Merlin 206,410,820 & Plus Classic Mail Design Package 1.6

Site Survey

Record Merlin System Data

Procedure:

Record Merlin system information on the Site Survey forms.

- Requirements: Merlin 206, 410, 820
 - Merlin Plus release 1 & 2
 - 2 4 vacant Voice Terminal Jacks
 - Merlin Control Unit set for Tone (DTMF) signaling

Note: Enter this information on pages 6 and 7 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

* Note: The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 6 of this package.

Determine Telephone Emulation Connections

Procedure: Decide which Merlin Voice Terminal ports to use for Telephone Emulation.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports. Two Voice Terminal ports are required for a two-port Classic Mail and four Voice Terminal ports are required for a four-port Classic Mail.

Voice Terminal port #10 (port #0 on Model 206) must be connected to Classic Mail Telephone Emulation jack #1 before the Classic Mail can operate the message lamps. Enter this information on page 7 of this package. For an explanation of Telephone Emulation, see page 17 of this package.

Determine Voice Mail Access Lines

Procedure: Decide which Merlin Tel. Co. ports to use for internal voice mail access.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Tel. Co. ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant Tel. Co. ports to Classic Mail interpose jacks 1 - 4. If there are no vacant Tel. Co. jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

Note: If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 7 of this package. For an explanation of Interposed voice mail access, see page 18 of this package.

Document Voice Terminal/Mailbox Data

Procedure: Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

Note: Copy page 8 of this package for each mailbox user.

Determine Voice Mail Access Code

Procedure: Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

Requirements The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

Note: Enter this information on page 9 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

Determine the Need for a Touch-Tone Gate

Procedure: The Touch-Tone Gate may be used to enhance messaging for callers with rotary-dial telephones. When this feature is activated the Classic Mail, after answering, will wait for three seconds to receive any DTMF signal. If this signal is not received within three seconds, the Classic Mail will transfer the caller to the designated Attendant's Intercom number. If the Touch-Tone gate is activated, the Company Greeting must be recorded with instructions to "press any key" if the caller has a Touch-Tone telephone.

Note: Enter yes or no on page 9 of this package.

Determine if Merlin Message Lamps are Required Procedure: Determine if the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals. Requirements: This feature is available only if the Merlin Control Unit has Feature Package 2 or is an 820D or 820D2 model. Telephone Emulation jack #1 must be connected to the Merlin attendant port #10 (Port #0 on a Model 206). The attendant port on Merlin 820D2 must be configured with the attendant's template. Enter this information on page 9 of this package. If message lamps are not required, write "No" ₩ Note: in the space provided. Decide who will be the Attendant. Procedure: Determine who will be responsible for answering calls coming into the business. Requirements: When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without an Attendant's Intercom. Enter this information on page 9 of this package. If there is no attendant write "none" in the space provided. Determine Administrator's Mailbox Number Procedure: The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required. Enter this information on page 9 of this package. ₩ Note: General Delivery Mailbox If required, the general delivery mailbox function can be assigned to any mailbox or may be Procedure: disabled entirely. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is yery important that this function be disabled. Enter this information on page 9 of this package. If this feature is not required, write "none" in the space provided.

Complete Business Hour Schedule

Procedure: Determine the opening and closing hour and minute for each day of the week.

Requirements: This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only.

Note: Enter this information on page 9 of this package.

Determine the Rings Before Answering Incoming Calls

Procedure: Determine how long the Classic Mail should wait before answering incoming calls.

Requirements: The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line.

Note: Enter the number of rings before the Classic Mail will answer incoming calls during day and night operation on page 9 of this package. For any line, such as those with special telephone services that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Setting the rings before answering for any single line will cause that line to ignore the Business Hour Schedule and always answer on the rings defined for that line. If there are special telephone services on any line, enter this information on page 7 of the Classic Mail Design Package.

Determine the Rings Before Picking Up a Transferred Call

Procedure: Determine how long the Classic Mail will wait before reconnecting with a caller after transferring a call to an intercom.

Requirements: After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings.

* Note: Enter this information on page 9 of this package.

Determine the Call Transfer Type

Procedure: Select either direct or announced transfer method.

Requirements: The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. For direct transfer, the Merlin <u>must</u> have the transfer feature.

Note: Enter this on page 9 of the Classic Mail Design Package.

☐ Script the Company Greetings

Procedure: Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

Note: Enter this information on page 10 of this package. If the Touch-Tone Gate is being used, add this information to the script.

Complete Call Routing Worksheets

Procedure: Use the Call Routing worksheets to document the call routing design.

Requirements: Each telephone key 1 through 9 may be defined with one of three functions: 1) Play an informational message. 2) Transfer to an intercom or 3) Leave a message in a mailbox It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt <u>must</u> be recorded to inform callers of the choices available.

Note: Complete the Call Routing worksheets for day and night operation on pages 11 through 14 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used in a Call Routing application must be set up with a password and a greeting before it can be specified in a route definition.

Complete Mailbox Assignment Worksheet

Procedure: List all mailbox owners on the Mailbox Assignment Sheets

Requirements: Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

Note: Enter this information on pages 15 and 16 of this package.

Merlin 206, 410, 820 & Plus Site Survey

Company	Contact		
Street			
Gity	State		
Zip1	Phone ()		
CIN.			
Installing Technician			
Me	rlin System Inform	nation	
Merlin Model:	Feature Pkg:_		
Power Requirements: 110 Volts A/C	Ground Test: P	ass 🔲 Fail 🗀 (Ins	stallers Only)
Note: Both the Merlin Control Unit source. Requires an area of 19	and the Classic Mail sl 9" X 18" for mounting.	nould be plugged into	the same power
Merlin Tel.Co.		ff-Site Spec	
Connections		e Alert Servi	
Telephone Number	Tel.Co. Jack	Line #	Line #
	A	1 🔲	1 🗆
	В	2 🔲	2 🔾
	С	3 □	3 □
	D	4 🗆	4 🗆
	E	5 🖵	5 🛄
	F	6 □	6 🗆
	G	7 🖵	7 🗆
	Н	8 🗆	8 🗆
* Note: Off-Site Message Alert should Describe the mounting location of the Cla		ocal lines.	

Merlin Voice Terminal Connections

Model 206

Intercom	Occupied	Vacant
0		
1		
2		
3		
4		<u> </u>
5		

Model 410

Intercom	Occupied	Vacant
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		

Administrator's Mailbox: Password: Admin. Password:

Model 820 & Merlin Plus

TITOTIC	OLO CE IVILLE	
Intercom	Occupied	Vacant
10	D	
11		
12		
13		
14	ū	0
15		
16		0
17		
18		
19		
20		
21		
22		0
23		
24		
25		
26		
27		
28		
29		

Telephone Emulation

refephone zmanaron			
Classic Mail	Merlin Voice		
Telephone Emulation	Terminal		
Jack #1	(message lamps - 10)		
Jack #2			
Jack #3			
Jack #4			

Voice Mail Access Lines

Classic Mail	Classic Mail	Merlin
Outside Lines	Interposed Lines	Tel.Co. Lines
Jack #1	Jack #1	
Jack #2	Jack #2	
Jack #3	Jack #3	
Jack #4	Jack #4	

Voice Terminal/Mailbox Data Sheet (Copy this page for each mailbox) 34 Button 22 Button 10 Button 5 Button intercom #; User Name: Type:_ Name Spelling Guest 🗖 Regular 🗖 Mailbox #: _____

Note: Script mailbox owner's primary and alternate personal greetings on the back of this sheet

Off-Site Message Alert - Dialing Sequence: _

Merlin 206,410,820 & Plus <u>Classic Mail</u> Application Design

Access Code Required:	▲ 6-1	(star)
Touch-Tone Gate:	▲ 6-9	Yes/No
Administration Level Password:	▲ 5-4	0000
Administrator's Mailbox Number:	▲ 5-5	1st MB
Attendant's Intercom Number:	▲ 5-6	1st MB
General Delivery Mailbox Number:	▲ 5-7	1st MB
Message Lamps Required:	Yes/No	

Business Hour Schedule ▲ 5-2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
- Op-							
Closed	2 0202						

Rings Before Answering Incoming Calls

▲ 5-1

Day Mode	Night Mode	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99

Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and <u>always</u> answer on the rings defined for that line. See the Site Survey for information on lines with special telephone services.

Rings Before Answering a Transferred Call:	
▲ 6-2	1 = 9

Classic Mail Transfer Method

▲ 6-7

Direct: 🔲

Announced:

Company Greetings

Day Greeting: ▲ 1-1 Note: Record Auto Attendant and Call Routing information in Day Top-Level Menu - A 2 - 3 "Thank you for calling [Company Name]..." * Touch-Tone Gate: "If you are calling from a Touch-Tone telephone, press any key now. Other wise, remain on the line and your call will be transferred to the attendant." Night Greeting: ▲ 1-2 ¾ Note: Record Auto Attendant and Call Routing information in Night Top-Level Menu - ▲ 2 - 1 - 3 "Thank you for calling [Company Name]. Our business hours are [business hours]..." * Touch-Tone Gate: "If you are calling from a Touch-Tone telephone, press any key now. Other wise, remain on the line to leave a message in the General Delivery Mailbox."

Call Routing Worksheet Day Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]." ▲ 1-1 Top-Level Menu: ▲ 2-3 Script the Top-Level Menu of instructions in the space below: "For sales, press 7. For service, press 8...." Key Routes: ▲ 2-2 Select the action that will take place for each key used in the call routing map. Selector Code Key #_ Hear a Message (Announcement Only) Message Script: Transfer to an Intercom Intercom Number: _____ (Extension) (Extension) Leave a Message in a Mailbox Mailbox Number: (No Coverage)

 $\mbox{\#}$ Note: To design additional routes, reproduce this page.

		Day
	Selector Co	de Key #
	Hear a Message (Announcemer Message Script:	at Only)
0	Transfer to an Intercom (Extension)	Intercom Number:(Extension)
	Leave a Message in a Mailbox (No Coverage)	
		Day
	Selector Co	de Key #
	Hear a Message (Announcemen Message Script:	it Only)
	Transfer to an Intercom (Extension)	Intercom Number:
	Leave a Message in a Mailbox	Mailbox Number:

Call Routing Worksheet Night Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]." ▲ 1 - 2

Top-Lev	el Menu: ▲ 2-1-3
Script the T	op-Level Menu of instructions in the space below:
"For sales, p	ress 7. For service, press 8"
	ites: A 2-2
select the a	ction that will take place for each key used in the call routing map.
	Night
	Selector Code Key #
	ar a Message (Announcement Only) ssage Script:
	nsfer to an Intercom Intercom Number: tension)
Lea (No	o Coverage)

 $\ensuremath{\mbox{\$}}$ Note: To design additional routes, reproduce this page.

(No Coverage)

Night

	Night			
	Selector Code Key #			
	Hear a Message (Announcement Only)			
	Message Script:			
	Transfer to an Intercom Intercom Number: (Extension)			
	Leave a Message in a Mailbox Mailbox Number: (No Coverage)			
	Night			
_	Selector Code Rey #			
	Hear a Message (Announcement Only) Message Script:			
۵	Transfer to an Intercom Intercom Number: (Extension) (Extension)			

Mailbox Assignment Sheet

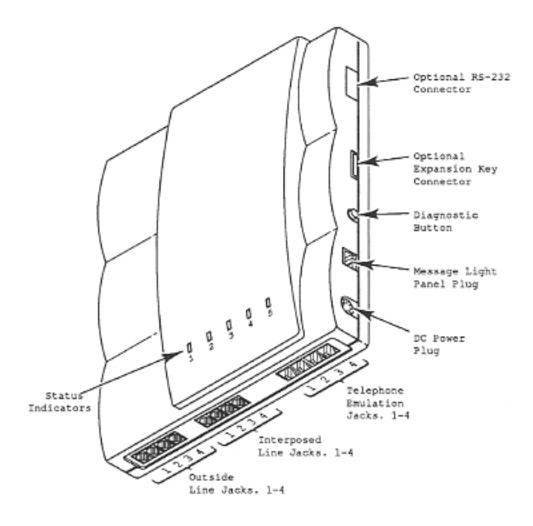
▲ 7

Mailbox Owner	No.	Mailbox Owner	No.
THE CONTROL	10 (1)		910
	11 (2)		911
	12 (3)		912
	13 (4)		913
	14 (5)		914
	15		915
	16		916
	17		917
	18		918
	19		919
	20		920
	21		921
	22		922
	23		923
	24		924
	25		925
	26		926
	27		927
	28		928
	29		929
	900		930
	901		931
	902		932
	903		933
	904		934
	905		935
	906		936
	907		937
	908		938
	909		939

Mailbox Owner	No.	Mailbox Owner	No.
	940		970
	941		971
	942		972
	943		973
	944		974
	945		975
	946		976
	947		977
	948		978
	949		979
	950		980
	951		981
	952		982
	953		983
	954		984
	955		985
	956		986
	957		987
	958		988
	959		989
	960		990
	961		991
	962		932
	963		993
	964		994
	965		995
	966		996
	967		997
	968		998
	969		999

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation, connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail. If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

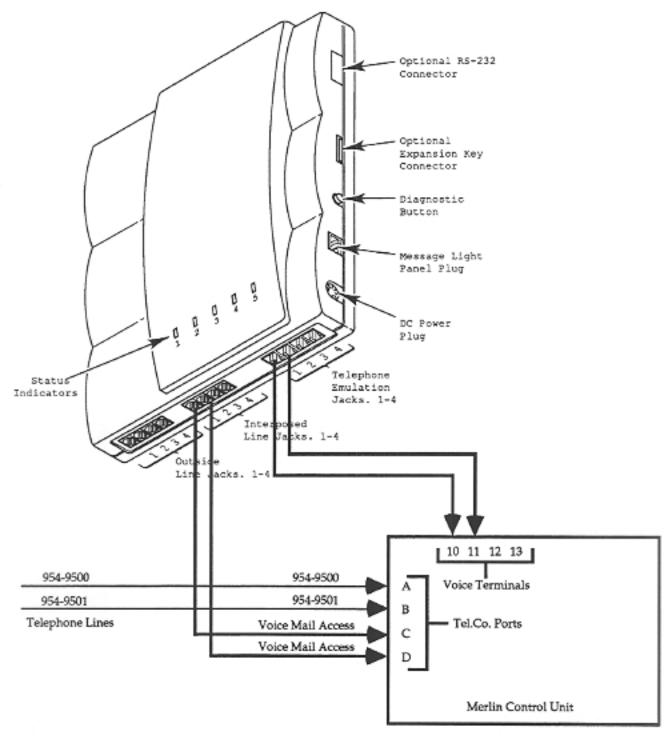
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

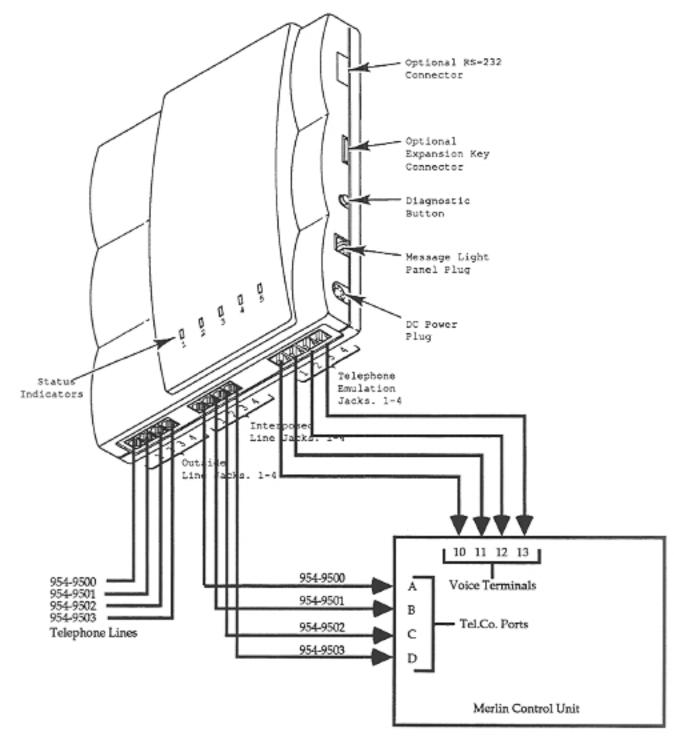
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



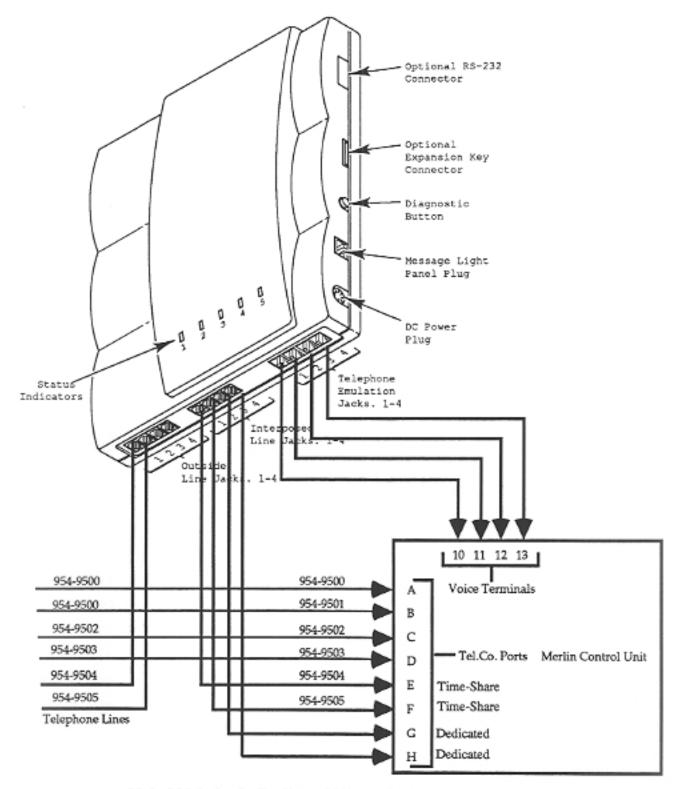
Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connection to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.

Merlin 206,410,820 & Plus <u>Classic Mail</u> Installation Package 1.6

 Unpack Classic Mail Reference: System Reference Guide Chapter 2 - The Classic Mail Procedure: Confirm that all the parts are within the shipping container. Note: Contact AT&T if any parts are missing. Identify Classic Mail Connections Reference: System Reference Guide Chapter 2 - The Classic Mail Procedure: Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin Tel.Co. jacks that will be used for voice mail access. See page 7 of the Classic Mail Design Package for this information. Complete Pre-Installation Requirements Procedure: Confirm that all Merlin Voice Terminal ports and Tel.Co. ports conform to Classic Mail installation requirements. * Note: See pages 13 through 23 of the Classic Mail Installation Package for instructions regarding specific Merlin Control Units. All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19, 20 or 23 of this package. A 34 button display set is required to verify the correct button programming. Do Not proceed without this! Mount the Classic Mail Reference: System Reference Guide Chapter 3 - Mounting The Classic Mail to the Wall Procedure: Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed. Note: See page 6 of the Classic Mail Design Package for the mounting location. Connect Voice Mail Access Lines Reference: System Reference Guide Chapter 4 - Maximizing Telephone System Performance System Reference Guide Chapter 3 - Interposing between your Outside Line and Control Unit Procedure: Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Tel.Co. ports. Or, use the secondary method by interposing existing telephone lines to provide timeshare voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access. * Note: If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. See page 7 of the Classic Mail Design Package for this information. For an explanation of connection methods see pages 26 through 28.

	Complete TEST 1 Reference: System Reference Guide Chapter 3 - Test 1		
Procedure:	Test each outside telephone line that is interposed with the Classic Mail.		
* Note:	Make sure a call can be completed on each line.		
	t Telephone Emulation System Reference Guide Chapter 3 - Connecting the Telephone Emulation Cables		
Procedure:	Connect the Classic Mail Telephone Emulation jacks to vacant Merlin Voice Terminal ports.		
∦ Note:	See page 7 of the Classic Mail Design Package for this information. If the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals, Telephone Emulation Jack #1 must be connected to the attendant's Voice Terminal port on the Merlin Control Unit (port 0 for Merlin 206 or port 10 for Merlin 410, 820, 820D or 820D2). All line appearances and Intercom Auto Dial buttons must be programmed to match the attendant's template on page 19, 20 or 23 of this package. A 34 button display set is required to verify the correct button programming. <u>Do Not proceed without this! USE ONLY APPROVED FOUR-PAIR CABLES</u>		
Test Power Source Grounding			
Procedure:	Use a ground tester to confirm that the 110 VAC power source is properly grounded.		
* Note:	Enter the results of this test on page 6 of the Classic Mail Design Guide. <u>Do not</u> install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.		
Install th Reference:	ne Power Supply System Reference Guide Chapter 3 - Installing the Power Supply		
Procedure:	Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. NEVER POWER DOWN THE CLASSIC MAIL DURING SELF-INITIALIZATION		
₩ Note:	Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source <u>must</u> be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply. Classic Mail must be provided with lightening and surge protection equivalent to that is used to protect the Merlin Control Unit.		
Complete TEST 2 Reference: System Reference Guide Chapter 3 - Test 2			
Procedure:	Verify that all voice mail access lines are functional.		
* Note:	After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered.		

		ete TEST 3 System Reference Guide Chapter 3 - Test 3
	Procedure	Verify that all telephone lines are in service.
	♯ Note:	This test confirms that all incoming telephone lines are functioning normally.
		ferlin Telephones System Reference Guide Chapter 3 - Labeling Your Telephones
	Procedure:	Label voice mail access lines on the Merlin Voice Terminals with green voice mail labels.
	₩ Note:	The stickers indicate which lines allow internal access to voice mail services.
		rte TEST 4 System Reference Guide Chapter 3 - Test 4
	Procedure:	Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons.
	₩ Note:	Be certain only the voice mail access lines are labeled.
0		e the Classic Mail. System Reference Guide Chapter 3 - Initial Administration Tasks
	Procedure:	Access voice mail and enter the administrator's mailbox number and the default password (0000),
	₩ Note:	The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required.
٥		he Results of Self-Initialization System Reference Guide Chapter 3 - Initial Administration Tasks
	Procedure:	Compare the Control Unit type, Control Unit software and in-service line assignments to the information prompted by the Classic Mail after system initialization.
	₩ Note:	The Self-Initialization process takes about five minutes. See pages 6 and 7 of the Classic Mail Design Package for confirming data.
		Date and Time System Reference Guide Chapter 3 - Initial Administration Tasks
	Procedure:	Set the system clock to the correct date and local time.
	₩ Note:	The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "press 1 for AM or 2 for PM."

		e the Attendant's Mailbox System Reference Guide Chapter 3 - Initial Administration Tasks			
	Procedure:	Enter the attendant's new password, directory name recording and spelling.			
	∦ Note:	Write down the Attendant's mailbox number and password on page 7 of the Classic Mail Design Package. Access to system administration functions is through this mailbox.			
		te TEST 5 System Reference Guide Chapter 3 - Test 5			
	Procedure:	Confirm Attendant's intercom and mailbox number.			
	♯ Note:	Be certain the correct mailbox has been opened for the Attendant.			
C		Unlock the Assigned Mailboxes Reference: System Reference Guide Chapter 6 - Assigning, Unlocking and Locking Mailboxes			
	Procedure:	Unlock individual (or multiple) mailboxes assigned to owners, including those used by call routing.			
	Note:	See page 15 and 16 of the Classic Mail Design Package. Do not unlock mailboxes that are unassigned.			
	▲ Fast Track: 7				
	* Note:	All Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Figure 5A or page 29 of this package.			
		Access Code System Reference Guide Chapter 9 - Changing the Classic Mail Access Code			
	Procedure:	If required, set the Classic Mail access code to be a different single digit on the telephone.			
	₩ Note:	See page 9 of the Classic Mail Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as last-number-red			
	▲ Fast Tra	nck: 6-1			
	Enable the Touch-Tone Gate Reference: System Reference Guide Chapter 9 - Enabling the Touch-Tone Gate				
	Procedure:	If required, enable the Classic Mail Touch-Tone Gate to enhance access for callers with rotary-dial telep-			
	♯ Note:	See page 9 of the Classic Mail Design Package for this information. The default setting is Touch-Tone Gate Disabled. To activate this feature, enable the Touch-Tone Gate and include the phrase "If you have Touch-Tone telephone, press any key." in the recorded Company Greeting.			
	A Fact Tes	alo 6 0			

	Set the Administration Password Reference: System Reference Guide Chapter 6 - Changing the Administration Password		
	Procedure:	Assign a new password to secure the administration menus. Use an eight digit password for maximum security.	
	₩ Note:	Write down the Administration Password on page 7 of the Classic Mail Design Package.	
	▲ Fast Tra	nck: 5 - 4	
		strator's Mailbox Number System Reference Guide Chapter 6 - Changing the Administrator's Mailbox Number	
	Procedure:	If required, reassign the administrator's functions to a different mailbox.	
	Note:	This mailbox must be unlocked before reassignment can be done. See page 9 of the Classic Mail Design Package for the Administrator's Mailbox Number. These functions will be transferred to the new mailbox when the current Administrator's Mailbox is closed.	
	▲ Fast Tra	ck: 5 - 5	
☐ Attendant's Intercom Number Reference: System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number			
	Procedure:	If required the attendant transfer function can be assigned to a different intercom or it may be disabled entirely.	
	≯ Note:	See page 9 of the Classic Mail Design Package for the Attendant's Intercom Number. If no individual is responsible for answering incoming calls, disable the attendant transfer feature.	
	▲ Fast Tra	ck: 5 - 6	
		Delivery Mailbox System Reference Guide Chapter 7 - Changing the General Delivery mailbox Number	
	Procedure:	If required, the general delivery mailbox function can be moved to a different mailbox or may be disabled entirely.	
	∦ Note:	See page 9 of the Classic Mail Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is <u>very important</u> that this function be disabled.	
▲ Fast Track: 5 - 7		ck: 5-7	

Business Hour Schedule Reference: System Reference Guide Chapter 8 - Setting the Business Hour Schedule		
Procedure:	Define the opening and closing time for Monday through Sunday.	
₩ Note:	See page 9 of the Classic Mail Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted " press one for AM or 2 for PM."	
▲ Fast Tra	ick: 5-2	
Rings Before Answering Incoming Calls Reference: System Reference Guide Chapter 8 - Setting the Number of Rings		
Procedure:	Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required.	
∦ Note:	See page 9 of the Classic Mail Design Package for this information. Setting the Rings-Before- Answer for an individual line overrides the Business Hour Schedule for that line.	
▲ Fast Tra	ick: 5-1	
Set Rings Before Answering a Transferred call		
Procedure:	Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom.	
≯ Note:	See page 9 of the Classic Mail Design Package for this information. The default value is four rings.	
▲ Fast Tra	ick: 6-2	
	Call Transfer Type System Reference Guide Chapter 9 - Changing the Call Transfer Type	
Procedure:	Select either direct or announced transfer method.	
≯ Note:	See page 9 of the Classic Mail Design Package for this information. The announce method is mandator for Merlin systems without the transfer feature.	
▲ Fast Tra	ick: 6-7	
	nes for Off-Site Message Alert System Reference Guide Chapter 9 - Blocking Lines for Off-Site message Alert	
Procedure:	If required, block individual lines from performing Off-Site Message Alert.	
∦ Note:	See page 6 of the Classic Mail Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions.	
▲ Fast Tra	ck: 6 - 3	

		e Mailboxes Mailbox User's Guide Chapter 2 - First-Time Use
	Procedure:	Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.
	* Note:	It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them.
		Greetings Mailbox User's Guide Chapter 2 - Recording a Greeting
	Procedure:	Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing must be set up before the route is defined.
	₩ Note:	A generic greeting will be played to callers if a custom greeting is not recorded.
0		Company Greetings System Reference Guide Chapter 8 - Recording Company Greetings
	Procedure:	Using the written script, record the greetings that will be played to callers during day and night operation.
	♯ Note:	See page 10 of the Classic Mail Design Package for the day and night company greeting scripts.
	▲ Fast Tra	ack 1-1 for Day 1-2 for Night
	Call Rou Reference:	iting Maps System Reference Guide Chapter 8 - Entering Advanced Answering Service Information
	Procedure:	Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.
	∦ Note:	See pages 12 through 14 of the Classic Mail Design Package for Call Routing information. Read System Reference Guide Chapter 8 - Entering Advanced Answering Service Information before first attempting to set up a Call Routing application.

▲ Fast Track: 2

Merlin 206,410,820 & Plus System Testing Checklist

Note: Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Figure 5A or page 29 of this package.

Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code and verify that Classic Mail answers

Troubleshooting

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

* System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

▲ Fast Track: 6 - 1

□ Simultaneous Access

- Select a voice mail access line
- Enter the specified access code
- Verify that the Classic Mail answers the call, then put the line on hold
- Continue until all Classic Mail ports are operating simultaneously

Troubleshooting

Make certain that you are using a voice mail access lines. If all ports do not answer simultaneously, confirm that the Classic Mail unit is not a 2-port model. On 2-port models you will hear busy tone when you attempt to access more than two ports. If the unit is a 4-port model and this test fails, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

* System Reference Guide Chapter 9 - Changing the line Configuration

▲ Fast Track: 6-4

Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line and verify the rings before answer

Use different Voice Terminal ports or Merlin control unit and retest.

* System Reference Guide Chapter 9 - Setting the Number of Rings

▲ Fast Track: 5-1-1 (Day Operation)

▲ Fast Track: 5-1-2 (Night Operation)

▲ Fast Track: 5-1-3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

Company Greetings

Verify that the correct greeting (Day or Night) plays

Troubleshooting

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

* System Reference Guide Chapter 8 - Recording Company Greetings

▲ Fast Track: 1-1 (Day Greeting)

▲ Fast Track: 1 - 2 (Night Greeting)

□. Call Routing Map

- Select a call routing option
- Verify that the correct action takes place
- Repeat the previous steps until all options for the day and night Call Routing maps have been tested

Troubleshooting

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

* System Reference Guide Chapter 8 - Entering the Call Routing Map Information

Fast Track: 2

- □ Attendant's Intercom Number
 - Press 0 to transfer to the attendant
 - Verify that the correct intercom rings

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

* System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

▲ Fast Track: 5 - 6

General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

Troubleshooting

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

* System Reference Guide Chapter 7 - Changing the General Delivery Mailbox Number

▲ Fast Track: 5 - 7

Message Waiting Notification

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Verify that the Message Waiting Alert Prompt plays over the intercom speaker
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

If none of the message lamps work, check to make certain that Classic Mail is configured for the correct Control Unit type and software package. Confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 10. Also confirm that the Merlin Control Unit has Feature Package 2 and that the cartridge is firmly seated in its' socket or that it is an 820D or 820D2. Next connect a 34 button display set to Voice Terminal port 10. The 34 button display set will confirm the contents of each programmable key related to port 10. If the keys do not match the template for an attendant's intercom (see page 19, 20 or page 23 for templates), reprogram the keys to conform with the template. After confirming the correct programming of port 10, verify that each intercom message lamp can be turned on and off manually from the 34 button display set. If you can't turn the lights on and off manually, it is likely that the feature cartridge is bad.

If the message lamps work on some phones and not others, follow the same procedure to confirm the Classic Mail hardware connections and Merlin port 10 programming. If an intercom message lamp still will not illuminate, the lamp may not be functional. Change the Voice Terminal set. If. after changing sets, the lamp will not operate, the Merlin voice terminal port is probably bad.

If the Message Waiting Alert prompt does not play over the intercom speaker, first verify that the Message Alert feature is enabled for the user's mailbox. Next confirm that the announce feature on the user's intercom is enabled. This can be done by putting the intercom into program mode and pressing the intercom button until the green light is illuminated. For Merlin Plus Release 2, put the intercom in program mode and press *38 to enable the announce feature.

* System Reference Guide Chapter 10 - Troubleshooting Tables

▲ Fast Track: 6 - 6

Disconnect Supervision

- Call into the Merlin using an outside line
- Answer the call on this line, then disconnect the far end.
- Listen on the Merlin end for dial-tone, busy, howler or silence.

Troubleshooting

If nothing but silence is returned after a far-end disconnect the Classic Mail may have difficulty releasing a line.

- Confirm that silence is the response to a far-end disconnect. If you enable disconnect supervision, test auto
 attendant transfer a number of times making certain that no random disconnects occur. The disconnect
 parameters allow fine-tuning to adjust for varying type of telephone lines.
 - * System Reference Guide Chapter 9 Adjusting Disconnect Parameters

▲ Fast Track: 6-8

□ Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the
 Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify
 the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert,
 reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic
 Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.
 - * System Reference Guide Chapter 9 Blocking Lines for Off-Site Message Alert
 - ▲ Fast Track: 6-3
- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the fir digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.
 - * Mailbox User's Guide Chapter 4 How Off-Site Message Alert Works

Troubleshooting

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the
 Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify
 the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert,
 reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic
 Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.
 - * System Reference Guide Chapter 9 Blocking Lines for Off-Site Message Alert
 - ▲ Fast Track: 6-3

□ Blocking Lines for Off-Site Message Alert

- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

Troubleshooting

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6-3

Pre-Installation Requirements

Merlin 206, 410 & 820 Basic

(No Feature Modules Installed)

1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - ** Note: When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail
 installation.
 - * Note: Line key programming not possible. No pre-installation programming is required.

Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 1

Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail
 installation.
 - * Note: Line key programming not possible. No pre-installation programming checks required.

2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 2

1. Check Voice Terminal Functionality

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - *Note: When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that each port is operational. If you can make and receive a call the voice terminal port is good.
- Verify that each port has access to all necessary C.O. lines by touching each line button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines do not appear proceed to the next step.

Enter Administration Mode

- Plug a Merlin Voice Terminal into port #10 (or port 0 on the 206), place the "Admin" switch in the "Admin" position, (on the 820 it is located on the front upper left of the KSU, on the 410, switch #10 must be in the down position, on the 206, switch #0 must be in the down position).
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #01. <u>Do not</u> lift the hand
 set or enable the speaker-phone.

Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc. On the 206, port 0 = intercom 0 etc.) If all lines to be answered by the Classic Mail are green dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Remove call restrictions from Voice Terminal ports used for Telephone Emulation.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

NOTE: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.
 - ☼ Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin Plus Release I 820 D

1. Check Voice Terminal ports. Verify access to necessary lines

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
 - * Note: If the necessary lines do not appear proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by Hitting Administer on the Voice Terminal or dialing #01. Do not lift the hand
 set or enable the speaker-phone.

3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) Press Conference. If all lines to be answered by the Classic Mail are green, press conference. Repeat this step as necessary.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the Voice Terminal requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.
 - Note: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

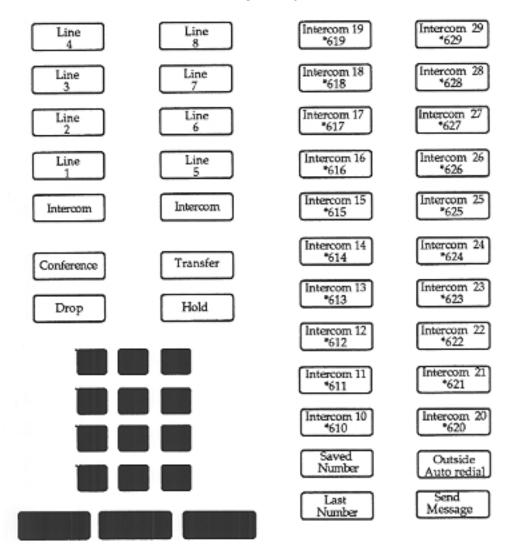
- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 20, program each Intercom Auto Dial button to match the template.
 - * Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.

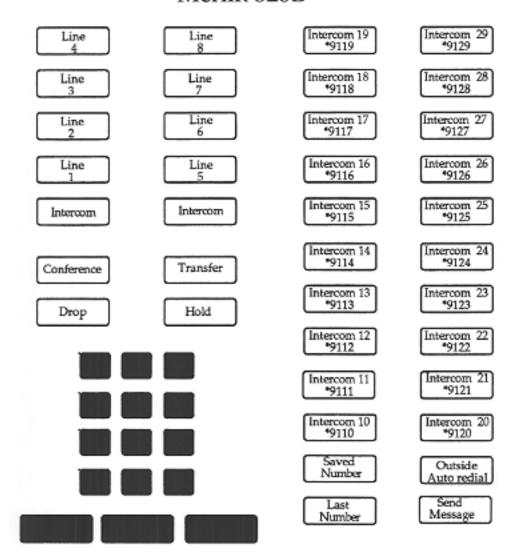
Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Classic Mail Telephone Emulation Template Merlin 206, 410, 820



1.	Merlin Admin Mode Plug a Voice Terminal into port 10	1.	elephone Emulation Template Put Voice Terminal into Program Mode.	Re 1.	setting the Merlin System Put Merlin into Admin mode
2.	Slide the selector switch on the left side of the voice terminal down to "P"	2.	Press an Intercom Button	2.	Press \$99
3.	Press Administrative button (Located above Transfer Button) or press #01	3. 4.	Press \$6 Enter the Voice Terminal Intercom Number	3.	Turn the Merlin off, then on again
		5.	Repeat for each button		

Classic Mail Telephone Emulation Template Merlin 820D



1.	Merlin Admin Mode Plug a Voice Terminal into port 10	Te 1.	lephone Emulation Template Put Voice Terminal into Program Mode.	1.	Put Merlin System Put Merlin into Admin mode
2.	Slide the selector switch on the left side of the voice terminal down to "P"	2.	Press an Intercom Button	2.	Press \$99198
3.	Press Administrative button (Located above Transfer Button) or press #01	3.	Press *91	3.	Turn the Merlin off, then on again
		5.	Enter the Voice Terminal Intercom Number Repeat for each button		

Merlin Plus Release 2 820 D2

1. Check Voice Terminal ports

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the hand set the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines are not appearing proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #49. Do not lift the
 hand set or enable the speaker-phone.

3. Program Intercom Lines

- Dial an intercom number used for Telephone Emulation port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) If all lines to be answered by the Classic Mail are green, dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

4. Message Waiting Lights

Program each Voice Terminal port used for Telephone Emulation to use the Attendant's Template (See
the diagram on the next page for the Attendant's Template). While in the Admin mode, enter the
intercom number for a Telephone Emulation port and dial *104 [intercom number]. This will set the port
to the default button assignments which enables message waiting. Repeat this for each Voice Terminal
port used for Telephone Emulation.

* Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Tel.Co.. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- · Repeat the previous steps for each vacant line port.
- If all ports are good and have proceed with installation.

Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Classic Mail Telephone Emulation Template Merlin 820 D2

		·	
Line 4	Line 8	Intercom 19 *9119	Intercom 29 49129
Line 3	Line 7	Intercom 18 *9118	Intercom 28 *9128
Line 2	Line 6	Intercom 17 *9117	Intercom 27 *9127
Line 1	Line 5	Intercom 16 *9116	Intercom 26 *9126
Intercom	Send Message	Intercom 15 *9115	Intercom 25 *9125
Conference	Transfer	Intercom 14 *9114	Intercom 24 *9124
Drop	Hold	Intercom 13 *9113	Intercom 23 *9123
		Intercom 12 *9112	Intercom 22 *9122
		Intercom 11 *9111	Intercom 21 *9121
		Intercom 10 *9110	Intercom 20 *9120
		Saved Number	Outside Auto redial
		Last Number	Outside Auto redial

Merlin Admin Mode

- 1. Plug a Voice Terminal into port 10
- Slide the selector switch on the left side of the voice terminal down to "P"
- Press Administrative button (Located above Transfer Button) or press #49

Telephone Emulation Template

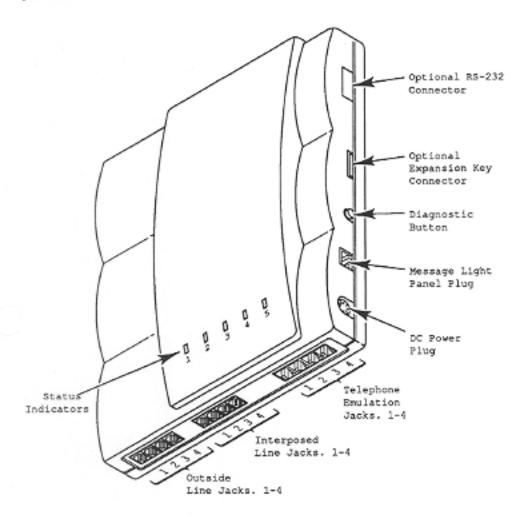
- Put Merlin into Admin.
- Press #10
- Press 4 (Admin. Template)
- Enter the Voice Terminal Intercom Number
- 5. Press Admin. Button

Resetting the Merlin System

- Put Merlin into Admin and
- Press *99198
- Turn the Merlin off, then on again

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

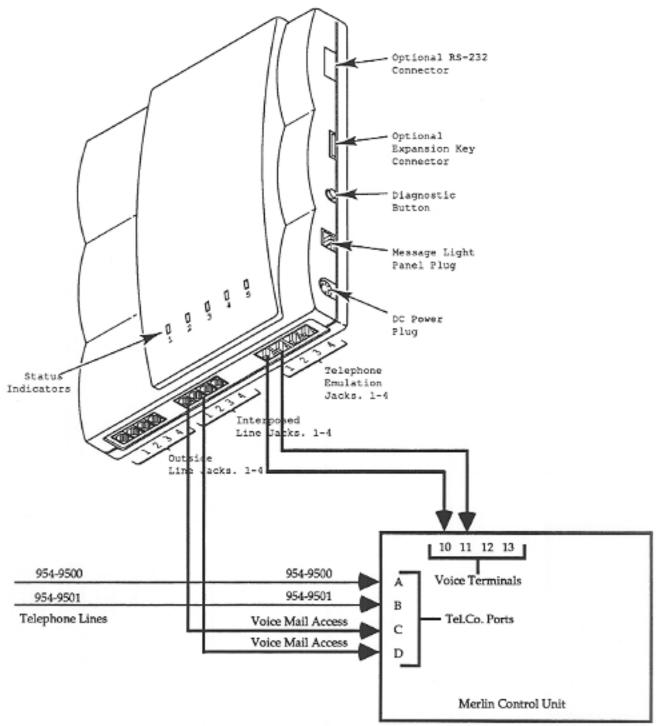
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used to reset administration passwords.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

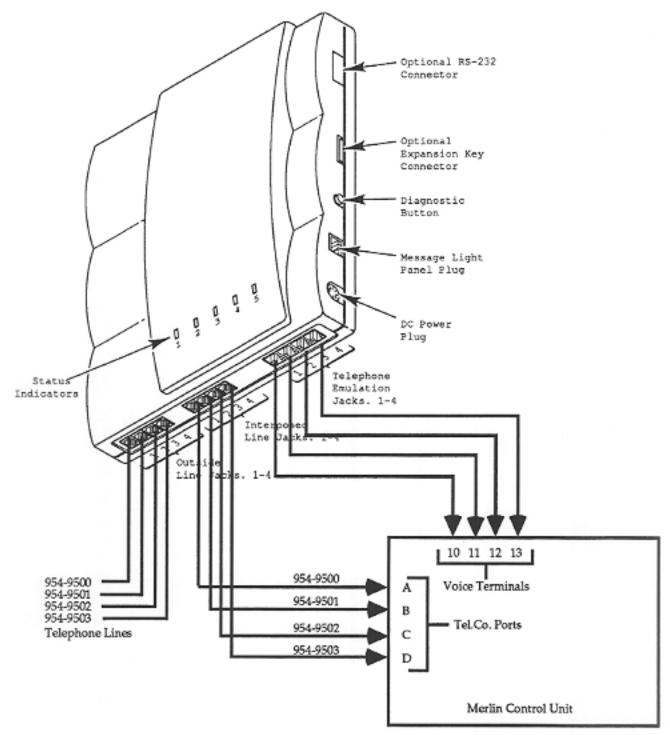
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



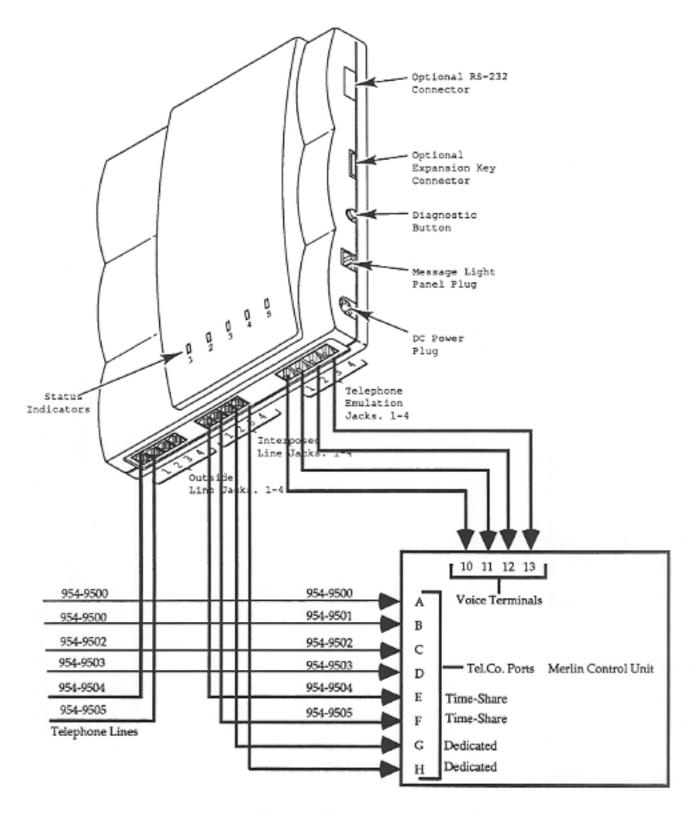
Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



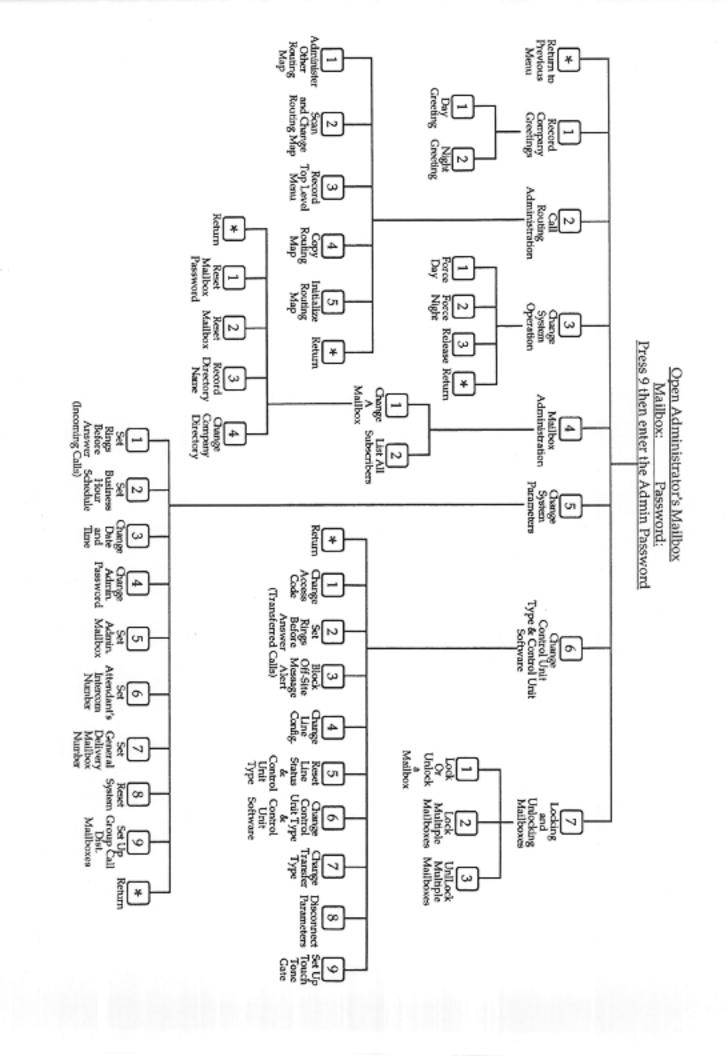
Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connections to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.



Merlin 1030/3070 Classic Mail Design Package For Release 1.6

Site Survey

Record Merlin System Data

Procedure:

Record Merlin system information on the Site Survey forms.

Requirements: • Merlin 1030

Feature Package 1, 2, 4 or 5

Voice Terminal ports 11, 12, 13 and 14 set as ATTENDANT

· Merlin line ports set for Tone (DTMF) signaling

Note: Enter this information on pages 6 and 7 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

Note: The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 7 of this package.

Confirm Telephone Emulation Connections

Procedure: Confirm that Merlin Voice Terminal ports 11, 12, 13 and 14 are available to use for Telephone Emulation.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports 11, 12, 13 and 14. Four Voice Terminal ports are required.

Voice Terminal ports 11,12,13 and 14 must be set to ATTENDANT. For an explanation of Telephone Emulation, see page 18 of this package.

□ Determine Voice Mail Access Lines

Procedure: Decide which Merlin line ports to use for internal voice mail access.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using line ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant line ports to Classic Mail interpose jacks 1 - 4. If there are no vacant line jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

Note: If possible, always dedicate voice mail access using vacant line ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 7 of this package. For an explanation of Interposed voice mail access, see page 19 through 21 of this package.

☐ Record Voice Terminal/Mailbox Data

Procedure: Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

* Note: Copy page 8 of this package for each mailbox user.

□ Determine Voice Mail Access Code

Procedure: Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

Requirements The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

Note: Enter this information on page 9 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

□ Determine the Need for a Touch-Tone Gate

Procedure: The Touch-Tone Gate may be used to enhance messaging for callers with rotary-dial telephones. When this feature is activated the Classic Mail, after answering, will wait for three seconds to receive any DTMF signal. If this signal is not received within three seconds, the Classic Mail will transfer the caller to the designated Attendant's Intercom number. If the Touch-Tone gate is activated, the Company Greeting must be recorded with instructions to "press any key" if the caller has a Touch-Tone telephone.

* Note: Enter yes or no on page 9 of this package.

Determine Administrator's Mailbox Number Procedure: The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required. Enter this information on page 9 of this package. Decide who will be the Attendant. Procedure: Determine who will be responsible for answering calls coming into the business. Requirements: When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without a designated Attendant's Intercom. ≫ Note: Enter this information on page 9 of this package. If there is no attendant write "none" in the space provided. General Delivery Mailbox Procedure: If required, the general delivery mailbox function can be assigned to any mailbox or may be disabled entirely. ₩ Note: If no one is responsible for reviewing and forwarding messages sent to this mailbox it is yery important that this function be disabled. Enter this information on page 9 of this package. If this feature is not required, write "none" in the space provided. Assign Group Call Distribution Mailboxes Procedure: Calls into Group Call Distribution intercom numbers (850 - 855) may be routed to a single mailbox. Requirements: The Merlin Control Unit must have Feature Package 5 * Note: Enter this information on page 9 of this package. Complete Business Hour Schedule Procedure: Determine the opening and closing hour and minute for each day of the week. Requirements: This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only. ≫ Note: Enter this information on page 9 of this package.

Determine the Rings Before Answering Incoming Calls Procedure: Determine how long the Classic Mail should wait before answering incoming calls. Requirements: The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line. Note: Enter the number of rings before the Classic Mail answers calls during day and night operation on page 9 of this package. For any line that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Determine the Rings Before Picking Up a Transferred Call Procedure: Determine how long the Classic Mail will wait before reconnecting with a caller. Requirements: After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings. * Note: Enter this information on page 9 of this package. Determine the Call Transfer Type Procedure: Select either direct or announced transfer method. Requirements: The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. Note: Enter this on page 9 of the Classic Mail Design Package.

Procedure: Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

* Note: Enter this information on page 10 of this package. If the Touch-Tone Gate is being used, add this information to the script.

Complete Call Routing Worksheets

Procedure: Use the Call Routing worksheets to document the call routing design.

Requirements: Each telephone key 1 through 9 may be defined with one of three functions: 1) Play an informational message. 2) Transfer to an intercom or 3) Leave a message in a mailbox. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

Note: Complete the Call Routing worksheets for day and night operation on pages 11 through 14 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing <u>must</u> be set up with a password and a greeting before it can be specified in a route definition.

Complete Mailbox Assignment Worksheet

Procedure: List all mailbox owners on the Mailbox Assignment Sheets

Requirements: Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

* Note: Enter this information on pages 15 through 17 of this package.

Merlin 1030/3070

Site Survey

General Information

Company						_	
Street						_	
City		State _				_	
Zip	Pho	ne ()			_	
Contact							
Installing Technician						_	
	Merli	in Svst	em Ini	formation			
N. 11. N. I.1. 1000		•		Feature Modules: 1		E	
Merlin Model: 1030	0/30/0			reature modules: 🗀 1	32343	5	
Automatic Rout e S	Selection: 🗆 Y	es 🗖	No 🕏	If yes, attach SMDR	Data		
Square: Poole	ed - Dial Acces	ss: 🗖	Pooled	- Button Access: 🗖			
Power Requirement	ts: 110 Volts A	/c 📮	Ground	Test: Pass 🗖 Fail 🗆	(Installers (Only)	
					**	**	79.1 1
Merlin 1030/3070	Line Connections	Line Pools		Merlin 1030/3070	Line Connections	Line Pools	OSA OSA
Telephone Number		Pool#			Line Jack	Pool#	√
reiepriorie i vuiniber	A0 (1)	100111	Ó	receptione realises	D0 (16)	100111	Ó
	A1 (2)		ā		D1 (17)		ā
	A2 (3)		ā		D2 (18)		
	A3 (4)		ā		D3 (19)		
	A4 (5)				D4 (20)		
	B0 (6)				E0 (21)		
	B1 (7)				F1 (22)		

О

B2 (8)

B3 (9)

B4 (10)

C0 (11)

C1 (12)

C2 (13)

C3 (14)

C4 (15)

E2 (23)

E3 (24)

E4 (25)

F0 (26)

F1 (27)

F2 (28)

F3 (29)

Merlin 1030/3070 Voice Terminal Connections

Intercom	Occupied	Vacant	Intercom	Occupied	Vacant	Intercom	Occupied	Vacant
10		a	35	0		60		
11	TE-1		36	0		61		0
12	TE-2		37	0	0	62		0
13	TE-3		38	0		63		
14	TE-4		39			64		
15			40	0		65		
16			41	0	0	66		
17			42			67		
18			43			68		
19			44	0		69		
20			45	0		70		
21		Q	46			71		
22		a	47			72		
23			48			73		
24			49			74		
25			50			75		
26			51	0		76		
27			52		0	77		0
28			53			78		
29		0	54		0	79	0	0
30		0	55	0				
31			56					
32			57					
33			58	0				
34			59					

Voice Mail Access Connections

Telephone Number	Classic Mail Outside Line Jack	Classic Mail Interpose Jack	Merlin Line Jack	Voice Mail Access Pool
	1	1		
	2	2		
	3	3		
	4	4		

Administrator's Mailbox/Password:	Administration Password:
Describe the location for mounting the Classic Mail:	

Voice Terminal/Mailbox Data Sheet (Copy this page for each mailbox)

5 Button	22 Button	34 Button	
User Name:	Intercom #		
Туре:			
Name Spelling			
Mailbox #: Regu	alar 🔲	Guest 🗖	
Off-Site Message Alert - Dialing Sequen	nce:		

∜ Note: Script mailbox owner's primary and alternate personal greetings on the back of this sheet

Merlin 1030/3070 <u>Classic Mail</u> Application Design

Access Code Required:	▲ 6-1	(star)	Group Call Mailbox #1	▲ 5-9	GCD #850
Rings Before Answer - Transfers	▲ 6-2	1-9	Group Call Mailbox #2	▲ 5-9	GCD #851
Touch-Tone Gate:		Yes/No	Group Call Mailbox #3	▲ 5-9	GCD #852
Administrator's Mailbox #:	▲ 5-5	1st MB	Group Call Mailbox #4	▲ 5-9	GCD #853
Attendant's Intercom #:		1st MB	Group Call Mailbox #5	▲ 5-9	GCD #854
General Delivery Mailbox #:		1st MB	Group Call Mailbox #6		GCD #855

Business Hour Schedule ▲ 5-2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Closed							

Rings Before Answering Incoming Calls ▲ 5-1

Day Mode	Night Mode
1 - 99	1 - 99

Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	Line 9	Line 10
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1-9
Line 11	Line 12	Line 13	Line 14	Line 15	Line 16	Line 17	Line 18	Line 19	Line 20
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 9
Line 21	Line 22	Line 23	Line 24	Line 25	Line 26	Line 27	Line 28	Line 29	Line 30
1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1 - 99	1-99	1 - 99	1 - 9

Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and <u>always</u> answer on the rings defined for that line.

Classic Mail Transfer Method ▲ 6-7

Direct:	

Announced:

Company Greetings

Day Greeting: ▲ 1-1

※ Note: Record Auto Attendant and Call Routing information in Day Top-Level Menu - ▲ 2 - 3
"Thank you for calling [Company Name]"
* Touch-Tone Gate: "If you are calling from a Touch-Tone telephone, press any key now. Other wise,
remain on the line and your call will be transfered to the attendant."
Night Greeting: ▲ 1-2
※ Note: Record Auto Attendant and Call Routing information in Night Top-Level Menu - ▲ 2 - 1 - 3
"Thank you for calling [Company Name]. Our business hours are [business hours]"
* Touch-Tone Gate: "If you are calling from a Touch-Tone telephone, press any key now. Other wise,
remain on the line to leave a message in the General Delivery Mailbox."

Call Routing Worksheet Day Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]." ▲ 1-1 Top-Level Menu: ▲ 2-3 Script the Top-Level Menu of instructions in the space below: "For sales, press 7. For service, press 8...." Key Routes: ▲ 2-2 Select the action that will take place for each key used in the call routing map. Day Selector Code Key # Hear a Message (Announcement Only) Message Script: Transfer to an Intercom Intercom Number: ____ (Extension) (Extension) Leave a Message in a Mailbox Mailbox Number: (No Coverage)

Note: To design additional routes, reproduce this page.

	Day				
	Selector Co	de Key #			
	Hear a Message (Announcemen	+ Only)			
_	Message Script:				
	Treesenge out-par				
	Transfer to an Intercom	Intercom Number:			
	(Extension)	(Extension)			
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:			
		Day			
	Selector Co	de Key #			
	Hear a Message(Announcement	Only)			
	Message Script:				
	Transfer to an Intercom (Extension)	Intercom Number:			
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:			

Call Routing Worksheet Night Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]." ▲ 1 - 2

_	Level Menu: ▲ 2-1-3				
	Script the Top-Level Menu of instructions in the space below:				
"For sai	les, press 7. For service, press 8"				
Key I	Routes: ▲ 2-2				
Select ti	he action that will take place for each key used in the call routing map.				
	277.1.				
	Selector Code Key #				
	Selector Code Rey #				
	Hear a Message (Announcement Only) Message Script:				
	message outpu				
	Transfer to an Intercom Intercom Number: (Extension)				
	Leave a Message in a Mailbox Mailbox Number: (No Coverage)				

 $\ensuremath{\divideontimes}$ Note: To design additional routes, reproduce this page.

		Night
	Selector Co	de Key #
	Hear a Message (Announcement Message Script:	Only)
	<u> </u>	
	<u> </u>	
u	Transfer to an Intercom (Extension)	Intercom Number:
۵	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:
		Night
	Selector Co	de Key #
	Hear a Message (Announcement Message Script:	Only)
,		
0	Transfer to an Intercom (Extension)	Intercom Number: (Extension)
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:

Mailbox Assignment Sheet

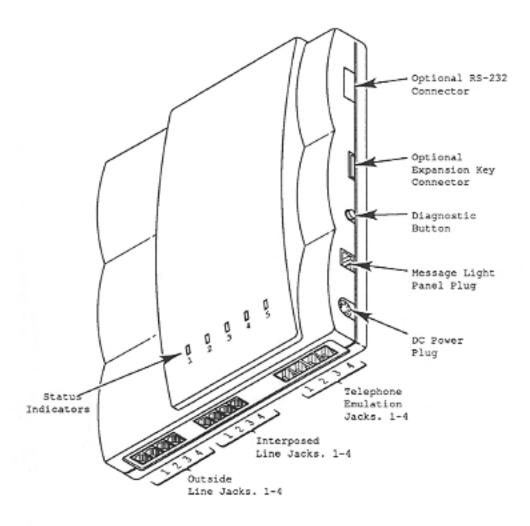
Mailbox Owner	No.	Mailbox Owner	No.
	10		42
	11		43
	12		44
	13		45
	14		46
	15		47
	16		48
	17		49
	18		50
	19		51
	20		52
	21		53
	22		54
	23		55
	24		56
	25		57
	26		58
	27		59
	28		60
	29		61
	30		62
	31		63
	32		64
	33		65
	34		66
	35		67
4 day	36		68
	37		69
Astronomica de la companya della companya della companya de la companya della com	38		70
	39		71
	40		72
	41		73

Mailbox Owner	No.	Mailbox Owner	No.
	74		928
	75		929
	76		930
	77		931
	78		932
	79		933
	900		934
	901		935
	902		936
	903		937
	904		938
	905		939
	906		940
	907		941
	908		942
	909		943
	910		944
	911		945
	912		946
	913		947
	914		948
	915		949
	916		950
	917		951
	918		952
	919		953
	920		954
	921		955
	922		956
	923		957
	924		958
	925		959
	926		960
	927		961

Mailbox Owner	No.	Mailbox Owner	No.
	962		981
	963		982
	964		983
	965		984
	966		985
	967		986
	968		987
	969		988
	970		989
	971		990
	972		991
	973		992
	974		993
	975		994
	976		995
	977		996
	978		997
	979		998
	980		999

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation. connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

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Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

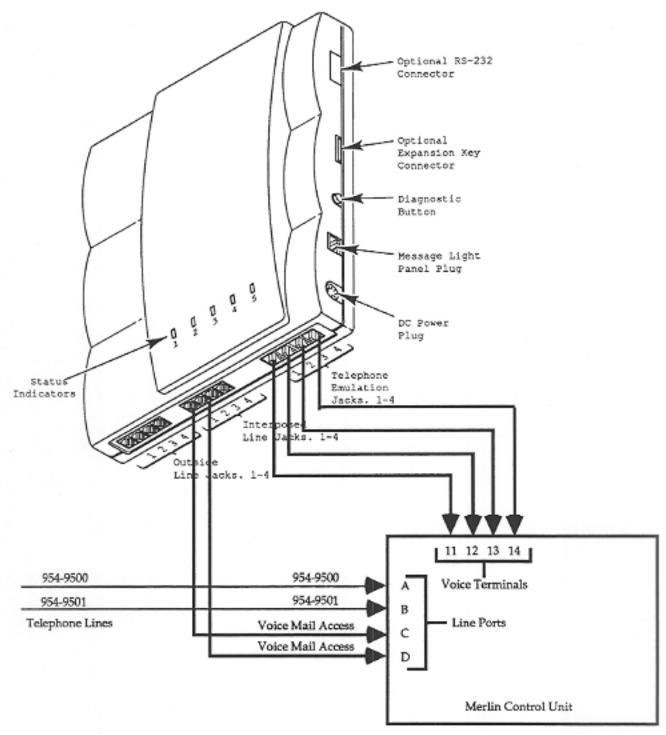
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

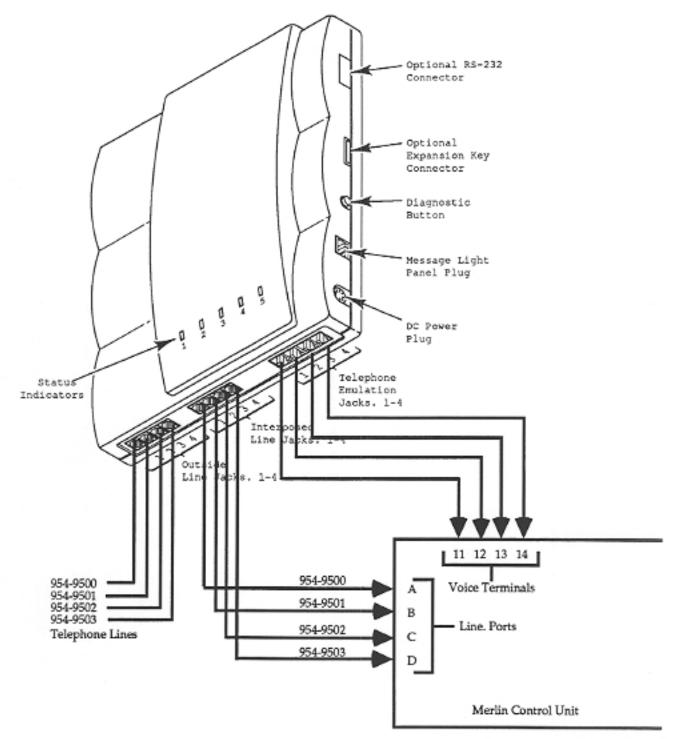
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lit pressing the voice mail access key.



Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be in with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls busy telephone lines should be used for time-shared voice mail access.

Merlin 1030/3070 <u>Classic Mail</u> Installation Package For Release 1.6

	Classic Mail System Reference Guide Chapter 2 - The Classic Mail
Procedure:	Confirm that all the parts are within the shipping container.
♯ Note:	Contact AT&T Corporation if any parts are missing.
	Classic Mail Connections System Reference Guide Chapter 2 - The Classic Mail
Procedure:	Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin line jacks that will be used for voice mail access.
* Note:	See page 7 of the Classic Mail 1030/3070 Design Package for this information.
Comple	te Pre-Installation Requirements
Procedure:	Confirm that all Merlin Voice Terminal ports and Line. ports conform to Classic Mail installation requirements.
∦ Note:	See pages 14 and 15 of the Classic Mail 1030/3070 Installation Package for instructions regarding specific Merlin 1030/3070 Control Units. Switches for Voice Terminal ports 11, 12, 13 and 14 must be set to ATTENDANT. Power Down the Merlin 1030/3070 for one minute, then power up.
	he Classic Mail
Reference:	System Reference Guide Chapter 3 - Mounting The Classic Mail to the Wall
Procedure:	Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed.
₩ Note:	See page 7 of the Classic Mail 1030/3070 Design Package for the mounting location.
Install C	ontrol Unit Upgrade Kit
Procedure:	Install the Control Unit Upgrade Key that enables Merlin 1030/3070 software features in the Classic Mail.
☼ Note:	This <u>must</u> be done before the Classic Mail unit is powered up.

		Voice Mail Access Lines System Reference Guide Chapter 4 - Maximizing Telephone System Performance System Reference Guide Chapter 3 - Interposing between your Outside Line and Control Unit
	Procedure:	Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Line. ports. Or, use the secondary method by interposing existing telephone lines to provide timeshare voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access.
	₩ Note:	If possible, always dedicate voice mail access using vacant line ports on the Merlin Control Unit. See page 7 of the Classic Mail 1030/3070 Design Package for this information. For an explanation of connection methods see pages 17 through 19 of this package.
		te TEST 1 System Reference Guide Chapter 3 - Test 1
	Procedure:	Test each outside telephone line that is interposed with the Classic Mail.
	Note:	Make sure a call can be completed on each line.
	Connect Reference:	Telephone Emulation System Reference Guide Chapter 3 - Connecting the Telephone Emulation Cables
	Procedure:	Connect the Classic Mail Telephone Emulation jacks to Merlin Voice Terminal ports 11, 12, 13 and 14. The switch for each Voice Terminal port must be set to ATTENDANT. Power Down the Merlin 1030/3070 for one minute, then power up.
*	Note: See	page 7 of the Classic Mail 1030/3070 Design Package for this information.
	Test Pov	ver Source Grounding
	Procedure:	Use a ground tester to confirm that the 110 VAC power source is properly grounded.
	♯ Note:	Enter the results of this test on page 6 of the Classic Mail 1030/3070 Design Guide. Do not install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.
٥	Install th Reference:	ne Power Supply System Reference Guide Chapter 3 - Installing the Power Supply
	Procedure:	Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. Never power off the Classic Mail during self-initialization.
	∦ Note:	Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source <u>must</u> be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply.

□ Complete TEST 2 Reference: System Reference Guide Chapter 3 - Test 2 Procedure: Verify that all voice mail access lines are functional. After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered. □ Complete TEST 3 Reference: System Reference Guide Chapter 3 - Test 3 Procedure: Verify that all telephone lines are in service. Note: This test confirms that all incoming telephone lines are functioning normally. Label Merlin Telephones Reference: System Reference Guide Chapter 3 - Labeling Your Telephones Procedure: Label voice mail the pool button or access lines on the Merlin Voice Terminals with green voice mail labels. * Note: The stickers indicate which lines allow internal access to voice mail services. □ Complete TEST 4 Reference: System Reference Guide Chapter 3 - Test 4 Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons. Note: Be certain only the voice mail access lines are labeled. Initialize the Classic Mail. Reference: System Reference Guide Chapter 3 - Initial Administration Tasks Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000). * Note: The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required. Verify the Results of Self-Initialization Reference: System Reference Guide Chapter 3 - Initial Administration Tasks Procedure: Compare in-service line assignments to the information prompted by the Classic Mail after system initialization. Note: The Self-Initialization process takes about five minutes. See pages 6 and 7 of the Classic Mail 1030/3070 Design Package for confirming data.

Set the Date and Time Reference: System Reference Guide Chapter 3 - Initial Administration Tasks Procedure: Set the system clock to the correct date and local time. The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "...press 1 for AM or 2 for PM." Initialize the Administrator's Mailbox Reference: System Reference Guide Chapter 3 - Initial Administration Tasks Procedure: Enter the administrator's new password, directory name recording and spelling. * Note: Write down the Administrator's mailbox number and password on page 9 of the Classic Mail 1030/3070 Design Package. □ Complete TEST 5 Reference: System Reference Guide Chapter 3 - Test 5 Procedure: Confirm Attendant's intercom and mailbox number. * Note: Be certain the correct mailbox has been opened for the Attendant. Unlock the Assigned Mailboxes Reference: System Reference Guide Chapter 6 - Assigning, Unlocking and Locking Mailboxes Procedure: Unlock all mailboxes that are assigned to owners including those used by call routing. See page 15 through 17 of the Classic Mail 1030/3070 Design Package. Do not unlock mailboxes that ar unassigned. * Note: Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Figure 5A or page 20 of this package. Fast Track: 7 ☐ Set the Access Code Reference: System Reference Guide Chapter 9 - Changing the Classic Mail Access Code Procedure: If required, set the Classic Mail access code to be a different single digit on the telephone.

See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as

▲ Fast Track: 6-1

last-number-redial.

* Note:

Set Rings Before Answering Transferred Calls

Procedure: Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer.

The caller may then leave a message and/or transfer to another intercom.

Note: See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default value is four rings.

A Fast Track: 6-2

□ Block Lines for Off-Site Message Alert (OSA)

Reference: System Reference Guide Chapter 9 - Blocking Lines for Off-Site message Alert

Procedure: If required, block individual lines from performing Off-Site Message Alert.

Note: See page 6 of the Classic Mail 1030/3070 Design Package for this information. The Classic Mail will onl unblocked lines when performing Off-Site Alert functions.

A Fast Track: 6 - 3

Enable the Touch-Tone Gate

Reference: System Reference Guide Chapter 9 - Enabling the Touch-Tone Gate

Procedure: If required, enable the Classic Mail Touch-Tone Gate to enhance access for callers with rotary-dial telephones.

Note: See page 9 of the Classic Mail 1030/3070 Design Package for this information. The default setting is Touch-Tone Gate Disabled. To activate this feature, enable the Touch-Tone Gate and include the phrase "If you have a Touch-Tone telephone, press any key." in the recorded Company Greeting.

▲ Fast Track: 6-9

Set the Administration Password

Reference: System Reference Guide Chapter 6 - Changing the Administration Password

Procedure: Assign a new password to secure the administration menus. Use an eight digit password for maximum security.

Write down the Administration Password on page 7 of the Classic Mail 1030/3070 Design Package.

Fast Track: 5 - 4

Administrator's Mailbox Number

Reference: System Reference Guide Chapter 6 - Changing the Administrator's Mailbox Number

Procedure: If required, reassign the administrator's functions to a different mailbox.

Note: This mailbox must be unlocked before reassignment can be done. See page 9 of the Classic Mail 1030/3070 Design Package for the Administrator's Mailbox Number.

A Fast Track: 5 - 5

Attendant's Intercom Number

Reference: System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

Procedure: If required the attendant transfer function can be assigned to a different intercom or it may be

disabled entirely.

Note:

See page 9 of the Classic Mail 1030/3070 Design Package for the Attendant's Intercom Number. If no individual is responsible for answering incoming calls, disable the attendant transfer feature.

▲ Fast Track: 5 - 6

General Delivery Mailbox

Reference: System Reference Guide Chapter 7 - Changing the General Delivery mailbox Number

Procedure: If required, the general delivery mailbox function can be moved to a different mailbox or may be

disabled entirely.

* Note:

See page 9 of the Classic Mail 1030/3070 Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is <u>very important</u> that this function be disabled.

▲ Fast Track: 5 - 7

Assign Group Call Distribution Mailboxes

Reference: System Reference Guide Chapter 7 - Assigning Group call Distribution Mailboxes

Procedure: Calls into Group Call Distribution intercom numbers (850 - 855) may be routed to a single mailbox.

Note: See page 9 of the Classic Mail 1030/3070 Design Package for the Group Distribution Mailbox numbers.

▲ Fast Track: 5 - 9

□ Business Hour Schedule

Reference: System Reference Guide Chapter 8 - Setting the Business Hour Schedule

Procedure: Define the opening and closing time for Monday through Sunday.

★ Note: See page 9 of the Classic Mail 1030/3070 Design Package for the Business Hour Schedule. Time is

entered using a two-number format, two numbers for the hour and two numbers for the minute.

The A/M P/M designation is then prompted "... press one for AM or 2 for PM."

▲ Fast Track: 5 - 2

Rings Before Answering Incoming Calls Reference: System Reference Guide Chapter 8 - Setting the Number of Rings Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required. ₩ Note: See page 9 of the Classic Mail 1030/3070 Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line. ▲ Fast Track: 5 - 1 Set the Call Transfer Type Reference: System Reference Guide Chapter 9 - Changing the Call Transfer Type Procedure: Select either direct or announced transfer method. See page 9 of the Classic Mail 1030/3070 Design Package for this information. ▲ Fast Track: 6 - 7 Record Company Greetings Reference: System Reference Guide Chapter 8 - Recording Company Greetings Procedure: Using the written script, record the greetings that will be played to callers during day and night operation. See page 10 of the Classic Mail 1030/3070 Design Package for the day and night company greeting scrip ▲ Fast Track 1-1 for Day 1-2 for Night Initialize Mailboxes Reference: Mailbox User's Guide Chapter 2 - First-Time Use Procedure: Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages. * Note: It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them. Mailbox Greetings Reference: Mailbox User's Guide Chapter 2 - Recording a Greeting

Procedure: Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing

A generic greeting will be played to callers if a custom greeting is not recorded.

must be set up before the route is defined.

* Note:

Classic Mail 1030/3070 Installation Package - Page 7

Call Routing Maps

Reference: System Reference Guide Chapter 8 - Entering Advanced Answering Service Information

Procedure: Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.

Note: See pages 11 through 14 of the Classic Mail 1030/3070 Design Package for Call Routing information. Read System Reference Guide Chapter 8 - Entering Advanced Answering Service Information

before first attempting to set up a Call Routing application.

A Fast Track: 2

Merlin 1030/3070 System Testing Checklist

Note: Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Figure 5A or page 20 of this package.

□ Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- > Verify that the Classic Mail answers the call

Troubleshooting

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

* System Reference Guide Chapter 9 - Changing the Classic Mail Access Code

▲ Fast Track: 6 - 1

Simultaneous Access

- Select a voice mail access line
- Enter the specified access code
- Verify that the Classic Mail answers the call, then put the line on hold
- Continue until all Classic Mail ports are operating simultaneously

Troubleshooting

Make certain that you are using a voice mail access lines. If all four ports do not answer simultaneously, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

* System Reference Guide Chapter 9 - Changing the line Configuration

▲ Fast Track: 6 - 4

□ Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line and verify the rings before answer

Troubleshooting

Use different Voice Terminal ports or Merlin control unit and retest.

* System Reference Guide Chapter 9 - Setting the Number of Rings

▲ Fast Track: 5-1-1 (Day Operation)

▲ Fast Track: 5-1-2 (Night Operation)

▲ Fast Track: 5-1-3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

4. Company Greetings

Verify that the correct greeting (Day or Night) plays

Troubleshooting

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

* System Reference Guide Chapter 8 - Recording Company Greetings

▲ Fast Track: 1-1 (Day Greeting)

▲ Fast Track: 1 - 2 (Night Greeting)

5. D. Call Routing Map

- Select a call routing option
- Verify that the correct action takes place
- Repeat the previous steps until all options for the day and night Call Routing maps have been tested

Troubleshooting

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

* System Reference Guide Chapter 8 - Entering the Call Routing Map Information

▲ Fast Track: 2

- □ Attendant's Intercom Number
 - Press 0 to transfer to the attendant
 - Verify that the correct intercom rings

Troubleshooting

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

* System Reference Guide Chapter 7 - Changing the Attendant's Intercom Number

A Fast Track: 5 - 6

General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

Troubleshooting

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

* System Reference Guide Chapter 7 - Changing the General Delivery Mailbox Number

Fast Track: 5 - 7

Message Lamps

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

Troubleshooting

If none of the message lamps work, confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 11. Confirm that Merlin Station ports 11, 12, 13 and 14 are set to ATTENDANT operation.

* System Reference Guide Chapter 10 - Troubleshooting Tables

- 9. Disconnect Supervision
 - Call into the Merlin using an outside line
 - Answer the call on this line, then disconnect the far end.
 - Listen on the Merlin end for dial-tone, busy, howler or silence.

Troubleshooting

If nothing but silence is returned after a far-end disconnect the Classic Mail may have difficulty releasing a line.

- Confirm that silence is the response to a far-end disconnect. If you enable disconnect supervision, test auto
 attendant transfer a number of times making certain that no random disconnects occur. The disconnect
 parameters allow fine-tuning to adjust for varying type of telephone lines.
 - * System Reference Guide Chapter 9 Adjusting Disconnect Parameters

▲ Fast Track: 6-8

10. Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

Troubleshooting

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the
 Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify the
 line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert, reprogram
 the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic Mail is allowed
 to use for Off-Site Message Alert are not inbound-only lines.
 - * Mailbox User's Guide Chapter 4 How Off-Site Message Alert Works

▲ Fast Track: 6-3

- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the first digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.
 - * Mailbox User's Guide Page 31

11. □ Blocking Lines for Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

Troubleshooting

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

* System Reference Guide Chapter 9 - Blocking Lines for Off-Site Message Alert

▲ Fast Track: 6-3

Pre-Installation Requirements

Merlin 1030/3070

- Set voice terminal ports 11 through 14 to attendant mode
 - Set switches B, C, D, and E from Normal to Attendant.
 - Turn the 1030/3070 off for at least 60 seconds and back on again. Using an operator's console, verify that the ATTENDANT template has been installed on ports 11, 12, 13 and 14.
- Check Voice Terminal ports 11 through 14
 - Connect an operator console into ports 11, 12, 13 and 14.
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
 - Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
 - Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line. Confirm that you can generate DTMF tones on each line.
 - If all ports are good and have access to all of the necessary lines proceed with installation.
 - If the necessary lines don't appear proceed to the next step.
- 3. Check all vacant Merlin 1030/3070 line ports
 - Move an existing C.O. line to a vacant 1030/3070 line port.
 - Verify that the port is good by making a call on that line. If dial tone can be broken and a working connection is
 established the port is operational.
 - Repeat the previous steps for each vacant line port.
 - If all ports are good and have proceed with installation.
 - If any line port is not functioning, notify the Merlin 1030/3070 system owner before proceeding with the installation.

4. If the 1030/3070 is squared

- Confirm that all voice terminals have the line appearances to access voice mail.
- Assign ghost lines for voice terminals that do not have all line appearances.

5. If Automatic Route Selection is used

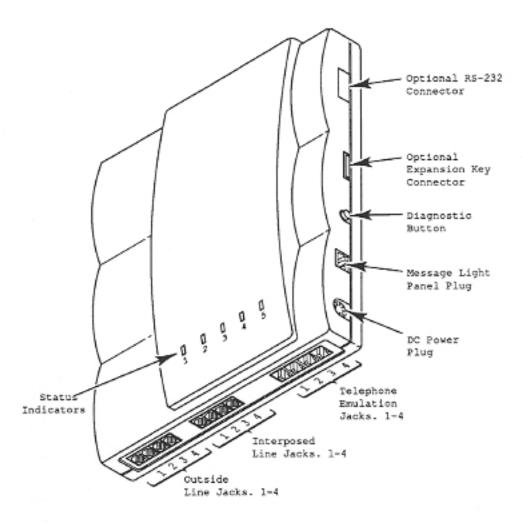
Install an SMDR card and perform a data dump

If the 1030/3070 is pooled

- Assign four lines to a pool for Classic Mail access. Use four vacant line ports, if possible, for access to voice mail.
 If C.O. lines must be used for voice mail access, <u>do not</u> mix vacant line ports and C.O. lines in the voice mail access pool.
- If Automatic Route Selection is used and pooled C.O. lines are needed to provide voice mail access, document
 where in the ARS tables these pools are referenced.
- Remove the lines used for voice mail access from the current pool and assign them to a new pool. This will be the
 voice mail access pool.
- Add the voice mail access pool to all ARS routes into the position immediately following the pool that originally contained the lines used for voice mail access.
- Test all ARS routes to verify correct programming and routing.

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation. connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

'ven though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside nes, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Line. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Line. line connection, a mailbox owner may access voice mail by selecting any one of up to four Line. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user car time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Line, ports available. A combination of dedicated and time-share access may also be used as well.

ther Connections:

Power Plug - connects an external wall-mounted power supply.

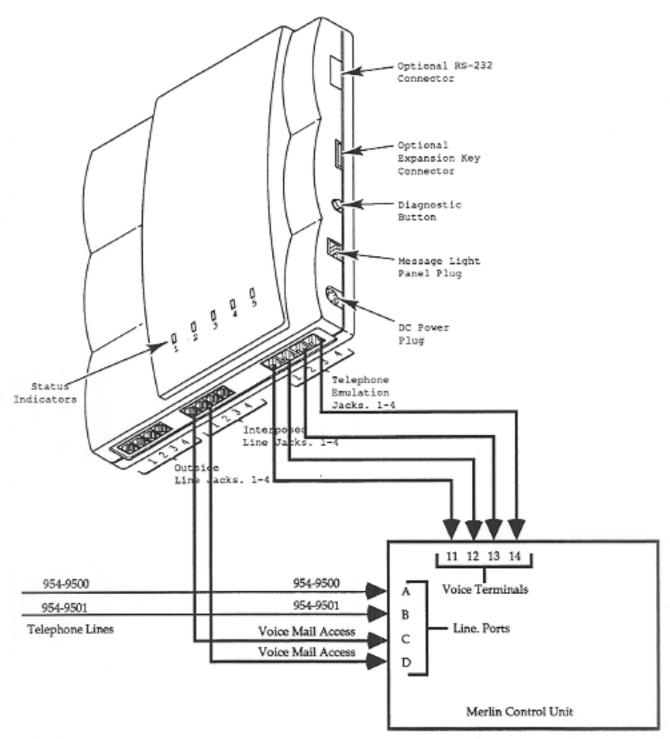
Message Light Panel - * Note: Not operational on the 1030/3070

Diagnostic Button - used to reset administration passwords.

Expansion Key Connector - used to upgrade to 4 port and 1030/3070 operation.

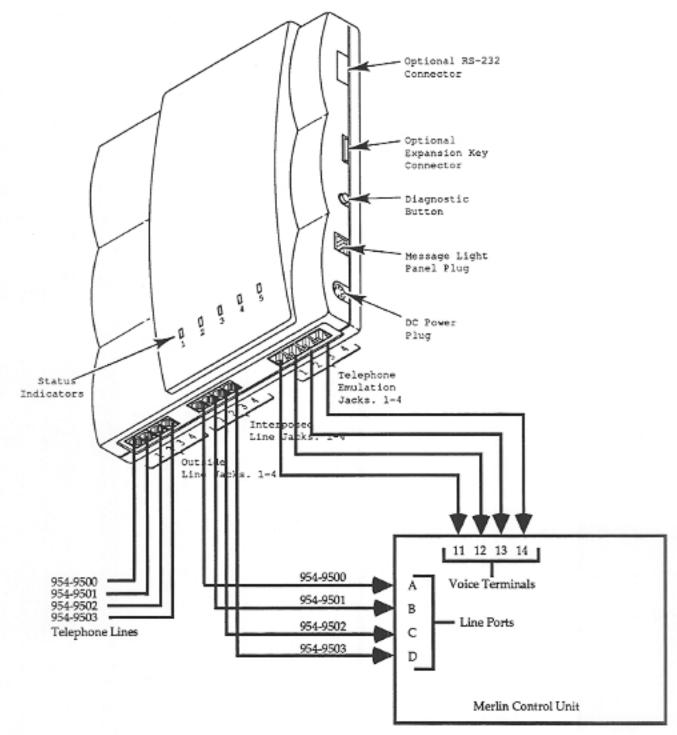
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



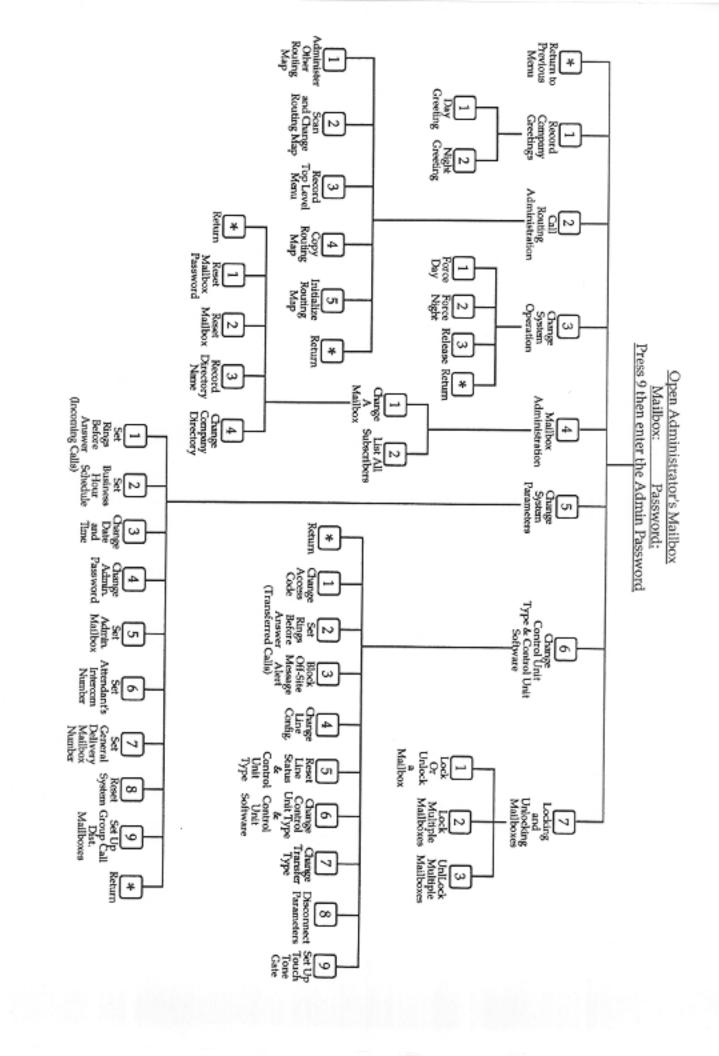
Primary Method - Dedicated Access

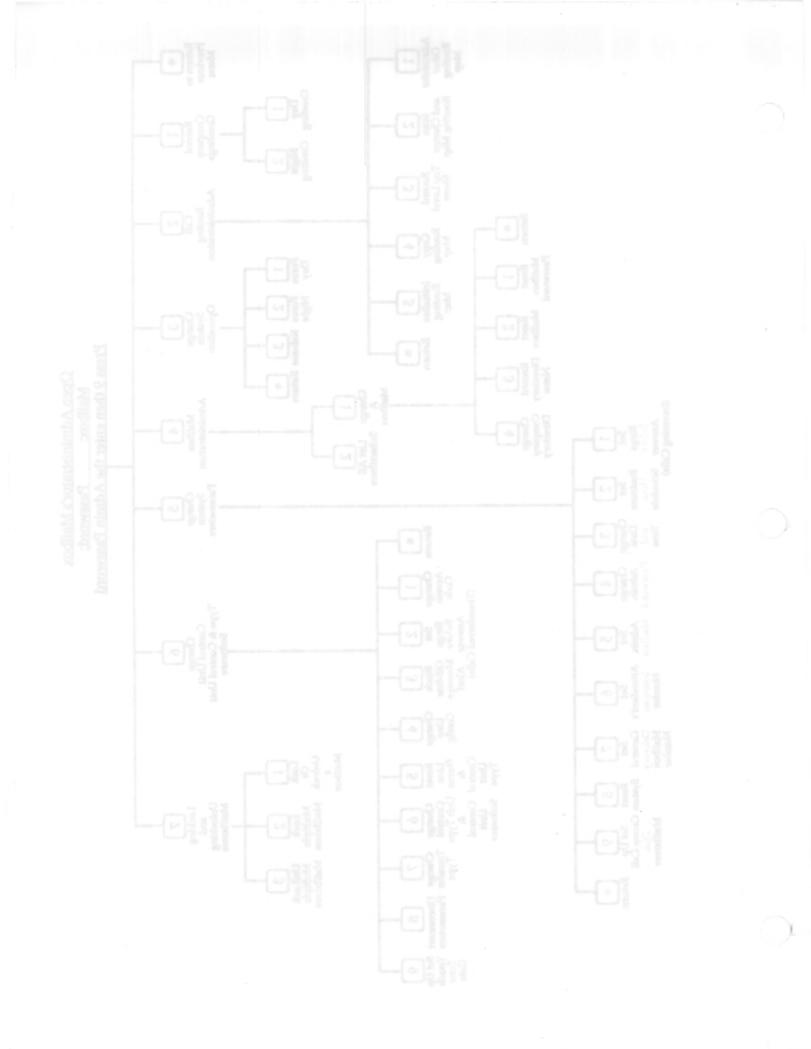
The preferred method of providing voice mail access for internal users is to use vacant Line. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Line. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and ressing the voice mail access key.



Secondary Method - Time Shared Access

If vacant Line, ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.







CLASSIC MAILTM VOICE MESSAGING SYSTEM

SYSTEM PLANNER

- DESIGN PACKAGE
- INSTALLATION PACKAGE

CIC#: 585-321-050

No.

VOICE MESSAGINGLYSIAN

SES AEM PLACE COLUMN

- DESIGN EXCENDED

INSTRUCTION PRODUCTION

20 B 20 B 1

Merlin 206,410,820 & Plus Classic Mail Design Package

Site Survey

Record Merlin System Data

Procedure:

Record Merlin system information on the Site Survey forms.

Requirements: • Merlin 206, 410, 820

Merlin Plus release 1 & 2

2 - 4 vacant Voice Terminal Jacks

Merlin Control Unit set for Tone (DTMF) signaling

Note: Enter this information on pages 7 and 8 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

□ Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 7 of this package.

□ Determine Telephone Emulation Connections

Procedure: Decide which Merlin Voice Terminal ports to use for Telephone Emulation.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports. Two Voice Terminal ports are required for a two-port Classic Mail and four Voice Terminal ports are required for a four-port Classic Mail.

₩ Note: Voice Terminal port #10 (port #0 on Model 206) must be connected to Classic Mail Telephone Emulation jack #1 before the Classic Mail can operate the message lamps. Enter this information on page 8 of this package. For an explanation of Telephone Emulation, see page 18 of this package.

□ Determine Voice Mail Access Lines

Procedure: Decide which Merlin Tel. Co. ports to use for internal voice mail access.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Tel. Co. ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant Tel. Co. ports to Classic Mail interpose jacks 1 - 4. If there are no vacant Tel. Co. jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

☼ Note: If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 8 of this package. For an explanation of Interposed voice mail access, see page 19 of this package.

Record Voice Terminal/Mailbox Data

Procedure: Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site telephones.

☼ Note: Copy page 9 of this package for each mailbox.

Application Design

□ Determine Voice Mail Access Code

Procedure: Determine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex lines.

Requirements The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.

Note: Enter this information on page 10 of this package. If the Merlin Control Unit is not installed on Centrex lines or behind a PBX write "star" in the space provided.

Determine if Merlin Message Lamps are Required

Procedure: Determine if the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals.

Requirements: This feature is available only if the Merlin Control Unit has Feature Package 2 or is an 820D or 820D2 model. Telephone Emulation jack #1 must be connected to the Merlin attendant port #10 (Port #0 on a Model 206). The attendant port on Merlin 820D2 must be configured with the attendant's template.

** Note: Enter this information on page 10 of this package. If message lamps are not required, write "No" in the space provided.

Decide who will be the Attendant.

Procedure: Determine who will be responsible for answering calls coming into the business.

Requirements: When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without an Attendant's Intercom. In that case the caller would not be offered the option of transferring to an attendant.

Note: Enter this information on page 10 of this package. If there is no attendant write "none" in the space provided.

Determine Administrator's Mailbox Number Procedure: The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required. Note: Enter this information on page 10 of this package. □ General Delivery Mailbox If required, the general delivery mailbox function can be assigned to any mailbox or may Procedure: be disabled entirely. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled. Enter this information on page 10 of this package. If this feature is not required, write "none" in the space provided. Complete Worksheet for Business Hour Schedule Procedure: Determine the opening and closing hour and minute for each day of the week. Requirements: This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only. Note: Enter this information on page 10 of this package. Determine the Rings Before Answering Incoming Calls Procedure: Determine how long the Classic Mail should wait before answering incoming calls. Requirements: The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line. ≫ Note: Enter the number of rings before the Classic Mail will answer incoming calls during day

Note: Enter the number of rings before the Classic Mail will answer incoming calls during day and night operation on page 10 of this package. For any line, such as those with special telephone services that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Setting the rings before answering for any single line will cause that line to ignore the Business Hour Schedule and <u>always</u> answer on the rings defined for that line. If there are special telephone services on any line, enter this information on page 8 of the Classic Mail Design Package.

Determine the Rings Before Picking Up a Transferred Call Procedure: Determine how long the Classic Mail will wait before reconnecting with a caller after transferring a call to an intercom. Requirements: After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings. Note: Enter this information on page 10 of this package. Determine the Call Transfer Type Procedure: Select either direct or announced transfer method. Requirements: The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. For direct transfer, the Merlin must have the transfer feature. Note: Enter this on page 10 of the Classic Mail Design Package. Script the Company Greetings Procedure: Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation. Note: Enter this information on page 11 of this package.

Complete Call Routing Worksheets

Procedure: Use the Call Routing worksheets to document the call routing design.

Requirements: Each telephone key 1 through 9 may be defined with one of three functions: 1) Transfer to an intercom 2) Leave a message in a mailbox or 3) Play an informational message. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

Note: Complete the Call Routing worksheets for day and night operation on pages 12 through 15 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing must be set up with a password and a greeting before it can be specified in a route definition.

☐ Complete Mailbox Assignment Worksheet

Procedure: List all mailbox owners on the Mailbox Assignment Sheets

Requirements: Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999.

* Note: Enter this information on pages 16 and 17 of this package.

Merlin 206, 410, 820 & Plus Site Survey

/Parry	Contac	t	_
Street			_
City			_
Zip	Phone ()	_
C.I.N		Order	#
stalling Technician	Account Exec.		<u></u>
	Merlin System	Information	
erlin Model:	•	75;	
wer Requirements: 110 Volts A	VCD 0		
Note: Both the Merl source, Requi	in Control Unit and the Cl ires an area of 19" X 18"	assic Mail should be plugg	ed into the same
source. Requi	in Control Unit and the Cl ires an area of 19" X 18" in Tel.Co.	for mounting.	
Merli	ires an area of 19" X 18"	assic Mail should be plugg for mounting. Block Off-Site Message Alert	Special Services
Merli	in Tel.Co.	Block Off-Site Message Alert	Special
Merli Con	in Tel.Co. nections	Block Off-Site Message Alert	Special Services
Merli Con	in Tel.Co. nections	Block Off-Site Message Alert	Special Services Line #
Merli Con	in Tel.Co. nections Tel.Co. Jack	Block Off-Site Message Alert Line #	Special Services Line #
Merli Con	in Tel.Co. nections Tel.Co. Jack	Block Off-Site Message Alert Line #	Special Services Line #
Merli Con	in Tel.Co. nections Tel.Co. Jack A B C	Block Off-Site Message Alert Line #	Special Services Line #
Merli Con	in Tel.Co. nections Tel.Co. Jack A B C D E	Block Off-Site Message Alert Line #	Special Services Line #
Merli Con	in Tel.Co. nections Tel.Co. Jack A B C D E	Block Off-Site Message Alert Line # 1	Special Services Line #

Merlin Voice Terminal Connections

Model 206

The second secon		
Intercom	Occupied	Vacant
0		
1		
2		
3		
4		
5		

Model 410

2.70401 110		
Intercom	Occupied	Vacant
10		
11		
12		
13		
14		
15		
16		
17		
18		a
19		

Administrator's Mailbox:

Password:

Admin. Password:

Telephone Emulation

refeptione Entitiation						
Classic Mail	Merlin Voice					
Telephone Emulation	Terminal					
Jack #1	(message lamps - 10)					
Jack #2						
Jack #3						
Jack #4						

Model 820 & Merlin Plus

Intercom	Occupied	Vacant
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		ā
25		
26		
27		
28	0 0	
29		

Voice Mail Access Lines

Classic Mail	Classic Mail	Merlin
Outside Lines	Interposed Lines	Tel.Co. Lines
Jack #1	Jack #1	
Jack #2	Jack #2	
Jack #3	Jack #3	
Jack #4	Jack #4	

Voice Terminal/Mailbox Data Sheet (Copy this page for each mailbox)

		10 Button	22 Button	34 Button
	5 Button			
			/ / /	
		The state of the s		
, L	Jser Name:		Intercom #:	
	Туре;			
	Name	Spelling		
Mailbox #:	Regular 🗖	Guest 🗆		
Off-Site Message	Alert - Dialing Sequen	ce:	1 10 0 0 0	

☼ Script mailbox owner's primary and alternate personal greetings on the back of this sheet

Merlin 206,410,820 & Plus Classic Mail Application Design

Access Code Required:	(star)
Message Lamps Required:	
Attendants Intercom Number:	
Administrator's Mailbox Number:	
General Delivery Mailbox Number:	

Business Hour Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open					20052	1000	
Closed							

Rings Before Answering Incoming Calls

Day Mode	Night Mode	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8

Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and <u>always</u> answer on the rings defined for that line. See the Site Survey for information on lines with special telephone services.

Rings Before Picking Up a Transferred Call:

Classic Mail Transfer Method

Direct:

Announced C

÷

Company Greetings

Day Greeting:	
★ Note: If Call Routing is required, skip this step and proceed to Call Routing - Day Oper	ration.
"Thank you for calling [Company Name] "	
Thank you for calling [Company Name]	
Niels Constitution	
Night Greeting:	
Note: If Call Routing is required, skip this step and proceed to Call Routing - Night Op	eration.
"hank you for calling [Company Name]. Our business hours are [business hours]"	

Call Routing Worksheet Day Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]."

Top-	Level Menu:			
Script t	he Top-Level Menu of instruction	s in the space below:		
"For sal	les, press 7. For service, press 8.	*		
Key I	Routes:			
Define	the action that will take place for		ng map.	
	Selector Co	Day de Kev. #		
	Defector Co			
	Hear a Message (Announcement Only)			
	Message Script:			
	Transfer to an Intercom (Extension)	Intercom Number: (Extension)		
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:		

* Note: To design additional routes, reproduce this page. Day Selector Code Key # Hear a Message (Announcement Only) Message Script: Transfer to an Intercom Intercom Number: _____ (Extension) (Extension) Leave a Message in a Mailbox Mailbox Number: (No Coverage) Day Selector Code Key # Hear a Message (Announcement Only) Message Script: Transfer to an Intercom Intercom Number: ____ (Extension) Leave a Message in a Mailbox Mailbox Number: (No Coverage)

Call Routing Worksheet Night Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]."

Top-L	evel Menu:			
Script th	e Top-Level Menu of instructions	s in the space below:		
"For sale	s, press 7. For service, press 8			
	outes:			
Define t	he action that will take place for	each key used in the call routing map.		
Night Selector Code Key #				
	Berettor Co.	de xtey "		
	Hear a Message (Announcement Only)			
	Message Script:			
	message beript			
	Transfer to an Intercom (Extension)	Intercom Number:		
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:		

Selector Code Key #____

(Announcement Only)

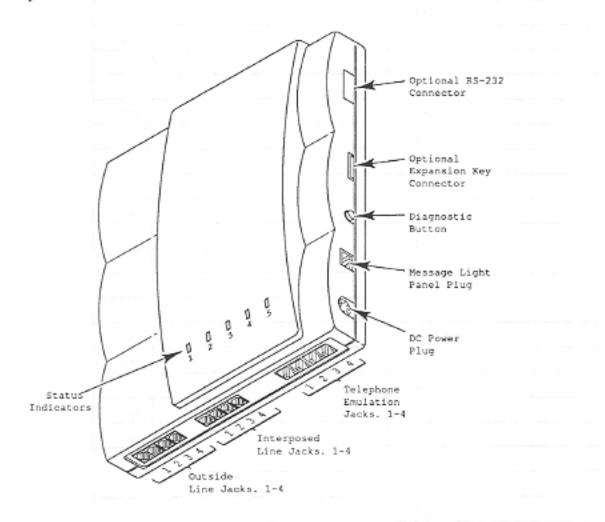
Mailbox Assignment Sheet

Mailbox Owner	No.	Mailbox Owner	No.
	10		910
	11		911
	12		912
	13		913
	14		914
	15		915
	16		916
	17		917
	18		918
	19		919
	20		920
	21		921
	22		922
	23		923
	24		924
	25		925
	26		926
	27		927
	28		928
	29		929
	900		930
	901		931
	902		932
	903		933
	904		934
	905		935
	906		936
	907		937
	908		938
	909		939

Mailbox Owner	No.	Mailbox Owner	No.
ATOTOTO	940	Lunriel eter	970
77 72 7 10	941		971
	942		972
	943		973
	944		974
	945		975
	946		976
	947		977
	948		978
	949		979
	950		980
	951	1	981
	952		982
	953	-3	983
	954		984
	955		985
	956	18.28	986
	957		987
	958		988
	959		989
	960		990
	961		991
	962	/	932
	963		993
the concept of Telephone is into con-	964	and the second of the second o	994
	965		995
	966	e dal c	996
the same manner as a Mer Voice	967	machining Application of the control of	997
st valve weeth and and conse	968	i sai e sabe sa a a alba i sanadeste a	998
newsge in the caller's own is was.	969	tere a crops of the result to a support from	999

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation, connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

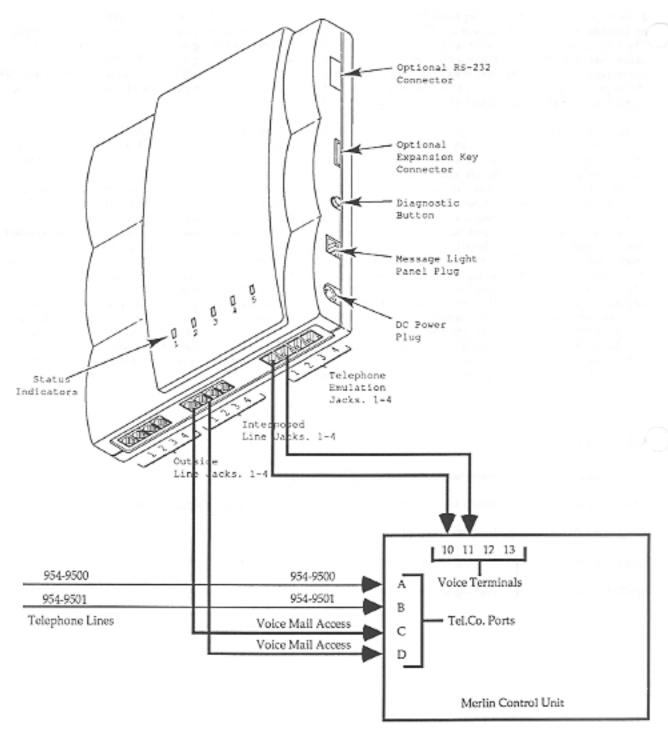
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

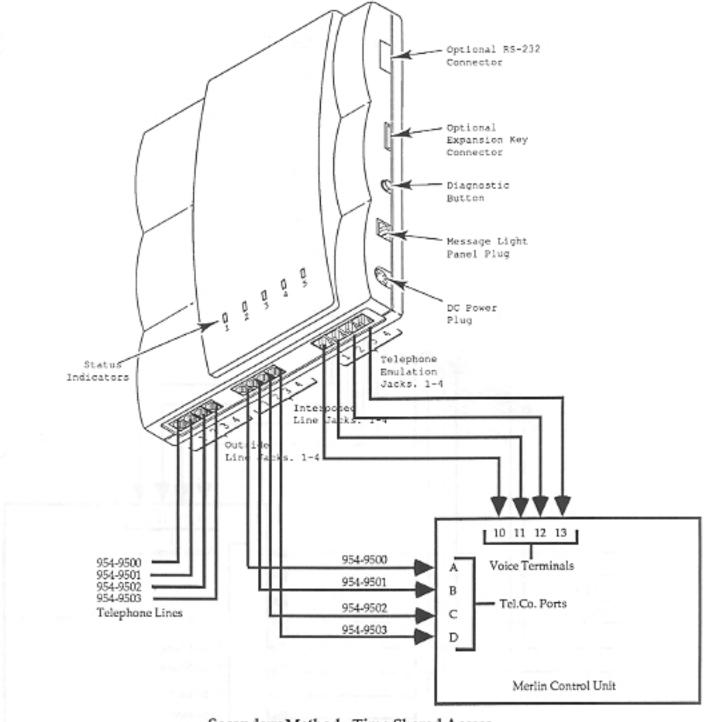
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



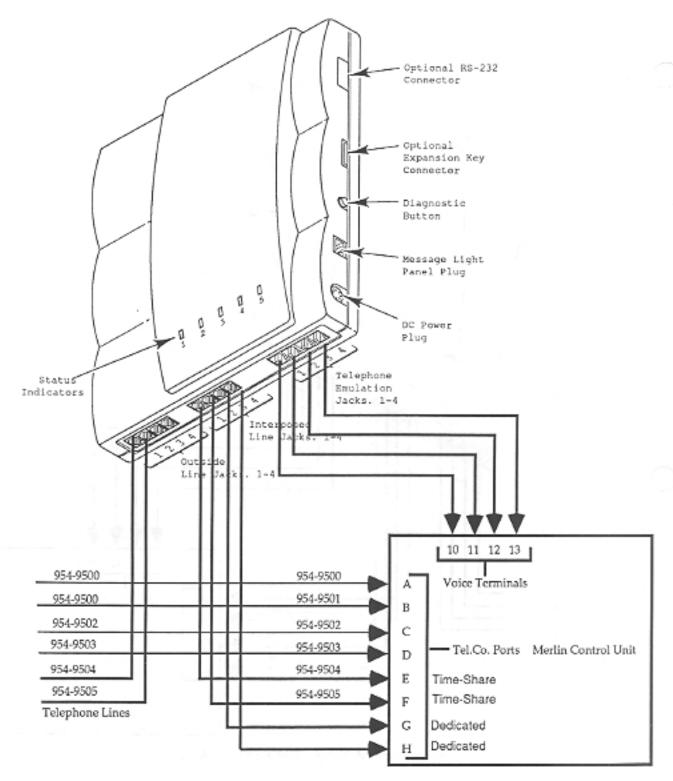
Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connection to provide the maximum number voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.

Merlin 206,410,820 & Plus

Classic Mail Installation Package

Hardware

		Classic Mail System Reference Guide Pg. 18			
	Procedure:	Confirm that all the parts are within the shipping container.			
	≯ Note:	Contact AT&T if any parts are missing.			
		Classic Mail Connections System Reference Guide Pg. 19 fig. 2B			
	Procedure:	Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin Tel.Co. jacks that will be used for voice mail access.			
	₩ Note:	See page 8 of the Classic Mail Design Package for this information.			
	Complete Pre-Installation Requirements				
	Procedure:	Confirm that all Merlin Voice Terminal ports and Tel.Co. ports conform to Classic Mail installatio requirements.			
	∦ Note:	See pages 13 through 22 of the Classic Mail Installation Package for instructions regarding specific Merlin Control Units. All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package. A 34 button display set is required to verify the correct button programming.			
		he Classic Mail System Reference Guide Pg. 22			

Procedure: Position the paper mounting template to the wall and install the three mounting screws using the

☼ Note: See page 7 of the Classic Mail Design Package for the mounting location.

enclosed wall anchors if needed.

Connect Voice Mail Access Lines

Reference: System Reference Guide: Primary Pg. 41 - 43 and Secondary Pg. 23 - 27

Procedure: Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant

Tel.Co. ports. Or, use the secondary method by interposing existing telephone lines to provide timeshare voice mail access. These connections provide internal access to voice mail services. You may

use a combination of dedicated and time-share voice mail access.

₩ Note:

If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. See page 8 of the Classic Mail Design Package for this information. For an explanation of connection methods see pages 25 through 27.

Complete TEST 1

Reference: System Reference Guide Pg. 27

Procedure: Test each outside telephone line that is interposed with the Classic Mail.

* Note: Make sure a call can be completed on each line.

Connect Telephone Emulation

Reference: System Reference Guide Pg. 28

Procedure: Connect the Classic Mail Telephone Emulation jacks to vacant Merlin Voice Terminal ports.

₩ Note:

See page 8 of the Classic Mail Design Package for this information. If the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals, Telephone Emulation Jack #1 must be connected to the attendant's Voice Terminal port on the Merlin Control Unit (port 0 for Merlin 206 or port 10 for Merlin 410, 820, 820D or 820D2). All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package.

A 34 button display set is required to verify the correct button programming.

□ Test Power Source Grounding

Procedure: Use a ground tester to confirm that the 110 VAC power source is properly grounded.

≫ Note:

Enter the results of this test on page 7 of the Classic Mail Design Guide. Do not install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.

Install the Power Supply

Reference: System Reference Guide Pg. 29

Procedure: Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. Never

power off the Classic Mail during self-initialization.

* Note:

Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source <u>must</u> be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply. ☐ Complete TEST 2

Reference: System Reference Guide Pg. 31

Procedure: Verify that all voice mail access lines are functional.

* Note: After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady

green. The Classic Mail should answer each voice mail access line when the access code is

entered.

Complete TEST 3

Reference: System Reference Guide Pg. 31

Procedure: Verify that all telephone lines are in service.

* Note: This test confirms that all incoming telephone lines are functioning normally.

Label Merlin Telephones

Reference: System Reference Guide Pg. 32

Procedure: Label voice mail access lines on the Merlin Voice Terminals with green voice mail labels.

* Note: The stickers indicate which lines allow internal access to voice mail services.

□ Complete TEST 4

Reference: System Reference Guide Pg. 32

Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons.

Note: Be certain only the voice mail access lines are labeled.

<u>Software</u>

* Note: Fast Track key sequences begin from the administration mode top-level menu

Reference: System Reference Guide Pg. 52 or page 28 of this package.

Initialize the Classic Mail.

Reference: System Reference Guide Pg. 34 - 36

Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000).

Note: The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be

reassigned as required.

Verify the Results of Self-Initialization Reference: System Reference Guide Pg. 35 Procedure: Compare the Control Unit type, Control Unit software and in-service line assignments to the information prompted by the Classic Mail after system initialization. Note: The Self-Initialization process takes about five minutes. See pages 7 and 8 of the Classic Mail Design Package for confirming data. Set the Date and Time Reference: System Reference Guide Pg. 36 Procedure: Set the system clock to the correct date and local time. The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "...press 1 for AM or 2 for PM." Initialize the Administrator's Mailbox Reference: System Reference Guide Pg. 36 Procedure: Enter the administrator's new password, directory name recording and spelling. Write down the Administrator's mailbox number and password on page 8 of the Classic Mail Note: Design Package. Unlock the Assigned Mailboxes Reference: System Reference Guide Pg. 68 Procedure: Unlock all mailboxes that are assigned to owners including those used by call routing. Note: See page 16 and 17 of the Classic Mail Design Package. Do not unlock mailboxes that are unassigned. ▲ Fast Track: 7 Set the Access Code Reference: System Reference Guide Pg. 96 Procedure: If required, set the Classic Mail access code to be a different single digit on the telephone. * Note: See page 10 of the Classic Mail Design Package for this information. The default is the star key. Before changing the Access Code, confirm that the star key causes undesirable affects such as last-number-redi

Set Rings Before Answering Transferred calls Procedure: Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom. See page 10 of the Classic Mail Design Package for this information. The default value is four rings. ▲ Fast Track: 6 - 2 Block Lines for Off-Site Message Alert Reference: System Reference Guide Pg. 97 Procedure: If required, block individual lines from performing Off-Site Message Alert. See page 7 of the Classic Mail Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions. ▲ Fast Track: 6 - 3 Set the Call Transfer Type Reference: System Reference Guide Pg. 101 Procedure: Select either direct or announced transfer method. See page 10 of the Classic Mail Design Package for this information. The announce method is mandatory for Merlin systems without the transfer feature. ▲ Fast Track: 6-7 Rings Before Answering Incoming Calls Reference: System Reference Guide Pg. 92 - 94 Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required. See page 10 of the Classic Mail Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line. ▲ Fast Track: 5 - 1 Business Hour Schedule Reference: System Reference Guide Pg. 80 Procedure: Define the opening and closing time for Monday through Sunday. See page 10 of the Classic Mail Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted "... press one for AM or 2 for PM." ▲ Fast Track: 5 - 2

□ Set the Administration Password Reference: System Reference Guide Pg. 70 Procedure: Assign a new password to secure the administration menus. Use an eight digit password for maximum security.

* Note: Write down the Administration Password on page 8 of the Classic Mail Design Package.

▲ Fast Track: 5 - 4

 Administrator's Mailbox Number Reference: System Reference Guide Pg. 69

Procedure: If required, reassign the administrator's functions to a different mailbox.

Note: This mailbox must be unlocked before reassignment can be done. See page 10 of the Classic Mail Design Package for the Administrator's Mailbox Number. These functions will be transferred to the new mailbox when the current Administrator's Mailbox is closed.

▲ Fast Track: 5 - 5

 Attendant's Intercom Number Reference: System Reference Guide Pg. 77

Procedure: If required the attendant transfer function can be assigned to a different intercom or it may be disabled entirely.

Note: See page 10 of the Classic Mail Design Package for the Attendant's Intercom Number. If no individual responsible for answering incoming calls, disable the attendant transfer feature.

▲ Fast Track: 5-6

☐ General Delivery Mailbox Reference: System Reference Guide Pg. 76

Procedure: If required, the general delivery mailbox function can be moved to a different mailbox or may be disabled entirely.

Note: See page 10 of the Classic Mail Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is <u>very important</u> that this function be disabled.

▲ Fast Track: 5 - 7

□ Initialize Mailboxes

Reference: Mailbox User's Guide Pg. 9 - 13

Procedure: Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.

Note:

It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password

before any messages can be deposited in them.

Mailbox Greetings

Reference: Mailbox User's Guide Pg. 13 - 16

Procedure: Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing

must be set up before the route is defined.

Note: A generic greeting will be played to callers if a custom greeting is not recorded.

Record Company Greetings

Reference: System Reference Guide Pg. 66 - 67

Procedure: Using the written script, record the greetings that will be played to callers during day and night

operation.

*Note: See page 11 of the Classic Mail Design Package for the day and night company greeting scripts.

▲ Fast Track 1-1 for Day 1-2 for Night

Call Routing Maps

Reference: System Reference Guide Pg. 82 - 92

Procedure: Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of

instructions for day and night operation.

* Note: See pages 12 through 15 of the Classic Mail Design Package for Call Routing information. Read

System Reference Guide Pg. 82 - 92 before first attempting to set up a Call Routing application.

A Fast Track: 2

System Testing Checklist

Note: Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Pg. 52 or page 25 of this package.

Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call

Troubleshooting

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail..

- System Reference Guide Page 96
- * Fast Track: 6-1

Simultaneous Access

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call
- Press the hold button
- Continue until all Classic Mail ports are operating simultaneously

Troubleshooting

Make certain that you are using a voice mail access lines. If all ports do not answer simultaneously, confirm that the Classic Mail unit is not a 2-port model. On 2-port models you will hear busy tone when you attempt to access more than two ports. If the unit is a 4-port model and this test fails, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

- System Reference Guide Page 96
- * Fast Track: 6-4

Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line
- Verify that the Classic Mail answers in the correct number of rings

Troubleshooting

Problems with Rings-Before-Answer that are not caused by data entry errors can by avoided if you understand how the Classic Mail prioritizes this function. The Classic Mail will answer a call on any incoming telephone line according to the number of rings defined by the installer for day and night operation. This is a system-wide function that can be overridden on any single line. If the installer defines Rings-Before-Answer on a line-by-line basis, each line given a specific Rings-Before-Answer value will ignore the Business Hour Table and <u>always</u> answer calls on the ring defined for that line.

- * System Reference Guide Page 92 93
- * Fast Track: 5-1-1 (Day Operation)
- * Fast Track: 5-1-2 (Night Operation)
- * Fast Track: 5-1-3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

Company Greetings

Verify that the correct greeting (Day or Night) plays

Troubleshooting

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

- System Reference Guide Pages 66
- * Fast Track: 1-1 (Day Greeting)
- * Fast Track: 1 2 (Night Greeting)

Call Routing Map

- Select a call routing option
- Verify that the correct action takes place
- Repeat the previous steps until all options for the day and night Call Routing maps have been tested

Troubleshooting

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

- * System Reference Guide Page 87
- * Fast Track: 2

Attendant's Intercom Number

- Press 0 to transfer to the attendant
- Verify that the correct intercom rings

Troubleshooting

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

- * System Reference Guide Pages 77
- # Fast Track: 5 6

General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

Troubleshooting

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

- * System Reference Guide Pages 66
- * Fast Track: 5 7

Message Lamps

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox
- Verify that the correct message lamp illuminates
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

Troubleshooting

If none of the message lamps work, check to make certain that Classic Mail is configured for the correct Control Unit type and software package. Confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 10. Also confirm that the Merlin Control Unit has Feature Package 2 and that the cartridge is firmly seated in its' socket or that it is an 820D or 820D2. Next connect a 34 button display set to Voice Terminal port 10. The 34 button display set will confirm the contents of each programmable key related to port 10. If the keys do not match the template for an attendant's intercom (see page 19 or page 22 for templates), reprogram the keys to conform with the template. After confirming the correct programming of port 10, verify that each intercom message lamp can be turned on and off manually from the 34 button display set. If you can't turn the lights on and off manually, it is likely that the feature cartridge is bad.

If the message lamps work on some phones and not others, follow the same procedure to confirm the Classic Mail hardware connections and Merlin port 10 programming. If an intercom message lamp still will not illuminate, the lamp may not be functional. Change the Voice Terminal set. If. after changing sets, the lamp will not operate, the Merlin voice terminal port is probably bad.

- System Reference Guide Page 108
- * Fast Track: 6 6

Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

Troubleshooting

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the
 Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify
 the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert,
 reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic
 Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.
 - System Reference Guide Page 98
 - * Fast Track: 6-3
- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the fir digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.
 - * Mailbox User's Guide Page 31

Blocking Lines for Off-Site Message Alert

- Call into the Classic Mail using an outside line
- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

Troubleshooting

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

* System Reference Guide - Page 97

* Fast Track: 6-3

Pre-Installation Requirements

Merlin 206, 410 & 820 Basic

(No Feature Modules Installed)

1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail installation.
 - * Note: Line key programming not possible. No pre-installation programming is required.

2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - *Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 1

1. Check Voice Terminal Ports,

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail
 installation.
 - Note: Line key programming not possible. No pre-installation programming checks required.

2. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 2

1. Check Voice Terminal Functionality

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that each port is operational. If you can make and receive a call the voice terminal port is good.
- Verify that each port has access to all necessary C.O. lines by touching each line button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines do not appear proceed to the next step.

Enter Administration Mode

- Plug a Merlin Voice Terminal into port #10 (or port 0 on the 206), place the "Admin" switch in the "Admin" position, (on the 820 it is located on the front upper left of the KSU, on the 410, switch #10 must be in the down position, on the 206, switch #0 must be in the down position).
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #01. <u>Do not</u> lift the
 handset or enable the speaker-phone.

Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11 = intercom 11 etc. On the 206, port 0 = intercom 0 etc.) If all lines to be answered by the Classic Mail are green dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Remove call restrictions from Voice Terminal ports used for Telephone Emulation.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the
 previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

NOTE: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.
 - Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - *Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin Plus Release I 820 D

Check Voice Terminal ports. Verify access to necessary lines

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
 - *Note: If the necessary lines do not appear proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by Hitting Administer on the Voice Terminal or dialing #01. Do not lift the
 handset or enable the speaker-phone.

3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11 = intercom 11 etc.) Press Conference. If all lines to be answered by the Classic Mail are green, press conference. Repeat this step as necessary.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the Voice Terminal requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

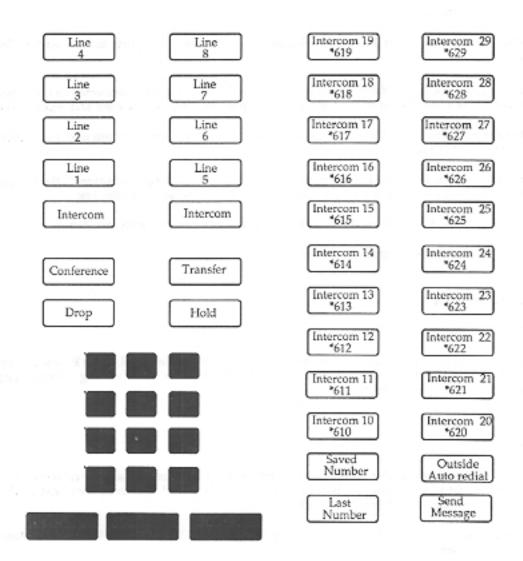
NOTE: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.
 - ☼ Note: This <u>must</u> be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - *Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Classic Mail Telephone Emulation Template Merlin 206, 410, 820 & 820D



Merlin Admin Mode Telephone Emulation Template Resettingthe Merlin System Plug a Voice Terminal into port 10 Put Voice Terminal into Put Merlin into Admin Program Mode. and Slide the selector switch on the left side Press an Intercom Button Press *99 198 of the voice terminal down to "P" 3. Press Administrative button (Located Press №6 Turn the Merlin off, then above Transfer Button) or press #01 on again Enter the Voice Terminal Intercom Number Repeat for each button

Merlin Plus Release 2 820 D2

1. Check Voice Terminal ports

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines are not appearing proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #49. Do not lift the
 handset or enable the speaker-phone.

Program Intercom Lines

- Dial an intercom number used for Telephone Emulation port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) If all lines to be answered by the Classic Mail are green, dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

Message Waiting Lights

Program each Voice Terminal port used for Telephone Emulation to use the Attendant's Template (See
the diagram on the next page for the Attendant's Template). While in the Admin mode, enter the
intercom number for a Telephone Emulation port and dial *10410. This will set the port to the default
button assignments which enables message waiting. Repeat this for each Voice Terminal port used for
Telephone Emulation.

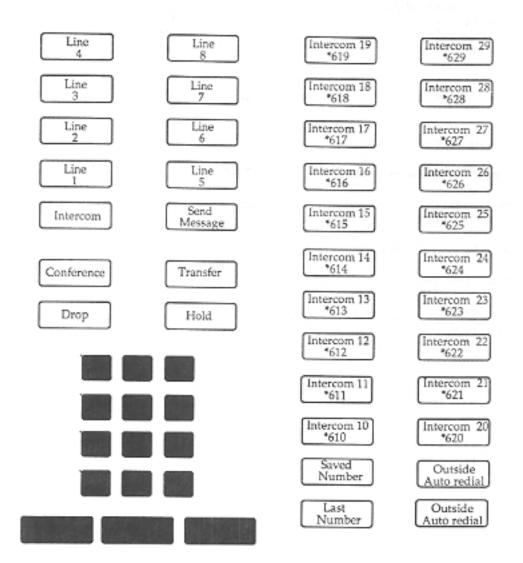
* Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Tel.Co.. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant line port.
- If all ports are good and have proceed with installation.

☼ Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Classic Mail Telephone Emulation Template Merlin 820 D2



Merlin Admin Mode

- Plug a Voice Terminal into port 10
- Slide the selector switch on the left side of the voice terminal down to "P"
- Press Administrative button (Located above Transfer Button) or press #49

Telephone Emulation Template

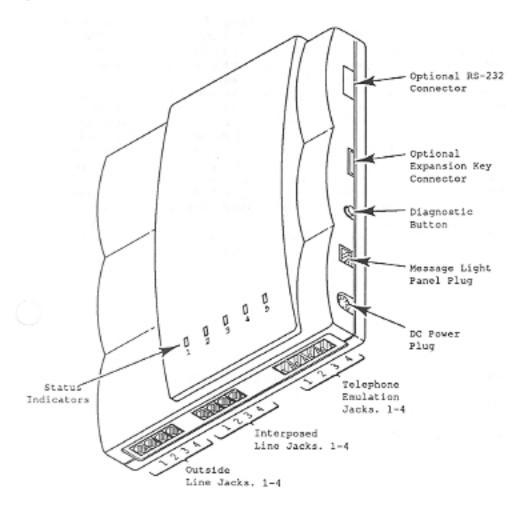
- Put Merlin into Admin.
- 2. Press \$10
- 3. Press 4 (Admin. Template)
- Enter the Voice Terminal Intercom Number
- Press Admin, Button

Resettingthe Merlin System

- Put Merlin into Admin and
- Press #99 198
- Turn the Merlin off, then on again

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation. connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

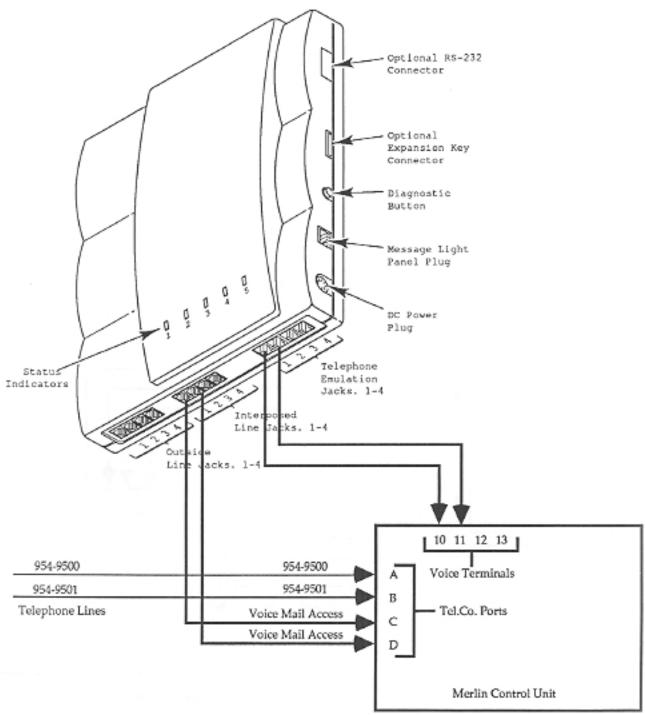
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

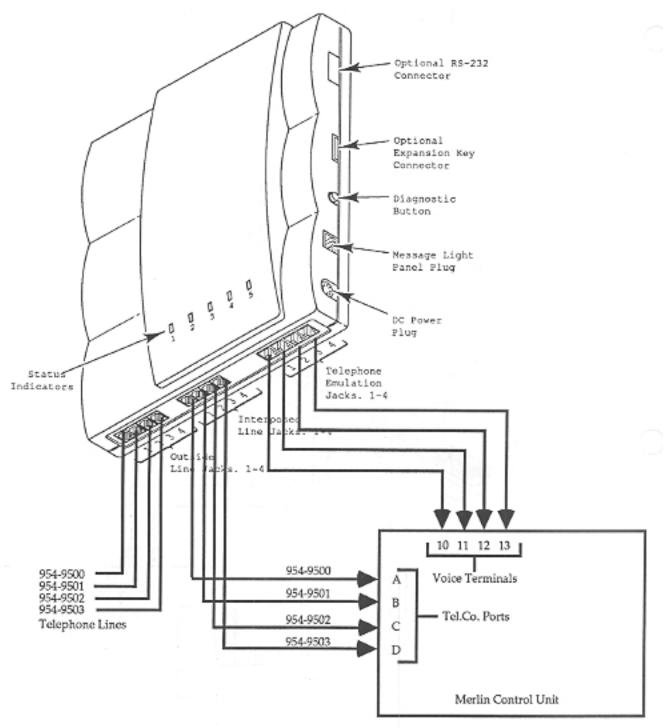
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines



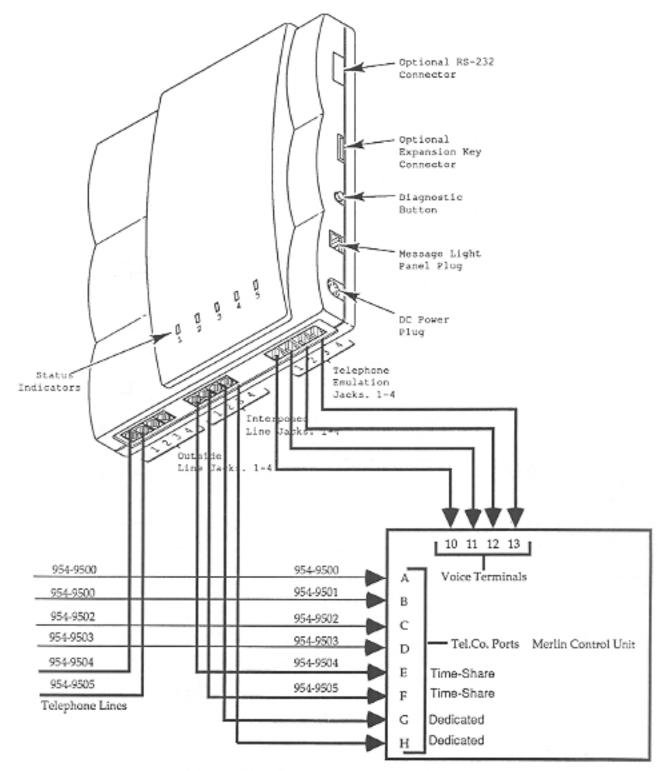
Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and ressing the voice mail access key.



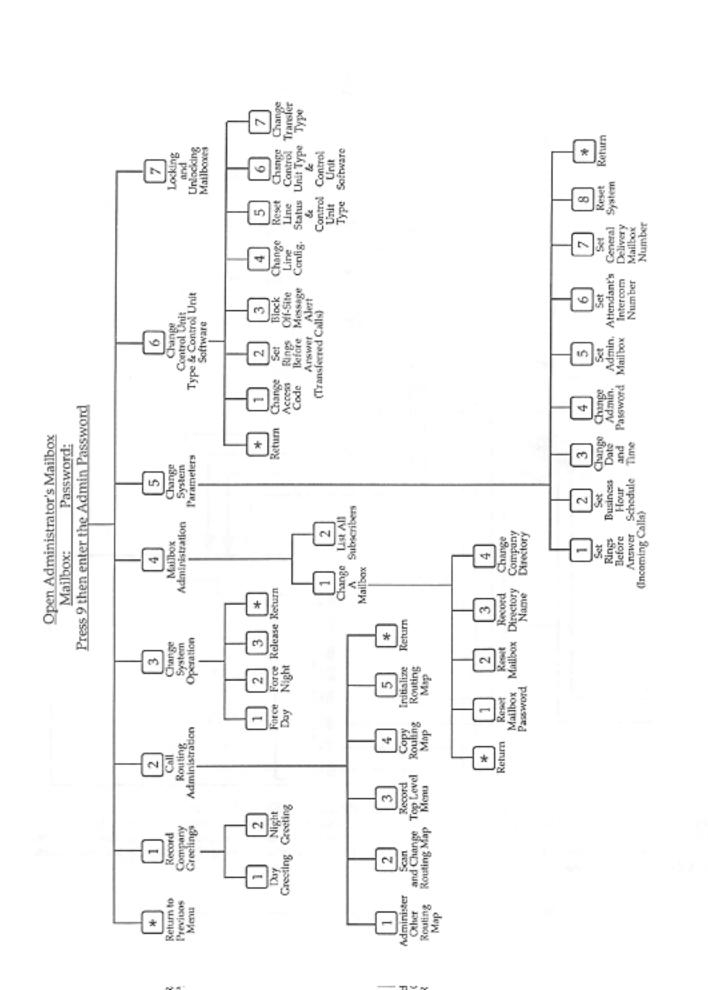
Secondary Method - Time Shared Access

If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connections to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines. sert Admin Menu Tree



Notes

Notes



CLASSIC MAILTM VOICE MESSAGING SYSTEM

SYSTEM PLANNER

- DESIGN PACKAGE
- INSTALLATION PACKAGE

CIC#: 585-321-050



CLASSIC MAILIM VOICE MESSAGING SYSTEM

SYSTEM PLANNER

- DESIGN PACKAGE

· INSTALLATION PACKAGE

CIC#: 585-321-050

Merlin 206,410,820 & Plus

Classic Mail Design Package

Site Survey

☐ Record Merlin System Data

Procedure:

Record Merlin system information on the Site Survey forms.

- Requirements: Merlin 206, 410, 820
 - Merlin Plus release 1 & 2
 - 2 4 vacant Voice Terminal Jacks
 - Merlin Control Unit set for Tone (DTMF) signaling

Note: Enter this information on pages 7 and 8 of this package. Be sure to note any special telephone services and indicate blocking of Off-Site Message Alert if necessary.

☐ Determine the Classic Mail Mounting Location:

Procedure: Decide where to mount the Classic Mail.

Requirements: The Classic Mail is generally wall-mounted within five feet of the Merlin Control Unit. Custom cables can be made for Telephone Emulation and Interposed connections if the Classic Mail must be mounted more than five feet from the Merlin Control Unit.

₩ Note: The Classic Mail requires an area 19" X 18" for mounting. Describe the mounting location on page 7 of this package.

Determine Telephone Emulation Connections

Procedure: Decide which Merlin Voice Terminal ports to use for Telephone Emulation.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Voice Terminal ports. Two Voice Terminal ports are required for a two-port Classic Mail and four Voice Terminal ports are required for a four-port Classic Mail.

Voice Terminal port #10 (port #0 on Model 206) must be connected to Classic Mail Telephone Emulation jack #1 before the Classic Mail can operate the message lamps. Enter this information on page 8 of this package. For an explanation of Telephone Emulation, see page 18 of this package.

□ Determine Voice Mail Access Lines

Procedure: Decide which Merlin Tel. Co. ports to use for internal voice mail access.

Requirements: The Classic Mail is must be connected to the Merlin Control Unit using Tel. Co. ports to provide internal users with voice mail access. Up to four access lines can be established for internal access. Voice mail access should be dedicated by connecting vacant Tel. Co. ports to Classic Mail interpose jacks 1 - 4. If there are no vacant Tel. Co. jacks available, voice mail access may be provided on a time-share basis by interposing the existing telephone lines with the Classic Mail.

₩ Note:

If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. If voice mail access is provided by time-sharing the existing telephone lines, connect the least busy telephone lines to the Classic Mail. Enter this information on page 8 of this package. For an explanation of Interposed voice mail access, see page 19 of this package.

Record Voice Terminal/Mailbox Data

Procedure: Record the intercom number, mailbox number, telephone type, directory name spelling and Voice Terminal programmed buttons for each mailbox owner. Script the primary and alternate greetings on the back of the Voice Terminal/ Mailbox Data Sheet. If Off-Site Message Alert is required, enter the dialing sequence for pagers or off-site

telephones.

Copy page 9 of this package for each mailbox.

Application Design

	Determine	e Voice Mail Access Code
		etermine if the Merlin telephone lines are connected to single-line ports of a PBX or to Centrex nes.
	Requirements	The default access code is the star key. You may need to change the Classic Mail access code to prevent unwanted effects such as last-number-redial or hook-flash when a user is accessing the Classic Mail on an interposed line.
	* Note: Er	nter this information on page 10 of this package. If the Merlin Control Unit is not installed on entrex lines or behind a PBX write "star" in the space provided.
0	Determine	e if Merlin Message Lamps are Required
	Procedure: D	etermine if the Classic Mail is required to operate the message lamps on the Merlin Voice erminals.
	Requirements	This feature is available only if the Merlin Control Unit has Feature Package 2 or is an 820D or 820D2 model. Telephone Emulation jack #1 must be connected to the Merlin attendant port #10 (Port #0 on a Model 206). The attendant port on Merlin 820D2 must be configured with the attendant's template.
	₩ Note: E	nter this information on page 10 of this package. If message lamps are not required, write to the space provided.
	Decide wl	no will be the Attendant.
	Procedure: De	etermine who will be responsible for answering calls coming into the business.
	Requirements	When the Classic Mail answers a call, it can offer the caller the option of transferring to an attendant. If there is a single individual responsible for answering incoming calls, use that person's Intercom number as the Attendant's Intercom. When a caller presses 0, the Classic Mail will transfer the caller to the Intercom you have designated as the Attendant. If there is no one solely responsible for answering incoming calls, the Classic Mail can be configured without an Attendant's Intercom. In that case the caller would not be offered the entire of transferring to an attendant's Intercom.

Note: Enter this information on page 10 of this package. If there is no attendant write "none" in the space provided.

Determine Administrator's Mailbox Number Procedure: The administrator's functions must be assigned to a mailbox. This designation is assigned to the first mailbox that is set up on the Classic Mail. The administrator's function may be subsequently transferred to another mailbox as required. * Note: Enter this information on page 10 of this package. □ General Delivery Mailbox Procedure: If required, the general delivery mailbox function can be assigned to any mailbox or may be disabled entirely. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled. Enter this information on page 10 of this package. If this feature is not required, write "none" in the space provided. Complete Worksheet for Business Hour Schedule Procedure: Determine the opening and closing hour and minute for each day of the week. Requirements: This feature must be configured before the Classic Mail can automatically switch between Day and Night operational modes. As shipped, the Classic Mail will operate in day mode only. * Note: Enter this information on page 10 of this package. Determine the Rings Before Answering Incoming Calls

Procedure: Determine how long the Classic Mail should wait before answering incoming calls.

Requirements: The Business Hour Schedule must be properly configured before the Classic Mail will automatically switch between day and night rings before answering an incoming call. The default for day mode operation is four rings and one ring for night mode operation. The Classic Mail can be configured not to answer in either operational mode by setting Rings-Before-Answer to 99 rings. If any line must operate differently from the other incoming lines, Rings-Before-Answer can be defined for any individual line.

Note: Enter the number of rings before the Classic Mail will answer incoming calls during day and night operation on page 10 of this package. For any line, such as those with special telephone services that must answer in a given number of rings at all times, enter the Rings-Before-Answer for that line. Setting the rings before answering for any single line will cause that line to ignore the Business Hour Schedule and always answer on the rings defined for that line. If there are special telephone services on any line, enter this information on page 8 of the Classic Mail Design Package.

Determine the Rings Before Picking Up a Transferred Call

Procedure: Determine how long the Classic Mail will wait before reconnecting with a caller after transferring a call to an intercom.

Requirements: After the Classic Mail transfers a call to an intercom, it will wait from one to nine rings before informing the caller that person is not available. The caller may then leave a message, transfer to another intercom or to the attendant. The default is four rings.

* Note: Enter this information on page 10 of this package.

Determine the Call Transfer Type

Procedure: Select either direct or announced transfer method.

Requirements: The Classic Mail can either transfer a call directly to an Intercom or announce over the intercom speaker that a call is waiting on a specified line. For direct transfer, the Merlin must have the transfer feature.

* Note: Enter this on page 10 of the Classic Mail Design Package.

Script the Company Greetings

Procedure: Write down what will be recorded for the day and night company greetings. If call routing is required, only use the company name for these greetings. All additional information is recorded in the Call Routing Top-Level Menu prompts for day and night operation.

* Note: Enter this information on page 11 of this package.

Complete Call Routing Worksheets

Procedure: Use the Call Routing worksheets to document the call routing design.

Requirements: Each telephone key 1 through 9 may be defined with one of three functions: 1) Transfer to an intercom 2) Leave a message in a mailbox or 3) Play an informational message. It is recommended that choices be limited to 3 or 4 keys to reduce confusion. A top-level menu prompt must be recorded to inform callers of the choices available.

Note: Complete the Call Routing worksheets for day and night operation on pages 12 through 15 of this package. The Top-Level Menu should inform callers of the available choices in addition to the standard auto attendant features: Transfer to an extension, Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing must be set up with a password and a greeting before it can be specified in a route definition.

Complete Mailbox Assignment Worksheet Procedure: List all mailbox owners on the Mailbox Assignment Sheets Requirements: Regular mailbox numbers are the same as the owner's intercom number. Any mailbox owner that doesn't have exclusive use of a Merlin telephone should be assigned a guest mailbox. Guest mailboxes are numbered from 900 to 999. Enter this information on pages 16 and 17 of this package.

Complete the Call Routing worksheets for day and night operation on payer 1.1 mornigh 15 of this pickage. The Top-Level Mona should inform callers of the available christis in addition to this pickage, the Top-Level Mona should not in an extension. Transfer to the attendant and the Company Directory. Any mailbox used for Call Routing gazet be set up with a password and a precture before it can be excelled in a route definition.

Merlin 206, 410, 820 & Plus Site Survey

Company		Contact_		_	
Street					
City		State	0		
	le Martin Dius			#	
mounting rectific	rian	Account Exec	January V	1710 10	
	<u> </u>		6		
		Merlin System Ir	nformation		
Merlin Model:		Feature Pkgs:			
Power Requiremen	nts: 110 Volts A/C				
over requiremen	iii. 110 Tolis A/C G	Ground Test:	Pass G Fail G (Ins	tallers Only)	
Note:		l Unit and the Class	sic Mail should be plugg	ed into the same ;	oower
	source. Requires an a	rea of 19" X 18" for	mounting.	0	
		- 11			
	Merlin Tel.0	Co.	Block Off-Site	Special	
Tolonh	Connection One Number		Message Alert	Services	_
Telephi	one Number	Tel.Co. Jack	Line #	Line #	7
	0 1 0	A A	10	1 🗆	A denturations
		В			P.asword:
			2 🗆	2 🗆	F.asword: Admin. Pa
				3 🗆	II .
		В	3 0	2 🗆 3 🗖 4 🗖	II .
		B C D	3 🗆	2	II .
		B C D	3 Q 4 Q 5 Q	2 🗆 3 🗖 4 🗖	II .
		B C D E	2	2	Admin. Pa
		B C D E F	2	2	Adgelin. Pa
* Note:		B C D E F G	2	2	Adgelin, Pa
≯ Note:	Off-Site Message Alert	B C D E F G H	2	2	Admin. Pa
		B C D E F G H should only be allow	2	2	Admin. Fa
	Off-Site Message Alert s	B C D E F G H should only be allowed Mail unit:	2	2	Admin. Fa
	Off-Site Message Alert	B C D E F G H should only be allow	2	2	Admin. Fa
	Off-Site Message Alert s	B C D E F G H should only be allow	2	2	Admin. Fa

ic Mail Dasign Package - Page 8

Merlin Voice Terminal Connections

Model 206

Intercom	Occupied	Vacant
0		
1		
2		
3		Q
4		
5		

Model 410

Intercom	Occupied	Vacant
10	0	0
11		
12	0	
13		0
14	0	That I'm Charles
15		
16	ratio of Diame g	baggar and blue
17	0	
18	0	
19	Spenal	31 D :-110

Administrator's Mailbox:

Password:

Admin. Password:

Model 820 & Merlin Plus

Intercom	Occupied	Vacant
10		
Verling vs		
12		
13		
14	Ø ⊃ □ celoV	011:00:0
15		
16		
17		
18		
19		
20		
21		ū
A 22		
23		
24		
25	- 0	
26		
27		
28		
29		

Telephone Emulation

Classic Mail	Merlin Voice
Telephone Emulation	<u>Terminal</u>
Jack #1	(message lamps - 10)
Jack #2	
Jack #3	
Jack #4	

Voice Mail Access Lines

Classic Mail Outside Lines	Classic Mail Interposed Lines	Merlin Tel.Co. Lines
Jack #1	Jack #1	g
Jack #2	Jack #2	
Jack #3	Jack #3	
Jack #4	Jack #4	

Voice Terminal/Mailbox Data Sheet (Copy this page for each mailbox)

5 Button	10 Button 22 Button	34 Button	
	In land Nood L	dm nistrator's M	
		INA TIO TREPO	
y Snu3	·	uesday Wedlesd	
	d anima menicana	Augube	
		Lane a Line a	
User Name:Nam	e Spelling	1 1 1 1	* Note: Entering maga- and alphatys on special telephone
Mailbox #: Regular 🗖	Guest 🗆		
Off-Site Message Alert - Dialing Seque	ence:	do Cla	-
∜ Script mailbox owner's primary and		ack of this sheet	

Merlin 206,410,820 & Plus

Classic Mail Application Design

Access Code Required:	(star)
Message Lamps Required:	
Attendants Intercom Number:	
Administrator's Mailbox Number:	
General Delivery Mailbox Number:	

Business Hour Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open					15/89	CARL DESK	
Closed					200	5880 1000	

Rings Before Answering Incoming Calls

Day Mode	Night Mode	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8

Note: Entering rings before answer for any single line will cause that line to ignore the Business Hour Table and <u>always</u> answer on the rings defined for that line. See the Site Survey for information on lines with special telephone services.

Rings Before Picking Up a Transferred Call:

Classic Mail Transfer Method

Direct:

÷

Company Greetings

Day Greeting:		
Note: If Call Routing is rec	quired, skip this step and proceed to Call Ro	uting - Day Operation.
Thank you for calling [Compa	any Name]"	Ton Ton
		Settpt the Log-Level Ment of instruc-
	*3	For sales, print 7. For service, press
light Greeting:		Key Routes:
ingrit Greeting.		
	nuired, skip this step and proceed to Call Ros	
Note: If Call Routing is req	quired, skip this step and proceed to Call Rou	uting - Night Operation.
Note: If Call Routing is req	quired, skip this step and proceed to Call Rou any Name]. Our business hours are [busines:	uting - Night Operation.
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	uting - Night Operation.
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	vaCl	s hours]"
Note: If Call Routing is req	any Name]. Our business hours are [business	s hours]"
Note: If Call Routing is req	any Name]. Our business hours are [business	s hours]"
Note: If Call Routing is req	any Name]. Our business hours are [business	s hours]"
Note: If Call Routing is req	any Name]. Our business hours are [business	s hours]"

Call Routing Worksheet Day Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]." Top-Level Menu: Script the Top-Level Menu of instructions in the space below: "For sales, press 7. For service, press 8....* Key Routes: Define the action that will take place for each key used in the call routing map. Selector Code Key # Hear a Message (Announcement Only) Message Script: Transfer to an Intercom Intercom Number: (Extension) (Extension) Leave a Message in a Mailbox Mailbox Number: (No Coverage)

* Note: To design additional routes, reproduce this page. Day Selector Code Key # Hear a Message (Announcement Only) Message Script:

				-
	Transfer to an Intercom	Intercom Number:		
1	(Extension)	(Extension)		
)	Leave a Message in a Mailbox (No Coverage)	Mailbox Number:	Routes:	
	carp schilare il	Day	the action that will take place for	
	Selector Co	de Key #		
)	Hear a Message (Announcement Only)	de Key #	Selector Con	
	Message Script:		(Announcement Only)	
			Transfer to an Intercom. (Caterworn)	0
ı	Transfer to an Intercom (Extension)	Intercom Number:		
	Leave a Message in a Mailbox	Mailbox Number:	Leave a Message in a Mailber (No Coverage)	

Call Routing Worksheet Night Operation

Company Greeting: "Thank you for calling [YOUR COMPANY NAME]. We are currently closed. Our business hours are [BUSINESS HOURS]."

Top-Level Menu: Script the Top-Level Menu of instruction	ns in the space below:
"For sales, press 7. For service, press 8.	"
	(noisno) 3) (noisno 3)
Key Routes:	Le :ve a Message in a Mailbox Mailbox Number (N:: Cov::age)
Define the action that will take place for	each key used in the call routing map.
	Selector Code Ke HgiN
Selector Co	
Hear a Message (Announcement Only)	(A: noun:ement Only)
Message Script:	agric stee in
Transfer to an Intercom (Extension)	Intercom Number: Intercom Number:
 Leave a Message in a Mailbox (No Coverage) 	Mailbox Number: Nailbox Number:

* Note: To design additional routes, reproduce this page.

		Night					
	Selector Co	de Key #					
	Hear a Message	Mailbox Owner	ibox Owner No.				
_	(Announcement Only)						
	Message Script:		ir l				
	912		12				
	913			_			
	100		46	_			
	916		31	_			
	917		71	_			
			0.8	_			
	Transfer to an Intercom (Extension)	Intercom Number: _	- 02				
	100						
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number: _	77				
	923	Night					
	Selector Co		16				
_			25				
	Hear a Message (Announcement Only)						
	779		72	_			
	Message Script:						
	ors		me.	_			
	100		tho I	_			
	100		600				
			2.0	-			
			0.0	_			
,	934		105	_			
	Transfer to an Intercom (Extension)	Intercom Number: _ (Extension)	906				
_							
	Leave a Message in a Mailbox (No Coverage)	Mailbox Number: _	800				
	939						

Mailbox Assignment Sheet

		Selector Code Key #	
Mailbox Owner	No.	Mailbox Owner	No.
	10	sent Only)	910
	11	Ja	911
	12		912
	13		913
	14		914
	15		915
	16		916
	17		917
	18		918
	19		919
	20	a intercom Number	920
	21	enter of or the transfer of the plane	.921
	22	(%)	922
	23	Nicht	923
	24	Selector Code Key #	924
	25	5.00	925
	26	nent Only)	926
	27		927
	28	ilg:	928
	29		929
	900		930
	901		931
	902		932
	903		933
	904		934
	905		935
	906	a Intercom lo iercom Number	936
	907	(Extension)	937
	908	sage in a Mailbox - Mailbox Number	938
	909	(3)	939

Mailbox Owner	No.	Mailbox Owner	No.
Malibox Owner	940	1 Martelleto	970
- W 9 X Y	941	CHOMBIEDIC	971
	942		972
	943		973
	944		974
	945		975
5.0	946		976
	947		977
	948		978
	949		979
	950		980
	951		981
	952		982
	953	The second	983
	954	9	984
	955	12/1/10	985
	956		986
	957		987
	958	nouse lat	988
	959	7:01 Ys. 3:00 1-1 .a.(2:04)	989
	960	beraggedel.	990
	961	1-1	991
	962	Pri siosi enii	932
	963		993
ncept of Telephone Emulation and	964	seic Mail operates it is important to union	994
	965		995
	966	adus	996
me manner as a Merlin Voice	967	lack is connected to the Merlin Control L	997
ical to a Merlin ettend, at console.		ciephone Emulation connection is electro	998
in the caller's own words.	969	ntercom and, if needed, record a coulit e	999

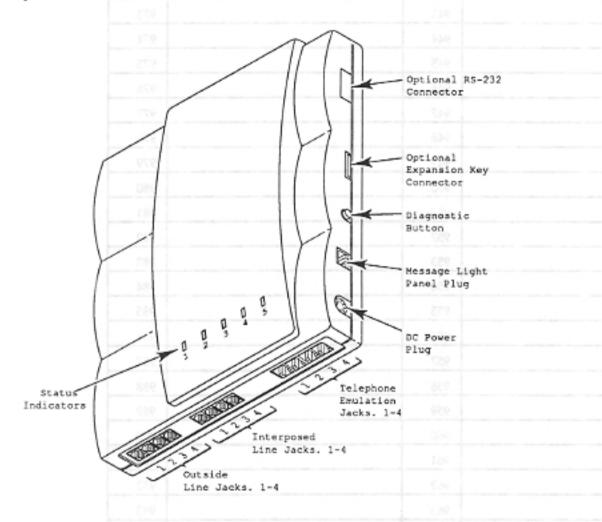
To understand I Interposed lines

Telephone En

Tornuinal is cons The Classic Most call, transfer the

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation, connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

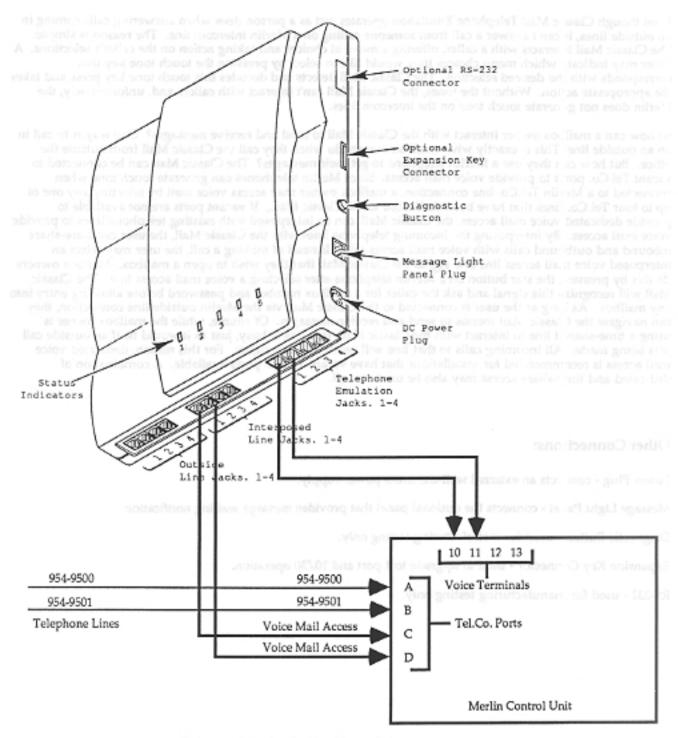
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

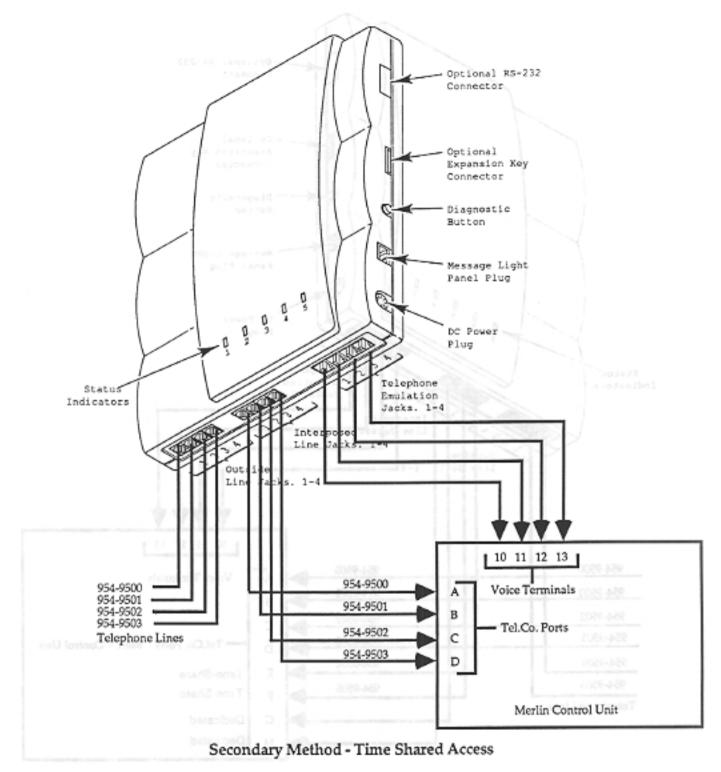
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines

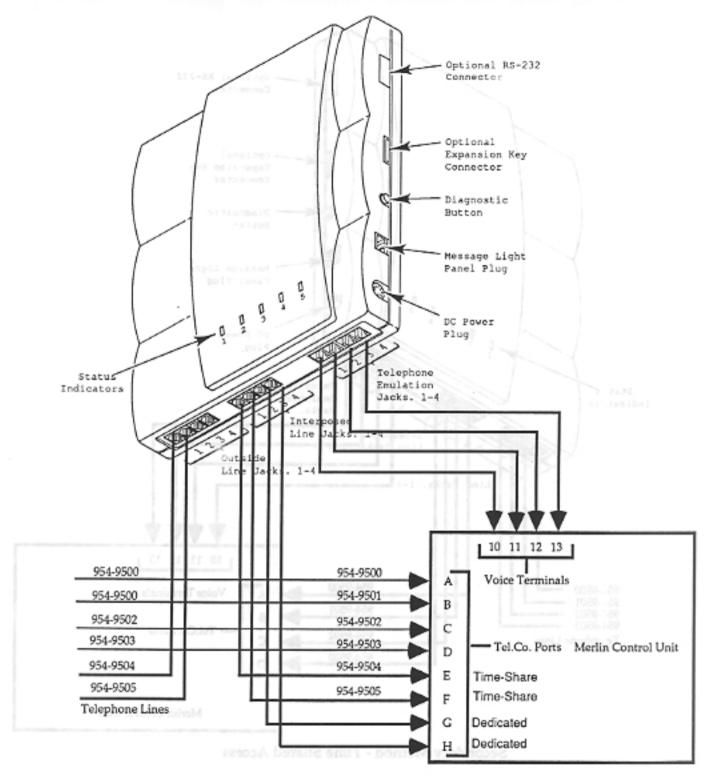


Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and pressing the voice mail access key.



If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connection to provide the maximum number voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines.

Merlin 206,410,820 & Plus

Classic Mail Installation Package

Hardware

Unpack Classic Mail

Reference: System Reference Guide Pg. 18

Procedure: Confirm that all the parts are within the shipping container and appropriate the parts are within the shipping container.

* Note: Contact AT&T if any parts are missing.

□ Identify Classic Mail Connections and does no becolorate and the state and the Reference: System Reference Guide Pg. 19 fig. 2B

Procedure: Confirm the location of the Merlin Voice Terminal jacks that will be used for Telephone Emulation and the Merlin Tel.Co. jacks that will be used for voice mail access.

* Note: See page 8 of the Classic Mail Design Package for this information.

□ Complete Pre-Installation Requirements

Procedure: Confirm that all Merlin Voice Terminal ports and Tel.Co. ports conform to Classic Mail installation requirements.

Note: See pages 13 through 22 of the Classic Mail Installation Package for instructions regarding specific Merlin Control Units. All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package. A 34 button display set is required to verify the correct button programming.

☐ Mount the Classic Mail ☐ Mount the Classic

Reference: System Reference Guide Pg. 22

Procedure: Position the paper mounting template to the wall and install the three mounting screws using the enclosed wall anchors if needed.

* Note: See page 7 of the Classic Mail Design Package for the mounting location.

		t Voice Mail Access Lines System Reference Guide: Primary Pg. 41 - 43 and Secondary Pg. 23 - 27
	Procedure:	Connect voice mail access lines to the Classic Mail using the primary method of dedicating vacant Tel.Co. ports. Or, use the secondary method by interposing existing telephone lines to provide timeshare voice mail access. These connections provide internal access to voice mail services. You may use a combination of dedicated and time-share voice mail access.
	≯ Note:	If possible, always dedicate voice mail access using vacant Tel.Co. ports on the Merlin Control Unit. See page 8 of the Classic Mail Design Package for this information. For an explanation of connection methods see pages 25 through 27.
		te TEST 1 System Reference Guide Pg. 27 aniqquis advates and shaq advis to the sortino Consubstantia
	Procedure:	Test each outside telephone line that is interposed with the Classic Mail.
	₩ Note:	Make sure a call can be completed on each line. anoligen no Disasting Victorial C
	Connect Reference:	Telephone Emulation System Reference Guide Pg. 28
	Procedure:	Connect the Classic Mail Telephone Emulation jacks to vacant Merlin Voice Terminal ports.
	* Note:	See page 8 of the Classic Mail Design Package for this information. If the Classic Mail is required to operate the message lamps on the Merlin Voice Terminals, Telephone Emulation Jack #1 must be connected to the attendant's Voice Terminal port on the Merlin Control Unit (port 0 for Merlin 206 or port 10 for Merlin 410, 820, 820D or 820D2). All line appearances and Intercom Auto Dial button must be programmed to match the attendant's template on page 19 or 22 of this package. A 34 button display set is required to verify the correct button programming.
a	Test Pov	wer Source Grounding
	Procedure:	Use a ground tester to confirm that the 110 VAC power source is properly grounded.
	∦ Note:	Enter the results of this test on page 7 of the Classic Mail Design Guide. Do not install the Classic Mail if the ground test fails. Arrange for proper A/C grounding before continuing with the installation.
	Install th	ne Power Supply System Reference Guide Pg. 29
	Procedure:	Connect the Classic Mail to a grounded 110 VAC electrical outlet. Power up the Classic Mail. Never power off the Classic Mail during self-initialization.
	≯ Note:	Both the Merlin Control Unit and the Classic Mail should be plugged into the same power source. The power source <u>must</u> be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply.

□ Complete TEST 2 Reference: System Reference Guide Pg. 31 Procedure: Verify that all voice mail access lines are functional. After the Self-Initialization process is complete, lamp #5 on the Classic Mail will be a steady green. The Classic Mail should answer each voice mail access line when the access code is entered. Complete TEST 3 Reference: System Reference Guide Pg. 31 Procedure: Verify that all telephone lines are in service. Note: This test confirms that all incoming telephone lines are functioning normally. Label Merlin Telephones Reference: System Reference Guide Pg. 32 Procedure: Label voice mail access lines on the Merlin Voice Terminals with green voice mail labels... Note: The stickers indicate which lines allow internal access to voice mail services. Complete TEST 4 Reference: System Reference Guide Pg. 32 Procedure: Confirm that each Merlin Voice Terminal can access voice mail from labeled buttons. Be certain only the voice mail access lines are labeled. Software ※ Note: Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Pg. 52 or page 28 of this package. Initialize the Classic Mail. Reference: System Reference Guide Pg. 34 - 36 Procedure: Access voice mail and enter the administrator's mailbox number and the default password (0000). The first mailbox, opened and set up, automatically becomes the Administrator's Mailbox, the General Delivery Mailbox and the Attendant's Intercom Number. These designations can be reassigned as required.

		he Results of Self-Initialization System Reference Guide Pg. 35
	Procedure:	Compare the Control Unit type, Control Unit software and in-service line assignments to the information prompted by the Classic Mail after system initialization.
	Note:	The Self-Initialization process takes about five minutes. See pages 7 and 8 of the Classic Mail Design Package for confirming data.
		Date and Time System Reference Guide Pg. 36
	Procedure:	Set the system clock to the correct date and local time.
	₩ Note:	The date and time entries are made using a two-number format. Two numbers each for month, day and year. Two numbers each for hour and minute. The AM/PM designation is prompted "press 1 for AM or 2 for PM."
0		e the Administrator's Mailbox System Reference Guide Pg. 36
	Procedure:	Enter the administrator's new password, directory name recording and spelling.
	∦ Note:	Write down the Administrator's mailbox number and password on page 8 of the Classic Mail Design Package.
		the Assigned Mailboxes System Reference Guide Pg. 68
	Procedure:	Unlock all mailboxes that are assigned to owners including those used by call routing.
	* Note:	See page 16 and 17 of the Classic Mail Design Package. Do <u>not</u> unlock mailboxes that are unassigned.
	▲ Fast Tra	
		Access Code Code Guide Pg. 96
	Procedure:	If required, set the Classic Mail access code to be a different single digit on the telephone.
	* Note:	changing the Access Code, confirm that the star key causes undesirable affects such as last-number-red
		* Note: he first mailbox, opened and set up, automatically becomes the Administrator's has become Delivery Mailbox and the Attendant's Intercon Number. These def. 6 :45 caseigned as required.

Set Rings Before Answering Transferred calls Procedure: Set the number of rings the Classic Mail will wait before re-connecting with a caller after a transfer. The caller may then leave a message and/or transfer to another intercom. Note: See page 10 of the Classic Mail Design Package for this information. The default value is four ▲ Fast Track: 6 - 2 □ Block Lines for Off-Site Message Alert Reference: System Reference Guide Pg. 97 Procedure: If required, block individual lines from performing Off-Site Message Alert. ** Note: See page 7 of the Classic Mail Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions. ▲ Fast Track: 6 - 3 Set the Call Transfer Type Reference: System Reference Guide Pg. 101 Procedure: Select either direct or announced transfer method. * Note: See page 10 of the Classic Mail Design Package for this information. The announce method is mandatory for Merlin systems without the transfer feature. ▲ Fast Track: 6 - 7 Rings Before Answering Incoming Calls Reference: System Reference Guide Pg. 92 - 94 Procedure: Set the rings before the Classic Mail answers incoming calls in either day operation, night operation or by individual line as required. See page 10 of the Classic Mail Design Package for this information. Setting the Rings-Before-Answer for an individual line overrides the Business Hour Schedule for that line. Fast Track: 5-1 A Visual Comment and roll against against maked list should not so of sure and Business Hour Schedule Reference: System Reference Guide Pg. 80 Procedure: Define the opening and closing time for Monday through Sunday. ☆ Note: See page 10 of the Classic Mail Design Package for the Business Hour Schedule. Time is entered using a two-number format, two numbers for the hour and two numbers for the minute. The A/M P/M designation is then prompted "... press one for AM or 2 for PM."

		Administration Password System Reference Guide Pg. 70	Set the number of rings it ansierred ca call or may then leave a message and/or transle	
	Procedure:		e administration menus. Use an eight digit pass	word for
	Note:	Write down the Administration Pas	sword on page 8 of the Classic Mail Design Pack	age.
	▲ Fast Tra	ck: 5-4		
۵		strator's Mailbox Number System Reference Guide Pg. 69		
	Procedure:		or's functions to a different mailbox.	
	♯ Note:	This mailbox must be unlocked before	ore reassignment can be done. See page 10 of the or's Mailbox Number. These functions will be tr Administrator's Mailbox is closed.	Classic Mail
	▲ Fast Tra	ck: 5-5		
		nt's Intercom Number System Reference Guide Pg. 77		
	Procedure:		nction can be assigned to a different intercom or	it may be disabled
	♯ Note:	See page 10 of the Classic Mail Desi responsible for answering incoming	gn Package for the Attendant's Intercom Numbe calls, disable the attendant transfer feature.	r. If no individual:
	▲ Fast Tra	ck: 5-6		
	General Reference:	Delivery Mailbox System Reference Guide Pg. 76		
	Procedure:	If required, the general delivery ma disabled entirely.	ilbox function can be moved to a different mailbo	ox or may be
	₩ Note:	See page 10 of the Classic Mail Desi responsible for reviewing and forw function be disabled.	gn Package for the General Delivery Mailbox Nu arding messages sent to this mailbox it is <u>very im</u> alu bardod a a h	portant that this
	▲ Fast Tra	ck: 5 - 7		
		ly through Sunday.		

		Mailboxes Mailbox User's Guide Pg. 9 - 13			
	Procedure:	Assist all mailbox owners with mailbox set up. Instruct users on how to send and receive messages.			
	₩ Note:	It is important to set up any mailboxes that are used by Call Routing before the Call Routing Map is defined. All mailboxes except the general delivery mailbox must be set up with the owner's password before any messages can be deposited in them.			
		Greetings Mailbox User's Guide Pg. 13 - 16			
	Procedure:	Assist all mailbox owners with recording personal greetings. The mailboxes used by Call Routing must be set up before the route is defined.			
	♯ Note:	A generic greeting will be played to callers if a custom greeting is not recorded.			
	Record Company Greetings Reference: System Reference Guide Pg. 66 - 67				
	Procedure:	Using the written script, record the greetings that will be played to callers during day and night operation.			
	₩ Note:	See page 11 of the Classic Mail Design Package for the day and night company greeting scripts.			
	▲ Fast Tra	ck 1-1 for Day 1-2 for Night			
П	Call Por	Call into the Chrise Mail from a Mertin Voice Terminal and parity			
_	Reference:	Iting Maps System Reference Guide Pg. 82 - 92			
	Procedure:	Using the Call Routing work sheets, enter the call routing map and record the Top-Level menu of instructions for day and night operation.			
	₩ Note:	See pages 12 through 15 of the Classic Mail Design Package for Call Routing information. Read System Reference Guide Pg. 82 - 92 before first attempting to set up a Call Routing application.			
	▲ Fast Tra	▲ Fast Track: 2			
		Make certain that you are using a votce mail access lines. If all ports do not answer simultance that the Clark of Make unit is not a 2-port model. On 2-port models you will lear busy tone who to access more than two ports. If the unit is a 4-port model and this test fails, reset the line statural type, reboot the system and execute this test again. If it still fails, rend the line status and type and connect the Classic Mail to a different Merlin Control Unit. If the less fails on the secreplace the Classic Mail.			

Merlin 206,410,820 & Plus

System Testing Checklist

Fast Track key sequences begin from the administration mode top-level menu Reference: System Reference Guide Pg. 52 or page 25 of this package.

Classic Mail Access Code

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call

Troubleshooting shoose to a supplier of a cratery motern at a cratery and record griffen and record and a cratery and a cratery

Make certain that you are accessing a voice mail access line before you conduct this test. If the Classic Mail still does not answer, reset the line status and control unit type and reboot the Classic Mail...

- * System Reference Guide Page 96
- # Fast Track: 6-1

Simultaneous Access

- Call into the Classic Mail from a Merlin Voice Terminal
- Enter the specified access code
- Verify that the Classic Mail answers the call
- Press the hold button
- Continue until all Classic Mail ports are operating simultaneously

Troubleshooting

Make certain that you are using a voice mail access lines. If all ports do not answer simultaneously, confirm that the Classic Mail unit is not a 2-port model. On 2-port models you will hear busy tone when you attempt to access more than two ports. If the unit is a 4-port model and this test fails, reset the line status and control unit type, reboot the system and execute this test again. If it still fails, reset the line status and control unit type and connect the Classic Mail to a different Merlin Control Unit. If the test fails on the second Merlin, replace the Classic Mail.

- * System Reference Guide Page 96
- * Fast Track: 6 4

Rings Before Answer:

- Force the Classic Mail into day or night operation
- Call into the Classic Mail using an outside line
- Verify that the Classic Mail answers in the correct number of rings

Troubleshooting

Problems with Rings-Before-Answer that are not caused by data entry errors can by avoided if you understand how the Classic Mail prioritizes this function. The Classic Mail will answer a call on any incoming telephone line according to the number of rings defined by the installer for day and night operation. This is a system-wide function that can be overridden on any single line. If the installer defines Rings-Before-Answer on a line-by-line basis, each line given a specific Rings-Before-Answer value will ignore the Business Hour Table and <u>always</u> answer calls on the ring defined for that line.

- System Reference Guide Page 92 93
- * Fast Track: 5-1-1 (Day Operation)
- * Fast Track: 5 1 2 (Night Operation)
- *Fast Track: 5-1-3 (Line Operation)

If the Classic Mail will not answer a line at all, first check to make certain that Rings-Before-Answer has not been set to 99 rings for that line. If so, the Classic Mail would wait 99 rings to answer calls into that line. Otherwise, check the programming on the Voice Terminal ports you are using for Telephone Emulation. They may not be programmed with the line appearance of the telephone line in question. If this is so, correct it by programming line appearances so the Classic Mail will know when calls are coming in on the telephone lines.

Company Greetings

Verify that the correct greeting (Day or Night) plays

Troubleshooting

If the correct greeting does not play when the Classic Mail is in forced operation (either day or night), then the recording may have been created improperly. Record the day and night greetings again. Make certain the system prompt confirms that you are recording the correct greeting for both day operation and night operation.

- System Reference Guide Pages 66
- * Fast Track: 1-1 (Day Greeting)
- * Fast Track: 1 2 (Night Greeting)

Call Routing Map

- Select a call routing option
- Verify that the correct action takes place
- Repeat the previous steps until all options for the day and night Call Routing maps have been tested

Troubleshooting

Problems with the call routing map usually involve making incorrect entries to create a path or failing to save the Call Routing map after it has been completed. Confirm that all Call Routing paths have been defined.

- * System Reference Guide Page 87
- * Fast Track: 2

Attendant's Intercom Number

- Press 0 to transfer to the attendant
- Verify that the correct intercom rings

Troubleshooting

If you press 0 and are not transferred to the Attendant, or if you are transferred to the wrong intercom, use the Set Attendant's Intercom Number option to confirm the correct Attendant Intercom number. If the Attendant's Intercom is correct, connect a 34 button Merlin Voice Terminal to the Merlin Control Unit at port 10. Try to transfer a call to the Attendant's Intercom using the Intercom Auto-Dial button for the Attendant's Intercom. If this does not work, the Intercom Auto dial button for port 10 is not programmed correctly. See your Merlin User Guide for instructions on button programming.

- * System Reference Guide Pages 77
- # Fast Track: 5 6

General Delivery Mailbox

- Do not answer the attendant voice terminal
- Verify that the General Delivery Mailbox greeting plays
- Record a test message in the General Delivery Mailbox

Troubleshooting

If the call does not reach the General Delivery Mailbox, make certain you have defined a mailbox number. This can be confirmed by using the Set General Delivery Mailbox Number option.

- * System Reference Guide Pages 66
- # Fast Track: 5 7

8. Message Lamps

- Call into the Classic Mail using an outside line
- Leave at least a three second message in an initialized Regular mailbox deads codition and agreement a second
- Verify that the correct message lamp illuminates beliefed at addition and pole and the correct message and plans.
- Delete the message from the mailbox
- Verify that the message lamp extinguishes
- Repeat for each initialized Regular mailbox.

Troubleshooting

If none of the message lamps work, check to make certain that Classic Mail is configured for the correct Control Unit type and software package. Confirm that Classic Mail Telephone Emulation jack #1 is connected to Merlin Voice Terminal port 10. Also confirm that the Merlin Control Unit has Feature Package 2 and that the cartridge is firmly seated in its' socket or that it is an 820D or 820D2. Next connect a 34 button display set to Voice Terminal port 10. The 34 button display set will confirm the contents of each programmable key related to port 10. If the keys do not match the template for an attendant's intercom (see page 19 or page 22 for templates), reprogram the keys to conform with the template. After confirming the correct programming of port 10, verify that each intercom message lamp can be turned on and off manually from the 34 button display set. If you can't turn the lights on and off manually, it is likely that the feature cartridge is bad.

If the message lamps work on some phones and not others, follow the same procedure to confirm the Classic Mail hardware connections and Merlin port 10 programming. If an intercom message lamp still will not illuminate, the lamp may not be functional. Change the Voice Terminal set. If. after changing sets, the lamp will not operate, the Merlin voice terminal port is probably bad.

- * System Reference Guide Page 108

9. Off-Site Message Alert

- > Call into the Classic Mail using an outside line
- Leave a message in a mailbox that has Off-Site Message Alert activated process between the same and a same as a second as a same a same as a sa
- Verify the pager or off-site telephone number is contacted by the Classic Mail.

Troubleshooting

If the Classic Mail does not call an outside telephone number to deliver a new message, check the following items:

- Confirm that the Classic Mail is not blocked from dialing out on the outside telephone lines. If any of the
 Merlin Voice Terminal ports connected to the Classic Mail are call restricted remove this restriction. Verify
 the line blocking defined for the Classic Mail. If all lines have been blocked for Off-Site Message Alert,
 reprogram the Classic Mail to allow at least one line to dial out. Make certain that all lines that the Classic
 Mail is allowed to use for Off-Site Message Alert are not inbound-only lines.
 - * System Reference Guide Page 98
 - # Fast Track: 6-3
- If the Classic Mail is not activating a pager check the items listed above first. If you do not uncover the source of the problem, manually activate the pager. If you can't do this manually, contact the pager service provider. If you successfully activate the pager then the likely cause of the failure is an incorrect dialing sequence. To determine the correct dialing sequence you must estimate the timing of two events. First manually determine the approximate time in seconds that it takes for the paging service to answer your call and beep to indicate that digits may now be entered. Next determine how long (in seconds) the paging service allows for entering the fir digit before the disconnecting. When setting up the dialing sequence, include a long enough timed pause after the dialing number to allow the paging service to answer but not so much that it disconnects before the Classic Mail dials digits for display or pager identification.
 - * Mailbox User's Guide Page 31

Blocking Lines for Off-Site Message Alert

- > Call into the Classic Mail using an outside line
- Busy out all but the blocked line/s.
- Leave a message in a mailbox that has Off-Site Message Alert activated
- Verify the Classic Mail does not call out on any of the blocked lines

Troubleshooting

If the Classic Mail calls out on the blocked line, double check the line number and make certain that it has been correctly defined to the Classic Mail.

- * System Reference Guide Page 97
- # Fast Track: 6-3

Pre-Installation Requirements

Merlin 206, 410 & 820 Basic

(No Feature Modules Installed)

1. Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail
 installation.
 - * Note: Line key programming not possible. No pre-installation programming is required.

Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - *Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 1

Check Voice Terminal Ports.

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- If any voice terminal port is not functioning, notify the Merlin system owner before continuing with Classic Mail
 installation.
 - * Note: Line key programming not possible. No pre-installation programming checks required.

Check all vacant Merlin Tel.Co. ports

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin 206, 410 & 820 with Feature Module 2

1. Check Voice Terminal Functionality

- Plug a Merlin Voice Terminal (using a 34 Button Display Set is required) into each port to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that each port is operational. If you can make and receive a call the voice terminal port is good.
- Verify that each port has access to all necessary C.O. lines by touching each line button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines do not appear proceed to the next step.

2. Enter Administration Mode

- Plug a Merlin Voice Terminal into port #10 (or port 0 on the 206), place the "Admin" switch in the "Admin" position, (on the 820 it is located on the front upper left of the KSU, on the 410, switch #10 must be in the down position, on the 206, switch #0 must be in the down position).
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #01. <u>Do not</u> lift the
 handset or enable the speaker-phone.

Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc. On the 206, port 0 = intercom 0 etc.) If all lines to be answered by the Classic Mail are green dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Remove call restrictions from Voice Terminal ports used for Telephone Emulation.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

NOTE: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.
 - * Note: This must be done or the Classic Mail will not function properly.
- 5. Check all vacant Merlin Tel.Co. ports
 - Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
 - Verify that the port is good by calling the telephone number for that line. If a working connection is made
 the port is operational.
 - Repeat the previous steps for each vacant Tel.Co. port.
 - If all ports are good and have proceed with installation.
 - ** Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Merlin Plus Release I 820 D

1. Check Voice Terminal ports. Verify access to necessary lines

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift
 the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line.
- If all ports are good and have access to all of the necessary lines proceed with installation.
 - * Note: If the necessary lines do not appear proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by Hitting Administer on the Voice Terminal or dialing #01. Do not lift the
 handset or enable the speaker-phone.

3. Program Intercom Lines

- Dial the intercom number of TE port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) Press Conference. If all lines to be answered by the Classic Mail are green, press conference. Repeat this step as necessary.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the Voice Terminal requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

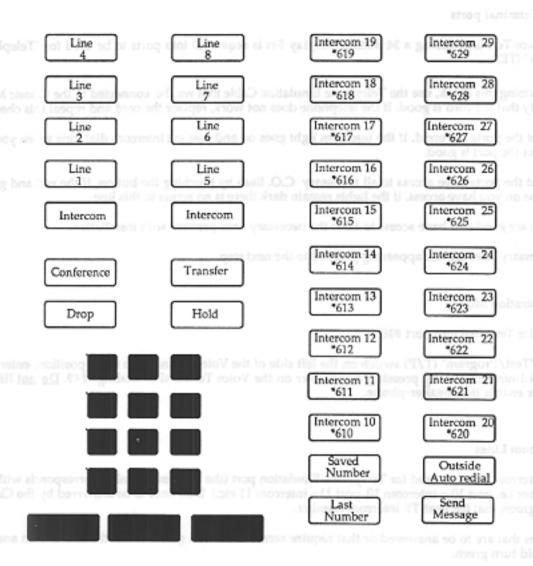
NOTE: If vacant Tel.Co. ports are being used to dedicate access to voice mail, verify that all voice mail users have access to the vacant lines on their phones by following the previous procedures in steps 2 and 3.

- 4. Program Intercom Auto Dial buttons for each Voice Terminal port used for Telephone Emulation.
 - Connect a 34 button display set to each Voice Terminal Ports used for Telephone Emulation.
 - Put the port into program mode by sliding the T/P switch to the P position.
 - Using the diagram on the page 19, program each Intercom Auto Dial button to match the template.
 - * Note: This must be done or the Classic Mail will not function properly.

5. Check all vacant Merlin Tel.Co. ports no bear no recognitive macrated and if

- Move an existing Public Network connection to a vacant Merlin Tel.Co. port.
- Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
- Repeat the previous steps for each vacant Tel.Co. port.
- If all ports are good and have proceed with installation.
 - *Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

Classic Mail Telephone Emulation Template Merlin 206, 410, 820 & 820D



	Merlin Admin Mode	T	elephone Emulation Template	B	esettingthe Merlin System
1.	Plug a Voice Terminal into port 10	1.	Put Voice Terminal into Program Mode.	1.	Put Merlin into Admin and
2.	Slide the selector switch on the left side of the voice terminal down to "P"	2.	Press an Intercom Button	2.	Press \$99 198
3.	Press Administrative button (Located above Transfer Button) or press #01	3.	Press * 6	3.	Turn the Merlin off, then on again
		4.	Enter the Voice Terminal Intercom Number		
		5.	Repeat for each button		

Merlin Plus Release 2 820 D2

1. Check Voice Terminal ports

- Plug a Voice Terminal (using a 34 Button Display Set is required) into ports to be used for "Telephone Emulation" (TE).
 - When doing this check, use the Telephone Emulation Cable that will be connected to the Classic Mail to verify that the cord is good. If the telephone does not work, replace the cord and repeat this check.
- Verify that the ports are good. If the intercom light goes on and you get intercom dial tone when you lift the handset the port is good.
- Verify that the ports have access to all necessary C.O. lines by touching the button, if the red and green lights come on you have access, if the lights remain dark there is no access to this line
- If all ports are good and have access to all of the necessary lines proceed with installation.
- If the necessary lines are not appearing proceed to the next step.

2. Enter Administration Mode

- Plug a Voice Terminal into port #10.
- Slide the "Test/Program" (T/P) switch on the left side of the Voice Terminal to the P position, enter into
 "System Administration" by pressing Administer on the Voice Terminal or dialing #49. <u>Do not</u> lift the
 handset or enable the speaker-phone.

3. Program Intercom Lines

- Dial an intercom number used for Telephone Emulation port (the intercom number corresponds with the port number i.e. port 10 = intercom 10, port 11= intercom 11 etc.) If all lines to be answered by the Classic Mail are green, dial the next TE intercom number.
- If any lines that are to be answered or that require access are not lit green, touch the line button and the light should turn green.
- Dial the next TE intercom number or the intercom number of the phone requiring access, and repeat the previous steps.
- Upon completion of programming return the T/P switch on the Voice Terminal to the center position.

Classic Mail Telephone Emulation Template Merlin 820 D2

Message Waiting Lights

- Program each Voice Terminal port used for Telephone Emulation to use the Attendant's Template (See
 the diagram on the next page for the Attendant's Template). While in the Admin mode, enter the
 intercom number for a Telephone Emulation port and dial *10410. This will set the port to the default
 button assignments which enables message waiting. Repeat this for each Voice Terminal port used for
 Telephone Emulation.
 - * Note: This must be done or the Classic Mail will not function properly.
- Check all vacant Merlin Tel.Co. ports
 - Move an existing Public Network connection to a vacant Tel.Co., port.
 - Verify that the port is good by calling the telephone number for that line. If a working connection is made the port is operational.
 - Repeat the previous steps for each vacant line port.
 - If all ports are good and have proceed with installation.
 - Note: If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.



Classic Mail Telephone Emulation Template Merlin 820 D2

Admin mode, enter	list votes, While in the	withe Attendant's Tea threshopped and d	the next page for
Line 4	Line 8	Intercom 19 *619	Intercom 29 *629
Line 3	Line 7	Intercom 18 *618	Intercom 28 *628
Line 2	Line 6	Intercom 17 *617	Intercom 27 *627
Line 1	Line 5	Intercom 16	Intercom 26 *626
Intercom	Send Message	Intercom 15 *615	Intercom 25 *625
Conference	Transfer	Intercom 14 *614	Intercom 24 *624
Drop of	Hold we Hold	Intercom 13 *613	Intercom 23 *623
		Intercom 12 *612	Intercom 22 *622
		Intercom 11 *611	Intercom 21 *621
		Intercom 10 *610	Intercom 20 *620
		Saved Number	Outside Auto redial
		Last Number	Outside Auto redial

Merlin Admin Mode

- Plug a Voice Terminal into port 10
- Slide the selector switch on the left side of the voice terminal down to "P"
- Press Administrative button (Located above Transfer Button) or press #49

Telephone Emulation Template

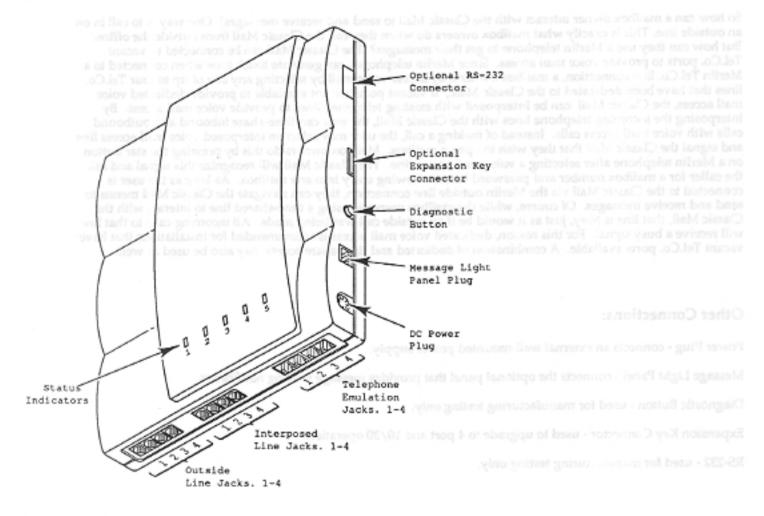
- Put Merlin into Admin.
- Press *10
- 3. Press 4 (Admin. Template)
- Enter the Voice Terminal Intercom Number
- Press Admin. Button

Resettingthe Merlin System

- Put Merlin into Admin and
- Press *99 198
- Turn the Merlin off, then on again

Classic Mail Installation Overview

System Connections:



To understand how the Classic Mail operates it is important to understand the concept of Telephone Emulation and Interposed lines.

Telephone Emulation Jacks:

Each Telephone Emulation jack is connected to the Merlin Control Unit in the same manner as a Merlin Voice Terminal is connected. A Telephone Emulation connection is electronically identical to a Merlin attendant console. The Classic Mail has the ability to use this Telephone Emulation. connection - just as a person would - to answer a call, transfer the call to an intercom and, if needed, record a confidential message in the caller's own words.

Interposed Lines:

Even though Classic Mail Telephone Emulation operates just as a person does when answering calls coming in on outside lines, it can't answer a call from someone calling on a Merlin intercom line. The reason is simple: The Classic Mail interacts with a caller, offering a menu of choices and taking action on the caller's selections. A caller may indicate which menu choices they would like to select by pressing the touch tone key that corresponds with the desired selection. The Classic Mail detects and decodes this touch tone key press and takes the appropriate action. Without the tones, the Classic Mail can't interact with callers and, unfortunately, the Merlin does not generate touch tone on the intercom lines.

So how can a mailbox owner interact with the Classic Mail to send and receive messages? One way is to call in on an outside line. This is exactly what mailbox owners do when they call the Classic Mail from outside the office. But how can they use a Merlin telephone to get their messages? The Classic Mail can be connected to vacant Tel.Co. ports to provide voice mail access. Since Merlin telephones can generate touch tone when connected to a Merlin Tel.Co. line connection, a mailbox owner may access voice mail by selecting any one of up to four Tel.Co. lines that have been dedicated to the Classic Mail., If vacant ports are not available to provide dedicated voice mail access, the Classic Mail can be interposed with existing telephone lines to provide voice mail access. By interposing the incoming telephone lines with the Classic Mail, the user can time-share inbound and outbound calls with voice mail access calls. Instead of making a call, the user may select an interposed voice mail access line and signal the Classic Mail that they wish to open a mailbox. Mailbox owners do this by pressing the star button on a Merlin telephone after selecting a voice mail access line. The Classic Mail will recognize this signal and ask the caller for a mailbox number and password before allowing entry into any mailbox. As long as the user is connected to the Classic Mail via the Merlin outside line connection, they can navigate the Classic Mail menus to send and receive messages. Of course, while the mailbox owner is using a time-shared line to interact with the Classic Mail, that line is busy, just as it would be if an outside call was being made. All incoming calls to that line will receive a busy signal. For this reason, dedicated voice mail access is recommended for installations that have vacant Tel.Co. ports available. A combination of dedicated and time-share access may also be used as well.

Other Connections:

Power Plug - connects an external wall-mounted power supply.

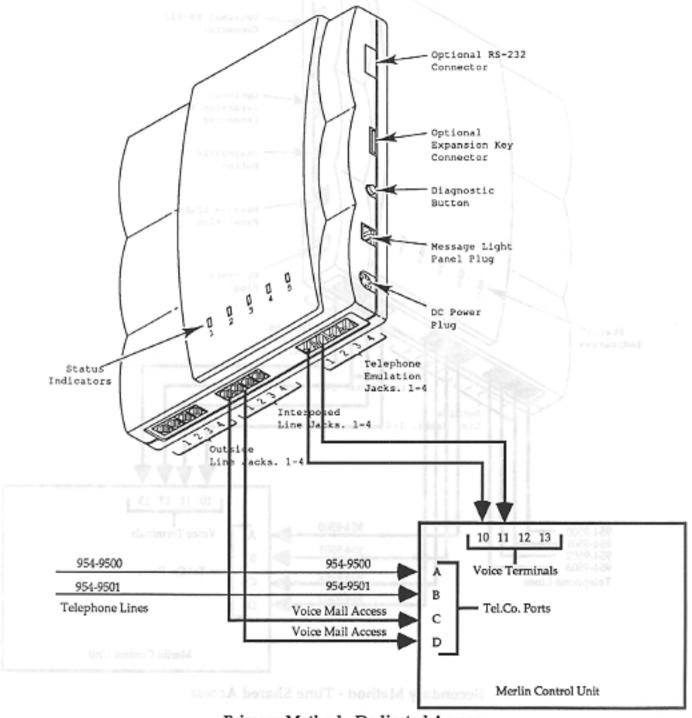
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used for manufacturing testing only.

Expansion Key Connector - used to upgrade to 4 port and 10/30 operation.

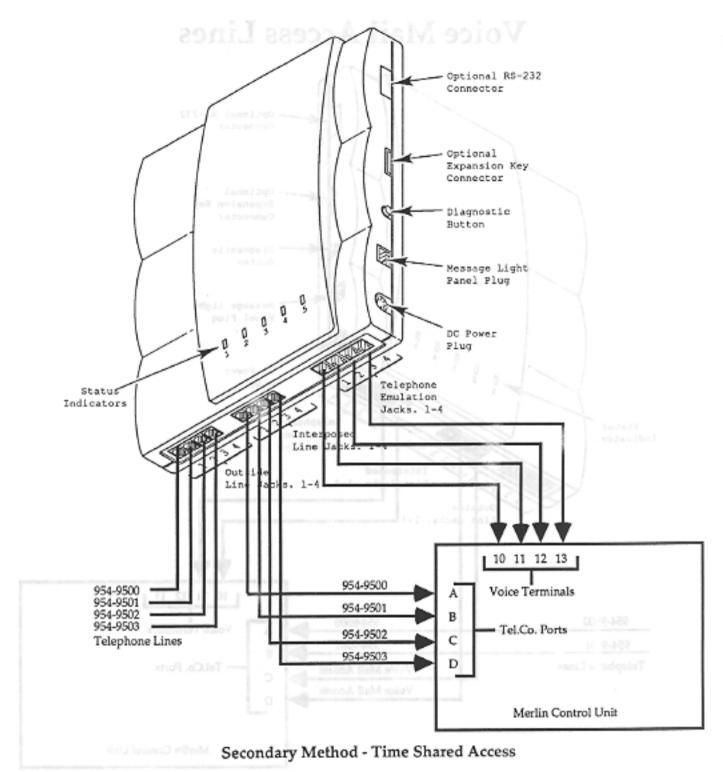
RS-232 - used for manufacturing testing only.

Voice Mail Access Lines

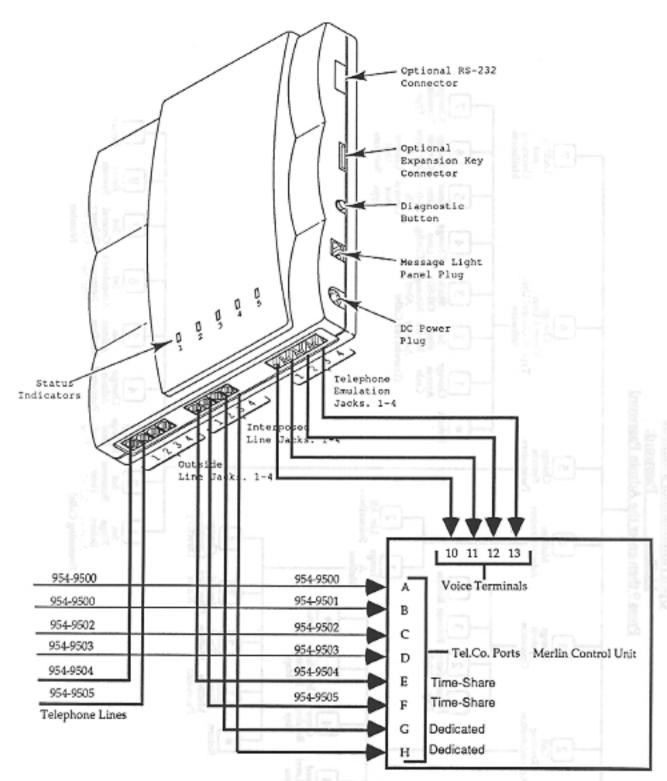


Primary Method - Dedicated Access

The preferred method of providing voice mail access for internal users is to use vacant Tel.Co. ports on the Merlin Control Unit to dedicate lines for voice mail access. A modular telephone cable is used to connect Classic Mail interposed jacks to the vacant Tel.Co. ports on the Merlin Control Unit. Mailbox owners can access voice mail by selecting one of these lines and ressing the voice mail access key.

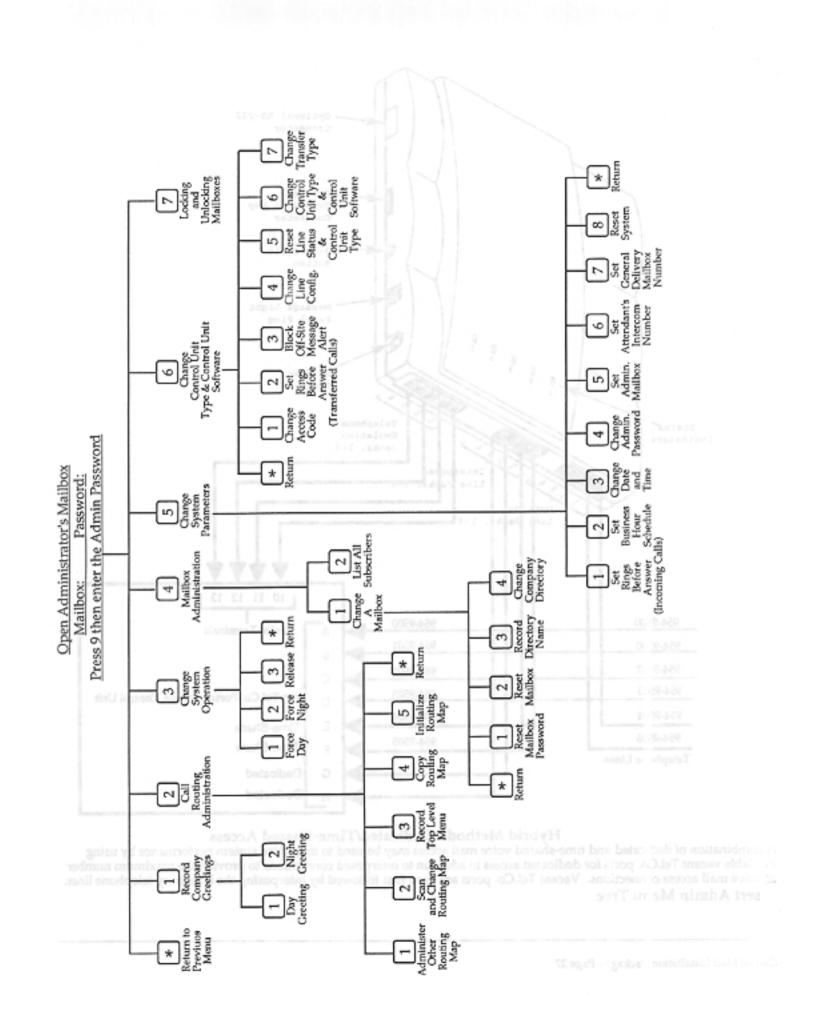


If vacant Tel.Co. ports are not available to provide dedicated voice mail access, existing telephone line an be interposed with the Classic Mail to provide time-shared access to voice mail. The mailbox owner selects an interposed line and enter the voice mail access code. Using this method, voice mail access is time-shared with inbound and outbound calls. The least busy telephone lines should be used for time-shared voice mail access.



Hybrid Method - Dedicated/Time-Shared Access

A combination of dedicated and time-shared voice mail access may be used to maximize system performance by using available vacant Tel.Co. ports for dedicated access in addition to interposed connections to provide the maximum number of voice mail access connections. Vacant Tel.Co. ports are used first followed by interposing the least busy telephone lines. sert Admin Menu Tree



Notes

Notes

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CLASS PRESENTATION

CLASSIC MAIL™ VOICE MESSAGING SYSTEM

MARKETING AND SALES GUIDE

SALES TRAINING PRESENTATION

SYSTEM PLANNING AND DESIGN

> SALES SUPPORT CONTACTS

> > STUDENT NOTES



CLASS PRESENTATION

CLASSIC MAIL"

VOICE MESSAGING SYSTEM

AND SALES GUIDE

> SALES TRAINING PRESENTATION

SYSTEM PLANNING AND DESIGN

SALES SUPPORT CONTACTS

STUDENTE



The CLASSIC MAIL™ System

CLASSIC MAIL

VOICE MESSAGING SYSTEM



The CLASSIC MAIL System is an integrated voice messaging and call routing system, designed to work specifically with the AT&T Classic Merlin® family of key systems.

This Merlin family includes:

the Merlin 206, all versions

the Merlin 410, all versions

the Merlin 820, all versions

the Merlin Plus, all versions

the Merlin 1030, Feature Package 1, 2, 4, 5 (Merlin 1030 FP 3 not supported)

CLASSIC MAIL

This Merlin family includes

the Merlin 206, all versions

the Merlin 410, all versions

the Merlin 820, all versions

the Merlin Plus, all versions



The Sales Opportunity

There are approximately 750,000 AT&T Classic Merlin systems installed in North America. This is 21% of the total installed base of 3.5 million key systems.

voice processing product suitable for these Merlin customers. Until recently, these customers could not buy an inte-The CLASSIC MAIL System is AT&T's only integrated grated voice processing product for their Merlins.

CLASSIC MAIL Systems within this base of customers. There absolutely is a pent-up customer demand for

CLASSIC MAIL

VOICE MESSAGING SYSTEM

The Sales Opportunity



Why is there customer demand for CLASSIC MAIL?

For years, owners of Classic Merlin systems have had very limited choices for voice processing application solutions.

- Telephone answering machines.
- Voice mail services offered by telephone companies (RBOCs) & service bureaus.
- Private answering services.
- Non-integrated, third party, voice processing systems



Telephone answering machines.

(RBOCs) & service bureaus.

Private answering services.





The Classic Mail Competitors

The competition is:

CLASSIC MAIL offers:

Answering Machines

Improved functionality

RBOC voice mail
 services

Private answering

services

Improved functionality, lower cost, asset vs. expense

Improved functionality, lower cost, asset vs. expense

Improved functionality

Non-integrated voice
 processing systems

CLASSIC MAIL



Why sell voice processing systems?

Customers will buy solutions to important business problems. Here are some solvable problems:

- There are often more incoming calls than a single person can handle.
- Many important calls are placed to businesses that are
- 75% of all business calls do not connect the caller to their desired party on the first try.

The CLASSIC MAIL System can solve all these problems.





Surprising facts that won't surprise you

 60% of all incoming calls are not as important as the work they interrupt. 88% of the time, the person you called is unavailable.

 55% of all telephone communications do not require a two-way conversation. 90% of written "pink-slip" messages contain wrong or incomplete information.

All of these facts can help you sell CLASSIC MAIL Systems!





work they interrupt.

CAAO-AASA COUAGESSTIOU"



Discovery Questions

Who calls your business and why?

How are messages from callers taken?

Do you receive calls from outside your time zone?

How do your employees communicate with each other?

you provide with current communication methods? How do your callers feel about the level of service

How do you feel about voice messaging products you have encountered?







Who Calls Your Business and Why?

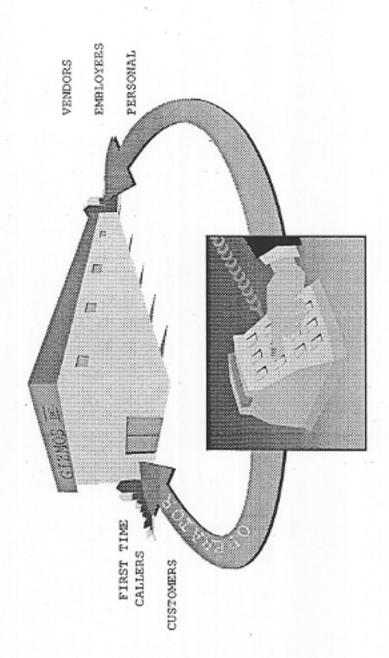
			,
			1
50000			
CUSTOMBRS	VENDORS	EMPLOYEES	PERSONAL
%	(U)	0/0	0/0
	6/0	olo olo	g O d O d O

What does your caller profile look like?





Create a "Backdoor To Your Business"



CLASSIC MAIL VOICE MESSAGING SYSTEM







Common Objections

- "We're a small business; we don't need voice mail."
- "Voice Mail is too impersonal."
- "I don't want my customers talking to a machine."
- "The cost is too high."
- "We're going to buy a new phone system that has Voice Mail."

CLASSIC MAIL VOICE MESSAGING SYSTEM



Common Objections

"Voice Mail is too impersonal."

"I don't want my customers talking to

"The cost is too high."

CLASSIC INAIL

OICE MESSYCIMO SAZLEM



The Classic Mail System

Product Description

Lpe Classic Mail 2\langle





The AT&T CLASSIC MAIL System provides a full complement of voice processing features.

These features include:

- Automated Attendant
- build customized Automated Attendant applications Single Digit Call Routing (Selector Codes), to
- Voice Messaging, which takes messages when an intercom is busy or not answered, and provides advanced messaging features.

CLASSIC MAIL VOICE MESSAGING SYSTEM

These features include:

Automated Attendant



- The CLASSIC MAIL System is packaged in an at tractive wall mount enclosure.
- The CLASSIC MAIL System integrates with the Merlin using advanced "Telephone Emulation" technology.
- The system is available in either 2 port / 3 hour or 4 port / 6 hour configurations.
- MAIL System may share connections to existing Low power consumption means the CLASSIC Merlin UPS systems.

CLASSIC MAIL VOICE MESSAGING SYSTEM

- The CLASSIC MAIL System is easily configured using any Touch Tone telephone.
- An optional 4-Port Expansion Kit is available for field upgrade of the 2-port system.
- provides support for the Merlin 1030 system. An optional 1030 Control Unit Upgrade Kit
- An optional Message Waiting Panel is available for Merlin owners who have telephones without message waiting lights.



System Mailbox Assignments for:

Merlin 206: 5 Mailboxes (for intercoms 1 to 5).

Merlin 410: 10 Mailboxes (for intercoms 10 to 19).

Merlin 820: 20 Mailboxes (for intercoms 10 to 29).

Merlin Plus: 20 Mailboxes (for intercoms 10 to 29).

Merlin 1030: 30 Mailboxes (for intercoms 10 to 39).

All systems come equipped with 100 additional guest mail boxes. CLASSIC MAIL VOICE MESSAGING SYSTEM



Mailbox Capacity

Message Time: 30 minutes maximum

Message Length: 30 minutes maximum/3 seconds minimum

Primary Greeting: 1 minute maximum

Alternate Greeting: 1 minute maximum

Messages: 75 maximum per mailbox

Password: 4 to 8 digits selected and changeable by

CLASSIC MAIL

VOICE MESSAGING SYSTEM





CLASSIC MAIL Basic Features

Company Directory.

Dial by Name, Dial by Number.

User friendly mailbox initialization.

Password protected mailboxes.

Primary and Alternate Greetings.

General Delivery mailbox.

Message waiting alert via intercom.

Company Directory.

Dial by Name, Dial by Number.

Oser mendly mailbox minalisation

Password protected mailboxes.

Primary and Alternate Greetings.

General Delivery mailbox.

Message waiting alert via intercom.



More CLASSIC MAIL Basic Features

- Message Envelope (Time & Date).
- Forward and Reply to messages.
- Save or Delete messages.
- Transfer a caller to an intercom with Classic Mail supervision.
- Transfer a caller directly to a mailbox.
- Password protected Administration Mailbox.

CLASSIC MAIL VOICE MESSAGING SYSTEM



Message Envelope (Time & Date).

Forward and Reply to messages.

Save or Delete messages.

Azil supervision.



CLASSIC MAIL Advanced Features

Automatic System Configuration

Message Waiting Lights

Group Lists

Cascading Off-Site Message Alert (Outcalling)

Guest Mailboxes

Special-Purpose Mailboxes

Call Routing

Advanced Answering Services

Automatic System Configuration

Message Waiting Lights

Group Lists

Guest Mailboxes

Special-Purpose Mailboxes

Call Rouring

Advanced Answering Services



Components of the Installation Process

Customer Site Survey

Application Design

Hardware Installation

Customization & Testing

User Training

Спатошет 2 де 2 дельей

Application Design

Hardware Installation

Customization & Testing

User Training

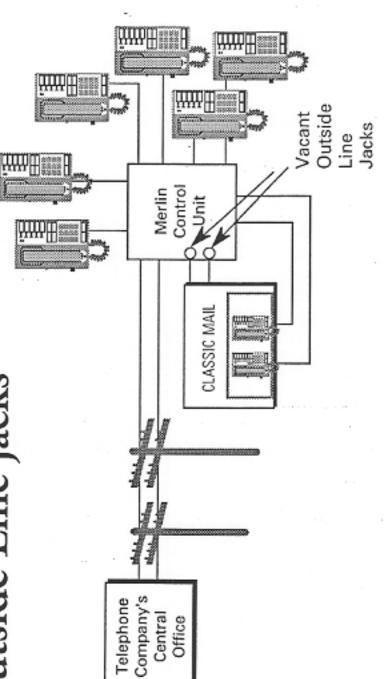
Merlin Integration Requirements:

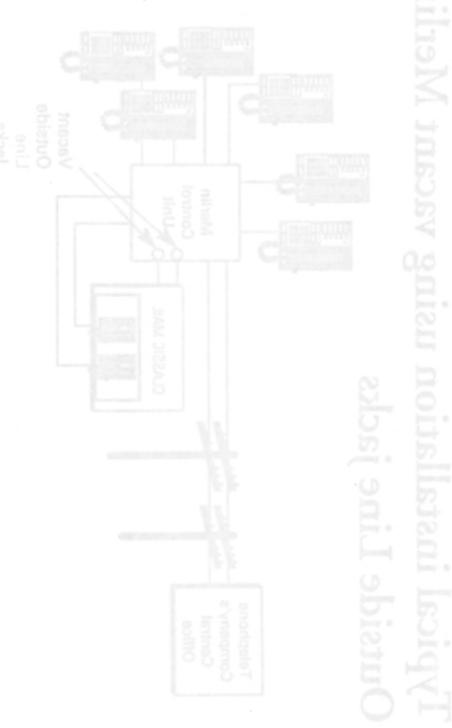
- One vacant Merlin Voice Terminal port needed for connection to each CLASSIC MAIL port.
- Merlin Voice Terminal port 10 must be connected to the CLASSIC MAIL system for message waiting lamp control.
- Vacant or shared Merlin outside line ports are used for CLASSIC MAIL message retrieval.





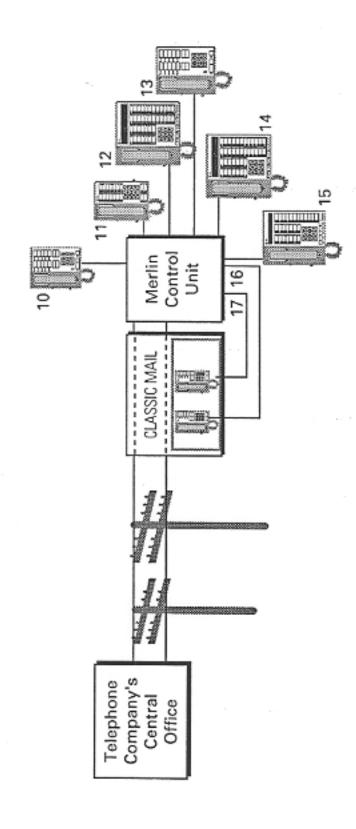
Typical installation using vacant Merlin Outside Line jacks



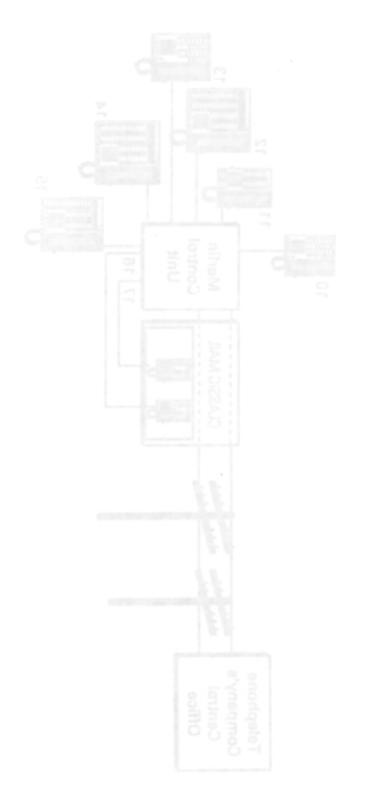




Alternative installation using shared Merlin Outside Line jacks

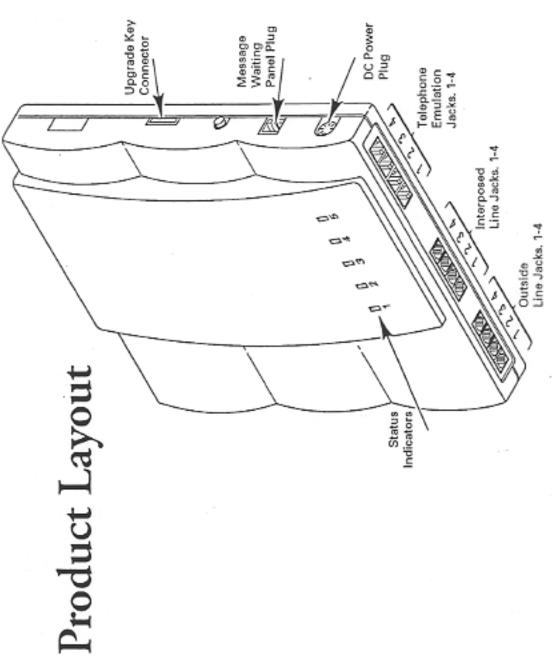






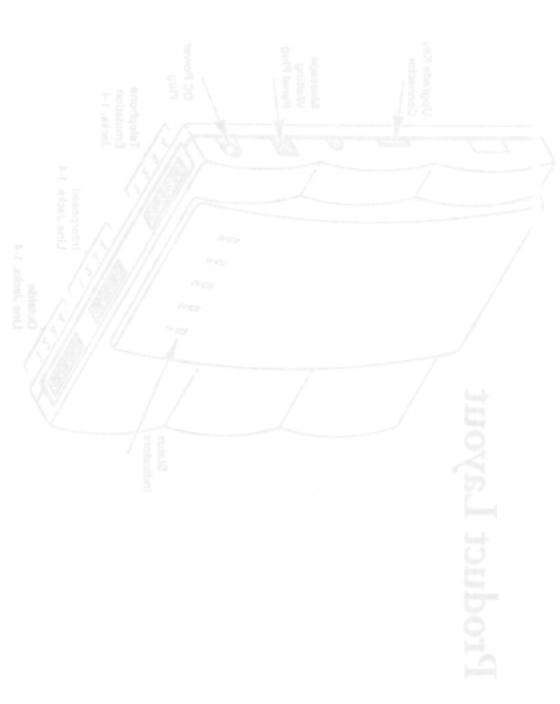






CLASSIC MAIL

VOICE MESSAGING SYSTEM





CLASSIC MAIL Models and Pricing

.





2 Port-3 Hour CLASSIC MAIL (PEC 6109-V2P)

available divided among the initialized system mailboxes. This configuration can support up to two simultaneous system users from up to 8 incoming central office lines, with approximately 3 hours of message storage time

CLASSIC MAIL VOICE MESSAGING SYSTEM





4 Port-6 Hour CLASSIC MAIL (PEC 6109-V4P)

available divided among the initialized system mailboxes. This configuration can support up to four simultaneous system users from up to 8 incoming central office lines, with approximately 6.5 hours of message storage time

CLASSIC MAIL

VOICE MESSAGING SYSTEM



eastern recte from nb to 8 incoming central office lines?



System Options:

The following CLASSIC MAIL System options are also available:

Hr. configuration to a 4 port/6 Hr. configuration. Once a 2 This kit provides for field upgrade of the standard 2-port/3 port system has been upgraded to a 4 port system, the expansion key may not be used in another system. • Expansion Kit (PEC 6109-EXPA)



System Options





System Options (cont.):

1030 configurations up to 15 incoming central office lines Upgrade kit for Merlin 1030 integration. Once upgraded, This includes a 4-port system, and a Classic Mail System the 4-port CLASSIC MAIL System will support Merlin CLASSIC MAIL for Merlin 1030 (PEC 6109-V30) and up to 30 intercoms.

up to 18 intercoms for which there is no telephone message This kit provides centralized message waiting indication for Message Waiting Panel Kit (PEC6109-MWP) notification light.



VOICE MESSAGING SYSTEM

System Options (cont.):





CLASSIC MAIL for Merlin 1030 Overview

Merlin 1030 configurations that are supported:

15 Trunks And 20 Stations

• 10 Trunks And 30 Stations

Compatible with Feature Modules 1,2, 4 & 5.

Requires a 4-port CLASSIC MAIL System

Works in a pooled or squared environment.

CLASSIC MAIL VOICE MESSAGING SYSTEM







CLASSIC MAIL for Merlin 1030 Considerations

- Only Voice Terminal ports 11, 12, 13 & 14 may be used for Terminal Emulation.
- Voice Terminal ports 11, 12, 13 & 14 must be set for Attendant operation.
- Pooled system access lines must be in a separate pool.







PRICE LIST FOR CLASSIC MAIL™ VOICE MESSAGING SYSTEM

DESCRIPTION	PEC/APEC CODES	COMCODES	CODES	NPL	INST	MAINT	MTM	LEASE 12	TERMS 24	(months) 36	84
2-Port System	6109-V2P	407041912	VSYS2	3,800	009	50	426.50	366.20	207.40	163.40	141.30
2-Port System	6109-V2PA	407041912	VSYS2	3,800	600	50	426.50	366.20	207.40	163.40	141.30
4-Port System	6109-V4P	407041920	VSYS4	4,600	800	50	516.30	438.00	245.90	190.70	163.20
4-Port System	6109-V4PA	407041920	VSYS4	4,600	800	50	516.30	438.00	245,90	190.70	163.20
Message Waiting	6109-WWP	407041938	WSYSW	300	100	10	33.70	31.90	19.40	17.00	15.70
Message Waiting	6109-MWPA	407041938	VSYSM	300	100	10	33.70	31.90	19.40	17.00	15.70
2-Port Expansion	6109-EXP	407041946	VSYSX	1,200	400	25	134.70	120.20	70.10	57.80	51.50
2-Port Expansion	6109-EXPA	407041946	VSYSX	1,200	.400	25	134.70	120.20	70.10	57.80	51.50
4-Port for M1030	6109-V30	407041920 ·	VSYS3	5,750	006	20	645.30	541.30	301.10	230.00	194.60
4-Port for M1030	6109-V30A	407041920	VSYS3	5,750	0006	50	645.30	541.30	301.10	230.00	194.60

December 1993

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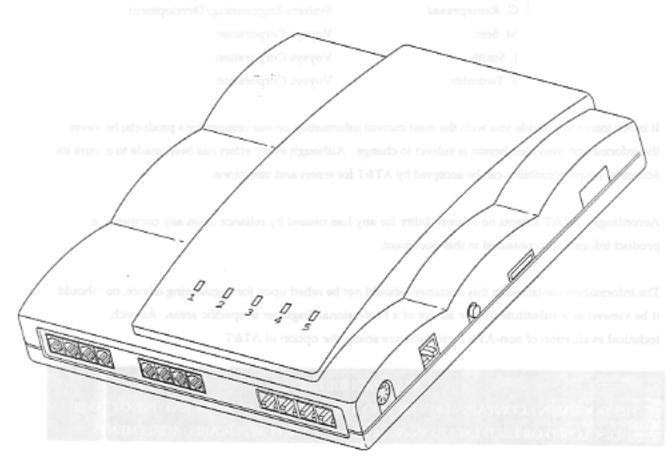
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CLASSIC MAIL™ VOICE MESSAGING SYSTEM



Marketing and Sales Guide

MERLIN MAIL 78 Volce Messaging System

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This guide contains references to the following AT&T trademarked products or services:

MERLIN® 206, 410, 820, 1030 Communications Systems PARTNER® Communications System

MERLIN® LEGEND PARTNER® Plus Communications System

MERLIN MAIL™ Voice Messaging System PARTNER® II Communications System

CLASSIC MAIL™ Voice Messaging System PARTNER MAIL® Voice Messaging System

PARTNER MAIL™ VS Voice Messaging System

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Overview

CLASSIC MAIL is a small, functionally-integrated voice messaging and call routing system, designed to work with the following specific models of the AT&T CLASSIC MERLIN Communications System:

- MERLIN 206
- MERLIN 410
- MERLIN 820
- MERLIN 1030 (except FM 3)

CLASSIC MAIL also operates on the:

MERLIN Plus Communications System

Note: In this document, the term MERLIN system will refer to the CLASSIC MERLIN Communications Systems noted above and the MERLIN Plus Communications System.

CLASSIC MAIL provides a full complement of voice messaging features:

- Automated Attendant: provides call answering and routing
- Call Routing: creates custom Automated Attendant applications
- Voice Mail: records a message when the station is busy or not answered, and provides advanced messaging functions

CLASSIC MAIL is packaged in a custom-designed wall mount enclosure. The optional Message Waiting Panel for centralized message waiting indication is suitable for either wall mount or desktop (not available with the MERLIN 1030). Messages are stored using advanced digital speech technology on an internal hard disk. The system is available in either 2- or 4-port configurations for the MERLIN 206, 410, 820 and Plus. Additionally, an optional "4-Port Expansion Kit" is available for field upgrade of the 2-port system to a 4-port system. A separate 4-port configuration is available for the MERLIN 1030. CLASSIC MAIL is currently not available for a MERLIN 3070 system. System installation and initial configuration connects CLASSIC MAIL to the MERLIN system and establishes subscriber mailboxes. CLASSIC MAIL may be easily configured and maintained using any Touch-ToneTM telephone.

Market Opportunities

CLASSIC MAIL is specifically targeted to the installed base of the AT&T CLASSIC MERLIN systems (i.e. MERLIN 206, 410, 820, 1030 and Plus) in small business environments.

There currently exists a significant base of installed AT&T CLASSIC MERLIN systems in North America. The majority of these MERLIN systems are installed in small business environments and compatible with CLASSIC MAIL.

Market Competition

There is no voice mail systems that "fully" integrates with the AT&T CLASSIC MERLIN systems. A "fully" integrated system is one that routes callers to personal greetings without having to re-enter the station number, whether the caller was routed through the Automated Attendant, called station-to-station, called a personal line or was transferred. Refer to section titled, Integration With The MERLIN System in this guide.

Owners of CLASSIC MERLIN systems currently have several choices for messaging:

- On-premise telephone answering machines
- Off-premise voice mail services offered by telephone companies & service bureaus
- Off-premise answering services
- Upgrade their key system to a new system that supports voice mail

For information about these potential competitive voice messaging alternatives, please refer to the CLASSIC MAIL Competitive Analysis found in the Appendix section of this guide.

For additional information regarding how CLASSIC MAIL compares with other GBCS voice mail products refer to the GBCS Voice Product Matrix and What You Should Know in the Appendix section of this guide.

Market Requirements

The market requirements for CLASSIC MAIL include:

♦ Low Price

Until now, the high cost of entry for the small business market has been an obstacle. CLASSIC MAIL provides high functionality, performance, and features at low cost of entry to the small business.

Installation & Administration

CLASSIC MAIL is designed to be easily installed by an AT&T technician. System configuration and administration can be easily accomplished by the System Administrator, through any Touch-Tone telephone.

♠ Recognizable Business Value

CLASSIC MAIL brings features and functions as yet unavailable in this class of product to MERLIN owners. The system also provides additional value to the owners of existing MERLIN systems by not having to replace their system in order to obtain such functionality.

◆ Upgrade/Migration

Typical small businesses are growing businesses. CLASSIC MAIL provides maximum return on investment via upgrading from a 2-port to a 4-port system. There is no loss of investment when customers outgrow their 2-port system as upgrading allows customers to keep their existing system hardware.

Note: CLASSIC MAIL is not supported on PARTNER, MERLIN II, MERLIN LEGEND, DEFINITY or System 25.

Customer Service

Like all AT&T products, CLASSIC MAIL is backed by the highest level of superior customer service that has become an industry standard.

System Overview

The following provides an overview of CLASSIC MAIL's configurations, options, and functional characteristics:

Standard System Configurations

CLASSIC MAIL is available in two standard system configurations for the MERLIN 206, 410, 820 and Plus:

2-Port System (PEC 6109-V2P/A) for MERLIN 206, 410, 820 and Plus

This configuration can process up to two simultaneous system users and is recommended for customers with up to 4 incoming central office lines connected to the CLASSIC MAIL system. The maximum storage time is 3 hours of messages, divided amongst the initialized system mailboxes. The 2-port configuration is field upgradeable to a 4-port configuration with the "4-Port Expansion Kit" (see below). A 2-port system cannot be used on a MERLIN 1030

Note: The 2-port CLASSIC MAIL system requires 2 unused station ports on the MERLIN Control Unit.

4-Port System (PEC 6109-V4P/A) for MERLIN 206, 410, 820 and Plus

This configuration can process up to two simultaneous system users and is recommended for customers with up to 8 incoming central office lines connected to the CLASSIC MAIL system. The maximum storage time is 6.5 hours of messages, divided amongst the initialized system mailboxes. A 4-port system must include a Control Unit Upgrade kit (see below) in order to work on a 1030 MERLIN.

Note: The 4-port CLASSIC MAIL system requires 4 unused station ports on the MERLIN System Control Unit.

In addition, CLASSIC MAIL is also available in one standard system configuration for the MERLIN 1030:

4-Port System (PEC 6109-V30/A) for MERLIN 1030

This configuration is designed for the MERLIN 1030 key system only. It is recommended for customers with up to 10 incoming central office lines and 30 stations. The MERLIN 34-button and large attendant consoles are both supported. The system contains a 4-port unit (PEC 6109-V4P/A) and a Control Unit Upgrade Option "key", user documentation, and installation instructions. The "key" may be used in only one system. Once a 4-port system has been upgraded to work with a MERLIN 1030 system using the Control Unit Upgrade Kit, the CLASSIC MAIL system cannot be reinitialized to its previous state in the field.

Note: The 4-port CLASSIC MAIL system for the MERLIN 1030 requires 4 unused station ports on the MERLIN System Control Unit.

All configurations include the necessary cables, external power supply, user documentation, mounting hardware, etc. for a typical installation.

What's the Right Configuration...2-port or 4-port?

Does your customer need a 2-port or 4-port CLASSIC MAIL system? There is no scientific formula for determining the right configuration, but you should base your decision on these four factors:

- Call Volume
- · Number of internal mailbox users
- · Both Automated Attendant and Voice Mail will be used
- · Immediate or Delayed Mode for Automated Attendant

If Your Customer has	or Your Customer has	Then Your Customer Needs a
Less than 50 incoming calls per day	Less than 10 mailbox users	2-port CLASSIC MAIL system
More than 50 incoming calls per day	More than 10 mailbox users	4-port CLASSIC MAIL system

Note: CLASSIC MAIL adds an additional concern, that is, voice mail messages are retrieved via used or unused Central Office line ports. If the voice mail system shares CO line ports, external callers will receive a busy signal while the line is being used to retrieve messages. To avoid any CO line contention, connect CLASSIC MAIL to unused CO line ports. If possible, connect the 2-port system to 2 unused CO line ports on the MERLIN Control Unit and the 4-port system to 4 unused CO line ports on the MERLIN Control Unit.

You must discuss with your customer how their business operates in order to make a recommendation. If in doubt, err on the side of safety and recommend a 4-port system.

The warning signs indicating the need for a 4-port CLASSIC MAIL system would be:

- If the CLASSIC MAIL system is often busy when users are trying to retrieve messages
- If the CLASSIC MAIL system is too busy to answer incoming calls

Control Unit-Upgrade Kit, the CLASSIC MAIL system cannot be

System Options

The following CLASSIC MAIL options are available on the MERLIN 206, 410, 820 and Plus:

4-Port Expansion Kit (PEC 6109-EXP/A)

This kit provides the ability to field upgrade a standard 2-port configuration to a 4-port configuration. The kit contains an Expansion Kit Option "key", cabling, user documentation, and installation instructions. The "key" may be used in only one system. Once a 2-port system has been upgraded to a 4-port system, the key may not be used in another system.

Message Waiting Panel Kit (PEC 6109-MWP/A)

This kit provides centralized message waiting indication for those supported stations for which there is no telephone message notification light and/or for customer applications where centralized message waiting notification is required. The Message Waiting Panel displays the new message status of up to 18 mailboxes. The kit contains one Message Waiting Panel, external power supply, cables, paper labels, user documentation, and installation instructions.

Note: Message Waiting Panel support is not provided for the MERLIN 1030 system nor can it be used to display the new messages status of Guest mailboxes on the MERLIN 206, 410, 820 or Plus systems.

System Characteristics

The CLASSIC MAIL system has the following characteristics:

General

The CLASSIC MAIL system consists of a single electronic printed circuit assembly (PCA) with an internal hard disk drive for message and system software storage. The PCA provides processor control, telephone line interfaces, a real time clock/calendar, a SCSI controller for the hard disk drive, and a built-in diagnostic test capability.

The optional Message Waiting Panel consists of a single printed circuit board (PCA), It has 18 green LED's with interchangeable paper identification labels. The message indicator lights are readily visible from a wide viewing angle. Multiple Message Waiting Panels can be attached to CLASSIC MAIL system for use in different locations. Message Waiting Panels are designed for either desktop or wall mount. They are not supported on the MERLIN 1030 system.

System Overview

◆ Physical Dimensions == sldslava vas anoltgo JIAM DIZZAID universited and

Physical dimensions of the CLASSIC MAIL system and Message Waiting
Panel are as follows:

	System	Message Waiting Panel	
Height	14 in.	5.75 in.	
Width	12 in.	6.5 in.	
Depth	3 in.	rees amilde 1.7 in. model	
Weight	5.5 lbs.	1.1 lbs.	

Table: Physical Characteristics. Note: Measurements are for unit assemblies only.

Electrical Characteristics

CLASSIC MAIL operates from an external power supply which connects to a standard three-wire grounded AC outlet. The optional CLASSIC MAIL Message Waiting Panels are attached to the CLASSIC MAIL system unit via a standard MERLIN 8-conductor cable that is provided with the system or through existing on-premise telephone wiring. Power for the Message Waiting Panel is supplied by a wall mount external power adapter that is provided with the kit. CLASSIC MAIL electrical characteristics are as follows:

d for the	System	Message Waiting Panel
Voltage	110 VAC	9 VAC
Frequency	60 Hz	NA NA
Current	1 Amp	1 Amp

Table: Electrical Characteristics

◆ Environmental Characteristics

CLASSIC MAIL will operate normally in environments that support the following characteristics:

2007	System
Operating	40° to 104°F (5°C to 40° C), 10° C/hr. gradient, 5% to 95% relative humidity,
	gradient, 5% to 95% relative humidity,
	non-condensing, -60 M to +3 KM altitude

Table: Environmental Characteristics

◆ Agency Compliance

CLASSIC MAIL complies with the following:

- FCC part 15 Class A and part 68
- UL 1459 Release 2.

Functional Integration With The MERLIN System

CLASSIC MAIL is designed specifically to work with the AT&T CLASSIC MERLIN systems (i.e. MERLIN 206, 410, 820, 1030) and the MERLIN Plus, providing for "functional integration" of the hardware and software used in both systems. "Functional integration" refers to CLASSIC MAIL's ability to work "hand-in-hand" with the MERLIN system to process callers and messages both quickly and efficiently. The implementation and operation of this functional integration is transparent to users of CLASSIC MAIL.

CLASSIC MAIL is functionally integrated with the MERLIN system to the extent that:

- It can turn message lights on and off, except for the 5-button MERLIN terminal.
- Outside callers routed through the Automated Attendant are connected directly to a user's Personal Greeting if they are unable to answer the call — outside callers do not have to re-enter the station number.

With PARTNER MAIL and MERLIN MAIL all calls are connected directly to the user's Personal Greeting (if they are unable to answer the call), including Automated Attendant calls, station-to-station calls, Personal Line appearances and transferred calls. In CLASSIC MAIL, only calls routed through the Automated Attendant are connected to the user's Personal Greeting. Station-to-station, Personal Line appearances and transferred calls will not be automatically connected to a Personal Greeting.

For example, if station A calls station B and station B does not answer, station A will have to hang up and call CLASSIC MAIL in order to leave a message. Unanswered transfers will return to the originating station which can then connect them to the appropriate mailbox. Unanswered calls will continue to ring until answered or the caller hangs up.

Why is there a difference in integration? Because integration is dependent not only on the voice mail system's design, but also on the architecture of the telephone system. MERLIN 206, 410, 820, 1030, and MERLIN Plus do not provide the same level of functional integration due to the MERLIN system architecture. Industry-standard analog (tip/ring) designed voice mail systems cannot operate on the CLASSIC MERLINs or MERLIN Plus, because of the following architectural differences:

- They do not support a "true" tip/ring interface which is the industry standard method for connecting voice mail ports to a telephone system.
- There is no "true" DTMF signalling/tones sent on intercom calls, which is the most common pathway for retrieving messages from a voice mail system.

- They do not support intercom call forwarding or call coverage, which is essential for any voice mail system to receive unanswered calls.
- They do not provide "in-band signalling", which tells the voice mail system where the call came from so that the appropriate personal greeting can be played.

Compatibility With the MERLIN System

CLASSIC MAIL is compatible with and supports the following AT&T MERLIN systems:

MERLIN	Feat	ure Pac	kage	Rele	eases	Feature Module
978 371608	Std.	1	2	1	2	the delice
206	Yes	Yes	Yes	NA	NA	NA
410	Yes	Yes	Yes	NA	NA	NA
820	Yes	NA	Yes	NA	NA	NA
1030	NA	NA	NA	NA	NA	1, 2, 4 & 5
Plus	NA	NA	NA	Yes	Yes	NA

Table: CLASSIC MAIL Compatibility with the MERLIN System

Telephone Emulation

Telephone Emulation allows CLASSIC MAIL to plug directly into the voice terminal ports of a MERLIN system, thereby emulating a MERLIN multiline station. Telephone Emulation provides a number of advantages when combining voice messaging with a key system:

♦ Lower Cost

The CLASSIC MAIL system is self-contained. No add-on, extra cost analog interfaces, Touch-Tone receivers or dedicated personal computers are required.

♦ Voice Mail Operation

The messages passed between the MERLIN system and the telephones are used by the voice messaging system. Voice messaging can make use of the call handling features provided by the specific MERLIN system. Crisp Automated Attendant transfers, message waiting notification, and immediate response on busy signals are some examples of improved operation.

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Call Routing

Access to the information allows the voice messaging system to "see" incoming central office telephone lines and, if configured as an Automated Attendant, quickly answer those lines. The system will monitor multiple incoming calls to provide access to a receptionist or the system's Automated Attendant.

Message Waiting Notification

Most installed key systems were designed without voice messaging in mind. Thus, the message waiting light on telephones could only be activated by a receptionist. With CLASSIC MAIL's Telephone Emulation, the system can send On/Off message light indication and/or verbal notification to each telephone with an associated mailbox.

Note: The appropriate MERLIN Control Unit, MERLIN
Feature Package/Module, and telephone models are
required in order for the system to support the message
waiting light. The MERLIN 206, 410 or 820 Control
Unit require Feature Package 2 and the MERLIN 1030
Control Unit requires Feature Module 1, 2, 4 or 5.
Message waiting lights are not available on 5-button
telephones.

Integration Requirements

The CLASSIC MAIL system level of integration requires the use of one MERLIN multi-line station port for each installed CLASSIC MAIL port. For example: a 2-port system installed with a MERLIN 820 Control Unit reduces the station capacity to 18. A 4-port installation reduces the station capacity to 16. The number of CLASSIC MAIL ports installed does not affect the availability of Guest mailboxes which remains at 100 for either the 2-or 4-port configurations. A 2-port system also requires 2 used/unused CO line ports on the MERLIN Control Unit. The 4-port system requires 4 used/unused CO line ports on the MERLIN Control Unit. These line ports are used to access and retrieve messages internally. If line ports are being shared in order to retrieve messages, these line ports are considered to be "interposed".

Installation

System Installation

Installation is easily accomplished by an AT&T technician. A typical installation involves an assessment of the current telephone and line configurations, an assessment of customer application requirements, CLASSIC MAIL system hardware installation and test, initialization of regular and Guest mailboxes, system configuration for advanced features, and user training.

During initial system initialization, the CLASSIC MAIL will sense and selfconfigure to the appropriate MERLIN Control Unit, MERLIN Feature Package/Feature Module, and line configuration. Self-configuration can be overridden by the installer should the proper values not be detected during the initial configuration process.

After initial system installation, additional user training time may be necessary, dependent upon the number of custom applications, number of system users, and user familiarity with voice mail systems.

System Administration

The system is designed to provide a high level of service with a minimum of intervention. System Administration can be performed by any person designated as System Administrator within the business or performed by an AT&T technician. It involves three areas:

- Initial Configuration of system parameters and mailboxes is accomplished via any local or remote Touch-Tone telephone through voice-directed prompts from the system.
- Custom Applications involve the setup of customized Call Routing and other system features to support and perform custom business applications.
- Routine Maintenance involves adding, deleting, or changing mailboxes, and changing system parameters via any local or remote Touch-Tone telephone. No additional equipment is required.

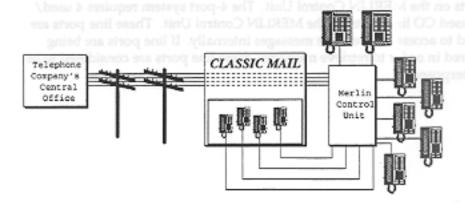


Figure: Typical System Installation

System Features

The following system features are available with CLASSIC MAIL system software Version 1.5. All features are standard for both the 2-port and 4-port configurations, and for 2-port systems upgraded to 4-port systems. However, the 4-port MERLIN 1030 system will exhibit slightly different feature functionality due to the different operation of the MERLIN switch and user environment. For variation from the standard system feature set, see Features Specific To CLASSIC MAIL for the MERLIN 1030 later in this guide.

VOICE MAIL

Voice Mail provides users/subscribers with the ability to access their messages, create and send messages to other system users, and configure and change mailbox options.

- Subscriber Access
 - Subscriber Access allows mailbox owners to log into their mailboxes and retrieve messages left for them by other callers; send messages to other subscribers; and, change mailbox settings.
- ◆ Automated Attendant/Call Routing

Automated Attendant/Call Routing picks up ringing outside lines (answers external callers) and guides callers through the standard system services.

♦ Telephone Answering

Telephone Answering is the feature that allows the Automated Attendant to answer and transfer calls; and, when there is no answer at a station, prompt the caller to leave a message in a mailbox by playing the personal greeting. After leaving a message, the caller has the option of going back to the Call Routing feature for other options.

CLASSIC MAIL's Subscriber Access, Automated Attendant/Call Routing and Telephone Answering features are integrated in such a way that from any one feature, the user can get access to the other two.

- Mailbox Main Menu Options
 - Listen To Messages provides the user with the ability to listen to messages, delete, undelete, reply to, and forward messages. Messages marked "Urgent" are presented first, then new messages, and then old messages are presented. All message groups are presented in FIFO order.
 - Send Messages provides the user with the ability to record, address, and send a message.

- Change Mailbox Settings provides the user with the ability to record greetings, change outcalling settings, setup group lists, change name or password, turn "ON/OFF" message waiting indication, list mailbox settings, or return to the previous menu.
- Log Out and go to Call Routing

♦ Mailbox Types

CLASSIC MAIL supports the following mailbox types:

Subscriber Mailbox

A mailbox can be created for each valid station for the corresponding MERLIN system. Subscriber mailboxes have two digit numbers that correspond to the associated station number. For the MERLIN 206 system, subscriber mailboxes are associated with a single digit number. For example:

- MERLIN 206: 5 mailboxes numbered 1 through 5
- MERLIN 410: 10 mailboxes numbered 10 through 19
- MERLIN 820 & MERLIN Plus: 20 mailboxes numbered 10 through 29
- MERLIN 1030: 30 mailboxes numbered 10 through 39

The total number of available stations is reduced by one for each installed terminal emulation port of the CLASSIC MAIL system. For example, a 2-port CLASSIC MAIL system with a MERLIN 820 would reduce the number of available stations from 20 to 18. CLASSIC MAIL mailboxes 19 and 20 are available, but will have no associated station. Mailboxes 19 and 20 can be used as Guest mailboxes or remain locked.

Guest Mailbox

Up to 100 mailboxes are available for each supported MERLIN system. Guest mailboxes are assigned by the System Administrator and have three digit numbers from 901 through 999. Guest mailboxes are not associated with any station and are locked until assigned by the System Administrator.

General Delivery Mailbox

One General Delivery mailbox per system. The General Delivery mailbox can be assigned to any station or Guest mailbox. The System Administrator may also assign the General Delivery mailbox to the Administrator mailbox. The Automated Attendant will forward calls to the General Delivery mailbox if the caller does not designate a particular destination mailbox.

System Features

Administrator Mailbox

One Administrator mailbox per system. This mailbox is for the user designated as the Administrator and allows access to maintenance and administrative functions. The Administrator's mailbox can be assigned to any station or Guest mailbox.

♦ Mailbox Parameters

The following Mailbox parameters for each subscriber/General Delivery mailbox are fixed:

- Mailbox Size: 30 minutes maximum for subscriber/General Delivery
- Message Length: 30 minutes maximum/3 seconds min.
 (3 mins./3 secs. for General Delivery mailbox)
- · Primary Greeting: 1 minute maximum
- · Alternate Greeting:1 minute maximum
- Messages: 75 maximum per mailbox (not to exceed total of 30 mins.)
- · Password: 4- to 8-digits selected and changeable by user

♦ Personal Group Lists

Up to 5 group lists are available to each mailbox. The first group list (number 801) has "all" mailboxes present in the system. It is fixed and cannot be changed. Each group list has a recorded name, identified by a group list number beginning with "802". Group lists are associated with a mailbox and therefore are not listed in the Company Directory. Group lists have a recorded name similar to a regular mailbox.

Company Directory Listing

Each initialized mailbox may have a company directory listing containing:

- a recorded name in the mailbox owner's voice
- a listing in the Company Directory by spelling the first four letters of the last name
- a mailbox owner may elect not to have his/her mailbox listed in the Company Directory

Mailbox Greetings

For each initialized mailbox, there may be:

- a Primary Mailbox Greeting in the owner's voice or the system Default Greeting
- an Alternate Mailbox Greeting in the owner's voice or the system Default Greeting
- an option for the mailbox owner to select Primary or Alternate greeting in use

Message Waiting Notification

CLASSIC MAIL will notify users of messages waiting for them by the following methods:

· Message Waiting Light

The system will light the Message Waiting Light on a subscriber's station after a message has been received. This feature is dependent on the type of MERLIN system software and telephone model. MERLIN 206, 410 and 820 require Feature Package 2 and the MERLIN 1030 requires Feature Module 1, 2, 4 or 5. Message Waiting Lights are not available on 5-button telephones. However, a button on the 5-button telephone can be programmed to serve as a message light when connected to the MERLIN 1030. Guest mailboxes receive no Message Waiting Light because there is no associated station.

Intercom Announcement

This feature calls the intercom line and announces that a new message has arrived. The Message Waiting Interval (i.e. the number of minutes to wait between attempts to call the intercom) is user-changeable from 0 to 60 minutes (system default is 15 minutes).

Any message left in a subscriber's mailbox will cause the appropriate message waiting notification method to be activated.

Message Delivery

In addition to regular message delivery, CLASSIC MAIL provides for two other types message delivery:

- Certified Message Delivery: After a certified message is listened to, the system transmits a message to the sender telling them that the message was heard. For example, the message sender would hear, "John Doe has listened to the following message at 12:00 p.m. on August 16" and then the message sent would be played back.
- Urgent Message Delivery: Messages marked as Urgent go to the head of the message queue and are preceded by the prompt "urgent message" when you listen to it. Outcalling can be programmed to outcall all new messages or only those marked as Urgent. To mark a message as Urgent, users are instructed to press "#" after they record a message and press "3" to mark it as Urgent.

Cascade Outcalling

Cascade Outcalling attempts to periodically notify an outside number that a message has been received in a regular or Guest

mailbox. Cascade Outcalling is programmable between 1-9 tries with an interval of between 5-999 minutes. When all retries have been exhausted with no success, the system will notify the user the next time he/she logs into their mailbox. Both a Primary and Secondary telephone number is available. The outcalling can be directed to call a pager and/or an alternate telephone number. Up to 32 digits are available for programming. For outcalling directed to a telephone number, the system will prompt the receiver that a message is waiting. The receiver can then access the appropriate mailbox to receive messages without redialing. This feature can be turned "ON/OFF" by the user. Messages can be marked "Urgent", or "Certified", and/or "Urgent and Certified". Messages will be sent and received with "Urgent" messages first, then new messages and finally old messages. Any new message left in a mailbox will activate Cascade Outcalling, as set up by the mailbox

> Note: For Cascade Outcalling to operate properly, the MERLIN station should be appropriately configured with Toll Call Restricted, or Unrestricted Calls to allow outcalling to the particular pager or telephone number.

Message Waiting Panel (optional)

The optional Message Waiting Panel provides additional waiting indication to a central location. The panel contains 18 LED lights associated with stations. Listening to messages will automatically notify the system to turn "OFF" the message waiting light at the panel and/at the station. The Message Waiting Panel option is not supported on the MERLIN 1030.

AUTOMATED ATTENDANT

The Automated Attendant answers incoming calls with a day or night greetings, prompts the caller to dial a station, then transfers the call. If the called station is unanswered, the Automated Attendant gives the caller the options to dial another, locate someone in the Company Directory, leave a voice mail message, and/or return to the receptionist by pressing [0]. In order to make callers feel more comfortable with CLASSIC MAIL and not feel abandoned while they get put on hold during an Automated Attendant transfer, it is recommended that a music source (i.e. Music-on-Hold) be connected to the system.

The CLASSIC MAIL system is in either "day" or "night" mode of operation. The Business Hours Schedule will determine which mode the system is in, by defining which hours of the week are "day" hours. The Business Hours Schedule can specify different hours for every day of the week. The Day and Night mode affect the Company Greeting, Call Routing map used, and the Rings Before Answering an incoming call.

Company Greeting
 CLASSIC MAIL supports a primary (business hours) and an alternate (non-business hours) Company Greeting.

Company Directory
The Company Directory may contain an entry for each initialized mailbox. This directory is used by all callers or subscribers to select a station to be dialed or a mailbox to leave messages in. A listing of mailboxes (by last name spelling of 4 letters or less) is available to all system users and callers. Accessing the directory involves pressing the corresponding alphabetic/number keys on the telephone keypad. The Company Directory also allows users to record their name in their own voice.

Call Routing Call Routing provides additional customized functionality to the basic Automated Attendant feature. CLASSIC MAIL supports up to two additional Call Routing maps, one for day and one for night. A call routing map consists of a Main Menu and from 1 to 9 call routes (1 to 8 routes for MERLIN 206) that correspond to single digits 1 through 9 entered by the caller. The number "0" transfers the caller to the receptionist. The maximum recorded time for each of routes 1 to 9 is 30 minutes. In each route the caller may hear an informational message, be transferred to a station, or be asked to leave a message for delivery to a mailbox, be transferred to the receptionist, dial a station directly, or access the Company Directory. After any of these, the user is sent back to the main menu. If no input is entered within the "time out period", the caller is transferred to the receptionist. Call Routing is set up and customized by the System Administrator. If Call Routing has not been configured, the system defaults to the Automated Attendant.

SYSTEM ADMINISTRATION

System Configuration Parameters System Configuration Parameters are under control of the System Administrator through any Touch-Tone telephone keypad. Once the system is set up, parameters would not be reset unless a change to the configuration is required.

System Prompts

CLASSIC MAIL utilizes four classes of system prompts: Instructional Prompts, Informational Prompts, Help Prompts, Error Prompts.

System Administration Main Menu Options

- Call Routing Administration provides ability to administer the other Call Routing Map, scan and change a Call Routing Map, record the main menu, and copy an entire Call Routing Map.
- Mailbox Administration provides the ability to change a mailbox by resetting the password and the mailbox, recording a directory name, and adding or removing a Company Directory listing
- Change System Parameters Provides the ability to set Rings
 Before Answering an Incoming Call, to set the Business Hour
 Schedule, change the System Date and Time, change the Administration Password, set the Administration Mailbox Number, set
 Receptionist Intercom Number, and re-initialize the entire system,
- Change Key System Integration Parameters provides the ability to change Voice Mail Access Code, change Rings Before Answering Transferred Calls, block Cascade Outcalling on specified lines, and reset Line Configurations.

Day and Night Operation

CLASSIC MAIL system is in either "Day" or "Night" mode operation. The Business Hours Schedule will determine which mode is in effect by defining which hours of the week are "Day" hours for each day of the week. The Administrator may force the system into either Day or Night mode where it will remain until it is overridden by the Administrator. The system default is open 24-hours per day, every day of the week.

Company Greetings

There are two Company Greetings, one for day and one for night hours. Greetings are recorded by the customer and can be up to 1 minute in length.

Day Mode

When the system is configured for "Day Mode", the system will answer a call after 1 to 99 rings (default is 4). A setting of 99 will effectively mean that calls are never answered by the system and will ring until answered by a user or the receptionist.

Night Mode

When the system is configured for "Night Mode", the system will answer incoming calls and perform Call Routing after a specified number of rings. The default is 1 ring and configurable by the Administrator.

Ring No Answer Interval

When the Automated Attendant transfers a call, the Ring-No-Answer (RNA) interval can be set on a system-wide basis from 1-9 rings (default is 4 rings) before going to voice mail.

Security

System security is provided at all mailboxes with a user-selectable password of between 4 to 8 characters. The Administrator's mailbox and password are determined at initial system configuration. All mailboxes are "locked" as a default. The System Administrator has the ability to "unlock" and "lock" all mailboxes. See Voice Mail Abuse/Fraud Prevention Tips/Security in Appendix section for additional information.

Silence Detection

During recording, if the CLASSIC MAIL system detects the maximum length of silence for record condition, it will stop recording, prompt the user to speak louder, and then resume recording. Recording will continue until the caller presses any digit to end or hangs up.

SYSTEM DIAGNOSTICS

Saved Configuration

CLASSIC MAIL records all messages and system parameters on a hard disk. When CLASSIC MAIL is rebooted (following a power outage, for example), it will automatically return to the existing settings.

RS-232 Terminal Interface Support

CLASSIC MAIL comes equipped with a RS-232 interface which is used as a diagnostic tool reserved solely for AT&T technical personnel use.

♦ External Diagnostic LED's

CLASSIC MAIL has five LED's visible from the front cover. From left to right, there are four green LED's and one red/green LED. They are used for diagnostic purposes by AT&T technical personnel.

Normal System Operation Indication

During normal operation, the fifth LED (far right) will remain green. The remaining LED's will toggle ON/OFF indicating use of a particular port by the system.

FEATURES SPECIFIC TO CLASSIC MAIL FOR THE MERLIN 1030

The following features are specific to CLASSIC MAIL for MERLIN 1030 systems:

System Configuration Parameters

During initial system configuration CLASSIC MAIL will automatically sense and self-configure to the 34-button attendant console. CLASSIC MAIL will support a system containing up to 10 incoming central office lines and up to 26 subscribers. For each installed CLASSIC MAIL station port, the total number of supported MERLIN stations will be reduced by one. For example: an installed 4-port CLASSIC MAIL system will support 26 subscribers with associated mailboxes.

Note: In CLASSIC MAIL, voice mail messages are retrieved via used or unused Central Office line ports. To avoid any CO line contention, it is highly recommended that CLASSIC MAIL be connected to unused CO line ports. A 2-port system requires 2 used/unused CO line ports on the MERLIN Control Unit. The 4-port system requires 4 used/unused CO line ports on the MERLIN Control Unit.

Transfers for "Pooled" Configurations

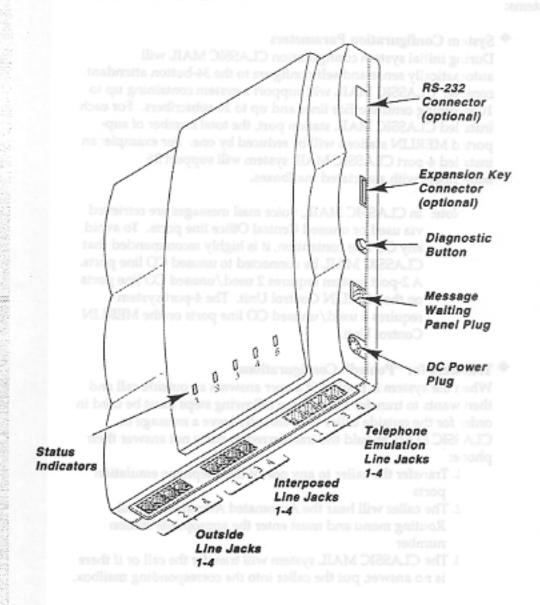
When the system is pooled, if a user answers an outside call and then wants to transfer the call, the following steps must be used in order for the outside caller to eventually leave a message in CLASSIC MAIL should the transferred-to party not answer their phone:

 Transfer the caller to any one of the telephone emulation ports

The caller will hear the Automated Attendant or Call Routing menu and must enter the appropriate station number

The CLASSIC MAIL system will transfer the call or if there is no answer, put the caller into the corresponding mailbox.

CLASSIC MERLIN Voice Messaging System



Scenario 1: Real Estate Industry

Situation:

Time is of the essence in real estate. Even the best property won't sell unless the agent can give potential clients as much information as possible to capture their interest, then be available to answer questions and show the property as soon as possible.

 Agents are unavailable to distribute information because showing property and closing sales takes them away from their desks.
 Newspaper advertising, essential to the business, is costly and limited; many properties deserve more description than an ad can provide.

 Callers need 24-hour accessibility to information on properties, and agents are unable to receive messages fast enough to respond in a timely manner.

Solution:

- With CLASSIC MAIL, callers respond to ads through the agents' Voice Mail to get information on a specific ad or to select information about houses in a certain price range or location. With Voice Mail, agents can entice clients with a one or two line advertisement then provide a number to call for further information where the selling process can continue with a description that can be as detailed as needs to be.
- Voice Mail not only distributes essential information to clients, it allows agents to respond quickly to the potential needs of the client. Agents check for messages at their convenience or set CLASSIC MAIL to dial their car phone or pager to notify them when they have a message. This latter option is particularly useful in an industry where work takes them away from their desks so much of the time. Voice Mail is also the most effective method an agent has to keep the client from going to the next company, where information about a similar property may be immediately available.

Results:

Communication and accessibility are two key elements for success in the real estate industry. CLASSIC MAIL increases both the distribution of information and the effectiveness of advertising. Agents are able to respond quickly to caller inquires and expedite the sales process; leading to greater customer satisfaction.

Sales Scenario 2 Food Service Industry

Situation:

- Peak-loaded demand is one of the biggest problems restaurants have to solve, that is, how to meet lunch time rush without increasing staff and handle phone orders without decreasing service to live customers. Management must decide either to overschedule to handle the rush, or to schedule accordingly, and to try to "get by" with just a skeleton crew.
- A deli, for instance, experiences this problem daily. During a typical lunch hour delicatessans have to serve and satisfy clientele who want to get in and out in a hurry, including a line of customers at the counter, and people calling in to place an order. Customer satisfaction is often sacrificed in order to meet the increased demand.

Solution:

- CLASSIC MAIL solves this juggling act by satisfying the needs of phone customers without abandoning the customers at the counter or increasing the staff. CLASSIC MAIL's Automated Attendant answers calls and then directs the caller to the appropriate item from the Voice Mail menu. For example, they might select option:
 - 1 for specials of the day
 - 2 for deli menus and prices
 - 3 to place an order
 - 4 for directions
 - 0 to speak to a live person or an employee
- Workers could then check the phone order mailbox when they are not helping live customers.

Results:

Applying a CLASSIC MAIL system in a deli or food service industry can lead to efficient service, while alleviating job stress. Workers would have more time to give attention to customers inside the restaurant and to get orders right the first time. Meanwhile callers can acquire the information they need without dealing with a frustrated employee who is trying to do too many things at once.

Sales Scenario 3 Education - Schools, County, District, State Office

Problems:

- Schools have been among the first organizations to incorporate voice messaging in the workplace. They recognize the importance of preparing students and school systems, themselves, for the changing technological environment.
- A common complaint of teachers, administrators and parents is the lack of communication between the home and school. Parents need to get information about their child's school activities, for example cheerleading tryouts, and schedule changes such as closings due to bad weather and holiday vacations. Likewise, teachers need the capacity to distribute information to parents effectively.
- Administrative offices need an efficient method of answering callers with routine questions and a minimum of disruption.

Solution:

- CLASSIC MAIL is one way to keep parents informed on a regular basis. Each day teachers can record information in a CLASSIC MAIL system voice mailbox. Parents call the mailbox each evening to get the information they need. Easy access to such things as a summary of a schoolday's activities, a reminder to send in field trip permission slips, and a review of homework assignments would help parents become more involved with their child's education.
- A CLASSIC MAIL Automated Attendant installed in the administrative offices would also be helpful. A voice messaging system directs callers to press the appropriate key to receive the information they want, i.e. "For information about school closings, press 1; for information on becoming a substitute teacher, press 2" and so on. Directing calls in this way would reduce confusion and save time.

Results:

 A CLASSIC MAIL system in a school environment would help parents be aware of activities and events that affect their child's education. Caller's requesting routine information get the answers they need without tying up overworked staff.

Aftermarket Opportunities

In addition to presenting CLASSIC MAIL to AT&T's base of CLASSIC MERLIN and MERLIN Plus customers, the following additional aftermarket/or migration opportunities should be considered.

- Sell Out-of-Warranty maintenance contracts
- Sell additional Line/Station cards:
 - CLASSIC MAIL needs 2-4 dedicated station ports and 2-4 used/ unused line ports. Therefore a MERLIN 820/1030/Plus customer may:
 - need to add an additional station cards to support CLASSIC MAIL ports.
 - want to add an additional line card for message retrieval.
- Migrate to PARTNER Plus R3.1 or PARTNER II R3.1 (available 1/3/94) with PARTNER Mail or PARTNER Mail VS.
- Migrate to MERLIN LEGEND with MERLIN Mail or ISIII.
- Upgrade/migrate to a new/CLASSIC system:
 - Since CLASSIC MAIL needs 2-4 dedicated station ports and 2-4 used/unused line ports you may need to upgrade/migrate:
 - 206 customers to MERLIN Plus, CLASSIC MERLIN 410 or 820.
 - 410 customers to MERLIN Plus, CLASSIC MERLIN Plus, Classic MERLIN 820 or 1030 (or MERLIN LEGEND/ PARTNER II).
 - 820 customers to CLASSIC MERLIN 1030, MERLIN LEGEND or PARTNER II.
- Upgrade MERLIN 206, 410 and 820 systems to Feature Package 2, so that CLASSIC MAIL can support Message Waiting Light notification.
- ◆ Sell Uninterruptable Power Systems (UPS):
 - Protect the customers entire system/solution with UPS. For configuring a UPS, CLASSIC MAIL requires 1.0 Amp @ 110 VAC.
- Sell Headsets, Music-on-Hold, Call Accounting, FAX, Paging, Display Sets, MERLIN ID, Specialty Sets, etc.

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Hard life (538 %) feet can use a third party's telecomm

Documentation

For additional information concerning the operation and features of CLASSIC MAIL, please refer to the following documentation:

	Wirtie, prease refer to the following documental	LUIL	 Lither agency newscale reaching sequences.
•	CLASSIC MAIL System Reference Guide	585-321-100	
	CLASSIC MAIL Mailbox User Guide	585-321-101	7.0
	CLASSIC MAIL Quick Reference Card	585-321-102	
	CLASSIC MAIL Message Waiting Panel Guide	585-321-110	Section Application
	CLASSIC MAIL 4-Port Expansion Kit Guide	585-321-112	
	CLASSIC MAIL Brochure	GB-4501*	Section 1
	CLASSIC MAIL System Planner	585-321-050	
	Techni-FAX/NTM: 1-800-222-1313	Code # 3394	
			TANKS SPANISHED AND A PARAMETER OF THE SPANISHED AND A SPANISH

AT&T SourceBook

The above documents can ordered from CIC: 1-800-432-6600

* This document can be ordered through IDC: 1-800-221-0355

Ordering Information

SYSTEM	DESCRIPTION	PEC/APEC CODES	COMCODES	LOOT
For MERLIN 206, 410, 820, and MERLIN Plus	2-Port System	6109-V2P	407041912	VSYS2
	2-Port System	6109-V2PA	407041912	VSYS2
	4-Port System	6109-V4P	407041920	VSYS4
	4-Port System	6109-V4PA	407041920	VSYS4
	Mess. Wtg. Panel	6109-MWP	407041938	VSYSM
	Mess. Wtg. Panel	6109-MWPA	407041938	VSYSM
	2-Port Expansion	6109-EXP	407041946	VSYSX
	2-Port Expansion	6109-EXPA	407041946	VSYSX
For MERLIN 1030	4-Port for M1030	6109-V30	407041920 407065234	VSYS3
	4-Port for M1030	6109-V30A	407041920 407065234	VSYS3

Contact Numbers

Customer Support (Helpline)	NSAC	1-800-628-2888
Pre-sale Technical Support	NTM	1-800-222-1313
Post-sale Technical Support	NTSC	1-800-552-3293

Appendix A: Voice Mail Abuse, Security Tips and Fraud Prevention

"Any security can be broken".

Awareness and diligence by users is the primary weapon against fraud of any kind.

Voice Mail Abuse and Fraud Security

Telecommunications fraud and security breaches are escalating to the point where they are costing some companies millions of dollars a year in excessive charges. Given the growing importance of voice messaging in the 90's, it is not surprising that abuse and fraud have found their way into the voice mail area.

Here are some general guidelines for preventing voice mail abuse and fraud:

Mailbox Security

- Use a minimum of 4-digit password, for maximum security use an 8-digit password. 4-digits yields 9,999 combinations. 8-digits will yield 99,999,999 possible combinations.
- Do not use obvious numbers, such as your station number or easy-to-remember numbers (e.g. 1234).
- · Change your password often.
- · Lock or delete all unused mailboxes.
- · Do not open or initialize unneeded mailboxes.

Voice Mail System Security

- Use 8-digits for the System Administrator's mailbox password.
- Use up to 8-digits for the administration menu password. A hacker will have to get by an 8-digit password to gain access to system management commands.
- Compare the mailbox owner lists to an authorized list on a regular basis. Look for mailboxes
 which do not have directory names recorded and are not in the Company Directory.
- Do not allow Cascade Outcalling for all mailboxes. Only allow this capability to "known" mailbox users that require this feature.

Telephone System Security

- If a mailbox is assigned to a station on a CLASSIC MAIL system, the Toll Restriction must be removed from that station. Caution: System is now vulnerable to toll abuse by users.
- Use up to 8-digits for the administration menu password. A hacker will have to get by an 8digit password to gain access to system management commands.

Long Distance Calling Abuse and Toll Fraud

Theft of long distance services is a significant concern in the telecommunications industry, costing companies \$1.2 billion annually. Hackers have made it their "business" to offer advice through written publications on how others can use a third party's telecommunications system to make fraudulent calls.

As a leader in the global marketplace, AT&T is taking an aggressive approach in the war against toll fraud. You should make your customers aware of the seriousness of toll fraud, alert them to the warning signs and be prepared to describe the AT&T preventitive services that are listed here.

Appendix A: Voice Mail Abuse, Security Tips and Fraud Prevention

Toll Fraud Warning Signs

 Customers or employees complain that the 800 number is always busy. Could even impact local Direct Inward Dial (DID) lines.

Receptionist's complain of frequent hang-ups or Touch-Tone sounds when they answer.
 Note: CLASSIC MAIL does not allow forward disconnects, so some of these occurrences could be customers hanging up before accessing the system.

 Significant increase in "internal" requests for "operator assistance" in making outbound calls, particularly international calls.

Unexplained increase in long distance usage.

Heavy call volume on nights, weekends, and/or holidays.

Station Message Detail Recording (SMDR) shows an unusual amount of short duration calls.

· Established thresholds on trunk groups are exceeded.

- Staff or customer complaints of inability to enter Voice Mail System.
- Any attempts by outsiders to obtain sensitive information regarding the telecommunications system or calls from individuals posing as employees when clearly they are not.
- Sudden or unexplained inability to access specific administrative functions within a system.
- Employees complain of difficulty in obtaining an outside line.
- Unexplained changes in system software parameters.
- Unexplained problems related to being "locked out" of the system or password changes in the Voice Mail System.
- Any discrepancies in telephone bills, such as unusual calling patterns, calls to international locations with which the user does not normally interact, and calls that cannot be accounted for.

AT&T NetPROTECT

NetPROTECT is a service designed to protect customers against the expenses incurred when toll fraud occurs. NetPROTECT offers several levels of protection: Basic, Advanced, and Premium.

NetPROTECT services including monitoring the AT&T network, Inbound 800 Service, and International Outbound service. NetPROTECT also intervenes in the event of toll fraud, thus enabling customers to limit or exempt themselves from financial liability or fraud.

AT&T Security Audit Service

The AT&T Security Audit Service is a fee based, consultative service that provides a security evaluation of a customer's telecommunications system. The Security Audit conducted by a team of experts from AT&T's world class National Technical Service Center together with AT&T's corporate security organization. The process starts with a preliminary telephone interview. That's followed by an on-site (or remote) security audit of the equipment, followed by an analysis of system vulnerability and written recommendations for increasing security.

AT&T HackerTracker

AT&T HackerTracker alerts you to abnormal calling activities to deter toll fraud. You can program the software to continually monitor all incoming calls and watch for hallmarks of hacker activity. Call detail activity is marked against a set of pre-established threshold criteria, and if these thresholds are exceeded, alarms and alerts are sent to designated security system administrators. HackerTracker is designed to work in conjunction with AT&T's Call Accounting System (CAS Plus Version 3). For more information, contact 1-800-521-7872.

Appendix A: Voice Mail Abuse, Security Tips and Fraud Prevention

Telephone System Security

- Check to see if any outside lines can be accessed via Automated Attendant transfer. Hackers tend to use Automated Attendants as a hidden means to access long distance lines.
- Check telephone bills or use a Call Accounting package for unusual calling patterns.

What CLASSIC Mail provides:

- Upon installation, mailboxes are created but LOCKED until the System Administrator unlocks the mailboxes. The mailbox can be locked anytime by the System Administrator.
- Requires a minimum of 4-digits before accepting a password. A maximum of 8-digits are allowed for passwords providing almost 100 million digit combinations.
- Allows 3 unsuccessful tries at both the station and password combination then disconnects
 the caller.
- · Provides two levels of password protection to access system management menus.
- Provides an audio listing of mailboxes included and not-included in the Company Directory for Administrator's to check for unauthorized mailboxes.
- . Off-site outcalling can be disallowed by the System Administrator for any mailbox.
- The System Administrator can block all outside lines from access the CLASSIC MAIL system for Cascade Outcalling notification.

Toll Fraud Contacts

If your customer has been a victim of toll fraud or even suspects it, you can have them call the appropriate division from the AT&T Toll Fraud Contact List:

- AT&T National Service Assistance Center (NSAC)
 Immediate crisis intervention if you suspect that your company has been a victim of toll fraud.
- AT&T Technical Service Center
 Fraud intervention if you suspect that your company has been a victim of toll fraud.
- AT&T Corporate Network Security
 Fraud intervention if you suspect that your company has been a victim of toll fraud.
- AT&T Calling Card Assistance
 Assistance and information related to corporate credit card fraud
- AT&T Long-Distance Services
 800-222-3000
 Information related to toll fraud oferes and assistance with risk management for long-distance network services
- AT&T Network Services
 800-NET-SAFE
 Information related to business network services toll fraud offerings such as NetPROTECT.
- United States Secret Service
 (listed under Federal Government in your local telephone directory)
 To file a legal complaint in the event of international or intersate toll fraud.

Appendix B: Things You Should Know

This section not only explains how the CLASSIC MAIL system operates, but also compares it to the PARTNER MAIL/MERLIN MAIL system operation. By doing so it will help you decide which product: CLASSIC MAIL, PARTNER II/PARTNER MAIL or MERLIN LEGEND/MERLIN MAIL will best meet your customer's needs.

✓ CLASSIC MAIL ◆ PARTNER MAIL/MERLIN MAIL

- ✓ Internal station-to-station calls will not transfer into a CLASSIC MAIL mailbox if the receiver does not answer or is busy. To leave a voice mail message from one internal station to another, the user must record a message from their own mailbox and send it to the receiver or place a call through the Automated Attendant.
- PARTNER/MERLIN MAIL integrates both external and internal calling —
 i.e. Internal station-to-station callers are connected directly to the party's personal greeting if they are
 unable to answer the call.
- ✓ CLASSIC MAIL connected to a MERLIN 206, 410, 820 system with Standard or FP1 cannot transfer callers from the Automated Attendant. Instead the Automated Attendant puts the caller on Hold and tells the receiver "You have a call on line 1 (or whatever line the call is on)". The receiver has to manually access the outside line button. Callers will be transferred from the CLASSIC MAIL Automated Attendant when connected to the MERLIN 206, 410, 820 with FP2 and MERLIN Plus with R1 or R2 and the MERLIN 1030 FM 1, 2, 4, or 5.
- The PARTNER/MERLIN MAIL Automated Attendant also transfers callers directly to the intercom/ system access button of the PARTNER II systems.
- ✓ CLASSIC MAIL does not support voice mail on outside lines unless the call is routed through the Automated Attendant.
- The PARTNER II R3 and MERLIN LEGEND systems can assign ownership to a specific outside line, therefore, when a call comes in on that line and goes unanswered, it is routed to the line owner's personal greeting within the PARTNER/MERLIN MAIL system.
- ✓ If a user answers an outside call and then wants to transfer the caller to someone else, the following steps must be used in order for the outside party to eventually leave a voice mail message in CLAS-SIC MAIL, should the transfer-to party not answer their phone:
 - Ask the caller to Hold and press the Hold button.
 - Call the CLASSIC MAIL system and press "*".
 - 3. Enter the outside line number (1 through 8) of where the caller is on Hold.
 - Enter the station/mailbox number of the destination party.
 - 5. If you know the destination party is not available to take a call or you want to connect the outside party directly to the mailbox, press "#" and hang up. If you do not know if the destination party is available, do not press "#", go to Step 6.
 - Hang up, the party on Hold will be connected to the receiving station, if they are available or their mailbox, if not.

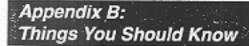
✓ CLASSIC MAIL ◆ PARTNER MAIL/MERLIN MAIL

Another alternative for transferring an outside call is to let CLASSIC MAIL prompt the outside caller to enter the destination party's mailbox number. To do so, the transferring party would follow Steps 1 through 3. The party on Hold would be prompted to do Step 4.

- With PARTNER/MERLIN MAIL no special transfer procedures are required on the PARTNER II R3/ MERLIN LEGEND systems to assure that unanswered transferred calls are routed to the appropriate mailbox.
- ✓ Since CLASSIC MAIL is installed between the MERLIN Control Unit and the outside telephone lines, users retrieve messages by accessing an outside line button. However, incoming callers would get a busy signal if they call when all of the outside line buttons were in use retrieving messages. Because of this limitation, a workaround is to connect the two least busy lines to CLASSIC MAIL. This method of message retrieval will also distort the Busy Lamp Field for determining which outside lines are in use and which ones are not. An outside line might appear to be in use just because someone is retrieving messages. To alleviate these issues completely, connect CLASSIC MAIL to unused outside line ports, if available. The benefit of this option is that messages can be retrieved internally without using any of the actual outside line ports.
- The PARTNER/MERLIN MAIL systems support message retrieval via station ports and not line ports, therefore, eliminating contention for outside lines.
- ✓ If WATS lines, 800 numbers or Foreign Exchange lines are part of the MERLIN system, do not connect these lines as access lines to CLASSIC MAIL. CLASSIC MAIL will still answer incoming calls on these lines, but they should not be used for message retrieval. Only local lines or vacant line ports should be used for message retrieval. For example, a MERLIN 820 customer with 3 local lines, 2 WATS lines, and 3 incoming 800 numbers could not be configured for a 4-port CLASSIC MAIL system.
- ✓ In order for the CLASSIC MAIL to control message notification via message lights, the MERLIN Send Message Feature must be available. The MERLIN 206, 410 or 820 Control Unit would require Feature Package 2 cartridge. In addition, one of the multiline terminal emulation ports must be connected to jack 10 (or jack 0 on MERLIN 206). Since most MERLIN systems are installed with the receptionist assigned to jack 10 or jack 0 on the MERLIN 206, the receptionist must be moved to another vacant jack. Providing message light notification means that MERLIN 206, 410, 820, and MERLIN Plus system administration can no longer be done without taking the CLASSIC MAIL out of service and reconnecting the MERLIN receptionist's terminal to jack 10 (or jack 0 on MERLIN 206). Whenever the cabling of an installed CLASSIC MAIL is changed or disconnected, the system must be powered OFF and then ON to re-initialize. Re-initialization is required even if a cable was temporarily unplugged. The re-initialization process takes approximately 2-5 minutes.

✓ CLASSIC MAIL ◆ PARTNER MAIL/MERLIN MAIL

- Message notification via a message light is not supported on the 5-button MERLIN phones because they have no built-in light. A workaround would be:
 - To use the Intercom Announcement feature. This feature calls the intercom line and announces that a new message has arrived. CLASSIC MAIL will continue to do so until the message has been listened to completely or deleted. This feature can be turned ON/OFF and the interval between attempts is programmable.
 - To install the CLASSIC MAIL Message Light Panel which displays the new message status of up to 18 mailboxes. This panel cannot be used to display the new message status of Guest mailboxes.
- CLASSIC MAIL requires the MERLIN systems outside lines be equipped with Touch-Tone service from the Central Office, it will not work with rotary signalling. Most LECs charge extra for Touch-Tone service and in some areas, Touch-Tone is not available.
- PARTNER/MERLIN MAIL does not require Touch-Tone on the systems Central Office lines that are connected to the PARTNER II/MERLIN LEGEND system.
- MERLIN 206 intercom numbers are single digit numbers (0-5). To avoid a numbering conflict on the MERLIN 206 system between intercom numbers and the Automated Attendant's single digit menu (i.e. "For Sales press 1, for Service press 2," etc.), callers must be instructed to first press "9" followed by the intercom number that they want to be transferred to. When listening to a message from another mailbox owner, the user can reply directly with a call to their intercom, as long as they were listening to the message from an outside phone. Another option would be to reply with a message to the sender's mailbox, however, the receiver can only do so if the sender recorded the message while logged into their own mailbox and then sent the message to the receiver. Another way of stating this would be that the receiver could not reply if the sender left the message directly in the receivers mailbox (i.e. they came through the Automated Attendant).
- ✓ CLASSIC MAIL does not support remote diagnostics/maintenance.
- Remote diagnostics/maintenance is a standard capability of both the PARTNER/MERLIN MAIL systems.
- ✓ CLASSIC MAIL does not support multilevel Automated Attendant.
- ◆ Multilevel Automated Attendant greetings are standard with PARTNER/ MERLIN MAIL systems.
- ✓ The CLASSIC MAIL Automated Attendant does not recognize and route fax calls (no CNG tone recognition).
- Fax recognition is standard with the PARTNER/MERLIN MAIL systems.



✓ CLASSIC MAIL ◆ PARTNER MAIL/MERLIN MAIL

- ✓ CLASSIC MAIL does not support a Personal Operator for each mailbox. THE CLASSIC MAIL routes all dial "0" calls to the same extension.
- PARTNER/MERLIN MAIL system supports a Personal Operator for each mailbox and routes all dial "0" calls to the same extension.
- CLASSIC MAIL does not support a Touch-Tone gate. Rotary callers must listen to the entire Automated Attendant greeting before being routed to the System Operator.
- The PARTNER/MERLIN MAIL systems offer a Touch-Tone gate. The Automated Attendant prompts callers to enter a "1" and those that do are connected to the Automated Attendant greeting. Callers that do not enter a "1" are assumed to be calling from a rotary phone, therefore, they are directly connected to the System Operator without having to listen to the Automated Attendant greeting.
- ✓ Although CLASSIC MAIL supports single-digit Automated Attendant menu (i.e. for Sales press 1, for Service press 2), the MERLIN 206, 410, 820, MERLIN Plus and MERLIN 1030 FM1, FM2, FM4 systems does not support any type of Group Calling. Therefore, each single digit Automated Attendant entry can only transfer to a single station number. The MERLIN 1030 with FM5 does not support Group Calling and access to the Group can be programmed as a single digit option from the CLASSIC MAIL's Automated Attendant.
- Group Hunting is a standard feature of the PARTNER II R3 system and Group Calling is a standard feature of the MERLIN LEGEND system. Group Hunting distributes calls among a group of stations in a circular hunt while Group Calling distributes calls among a group in a circular or linear fashion. Access to the Group can be programmed as a single digit option from PARTNER MAIL and/or MERLIN MAIL's Automated Attendant.

Fax recognition is standard with the PARTNER/MERLIN MAIL systems.

AT&T - GLOBAL BUSINESS COMMUNICATIONS SYSTEMS: VOICE MAIL PRODUCT MATRIX CLASSIC MAIL™ PARTNER MAIL® MERLIN MAIL™ PARTNER MAIL® VS

The following product matrix compares selected features of AT&T - GBCS Voice Mail products. It is designed to provide you with a quick overview and comparison of CLASSIC MAIL, PARTNER MAIL, MERLIN MAIL, and PARTNER MAIL VS.

For clarification and definition of specific entries, refer to the Product Footnotes and Glossary section at the end of the matrix.

For more detailed information on these products, refer to the appropriate documentation and respective Marketing & Sales Guides.

Y	CLASSIC MAIL	PARTNER MAIL	MERLIN MAIL	PARTNER MAIL VS
Techni-Fax Code	3394	3114	3014	3414
Software Release	1.5	1.0	2.0	1.0
Switch Compatibility	MERLIN 206, MERLIN 410 (Std., FP1 & FP2),	PARTNER II R3 PARTNER Plus R3.1	MERLIN II R3, MERLIN LEGEND	PARTNER II R3 PARTNER Plus R3.1
	MERLIN 820 (Std., FP2), MERLIN Plus R1 & R2, MERLIN 1030 (Mod., 1, 2, 4 & 5)	N N Y	(R1 & R2)	era God Calling Hot Houder

GENERAL INFORMATION	CLASSIC MAIL	PARTNER MAIL	MERLIN MAIL	PARTNER MAIL VS
 # of Ports/Incremental Growth/Max. Capacity 	2/2/4 see note {1}	2/2/4	2/2/4	202
# of Subscribers/Mailboxes	30/120 see note (2)	40/100 see note {1}	40/100 see note (1)	10/20 see note [1]
Minutes of Storage	190/390	240	240	120/220 see note (2)
Backup to Hard Drive	Υ	Y	Y	Y
Dynamic Port Allocation	Y	Y	Y see note (5)	Y
General Delivery Mailbox	Y	Y	Y	Y see note (3)
Class of Service (#)	N	9	16	bortaki († ilizoilio) (
Maximum Malibox Size (min.)	30	5/10/15 see note (5)	5/10/15 see note (6)	10 see note (4)
- System Parameter	Y	N	N	Υ
- Administrator Defined	N N	Y	Y	N
MAINTENANCE/ADMINISTRATION		20.00	(statation)	recentancy adminis-
Administration Interface				To flance.
- Monitor/Keyboard	N	N	N N	N
- Touch-Tone Telephone	Y	Y	Y	Y
Remote Diagnostics/Maintenance	N	Y see note (2)	Y see note (2)	N see note (5)
Remote Administration	Y	Y	Y	Y see note (5)
AUTOMATED ATTENDANT SERVICE	6310911	O4 JOSEPHA		
# of Main Menus	1	1	1	1
 # of Time of Day Messages 	2	2	2	2 see note (6)
Single Digit Call Routing	Y see note (3)	Y	Y	Y
# of Levels	1	99	99	1
- Selections per Level	9	9	. 9	9
Night Service Activation	Υ	Y	Y	Y
- Telephone System	N	Y	Y	Y
Attendant Backup	Y	Y	Y	Y
Transfer Method		to the second	MA becommon as only on the	R Buppert B Touch Foreign
- Subscribers Only	ΥΥ	Y	Y	Y
- By Names	Y	Yes of season	Y	N
- Bind	N	Y	Y	Y see note (7)
- Intelligent	Y	Y	Y	Y see note (7)
- Supervised	Y see note {4}	Y see note (3)	Y see note (3)	Y see note (7)
Automatic Fax Transfer	N	A	Y	N
Maximum Greeting Length (min.)	control to make vitted the	2	2	2
Remote Administration of Greeting	Υ	Y	Υ	Y
Programmable System Operator	Υ	Y	Υ .	N
 Transfer to Personal Operator 	N	Y	N	Y
Time Out to System Operator	Y see note (5)	Y see note (4)	Y see note (4)	Y

CALL ANSWER SERVICE	CLASSIC MAIL	PARTNER MAIL	MERLIN MAIL	PARTNER MAIL V
 Personal Greeting without Extension Input 	Y see note {6}	Y	Y see note (5)	Y
# of Personal Greetings	2 see note {7}	1	1	1
Maximum Personal Greeting Length (min.)	1	2	2	2
Transfer to Another Subscriber	Y	Y	Y	Y
- Before Leaving Message	Y	Y	Y	Y
- After Leaving Message	Y	Y	Y	Y
 Maximum Message Length (min.) 	30 see note (8)	2 see note (5)	2 see note (6)	2
- System Parameter	Y	N	N	Y
Subscriber Parameter	non N	Y	Y	Υ
VOICE MAIL SERVICE	0.0	6.5		
Message Types Priority	VEDERAL V	I REMIER I	N 200	N
- Certified	TATTORIA I TOU	N N	N	N
- Urgent	4 (9) Y	N	N N	N
Leave Word Calling	N	N	Y see note (7)	N
Review/Skip Header	Y	Υ	Y	Υ
Forward Message with Comments	Υ .	Y	Υ	N
 Send Message to Message Sender 	Y see note (9)	Y	Y	N
Call to Message Sender	Y see note (10)	N	N	N
Broadcast Message	Y	Y 15 ston over	er Centry 1 22	N
· Lists [7] etch ear OSOF [7] etch ear (Inda Yillabeast	FCF YS also see I	receil Y	N/A
- # of Group Lists	210 1 3	90	99	N/A
# of Members	Entire System	99	99	N/A
- # of Personal Lists	V 4 V	N Y	N	N/A
# of Members	Entire System	N Y	N	N/A
Message Notification Method		N		. N polyne C
- Light Message Waiting Lamp	Y see note (11)	Y see note (6)	Y	Y see note (8)
- Intercom Announcement	Y	N	N	N N
- Outcalling	Y	Y	Y see note (5)	N
- Multiple Destinations (Cascade)	Y (up to 2)	N	N	N
- For Urgent Messages	Y	N	N	N
- To Pager	Y	Y	Y	N
- To Skypager	Y	N	Y see note (8)	N.

PRODUCT FOOTNOTES

CLASSIC MAIL

- MERLIN 1030 Control Unit always requires a 4-port CLASSIC MAIL System and a Control Unit upgrade.

 The system automatically configures up to thirty (30) User Mailboxes, one (1) for each available system extension/intercom and an additional one hundred (100) Guest Mailboxes. Any User or Guest Mailbox can be designated as one (1) General Delivery Mailbox or one (1) Administrator's Mailbox (Note: MERLIN 1030=130 mailboxes, MERLIN 205-105 mailboxes and all other CLASSIC MERLINS-120 mailboxes).

 [3] There are up to eight (8) Call Routing selections for MERLIN CLASSIC Model 206 and up to nine (9) for MERLIN CLASSIC models 410, 820, 1030 and MERLIN Plus.
- (4) CLASSIC MAIL knows if a line is busy and does not dial the station. CLASSIC MAIL will transfer the call (with an optional announcement), and if not answered, it sends the caller to the appropriate mailbox.

- Does not support a touch-tone gate.

 As long as the call was transferred by the Automated Attendant.

 Two personal greetings can be recorded; a primary & secondary to be used for day/hight or in/out of office, etc. Messages left in General Delivery Mailbox are limited to three (3) minutes in length.
- When listening to a message, you can reply with a message only if the message you are replying to was recorded in the sender's mailbox and then sent to you. You cannot reply with a message to the sender, if that message was recorded directly in your mailbox (i.e. if caller came through the Automated Attendant).
- (10) You can be directly connected to the message sender after listening to their message in your mailtox, as long as the following conditions are met: You are listening to the message while off-premise and the message you are listening to was recorded and forwarded from the sender's
- (11) For MERLIN CLASSICS with the appropriate software and intercoms, the system will notify users of messages by lighting the message waiting lamp. Additional message waiting indication is available to a centralized location with the optional Message Waiting Panel (not supported on MERLIN 1030). The 5-button MERLIN terminal does not support a message waiting light.

PARTNER MAIL

(1) The system supports up to forty (40) full-time subscribers (4-ports). The remaining mailboxes can be used as Guest Mailboxes and one (1) for General

 (2) Dedicated station port required for remote maintenance device.
 (3) Although PARTNER MAIL supports a Supervised Transfer, the VMS Cover feature provides better service to ensure that all calls are answered in a timely manner.

Also supports a touch-tone gate

(5) Maximum message length for Class of Service 1 - 8 is two (2) minutes, with up to 5, 10, or 15 minutes of total storage. Class of Service 9 can receive a maximum message length of 5 minutes, with up to 60 minutes of storage. However, this Class of Service (9) is used for Guest and General Mailbox only.
(6) Message Waiting Lamp notification for tipling stations requires a PARTNER 3.1 Processor and 206 Module(s).

MERLIN MAIL

[1] The system supports up to forty (40) subscribers (4-ports). The remaining mailboxes can be used as Guest Mailboxes (low traffic) and one (1) for General

Remote maintenance modern can be connected to either a station port or dedicated CO line.

Although MERLIN MAIL supports a Supervised Transfer, the Call Coverage and VMS Cover features provide better service to ensure that all calls are answered in a timely manner.

Also supports a touch-tone gate.

Applicable to MERLIN LEGEND R1 & R2. N/A to MERLIN II R3.

Maximum message length is two (2) minutes and maximum mailbox size can be either 5, 10 or 15 minutes. One subscriber can be assigned Class 16 which supports a maximum message length of 15 minutes (normally used for the system's General Mailbox) with a maximum $\{6\}$ mailbox size of 60 minutes

Applicable to MERIJIN LEGEND R1 & R2. N/A to MERIJIN II R3.

Accomplished via System Speed Dial feature.

PARTNER MAIL VS

20 mailboxes requires an optional PARTNER MAIL VS expansion card, without it 10 mailboxes are supported.

120 minutes=10 mailboxes, 220 minutes=20 mailboxes.

The General Delivery Mailbox, Receptionist's, and station 10 are the same. There is no other General Delivery Mailbox.

Maximum subscriber mailbox is 10 minutes and/or 40 messages. Maximum Receptionist mailbox is 30 minutes and/or 120 messages.

Remote Maintenance is NOT supported. Remote Administration is supported via DTMF (touch-tone) entries.

Although there can be a day and night Automated Attendant menu, just 1 definition per each prompt, i.e. during day "For sales press 1" = station 15, at night "For guards' desk press 1" = station 15.

Automated Attendant transferred calls are semi-supervised. Automated Attendant transferred calls ring once on the intercom, then start ringing on a line button. If no line is available, the call will continue to ring on the intercorn. The Automated Atlandant port is tied up while determining whether or not the station is

busy. If there is a busy condition (DND activated), the call is then deposited into the mailbox of the dialed station.

Nessage Walting Lamp notification for tip/ring stations requires a PARTNER 3.1 Processor and 206 Module(s).

VOICE MAIL GLOSSARY

GENERAL DESCRIPTION

- # of Ports/Incremental Growth/ Max, Capacity Number of simultaneous activities. Number of initial ports/port increments and maximum port capacity.
- # of Subscribers/Mallboxes The maximum number of subscribers/mallboxes the vendor is advertising.
- Minutes of Storage The system storage time for voice mail messages and greetings shown in minutes.

Backup to Hard Drive - Can the system programming be stored on the hard disk in event of a failure?

 <u>Dynamic Port Allocation</u> - The system can determine the type of call being received and answer accordingly. E.g., Automated Attendant, personal greeting, or voice mail.

 General Delivery Mailtox - This would be a mailtox for rotary callers or messages for non-subscribers of voice mail. Some systems send callers here when the personal mailbox is full.

 Class of Service (#) - This determines the subscriber's capabilities in voice mail (i.e., outcalling, mailbox size, message lengths). Generally, the more levels of Class of Service, the more flexible the system.

Maximum Mailbox Size - Length of all messages shown in minutes.

System Parameter - Whether the message length is a system-wide parameter.
 Administrator Defined - Whether the message length is set by administrator on a mailbox-by-mailbox basis.

MAINTENANCE/ADMINISTRATION

Administration Interface - What tools are used to do translations and ongoing maintenance?

Monitor/Keyboard - Type of device used for translation, such as a personal computer.
 Touch-Tone Telephone - Used for administration purposes (DTMF).

- Remote Diagnostics/Maintenance Whether or not remote diagnostics or maintenance is offered.
- Remote Administration Can mailboxes be added or deleted from a remote location?

AUTOMATED ATTENDANT SERVICE

of Main Menus
 The number of different main Automated Attendant greetings (multiple companies on the same voice mail system).

of Time of Day Messages - The number of times that an Automated Attendant can be pre-programmed to change the greetings (e.g., moming, alternoon, night).

Single Digit Call Houting - This feature uses a single digit to route the call to a specific extension or department ("For sales press 1, for service press 2").

of Levels - How many menu levels are supported?

Selections per Level - How many selections off of each menu are offered? E.g., (0-9)

Night Service Activation - Whether or not the system offers a different Automated Attendant greating for night,

Telephone System - Whether or not the voice mail system will change to night service based on the status of the telephone system. E.g., The MEHA MERLIN MAIL. The MERLIN LEGEND sends mode codes to MERLIN MAIL when the system is in night service, which automatically activates the night greeting in

AUTOMATED ATTENDANT SERVICE (CONTINUED)

Attendant Backup - Can the system support delayed answer if the attendant is too busy to answer incoming calls?

Transfer - What different types of call transfer are supported?

 Subscribers Only - The Automated Attendant will transfer calls to registered extensions only. It does not support transferring to a trunk — providing added security.

By Names - The caller can enter alpha characters to reach an extension if they know the name of the party they were trying to reach.

- Blind - As the Automated Attendant transfers a call it does not wait to detect dial tone, it does a switchook flash and dials the destination number releasing the voice mail port immediately.

Intelligent - The Automated Attendant waits for dial tone before transferring a call. This ensures an available touch-tone receiver.

- Supervised The Automated Attendant monitors the call to detect if it was answered or if the station was busy. During this process a port of the Automated Attendant is in use until the destination answers, or the caller leaves a message, or the caller hangs up.
- Automatic Fax Transfer The Automated Attendant has the ability to recognize a fax tone (called ong) and automatically transfers the call to a designated customer tax machine.

Maximum Greeting Length - The maximum length of the Automated Attendant greeting in minutes.

 Remote Administration of Greeting - Can the system administrator change the Automated Attendant greeting without being at the system administration terminal? For example, can he/she call from home and change the greeting.

Programmable System Operator - Can the destination of 0 (zero) be changed or is it fixed at 0?

- Transfer to Personal Operator Can each subscriber have different destinations for 0 (zero)? E.g., When a caller reaches an extension's personal greating and presses 0, can the destinations be different for each user?
- Time Out to System Operator Since the Automated Attendant needs touch-tone input entered by the caller, how does it handle a caller from a rotary phone? Does the voice mail system offer assistance to rotary callers by sending them to the operator?

CALL ANSWER SERVICE

- Parsonal Greeting without Extension input Will a caller hear the extension's own personal greeting without dialing any additional digits after the call goes to voice. mail?
- ± of Personal Greetings How many different greetings can a subscriber have? E.g., The user can store "I am out to lunch" and "I am out of the office today".

Maximum Personal Greeting Length - Length of a greeting in minutes.

 Transfer to Another Subscriber - Does the outside caller have an option to transfer to a different extension after reaching someone else's mailbox before and/or after leaving a message?

Maximum Massage Longth - What is the maximum length of a message that a caller can leave in seconds or minutes.

- System Parameter - Is a system wide parameter that affects all users?

Subscriber Parameter - Can an individual parameter be administered to meet their personal needs?

VOICE MAIL SERVICE

Message Types - What are the different types of messages that can be sent?

Priority - Message will go ahead of all other messages so the user hears it first.

 Certified - After a caller listens to the message a receipt is sent to the sender.
 Urgent - A subscriber might have their outcalling only activated for this type of message.
 Leave Word Calling - When an inside caller reaches a busy or no answer extension, they can leave a generic message by one touch of a button, which leaves a message in their mailbox, "Please return the call to extension XXX" received at date and time.

Review/Skip Header - The user can bypass the header (date & time) and just listen to the message.

- Forward Message with Comments Forward a message with comments prefaced or appended to the original message.
- Send Message to Message Sender Respond to the message without dialing the original message sender's extension. In other words, send them a message.

Call to Message Sender - At the end of the message the user will be prompted to press a digit to callback the person who left the message.

- Broadcast Message Does the voice mail system offer the ability to send a message to all subscribers without having to actually enter all the extensions? This might be accomplished via "lists".
- Lists The ability to create different lists with different members for group message sending.

- # of Group Lists - How many group lists does the system support?

- # of Members How many extensions can be on any one list?
 # of Personal Lists Can a subscriber set up their own list(s) exclusively for their use?
- # of Members How many extensions can be in personal lists?
- Message Notification Method How the voice mail system alorts a subscriber that they have messages.
 - Light Message Waiting Lamp Activate the message waiting lamp when a message is left in the user's mailbox.

 - Intercorn Announcement Alerts the caller via the intercorn line and announces that a new message has arrived.
 Outcalling The voice mail system dials a number that the subscriber administers if they receive new messages.
 Multiple Destinations Can a subscriber have the voice mail call different numbers for message notification if it gets no response. from the first destination? If so how many?
 - For Urgent Messages Can the subscriber have outcalling activated for urgent messages only?

 To Pager - Can the voice mail system notify a pager?
 To Skypager - Can the voice mail system notify a Skypager? To notify a Skypager the system must be able to have pauses and send symbols (#).

For additional copies of this matrix, please call CIC: 1-800-432-6600. Refer to document #015-338-110.

Appendix D: Competitive Analysis

The types of voice messaging product alternatives available to owners of the AT&T CLASSIC MERLIN systems are:

- Telephone Answering Machines
 Customer premise equipment (CPE) available from a wide variety of retail/dealer
 sources. Generally considered as an entry level voice mail solution with limited
 features.
- Telephone Answering Services
 Off-premise contract services which take written messages from unanswered telephone
 lines forwarded to the telephone answering service.
- <u>Central Office or Service Bureaus</u>
 Off-premise voice mail services offered through the local telephone company or a service bureau.

Comparisons of the above voice messaging alternatives with CLASSIC MAIL are included on

caller, first caller, mag be disconnected by the caller, first can except and caller, first caller,

Appendix D: Competitive Analysis

COMPARISON TO TELEPHONE ANSWERING MACHINES

ANSWERING MACHINES	CLASSIC MAIL
	boxes
Only one general mailbox per answering machine System is only expandable by adding more answering machines One answering machine per user	One regular mailbox for each station Up to 100 additional Guest mailboxes One General Delivery Mailbox
	e Taking
User cannot make outgoing calls or receive other calls while a message is being taken by the answering machine Callers can only leave one message at a time Callers cannot re-record messages If user has "Call Waiting" installed from the telephone company and the answering machine is taking message from the first caller, first caller may be disconnected by the call waiting tone. Message retrieval is sequential and cumbersome	Caller can record, playback, and re-record message Caller can leave message for more than one person on same call without re-dialing System access can be available up to 2 and/or 4 callers at one time User can make outgoing and receive incoming calls while messages are being taken from other callers General Delivery mailbox available to callers if a specific station was not entered (rotary callers) Messages can be forwarded to other subscribers for handling
Automated	
NOT AVAILABLE	 Answers and routes calls when receptionist is unavailable or busy Provides access to voice mail Provides access to Company Directory Caller can reach receptionist before or after leaving message in mailbox Customized routing available
Message Waitin	
Message light or display on the answering machine While off-premise, user must call the answering machine to verify if messages are present "Toll Saver" feature answers remotely on fewer rings if messages are waiting	Message light at station Intercom announcement Centralized notification via optional Message Waiting Panel (except for the MERLIN 1030)
Outca	lling
NOT AVAILABLE on most models	 Cascading outcall notification to a Pager and then an alternate telephone numbers Messages can be prioritized and can be marked for urgent and/or certified delivery
Secu	
NO PRIVACY - all messages are left in one general mailbox or each user requires a separate mailbox Playback is through speaker on recorder	 All mailboxes are password protected by individual mailbox password Mailbox for each station plus additional Guest mailboxes.

Cost Considerations:

Telephone Answering Machines range in price from approximately \$ 60 to \$ 300. Price is dependent upon brand name, product warranty, and feature set.

The ability to leave messages requires each user on a MERLIN 206, 410, 820 and MERLIN Plus to have their own answering machine connected to either a General Purpose Adaptor (GPA) which shares the same port with the terminal, or a BTMI which requires a dedicated station port. The MERLIN 206, 410, and 820 support answering machines via a BTMI. Only the MERLIN Plus R1/R2 supports an answering machine via a GPA or BTMI.

COMPARISON TO TELEPHONE ANSWERING SERVICES

ANSWERING SERVICES	CLASSIC MAIL
Mailt	ooxes
All messages are taken from forwarded telephone line(s)	One regular mailbox for each station Up to 100 additional Guest mailboxes One General Delivery Mailbox
Message	Taking
Message is handwritten or typed Caller may leave abbreviated message requiring callback for detail Service may be unfamiliar with your business	Caller can leave detailed message in own voice Caller can record, playback, and re-record message Caller can leave message for more than one person during same call without re-dialing Messages can be forwarded to other subscribers for handling
Automated	
Service takes messages from unanswered forwarded telephone lines Telephone line must be forwarded at additional cost Service answers only those lines which are forwarded	 Answers and routes incoming calls when receptionist is unavailable or busy Provides access to voice mail Provides access to company directory Caller can reach receptionist before or after leaving message in mailbox Customized routing applications available
Message Waitin	
Message notification to another telephone number may be available at an additional cost	Message light at station Intercom announcement Centralized notification via optional Message Waiting Panel (except for MERLIN 1030)
Outca	illing
 Notification of messages can be made to pager or other telephone number at additional cost 	Outcalls to Pager and alternate telephone number Messages are prioritized and can be marked for urgent and/or certified delivery
Secu	
NO PRIVACY	 All mailboxes are password protected by individual password

Appendix D: Competitive Analysis

Cost Considerations:

Telephone Answering Service costs vary widely between vendors, subject to change, and volume dependent. Costs for additional features such as message forwarding from the answering service, call forwarding charges from the telephone company to the answering service, personalized greetings, and number of messages can significantly add to monthly costs. Monthly charges can vary widely depending upon level and volume of service provided.

COMPARISON TO TELEPHONE COMPANY OR SERVICE BUREAUS

TELEPHONE COJSERVICE BUREAUS	CLASSIC MAIL
Mailb	oxes
Each regular mailbox is associated with one telephone number AT ADDITIONAL COST per Guest mailbox, Guest mailboxes are associated with a regular mailbox	Regular mailbox for each station Mailboxes are not associated with an additional telephone numbers Up to 100 additional Guest mailboxes not associated with a station are available One General Delivery mailbox for calls referred by the Automated Attendant
Company	Directory
NOT AVAILABLE - caller must know Guest mailbox number in advance or all Guest mailboxes must be listed in regular mailbox greeting	STANDARD FEATURE Callers can find party listed in the directory by last name
Message	Taking
Limited storage - message length, total recording time, number of messages, and archival time Once caller has reached a mailbox, caller must redial and pay calling charges to reach another mailbox	3 or 6.5 hours of total message storage No time limit for saved messages After caller reaches mailbox, caller has option to reach another mailbox or receptionist without redialing
Automated	Attendant
NOT AVAILABLE Once caller reaches a mailbox. Caller must recall to reach another mailbox or dial "0".	STANDARD FEATURE Dial "0" to reach receptionist at any time Answers incoming calls when receptionist is unavailable or busy Provides access to voice mail Provides access to Company Directory Caller can reach receptionist before or after leaving message in mailbox
Call Forwarding	to Receptionist
AT ADDITIONAL COST for each regular and for each Guest mailbox Receptionist is an alternate telephone number ADDITIONAL CALLING CHARGES to reach forwarded number Available only in limited areas. Not available for all classes of voice mail	Caller can reach receptionist at any time by pressing [0]

TELEPHONE COMPANY OR SERVICE BUREAUS (CONTINUED):

TELEPHONE CO. /SERVICE BUREAUS	CLASSIC MAIL
Message Waiti	ng Notification
Awkward message notification, user must listen for "stutter" dial tone All message notification refers to one telephone number per mailbox and associated Guest mailboxes. If "stutter tone" is ON, user must check each mailbox to determine which mailbox the message was left No message waiting lights or audible message at station User must place a call at additional expense to check each mailbox	Telephone message waiting light, or intercom announcement. Centralized message notification via optional Message Waiting Panel
	alling
Pager notification at ADDITIONAL COST for each mailbox	 STANDARD FEATURE Outcalls to pager and telephone number (i.e. cascading). Messages are prioritized and can be marked urgent and certified
Easy to	Install
Mailbox telephone number is different from the normal business telephone number Telephone company/service bureau controls installation and timing Limited configurability	Designed to work with MERLIN systems (i.e. 206, 410, 820, 1030 & Plus) Configuration through any Touch-Tone telephone Configured to your business telephone number(s) Can answer any combination of up to 2 or 4 outside lines and mailbox users at one time Business control implementation and administration

Cost Considerations:

All costs and services offered vary widely by provider and are subject to frequent change. For example, the cost for 1 mailbox from Pacific Bell is approximately \$ 19.95 per month, each additional Guest Mailbox is an additional \$ 19.95 per month, Pager Notification is \$ 5 per mailbox per month for each mailbox, and Call Transfer to a receptionist is \$ 3 per month. Based on these figures, the cost for 1 regular mailbox, and 5 Guest Mailboxes with Call Forwarding plus Pager Notification would exceed \$ 150 per month plus the appropriate tax. Monthly calling charges for Call Forwarding and calling charges to check messages would be an additional expense.

The monthly lease or purchase cost of a 2-port CLASSIC MAIL system would be approximately the same or less than the example above. Purchase could also provide the business with certain tax advantages. Lease or purchase would also provide the predictability of a fixed expense.

Notes

TORUGADO CO JANE DE SERVICE BUSEAUS (CONTINUED):

Designed to work with MERLIN systems (i.e. 206, 410, 820, 1030 & Plus) Configuration through any Touch-Tone telephone Configured to your business telephone number(s) Can answer any confidention of up to 2 or 4 outside lines and mailbox users at one tune business control implementation and administration.					

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The monthly lease or purchase cost of a 2-port CLASSIC MAIL system would be approximately the same or less than the example above. Furchase could also provide the business with certain tax advantages. Lease or purchase would also provide the predictability of a fixed expense.





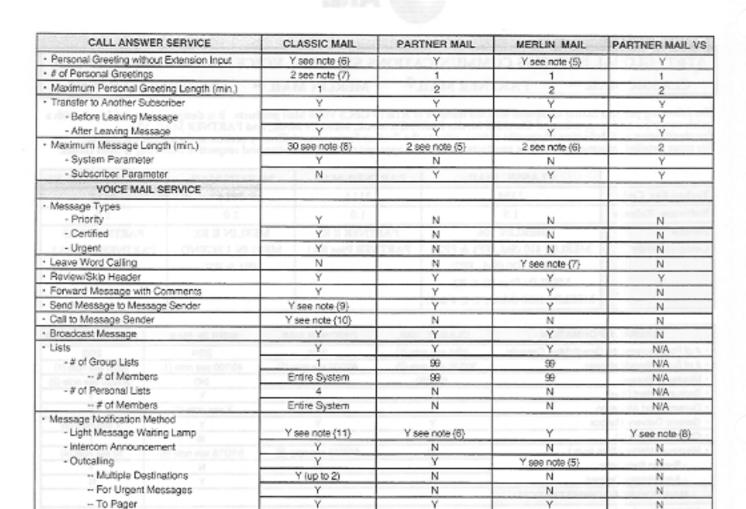


AT&T - GLOBAL BUSINESS COMMUNICATIONS SYSTEMS: VOICE MAIL PRODUCT MATRIX CLASSIC MAIL™ PARTNER MAIL® MERLIN MAIL™ PARTNER MAIL® VS

The following product matrix compares selected features of AT&T - GBCS Voice Mail products. It is designed to provide you with a quick overview and comparison of CLASSIC MAIL, PARTNER MAIL, MERLIN MAIL, and PARTNER MAIL VS. For clarification and definition of specific entries, refer to the Product Footnotes and Glossary section at the end of the matrix. For more detailed information on these products, refer to the appropriate documentation and respective Marketing & Sales Guides.

	CLASSIC MAIL	PARTNER MAIL	MERLIN MAIL	PARTNER MAIL VS
Techni-Fax Code	3394	3114	3014	3414
Software Release	1.5	1.0	2.0	1.0
Switch	MERLIN 206,	PARTNER II R3	MERLIN II R3,	PARTNER II R3
Compatibility	MERLIN 410 (Std., FP1 & FP2), MERLIN 820 (Std., FP2), MERLIN Plus R1 & R2, MERLIN 1030 (Mod., 1, 2, 4 & 5)	PARTNER Plus R3.1	MERLIN LEGEND (R1 & R2)	PARTNER Plus R3.1

GENERAL INFORMATION	CLASSIC MAIL	PARTNER MAIL	MERLIN MAIL	PARTNER MAIL VS
# of Ports/Incremental Growth/Max. Capacity	2/2/4 see note (1)	2/2/4	2/2/4	202
≠ of Subscribers/Mailboxes	30/120 see note {2}	40/100 see note (1)	40/100 see note (1)	10/20 see note (1)
Minutes of Storage	180390	240	240	120/220 see note (2)
Backup to Hard Drive	Y	Y	Y	Y
Dynamic Port Allocation	Y	Υ	Y see note (5)	Y
General Delivery Mailbox	Y	Y	Y	Y see note (3)
Class of Service (#)	N	9	16	1
Maximum Mailbox Size (min.)	30	5/10/15 see note (5)	5/10/15 see note (6)	10 see note (4)
- System Parameter	Y	N	N	Υ
- Administrator Defined	N	Υ	Y	N
MAINTENANCE/ADMINISTRATION				
Administration Interface				
- Monitor/Keyboard	N	N	N	N
- Touch-Tone Telephone	Y	Υ	Y	Y
Remote Diagnostics/Maintenance	N	Y see note (2)	Y see note (2)	N see note (5)
Remote Administration	Y	Υ	N	Y see note (5)
AUTOMATED ATTENDANT SERVICE	ООТНОТЕВ	TOUGORG		
# of Main Menus	1	1	1	1
# of Time of Day Messages	2	2	2	2 see note (6)
Single Digit Call Routing	Y see note (3)	ΥΥ	Y	Y
# of Levels	the significant role of (1)	99	99	COLD TO 170 001
- Selections per Level	9	9	9	9
Night Service Activation	You are a Your and a	Y	Y	Y
- Telephone System	N	Y	Y	Y
Attendant Backup	Y	Y	Y	Y
Transfer Method			.686g 8/10f-10x	Does not support a fa
- Subscribers Only	Y	Υ	CONTRACTOR A	Y
- By Names	Y	Y	Y	N
- Blind	not problem Na serie session	Y	Y	Y see note (7)
- Intelligent	Y	Υ	Y	Y see note (7)
- Supervised	Y see note (4)	Y see note (3)	Y see note (3)	Y see note (7)
Automatic Fax Transfer	and a control of N	Y	Y	N
Maximum Greeting Length (min.)		2	2	2
Remote Administration of Greeting	Y	d backetowy, or octales.	Y	Y
Programmable System Operator	Υ	в города у выстания	Y	N
Transfer to Personal Operator	N N	Y	N	Y
Time Out to System Operator	Y see note (5)	Y see note (4)	Y see note (4)	Y



PRODUCT FOOTNOTES

Ν

Y see note (8)

N

CLASSIC MAIL

- To Skypager

and MERLIN Plus.

 MERILIN 1030 Control Unit always requires a 4-port CLASSIC MAIL System and a Control Unit upgrade.
 The system automatically configures up to thirty (30) User Mailboxes, one (1) for each available system extension/intercorn and an additional one hundred (100) Guest Mailboxes. Any User or Guest Mailbox can be designated as one (1) General Delivery Mailbox or one (1)
 Administrator's Mailbox (Note: MERLIN 1030=130 mailboxes, MERLIN 206=105 mailboxes and all other CLASSIC MERLINS=120 mailboxes). (3) There are up to eight (8) Call Routing selections for MERLIN CLASSIC Model 205 and up to nine (9) for MERLIN CLASSIC models 410, 820, 1030

(4) CLASSIC MAIL knows if a line is busy and does not dial the station. CLASSIC MAIL will transfer the call (with an optional announcement), and if not answered, it sends the caller to the appropriate mailbox.

Does not support a touch-tone gate.

As long as the call was transferred by the Automated Attendant. Two personal greetings can be recorded; a primary & secondary to be used for day/hight or in/out of office, etc.

Messages left in General Delivery Mailbox are limited to three (3) minutes in length.

When listening to a message, you can reply with a message only if the message you are replying to was recorded in the sender's mailbox and then sent to you. You cannot reply with a message to the sender, if that message was recorded directly in your mailbox (i.e. if caller came through the Automated Attendant).

(10) You can be directly connected to the message sender after listening to their message in your mailbox, as long as the following conditions are met: You are listening to the message while off-premise and the message you are listening to was recorded and forwarded from the sender's mailbox.

(11) For MERLIN CLASSICS with the appropriate software and intercoms, the system will notify users of messages by lighting the message waiting lamp. Additional message waiting indication is available to a centralized location with the optional Message Waiting Panel (not supported on MERLIN 1030). The 5-button MERLIN terminal does not support a message waiting light.

PARTNER MAIL

(1) The system supports up to forty (40) full-time subscribers (4-ports). The remaining mailboxes can be used as Guest Mailboxes and one (1) for

General Delivery.

(2) Dedicated station port required for remote maintenance device.

(3) Although PARTNER MAIL supports a Supervised Transfer, the VMS Cover feature provides better service to ensure that all calls are answered in a timely manner.

(4) Also supports a touch-tone gate.
(5) Maximum message length for Class of Service 1 - 8 is two (2) minutes, with up to 5, 10, or 15 minutes of total storage. Class of Service 9 can receive a maximum message length of 5 minutes, with up to 60 minutes of storage. However, this Class of Service (9) is used for Guest and General

(6) Message Walting Lamp notification for tip/ring stations requires a PARTNER 3.1 Processor and 206 Module(s).

MERLIN MAIL

(1) The system supports up to forty (40) subscribers (4-ports). The remaining mallboxes can be used as Guest Mailboxes (low traffic) and one (1) for General Delivery.

(2) Remote maintenance modern can be connected to either a station port or dedicated CO line.
(3) Although MERLIN MAIL supports a Supervised Transfer, the Call Coverage and VMS Cover features provide better service to ensure that all calls are answered in a timely manner.

(4) Also supports a touch-tone gate

(5) Applicable to MERLIN LEGEND R1 & R2. N/A to MERLIN II R3.

(6) Maximum message length is two (2) minutes and maximum mailbox size can be either 5, 10 or 15 minutes. One subscriber can be assigned

Class 16 which supports a maximum message length of 15 minutes (normally used for the system's General Mailbox) with a maximum mailbox size of 60 minutes

Applicable to MERLIN LEGEND R1 & R2. N/A to MERLIN II R3.

(8) Accomplished via System Speed Dial feature.

PARTNER MAIL VS

20 mailboxes requires an optional PARTNER MAIL VS expansion card, without it 10 mailboxes are supported.

(2) 120 minutes=10 mailboxes, 220 minutes=20 mailboxes.
(3) The General Delivery Mailbox, Receptionist's, and station 10 are the same. There is no other General Delivery Mailbox.
(4) Maximum subscriber mailbox is 10 minutes and/or 40 messages. Maximum Receptionist mailbox is 30 minutes and/or 120 messages.
(5) Remote Maintenance is NOT supported. Remote Administration is supported via DTMF (louch-tone) entries.
(6) Although there can be a day and night Automated Attendant menu, just 1 definition per each prompt, i.e. during day "For sales press 1" = station 15, at night "For guards' desk press 1" = station 15.

(7) Automated Attendant transferred calls are semi-supervised. Automated Attendant transferred calls ring once on the intercom, then start ringing on a line button. If no line is available, the call will continue to ring on the intercom. The Automated Altendant port is tied up while determining whether or not the station is busy. If there is a busy condition (DND activated), the call is then deposited into the mailbox of the dialed station.

(8) Message Waiting Lamp notification for tiphing stations requires a PARTNER 3.1 Processor and 206 Module(s).

VOICE MAIL GLOSSARY

GENERAL DESCRIPTION

· # of Ports/Incremental Growth/ Max. Capacity - Number of simultaneous activities. Number of initial ports/port increments and maximum port capacity.

<u># of Subscribers/Mailboxes</u> - The maximum number of subscribers/mailboxes the vendor is advertising.

Minutes of Storage - The system storage time for voice mail messages and greetings shown in minutes.

Backup to Hard Drive - Can the system programming be stored on the hard disk in event of a failure?

Dynamic Port Allocation - The system can determine the type of call being received and answer accordingly. E.g., Automated Attendant, personal greeting, or voice mail.

General Delivery Mailbox - This would be a mailbox for rotary callers or messages for non-subscribers of voice mail. Some systems send callers here

when the personal mailbox is full.

 Class of Service (if) - This determines the subscriber's capabilities in voice mail (i.e., outcalling, mailtox size, message lengths). Generally, the more levels of Class of Service, the more flexible the system.

Maximum Mailbox Size - Length of all messages shown in minutes.

System Parameter - Whether the message length is a system-wide parameter.

Administrator Defined - Whether the message length is set by administrator on a mailbox-by-mailbox basis.

MAINTENANCE/ADMINISTRATION

Administration Interface - What tools are used to do translations and ongoing maintenance?

Monitor/Keyboard - Type of device used for translation, such as a personal computer.

Touch-Tone Telephone - Used for administration purposes (DTMF).
 Remote Diagnostics/Maintenance - Whether or not remote diagnostics or maintenance is offered.

Remote Administration - Can mailboxes be added or deleted from a remote location?

AUTOMATED ATTENDANT SERVICE

£ of Main Manus
 The number of different main Automated Attendant greetings (multiple companies on the same voice mail system).

 if of Time of Day Messages - The number of times that an Automated Attendant can be pre-programmed to change the greetings (e.g., morning. afternoon, right).

Single Digit Call Flouring - This feature uses a single digit to route the call to a specific extension or department ("For sales press 1, for service press 2").

of Levels - How many menu levels are supported?

Selections per Level - How many selections off of each monu are offered? E.g., (0-9)

Night Service Activation - Whether or not the system offers a different Automated Attendant greeting for night. Telephone System - Whether or not the voice mail system will change to night service based on the status of the telephone system.
 E.g., The MERLIN LEGEND sends mode codes to MERLIN MAIL when the system is in night service, which automatically activates the night. greeting in MERLIN MAIL.

AUTOMATED ATTENDANT SERVICE (CONTINUED)

Attendant Backup - Can the system support delayed answer if the attendant is too busy to answer incoming calls?

Transfer - What different types of call transfer are supported?

 Subscribers Only - The Automated Attendant will transfer calls to registered extensions only. It does not support transferring to a trunk providing added security.

· By Names - The caller can enter alpha characters to reach an extension if they know the name of the party they were trying to mach.

 Blind - As the Automated Attendant transfers a call it does not wait to detect dial tone, it does a switchook flash and dials the destination number releasing the voice mail port immediately.

Intelligent - The Automated Attendant waits for dial tone before transferring a call. This ensures an available touch-tone receiver.

- Supervised - The Automated Attendant monitors the call to detect if it was answered or if the station was busy. During this process a port of the Automated Attendant is in use until the destination answers, or the caller leaves a message, or the caller hangs up.

 <u>Automatic Fax Transfer</u> - The Automated Attendant has the ability to recognize a fax tone (called ong) and automatically transfers the call to a designated customer fax machine.

Maximum Greeting Length - The maximum length of the Automated Attendant greeting in minutes.

· Remote Administration of Greeting - Can the system administrator change the Automated Attendant greeting without being at the system administration terminal? For example, can he/she call from home and change the greeting.

Programmable System Operator - Can the destination of 0 (zero) be changed or is it fixed at 0?

 Transfer to Personal Operator - Can each subscriber have different destinations for 0 (zero)? E.g., When a caller reaches an extension's personal greeting and presses 0, can the destinations be different for each user?

 Time Out to System Operator - Since the Automated Attendant needs touch-tone input entered by the caller, how does it handle a caller from a rotary phone? Does the voice mall system offer assistance to rotary callers by sending them to the operator?

CALL ANSWER SERVICE

- Personal Greeting without Extension Input Will a caller hear the extension's own personal greeting without dialing any additional digits after the call goes to voice mail?
- M of Personal Greatings How many different greetings can a subscriber have? E.g., The user can store "I am out to lunch" and "I am out of the office. today".

Maximum Personal Greeting Length - Length of a greeting in minutes.

 Transfer to Another Subscriber - Does the outside caller have an option to transfer to a different extension after reaching someone else's mailbox before and/or after leaving a message?

Maximum Message Length - What is the maximum length of a message that a caller can leave in seconds or minutes.

System Parameter - Is a system wide parameter that affects all users?

Subscriber Parameter - Can an individual parameter be administered to meet their personal needs?

VOICE MAIL SERVICE

Message Types - What are the different types of messages that can be sent?

 Priority - Message will go ahead of all other messages so the user hears it first. Certified - After a caller listens to the message a receipt is sent to the sender.

Urgent - A subscriber might have their outcalling only activated for this type of message.

 Leave Word Calling - When an inside caller reaches a busy or no answer extension, they can leave a generic message by one touch of a button, which leaves a message in their mailbox, "Please return the call to extension XXX" received at date and time.

Review/Skip Header - The user can bypass the header (date & time) and just listen to the message.

Forward Message with Comments - Forward a message with comments prefaced or appended to the original message.

 Send Message to Message Sender - Respond to the message without dialing the original message sender's extension. In other words, send them a message. Call to Message Sender - At the end of the message the user will be prompted to press a digit to callback the person who left the message.

 Broadcast Message - Does the voice mail system offer the ability to send a message to all subscribers without having to actually enter all the extensions? This might be accomplished via "lists".

Lists - The ability to create different lists with different members for group message sending.

- # of Group Lists - How many group lists does the system support?

-- # of Members - How many extensions can be on any one list?

- # of Personal Lists - Can a subscriber set up their own list(s) exclusively for their use?

of Members - How many extensions can be in personal lists?
 Message Notification Method - How the voice mail system alerts a subscriber that they have messages.

- Light Message Waiting Lamp Activate the message waiting lamp when a message is left in the user's mailbox. Intercom Announcement - Alerts the caller via the intercom line and announces that a new message has arrived.
 Outcalling - The voice mail system dials a number that the subscriber administers if they receive new messages.
 - Multiple Destinations Can a subscriber have the voice mail call different numbers for message notification if it gets no response from the first destination? If so how many?

For Urgent Messages - Can the subscriber have outcalling activated for urgent messages only?

To Pager - Can the voice mail system notify a pager?
To Skypager - Can the voice mail system notify a Skypager? To notify a Skypager the system must be able to have pauses and send symbols (#).