



## Merlin Magix Basic Telephone Usage

Answer Calls: When a telephone is ringing, pick up the handset. Alternatively, You may answer a ringing phone by pressing the "speaker" button, which activates the speakerphone and microphone. To change from speakerphone to using the handset, just pick up the handset. To switch from handset to speakerphone, press "speaker" and hang up the handset.

Placing Calls: Pick up the handset or press "speaker". By default you will hear an "inside" dial tone (higher in pitch). You may dial an extension or press "9" for an outside line. (Note: To place a voice intercom call to another extension, first press the "SA Voice" button and then dial the extension. The speaker will activate at the called extension. To respond to a voice intercom call, pick up the handset.)

Mute: Press the "Mute" button while on a call to shut off the microphone. This works with the speakerphone and the handset. A red light appears above the "mute" button indicating the microphone is disabled. Press "mute" again to reactivate the microphone. While muted, you can hear the caller but the caller cannot hear you.

Hold: To place a call on hold, press "Hold" (painted a pleasing cranberry color). The call appearance button on which the caller is located changes from solid green to flashing green. Retrieve the held call by pressing the call appearance button that is blinking. (Note: To retrieve that held call at another extension, go to the other extension, pick up the handset, press the "#" key and dial 9 plus the extension at which the call was placed on hold.)

Transfer: To transfer a call to another extension, press "Transfer" while the caller is still on the line. The caller is automatically placed on hold and you are given a dial tone. Dial the extension to which you want to transfer the caller. Now either hang up (call is automatically transfer to the new extension) or remain on the line to announce the call. After announcing the call, hang up. To cancel the transfer and return to the original caller, press the call appearance button with a blinking green light where the caller is on hold.

Conference: To add a caller to an existing conversation, press "Conf" (conference) while the caller is on the line. The caller is automatically placed on hold and you are given a dial tone. Dial the extension (or press "9" for an outside line and dial the phone number). When the call is answered, press "Conf" again and you will be connected with both parties. To cancel the conference (if there is no answer) and return to the original caller, press the call appearance button with a blinking green light where the caller is on hold.

Voice Mail Transfer: To transfer a caller directly to a voice mail box without ringing the extension, press "Direct Voice Mail", enter the extension and hang up.

Call forwarding: To automatically forward all calls to another extension, pick up the handset and press #33. Enter the extension and hang up. To cancel, pick up your handset and press #33 and enter your own extension, forwarding calls back to yourself.

Call Pickup: To retrieve a call you placed on hold at another extension, pick up the handset and press "Pickup" or dial #9. Dial the extension at which the call was placed on hold. (You may also answer a call ringing at another extension by pressing "Call Pickup" or dialing #9 and dialing the ringing extension.)