

## System Programming for Merlin Legend

At the operator's console, press "menu", and then press the button next to "sys program" and then "exit" to begin programming. Use the blank buttons ("soft keys") to make selections. All procedures show below are done from this point, where "system Programming" appears on the top line of your screen.

### Change phone system time (daylight savings time changes):

1. Select "system"
2. Select "time"
3. Press backspace to delete time shown
4. Type correct time using military time (i.e. 0800 for 8:00 a.m., 1500 for 3:00 p.m.)
5. Press "enter" to accept and save; then press "home" to exit

### Change phone system date (leap year):

1. Select "system"
2. Select "date"
3. Press backspace to delete date shown
4. Type new date in the format YYMMDD (year, month, day)
6. Press "enter" to accept and save, then press "home" to exit

### Backup programming changes:

1. Select "system"
2. Select "back/restore"
3. Select "backup"
4. Select unused backup (with .xxxx) or use oldest backup date
5. Accept new title with today's date
6. After system completes backup, press "home" to exit

### Restore programming after extended power outage:

1. Select "system"
2. Select "back/restore"
3. Select "restore"
4. Select "autoback.1" unless you have backed up the system since last Sunday (otherwise, select most recent backup)
5. System shuts down and comes on line with settings restored

### Renumber extensions (swapping two office phones):

1. Select "system renumber"
2. Select "single"
3. Select "extensions"
4. When prompted for "old extension", enter number of 1<sup>st</sup> extension to be swapped & press "enter"
5. When prompted for "new extension", enter an extension not currently used, (i.e. if swapping extension 105 and 106, renumber 105 to 199) & press "enter"
6. Select "extensions". When prompted for "old extension", enter number of 2<sup>nd</sup> extension & press "enter"
7. When prompted for "new extension", enter original number of 1<sup>st</sup> extension (i.e. 105) & press "enter"
8. Select "extensions". When prompted for "old extension", enter temporary number from step 5 & press "enter"
9. When prompted for "new extension", enter original number of 2<sup>nd</sup> extension (i.e. 106) & press enter if done or next if there are more extensions to be swapped (repeat steps 4-9)
10. When finished, press "home" to exit programming
11. Unplug and swap telephones. Labels and personal speed dial numbers will stay on appropriate phones.

### Change Labels (names appearing on display phones):

1. Press "more"
2. Select "labeling"
3. Select "directory"
4. Select "extension"
5. Enter number of extension to change
6. Backspace to erase existing name
7. Remove plastic covers from line & feature buttons and turn the white sheets over. Use screen buttons for letters A-F and line/feature buttons for letters G-Z.
8. Press enter to save. Repeat as needed. Press "home" to quit.

### Add System Speed Dial Numbers (can be used by all):

1. Press "more"
2. Select "labeling"
3. Select "directory"
4. Select "system"
5. Enter 3-digit code for 1<sup>st</sup> telephone number (600-729)
6. Type name using process described above (Changing Labels, step #7)
7. Enter phone number, including 9 for outside line if needed
8. Select yes or no to determine whether phone # displays when dialed
9. Enter next 3-digit code to continue or press "home" to quit

### Changing Restrictions on Specific Extensions

1. Select "extensions"
2. Select "restrictions"
3. Enter extension to be changed
4. Select one of the following:
  1. Unrestricted - can call anywhere
  2. Outward restricted - can only call within your system
  3. Toll restricted - can only call within your area code
5. Select "enter" to save changes
6. Enter next extension or press "home" to quit

### Making Exceptions to Restrictions

1. Select "tables"
2. Select "Disallow" to restrict an extension from calling a specific prefix, area code or telephone number or select "AllowList" to enable a restricted extension to call a specific prefix, area code or telephone number
3. Enter list and entry number (see planning forms)
4. Enter specific prefix, area code or telephone number
5. When finished building list, select "AllowTo" or "DisallowTo" as appropriate
6. Enter number of list to be assigned (from step 3)
7. Enter extension(s) to be assigned to list
8. Select enter to save changes
9. Press "home" to quit

#### Creating a "Phantom" Mailbox (voicemail w/ no phone):

This is a four-step process, of which the 1<sup>st</sup> three are accomplished at the operator's console. In short, you must first renumber a digital adjunct into an extension range you want to use. (Note: This procedure only works on systems with digital telephones.) The second step requires adding that new number to the voice mail cover group, and the third involves creating a label that will be seen on display phones. The fourth step is the actual creation of the voice mailbox, which is accomplished by logging in as system administrator in your voice mail system.

#### Renumbering digital adjuncts:

1. Select "system renumber"
2. Select "single"
3. Select "adjuncts"
4. Enter 1<sup>st</sup> adjunct number (see planning forms or press "inspect" to inspect for available numbers)
5. Enter the number you want to use
6. Press "enter" to make change
7. Repeat as needed, then press "exit" a couple of times until you return to where "system programming" is on top line

#### Adding new numbers to voice mail coverage:

1. Select "extensions"
2. Press "more"
3. Select "group cover"
4. Enter number of voice mail cover group (see planning forms, typically voice mail is group 30)
5. Enter the extension you wish to add to coverage by typing the number and pressing "enter"
6. Repeat as needed, then press "exit" a couple of times until you return to where "system programming" is on top line

#### Creating new label for phantom mailbox:

1. Press "more"
2. Select "labels"
3. Select "directory"
4. Select "extension"
5. Enter number of new extension
6. Enter new name (see "Change Labels, step #7) and press "enter" to save
7. Repeat as needed, then press "home" to exit programming

#### Creating new mailbox

1. Refer to your voice mail manual for instructions on creating a new voice mailbox.

#### Allowing an extension to forward all calls to a remote location:

Use this procedure to allow an extension to forward all calls to a telephone outside the system. To prevent the potential for toll fraud, this allowance should be granted most sparingly.

1. Select "extensions"
2. Press "more"
3. Select "remote forwarding"
4. Enter extension number
5. Select "enter" to save. Repeat as needed.

#### Changing number of rings before voice mail picks up a call ("Cover Delay"):

1. Select "extensions"
2. Press "more" twice
3. Select cover delay
4. Select group cover
5. Enter extension to be changed
6. Type number of rings desired (1-9)
7. Select "enter" to save change
8. Repeat as needed, when finished press "home" to quit programming

#### Changing number of rings before another extension designated as "primary cover" begins ringing:

1. Select "extensions"
2. Press "more" twice
3. Select cover delay
4. Select primary cover
5. Enter extension to be changed
6. Type number of rings desired (1-9)
7. Select "enter" to save change
8. Repeat as needed, when finished press "home" to quit programming

#### Creating a Paging Group:

You can page all phones by picking up the handset and dialing 799. This automatically activates all speakerphones. Use this procedure to create a smaller group of extensions (i.e. sales or service) that will receive a voice intercom announcement.

1. Select "extensions"
2. Select "more"
3. Select "group page"
4. Enter extension of new paging group. Available groups are typically 793-798 (see system planning forms). Press "enter" to continue.
5. Enter extensions you want to add to this group, pressing "enter" after each extension number you add.
6. Repeat as needed, press "home" when finished to exit programming

Note: To modify an existing paging group, follow steps 1-2; at step 3 enter the number of the group you wish to change (see planning forms) and press "enter". To remove an extension from the group, enter the extension number and press "delete" or follow steps 4-5 to add members.

#### Allowing an extension to transfer "outside to outside"

Use this procedure to allow an extension to transfer a call from outside the system to another telephone, also outside the system. To prevent the potential for toll fraud, this allowance should be granted most sparingly.

6. Select "extensions"
7. Press "more" twice
8. Select "trunk transfer"
9. Enter extension number
10. Select "enter" to save. Repeat as needed.