

4 Choose an option or go to step 5:

2 **3** to rewind and play back your comments.

2 **1** to rerecord your comments. Go to step 2.

***** **3** to delete your comments.

5 ***** **#** to approve your comments.

The Message Addressing Menu plays and prompts for an extension.

6 Receiving **EXTENSION** or ***** **5** and **GROUP NUMBER** (the persons receiving the forwarded message) followed by **#**.

NOTE: Repeat step 6 to forward the message to others.

7 ***** **#** to send the message.

The green message waiting lamp goes on at the destination phone.

USING THE DIRECTORY

1 Follow these instructions to send, forward, or transfer a message.

2 ***** **2** to look up an extension in the directory.

3 Dial the first four letters of the name.

Example: To find the extension for Conlin,Joe, you would dial 2665.

NOTE: Use **7** for the letter Q. Use **9** for the letter Z.

4 One of the following actions occurs:

■ A match is made.

The Message Addressing Menu plays and prompts for next extension.

■ The letters match more than one person.

Voice Mail announces the names that match. After you select one, the Message Addressing Menu plays.

■ No match is found.

The Message Addressing Menu plays.

RECORDING YOUR PERSONAL GREETING

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **3** to record a greeting.

The Greeting Change Menu plays.

NOTE: **0** to listen to the current greeting.

3 **1** to record your personal greeting (two minutes maximum).

The prompt says, "Record at the tone."

4 **1** again after recording your greeting.

Example: "This is Joe Conlin. I'm in the office today but away from my desk. Please leave a message at the sound of the tone."

5 Choose an option or go to step 6:

2 **3** to rewind and play back the greeting.

2 **1** to rerecord the greeting. Go to step 4.

***** **3** to delete the greeting.

6 ***** **#** to approve the greeting.

RECORDING YOUR NAME

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **3** to record a greeting.

The Name Change Menu plays.

3 **2** to record your name (up to four seconds).

The prompt says "Record your name at the tone."

4 **1** after recording your name.

5 Choose an option or go to step 6:

2 **3** to rewind and play back the name.

2 **1** to rerecord the name. Go to step 4.

***** **3** to delete the name.

6 ***** **#** to approve the name.

CHANGING YOUR PASSWORD

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **5** to change your password.

The prompt says, "Enter new password."

3 **PASSWORD** (up to four digits) followed by **#**.

The prompt says, "Reenter password."

4 **PASSWORD** again followed by **#**.

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Lucent Technologies
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MERLIN MAIL™

Voice Messaging System

Quick Reference Card

Voice Mail Service portion of the Voice Messaging System acts like a built-in answering machine. Callers from inside and outside your company can leave messages in your mailbox, which you can listen to, forward, save, or discard. A password you create keeps messages private. You can also send messages, respond to messages, or add your comments to a message and forward both to other people in your company.

HELPFUL HINTS

- Program a button on your phone for one-touch dialing into the MERMAIL system.
- You can dial the next sequence without waiting for a greeting or prompt to finish.
- If your phone has a display, "Call MERMAIL" appears and your green message lamp goes on when a message is sent to your Mailbox. Deleting your message removes the display message. (Even if multiple messages are left, only one "Call MERMAIL" appears.)
- If you have a phone without a display, press **MESSAGE** to turn off the message waiting lamp when messages remain in your Mailbox.
- If you have a basic Touch-Tone phone, lift the handset, then press **#** **5** **4** to turn off the message waiting lamp when messages remain in your Mailbox.
- To call for your messages from outside your company, call in on a line answered by the MERLIN MAIL system or ask your System Operator to transfer you to the Voice Mail extension.
- See "Using the Directory" to look up other users' extensions.
- When your Mailbox reaches its storage limit, the "Mailbox Nearly Full" warning plays.

LOGGING IN

1 MERLIN MAIL (the extension for MERLIN MAIL).

The greeting plays.

2 **[*]** **[7]** to enter Voice Mail.

The Voice Mail greeting plays.

3 Your **EXTENSION** followed by **[#]**.

4 Your **PASSWORD** followed by **[#]**.

Voice Mail announces the number of messages in your Mailbox.

NOTE: Until you change it, the password is **[1]** **[2]** **[3]** **[4]**.

5 Select an option from the Voice Mail Menu:

[1] to record messages.

[2] to get messages.

[3] to program your name or greeting.

[5] to change your password.

[*] **[8]** to transfer to another extension.

SENDING A MESSAGE TO A SUBSCRIBER

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **[1]** to record a message.

Prompt plays, "Record your message at the tone."

3 Record your message, then **[1]** again.

Example: "Joe, please attend an 11:00 meeting today."

4 Select an option or go to step 5:

[2] **[3]** to rewind and play back the message.

[2] **[1]** to rerecord the message

[*] **[3]** to delete the message.

5 **[*]** **[#]** to approve the message.

The Message Addressing Menu plays and prompts for an extension.

6 Enter one of the following:

■ **[*]** **[5]** and a Group List number followed by **[#]**.

■ **[*]** **[2]** to look up a name in the directory.

■ **[*]** **[3]** to discard the **EXTENSION** just entered.

NOTE: Repeat step 6 to send the message to others.

7 **[*]** **[#]** to send the message.

The green message waiting lamp goes on at the destination phone.

SENDING A MESSAGE USING A GROUP LIST

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **[1]** to record a message.

Prompt plays, "Record your message at the tone."

3 Record your message, then **[1]** again.

Example: "There will be a Department meeting at 11:00 today."

4 Select an option or go to step 5:

[2] **[3]** to rewind and play back the message.

[2] **[1]** to rerecord the message.

[*] **[3]** to delete the message.

5 **[*]** **[#]** to approve the message.

The Message Addressing Menu plays and prompts for an extension.

6 Enter one of the following:

■ **[*]** **[5]** and a Group List number followed by **[#]**.

NOTE: Get Group List number from System Administrator.

■ **[*]** **[3]** to discard the Group List number just entered.

NOTE: Repeat step 6 to send the message to others.

7 **[*]** **[#]** to send the message.

The green message waiting lamp goes on at the destination phone.

LISTENING TO MESSAGES

1 Log in to Voice Mail.

The Voice Mail Menu plays.

2 **[2]** to get messages.

The message header plays.

3 **[0]** to play the message.

The message plays.

4 While the message plays, you can choose additional options:

[3] to pause; **[3]** again to resume.

[5] to rewind four seconds.

[6] to skip forward four seconds.

5 After the message plays, choose the appropriate option:

To reply to sender, see "Replying to a Message."

To forward a message with comments, see "Forwarding a Message."

[2] **[3]** to rewind and play the current message header.
Go to step 3.

[2] **[0]** to rewind and play the current message. Go to step 4.

[*] **[3]** to delete the message.

The prompt says "Message deleted" and the next message header plays.

[#] to save the message and skip to the next message header.
Go to step 3.

The next message header plays.

REPLYING TO A MESSAGE

1 After the message plays, **[1]** to respond to the message.

The Message Responding Menu plays.

2 **[1]** to reply to the sender.

The Message Recording Menu plays. The prompt says "Record at the tone."

3 Record your reply, then **[1]** again.

Example: "Sandy, I got your message about the meeting. I'll be there."

4 Choose an option or go to step 5:

[2] **[3]** to rewind and play back your response.

[2] **[1]** to rerecord your response. Go to step 3.

[*] **[3]** to delete your response.

The prompt confirms, "Message not created. No response sent."

5 **[*]** **[#]** to send your reply.

The green message waiting lamp goes on at the destination phone.

FORWARDING A MESSAGE

1 After the message plays, **[1]** to respond to the message.

The Message Responding Menu plays.

2 **[2]** to forward your comments along with the original message

The Message Recording Menu plays.

3 **[1]** after recording your comments.

Example: "Laura, I'm forwarding this message to you from Joe"