MERLIN® Plus
COMMUNICATIONS SYSTEM
Release 2

User's Guide

NOTICE

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Introduction

About This Guide

This guide shows how to use various features of your MERLIN Plus system voice terminal, The *MERLIN Plus System Manual* provides complete information about system features and equipment.

Programming

The procedures in this guide that show you how to program features onto buttons use the following symbols:

Slide the T/P switch to *P* to put your voice terminal in programming mode,

(It rings while you're programming.)

Touch the button to which you're assigning the feature.

Dial a number, such as a feature code or an outside telephone number.

Slide the T/P switch to the center position to return to regular call-handling mode.

What the Lights Indicate

Lights next to the buttons on your voice terminal show the status of lines, features, and other people's voice terminals.

- **Next to a Line Button:** *Red* = you get this line when you lift your handset, *Steady green* = this line is in use or on Exclusive Hold. *Flashing green* = a call is coming in on this line. *Faster flashing green* = someone else's call on hold. *Fastest flashing green* = a call you've put on hold.

- **Next to a Feature Button:** *Steady green* = the feature is activated. *Light off* = the feature is deactivated.

- **Next to a Direct Extension Dialing (DXD)/Call Forwarding (CF) Button:** *Green and red lights off* = normal mode. *Green light on* = DXD mode. *Red light on* = CF mode. *Flashing red light* = CF problem, call administrator. *Flashing green light* = DXD problem, call administrator.

- **Next to a Remote Line Access (RLA) or System Answer (SA) Button:** *Steady green on* = the feature is activated. *Flashing green* = problem with feature, call administrator.

- **Next to an Auto Intercom Button:** *Steady green* = the voice terminal is busy or the person is using Do Not Disturb. *Flashing green* = an intercom call is coming in to you from this voice terminal.

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Programming Ringing Options

Decide if incoming calls should ring at your voice terminal, how the ring should sound, and how loud it should be.

Ringing Options

You can set your voice terminal so that incoming calls ring right away, after a delay of two rings, or not at all. Use the delayed ring option if you answer calls for someone else when they're not available. Use the no ring option if someone else normally answers your incoming calls.

To program:

Touch each line button, then dial the code for the ringing option you prefer: The codes are *35 (no ring), *36 (delayed ring), and *37 (immediate ring).
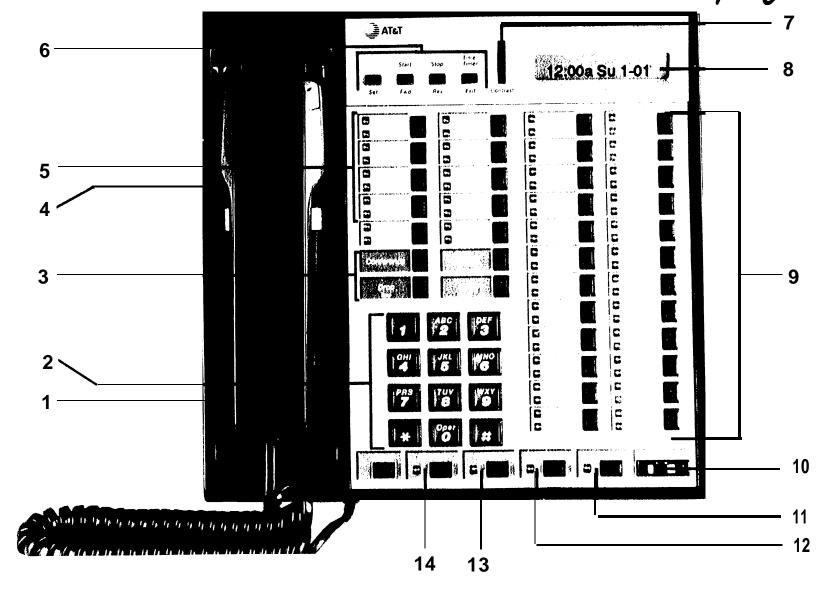
Volume Control

To make the sound of the ringer louder, slide the volume control lever on the bottom left side of the voice terminal up (HI). To make it softer, slide the lever down (LO).

Personalized Ringing

You can choose from among eight ringing patterns. To select one, enter programming mode and touch **Speakerphone** (or **Speaker)** repeatedly until you hear the ringing pattern you prefer.

Features on a BIS-34D Voice Terminal with Display

1 Adjust the ringer volume of your voice terminal's speaker with the volume control.

2 Use the dial pad to place calls. In programming mode, use it to enter codes and data.

3 Use **Conference, Drop, Transfer,** and **Hold** for efficient call handling.

4 Test your voice terminal and program its features by sliding the *T/P* switch to *T* (Test) or *P* (Program),

5 Use line buttons to call people who aren't connected to your system.

6 Use the display buttons to operate clock, calendar, timer, and alarm functions.

7 Adjust the contrast on the display.

8 Use the information on the display as you handle calls and messages and program your voice terminal.

9 Tailor your voice terminal to meet your individual needs by programming available buttons with custom features.

10 Adjust the volume of the speakerphone.

11 The Speakerphone feature allows you to have a phone conversation without using the handset. The Speakerphone light indicates when the feature is activated.

12 Touching the Microphone button while you're on a call enables you to have a private side conversation with someone in your office without the caller overhearing it. The Microphone light indicates when the feature is activated.

13 HFAI enables you to answer intercom calls hands free. The HFAI light indicates when the feature is activated.

14 If the Message light is on, call the attendant for your messages.

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*   The BIS-34D is the largest of the MERLIN Plus system voice terminals. Other models have buttons, but the features they have are located in the same positions as on the BIS-34D shown above.

Placing Outside Calls

You can assign telephone numbers to buttons or codes for quick dialing of outside calls. Using a special password, you can also use company lines to make outside calls from a remote location.

Outside Auto Dial

You can program telephone numbers onto buttons for one-touch dialing.

To program:
Label a button and follow the steps below.

| T • P → | ☐ Main ☐ Office ▣ | ⋮⋮⋮ ⋆ 90 | ⋮⋮⋮ tel. no. | T • P ← |

*To place a call:*
1 Touch the Outside Auto Dial button.
2 If someone answers, begin speaking or lift your handset. If no answer, touch **Speakerphone** (or **Speaker)** to disconnect the call.

Personal Speed Dial

You can assign codes #01 through #24 to telephone numbers or account numbers you dial often.

To program Personal Speed Dial codes:

| T • P → | ⋮⋮⋮ #01-#24 | ⋮⋮⋮ ⋆ 90 | ⋮⋮⋮ tel. no. | T • P ← |
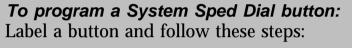
To use Personal Speed Dial:
1 Dial the pound sign and code for your model voice terminal:
  - **22-Button Voice Terminal:** Dial the pound sign and code (#01 through #12).
  - **5- and 10-Button Voice Terminals:** Dial the pound sign and code (#01 through #24).

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System Speed Dial

Your administrator may assign System Speed Dial codes #60 through #89 and #900 through #999 to telephone numbers that people in your system call often, such as vendors or clients. You can program any of these codes on buttons for one-touch dialing. Ask your administrator for a list of System Speed Dial codes.

To program a System Sped Dial button:
Label a button and follow these steps:

T • P → | Main Office | ✴ 95 | 60-89 900-999 | T • P ←

Last Number Dial

You can program a button for one-touch redialing of the last number you called.

To use Last Number Dial:
1 Touch Last Number.

2 If someone answers, begin to speak or lift your handset. If no answer, touch **Speakerphone** (or **Speaker)** to disconnect.

To program:
Label a button and follow these steps:

T • P → | Last No. | ✴ 72 | T • P ←

Speed Dial

Saved Number Dial

You can program a button to redial a telephone number that you've saved.

To Program:

Label a button and follow these steps:

```
 T  •  P
┌─────────┐
│ ███▌    │
│   →     │
└─────────┘
```
```
┌──────────────────────┐
│ ☐  Saved    ▣        │
│ ☐  Number            │
└──────────────────────┘
```
```
┌─────────┐
│ ███     │
│ ███     │
│ ███     │
│  * 74   │
└─────────┘
```
```
 T  •  P
┌─────────┐
│   ▐██   │
│   ←     │
└─────────┘
```

To use Saved Number Dial:

1 Before disconnecting, touch **Saved Number.**
2 To redial the call, touch **Saved Number.**
3 If someone answers, begin to speak or lift your handset. If not, touch **Speakerphone** (or **Speaker)** to disconnect.

Busy Buster

You can program a button to have the system redial a busy telephone number automatically and signal you if the call goes through, if this feature has been administered on your system.

When activated, Busy Buster will redial the busy number up to 15 times at 30 second intervals.

To program

Label a button and follow these steps:

```
 T  •  P
┌─────────┐
│ ███▌    │
│   →     │
└─────────┘
```
```
┌──────────────────────┐
│ ☐  Busy     ▣        │
│ ☐  Buster            │
└──────────────────────┘
```
```
┌─────────┐
│ ███     │
│ ███     │
│ ███     │
│  * 31   │
└─────────┘
```
```
 T  •  P
┌─────────┐
│   ▐██   │
│   ←     │
└─────────┘
```

To use Busy Buster:

1 Before you disconnect, touch **Busy Buster.**
2 When you hear ringing, the signal that the call has gone through, touch **Speakerphone** (or **Speaker)** or lift your handset.

IMPORTANT: Answer returning Busy Buster calls promptly when your voice terminal alerts you. Otherwise, the called party may become confused by the silence caused by the delay and hang up.

To turn off Busy Buster:

1 Touch **Busy Buster.**

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Remote Line Access (RLA)

When the system is in the RLA mode you can call in from a remote location and enter a password to gain access to one of the system's outside lines.

To program:
Label a button with a green light and follow these steps:

To use RLA:

1 If the system is in RLA mode, go to the next step. If the system is in either CF or DXD mode, after the introductory message, dial *#*.

2 From a remote location, dial the telephone number of a line in the RLA incoming line group.

3 When requested, enter the 5-digit password.

4 When requested, enter a line number between 1 and 8 of the outside line you want to make your call on.

5 Dial the telephone number you are calling plus a pound sign.

6 Complete your call as usual.

Redial
Dial In

Answering Your Calls

You can answer your calls at your voice terminal or at another voice terminal.

Answering Calls at Your Voice Terminal

You can answer outside calls by activating the speakerphone or picking up the handset.

To answer a call:
1 Touch **Speakerphone** or lift your handset.

Answering Intercom Calls Automatically

If your voice terminal has the Hands-Free-Answer-on-Intercom (HFAI) feature or is connected to a Hands-Free Unit (HFU), you can have your speakerphone go on automatically whenever you receive an intercom call. To do this with an HFU, you must program an Auto Answer-Intercom button.

To activate the automatic answer feature:
1 Touch **HFAI** or **Auto Answer-Intercom.**

  The light next to the button goes on.

To deactivate the automatic answer feature:
1 Touch **HFAI** or **Auto   Answer-Intercom.**

  The light next to the button goes off.

To program:
Label a button with lights and follow these steps:

T • P	Auto Ans.-Intercom	⁞⁞⁞ ★ 70	T • P
→			←

Forwarding Calls

You can use the Call Forwarding (CF) feature to have all calls that come into designated lines forwarded to another number. Call Forwarding can be activated from any voice terminal with a CF/DXD button.

To program:
Label a button with lights and follow these steps:

T • P →	CF/DXD ▫	⋮⋮⋮ ✱ 83	T • P ←

To activate Call Forwarding:
1 Touch **CF/DXD** until only the red light is on.

To cancel Call Forwarding:
1 Touch **CF/DXD** until both the red and green lights are off.

Directing Calls to Extensions

Direct Extension Dialing (DXD) directs incoming calls to requested extensions. Callers hear a voice message that requests the desired extension number. The call is then transferred to the requested extension. This feature can be activated from any voice terminal with a CF/DXD button.

To program
Label a button with lights (if you already have a CF button, you use the same one for DXD) and follow these steps:

T • P →	CF/DXD ▫	⋮⋮⋮ ✱ 83	T • P ←

To activate Direct Extension Dialing
1 Touch **CF/DXD** until only the green light is on.

To deactivate Direct Extension Dialing
1 Touch **CF/DXD** until both the green light and the red light are off.
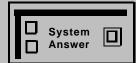
Answering Calls

Automatic Answering of Calls

You can use System Answer to answer calls automatically and place them on hold until someone is available to handle them. *System Answer can only be activated from either the attendant console or the alternate attendant console.*

To program:

Label a button with a green light and follow these steps:

T • P	System Answer	::: ⋆ 58	T • P
→			←

To activate System Answer:
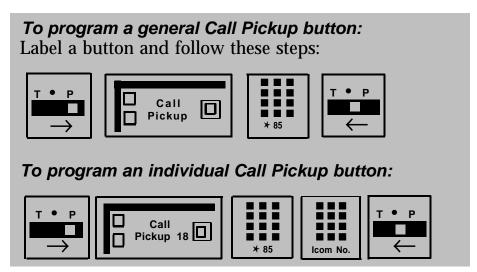
1 Touch **System Answer.**
   The green light comes on.

To deactivate System Answer.

1 Touch **System Answer.**
   The green light goes off.

Using Call Pickup

You can use Call Pickup to answer a call coming into someone else's voice terminal. There are two ways to pick up calls ringing on another voice terminal: You can touch a Call Pickup button then dial the intercom number of the ringing voice terminal or, if you regularly handle calls for someone else, you can program an individual Call Pickup button, so that you can pick up calls on that voice terminal with one touch.

To program a general Call Pickup button:
Label a button and follow these steps:

T • P →	Call Pickup	★ 85	T • P ←

To program an individual Call Pickup button:

T • P →	Call Pickup 18	★ 85	Icom No.	T • P ←

To use a general Call Pickup Button:
1 Touch **Speakerphone** or lift your handset.
2 Touch **Call Pickup.**
3 Dial the intercom number.

To use an indvidual Call Pickup Button:
1 Touch **Speakerphone** or lift your handset.
2 Touch **Call Pickup.**

Answering Calls

Handling Calls with the Hold and Transfer Features

You use fixed buttons on your voice terminal to put calls on hold and transfer them to other people.

Putting Calls on Hold

After you put a call on hold, you can hang up your handset or touch a line button to take another call. When you put a call on hold, a green light flashes next to the line button. Your voice terminal beeps every 60 seconds to remind you of the held call.

You can also put a call on Exclusive Hold so no one at another voice terminal can pick up the call.

To program an Exclusive Hold button:
Label the button **Exclusive Hold** and follow these steps:

To put a call on hold, then retrieve it:
1 To put a call on hold, touch **Hold.**
2 To take a call off hold, touch the line button of the held call.

To put a call on Exclusive Hold, then retrieve it:
1 To put a call on Exclusive Hold, touch **Exclusive Hold.**
2 Take the call off Exclusive Hold by touching **Speakerphone** (or **Speaker)** or by touching the line button of the held call. This can only be done from the voice terminal that put the call on Exclusive Hold.

Transferring Calls

You use a fixed button on your voice terminal to transfer outside calls to other voice terminals. If the person to whom you transfer the call doesn't answer within a preset number of rings, the call rings at your voice terminal again.

To transfer a call:

1 Touch **Transfer.**

2 Touch the Auto Intercom button or dial the intercom number for the person.

To place one-touch transfer:
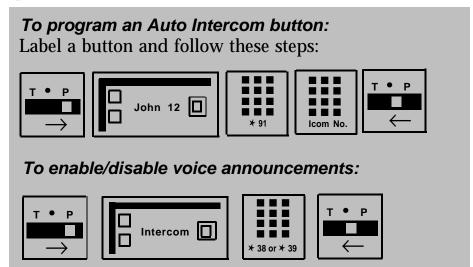
1 With the call in progress, touch the Auto Intercom button of the person to whom you want to transfer the call.

2 When you hear a beep, announce the call, if appropriate, and advise the person which line the call is on.

3 Hang up.

Hold
Transfer

Placing Intercom Calls

You can call anyone in the MERLIN Plus system by dialing his or her intercom number *or* by touching a button you've programmed with that number.

You can also enable your voice terminal so that you can hear voice announcements through your voice terminal speaker.

To program an Auto Intercom button:
Label a button and follow these steps:

| T • P → | John 12 | ★ 91 | Icom No. | T • P ← |

To enable/disable voice announcements:

| T • P → | Intercom | ★ 38 or ★ 39 | T • P ← |

To place an intercom call:
1 Touch **Intercom.**
2 Touch **Speakerphone** or lift your handset.
3 Dial the 2-digit intercom number of the voice terminal you want to call.
4 When you hear a beep, begin speaking. If you hear a series of beeps, wait for the person to answer.

To place an intercom call with one touch:
1 Touch the Auto Intercom button for the voice terminal you want to call.
2 Begin speaking or lift your handset and begin speaking.

Setting Up a Conference Call

You can set up a conference call that includes up to two people in the MERLIN Plus system, two people-from outside the system, and yourself. People connected to the MERLIN Plus system can bridge onto an outside line that is active on a conference call.

To set up a conference call:

1 To set up a call when one of the people is already on the line, touch **Conference.**

2 Touch an outside line button.

3 Dial the outside telephone number of the person. you're adding to the call.

4 Take the appropriate action:

- If the person answers, begin the conversation.

- If the person doesn't answer, touch **Drop,** and repeat steps 1 through 3 to add another person.

To leave and reenter a conference call:

1 Touch **Hold** to remove yourself from the call.

2 To rejoin the call, touch **Speakerphone** or lift the handset and touch one of the line buttons associated with the call.

Intercom
Conference

Using the Speakerphone and Speaker

Using the Speakerphone

If you have a speakerphone, you can dial and conduct a call without lifting your handset. You can activate the speakerphone before you place the call or at any time during the call. The lights next to Speakerphone and Microphone go on whenever the speakerphone is on.

To turn the speakerphone on or off:

1 Touch **Speakerphone.**

Green light on   =   Speakerphone on
Green light off =   Speakerphone off

Using the Speaker

If you don't have a speakerphone, you can use your voice terminal speaker to monitor calls as you place them or while you're on hold. You don't need to lift your handset until you're ready to speak.

To listen while you place a call:

1 Touch **Speaker,** then dial the call.

2 If someone answers, lift your handset. If not, touch **Speaker** to disconnect the call.

To monitor while you're waiting on hold:

1 When you're put on hold, touch **Speaker** and hang up.

2 When you're taken off hold, lift your handset.

To let others hear an in-progress call:

1 Touch **Speaker** without hanging up.

Using Privacy Features

Program privacy features on buttons with lights.

Privacy

The Privacy feature prevents people who share your lines from bridging onto your conversation.

To program:
Label a button with lights and follow these steps:

T • P	Privacy	▦ ⋆72	T • P
→			←

To turn Privacy on:
1 Touch **Privacy.**

The green light comes on.

To turn Privacy off:
1 Touch **Privacy.**

The green light goes off.

Do Not Disturb

The Do Not Disturb feature prevents calls from ringing at your voice terminal, although you can still place and receive calls.

To program:
Label a button with lights and follow these steps:

T • P	Do Not Disturb	▦ ⋆71	T • P
→			←

To turn Do Not Disturb on:
1 Touch **Do Not Disturb.**
The green light comes on.

To turn Do Not Disturb off:
1 Touch **Do Not Disturb.**
The green light goes off.

Speakerphone
Privacy

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Paging

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

Group Page

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

To make an announcement to a paging group:

1 Touch **Intercom.**

2 Touch **Speakerphone** (or **Speaker)** or lift your handset and dial the code for the group.

3 At the beep, make your announcement through your handset.
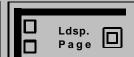
Loudspeaker Page

Connect a loudspeaker paging system to your control unit in either of two ways. Connect it to a line jack, touch the line button then follow the directions provided with the unit to page someone, Connect it to the page jack and follow these instructions to make announcements.

To program a Loudspeaker Page button (page jack connection):

Label the button and follow these steps:

T • P →	☐ ☐ Ldsp. Page ☐	▦ ✴ 91	▦ 6	T • P ←

To make an announcement with a page jack connection:

1 Touch **Loudspeaker Page.**

2 When you hear a beep, touch **Speakerphone** or lift your handset and make your announcement.

or

1 Touch **Intercom.**

2 Touch **Speakerphone** or lift your handset.

3 Dial 6.

4 When you hear a beep, make your announcement.

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Using a Template

If the system administrator has assigned one of three
voice terminal templates to your voice terminal, you
already have special features programmed onto buttons,
The special features for each template are shown on the
following pages. Refer to the *Merlin Plus System Manual*
for information on how to use these features.

KEY

AI	=	Auto Intercom
BB	=	Busy Buster
DND	=	Do Not Disturb
DXD/CF	=	Direct Extension Dialing/Call Forwarding
LND	=	Last Number Dial
CP10	=	Call Pickup 10
PAGE 1	=	Page Group 1
PAGE ALL	=	Page All
ROVRD	=	Ring Override
SND 1	=	Save Number Dial 1
SND 2	=	Save Number Dial 2
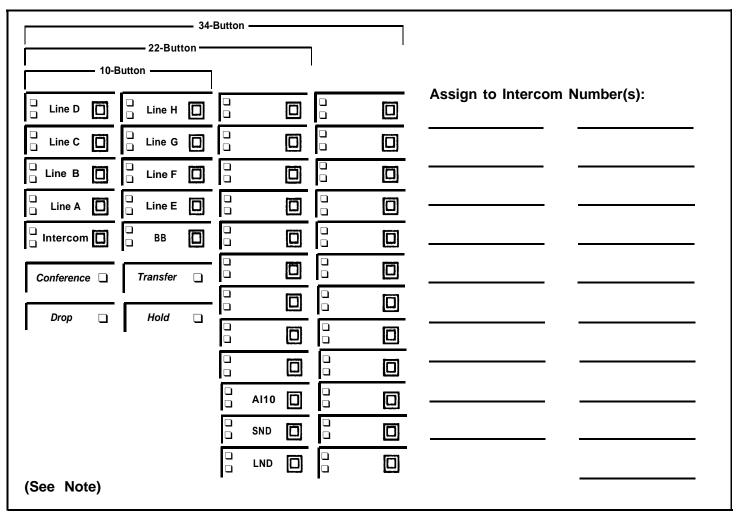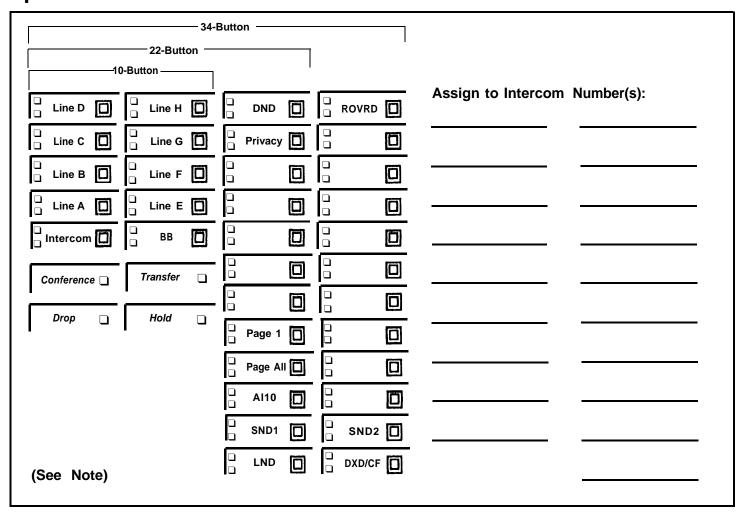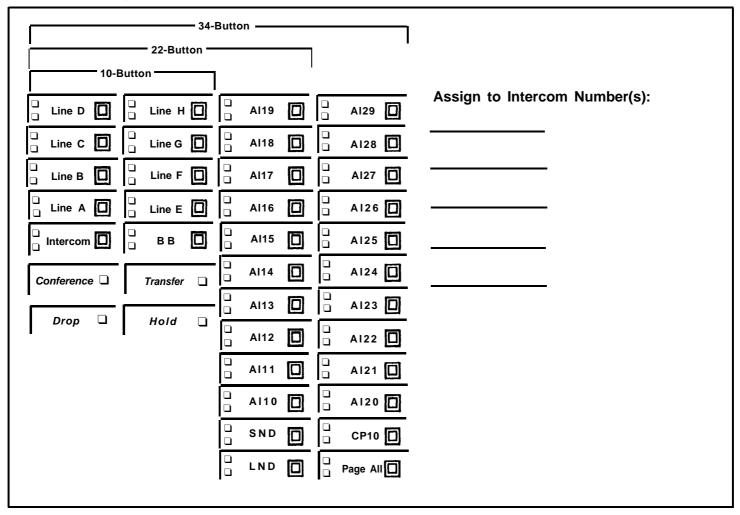
Dialer Template

34-Button

22-Button

10-Button

Line D	Line H		
Line C	Line G		
Line B	Line F		
Line A	Line E		
Intercom	BB		
Conference	*Transfer*		
Drop	*Hold*		

AI10

SND

LND

Assign to Intercom Number(s):

(See Note)

NOTE: If there are fewer than eight outside lines on a voice terminal, then those buttons will be blank on the template and on the target voice terminal. For example, if your system has four outside lines (Lines A through D), then the template will have four blank buttons and Busy Buster in the second column above the dial pad.

Feature Template

34-Button

22-Button

10-Button

Line D	Line H	DND	ROVRD
Line C	Line G	Privacy	
Line B	Line F		
Line A	Line E		
Intercom	BB		
Conference	Transfer		
Drop	Hold		
		Page 1	
		Page All	
		AI10	
		SND1	SND2
		LND	DXD/CF

Assign to Intercom Number(s):

(See Note)

NOTE: If there are fewer than eight outside lines on a voice terminal, then those buttons will be blank on the template and on the target voice terminal. For example, if your system has four outside lines (Lines A through D), then the template will have four blank buttons and Busy Buster In the second column above the dial pad.

Receptionist/Secretary Template

10-Button			
Line D	Line H	AI19	AI29
Line C	Line G	AI18	AI28
Line B	Line F	AI17	AI27
Line A	Line E	AI16	AI26
Intercom	B B	AI15	AI25
Conference	Transfer	AI14	AI24
Drop	Hold	AI13	AI23
		AI12	AI22
		AI11	AI21
		AI10	AI20
		SND	CP10
		LND	Page All

34-Button

22-Button

Assign to Intercom Number(s):

_____

_____

_____

_____

NOTE: If there are fewer than eight outside lines on a voice terminal, then those buttons will be blank on the template and on the target voice terminal. For example, If your system has four outside lines (Lines A through D), then the template will have four blank buttons and Busy Buster In the second column above the dial pad.