Lucent Technologies
Bell Labs Innovations

MERLIN® Messaging System User's Guide

Back Panels:

Using Group Lists

Using Outcalling

Front Panels:

Getting Started

Personalizing Your Mailbox

Your Messages

Logging In

1: *Choose an option:*
- If you are at an internal extension, go to Step 2.
- If you are at an external telephone, call in on an Automated Attendant Service line, then press `*` `7`. (See your System Manager for further details.)

2: *Dial the MERLIN Messaging extension, _____ , to access the Voice Mail system.*

3: *Choose an option:*
- If you are at your own extension, press `#`.
- If you are at another telephone, enter your extension number, then press `#`.

4: *Enter your password, then press `#`.*

The first time you log in, your password is not set. Press `#` for Step 4, then follow the system prompts to enter your new password and record your name.

The system announces the number of new and old messages in your mailbox.

Getting Started

Options

Once you have logged in, you can choose any of the following options:

Press...	To...
3	Change your name or personal greeting.
4	Change your Personal Operator.
5	Change your password.
8	Change Call Answer mode.
2	Listen to messages.
1	Record and send messages.
7	Program Group Lists.
6	Program Outcalling (if Outcalling permission is activated).

Details for the options listed above are located in this User's Guide.

HINTS:
- To transfer to another extension at any time, press ✱ 8 , then the extension number.
- To transfer to another extension using the directory, press ✱ 8 , then press ✱ 2 .
- To replay a Voice Mail menu, press ✱ 4 .
- To go back to the previous Voice Mail menu and prompts, press ✱ # .
- To return to the Voice Mail activity menu, press ✱ 7 .
- To adjust the volume while a message plays, press 4 to raise or 7 to lower.
- While a message is playing, press 5 to rewind four seconds and play, or 6 to skip forward four seconds and play. (Release 1.1 or later.)
- While a message is playing, press 3 to pause the message and 3 again to resume. (Release 2 or later.)

Personalizing Your Mailbox

Recording Your Name	
	1: *Log in to Voice Mail.*
	2: *Press 3 to change your name recording or greeting.*
	3: *Press 2 to change your name recording.*
	4: *Choose an option:*
	• Press 0 to listen to the current name.
	• Press 1 to record your name.
	5: *Record your name, then press 1.*
	6: *Choose an option:*
	• Press *# to approve your name.
	• Press 23 to play back your name.
	• Press 21 to re-record your name.

Recording or Deleting a Personal Greeting	
	You can have up to 6 different personal greetings (for Release 1 or 1.1, you can have up to 3 different personal greetings).
	HINT: ■ If the system is set for Bilingual Mode, you can record your personal greeting(s) in both languages. Your greeting(s) should tell the callers they can press *1 to hear the personal greeting in an alternate language.
	1: *Log in to Voice Mail.*
	2: *Press 3 to change your name recording or greeting.*
	3: *Press 1 to change your greeting.*
	The system announces the current setting(s).
	4: *Enter the greeting number [1–6].*
	5: *Choose an option:*
	• If the system is set for Bilingual mode, press 1 to record your greeting in the Primary Language, or press 2 to record your greeting in the Secondary Language. Then go to Step 6.
	• If the system is set for Monolingual mode, go to Step 6.
	6: *Choose an option:*
	• Press 0 to listen to your greeting.
	• Press 1 to record your greeting.
	• Press *3 to delete your greeting.

Personalizing Your Mailbox

Recording or Deleting a Personal Greeting *(continued)*	**7:** *Record your greeting, then press* **1***.* **8:** *Choose an option:* • Press **✱ #** to approve your greeting. (For Release 2 or later, go to Step 6 of *Activating a Personal Greeting*.) • Press **2 3** to play back your greeting. • Press **2 1** to re-record your greeting. • Press **✱ 3** to delete the greeting just recorded. **9:** *For Release 2 or later, do one of the following:* • If greeting is not already active, go to Step 6 of *Activating a Personal Greeting*. • If greeting is currently active, choose one of the following: 　— Press **✱ #** to keep current activation setting. 　— Press **1** to change, then go to Step 6 of *Activating a Personal Greeting*.
Activating a Personal Greeting	Activate the personal greeting you want a caller to hear. For Release 2 or later, you can activate up to 2 personal greetings. For example, you can have 1 greeting for internal calls and 1 greeting for external calls. **1:** *Log in to Voice Mail.* **2:** *Press* **3** *to change your name or greeting.* **3:** *Press* **1** *to change your greeting.* **4:** *Press* **9** *to activate a greeting.* If a personal greeting is not active, the system greeting is used. **5:** *Choose an option:* • Enter the number of the greeting you want to activate. • Press **0** to activate the system default greeting. **6:** *Choose an option (Release 2 or later):* • Press **0** to use this greeting for all calls. • Press **1** to use this greeting for internal calls only. • Press **2** to use this greeting for external calls only. • Press **✱ #** if finished.

Personalizing Your Mailbox

Changing Your Personal Operator	Your Personal Operator is the person whom you want to handle your calls when the caller needs immediate assistance and you are not available. In your greeting, be sure to mention that callers can press **0** to reach your Personal Operator or the System Operator. **1:** *Log in to Voice Mail.* **2:** *Press **4** to change your Personal Operator.* **3:** *Choose an option:* ● Enter your Personal Operator's extension, then press **#**. ● Press *** 3** to delete your Personal Operator.
Changing Your Password	**1:** *Log in to Voice Mail.* **2:** *Press **5** to change your password.* **3:** *Enter the new password, then press **#**.* **4:** *Re-enter the new password, then press **#**.*
Choosing Call Answer Mode	Call Answer mode determines whether or not the system allows callers to leave a message after listening to your personal greeting. **1:** *Log in to Voice Mail.* **2:** *Press **8** to change Call Answer mode.* **3:** *Choose an option:* ● Press **1** for Record mode. ● Press **2** for Answer-Only mode.

Your Messages

About Message Categories	In Release 2 or later, you can assign Priority, Private, and/or Return Receipt categories to your messages. New Priority messages are heard first when listening to new messages. Private messages can not be forwarded. Return Receipt messages notify you when the message is listened to by the recipient. You can assign one, two, or all three categories to a message.
Listening to Messages	**1:** *Log in to Voice Mail.* **2:** *Press 2 to get messages.* The system plays the message header. **3:** *Choose an option:* ● Press 0 to listen to the message body. ● Press # to skip the message. (The message will remain as "new" until you listen to the body.) HINTS: While the message plays, you can choose additional options: ■ Press 3 to pause and 3 again to resume. (Release 2 or later.) ■ Press 5 to rewind four seconds and play. (Release 1.1 or later.) ■ Press 6 to skip forward four seconds and play. (Release 1.1 or later.) **4:** *After the message plays, choose an option:* ● Press *3 to delete the message. ● Press # to save (skip) the message. ● Press 0 to replay the message. ● Press 2 3 to replay the header only. ● Press 1 to respond to the message (see next section).
Responding to a Message	**1:** *After the recorded message plays, press 1 to respond to the recorded message.* **2:** *Choose an option:* ● Press 1 to reply to the sender. (In order to reply, the sender must have a mailbox in the system.) ● Press 2 to forward the recorded message. ● Press 3 to return the call to an internal sender. (Release 2 or later.) *continued...*

Your Messages

Responding to a Message *(continued)*	**3:** *Record your message, then press* **1** *again.* **4:** *Choose an option:* ● Press **✳ #** to approve. ● Press **2 3** to play back your comments. ● Press **2 1** to re-record your comments. ● Press **✳ 3** to cancel replying or forwarding. **5:** *Do one of the following:* ● For Release 2 or later, if replying, go to Step 6. ● For Release 1 or 1.1, return to Step 4 of *Listening to Messages*. ● If forwarding, do one of the following: ➡ Enter the extension of an individual, then press **#**. ➡ Press **✳ 5** and a Group List number, then **#**. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59. ➡ Press **✳ 2** to use the directory. (See *Using the Directory*.) ➡ Press **✳ 3** to delete the last entry. Repeat Step 5 to address the message to others. **6:** *Press* **✳ #** *when finished addressing.* **7:** *For Release 2 or later, choose an option:* ● Press **1** to make this a private message. ● Press **2** to make this a priority message. ● Press **3** to request a return receipt. ● Press **0** to cancel the category. ● Press **#** to send the recorded message. After you assign a category to a message, the system gives you the options to assign the other two categories. **8:** *Return to Step 4 of* Listening to Messages.
Sending a Message	**1:** *Log in to Voice Mail.* **2:** *Press* **1** *to record a message.* **3:** *Press* **1** *when finished recording.* ***continued...***

Your Messages

Sending a Message *(continued)*

4: *Choose an option:*
- Press ✱ # to approve the recorded message. (Go to Step 5.)
- Press 2 3 to play back the recorded message.
- Press 2 1 to re-record the recorded message.
- Press ✱ 3 to delete the recorded message and return to the Voice Mail activity menu.

5: *Choose an option:*
- Enter the extension of an individual, then press #.
- Press ✱ 5 and a Group List number, then #. Use Personal Group Lists 1–10 for all releases. For Release 2 or later, you can also use System Group Lists 50–59.
- Press ✱ 2 to use the directory. (See *Using the Directory*.)
- Press ✱ 3 to delete the last entry.

Repeat Step 5 to address the recorded message to others.

6: *Press ✱ # when finished addressing.*

7: *For Release 2 or later, choose an option:*
- Press 1 to make this a private message.
- Press 2 to make this a priority message.
- Press 3 to request a return receipt.
- Press 0 to cancel the category.
- Press # to send the recorded message.

After you assign a category to a message, the system gives you the options to assign the other two categories.

Using the Directory

You can use the Directory instead of entering an extension while sending or forwarding a message, or transferring to a user's extension. Ask your System Manager if users are listed by first or last name.

1: *Press ✱ 2 to access the directory.*

2: *For Release 2 or later, enter up to the first ten letters of the name. For Release 1 or 1.1, enter up to the first four letters of the name.*

Use 7 for the letter Q.
Use 9 for the letter Z.

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To order additional
MERLIN® Messaging User's Guides,
please call 800-457-1235
and reference document
number 585-323-203.

NOTES

Using Personal Group Lists

Creating Personal Group Lists

Your Personal Group Lists are sets of up to 50 mailboxes within the system that allow you to address a message to a group of mailboxes. You can have up to 10 Group Lists.

1: *Log in to Voice Mail.*

2: *Press* **7** *to select Group Lists.*

3: *Press* **1** *to create a list.*

4: *Enter the Group List number [1–10], then press* **#**.

5: *Choose an option:*

- Enter extension of mailbox, then press **#**.
- Press ***2** to use the directory. (See *Using the Directory*.)
- Press ***3** to delete the last entry.

> Repeat Step 5 for each mailbox that you want to add.

6: *Press* ***#** *when finished.*

Reviewing or Modifying Personal Group Lists

1: *Log in to Voice Mail.*

2: *Press* **7** *to select Group Lists.*

3: *Press* **3** *to review or modify Group Lists.*

> The system announces the number of entries in the first Group List.

4: *Choose an option:*

- Press **1** to review or modify the list. (Go to Step 5).
- Press ***3** to delete the list.
- Press **#** to skip to the next list.

5: *Choose an option:*

- Press **#** to skip the extension.
- Press ***3** to delete the extension.
- Press **1** to add an extension, then choose an option:
  - Enter the extension of the mailbox, then press **#**.
  - Press ***2** to use the directory (see *Using the Directory*).

6: *Press* ***#** *when finished.*

Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

Group List Number	Members (Name and/or Extension)
1	
2	
3	
4	
5	
	You can put up to 50 extensions in each Personal Group List.

Using Personal Group Lists

Use this page to keep track of your Personal Group Lists and their members.

Group List Number	Members (Name and/or Extension)
6	
7	
8	
9	
10	

You can put up to 50 extensions in each Personal Group List.

Using Outcalling

About Outcalling	If you turn on Outcalling, MERLIN Messaging calls the numbers which you have programmed to signal that a new message has arrived in your mailbox. In Release 2 or later, you can have Outcalling for all calls or just priority calls.
	HINT: ■ If you choose Outcalling for priority calls only, give your callers instructions on how to leave a priority message.
	Check with your System Manager to see if you have Outcalling privileges.
	Outcalling continues until one of the following happens: ■ During the Outcalling message call, you press ✳ # to cancel Outcalling until a new message arrives for you. ■ You log in to your mailbox and listen to the message. ■ The interval specified in your Outcalling schedule expires. ■ MERLIN Messaging has called all numbers in your Outcalling list the number of times specified by the Cycles option.
Turning Outcalling On or Off	**1:** *Log in to Voice Mail.* **2:** *Press* 6 *to select Outcalling.* **3:** *For Release 2 or later, press* 1 *then choose an option:* ● Press 1 to turn Outcalling On for all messages. ● Press 2 to turn Outcalling On for priority messages only. ● Press 0 to turn Outcalling Off. ● Press ✳ # to return to the Outcalling menu. *For Release 1 or 1.1, press* 1 *to toggle Outcalling on and off.*
Setting Your Outcalling Numbers	**1:** *Log in to Voice Mail.* **2:** *Press* 6 *to select Outcalling.* **3:** *Press* 4 *to change your list of Outcalling Numbers.* **4:** *Choose the entry number [1–5].*
	If an Outcalling Number is programmed, you hear the Outcalling entry information. If an Outcalling Number is not programmed, you hear, "Entry number x is not used."

Using Outcalling

Setting Your Outcalling Numbers *(continued)*

5: *Choose an option:*
- Press **1** to change or add an Outcalling Number. (Go to Step 6.)
- Press **✱ 3** to delete the Outcalling Number.
- Press **✱ #** to keep the Outcalling Number and return to the Outcalling menu.

6: *Choose an option:*
- Press **1** to enter a telephone Outcalling Number.
- Press **2** to enter a pager Outcalling Number.
- Press **✱ #** to return to the Outcalling menu without making a change.

7: *Enter the Outcalling Number and wait 5 seconds for the system confirmation.*

See *Guidelines* for further details and examples of how to set your Outcalling Numbers.

8: *Choose an option:*
- When prompted, press **✱ #**. Listen to the Outcalling entry information and go to Step 9.
- Press **1** to enter more digits, then repeat Step 7.

9: *Choose an option:*
- Press **9** to confirm your entry. Then press **✱ #** if finished.
- Press **6** to cancel your entry.

Return to Step 4 to program more Outcalling Numbers.

Guidelines

You may enter any combination of up to 60 digits including **0** – **9**, **✱** (for a 1.5-second pause), and **#** in an Outcalling Number. The Outcalling Number can consist of:
- **9 ✱** to access an outside line (this is required to reach an external number).
- The telephone number and/or paging system numbers (including area codes, if necessary).
- Your paging system personal identification number (PIN), if any.
- Your paging system callback number.

Using Outcalling

Guidelines *(continued)*	**EXAMPLE:** Your Outcalling Number is a paging system (555-1234). To place the call, the Voice Mail system must access an outside line, dial the number, wait several seconds for the paging system to answer, enter your PIN followed by #, and a Callback number followed by #. The Outcalling Number you would enter is: **9 ✳ 5 5 5 1 2 3 4 ✳ ✳ ✳ ✳ ✳ ✳ 3 7 5 # 8 8 9 9 #** To enter this Outcalling Number, you must dial: ■ **9 ✳** (where ✳ represents a pause) to allow the voice mail system time to access an outside line. ■ **5 5 5 1 2 3 4** to reach your paging system. ■ **✳ ✳ ✳ ✳ ✳ ✳** to allow several seconds for the paging system to answer. ■ **3 7 5** followed by **#** as your PIN. ■ **8 8 9 9** followed by **#** as your callback number.
Reviewing Your Outcalling Numbers	**1:** *Log in to Voice Mail.* **2:** *Press 6 to select Outcalling.* **3:** *Press 2 to review your Outcalling Numbers.* The system announces your list of Outcalling Numbers.
Setting Your Outcalling Cycles	Your Outcalling Cycles setting determines the number of times the system will call your list of Outcalling Numbers. The default setting is 3 times. It is suggested that you use at least 2 cycles. **1:** *Log in to Voice Mail.* **2:** *Press 6 to select Outcalling.* **3:** *Press 7 to change your Outcalling Cycles.* **4:** *Choose an option:* ● Enter the number of times [1–9] your Outcalling List should be called, then press **#**. ● Press **✳ #** to keep the current setting and return to the Outcalling Menu.

Using Outcalling

Setting Your Outcalling Interval	Your Outcalling Interval is the amount of time (in minutes) between each Outcalling Cycle. The system default is 15 minutes. **1:** *Log in to Voice Mail.* **2:** *Press* **6** *to select Outcalling.* **3:** *Press* **6** *to change your Outcalling interval.* **4:** *Choose an option:* ● Enter the number of minutes [5–99] for the Outcalling interval, then press **#**. ● Press ***** **#** to keep the current setting and return to the Outcalling menu.
Setting Your Outcalling Schedule	You can set the time period during which the system will perform Outcalling for your mailbox. The default schedule is set to perform Outcalling around the clock. **1:** *Log in to Voice Mail.* **2:** *Press* **6** *to select Outcalling.* **3:** *Press* **5** *to change your Outcalling Schedule.* **4:** *Choose an option:* ● Press **1** to change starting time and/or ending time. ● Press ***** **#** to keep the current schedule and return to the Outcalling menu. **5:** *Enter the starting time in the form hhmm (hh=hour, mm=minute), or, to keep the current time, press* **#**. *Repeat this Step to set the ending time.* **6:** *Choose an option:* ● Press ***** **#** to approve your new schedule and return to the Outcalling menu. ● Press **1** to re-enter. (Return to Step 5).