AVAYA

MERLIN Messaging System

User's Guide

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Getting Started

Logging into your Mailbox:

From a Merlin Telephone:

- Press "Chk. Msg's", -OR- Press an SA button and dial [7] [7] [7]
- When the Voice Messaging system answers, dial your Extension Number, then press [#]
- Dial you Password, then press [#]

From an Outside Telephone:

- Call in on a line answered by the Voice Messaging system
- When the Voice Messaging system answers, press [*] [7]
  - If your call is answered by a person, ask them to press Transfer and dial [7] [7] [7]
- Dial your Extension Number, and then press [#]
- Dial your Password, then press [#]

The first time you log into your mailbox, your Password is not set. Press # and follow the prompts to record your Name and set your new Password.

Your Messages

Listening to Messages:

- Log into your Mailbox
- Press [2] to get messages
  - The "Message Header" plays
- Press [0] to listen to the message
  - To Delete the message, press [*] [3]
  - To Save the message, press [#]
  - To Replay the message, press [0]
  - To Pause, press [3], and press [3] again to resume
  - To Rewind four seconds, and replay, press [5]
  - To Fast-Forward four seconds and continue playing, press [6]
  - To Increase the speed, press [9]
  - To decrease the speed, press [8]
  - To replay the Message Header (Date and Time the message was received), press [2] [3]
- After Saving or Deleting the message, the Next Message's Header will play.
- When all messages have been played, you will hear "No More Messages", and your Message Waiting light will go out.

Your Messages

Forwarding a Message:

- During or After the message, press ☐1 ☐2(ABC)
- After the tone, record a comment to go with the forwarded message
- Press ☐1 at the end of your comment
- Press ☐* ☐# to Approve your comment
- Dial the extension number you want to send the message to, then press ☐#
- Dial another extension number and # if desired
- Press ☐* ☐# ☐# to Send the forwarded message with your comment.
- The original message is still in your mailbox, to save or delete as desired

Your Mailbox

Personal Greetings

You can have up to six different Personal Greetings, and activate the greeting you want the caller to hear.

Recording a Personal Greeting:

- Log into your Mailbox
- Press ☐3(DEF) for Name or Greeting
- Press ☐1 for Greeting
- Dial the Greeting Number, from 1 to 6
- Press ☐1 to record the greeting
- Wait for the tone, then record your new greeting
- Press ☐1 at the end of your greeting
  - o Press ☐2(ABC) ☐3(DEF) to play back your greeting
  - o Press ☐2(ABC) ☐1 to re-record your greeting
  - o Press ☐* ☐3(DEF) to delete your greeting
- Press ☐* ☐# to approve your greeting
- *If this is the first time you have recorded your greeting, activate it now by pressing ☐0*

Activating a Personal Greeting:

- Log into your Mailbox
- Press $\boxed{3}$ for Name or Greeting
- Press $\boxed{1}$ for Greeting
- Press $\boxed{9}$ to Activate a Greeting
- Press:
  - The Greeting Number from 1 to 6
  - For the Default Greeting, press $\boxed{0}$
- Press $\boxed{0}$ to activate this greeting for all calls

Changing Your Password:

- Log into your Mailbox
- Press $\boxed{5}$ to change your Password
- Dial your new Password, then press $\boxed{\#}$
- Re-enter your new Password, then press $\boxed{\#}$

Personal Operator

Your Personal Operator is the person 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 $\boxed{0}$ to reach your Personal Operator, or the System Operator if you don't set a Personal Operator.

Changing your Personal Operator:

- Log into your Mailbox
- Press $\boxed{4}$ to change your Personal Operator
- Press:
  - Your Personal Operator's extension number, then press $\boxed{\#}$
  - To delete your Personal Operator, and send callers to the default System Operator, press $\boxed{*}$ $\boxed{3}$

Your Mailbox

Call Answer Mode

Call Answer Mode determines whether or not callers can leave a message after listening to your Personal Greeting. When your mailbox is in Record Mode (the default setting), callers can leave a message. When it is in Answer-Only Mode, they cannot. Auto Copy Mode allows you to designate that a copy of all messages left in your mailbox also be left in another mailbox.

Changing your Call Answer Mode:

- Log into your Mailbox
- Press [8 TUV] for Call Answer Mode
- Press:
  - [1] for Record Mode
  - [2 ABC] for Answer-Only Mode
  - [3 DEF] for Auto-Copy Mode – then dial the destination extension number, then press [#]

Outcalling

About Outcalling:

If you turn on Outcalling, the PARTNER Messaging system calls telephone numbers which you have programmed to signal that a new message has arrived in your mailbox. When you receive an Outcall, you can log into your mailbox to listen to the message, or you can signal the PARTNER Messaging system to stop outcalling unless another message is received.

Setting Your Outcalling Numbers:

- Log into your Mailbox
- Press [6 MNO] for Outcalling
- Press [4 GHI] to change your Outcalling list
- Choose the entry number, by pressing its number from 1 to 5
- Press [1] to change the Outcalling number
- Press [1] to Outcall to a Telephone
- Press [9 WXYZ] [*] to begin your Outcalling number
- Dial the telephone number, just as you would normally. If it is long distance, include the 1 and area code
- When you have finished entering the number, WAIT for the next prompt
- Press [*] [#] to end telephone number
- The entry will be read back. It will start with "Nine, Pause", and then the telephone number
- If the entry is correct, press [9 WXYZ] to confirm
- If the entry is NOT correct, press [6 MNO] to cancel

Outcalling / Recording / Screening

Turning Outcalling On or Off:

- Log into your Mailbox
- Press 6 (MNO) for Outcalling
- Press 1 1 to turn Outcalling ON
- Press 1 0 to turn Outcalling OFF

Record-a-Call:

This feature allows you to record a conversation while you are active on a call at your extension.

- Press the "Record" button on your Telephone
- When the system answers, if there is space in your mailbox, the system will confirm that it will begin recording. While the system is recording, the "Record" button will flash green and red.

Call Screening:

This feature allows you to listen to a caller leaving a message in your voice mailbox. You may interrupt the caller leaving a message to speak with them.

- Press the "Call Screen" button on your Telephone *before or while* a call is ringing at your telephone
- If you want to speak to the caller, pick up your phone's handset and begin speaking. The Voice Messaging system will say "Goodbye"

Voice Mail Quick Start Guide

1. Press "Chk. Msg's"
2. When the Voice Messaging System answers, press # #
3. You will be prompted to record your NAME. Do so at the beep.
4. Press 1 at the end of your Name
5. Press * # to Approve your Name
6. You will be prompted to create a new Password
7. Dial your new Password and press #
8. Dial your Password again, and press #.
9. Press 3 (DEF) for Name and Greeting
10. Press 1 for your Personal Greeting
11. Press 1 for Greeting Number 1
12. Press 1 to Record Greeting No. 1
13. Wait for the Beep, and record your Personal Greeting
14. Press 1 at the end of your recording
15. Press 2 (ABC) 3 (DEF) to listen to your Greeting
16. If you need to re-record your greeting, press 2 (ABC) 1 and return to step 13
17. Press * # to APPROVE your Greeting
18. Press 0 to ACTIVATE your Greeting