



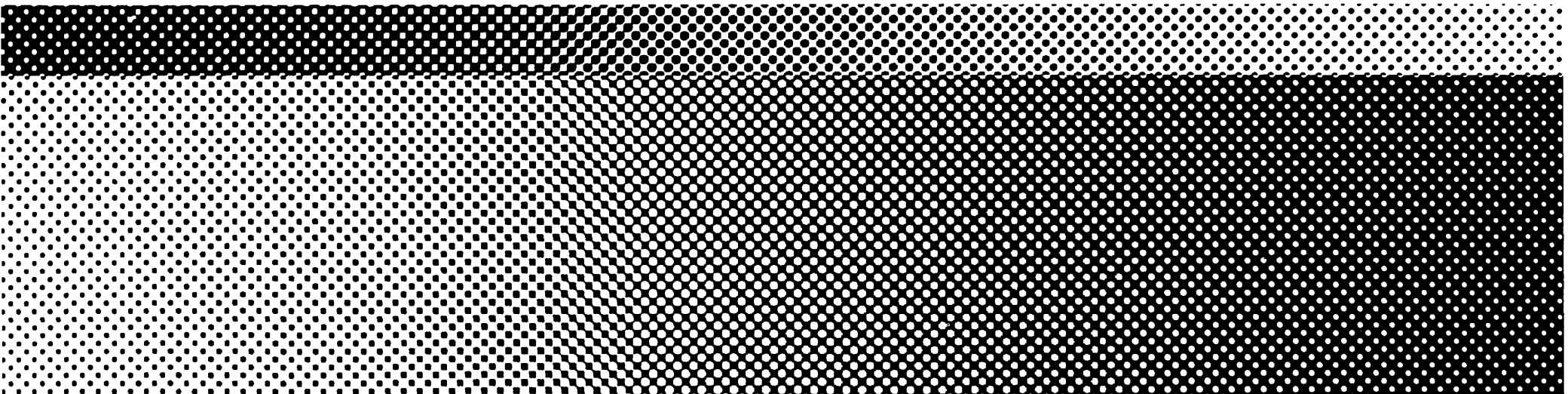
MERLIN[®] II

COMMUNICATIONS SYSTEM

Feature Module 2

User's Guide:

Basic Touch-Tone and Rotary Telephones



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Introduction

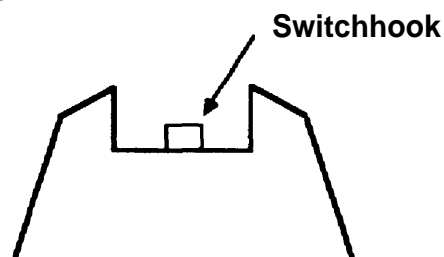
About This Guide

This guide shows how to handle calls and use features of the MERLIN II system. The *MERLIN II System Manual* provides complete information about system features and equipment.

About Your Telephone

You may have either a rotary or a Touch-Tone telephone. You can place, answer, and handle calls on either phone, but some optional system features require Touch-Tones.

The Switchhook



The switchhook serves two functions:

- Holding the switchhook down for several seconds disconnects the call.
- Pressing the switchhook, then releasing it (*a switchhook flash*), sends a signal to the MERLIN II system control unit. You use the switchhook flash to put calls on hold, transfer them, and set up conference calls.

Touch-Tones

If you have a Touch-Tone phone, you can send signals to the control unit by touching buttons on the dial pad. When you dial # or *, then dial one of the codes shown in this guide, the system recognizes the digits you dial as a feature code rather than part of a telephone number.

Your administrator assigns optional features to your telephone. Ask him or her which features you can use.

[TT] This symbol indicates that the feature works with Touch-Tone telephones only.

Dial Tones

There are two dial tones:

- Intercom dial tone
- Outside line dial tone

When you first lift your handset, you hear the intercom dial tone. You have to dial a code to get the outside line dial tone.

Placing Intercom Calls

You can call anyone in the MERLIN II system by dialing his or her intercom number. You can call Call Distribution groups (groups of people, such as sales representatives, who answer incoming calls on a round-robin basis) by dialing the group code.

If you don't have a list of intercom numbers and Group Call Distribution codes for your system, see your administrator.

To place an intercom call:

- 1** Lift your handset.
- 2** Dial the intercom number or the Group Call Distribution code.

Dialing Outside Calls

System Type

How you place calls depends on what type of MERLIN II system you're using. Ask your administrator, then check the appropriate box.

Outside line representation on this system is:

- Square
- Pooled

There are three types of pooled systems:

- With Button Access
- With Dial Access
- With Automatic Route Selection (ARS)

Placing Calls

Ask your administrator what lines or line pools are assigned to your telephone and follow the appropriate steps, below.

NOTE: Ask your administrator if you have to enter an account code before you dial an outside call. If you do, see "Forced Account Code Entry," below.

Placing calls in a square system:

- 1 Lift your handset.
- 2 Dial 88.
You hear the outside dial tone.
- 3 Dial the telephone number.

Placing calls in a pooled system with Button Access or ARS:

- 1 Lift your handset.
- 2 Dial 9.
You hear the outside dial tone.
- 3 Dial the telephone number.

Placing calls in a pooled system with Dial Access:

- 1 Lift your handset.
- 2 Dial 9.
- 3 Dial the appropriate line pool access code. (If you don't have the codes, ask your administrator.)
You hear the outside dial tone.
- 4 Dial the telephone number.

Placing calls on a personal line in a pooled system:

- 1 Lift your handset.
- 2 Dial 88.
You hear the outside dial tone.
- 3 Dial the telephone number.

Dialing Outside Calls in Systems with Special Features

NOTE: If you can't dial calls after regular business hours, your system may have Night Service with Outward Restriction. If you need to make business calls while Night Service is in effect, see your administrator.

Forced Account Code Entry [TT]

If your telephone is administered for Forced Account Code Entry, you must dial an account code whenever you place an outside call.

To make an outside call:

- 1** Lift the handset.
You hear the intercom dial tone.
- 2** Dial #22.
- 3** Dial the account code (maximum of 16 characters).
- 4** Dial #22.
- 5** Access the line or line pool you want to use for the call.
You hear the outside dial tone.
- 6** Dial the telephone number.

Privacy [TT]

The Privacy feature prevents people who share your lines from joining your conversation. Be sure to deactivate the feature when you don't need it any longer.

To make a private call:

- 1** Lift the handset
You hear a dial tone.
- 2** Dial #31 to turn Privacy on.
- 3** Hang up your handset when you've finished.
- 4** Lift the handset
You hear a dial tone.
- 5** Dial #30 to turn Privacy off.

Account Code

Privacy

Placing Calls with Speed Dialing Features

If your administrator has assigned speed dialing features to your telephone, you can use codes for quick dialing of outside calls and for redialing numbers.

Personal Speed Dial [11]

Your administrator can assign codes #01 through #21 to:

- Telephone numbers you dial often
- Account numbers
- MERLIN II system features
- PBX, Centrex, or Custom Calling features.

To place a Personal Speed Dial call:

Get the Personal Speed Dial codes from your administrator and follow these steps to place a call.

- 1** Lift your handset.
- 2** Dial the Personal Speed Dial code.

Redialing Numbers [III]

Your MERLIN II system has two features that let you redial a number by just dialing a code on your Touch-Tone telephone. Use these features whenever you get a busy signal or if you need to make several calls to the same number.

Last Number Redial

You can use a code to redial the last number you called.

Saved Number Redial

You can save a telephone number, then redial it using a code.

To redial a call:

- 1 Lift your handset.
- 2 When you hear the dial tone, dial #24.

To save a number, then redial it:

- 1 Before hanging up, dial #23. (You must dial this code within 15 seconds after dialing the last digit of the telephone number.)
- 2 To redial the call, lift your handset and dial #23.

Answering Calls

Just lift your handset to answer a call.

Forwarding Your Calls

You can use the Call Forwarding/Follow Me feature to have all calls that come into your telephone forwarded to another telephone in the system. You activate Call Forwarding at your telephone and Follow Me at the telephone to which you want your calls forwarded.

To activate Call Forwarding:

- 1 Lift your handset and dial *89.
- 2 Dial the intercom number of the telephone to which your calls should be forwarded.
- 3 When you hear the confirmation tone, hang up.

To activate Follow Me:

- 1 At the telephone to which you want your calls transferred, touch **Intercom-Ring** (if the telephone has this button), lift the handset and dial *80.
- 2 Dial your own intercom number.
- 3 When you hear the confirmation tone, hang up.

To cancel Call Forwarding or Follow Me:

- 1 At your telephone, lift your handset and dial *89.
- 2 Dial your own intercom number.
- 3 When you hear the confirmation tone, hang up.

Answering Calls for Co-workers

You can use the Call Pickup and Group Call Pickup features to answer calls that ring at other people's telephones. If you are in a Call Pickup Group, you can use the Group Call Pickup feature to answer a call for another group member. Ask your administrator if you're in a Call Pickup Group.

To use Call Pickup:

- 1 Lift your handset.
- 2 Dial *9.
- 3 Dial the intercom number of the ringing telephone or the number of the line on which the call came in.

To use Group Call Pickup:

- 1 Lift your handset.
- 2 Dial *88.

Paging Co-Workers

With the Page features, you can make announcements to individuals or groups of people through your voice terminal.

Group Page [TT]

If your administrator has set up paging groups, you can make announcements to members of a particular group. Ask your administrator for the group codes.

To make an announcement to a paging group:

- 1 Lift your handset and dial the code for the group.
- 2 At the beep, make your announcement.

Loudspeaker Page [TT]

If your business has a loudspeaker paging system, you can make announcements over the system from your voice terminal. Ask your administrator for the line number for Loudspeaker Page.

To make an announcement:

- 1 Lift your handset.
- 2 Dial *9, then the loudspeaker page line number.
- 3 Make your announcement.

Handling Calls with Hold and Transfer Features

Putting Calls on Hold

You use the switchhook to put calls on hold.

To put a call on hold, then retrieve it:

- 1 To put a call on hold, press the switchhook down firmly, then release it (one switchhook flash).
You hear the intercom dial tone.
- 2 Lay the handset down next to the telephone.
- 3 To take a call off hold, press down and release the switchhook twice (two switchhook flashes).

Transferring Calls

You use the switchhook to transfer calls to other people.

To transfer a call:

- 1 Press the switchhook down firmly, then release it (one switchhook flash).
You hear the intercom dial tone.
- 2 Dial the intercom number for the individual or the code for the Call Distribution group.
- 3 If someone answers, announce the call, then hang up.

Setting Up a Conference Call

You can set up a conference call that includes people in and outside the MERLIN II system.

To set up a conference call:

- 1** With one of the people already on the line, tell the person you're putting him or her on hold.
- 2** Press the switchhook down firmly and then release it (one switchhook flash).
You hear the intercom dial tone.
- 3** Dial the second call.
- 4** Take the appropriate step:
 - If you get an answer, press the switchhook down firmly and then release it (one switchhook flash) to add the person on hold to the call.
 - If you get a busy signal or no answer, press the switchhook down firmly and then release it twice (two switchhook flashes) to be reconnected with the first party.

Receiving Messages and Reminders

The Message Light [III]

The **Message** light shows that you have a message. See your attendant for messages.

To turn off your Message light:

- 1 Lift your handset.
- 2 Dial #54.

Reminder Service [III]

You can use this feature to have the system call you at the time you specify. When you answer the call, you'll hear the distinctive Reminder Service Touch-Tones.

To set a reminder time:

- 1 Lift your handset and dial *81.
- 2 Dial the 4-digit reminder in a 12-hour format (1200 to 1159)
- 3 Dial 2 (A) for a.m. or 7 (P) for p.m. (Noon is 12 p.m.)

To cancel a reminder time:

- 1 Lift your handset and dial *82.

Notes

System Feature Checklist

(Check those that apply and fill in any required data.)

Dial Access to Line Pools. Codes:

Group Call Distribution. Codes:

Account Code Entry. Account Code:

Group Page. Codes:

Loudspeaker Page. Line Number:

Restricted Direct Inward System Access (password required).

Use this space to record information about your system, such as intercom numbers, outside line codes, and Personal Speed Dial codes.