



# MERLIN Plus

## COMMUNICATIONS SYSTEM

### User's Card

Intercom Number \_\_\_\_\_

Your MERLIN Plus System voice terminal comes with preassigned features, and you can use them immediately. You can also add features to your voice terminal to suit individual and business needs. To do this, use the instructions found on the last page of this card.

For more information, refer to the *MERLIN Plus System Training Manual* and Section 5, "Reference," in the *MERLIN Plus System Manual*.

### INTERCOM DIRECTORY

No.	Name	No.	Name
10		20	
11		21	
12		22	
13		23	
14		24	
15		25	
16		26	
17		27	
18		28	
19		29	

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## PLACING CALLS

To place an outside call:

- Lift your handset and dial.

To select another line:

- Touch the line button.
- Lift your handset and dial.

*The red light* next to a line button means you will get that line when you lift your handset. *The green light* means the line is busy.

To place an intercom call:

- Touch an Auto Intercom button.
- Lift your handset.

or

- Touch **Intercom**.
- Lift your handset and dial.

## ANSWERING CALLS

To answer a ringing or announced call:

- Lift your handset.

To answer a call at a 10-button HFAI voice terminal:

- If your HFAI/Mic light is on, begin talking after you hear the beep.
- If the light is not on, lift your handset at the beep.

## CALL HANDLING

**Hold.** To put a call on hold:

- Touch **Hold**.

To return to the held call:

- Touch the call's line button.

**Transfer.** To transfer a call:

- Touch **Transfer**.
- Dial an intercom number *or* touch an Auto Intercom button.
- Hang up.

If no one answers the call, it rings at your voice terminal again.

**Bridging.** To join a call in progress on a line assigned to your voice terminal:

- Touch the line button of the call.
- Lift your handset.

**Conference.** To add a second outside person:

- Touch **Conference**.
- Touch a line button.
- Dial an outside number.

(There is a limit of two outside people; two coworkers can bridge onto the line.)

**Drop.** To disconnect one line at a time from the conference:

- Touch **Drop**.
- Touch the line button.

## USING THE SPEAKER BUTTON

**On-Hook Dialing.** To dial a number without lifting the handset:

- Touch **Speaker**.
- Dial the outside number.
- When the person answers, lift your handset.

**Group Listening.** To allow others in the office to listen to your call in progress:

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

## QUICK DIALING

**Last Number Redial.** To redial the most recent number you dialed:

- Lift your handset.
- Touch **Last Number** or dial the 3-character code #24.

**Saved Number Redial.** To save a number for later redialing:

- *Before* hanging up, touch **Saved Number** or dial the 3-character code #23.

To redial a number that you have saved:

- Lift your handset.
- Touch **Saved Number** or dial the 3-character code #23.

**Outside Auto Dial.** To place an outside call with one touch:

- Without lifting your handset, touch an Outside Auto Dial button.
- When the other person answers, lift your handset.

If the line is busy or if no one answers:

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

**Auto Intercom.** To place an intercom call with one touch:

- Touch an Auto Intercom button.
- Lift your handset when the other person answers.

If the line is busy or if no one answers:

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

**Personal Speed Dial.** To place a call using a Personal Speed Dial code:

- Lift your handset.
- Dial a 3-character Personal Speed Dial code [#01 through #22].

**System Speed Dial.** To place a call using a System Speed Dial code (your administrator has a list of codes):

- Lift your handset.
- Dial a 3-character System Speed Dial code (#60 through #99).

## PRIVACY

**Privacy.** To prevent people from accidentally joining your calls:

- *Before* placing or receiving a private call, touch **Privacy**.

The feature remains active until you:

- Touch **Privacy** again.

**Do Not Disturb.** To temporarily prevent being interrupted by a call:

- Touch **Do Not Disturb**.

The feature remains active until you:

- Touch **Do Not Disturb** again.

## INTEROFFICE COMMUNICATION

**Message.** Your MERLIN Plus system attendant lets you know that a message is waiting for you by turning on the light next to **Message**.

Call your system attendant for the message. Then turn off the Message light by touching **Message**.

**Manual Signaling.** To cause a beep at a coworker's voice terminal:

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

If the green light is on next to the button, the person is busy on a call.

## PAGING

**Group Page.** To make an announcement through other people's voice terminal speakers (your administrator has a list of group members):

- Touch **Intercom**.
- Lift your handset.
- Dial a code for the group you want to page:
  - 70 for all voice terminals in the system
  - 71 for Group 1
  - 72 for Group 2

- When you hear a beep, speak into your handset.

or

- Touch a Group Page button for one of the groups.
- When you hear a beep, lift your handset and make the announcement.

**Loudspeaker Page.** To make an announcement through a loudspeaker paging system:

- Touch **Intercom**.
- Lift your handset.
- Dial 6.
- When you hear a beep, make your announcement

or

- Touch **Loudspeaker Page**.
- When you hear a beep, lift your handset and make your announcement.

## LINE AND RINGING OPTIONS

**Ringling Options.** To program lines to ring immediately, after a delay, or not at all:

- Slide the T/P switch to *P*.  
*The voice terminal rings every 5 seconds.*
- Touch the line button.
- Dial one of the following codes for the type of ringing you want:
  - \*35 for no ring
  - \*36 for delayed ring
  - \*37 for immediate ring
- Slide the T/P switch to center.

**Personalized Ringing.** Select one of eight ringing patterns that you like.

- Slide the T/P switch to *P*.  
*You hear your voice terminal's current ring.*

Touch **Speaker** until you hear a ringing pattern you like.

- Slide the T/P switch to center.

**Automatic Line Selection.** To control the order of the lines that the system selects when you lift your handset:

- Slide the T/P switch to *P*.  
*The voice terminal rings every 5 seconds.*
- Dial \*\*.
- Touch the line buttons in the order you prefer.
- Slide the T/P switch to center.

## ADDITIONAL FEATURES

See the System Manual for information on these features: Account Number Entry, Auto Answer-All, Hold Retrieve, Ring Option Override, Touch-Tone Enable, Voice Announcement Enable/Disable.

## PROGRAMMING

Follow these steps to program features onto your voice terminal. For more information about programmable features, see Section 5, "Reference," in the System Manual.

1. Label the button you want to program.
2. Slide the T/P (Test/Program) switch to *P*.  
*The voice terminal rings every 5 seconds.*
3. Touch the button you want to program.
4. Dial the feature's programming code and any other required numbers.
5. Slide the T/P switch to the center position.

Feature Name	Programming Codes
Auto Intercom	*91 + intercom number
Do Not Disturb	*71
Group Page	Dial *91 + one of these codes: 70 for all voice terminals 71 for group 1 72 for group 2
Last Number Redial	*73
Loudspeaker Page	Dial *91 + 6
Manual Signaling	*6 + intercom number
Outside Auto Dial	*90 + outside number
Personal Speed Dial (does not require a button)	Personal Speed Dial code (#01 through #22) + *90 + outside number
Privacy	*72
Saved Number Redial	*74
System Speed Dial	*95 + System Speed Dial code (60 through 99)

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