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# MERLIN<sup>TM</sup>

COMMUNICATIONS SYSTEM

USER'S GUIDE:  
MODELS 1030 AND 3070  
WITH FEATURE MODULE 1

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# Available Features

Get a free line without having to push a button or interrupt someone else's call. In addition, the lights next to line buttons make it easy to keep track of calls.

- Red light indicates line you are on.
- Green light indicates if line is free, busy, or on hold.  
Fast flashing = you put call on hold  
Slower flashing = someone else put call on hold

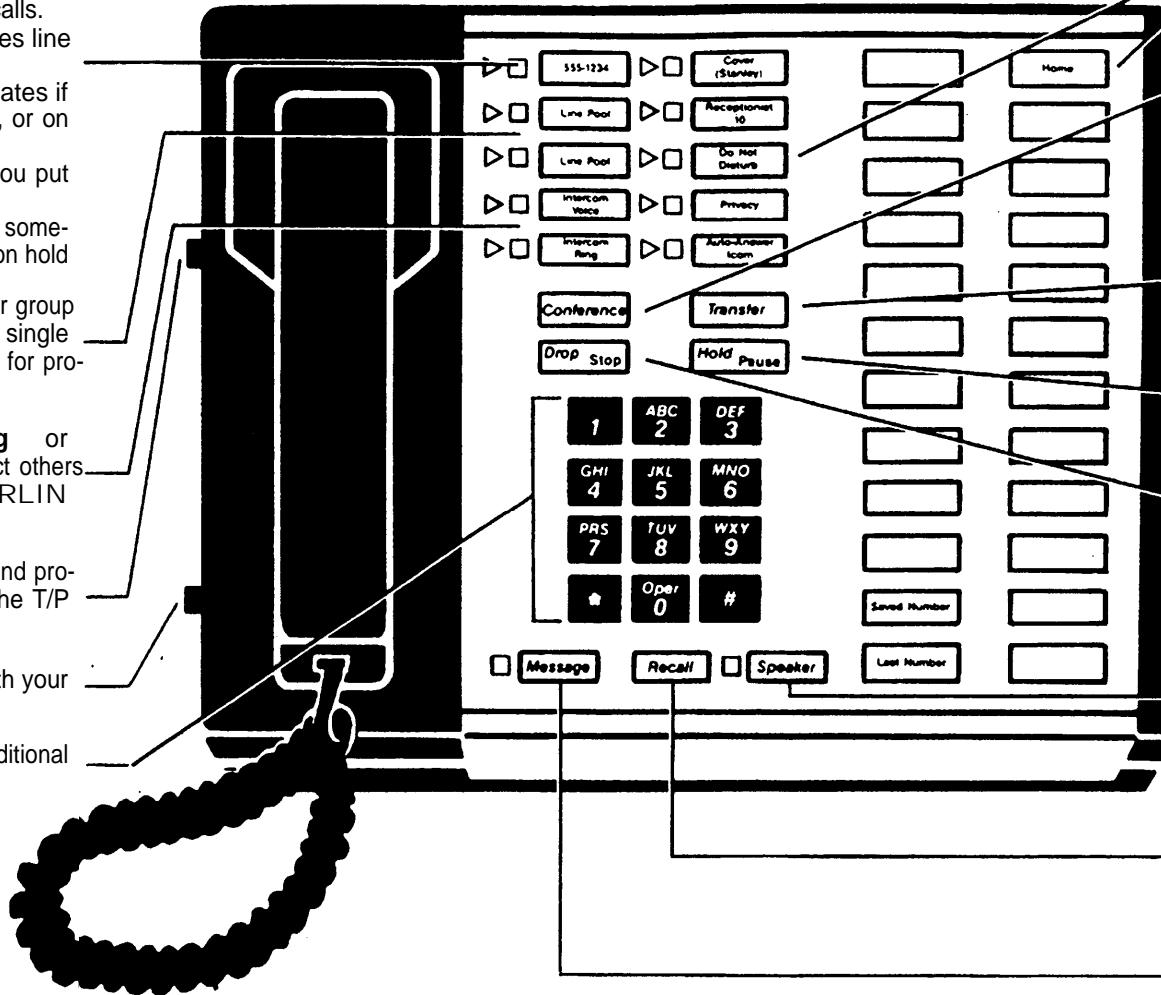
Have access to a "pool" or group of outside lines through a single button. This frees buttons for programmable features.

Touch **Intercom-Ring** or **Intercom-Voice** to contact others connected to your MERLIN system. (See p. 4).

Test your voice terminal and program its features using the T/P switch.

Control the volume of both your speaker and ringer.

Dial special codes for additional features. (See p. 15.)



Program buttons so that custom features, such as Do Not Disturb and Outside Auto Dial, are yours with just one touch. (See p. 15.)

Using **Conference**, connect with up to two outside lines and two inside lines at once.

**Transfer** a call to another voice terminal with or without voice announcement. (See p. 8.)

Put calls on **hold**. (See p. 7.)

**Drop** one person from a conference call. (See p. 9.)

Touch **Speaker** for on-hook dialing, group listening, and monitoring a call on hold. (See p. 4 and 9.)

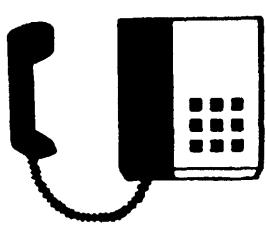
Touch **Recall** to disconnect a call without hanging up the handset. With Centrex or PBX service, use **Recall** instead of a switchhook flash.

Call your attendant for messages when light is lit.

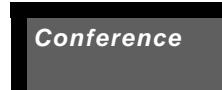
Read on to find out how to use these features . . . and many more!

# Key To Symbols

The following symbols are used throughout the document to illustrate the steps for using your MERLIN™ communications system voice terminal. After you are familiar with the steps, the symbols should serve as a quick reminder.

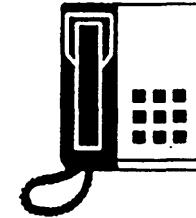


Lift handset

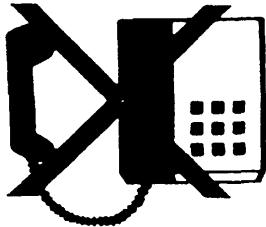


Speaker

Touch a fixed feature button (A dark shaded button indicates a fixed feature button.)



Hang up your handset



Don't lift handset

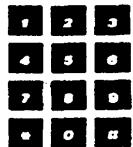


555-1234

Touch a line button (A lighter shade with a telephone number indicates a line button. A shaded light indicates that it is lit.)



Slide the T/P switch to the P position



Dial (an outside number, intercom or feature code)



Page

Touch a custom feature button (A lighter shade with a feature name indicates a custom feature button.)



Return the T/P switch to the center position

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



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

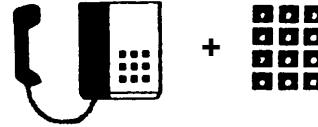
# Placing And Answering Calls

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## PLACING CALLS

### Outside Calls

Lift the handset and dial the number. The MERLIN system automatically selects a free line for you. You can select a different line by touching another line button.



### Intercom Calls

You can call anyone connected to your MERLIN system by using the Intercom feature. You have a choice of announcing your call through the other person's speaker (**Intercom-Voice**) or of simply letting the phone ring (**Intercom-Ring**).

*To place an announced intercom call:* lift the handset, touch **Intercom-Voice**, dial the person's assigned intercom number (10 through 79), and speak through your handset. Your voice will be heard through the other person's speaker.

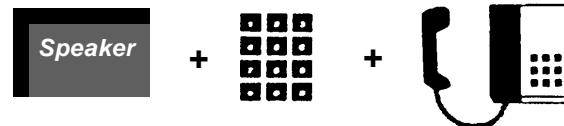


*To place a ringing intercom call:* Touch **Intercom-Ring** and dial the intercom number.



### On-Hook Dialing

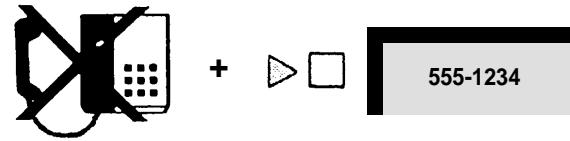
Instead of lifting your handset to place a call, you may use your voice terminal's built-in speaker. Touch **Speaker**, dial the number, and lift your handset when the person answers. If the line is busy or you get no answer, touch **Speaker** to cancel the call.



## Line Request

If you want to use a line that is busy (green light next to the button is on), you can have the MERLIN system signal you when the line is free. Without lifting the handset, touch the button of the busy line (red light comes on). When the line is free, you will hear a beep. Lift your handset and dial.

If you touch another line button before you are signaled, you cancel Line Request.



## Loudspeaker Paging

If you have a loudspeaker paging system, you can connect to it by using the Intercom feature: lift your handset, touch **Intercom-Voice**, and dial one of the appropriate codes listed below. Make your announcement by speaking through your handset.

Paging codes:

All Zones	80
Zone 1	81
Zone 2	82
Zone 3	83



## ANSWERING CALLS

Just lift the handset – the MERLIN system automatically connects you to the incoming call. Answer intercom calls in the same way.



### Distinctive Ringing

Different ringing sounds indicate the type of call you are receiving.

Ringing patterns:

- intercom: two short and one long ring (if you are called with **Intercom-Voice**, your speaker light comes on)
- outside: one long ring
- transfer: one short and one long ring

You may also program your phone to ring elsewhere first or not to ring at all, depending on the coverage you have. (See page 20 for the procedure for programming ringing options.)

# Using Fixed Features

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Your MERLIN system has two kinds of features – fixed and programmed. Fixed features are those that come with every voice terminal and can't be changed. They include:

- Hold
- Transfer
- Conference
- Drop
- Speaker
- Message
- Recall

## HOLD

### Placing Calls on Hold

When you want to put a call on hold, simply touch **Hold**. The green light next to the held call's line button flashes rapidly.



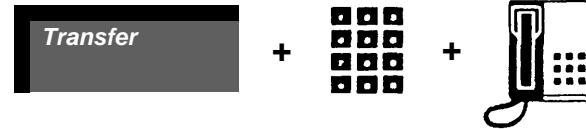
### Returning to Held Calls

To return to a call you put on hold, touch the held call's line button. (You can tell which one it is by the rapidly flashing green light.) To take a call someone else put on hold, touch the line button whose green light flashes less rapidly.



## TRANSFER

You can transfer an outside call to anyone in your MERLIN system. After answering a call, touch **Transfer** (puts call on hold), dial the person's intercom number, and hang up. If the call is not answered, it will ring back on your phone. Answer the call by lifting the handset.



### Transfer with Voice Announcement

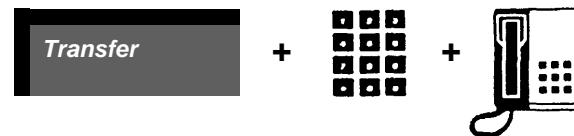
If you wish to announce a call to the person to whom it is being transferred, touch **Transfer**, touch **Intercom-Voice**, dial the intercom number, and announce the call through your handset.



### Parking Calls

A special kind of hold feature, Call Park allows you to hold or "park" a call for pickup from any voice terminal by transferring it to yourself. For example, if a call comes in for a person whose whereabouts are unknown, you can park the call and page the person. The call can be picked up from any MERLIN system voice terminal.

To park the call until you can reach the person, touch **Transfer**, dial your intercom number, and hang up. To pick up a parked call, touch **Intercom**, dial \* 7 and the intercom number where the call is parked.



## CONFERENCE

Using the Conference feature, you can make a call that connects you with up to two outside lines and up to two intercom lines.

With one person already on the line, touch **Conference**, touch a free line button, and dial another person's number. To add MERLIN system users, follow the same steps, but instead of touching a line button before dialing, touch **Intercom**, and dial the person's intercom number. To add more people to your conference call, simply touch **Conference** and a free line button each time.

### With a Call On Hold

If you put a call on hold while you are establishing conference connections, you add in the held call by touching **Conference** and the held call's line button.

### Conference On Hold

To remove yourself temporarily from a conference call without ending the call, touch **Hold**. If the other people connected to the call don't hang up, you can rejoin the call by touching one of the lines active in the call.



## DROP

To end one connection that's part of a conference call, touch **Drop** and then touch the line button of the call to be dropped. The Drop feature is especially useful when you get a busy signal when trying to add connections to a conference call.



## SPEAKER

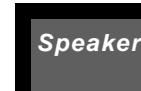
### Monitoring a Call on Hold

To monitor your call while you go about your work, touch **Speaker** and hang up the handset. When you hear the person who put you on hold come back on the line, just pick up the handset and continue your conversation.



### Group Listening

If you are on a call that you want others to hear, simply touch **Speaker**. Although everyone can hear the person on the line, you must use the handset to speak to that person unless you have a Hands-Free Unit.



**NOTE:** Touch **Speaker** again *before* hanging up. This will prevent a squeal from your speaker as the handset comes close to it.

**On Hook Dialing** (see p. 4)

# Using Custom Feature Buttons

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The MERLIN system's custom features are assigned to buttons through simple programming procedures (see "Assigning Custom Features to Buttons", p. 16). Your voice terminal is delivered with some buttons pre-programmed, but you can change the features to suit your needs. The number of buttons on your voice terminal determines the number of features you can program.

The MERLIN system programmable features are

- Outside Auto Dial
- Intercom Auto Dial
- Speed Dialing
- Last Number Redial
- Saved Number Redial
- Privacy
- Do Not Disturb
- Auto Answer - Intercom
- Auto Answer - Outside
- Call Coverage
- Touch-Tone Enable
- Loudspeaker Paging

## **OUTSIDE AUTO DIAL**

When you touch an Outside Auto Dial button, the MERLIN system selects an outside line, turns on the speaker, and dials the number for you. When the other person answers, lift the handset to speak. If no one answers, touch **Speaker** to cancel the call.



## INTERCOM AUTO DIAL

The Intercom Auto Dial feature speeds your ability to contact someone in your MERLIN system. Touch **Intercom** and then touch the Intercom Auto Dial button associated with the person you want to contact.

An Intercom Auto Dial button has other uses. If the green light next to the button is lit, you know the person is on the telephone; if the green light flashes rapidly, that person is calling you on the intercom.

An Intercom Auto Dial button can also be used to contact a person with a prearranged signal. Leave the handset on the hook and touch the Intercom Auto Dial button one or more times to produce “beeps” at the other person’s voice terminal. For example, three beeps may mean “come to my office.”



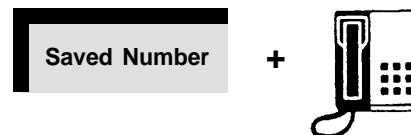
## LAST NUMBER REDIAL

To redial the number you dialed most recently, touch **Last Number**. With 5- and 10-button voice terminals, dial #24 instead of touching a button.



## SAVED NUMBER REDIAL

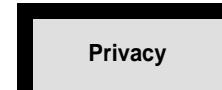
You can save a number for later redialing by touching **Saved Number** before you hang up. Other calls you make will not affect the saved number. To redial, touch **Saved Number**.



With 5- and 10-button voice terminals, save a number by dialing #23 before hanging up. To redial the saved number, dial #23.

## PRIVACY

The Privacy feature prevents anyone from joining your calls. Activate the feature by touching **Privacy** (green light comes on). A **Privacy** button is needed only if others share a particular line with you; if your lines are pooled, you will not need this feature.



## DO NOT DISTURB

The Do Not Disturb feature keeps calls from ringing at your phone. Touch **Do Not Disturb** to activate the feature (green light comes on). Outside calls may be answered by an attendant, transferred calls return to the sender, and intercom callers get a busy signal. To restore ringing, touch **Do Not Disturb** (green light goes off).



## AUTO ANSWER

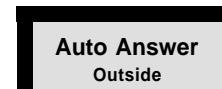
### Intercom Calls

This feature is used with the optional Hands-Free Unit. (See page 22 for more information on optional equipment.) To have your Hands-Free Unit turn on automatically whenever you receive an intercom call, touch **Auto Answer-Intercom** (green light comes on). Then when someone calls you on the intercom, you don't have to lift your handset; your voice is carried through the unit's microphone.



### Outside Calls

This feature is used with the optional Automatic Multipurpose Adapter. (See page 23 for more information.) Touch **Auto Answer-Outside** to have calls answered by your answering machine or to use your modem.



## CALL COVERAGE

The Call Coverage feature lets you answer calls made to someone else. You and the person you cover for must decide whether calls ring immediately at your phone, ring at your phone if not answered after three rings, or do not ring at all at your phone. (If you program the button so that calls don't ring at your phone, you must rely on seeing the green light flash next to the **Cover** button.)

The **Cover** button is similar to a line button. If your phone rings and the green light flashes next to the **Cover** button, lift the handset to answer the call. If you've programmed the button so that calls to be covered don't ring (you'll still see the green light flash), lift your handset and touch **Cover** to answer.



## TOUCH-TONE ENABLE

If your system has lines that carry rotary signals, you can switch over to Touch-Tone service in the middle of a call to use services, such as credit card authorizations, that require tone signals. Dial the first part of your number as usual (you hear rotary clicks). Then touch **Touch-Tone Enable**, and dial whatever additional numbers you need (hear tone signals).



## PAGING

For speedy access to your company's loudspeaker system, a Page button can be used in place of dialing a paging code. Lift handset, touch **Intercom** and then **Page**.



# Dial Code Features

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You can use several MERLIN system features by dialing a code. This is especially important if you have a 5- or 10-button set and, thus, a limited number of programmable buttons. The following features can be used by either touching buttons or dialing codes:

Feature	Button	Code
Intercom Calling	name and number	10 to 79
Loudspeaker Paging	Page	80 to 83
Last Number Redial	Last Number	#24
Saved Number Redial	Saved Number	#23

## **SPEED DIALING (5- and 10-button voice terminals only)**

Speed dialing gives you an easy way to dial frequently called numbers when you don't have enough buttons for the Outside Auto Dial feature. Instead of touching a button, you dial a code, #01 through #22.



To program Speed Dialing, see page 19.

## **CALL PICKUP**

You can answer another ringing phone from your phone by touching **Intercom** and dialing \* 7 plus the intercom number of the ringing phone.



Similarly, if someone has held a call by using the Call Park feature, you can pick it up by touching **Intercom** and dialing \* 7 plus the intercom number of the telephone where the call is parked.

# Programming

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## ASSIGNING CUSTOM FEATURES TO BUTTONS

A number of custom features can be assigned to any spare buttons on your voice terminal using the following simple programming procedure. Later, you can change a feature using the same procedure.

- Label the button(s) you want to program.
- Slide the T/P (Test/Programming) switch toward you to the P (programming) position. The phone will ring every five seconds to remind you that you are programming and that you cannot place or receive calls.
- Touch the button to be programmed.
- Dial the feature's programming code (see chart on next page).
- Enter additional numbers or special characters (if required).
- Program other buttons if desired.
- Return the T/P switch to center position.



# Feature Programming Chart

Feature Name	Feature Programming Code	Button Label	Refer to Page	Notes
Privacy	★ 72	Privacy	13	Needed if you share a single line with others. Requires a button with a light.
Do Not Disturb	★ 71	Do Not Disturb	13	Requires a button with a light.
Auto Answer-Intercom	★ 70	Auto Answer-Intercom	13	Used with optional Hands-Free Unit. Requires a button with a light.
Auto Answer-Outside	★ 75	Auto Answer-Outside	13	Used with optional Automatic Multipurpose Adapter.
Outside Auto Dial	★ 90 and outside number	name or location	11	Stores frequently called outside numbers.
Intercom Auto Dial	★ 6 and intercom number	name or location	12	Stores frequently called intercom numbers. Button with a light is recommended but not required.

# Feature Programming Chart (continued)

Feature Name	Feature Programming Code	Button Label	Refer to Page	Notes
Last Number Redial	★ 73	Last Number	12	
Saved Number Redial	★ 74	Saved Number	12	
Touch-Tone Enable	★ 76	Touch-Tone Enable	14	
Call Coverage	★ 4 and intercom number	Cover and name	14	Requires a button with a light.
Loudspeaker Paging				
All Zones	★ 680	Page-All	5	Used with optional loudspeaker equipment.
Zone 1	★ 681	Page and location		
Zone 2	★ 682	Page and location		
Zone 3	★ 683	Page and location		
Message	★ 98	Message		If your voice terminal does not already have a <b>Message</b> button, you can program a button for this feature.

## SPECIAL INFORMATION FOR PROGRAMMING BUTTONS

### Changing an Outside Auto Dial Number

A shortcut for reprogramming the number stored for an Outside Auto Dial button is to slide the T/P switch to the P position and touch the Outside Auto Dial button whose number you want to change. Dial the new number. Return the T/P switch to the center position.

### Special Characters with Auto Dial/Speed Dial

- To program a pause (1.5 seconds) into a dialing sequence, touch **Hold** (pause).
- To program a stop into a dialing sequence, touch **Drop** (stop).
- To program a switchhook flash in a dialing sequence for Centrex/PBX features, touch **Recall**, touch **Hold**.

## PROGRAMMING A SPEED DIALING NUMBER

### (5- and 10-button voice terminals only)

Slide the T/P switch to the P position. Dial the speed dialing code (#01 to #22), followed by the new number. Return the T/P switch to the center position.



## AUTOMATIC LINE SELECTION

This feature controls the order of the lines you'll get when you make a call. You can specify all, some, or none of your line buttons for Automatic Line Selection. Slide the T/P switch to the P position; dial **★★**, touch the line buttons in the desired order, and return the T/P switch to the center position.

## RINGING OPTIONS

### Line Ringing

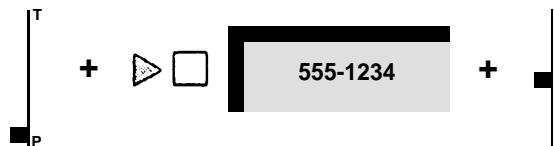
You can determine whether an incoming call rings, rings delayed (after three rings), or does not ring at your phone. If most of your calls are answered by an attendant, you may want your lines programmed not to ring. As a backup, however, you may wish to program your lines for delayed ringing.

**NOTE:** This programming does *not* affect intercom calls or calls transferred to you, which always ring at your phone.

To program Line Ringing, slide the T/P switch to the P position. Touch the line button successively until the red light indicates the type of ringing you want.

- red on = ring
- red flash = delayed ring
- red off = no ring

Return the T/P switch to the center position.



## Personalized Ringing

If your phone's ringing is often confused with the ringing of other phones, you can choose another sound from eight different ringing options.

To program personalized ringing, slide the T/P switch to the P position. You hear the ringing sound that your phone makes when someone calls. Touch **Speaker**, and the ringing sound changes. Touch **Speaker** repeatedly until you hear a ringing sound you like. Return the T/P switch to the center position.



## Voice Signal Disable

Ordinarily, people can announce calls through your speaker when they call you on the intercom. You can prevent voice signaling and have all intercom calls ring instead.

To program Voice Signal Disable, slide the T/P switch to the P position, and touch **Intercom-Voice**:

- green light ON = voice signal allowed
- green light OFF = voice signal prevented

Return the T/P switch to the center position.



For more information about MERLIN system features and the procedures for programming them, see the *MERLIN™ Communications System Administration Manual: Models 1030 and 3070 with Feature Module 1*.

# Optional Equipment

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Several pieces of optional equipment are available with your MERLIN system. Choosing one or more can make your work easier and can increase your voice terminal's capabilities.

## **HANDS-FREE UNIT**

The Hands-Free Unit, a high quality speakerphone that attaches to your voice terminal, allows you to talk without using your handset.

### **Placing Calls**

Touch **Speakerphone On/Off** on the Hands-Free Unit and dial your number. You can then talk without using your handset. By touching **Microphone On/Off** (green light goes off), you can listen to a conversation without being heard yourself. To resume speaking, touch **Microphone On/Off** (green light comes on).

To switch from the Hands-Free Unit to the handset, lift the handset; the Hands-Free Unit goes off automatically. To switch from the handset to the Hands-Free Unit during a call, touch **Speakerphone On/Off** (Hands-Free Unit is turned on), and hang up your handset.

### **Answering Calls**

Touch **Speakerphone On/Off** and speak.

### **Disconnecting Calls**

To end a call, touch **Speakerphone On/Off**.

### **Hands-Free Answer on Intercom**

If you have an **Auto Answer-Intercom** button on your voice terminal, you can have your Hands-Free Unit turn on automatically whenever you get an intercom call. Touch **Auto Answer-Intercom** (green light comes on) and leave the feature activated.

## MANUAL AND AUTOMATIC MULTIPURPOSE ADAPTERS

Two adapters are available that expand the capability of your MERLIN system voice terminal without requiring extra incoming phone lines. The Automatic Multipurpose Adapter enables you to use an answering machine or a modem, and the Manual Multipurpose Adapter enables you to use data transmission equipment.

To use your answering machine or an (automatic) answering modem, leave the **Voice** button on the Automatic Multipurpose Adapter down permanently. Use an **Auto Answer - Outside** button (see pages 16 to 18 for programming information) to turn your answering machine on and off.

To use your data terminal, press the Voice button down on the Manual Multipurpose Adapter and dial into your computer system as you normally do. When you are finished using your data terminal, press **Data** down on the Adapter.

**NOTE:** If you currently have a 212A-type modem, you must use a different procedure. Press the **Voice** button down on the Manual Multipurpose Adapter and dial the computer's access number. When you hear the computer's tone, press **Data** down.

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