



## **Merlin Magix Fast Start Guide**

### **To pick up a call**

Pick up the handset of the blinking green light coming through on the labeled intercom button on your phone. You will know if it's an internal or outside call by what the display on your telephone says.

### **To place a call on hold**

With the caller on the phone, just press the red hold button. You will be able to distinguish between what calls are holding by the seeing the steady flashing green light on your intercom buttons. If you're on the main operator phone, you will see steady flashing green lights on the buttons labeled, "line 1, line 2, etc."

### **To transfer a call to an extension**

With the caller on hold, push the transfer button on your telephone and dial the extension. You can either announce who the caller is to that extension or just send it straight through.

- a. To send it straight through, simply hang up after you have dialed the extension number.
- b. If you want to announce to the party who the caller is, just wait for the party to pick up, announce who the caller is and hang up. The caller will be immediately transferred.

### **To transfer a call to voice mail**

If you want to transfer a call straight to someone's voice mail without the caller speaking to the party, just simply push the voice mail transfer button, dial the extension and hang up.

## Merlin Magix Cheat Sheet

### Setup new voice mail box

1. Push the button on your telephone labeled “get messages” or “check voice mail”.
2. Wait a second to hear, “Welcome to Merlin Messaging, please enter extension number followed by the # sign”. You will then enter your extension number that is on your phone (unless specified differently).
3. Enter password followed by the # sign which is 123456#. The voice mail will then repeat the extension number and will then ask you to setup a name. This is normally your first and last name or the department that your extension is associated with.
4. After stating this, press 23 to repeat or 21 to delete and state again. If you are satisfied with the recorded name after repeating it, press \*#.
5. It will then say that your password is too short, you must enter a new password from 6 to 15 digits long.
6. After doing so, press 3 to record a new greeting that callers will hear.
7. Press 1 to administer your greeting. It will tell you that the system greeting is active and to enter a greeting #.
8. To record the personal greeting, press 1.
9. When finished, press 23. To approve, press \*#, to re-record press 21, to playback press 23, to delete, press \*3.
10. In this voice mail, you will need to activate the personal greeting that you just recorded. To activate personal greeting, Press 9.
11. Enter greeting number 1. It will then tell you that greeting 1 is active. Remember that you can record more than one greeting and activate them whenever needed. For example, activate greeting 1 for when you're in the office and activate greeting 2 as your out of the office greeting.

## **Merlin Magix Cheat Sheet**

### **To check your voice mail messages**

1. Push the "Get Voice Mail" button on your telephone.
2. When prompted by the voice mail, enter your extension number and # sign.
3. When prompted by the voice mail, enter your password and # sign. If you haven't setup your password, the default password is 123456#.
4. The voice mail will now give you a list of options. You want to press 2 to get messages.
5. The voice mail will tell you how many new and old messages you have and the date and time the 1st message was sent.
6. Press 0 to listen to the message, # to skip or \*3 to delete message.

### **To forward a voice mail message to another mailbox**

7. After the message plays, press 1 to forward message.
8.
  - a. If you want to record a message to the mailbox your sending the message to, press 1. After recording the message, press 1. You can then press 23 to replay, 21 to record or \*# to approve message.
  - b. If you don't want to record a message, press 2.
9. Enter the extension of mailbox and press #.
10. Press \*# to send message to the mailbox or mailboxes you have entered.

### **To put a call on hold and pick it up at someone else's phone.**

1. With a caller on the phone, push the red hold button on your phone.
2. Then, go to another phone and press the pickup button plus your extension number. You can pickup any call needed as long as the caller is on hold and you know the extension where the caller was placed on hold.