

# Merlin 206,410,820 & Plus

## Classic Mail

### 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.

\* **Note:** 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 time-share 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.

## ❑ Connect Telephone Emulation

Reference: 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. Do Not proceed without this! USE ONLY APPROVED FOUR-PAIR CABLES**

## ❑ 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. **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 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 **must** be effectively grounded for the Classic Mail to operate properly. Use only the enclosed power supply. Classic Mail must be provided with lightning 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.

## ❑ 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 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 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.

## ❑ 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.

**\* 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."

## ❑ Initialize the Attendant's Mailbox

Reference: 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.

## ❑ 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 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.

## ❑ 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.

\* **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-redial.

▲ **Fast Track:** 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 telephones.

\* **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.

▲ **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.

❖ **Note:** Write down the Administration Password on page 7 of the Classic Mail 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 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 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 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 Design Package for the General Delivery Mailbox Number. If no one is responsible for reviewing and forwarding messages sent to this mailbox it is very important that this function be disabled.

▲ **Fast Track:** 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 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 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 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 Track:** 6 - 2

## □ Set the Call Transfer Type

Reference: 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 mandatory for Merlin systems without the transfer feature.

▲ **Fast Track:** 6 - 7

## □ Block Lines for Off-Site Message Alert

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 Design Package for this information. The Classic Mail will only select unblocked lines when performing Off-Site Message Alert functions.

▲ **Fast Track:** 6 - 3

## ❑ 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 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 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 Track 1 - 1 for Day 1 - 2 for Night**

## ❑ 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 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.

## 1. 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**

## 2. 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**

## 3. 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. □ **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**

## 6. ☐ 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**

**▲ Fast Track : 5 - 6**

## 7. ☐ 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**

## 8. ☐ 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.

## **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, 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**

### 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.

**\* 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 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 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**

## **11. □ 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.

### 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).
  - ❖ **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 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).
  - ❖ **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.

### 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**. **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. 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).

❖ **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.
- 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.

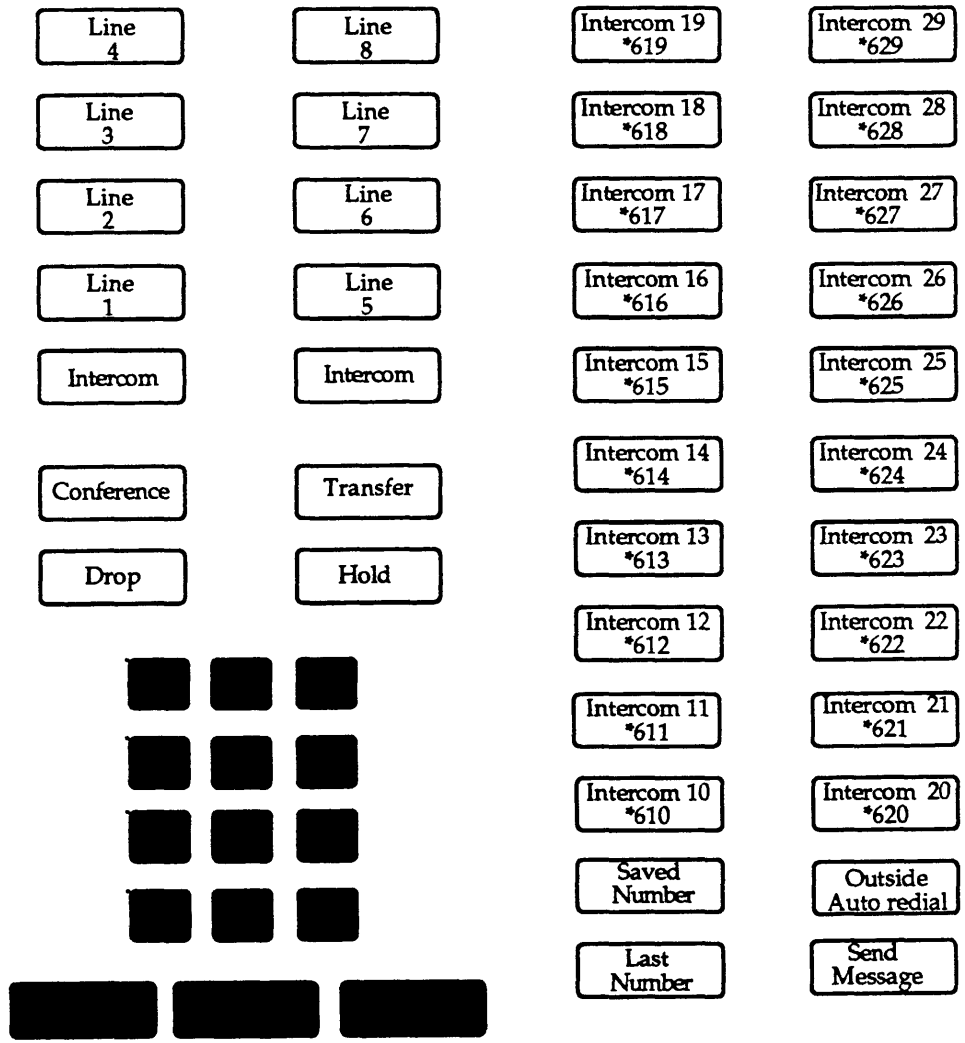
❖ **Note:** This must be done or the Classic Mail will **not function properly**.

**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.

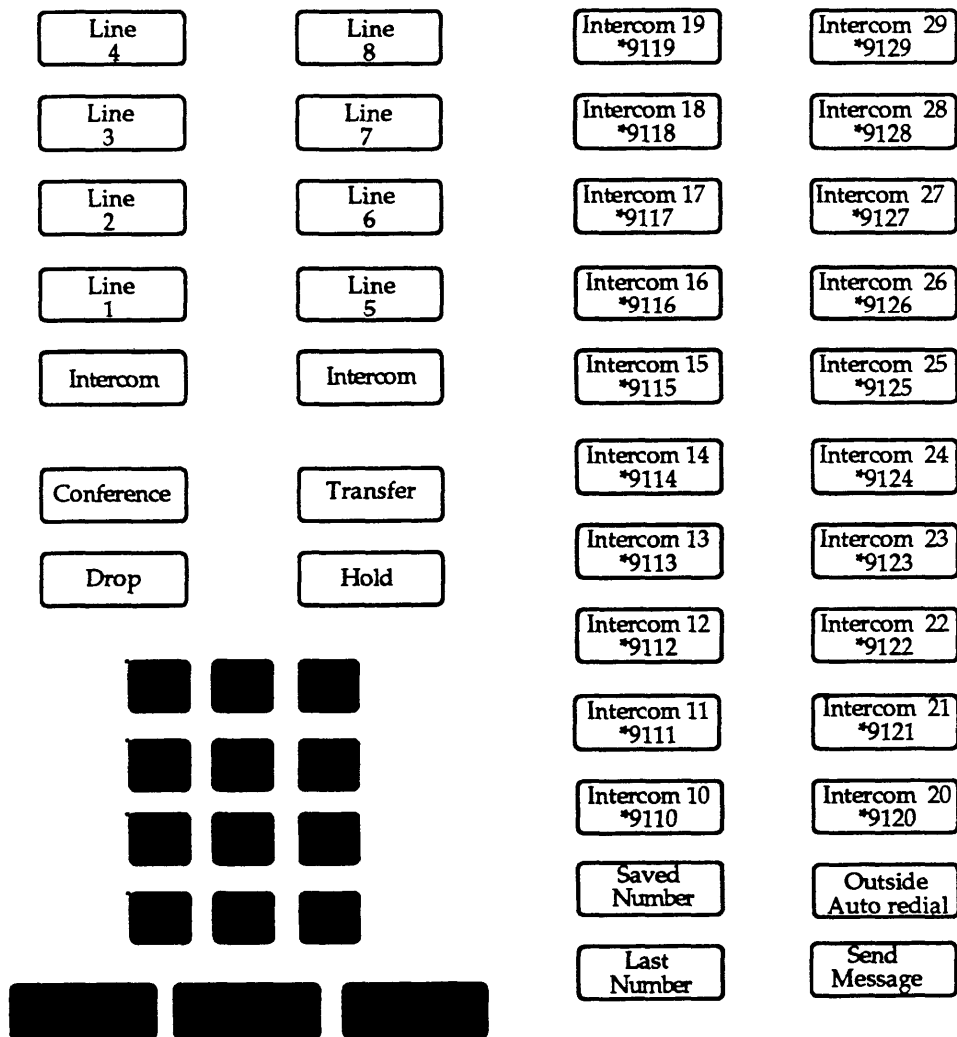
❖ **Note:** If any line port is not functioning, notify the Merlin system owner before proceeding with the installation.

# Classic Mail Telephone Emulation Template Merlin 206, 410, 820



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
1. Plug a Voice Terminal into port 10	1. Put Voice Terminal into Program Mode.	1. 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. Press *6	3. Turn the Merlin off, then on again
	4. Enter the Voice Terminal Intercom Number	
	5. Repeat for each button	

# Classic Mail Telephone Emulation Template Merlin 820D



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
1. Plug a Voice Terminal into port 10	1. Put Voice Terminal into Program Mode.	1. 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
	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).

✳ **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.
- 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.

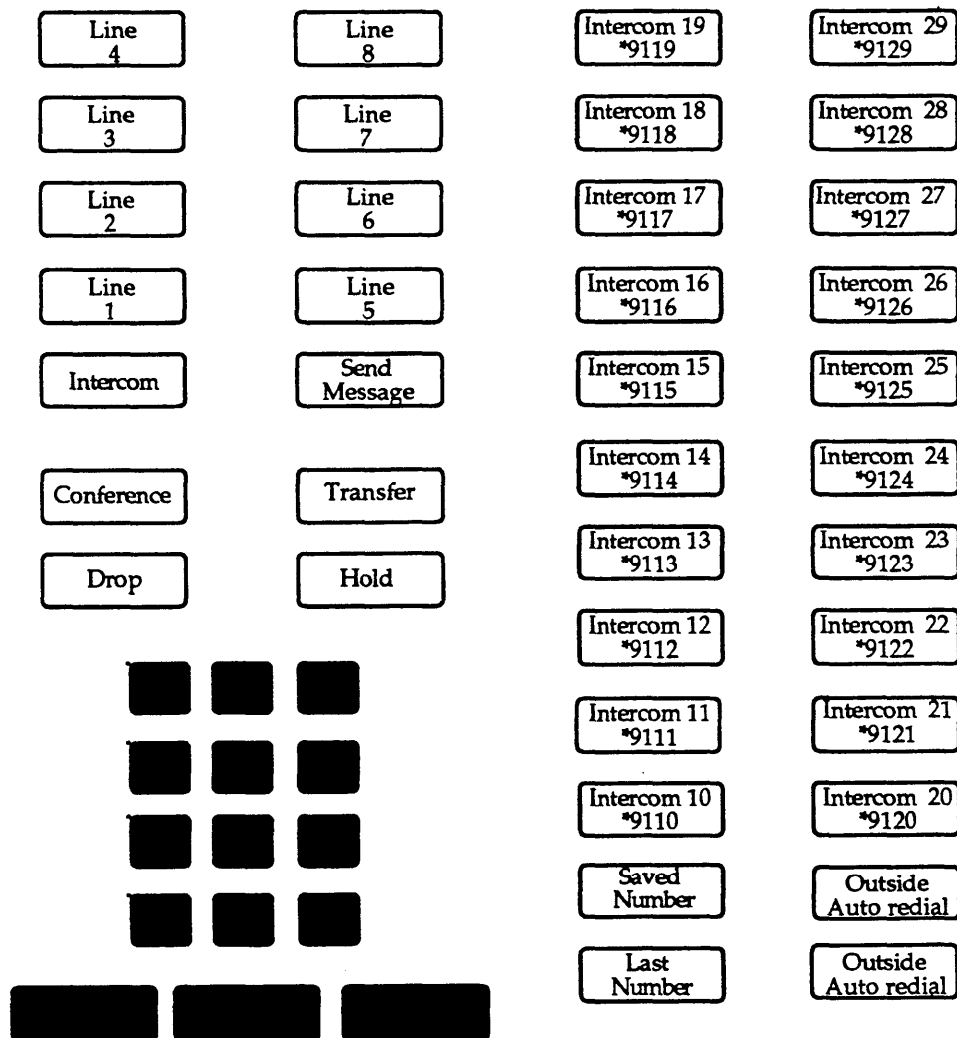
❖ **Note:** This must be done or the Classic Mail will **not function properly**.

#### 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.

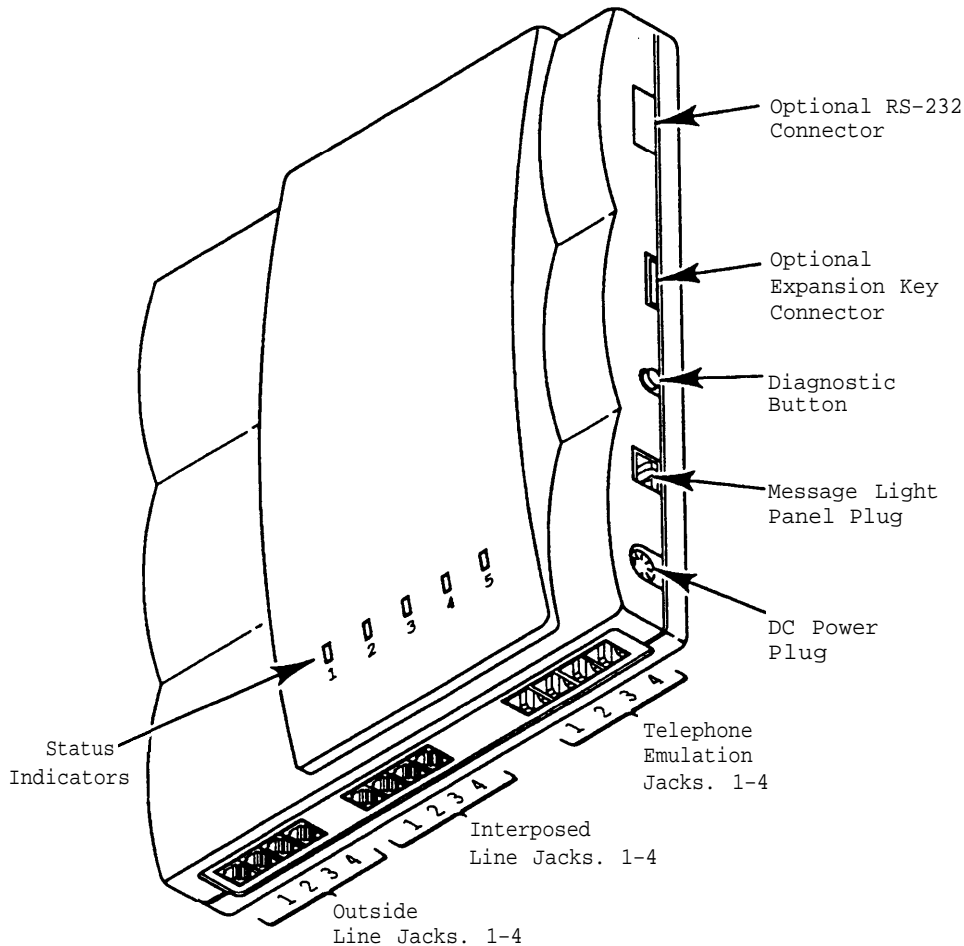
# Classic Mail Telephone Emulation Template Merlin 820 D2



<u>Merlin Admin Mode</u>	<u>Telephone Emulation Template</u>	<u>Resetting the Merlin System</u>
<ol style="list-style-type: none"> <li>1. Plug a Voice Terminal into port 10</li> <li>2. Slide the selector switch on the left side of the voice terminal down to "P"</li> <li>3. Press Administrative button (Located above Transfer Button) or press #49</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin.</li> <li>2. Press * 10</li> <li>3. Press 4 ( Admin. Template)</li> <li>4. Enter the Voice Terminal Intercom Number</li> <li>5. Press Admin. Button</li> </ol>	<ol style="list-style-type: none"> <li>1. Put Merlin into Admin and</li> <li>2. Press * 99198</li> <li>3. Turn the Merlin off, then on again</li> </ol>

# 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.

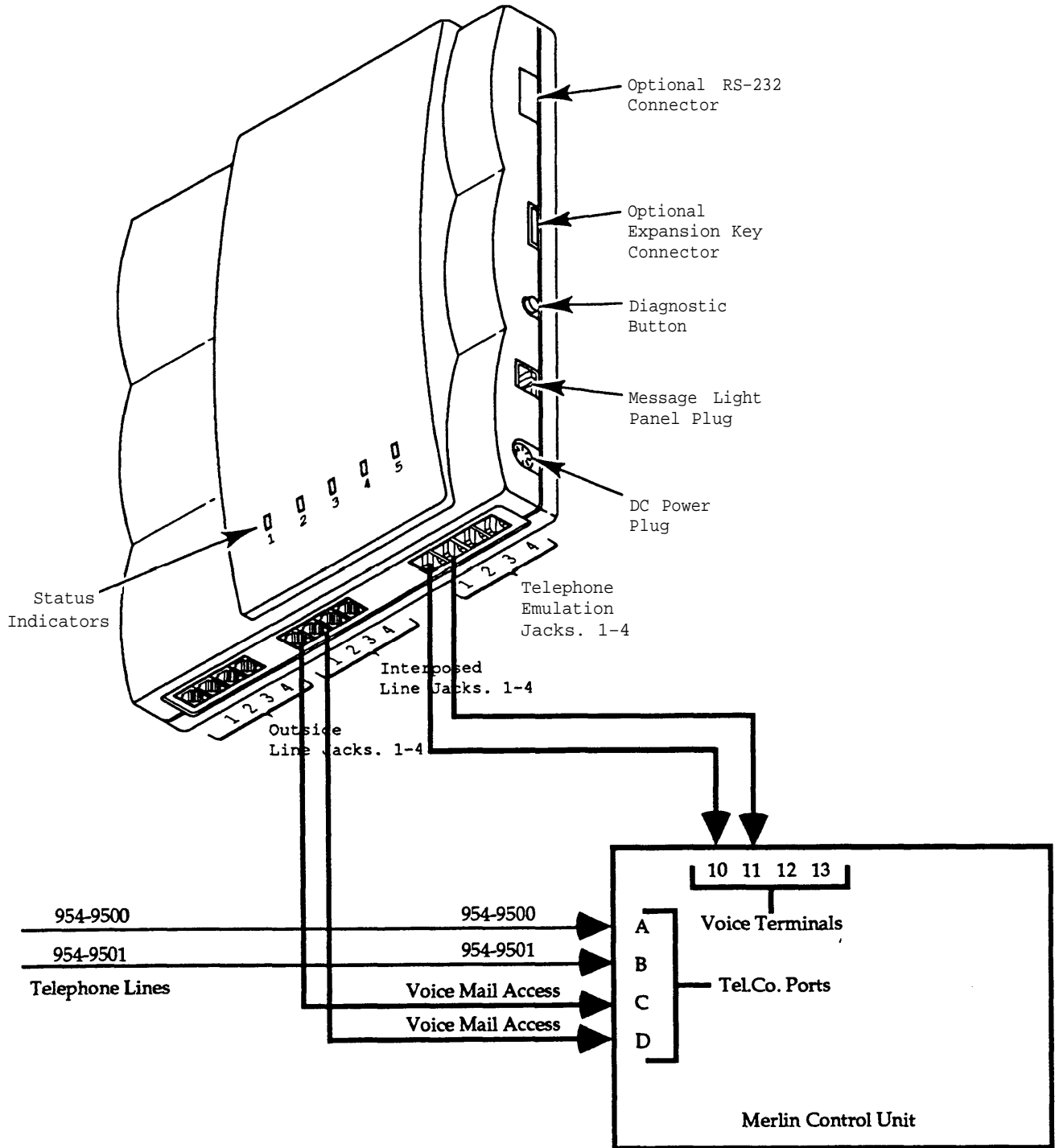
Message Light Panel - connects the optional panel that provides message waiting notification.

Diagnostic Button - used to reset administration passwords.

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

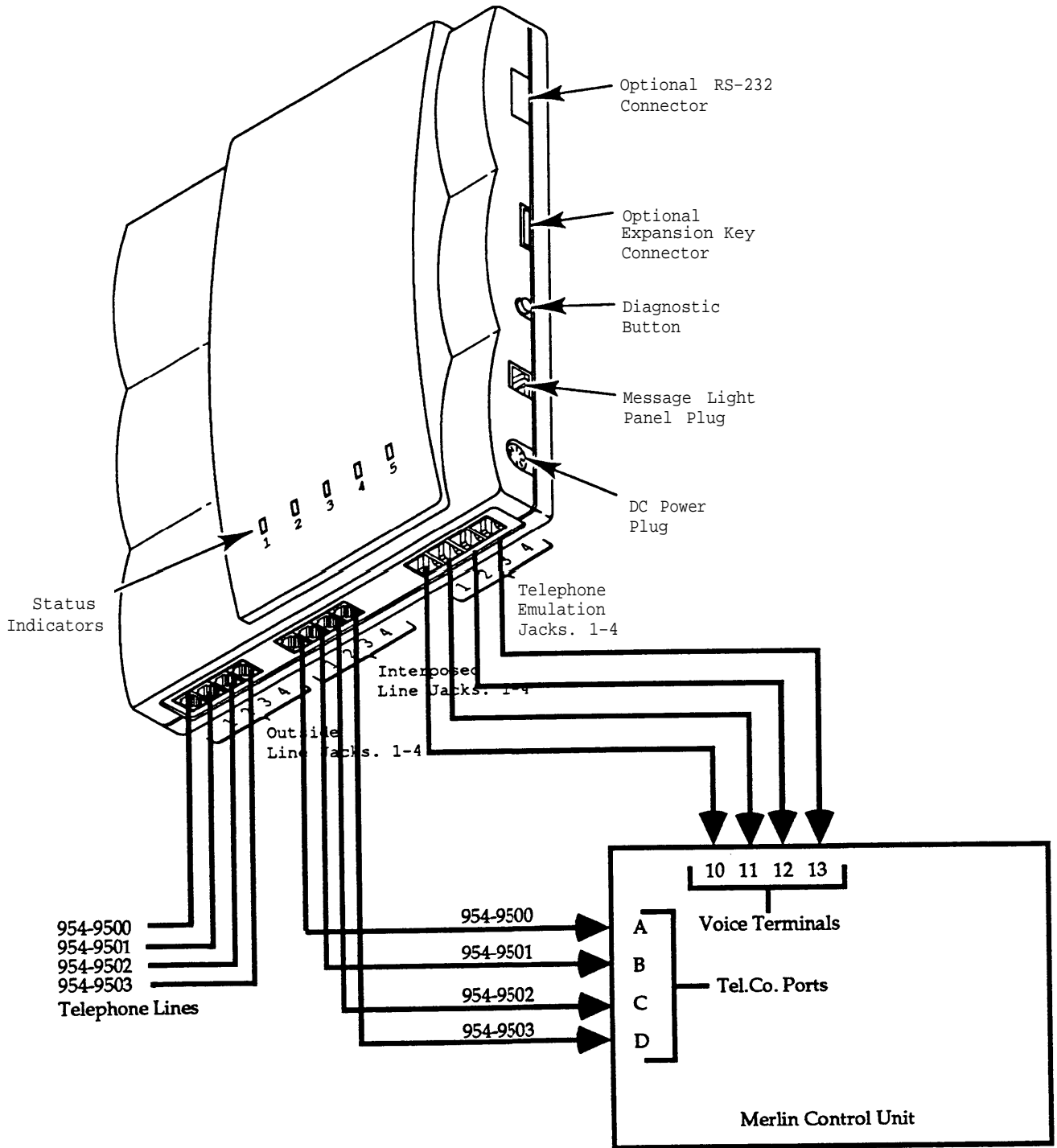
RS-232 - used for manufacturing testing only.

# Voice Mail Access Lines



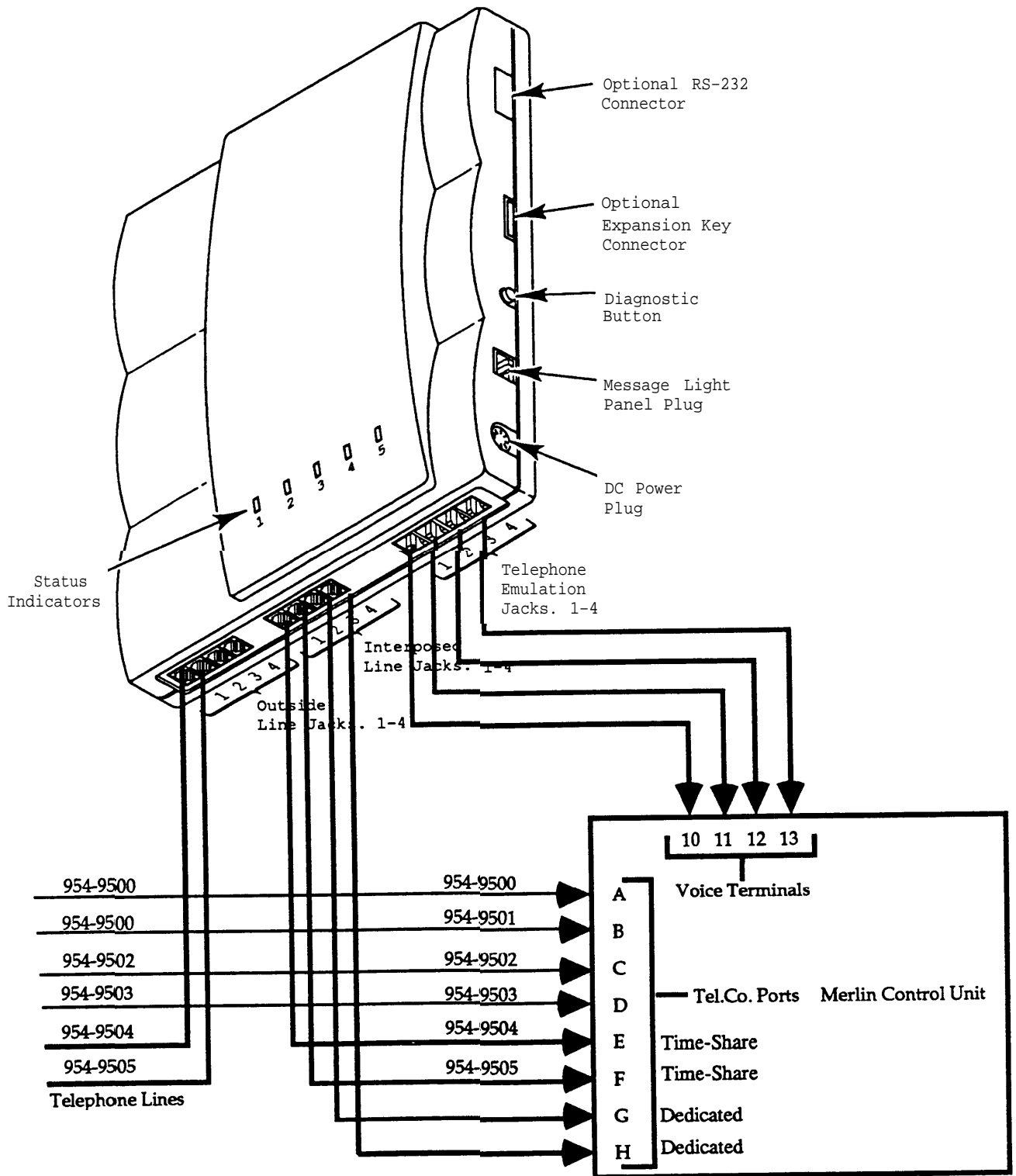
## Primary Method - Dedicated Access

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 can 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.

Open Administrator's Mailbox  
Mailbox:            Password:  
Press 9 then enter the Admin Password

