer-Intercom button, you can have the Hands-Free Unit go on automatically when you receive intercom calls. (See “Auto Answer-Intercom.”)

## HOW TO USE

To use your Hands-Free Unit to place a call:

- 1 Without lifting your handset, touch **Speakerphone**.  
*The speakerphone and microphone lights come on, and you hear the dial tone.*
- 2 Dial the number.
- 3 When the person answers, begin the conversation.

You can slide the volume control lever on the front of the Hands-Free Unit to lower or raise the volume of the other person’s voice.

To answer an outside call using a Hands-Free Unit:

- 1 Touch **Speakerphone**.  
*The speakerphone and microphone lights go on,*
- 2 Begin the conversation.

To disconnect a call:

- 1 When you are finished with the call, touch **Speakerphone**.  
*The speakerphone and microphone lights go off.*

If you want to prevent the other person on the call from listening while you speak with someone in your office:

- 1 Touch **Microphone**.  
*The microphone light goes off.*

When you are ready to speak again with the person:

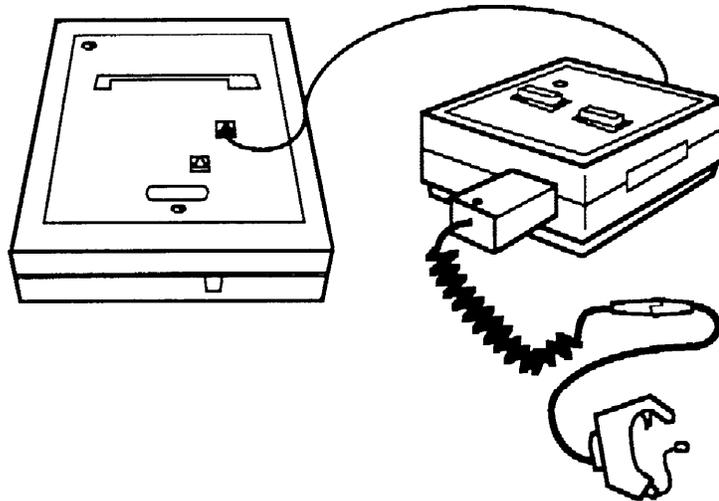
- 1 Touch **Microphone** again.  
*The microphone light goes on.*

# Headset and Headset Adapter

## DESCRIPTION

A headset connected to your voice terminal by way of the headset adapter allows you to handle calls more easily. See Figure 2-23.

**FIGURE 2-23** A headset connected to a headset adapter with an enlargement of the headset adapter.



## CONSIDERATIONS

- A headset can be used with the 10-button, BIS-10, BIS-22, 34-button, 34-button deluxe, SP-34, SP-34D, BIS-34, and BIS-34D with display analog voice terminals and with the 7406 digital voice terminal.
- There are two types of headset adapters, according to the type of voice terminal you are using.
  - ▶ Model 500A is used with digital voice terminals.
  - ▶ Model 502A is used with analog voice terminals.
- The attendant may use a headset with the display console. The console has a Disconnect button that allows the attendant with one touch to disconnect an outside call without lifting the handset, or turning off the headset, and then dial another telephone number.
- The cord on the headset is plugged into the headset adapter, and the voice terminal and the adapter are connected by way of a modular cord which comes with the adapter.

## HOW TO USE

To place a call using your headset:

- 1 Touch **On/Quiet** on the headset adapter.  
*The green light next to the button goes on.*
- 2 Dial the outside number.

To answer a call:

1 Touch **On/Quiet** on the headset adapter.

To mute the microphone:

1 Hold down **On/Quiet** on the headset adapter.

To hang up:

1 Touch **Off** on the headset adapter.

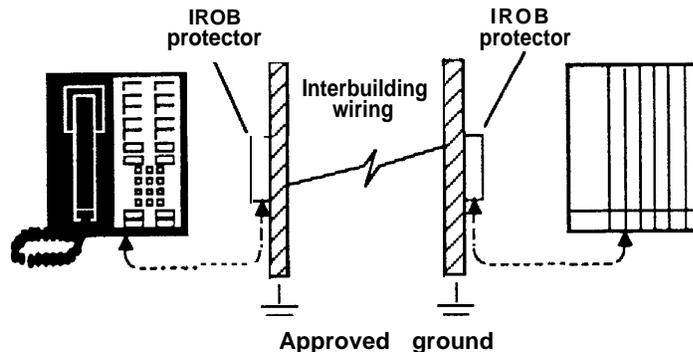
*The green light next to On/Quiet goes off.*

## In-Range, Out-of-Building Voice Terminal and Protectors

### DESCRIPTION

You can place a voice terminal in another location, outside of the main building, but within 1000 feet of the MERLIN 11 system control unit. In order to protect both this In-Range, Out-of-Building (IROB) voice terminal and the control unit from exposure to lightning, contact with power lines, or power currents induced by nearby power lines, you must also install two Model TII 341 IROB protectors. See the example in Figure 2-24. Install one of the IROB protectors where the cable from the control unit leaves the building, and the other where the cable enters the building in which the IROB voice terminal is located.

FIGURE 2-24 Basic IROB voice terminal and protector configuration.



### CONSIDERATIONS

- These protectors must be mounted indoors,
- An approved electrical ground, such as a ground installed by the power service company, grounded building steel, or concrete-encased ground, is required for proper operation of the IROB protector. (For more information about approved ground, see the instructions that come with your IROB protectors.)

# Loudspeaker Paging System

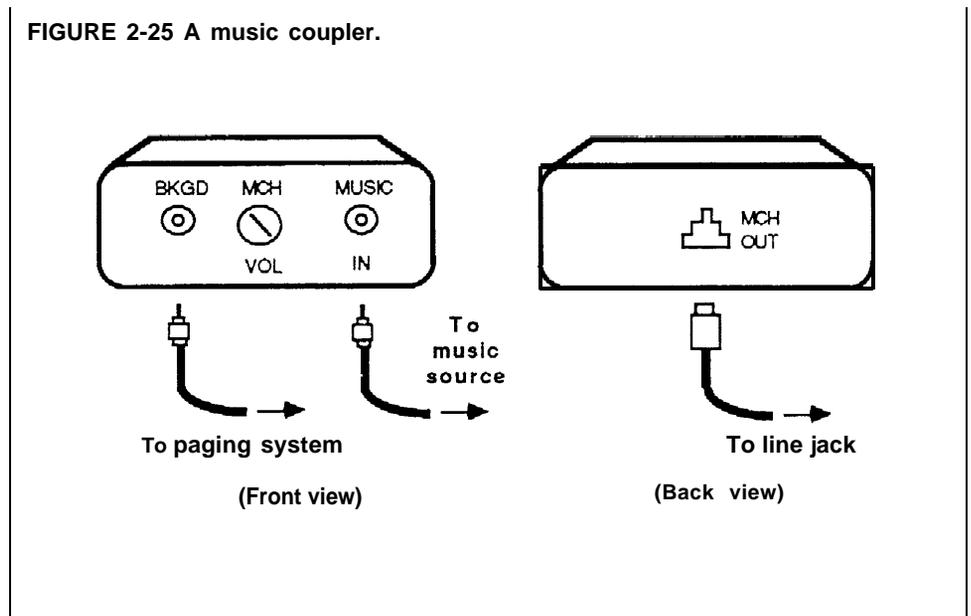
See "Loudspeaker Page" in "MERLIN II System Features."

## Music Coupler

### DESCRIPTION

If your system has the Music-on-Hold feature, you must connect the music source, such as a tape player, to the MERLIN II system with a music coupler. The music coupler shown in Figure 2-25 provides a secondary bridged connection so that the music source can also be connected to a loudspeaker paging system to provide background music in sections of your building in which paging speakers are located.

FIGURE 2-25 A music coupler.



### CONSIDERATIONS

You can use a radio, tape player, cassette player, or stereo system as a music source for the Music-on-Hold feature. For more information about this feature, see "Music-on-Hold." If you need to know the procedures for using your loudspeaker paging system and the Loudspeaker Page feature, see "Loudspeaker Page."

To avoid music distortion, be sure that the output level of the music source is below 10 volts (i.e. approximately 12.5 watts across an 8 OHM speaker).

#### NOTICE:

Users of equipment that rebroadcast copyrighted music or other material may be required to obtain a license from a third party such as ASCAP or BMI.

### ADMINISTRATION

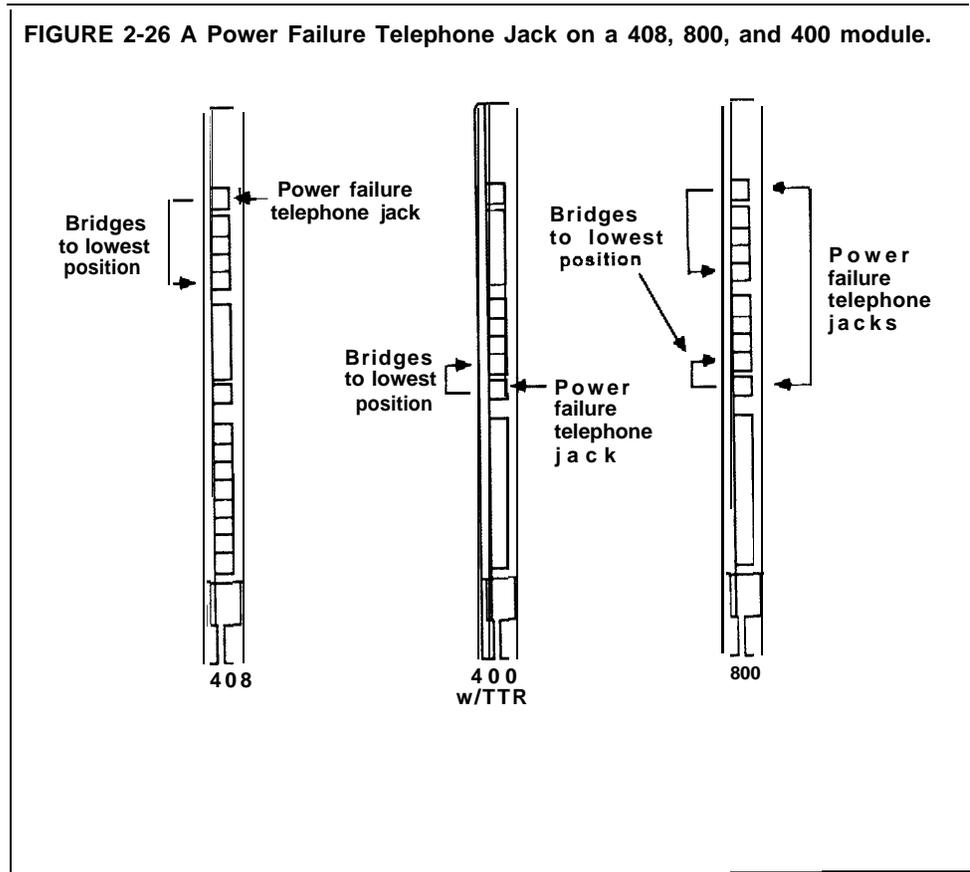
For directions on administering the Music-on-Hold feature for your system, see "Music-on-Hold."

# Power Failure Telephones

## DESCRIPTION

In case of a power failure, a basic Touch-Tone or rotary telephone connected to a Power Failure Telephone jack in a control unit module has access to another line on the same module. (See Figure 2-26 to identify the PFT jack on different line modules.)

When there is a power failure, all of the system except for power failure telephones, shuts off. If you have plugged a Power Failure Telephone into the PFT jack, the basic telephone automatically goes on when a power outage occurs. You can use the power failure telephone to place and receive outside calls.



## CONSIDERATIONS

You *cannot* use a MERLIN II system voice terminal as a power failure telephone.

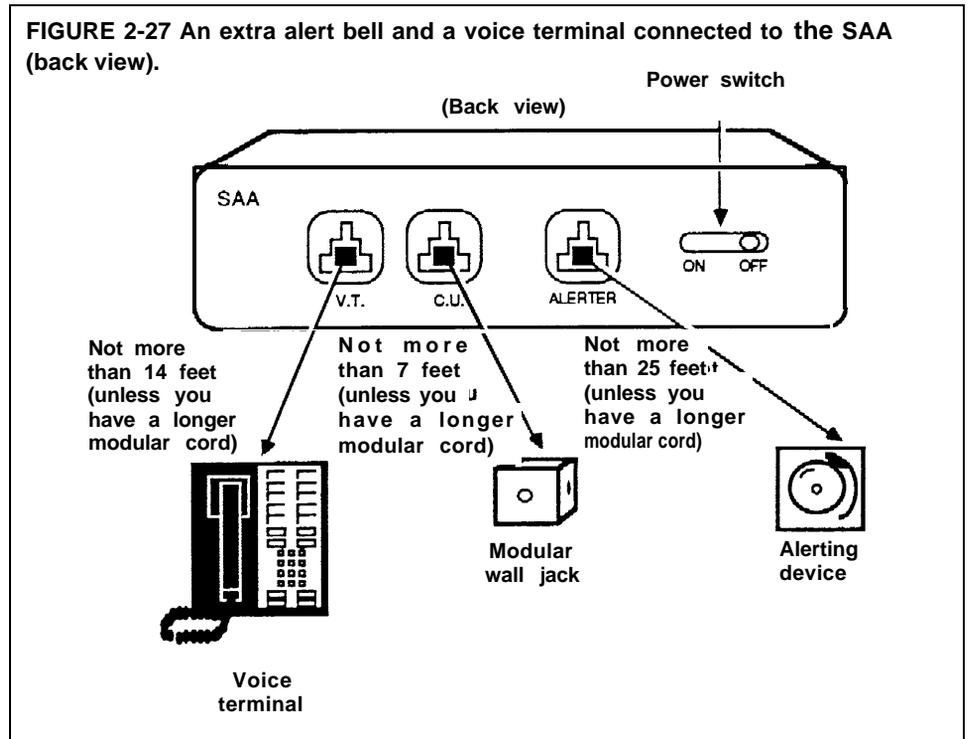
## HOW TO USE

Plug the basic telephone into the power failure telephone jack on a control unit module. When there is a power failure, the power failure telephone connects to the first line on the module.

# Supplemental Alert Adapter

## DESCRIPTION

You can connect Extra Alert Devices, such as a horn, bell, strobe, or chime, to your system through a Supplemental Alert Adapter (SAA) so that people working in noisy or remote areas of a building can be alerted when a call rings (Figure 2-27). The SAA does not connect directly to the control unit; instead, a voice terminal connected to the control unit also connects to the SAA. When you activate the SAA and the voice terminal rings, the adapter automatically activates the connected extra alert device, which gives a visual or audible signal that a call has come in.



An Extra Alert Switch allows you to turn an extra alert device on and off and alternately select between two different connected alerting devices, such as a strobe during business hours and a horn during off-hours. You may also alternate between two extra alert devices installed in different locations. In addition, an extra alert switch allows you to use two extra alert devices simultaneously. The extra alert switch is compatible with MERLIN II extra alert devices (-48V).

If you want the SAA to automatically turn on the extra alert devices connected to the extra alert switch, plug the extra alert switch into the Alerter jack of the SAA.

If you want to use extra-alerting devices simultaneously, you need to plug the modular cord for each device into a Line Bridging Adapter which you can connect to either position (1) or position (2) on the bottom of the extra alert switch.

For more information, contact your equipment dealer.

## HOW TO USE

To set up your SAA:

- 1 Unplug the appropriate voice terminal from its modular wall jack, and plug into the jack labeled V.T. on your SAA.

- 
- 2 Plug one end of the modular cord into the jack labeled C.U. # on the SAA and the other end into the voice terminal's modular wall jack.
  - 3 Plug the modular cord from the extra alert device into the jack labeled Alerter on the SAA.

To have the extra alert device turn on when a call rings at the appropriate voice terminal, turn the SAA to the *On* position.

If you want to use more than one extra alert device *alternately*:

- 1 Turn the extra alert switch's knob to the appropriate *On* position labeled (1) or (2). For example, if you connect a bell to position (1) and a strobe to position (2), turn the control switch to position (1) to operate the bell and to position (2) to operate the strobe.

If you want to use more than one extra alert device *simultaneously*:

- 1 Turn the extra alert switch knob to the appropriate *On* position labeled (1) or (2). For example, if you connect a bell *and* a strobe to a line bridging adapter and the adapter to position (1) on the SAA, turn the control switch to this position.

# Introduction

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This guide summarizes the administrative procedures described in Section 2, "Reference." For more information about a particular procedure, refer to the entry for that feature. Separate procedures are provided for the BIS-34D console and the MERLIN II System Display Console.

Before you perform any of these procedures, be sure to record the change or addition you're making on your planning forms. These may include your Master Planning Form, System Configuration Form, Station Configuration Forms, and forms for optional system features such as Group Page.

If you have a BIS-34D console, some of the buttons take on different functions when you're in administration mode. For example, you touch **Recall** to copy assignments from one voice terminal to another and **Message** to designate attendant consoles. If you have a MERLIN II System Display Console, place the administration overlay over the console whenever you administer the system. The overlay shows the buttons' functions.

## **ENTER AND LEAVE ADMINISTRATION MODE**

To perform any of the procedures listed in this guide, enter administration mode by following these steps:

- 1 Slide the T/P switch on the left side of the console to *P*.
- 2 Touch **Conference** twice to enter administration mode.

When you finish administering your system, leave administration mode by sliding the T/P switch to the center position.

# Button Code Administration Procedures

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Button code administration procedures are divided into two categories: basic and optional procedures.

## Basic Administration Procedures

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Administration Procedure	Do This
System size	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #201.</b></p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Dial number to designate system size:</p> <ul style="list-style-type: none"><li>0 = small system</li><li>1 = large system</li></ul> <p><b>5</b> Wait for lights next to <b>Adm Tel, Adm Pool, Message, and Speaker</b> to flash. At this signal, go to another procedure or leave administration mode.</p>
System type	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #202.</b></p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for Z-beep signal or try again later.</p> <p><b>4</b> Dial number to designate system type:</p> <ul style="list-style-type: none"><li>0 = square</li><li>1 = pooled with Button Access to Line Pools</li><li>2 = pooled with Dial Access to Line Pools</li><li>3 = pooled with Automatic Route Selection (ARS)</li><li>4 = behind-switch</li></ul> <p><b>5</b> Wait for lights next to <b>Adm Tel, Adm Pool, Message, and Speaker</b> to flash. At this signal, go to another procedure or leave administration mode.</p>
System Renumbering Procedure	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #299.</b></p> <p>If the light next to <b>Message</b> flashes by itself, one or more calls are in progress and the procedure is not executed—wait for the light to become steady, then go on to the next step.</p> <p><b>3</b> When the lights next to <b>Adm Tel, Adm Pool, Message, and Speaker</b> begin to flash, go to another procedure or leave administration mode,</p>

Administration Procedure	Do This
Attendant console position	<p><b>1</b> Touch <b>Message</b>.</p> <p><b>2</b> Dial # 203,</p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch Auto Intercom button(s):  <i>Steady green = attendant position</i>  <i>Flashing green = potential attendant position used as nonattendant position</i></p> <p><b>5</b> Touch # .</p> <p><b>6</b> Wait for lights next to <b>Adm Tel, Adm Pool, Message, and Speaker</b> to flash. At this signal, go to another procedure or leave administration mode.</p>
Music-on-Hold jack	<p><b>1</b> Touch <b>Message</b>.</p> <p><b>2</b> Dial #204.</p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch line button:  <i>Green light on = Music-on-Hold jack</i>  <i>Green light off = standard line or Loudspeaker Page jack</i></p> <p><b>5</b> Touch <b>Message</b>.</p>
Loudspeaker Page jack	<p><b>1</b> Touch <b>Message</b>.</p> <p><b>2</b> Dial #205.</p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch line button:  <i>Green light on = Loudspeaker Page jack</i>  <i>Green light off = standard line or Music-on-Hold jack</i></p> <p><b>5</b> Touch <b>Message</b>.</p>
Simultaneous Voice and Data	<p><b>1</b> Touch <b>Message</b>.</p> <p><b>2</b> Dial #211.</p> <p><b>3</b> If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch either of two adjacent Auto Intercom buttons:  <i>Green light on = station jack part of voice/data pair</i>  <i>Green light off = station jack not paired</i></p> <p><b>5</b> Touch <b>Message</b>.</p>

Administration Procedure	Do This
Touch-Tone or rotary signaling	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #302.</b></p> <p><b>3 Touch line buttons:</b>  <i>Steady green on = Touch-Tone</i>  <i>Green off= rotary</i></p> <p><b>4 Touch Message.</b></p>
Voice Terminal Type Setting (raised plastic or flat membrane button)	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #320.</b></p> <p><b>3 Touch Auto Intercom button(s):</b>  <i>Green light on = raised plastic button voice terminal</i>  <i>Green light off = flat membrane button voice terminal</i></p> <p><b>4 Touch Message.</b></p>
Voice Announcement to Busy Voice Terminal	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #210.</b></p> <p><b>3 If green light next to <b>Message</b> is steady and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</b></p> <p><b>4 Touch either of two adjacent Auto Intercom buttons:</b>  <i>Green light on = station jack part of voice/voice pair</i>  <i>Green light off = station jack not paired</i></p> <p><b>5 Touch Message.</b></p>
Voice terminal line assignments in square systems and behind switch systems	<p><b>1 Touch <b>Adm Tel.</b></b></p> <p><b>2 Touch Auto Intercom button for voice terminal.</b></p> <p><b>3 If steady green light shows next to <b>Adm Tel</b> and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</b></p> <p><b>4 Touch line buttons:</b>  <i>Steady green on = line assigned to voice terminal</i>  <i>Green off = line not assigned to voice terminal</i></p> <p><b>5 Touch <b>Adm Tel.</b></b></p>

Administration Procedure	Do This
<p>Voice terminal hne/line pool assignments in pooled systems:</p> <p>To assign lines to line pools</p> <p>To assign lines and line pools to voice terminals</p> <p>To assign Dial Access to Line Pools to voice terminals</p>	<p><b>1 Touch Adm Pool.</b></p> <p><b>2</b> If green light next to <b>Adm Pool</b> is steady and you hear two beeps, go on to step 3. If not, wait for 2-beep signal or try again later.</p> <p><b>3</b> Dial pool code.</p> <p><b>4</b> Touch line buttons:</p> <p style="padding-left: 40px;"><i>Steady red on = line in pool</i> <i>Red off = line not in pool</i></p> <p><b>5 Touch Adm Pool.</b></p> <p><b>1 Touch Adm Tel.</b></p> <p><b>2</b> Touch Auto Intercom buttons for voice terminal.</p> <p><b>3</b> If steady green light shows next to <b>Adm Tel</b> and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch line buttons:</p> <p style="padding-left: 40px;"><i>Steady green on = line or pool assigned to voice terminal</i> <i>Green off = line or pool not assigned to voice terminal</i></p> <p><b>5 Touch Adm Tel.</b></p> <p><b>1 Touch Adm Tel.</b></p> <p><b>2</b> Touch Auto Intercom button for voice terminal.</p> <p><b>3</b> If steady green light shows next to <b>Adm Tel</b> and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch same Auto Intercom button again.</p> <p><b>5</b> Touch line buttons:</p> <p style="padding-left: 40px;"><i>Steady green on = voice terminal has Dial Access to pool containing line</i> <i>Green off = voice terminal doesn't have Dial Access to pool containing line</i></p> <p><b>6 Touch Adm Tel.</b></p>

## Optional Systemwide Features

Administration Procedure	Do This
<p>Automatic Route Selection (ARS):</p> <p>To specify how many tables are 6-digit tables</p> <p>To add an area code or exchange</p> <p>To delete an area code or exchange</p> <p>To add a pool number plus other digits, if required</p> <p>To associate an absorption type with a pool number <i>after</i> adding the pool number</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #305.</b></p> <p><b>3 Dial number of 6-digit tables (0 through 8).</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #6.</b></p> <p><b>3 Dial table number (0 through 7).</b></p> <p><b>4 Dial entry number (00 through 99).</b></p> <p><b>5 Dial entry (area code or exchange).</b></p> <p><b>6 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #6.</b></p> <p><b>3 Dial table number (0 through 7).</b></p> <p><b>4 Dial entry number (00 through 99).</b></p> <p><b>5 Touch Drop.</b></p> <p><b>6 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #7.</b></p> <p><b>3 Dial table number (0 through 9).</b></p> <p><b>4 Dial entry number (0 through 5).</b></p> <p><b>5 Dial entry (pool number plus access and/or account code, if required).</b></p> <p><b>6 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #7.</b></p> <p><b>3 Dial table number (0 through 9).</b></p> <p><b>4 Dial entry number (0 through 5).</b></p> <p><b>5 Dial absorption type:</b></p> <p>0 = none</p> <p>1 = leading 1</p> <p>2 = area code</p> <p>3 = 1 + area code</p> <p>4 = 1 + exchange</p> <p>5 = 1 + area code + exchange</p> <p><b>6 Touch Message.</b></p>

Administration Procedure	Do This
<p>Automatic Route Selection (ARS): continued)</p> <p>To delete a pool number (action also deletes any other digits and absorption type)</p> <p>To add other digits in the Special Number Table</p> <p>To delete other digits in the Special Number Table</p> <p>To get a printout of ARS tables</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #7.</b></p> <p><b>3 Dial table number (0 through 9).</b></p> <p><b>4 Dial entry number (0 through 5).</b></p> <p><b>5 Touch Drop.</b></p> <p><b>6 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #800.</b></p> <p><b>3 Dial entry (access and/or account code).</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #800.</b></p> <p><b>3 Touch Drop.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial # 902 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
<p>Behind-Switch Operation Fixed Button Codes:</p> <p>To assign a code or Recall to a fixed button</p> <p>To get a printout of fixed button assignments</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 328.</b></p> <p><b>3 Touch the fixed button (Conference, Transfer, or Drop).</b></p> <p><b>4 Dial a 6-character code or touch the button again to assign Recall to it.</b></p> <p><b>5 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #905 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>

<b>Administration Procedure</b>	<b>Do This</b>
<p>Call Pickup Groups:</p> <p>To assign voice terminals to groups</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 327.</b></p> <p><b>3 Dial number of Call Pickup group (01 through 30).</b></p> <p><b>4 Touch Auto Intercom button(s):</b>  <i>Steady green on = voice terminal in group</i>  <i>Green off = voice terminal not in group</i></p> <p><b>5 Touch Message.</b></p>
<p>Call Report:</p> <p>To set time and date and administer Call Report options (may be required for Night Service and Reminder Service)</p> <p>To get a printout of Call Report options</p> <p>To set printer to scroll to top of page automatically. Printer must be off and scrolled to top of next page</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #300, then dial current time (2 digits for hour, 2 digits for minute in 24-hour format).</b></p> <p><b>3 Dial #301, then dial current date (2 digits for month, 2 digits for day, 2 digits for year).</b></p> <p><b>4 Dial #390, then dial minimum call duration (2 digits for minutes).</b></p> <p><b>5 Dial # 3910 to record outgoing calls only</b>  or  Dial #3911 to record outgoing and incoming tails.</p> <p><b>6 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #390 # 900 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #399.</b></p> <p><b>3 Touch Message.</b></p>

Administration Procedure	Do This
<p>Call restrictions and allowed lists:</p> <p>To assign outward and toll call restrictions to voice terminals:</p> <p><b>NOTE:</b> If you <i>do not</i> need to dial a toll prefix (0 or 1) to place a long distance call, perform steps 1 and 2 below. If you use a toll prefix, just perform step 2 below.</p> <p><b>1</b> To set lines to identify long distance calls by area code only</p> <p><b>2</b> To assign call restrictions to voice terminals</p> <p>To copy line assignments and call restriction assignments from one voice terminal to another</p> <p>To set up allowed lists</p>	<p><b>1</b> Touch <b>Speaker</b>.</p> <p><b>2</b> Touch line buttons: <i>Steady green on = toll calls detected by toll prefix only</i> <i>Green off = toll calls detected by area code or toll prefix</i></p> <p><b>3</b> Touch <b>Speaker</b>.</p> <p><b>1</b> Touch <b>Adm Tel</b>.</p> <p><b>2</b> Touch Auto Intercom button for voice terminal.</p> <p><b>3</b> If steady green light shows next to <b>Adm Tel</b> and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later,</p> <p><b>4</b> Touch <b>Speaker</b>. <i>Steady green on = all calls permitted (unrestricted)</i> <i>Flashing green = local and intercom calls and calls to numbers on assigned lists permitted (toll call restriction)</i> <i>Green off = intercom calls and calls to numbers on assigned lists permitted (outward call restriction)</i></p> <p><b>5</b> Touch <b>Speaker</b>.</p> <p><b>6</b> Touch <b>Adm Tel</b>.</p> <p><b>1</b> Touch <b>Adm Tel</b>.</p> <p><b>2</b> Touch Auto Intercom button for new voice terminal.</p> <p><b>3</b> If a steady green light goes on next to the Auto Intercom button and you hear two beeps, go on to step 4. If not, wait for 2-beep signal or try again later.</p> <p><b>4</b> Touch <b>Recall</b>.</p> <p><b>5</b> Touch Auto Intercom button for voice terminal whose assignments you want to copy.</p> <p><b>6</b> When red light next to <b>Adm Tel</b> stops flashing, touch <b>Adm Tel</b>.</p> <p><b>1</b> Touch <b>Message</b>.</p> <p><b>2</b> Dial #5.</p> <p><b>3</b> Dial list number (0 through 7).</p> <p><b>4</b> Dial entry number (0 through 9).</p> <p><b>5</b> Dial entry (area code and/or exchange or emergency number), or touch <b>Drop</b>.</p> <p><b>6</b> Touch <b>Message</b>.</p>

<b>Administration Procedure</b>	<b>Do This</b>
<p>Call restrictions and allowed lists (continued):</p> <p>To assign access to allowed lists to voice terminals</p> <p>To get a printout of an allowed list</p> <p>To get a printout of voice terminal access to allowed lists</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #4.</b></p> <p><b>3 Dial list number (0 through 7).</b></p> <p><b>4 Touch Auto Intercom button for voice terminal:</b>  <i>Steady green on = voice terminal has access to numbers on list</i>  <i>Green off = voice terminal doesn't have access to numbers on list</i></p> <p><b>5 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #5.</b></p> <p><b>3 Dial list number (0 through 7).</b></p> <p><b>4 Dial 0 #900 and wait for beep.</b></p> <p><b>5 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #904 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
<p>Camp On return interval</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 326.</b></p> <p><b>3 Dial number of minutes (1 through 5) preferred before calls return to originator.</b></p> <p><b>4 Touch Message.</b></p>
<p>Centralized Programming</p>	<p><b>1 Touch Conference.</b></p> <p><b>2 Touch Auto Intercom button for voice terminal to be programmed.</b></p> <p><b>3 If red light next to <b>Adm Tel</b> goes off and console rings every 5 seconds, go on to step 4. If not, wait for light to go off or try again later.</b></p> <p><b>4 Perform programming steps, except for entering and leaving programming mode.</b></p> <p><b>5 Touch Conference twice.</b></p>
<p>Dialing Timeout for rotary lines</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 317.</b></p> <p><b>3 Dial number to specify timeout interval:</b></p> <p>0 = 0 seconds  1 = 4 seconds  2 = 8 seconds  3 = 12 seconds</p> <p><b>4 Touch Message.</b></p>

Administration Procedure	Do This
<p>Direct Inward System Access:</p> <p>To assign lines for DISA</p> <p>To specify a password for DISA users</p> <p>To set up DISA outward restriction</p> <p>To get a printout of DISA options</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 323.</b></p> <p><b>3 Touch line button:</b>  <i>Steady green on = line used for DISA</i>  <i>Green off = line not used for DISA</i></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #324.</b></p> <p><b>3 Dial a 4-digit password or touch Drop.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #325.</b></p> <p><b>3 Dial 0 for outward restriction or 1 for no restriction.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #905 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
<p>Disconnect interval for held calls</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 303.</b></p> <p><b>3 Touch line buttons:</b>  <i>Steady green on = line drops held call on long (450 millisecond) signal (default)</i>  <i>Green off = line drops held call on short (50 millisecond) signal</i></p> <p><b>4 Touch Message.</b></p>
<p>Extended Station Status:</p> <p>To specify the ESS mode</p> <p>To put consoles in and out of ESS Display mode</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #329.</b></p> <p><b>3 Dial 0 for Hotel/Motel or 1 for CMS mode.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #330.</b></p> <p><b>3 Touch Auto Intercom button(s):</b>  <i>Steady green on = console in display mode</i>  <i>Green light flashing = console not in display mode</i></p> <p><b>4 Touch Message.</b></p>



Administration Procedure	Do This
<p>Group Paging: (continued)</p> <p>To get a printout of paging groups</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #903 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
<p>Intercom Dial Tone</p> <p>To change the intercom dial tone</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #335.</b></p> <p><b>3 Touch 0 to provide MERLIN II system intercom dial tone.</b>  Touch 1 to provide CO line dial tone.</p>
<p>Night Service, Enhanced:</p> <p>To assign voice terminals to attendant's Night Service group</p> <p>To set up Outward Restriction by creating a password</p> <p>To remove Outward Restriction</p> <p>To set up an allowed list of emergency numbers</p> <p>To set up a Night Service Exclusion list</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 307.</b></p> <p><b>3 Dial attendant's intercom number.</b></p> <p><b>4 Touch Auto Intercom button(s):</b>  <i>Steady green on = voice terminal in group</i>  <i>Green off = voice terminal not in group</i></p> <p><b>5 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial # 309.</b></p> <p><b>3 Dial a 4-digit password.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #309.</b></p> <p><b>3 Touch Drop.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial # 310.</b></p> <p><b>3 Dial entry number (0 through 9).</b></p> <p><b>4 Dial telephone number (12 digit maximum), or touch <b>Drop</b> to remove entry.</b></p> <p><b>5 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial # 308.</b></p> <p><b>3 Touch Auto Intercom button for voice terminal:</b>  <i>Steady green on= voice terminal on list</i>  <i>Green off =voice terminal not on list</i></p> <p><b>4 Touch Message.</b></p>

Administration Procedure	Do This
<p>Night Service, Enhanced (continued):</p> <p>To set times for Night Service to go on and off automatically</p> <p>To record current day for Night Service with Time Set</p> <p>To suspend Night Service with Time Set</p> <p>To get a printout of Enhanced Night Service Information</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #311.</b></p> <p><b>3 Dial number of day of week (0 = Sunday, 6 = Saturday).</b></p> <p><b>4 Dial “on” time (2 digits for hour, 2 digits for minute in 24-hour format), or touch <b>Drop</b> to remove entry.</b></p> <p><b>5 Dial # 312.</b></p> <p><b>6 Dial number of day of week (0 = Sunday, 6 = Saturday).</b></p> <p><b>7 Dial “off” time (2 digits for hour, 2 digits for minute in 24-hour format), or touch <b>Drop</b> to remove entry.</b></p> <p><b>8 Repeat steps 2 through 7 for each day of week. (Don’t set on or off time if Night Service should stay on for entire 24 hours. )</b></p> <p><b>9 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial # 313.</b></p> <p><b>3 Dial number of current day of week (0 = Sunday, 6 = Saturday)-</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #313.</b></p> <p><b>3 Dial 9.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #907 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
<p>One-Touch Call Handling Option:</p> <p>To set system for One-Touch Transfer (default)</p> <p style="text-align: center;">or</p> <p>To set system for One-Touch Hold with Call Announcement</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 3150.</b></p> <p><b>3 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #3151.</b></p> <p><b>3 Touch Message.</b></p>
<p>Printouts, All</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #999 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>

Administration Procedure	Do This
Recall Timer	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 318.</b></p> <p><b>3 Dial number to specify timer interval:</b></p> <p style="padding-left: 40px;">0 = 350 milliseconds 1 = 450 milliseconds 2 = 650 milliseconds 3 = 1 second</p> <p><b>4 Touch Message.</b></p>
<p>Reminder Service Cancel</p> <p>To get a printout of Reminder Service Cancel</p>	<p><b>1 Touch Message.</b></p> <p><b>2 Dial #333.</b></p> <p><b>3 Dial hhmm (24-hour format), or touch Drop to remove entry.</b></p> <p><b>4 Touch Message.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #905 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>
Ringing-on-Transfer	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 314.</b></p> <p><b>3 Dial number to specify what callers hear:</b></p> <p style="padding-left: 40px;">0 = music, if available, or silence 1 = ringing</p> <p><b>4 Touch Message.</b></p>
System Information Report Printout	<p><b>1 Touch Message.</b></p> <p><b>2 Dial # 905 and wait for beep.</b></p> <p><b>3 Touch Message,</b></p>
<p>System Speed Dial:</p> <p>To assign System Speed Dial codes</p> <p>To get a printout of System Speed Dial codes</p>	<p><b>1 Touch Conference.</b></p> <p><b>2 Dial 0.</b></p> <p><b>3 Dial System Speed Dial Code ( #60 through #99), then dial * if it is a marked code.</b></p> <p><b>4 Dial telephone number.</b></p> <p><b>5 Touch Conference two times.</b></p> <p><b>1 Touch Message.</b></p> <p><b>2 Dial #901 and wait for beep.</b></p> <p><b>3 Touch Message.</b></p>

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<b>Administration Procedure</b>	<b>Do This</b>
Transfer Return Interval	<b>1 Touch Message.</b> <b>2 Dial #306.</b> <b>3 Dial number of rings (1 through 9) preferred before calls return to original voice terminal. Dial 0 if transferred calls should not return.</b> <b>4 Touch Message.</b>

# Administration Button Codes

Administration Code	Other Number(s)	Button(s)	Feature
# 201	0 = small 1 = large		Set system size.
# 202	0 = square 1 = pooled with Button Access 2 = pooled with Dial Access 3 = pooled with ARS 4 = behind-switch		Set system line representation type.
# 203		Auto Intercom	Designate attendant positions.
# 204		Line	Designate Music-on-Hold line jack.
# 205		Line	Designate Loudspeaker Page line jack.
# 210		Auto Intercom	Permit Voice Announcement to Busy Voice Terminal.
# 211		Auto Intercom	Permit Simultaneous Voice and Data Calls.
# 299			Renumber lines and/or stations after replacing a module with one of a different type.
# 300	a 2-digit hour, a 2-digit minute of the hour (24-hour format)		Set the current time for Call Report, Night Service, or Reminder Service.
# 301	a 2-digit month, a 2-digit day of the month, and a 2-digit year		Set the current date for Call Report.
# 302		Line	Specify Touch-Tone or rotary dialing.
# 303		Line	Set the disconnect interval for held calls.
# 305	0 through 8		Identify the number of ARS tables that are 6-digit tables.
# 306	0 through 9		Specify the number of times transferred calls ring before ringing again at the original voice terminal (0 = no return).
# 307	intercom number of the attendant console	Auto Intercom	Assign voice terminals to an attendant's Night Service group.
# 308		Auto Intercom	Assign voice terminals to the Night Service Exclusion list.
# 309	4-digit password	Drop	Enable Night Service with Outward Restriction. Disable Night Service with Outward Restriction.

Administration Code	Other Number(s)	Button(s)	Feature
# 310	Number of entry on list (0 through 9) plus the telephone number	Drop	Set up a Night Service allowed list of emergency numbers. Remove Entry.
#311	Day of the week (0 through 6; 0 = Sunday), a 2-digit hour (24-hour format), a 2-digit minute	Drop	Set the time of day that Night Service goes on automatically. Remove entry.
# 312	Day of the week (0 through 6; 0 = Sunday), a 2-digit hour (24-hour format,) a 2-digit minute	Drop	Set the time of day that Night Service goes off automatically. Remove entry.
# 313	Current day (0 through 6) 9		Record the current day for Night Service with Time Set. Disable Night Service with Time Set.
# 314	0 = music, if available 1 = ringing		Specify what callers will hear when calls are being transferred.
# 315	0 = One-Touch Transfer 1 = One-Touch Hold with Call Announcement		Select one of two one-touch call handling options.
# 317	0 = 0 seconds 1 = 4 seconds 2 = 8 seconds 3 = 12 seconds		Specify dialing timeout interval for rotary lines.
# 318	0 = 350 milliseconds 1 = 450 milliseconds 2 = 650 milliseconds 3 = 1 second		Set the recall timer.
# 319		Auto Intercom	Assign Forced Code Account Entry to a voice terminal.
# 320		Auto Intercom	Identify an analog voice terminal as having flat membrane or raised plastic buttons.
# 323		Line	Assign a line for use in Direct Inward System Access (DISA).
# 324	4-digit number	Drop	Specify a password for DISA calls Remove the DISA password.
# 325	0 = DISA calls outward restricted 1 = DISA calls not restricted		Specify call restriction status for DISA calls.

Administration Code	Other Number(s)	Button(s)	Feature
# 326	1 = 1 minute 2 = 2 minutes 3 = 3 minutes 4 = 4 minutes 5 = 5 minutes		Set the Camp On return interval.
# 327	01 through 30 (Call Pickup group number)	Auto Intercom	Assign a voice terminal to a Call Pickup group.
# 328		Conference, Drop, or Transfer, then 6- character code or same button	Associate host system dial code with button.
# 329	0 = hotel/motel mode 1 = CMS mode		Specify the operating mode for Extended Station Status (ESS).
# 330		Auto Intercom	Put attendant consoles into and out of ESS display mode.
# 333	A 2-digit hour (24-hour format), a 2-digit minute	Drop	To set Reminder Cancel time. To remove Reminder Cancel.
# 335	0 1		To provide MERLIN II intercom dial tone. To provide CO line dial tone.
# 390	00 through 99  # 900		Specify minimum length, in minutes, of calls recorded for the Call Report feature.  Get a printout of Call Reports options.
# 391	0 = outgoing calls 1 = incoming and outgoing calls		Specify types of calls recorded for the Call Report feature.
# 399			Set the printer to scroll to the top of the page automatically.
#4	0 through 7 (list number)	Auto Intercom	Give a voice terminal access to the numbers on an allowed list.
#5	0 through 7 (list number) plus 0 through 9 (entry number) plus an entry  0 through 7 (list number) plus o # 900	Drop	Add an entry (area code and/or exchange) to an allowed list.  To remove entry.  Get a printout of an allowed list.

Administration Code	Other Number(s)	Button(s)	Feature
#6	0 through 7 (table number) plus 00 through 99 (entry number) plus an entry  0 through 7 (table number) plus 00 through 99 (entry number)	Drop	Add an area code or exchange to an ARS table.  Remove an area code or exchange from an ARS table.
#7	0 through 9 (table number) plus 0 through 5 {entry number) plus entry  0 through 9 (table number) plus 0 through 5 (entry number) plus 0 through 5 (absorption type)  0through 9 (table number) plus 0 through 5 (entry number)	Drop	Add a pool number plus other digits, if required, to an ARS table.  Associate a digit absorption type with a pool number.  Delete a pool number, other digits, and absorption type from an ARS table.
# 800	digits	Drop	Add other digits in the ARS Special Number Table.  To remove all entries.
#87	0 through 5 (Call Distribution group number)  0 through 5	Auto Intercom  Line	Assign a voice terminal to a Call Distribution group.  Assign a line to a Call Distribution group.
#88	1 through 7 (paging group number)	Auto Intercom	Assign a voice terminal to a Group Page group.
# 901			Get a printout of System Speed Dial Codes.
# 902			Get a printout of ARS tables.
# 903			Get a printout of paging groups.
# 904			Get a printout of access to allowed lists.
# 905			Get a printout of the System Information Report.
# 906			Get a printout of Call Distribution groups.
# 907			Get a printout of the Night Service Report.
# 908			Get a printout of Call Pickup groups.
# 909			Get a printout of the current dial plan.
# 999			Get a complete set of printouts.

# Menu-Driven Administration Procedures

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The following table shows procedures for menu-driven administration. This display-based method is used only with the MERLIN 11 System display console. The console makes administering your system easy because each button below the display aligns with its corresponding entry on the display.

You may also want to refer to Figure 3-1, the menu map, which shows the display for each of the administration features as well as their positions in the menu-driven administration hierarchy. By referring to the menu map, you will always know where you are in the system and be able to keep administration time to a minimum.

Each administering procedure is designed to be completed and, if necessary, repeated with a minimum of effort. For example, once you have entered administration mode, the menu displays the first four major features of the system (System, FlexNm, Lines, Stations) and leaves a fifth spot open (More) for accessing the other features. Pressing the button under the position where More is displayed will reveal four more major features of the system, and so on until the first four are displayed again. In the tables, procedures for accessing subsequent features are clearly described.

When you are in a menu and have administered a feature, you don't have to go back to the system menu to access other features. In most cases, each level of administration provides for a way to move around within that level by pressing the button under the position where **More** is displayed. For example, if you have just administered **PageZn**, you can move to administering allowed lists by pressing **More**.

# Menu-Driven Administration Map

FIGURE 3-1 Menu-Driven Administration Map



# Basic Administration Procedures

Administration Procedure	Do This
System Size Setting	<ol style="list-style-type: none"> <li>1 Reach screen via [System], [Size] .</li> <li>2 Touch [Small] or [Large] as appropriate for your system.</li> </ol>
System Type	<ol style="list-style-type: none"> <li>1 Reach screen via [System], [Type] .</li> <li>2 Touch the appropriate button for the type of system you want from the following [Square], [ButnAcc], [ARS], [DialACC] . For a behind switch system, touch [More], [BehindSw] .</li> </ol>
<p>Flexible Numbering, Block:</p> <p>To Initialize Space (renumber stations in the 7000 range)</p> <p>To reassign a block of lines</p> <p>To reassign a block of stations</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [FlexNum] , [Block] .</li> <li>2 Touch [InitSp] .</li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol> <ol style="list-style-type: none"> <li>1 Reach screen via [FlexNum] , [Block] , [Lines] .</li> <li>2 Dial starting line number.</li> <li>3 Touch [Enter] .</li> <li>4 Dial last line number.</li> <li>5 Touch [Enter] .</li> <li>6 Dial new beginning line number.</li> <li>7 Touch [Enter] .</li> <li>8 Touch <b>Conference</b> to return to the administration menu.</li> </ol> <ol style="list-style-type: none"> <li>1 Reach screen via [FlexNum] , [Block], [Stations] .</li> <li>2 Dial starting station number.</li> <li>3 Touch [Enter] .</li> <li>4 Dial last station number.</li> <li>5 Touch [Enter] .</li> <li>6 Dial new beginning station number.</li> <li>7 Touch [Enter] .</li> <li>8 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>Flexible Numbering, Single: To renumber lines</p> <p>To renumber stations</p>	<p>1 Reach screen via [FlexNum] , [Single] , [Lines] .</p> <p>2 Dial the old line number.</p> <p>3 Touch [Enter] .</p> <p>4 Dial the new line number.</p> <p>5 Touch [Next] to change more line numbers in sequence.</p> <p>6 Touch [Enter] to change more line numbers that are not in sequence or to continue with other Flexible Numbering operations.</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [FlexNum], [Single], [Stations] .</p> <p>2 Dial the old station number.</p> <p>3 Touch [Enter] .</p> <p>4 Dial the new station number.</p> <p>5 Touch [Next] to change more station numbers in sequence.</p> <p>6 Touch [Enter] to change more station numbers that are not in sequence or to continue with other Flexible Numbering operations.</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p>
<p>To reassign line pools</p> <p>To reassign groups for Group Page</p> <p>To reassign groups for Group Call Distribution</p>	<p>1 Reach screen via [FlexNum] , [Single] , [Pools] .</p> <p>2 Dial the old line pool number.</p> <p>3 Touch [Enter] .</p> <p>4 Dial the new line pool number.</p> <p>5 Touch [Next] to change more line pool numbers in sequence.</p> <p>6 Touch [Enter] to change more line pool numbers that are not in sequence or to continue with other Flexible Numbering operations.</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [FlexNum], [Single], [PageZns] ,</p> <p>2 Dial the old page group number.</p> <p>3 Touch [Enter] .</p> <p>4 Dial the new page group number.</p> <p>5 Touch [Next] to change more page group numbers in sequence.</p> <p>6 Touch [Enter] to change more page numbers that are not in sequence or to continue with other Flexible Numbering operations.</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [FlexNum], [Single], [More], [GrpCall]</p> <p>2 Dial the old Call Distribution group number.</p> <p>3 Touch [Enter] .</p> <p>4 Dial the new Call Distribution group number.</p> <p>5 Touch [Next] to change more Call Distribution group numbers in sequence.</p> <p>6 Touch [Enter] to change more Call Distribution group numbers that are not in sequence or to continue with other Flexible Numbering operations.</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p>

Administration Procedure	Do This
Attendant Position Setting	<p>1 Reach screen via [System], [Attendants], [Position] .</p> <p>2 Touch Auto Intercom button(s):  <i>Green light on = attendant position</i>  <i>Green light flashing = not now an attendant position</i></p> <p>3 Touch [Store] .</p>
Loudspeaker Page jack	<p>1 Reach screen via [More], [Options] , [XtrnPg] .</p> <p>2 Touch line button:  <i>Green light on = Loudspeaker Page jack</i>  <i>Green light off = standard line or Music-on-Hold jack</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
Music-on-Hold jack	<p>1 Reach screen via [More], [Options], [Music] .</p> <p>2 Touch line button:  <i>Green light on = Music-on-Hold jack</i>  <i>Green light off = standard line or Loudspeaker Page jack</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
Simultaneous Voice and Data	<p>1 Reach screen via [More], [More], [Data], [Vce/Data].</p> <p>2 Touch either of two adjacent Auto Intercom buttons:  <i>Green light on = station jack part of voice/data pair</i>  <i>Green light off = station jack not paired</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
Touch-Tone or rotary signaling	<p>1 Reach screen via [Lines], [More], [TchTone] .</p> <p>2 Touch line buttons:  <i>Steady green on = Touch-Tone</i>  <i>Green off = rotary</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
Voice Terminal Type Setting (raised plastic or flat membrane button)	<p>1 Reach screen via [Stations], [More], [BIS/HFAI] .</p> <p>2 Touch Auto Intercom button(s):  <i>Green light on = raised plastic button voice terminal</i>  <i>Green light off = flat membrane button voice terminal</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
Voice Announcement to Busy Voice Terminal	<p>1 Reach screen via [Stations], [More], [More], [VceSgnl] .</p> <p>2 Touch either of two adjacent Auto Intercom buttons:  <i>Green light on = station jack part of voice/voice pair</i>  <i>Green light off = station jack not paired</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>

Administration Procedure	Do This
Voice terminal line assignments in square and behind switch systems	<ol style="list-style-type: none"> <li>1 Reach screen via [Stations], [Line/Pool] .</li> <li>2 Touch Auto Intercom button for voice terminal.</li> <li>3 Touch [Enter] .</li> <li>4 Touch line buttons: <ul style="list-style-type: none"> <li><i>Steady green on = line assigned to voice terminal</i></li> <li><i>Green off = line not assigned to voice terminal</i></li> </ul> </li> <li>5 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>Voice terminal line/line pool assignments in pooled systems:</p> <p style="padding-left: 40px;">To assign lines to line pools</p> <p style="padding-left: 40px;">To assign lines and line pools to voice terminals</p> <p style="padding-left: 40px;">To assign Dial Access to Line Pools to voice terminals</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [Lines], [Pools] .</li> <li>2 Dial pool code.</li> <li>3 Touch [Enter] .</li> <li>4 Touch line buttons: <ul style="list-style-type: none"> <li><i>Steady red on = line in pool</i></li> <li><i>Red off = line not in pool</i></li> </ul> </li> <li>5 Touch <b>Conference</b> to return to the administration menu.</li> </ol> <ol style="list-style-type: none"> <li>1 Reach screen via [Stations], [Line/Pool].</li> <li>2 Touch Auto Intercom button for voice terminal.</li> <li>3 Touch [Enter] .</li> <li>4 Touch line buttons: <ul style="list-style-type: none"> <li><i>Steady green on = line or pool assigned to voice terminal</i></li> <li><i>Green off = line or pool not assigned to voice terminal</i></li> </ul> </li> <li>5 Touch <b>Conference</b> to return to the administration menu.</li> </ol> <ol style="list-style-type: none"> <li>1 Reach screen via [Stations], [DialAcc] .</li> <li>2 Touch Auto Intercom button for voice terminal.</li> <li>3 Touch [Enter].</li> <li>4 Touch line buttons: <ul style="list-style-type: none"> <li><i>Steady green on = voice terminal has Dial Access to pool containing line</i></li> <li><i>Green off = voice terminal doesn't have Dial Access to pool containing line</i></li> </ul> </li> <li>5 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

# Optional Systemwide Features

Administration Procedure	Do This
Automatic Route Selection (ARS):	
To specify how many tables are 6-digit tables	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [ARS-6dgt] .</li> <li>2 Dial number of 6-digit tables (0 through 8).</li> <li>3 Touch [Enter] .</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
To add an area code or exchange	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [ARS-Inp] .</li> <li>2 Dial table number (0 through 7).</li> <li>3 Touch [Enter] .</li> <li>4 Dial entry number (00 through 99).</li> <li>5 Touch [Enter] .</li> <li>6 Dial entry (an area code or exchange).</li> <li>7 Touch [Next] to add more entries in the table.</li> <li>8 Touch [Enter].</li> <li>9 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
To delete an area code or exchange	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [ARS-Inp] .</li> <li>2 Dial table number (0 through 7),</li> <li>3 Touch [Enter] .</li> <li>4 Dial entry number (00 through 99).</li> <li>5 Touch <b>Drop</b>.</li> <li>6 Touch [Enter] .</li> <li>7 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
To add a pool number, other digits, and an absorption code, if required	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [ARS-Pool]</li> <li>2 Dial table number (0 through 9).</li> <li>3 Dial entry number (0 through 5).</li> <li>4 Touch [Enter] .</li> <li>5 Dial entry (pool number).</li> <li>6 Touch [Enter] .</li> <li>7 Dial other digits (access and/or account code, if required).</li> <li>8 Touch [Enter] .</li> <li>9 Dial Absorption code (0 through 5).               <ul style="list-style-type: none"> <li>0 = none</li> <li>1 = leading 1</li> <li>2 = area code</li> <li>3 = 1 + area code</li> <li>4 = 1 + exchange</li> <li>5 = 1 + area code + exchange</li> </ul> </li> <li>10 Touch [Next] to add more entries, other digits, and absorption codes in the table.</li> <li>11 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>Automatic Route Selection (continued):</p> <p>To associate an absorption type with a pool number <i>after</i> adding the pool number</p> <p>..</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [More], [ARS-Abs] .</li> <li>2 Dial table number (0 through 9).</li> <li>3 Dial entry number (0 through 5).</li> <li>4 Touch [Enter] .</li> <li>5 Dial Absorption code (0 through 5). <ul style="list-style-type: none"> <li>0 = none</li> <li>1 = leading 1</li> <li>2 = area code</li> <li>3 = 1 + area code</li> <li>4 = 1 + exchange</li> <li>5 = 1 + area code + exchange</li> </ul> </li> <li>6 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To delete a pool number (action also deletes any other digits and absorption type)</p>	<ol style="list-style-type: none"> <li>1 Touch screen via [More], [Tables], [ARS-Pool] .</li> <li>2 Dial table number (0 through 9).</li> <li>3 Dial entry number (0 through 5).</li> <li>4 Touch <b>Drop</b>.</li> <li>5 Touch [Enter] .</li> <li>6 Dial entry (pool number).</li> <li>7 Touch [Enter] .</li> <li>8 Dial other digits (access and/or account code, if required).</li> <li>9 Touch [Enter] .</li> <li>10 Dial Absorption code (0 through 5). <ul style="list-style-type: none"> <li>0 = none</li> <li>1 = leading 1</li> <li>2 = area code</li> <li>3 = 1 + area code</li> <li>4 = 1 + exchange</li> <li>5 = 1 + area code + exchange</li> </ul> </li> <li>11 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To add other digits in the Special Number Table</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [SpclNm] .</li> <li>2 Dial other digits entry (access and/or account code).</li> <li>3 Touch [Enter] .</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To delete other digits in the Special Number Table</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [Tables], [SpclNm] .</li> <li>2 Touch <b>Drop</b>.</li> <li>3 Touch [Enter] .</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To get a printout of ARS tables</p>	<ol style="list-style-type: none"> <li>1 Reach screen via [More], [More], [Print], [More] .</li> <li>2 Touch [ARS] to begin printing.</li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>Behind Switch Operation</p> <p>To specify system type</p> <p>To administer fixed features for the host system.</p>	<p>1 Reach screen via [System], [Type], [More] .</p> <p>2 Touch [BehindSw] .</p> <p>1 Reach screen via [More] , [Options] , [More] , [BehindSw] .</p> <p>2 Touch the appropriate button, [Transfer] , [Drop] , or [Conference] .</p> <p>3 Dial host system code or touch button again for Recall.</p> <p>4 Touch [Enter] .</p> <p>5 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Call Pickup Groups</p>	<p>1 Reach screen via [Stations], [More], [More], [PickUp] .</p> <p>2 Dial a group number (01 through 30).</p> <p>3 Touch [Enter] .</p> <p>4 Touch Auto Intercom buttons of voice terminals to be included or removed from group.</p> <p><i>Green on = voice terminal included in Call Pickup group</i>  <i>Green off = voice terminal not included in Call Pickup group</i></p> <p>5 Touch [PickUp] to repeat steps 2 through 4 to create other groups.</p> <p>6 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Call Report:</p> <p>To administer Call Report options</p> <p>To get a printout of Call Report options</p>	<p>1 Reach screen via [More] , [Options] , [More] , [Record] .</p> <p>2 Touch [CallLen] .</p> <p>3 Dial the minimum call duration in minutes (00 through 12).</p> <p>4 Touch [Enter] .</p> <p>5 Touch [CallRep] .</p> <p>6 Touch the appropriate button for the calls you want recorded:</p> <p>[In/Out]= record incoming and outgoing calls  [OutOnly] = record outgoing calls only</p> <p>7 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [More] , [More] , [Prat] , [More] , [More] .</p> <p>2 Touch [SMDR] to begin printing.</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>

Administration Procedure	Do This
<p>Call restrictions and allowed lists:</p> <p>To assign outward and toll call restrictions to voice terminals:</p> <p><b>NOTE:</b> If you <i>do not</i> need to dial a toll prefix (0 or 1) to place a long distance call, perform steps 1 and 2 below. If you use a toll prefix, just perform step 2 below.</p> <p><b>1</b> To set lines to identify long distance calls by area code only</p> <p><b>2</b> To assign call restrictions to voice terminals</p> <p>To copy line assignments and call restriction assignments from one voice terminal to another</p>	<p><b>1</b> Reach screen via [Lines], [TollType] .</p> <p><b>2</b> Touch line buttons:</p> <p><i>Steady green on = toll calls detected by toll prefix only</i>  <i>Green off = toll calls detected by area code or toll prefix</i></p> <p><b>3</b> Touch <b>Conference</b> to return to the administration menu.</p> <p><b>1</b> Reach screen via [Stations], [Restrct] .</p> <p><b>2</b> Touch Auto Intercom button for voice terminal.</p> <p><b>3</b> Touch [Enter] . The Speaker button lights as follows:</p> <p><i>Steady green on = all calls permitted (unrestricted)</i>  <i>Flashing green = local and intercom calls and calls to numbers on assigned lists permitted (toll call restriction)</i>  <i>Green off = intercom calls and calls to numbers on assigned lists permitted (outward call restriction)</i></p> <p><b>4</b> Touch the appropriate button for the restriction you want on this voice terminal:</p> <p>[NoRestr] = unrestricted  [Local] = toll call restriction  [Intercom] = outward call restriction</p> <p><b>5</b> Repeat steps 2 through 4 for as many voice terminals you want to restrict.</p> <p><b>6</b> Touch <b>Conference</b> to return to the administration menu.</p> <p><b>1</b> Reach screen via [Stations], [Copy] .</p> <p><b>2</b> Touch Auto Intercom button for voice terminal you want to copy <i>from</i> .</p> <p><b>3</b> Touch [Enter].</p> <p><b>4</b> Touch Auto Intercom button for voice terminal that you want to copy <i>to</i>.</p> <p><b>5</b> Touch [Next] to select another voice terminal to copy to.</p> <p><b>6</b> Touch [Enter] to choose a new voice terminal to copy from.</p> <p><b>7</b> Touch <b>Conference</b> to return to the administration menu.</p>

Administration Procedure	Do This
<p>Call restrictions and allowed lists (continued):</p> <p>To set up allowed lists</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Tables]</u>, <u>[More]</u>, <u>[AlwList]</u> .</li> <li>2 Dial list number (0 through 7).</li> <li>3 Dial entry number (0 through 9).</li> <li>4 Touch <u>[Enter]</u> .</li> <li>5 Dial the new entry up to 6 digits (area code and/or exchange) plus leading 1 if required, or emergency number (e.g. 911).</li> <li>6 For each additional entry, touch <u>[Next]</u> and dial the entry for this list.</li> <li>7 Touch <u>[Enter]</u>, <u>[AlwList]</u> and follow steps 2 through 6 to create a new list.</li> <li>8 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To assign access to allowed lists to voice terminals</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Tables]</u>, <u>[More]</u>, <u>[AllowTo]</u> .</li> <li>2 Dial list number (0 through 7).</li> <li>3 Touch <u>[Enter]</u>.</li> <li>4 Touch Auto Intercom button for voice terminal:  <i>Steady green on – voice terminal has access to numbers on list</i>  <i>Green off = voice terminal doesn 't have access to numbers on list</i></li> <li>5 Touch <u>[AllowTo]</u> and repeat steps 2 through 4 for additional lists.</li> <li>6 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To get a printout of an allowed list</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Print]</u>, <u>[More]</u>, <u>[AlwList]</u>.</li> <li>2 Dial list number (0 through 7).</li> <li>3 Touch <u>[Enter]</u> .</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To get a printout of voice terminal access to allowed lists</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Print]</u>, <u>[More]</u>, <u>[AllowTo]</u> .</li> <li>2 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>Camp On: To set the Camp On return interval</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Options]</u> <u>[CampOn]</u> .</li> <li>2 Enter the number of minutes (1 through 5) that calls should remain camped.</li> <li>3 Touch <u>[Enter]</u> .</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>Centralized Programming</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Cntr-Prg]</u>.</li> <li>2 Touch Auto Intercom button for voice terminal to be programmed.</li> <li>3 Touch <u>[Enter]</u> .</li> <li>4 If red light next to <b>Adm Tel</b> goes off and console rings every 5 seconds, go on to step 5. If not, wait for light to go off or try again later.</li> <li>5 perform programming steps, except for entering and leaving programming mode.</li> <li>6 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>Dialing Timeout for rotary lines</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[More]</u>, <u>[Rotary]</u> .</li> <li>2 Dial number to specify timeout interval: <ul style="list-style-type: none"> <li>0 = 0 seconds</li> <li>1 = 4 seconds</li> <li>2 = 8 seconds</li> <li>3 = 12 seconds</li> </ul> </li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>Direct Inward System Access</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[Lines]</u>, <u>[DISA]</u> .</li> <li>2 Dial a four digit password, or touch <b>Drop</b> to remove entry.</li> <li>3 Touch <u>[Enter]</u> .</li> <li>4 Touch <u>[NoRestr]</u> for no restriction, or touch <u>[InwdOnly]</u> for inward only.</li> <li>5 Touch line button: <ul style="list-style-type: none"> <li><i>Green light on = line or line pool can be used for DISA</i></li> <li><i>Green light off = line or line pool cannot be used for DISA</i></li> </ul> </li> <li>6 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>Disconnect interval for held calls</p> <p>Extended Station Status: To change the mode of ESS operation</p> <p>To put consoles into ESS Display Mode</p>	<p>1 Reach screen via [Lines], [More] , [HldAband] .</p> <p>2 Touch line buttons: <i>Steady green on = line drops held call on long (450 millisecond) signal (default)</i> <i>Green off = line drops held call on short (50 millisecond) signal</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [More], [Options] [More], [Status] .</p> <p>2 Select [Hotel] or [CMS] as appropriate.</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [Stations], [More], [More], [XtndSta] .</p> <p>2 Touch the Auto Intercom button for each attendant console until the light next to the button shows the appropriate code. <i>Green light steady = console is in ESS Display mode</i> <i>Green light flashing = console is not in ESS Display mode</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Forced Account Code Entry</p>	<p>1 Reach screen via [Stations], [More], [Account] .</p> <p>2 Touch Auto Intercom button(s): <i>Steady green on = voice terminal has Forced Account Code Entry</i> <i>Green off = voice terminal doesn't have Forced Account Code Entry</i></p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Group Call Distribution:</p> <p>To assign lines and voice terminals to groups for Group Call Distribution</p> <p>To get a printout of Call Distribution groups</p>	<p>1 Reach screen via [Stations] , [More] , [GrpCall] .</p> <p>2 Dial code (default 870 through 875), or logical ID number of Call Distribution group.</p> <p>3 Touch [Enter] .</p> <p>4 For assigning lines, touch line button(s): <i>Steady green on = line assigned to group</i> <i>Green off = line not assigned to group</i></p> <p>5 For assigning stations, touch Auto Intercom button(s): <i>Steady green on = voice terminal in group</i> <i>Green off = voice terminal not in group</i></p> <p>6 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via [More], [More], [Print], [More], [More] .</p> <p>2 Touch [GrpCall] to begin printing.</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>



Administration Procedure	Do This
<p>Night Service, Enhanced: (continued)</p> <p>To set up an allowed list of emergency numbers</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Night]</u>, <u>[Emerg]</u> .</li> <li>2 Dial entry number (0 through 9).</li> <li>3 Touch <u>[Enter]</u>.</li> <li>4 Dial telephone number (12 digit maximum).</li> <li>5 Touch <u>[Next]</u> and repeat steps 4 and 5 for up to 10 numbers.</li> <li>6 Touch <u>[Enter]</u> .</li> <li>7 Touch <b>Conference</b> to return to the administration menu,</li> </ol>
<p>To set up a Night Service Exclusion list</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Night]</u>, <u>[Exclude]</u> .</li> <li>2 Touch Auto Intercom button for voice terminal: <i>Steady green on = voice terminal on list</i> <i>Green off = voice terminal not on list</i></li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To set times for Night Service to go on and off automatically</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Night]</u>, <u>[More]</u> .</li> <li>2 Touch <u>[Start]</u> .</li> <li>3 Dial number of day of week (0 = Sunday, 6 = Saturday).</li> <li>4 Dial “on” time (2 digits for hour, 2 digits for minute in 24-hour format).</li> <li>5 Touch <u>[Enter]</u> .</li> <li>6 Touch <u>[Stop]</u> .</li> <li>7 Dial number of day of week (0 = Sunday, 6 = Saturday).</li> <li>8 Dial “off” time (2 digits for hour, 2 digits for minute in 24-hour format).</li> <li>9 Touch <u>[Enter]</u> and repeat steps 2 through 9 for each day of week. (Don’t set on or off time if Night Service should stay on for entire 24 hours.)</li> <li>10 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To record current day for Night Service with Time Set</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Night]</u>, <u>[More]</u>, <u>[DayofWk]</u> .</li> <li>2 Dial number of current day of week (0 = Sunday, 6 = Saturday).</li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To suspend Night Service with Time Set</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Night]</u>, <u>[More]</u>, <u>[DayofWk]</u>.</li> <li>2 Dial 9.</li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>To get a printout of Enhanced Night Service Information</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Print]</u>, <u>[More]</u>, <u>[More]</u>, <u>[More]</u> .</li> <li>2 Touch <u>[NiteSrv]</u> to begin printing.</li> <li>3 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

Administration Procedure	Do This
<p>One-Touch Call Handling Option:</p> <p>To set system for One-Touch Transfer (default)</p> <p style="text-align: center;">or</p> <p>To set system for One-Touch Hold with Call Announcement</p>	<p>1 Reach screen via <u>[More]</u>, <u>[Options]</u> , <u>[More]</u>, <u>[More]</u> , <u>[OneTouch]</u> .</p> <p>2 Touch <u>[Transfer]</u> .</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[More]</u>, <u>[OneTouch]</u> .</p> <p>2 Touch <u>[Hold]</u> .</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Printouts, All</p>	<p>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Print]</u> .</p> <p>2 Touch <u>[All]</u> to begin printing.</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Recall Timer</p>	<p>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[More]</u>, <u>[Recall]</u> .</p> <p>2 Dial number to specify timer interval:</p> <p style="margin-left: 20px;">0 = 350 milliseconds 1 = 450 milliseconds 2 = 650 milliseconds 3 = 1 second</p> <p>3 Touch <u>[Enter]</u>.</p> <p>4 Touch <b>Conference</b> to return to the administration menu.</p>
<p>Reminder Service:</p> <p>To administer a Cancel All reminder time</p> <p>To cancel the Cancel All feature</p>	<p>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[More]</u>, <u>[More]</u>, <u>[RmdrSvc]</u> .</p> <p>2 Dial 4-digit Cancel All reminder time using 24-hour format (0000 through 2359).</p> <p>3 Touch <u>[Enter]</u> .</p> <p>4 Touch <b>Conference</b> to return to the administration menu.</p> <p>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[More]</u>, <u>[More]</u>, <u>[RmdrSvc]</u> .</p> <p>2 Touch <b>Drop</b>.</p> <p>3 Touch <u>[Enter]</u> .</p> <p>4 Touch <b>Conference</b> to return to the administration menu,</p>
<p>Ringin-on-Transfer</p>	<p>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[More]</u>, <u>[Feedback]</u> .</p> <p>2 Touch:</p> <p style="margin-left: 20px;"><u>[Music]</u> for music, if available, or silence</p> <p style="margin-left: 20px;"><u>[Ringback]</u> for ringing</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>
<p>System Information Report Printout</p>	<p>1 Reach screen via <u>[More]</u>, <u>[More]</u>, <u>[Print]</u> .</p> <p>2 Touch <u>[SysConf]</u> to begin printing.</p> <p>3 Touch <b>Conference</b> to return to the administration menu.</p>

Administration Procedure	Do This
<p>System Speed Dial:</p> <p>To assign System Speed Dial codes</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[SpdDial]</u> .</li> <li>2 Dial System Speed Dial Number (60 through 99).</li> <li>3 Touch <u>[Enter]</u> .</li> <li>4 Dial * if it is a marked code.</li> <li>5 Dial number.</li> <li>6 Touch <u>[Next]</u> for next highest code or touch <u>[Enter]</u> and follow steps 2 through to assign nonsequential System Speed Dial codes.</li> <li>7 Touch <b>Conference</b> to return to the administration menu.</li> </ol>
<p>Transfer Return Interval</p>	<ol style="list-style-type: none"> <li>1 Reach screen via <u>[More]</u>, <u>[Options]</u>, <u>[TfrRet]</u> .</li> <li>2 Dial number of rings (1 through 9) preferred before calls return to original voice terminal. Dial 0 if transferred calls should not return.</li> <li>3 Touch <u>[Enter]</u>.</li> <li>4 Touch <b>Conference</b> to return to the administration menu.</li> </ol>

# Voice Terminal Features and Programming Codes

The table below acquaints you with the fixed features that come with the MERLIN II system voice terminal and the programmable features that you can program onto your voice terminal. Some features can also be accessed by using a dial code; those features are identified with a “†.” For your convenience, the features are grouped by function, and a brief description of each feature is provided. For more information about each feature, read the individual feature entries in Section 2, “Reference.”

## Voice Terminal Features

Feature Name	Description	Fixed or Programmable	Programming Code
<b>PLACING CALLS</b>			
Line Request	Request the use of a busy line	Fixed	
Line Select	Select a line other than the line the system automatically selects for you	Fixed	
Touch-Tone Enable	Change from rotary to Touch-Tone signals during a dialing sequence	Programmable	Dial *76
<b>ANSWERING CALLS</b>			
Auto Answer-All	Have optional equipment such as an answering machine or modem go on when you receive a call	Programmable	Dial *75
Auto Answer-Intercom	Have an optional Hands-Free Unit go on when you receive an intercom call	Programmable	Dial *70
MERLIN II System Tones	Know by the ring or announcement the kind of call that is coming in	Fixed	
Ringin g/Idle Line Preference	Lift the handset and be instantly connected to the ringing line	Programmable	Dial *343 for RLP/ILP enabled Dial *344 for RLP/ILP disabled
<b>CALL HANDLING</b>			
Call Coverage	Cover calls for others within your MERLIN II system when they are away from their voice terminals (see also “Ringing Options” )	Programmable	Dial *40 for primary coverage (dial *50 for secondary coverage) + the intercom number of the person whose calls you want to cover
Call Forwarding	Have your calls ring at a voice terminal in another location.	Programmable	Dial *33
Call Park	Put a call on hold for someone to pick up (an unanswered call returns to your voice terminal after 3 minutes)	Programmable	Dial *86

Feature Name	Description	Fixed or Programmable	Programming Code
<b>CALL HANDLING (continued)</b>			
Call Pickup	Pick up a parked, held, or ringing call at another voice terminal or on a line you don't have.	Programmable †	Dial *84 (or *84 + line code or intercom number)
Call Pickup Groups	As a member of a Call Pickup group, answer a call at any other group member's voice terminal.	Programmable	Dial *32
Camp On	Transfer a call to a busy voice terminal without constantly checking to see if the voice terminal is available.	Programmable	Dial *32
Conference	Have a telephone conference with several people at one time	Fixed or Programmable	Dial *96
Coverage Inhibit	Deactivate the Call Coverage feature so that your calls ring at your own voice terminal instead of at the voice terminal of the person covering you.	Programmable	Dial *77
Drop	Disconnect a person from a conference call	Fixed or Programmable	Dial *97
Hold	Put a call on hold	Fixed	
Night Service	Turn on and off the Night Service feature (Night Service changes ringing options and call restrictions)	Programmable on attendant consoles (if not assigned by default) †	Dial *39
Recall	Includes a switchhook flash in a dialing sequence or disconnect an intercom call	Fixed on analog voice terminals; people with digital voice terminals can program a Recall Button †	Dial *89
Send Message	Send a message from an attendant console	Programmable (if not assigned by default)	Dial *38
Transfer	Transfer a call to another voice terminal	Fixed or Programmable	Dial *99

† You can also use a dial code to access this feature,

Feature Name	Description	Fixed or Programmable	Programming Code
<b>CALL REPORTING</b>			
Account Number Entry	Enter an account number on a printed call report	Programmable	Dial *82
Forced Account Code Entry	Require a user to enter a code in order to place an outside call.	Programmable	Dial *82
<b>QUICK DIALING</b>			
Auto Intercom	Dial an intercom number with one touch	Programmable	Dial *91 + an intercom number
Last Number Redial	Dial the number that you last dialed	Programmable	Dial *73
Outside Auto Dial	Dial an outside number with one touch	Programmable	Dial *90 + a pool code, if required, + an outside number
Personal Speed Dial (use with 5-button or 10-button analog voice terminal)	Dial a number quickly by dialing a code	Programmable as dial code only	Dial a Personal Speed Dial code (#01 through #24) + *90 + an outside number, or a PBX, Centrex, or Custom Calling feature code
Saved Number Redial	Save a number and dial it later	Programmable	Dial *74
Speed Dial Access	Use instead of the “ #” button to enter a dial code	Programmable	Dial *20
System Speed Dial	Dial a number quickly by dialing an administered code	You can use a dial code ( #60 through #99) or program the speed dial codes onto individual buttons	Dial *95 + a System Speed Dial code (60 through 99)
<b>PAGING</b>			
Group Page	Page a group of people through their voice terminal speakers	Programmable †	Dial *91 + a Group Page group code
Loudspeaker Page	Page someone through a loudspeaker system	Assigned by the system administrator	

† You can also use a dial code to access this feature.

Feature Name	Description	Fixed or Programmable	Programming Code
<b>PRIVACY</b>			
Do Not Disturb	Prevent calls from ringing while you are busy	Programmable	Dial *71
Privacy	Prevent others from accidentally joining your calls	Programmable †	Dial *72
<b>LINE OPTIONS</b>			
Automatic Line Selection	Choose the order of the lines you will get when you pick up the handset	Programmable	Dial ** Touch the line buttons in the order you prefer Dial ** again to program other features, or leave programming mode.
<b>RINGING OPTIONS</b>			
Abbreviated Ringing	Hear only one ring when a call comes in while you have another one in progress	Programmable	Dial one of the following codes: *341 for Abbreviated Ringing on all lines on your voice terminal *342 if you do not want the Abbreviated Ringing feature
Personalized Ringing	Choose a ringing sound you like for your voice terminal	Programmable	No programming code necessary; for programming information, see Section 2, "Reference."
Ringing Options	Have lines ring immediately, ring after a delay, or not ring at all	Programmable	Touch a line, line pool, or Cover button and dial: <i>for individual lines</i> *35 for No Ring *36 for Delayed Ring *37 for Immediate Ring  <i>for all lines/line pools</i> *345 for No Ring *346 for Delayed Ring *347 for Immediate Ring
Voice Announcement Enable/Disable	Allow intercom calls placed with Intercom-Voice to be announced <i>or</i> have them ring at your voice terminal (7406 Voice terminals receive only ringing intercom calls. )	Programmable	Touch Intercom-Voice and dial: *37 for Voice Announcement Enable *35 for Voice Announcement Disable
<b>INTEROFFICE COMMUNICATIONS</b>			
Attendant Barge-In	An attendant can bridge onto a call of a busy voice terminal or override Do Not Disturb to relay an important message.	Programmable	Dial *25
Group Call Distribution	Call someone within an administrative-assigned Call Distribution group	Programmable †	Dial *91 + a Group Call Distribution code

† You can also use a dial code to access this feature.

Feature Name	Description	Fixed or Programmable	Programming Code
<b>INTEROFFICE COMMUNICATIONS (continued)</b>			
<p>Leave Word Calling Features (cannot be used with a display console)</p> <p>Deliver Message</p> <p>Return Call (requires a display voice terminal)</p> <p>Delete Message (requires a display voice terminal)</p> <p>Next Message (requires a display voice terminal)</p> <p>Scroll (does not apply to the 7406 display voice terminal)</p>	<p>Leave a message at a display voice terminal or handle messages efficiently with your display voice terminal</p> <p>Leave a message at a display voice terminal that is busy or unattended</p> <p>Dial automatically the intercom number of the person who left the message</p> <p>Cancel the last message that the screen displayed</p> <p>Read the next message</p> <p>Switch between the two display screen lines</p>	<p>Programmable</p> <p>Programmable †</p> <p>Programmable †</p> <p>Programmable †</p> <p>Programmable †</p>	<p>Dial *83</p> <p>Dial *79</p> <p>Dial *78</p> <p>Dial *80</p> <p>Dial *81</p>
Manual Signaling	Signal someone within your MERLIN II system	Programmable	Dial *60 + an intercom number
Message	Know when the attendant has a message for you. If you have a voice terminal with a display and the Message light is on, check your display for a message.	A fixed feature on analog voice terminals, except the 5-button voice terminal; people with 5-button or digital voice terminals can program a Message button †	Dial *98
Notify Receive	Receive notification that someone in the system has a message for you	Programmable	Dial *88 + the intercom number of the person notifying you
Notify Send	Notify people in your system that you have a message for them; the recipient must have a Notify Receive button	Programmable	Dial *87 + the intercom number of the person you want to notify

† You can also use a dial code to access this feature.

Feature Name	Description	Fixed or Programmable	Programming Code
<b>VOICE TERMINAL STATUS</b>			
Extended Station Status	Change the indication of the lights on voice terminals from standard call handling to Outward Restriction status in Hotel/Motel mode or After Call Work State status in CMS mode.	Programmable	At an individual voice terminal dial: *301 for ESS1 state *302 for ESS2 state  At an attendant console dial: *210 to put a voice terminal into standard call-handling mode *211 to put a voice terminal into ESS1 state *212 to put a voice terminal into ESS2 state
<b>ALARM/TIMER</b>			
Reminder Service	Program your voice terminal to ring at a preset time as a reminder to take some action.	Programmable	Dial *28 for reminder set Dial *27 for reminder cancel
Timer	Activate and deactivate Stopwatch on display (7406 voice terminal only).	Programmable	Dial *92

# Voice Terminal Programming Codes

Programming Codes	Other Numbers	Feature
*20		Programmable a speed dial access that replaces the “ #” button to access MERLIN features
*25		Attendant Barge-In
*27		Reminder cancel
*28		Reminder set
*29		Camp On
*32		Call Pickup Groups
*33		Call Forwarding
*35		Ringin g Options (No Ring) or Voice Announcement Disable
*36		Ringin g Options (Delayed Ring)
*37		Ringin g Options (Immediate Ring) or Voice Announcement Enable
*38		Send Message
*39		Night Service
*40	an intercom number	Primary Coverage
*50	an intercom number	Secondary Coverage
*60	an intercom number	Manual Signaling
*70		Auto Answer-Intercom
*71		Do Not Disturb
*72		Privacy
*73		Last Number Redial
*74		Saved Number Redial

Programming Codes	Other Numbers	Feature
*75		Auto Answer-All
*76		Touch-Tone Enable
*77		Coverage Inhibit
*78		Delete Message
*79		Return Call
*80		Next Message
*81		Scroll
*82		Forced Account Code Entry (outgoing calls)
*82		Account Number Entry (incoming and outgoing calls)
*83		Deliver Message
*84	for a specific line, dial *84 + line code or station intercom code	Call Pickup
*86		Call Park
*87	an intercom number	Notify Send
*88	an intercom number	Notify Receive
*89		Recall
*90	a pool code, if required, + an outside number	Outside Auto Dial
*91	an intercom number group code group code	Auto Intercom Group Page Group Call Distribution
*92		Stopwatch (for the 7406 display voice terminal only)
*95	60 through 99	System Speed Dial
*96		Conference
*97		Drop
*98		Message
*99		Transfer

<b>Programming Codes</b>	<b>Other Numbers</b>	<b>Feature</b>
*210		Extended Station Status to put a voice terminal into standard call-handling mode from an attendant console
*211		Extended Station Status to put a vice terminal into ESS1 from an attendant console
*212		Extended Station Status to put a voice terminal into ESS2 from an attendant console
*301		Extended Station Status to put a voice terminal into ESS1 at the station
*302		Extended Station Status to put a voice terminal into ESS2 at the station
*341		Abbreviated Ringing
*342		No Abbreviated Ringing
*343		Enables RLP/ILP (Ringing Line Preference/Idle Line Preference)
*344		Disables RLP/ILP
*345		Ringling Options (No Ring) for all lines and line pools on a voice terminal
*346		Ringling Options (Delayed Ring) for all lines and line pools on a voice terminal
*347		Ringling Options (Immediate Ring) for all lines and line pools on a voice terminal

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