Merlin Messaging Voice Mail Programming

Re-initialize a password in voice mail

1. Call into the voice mail by dialing extension 770 or pressing the "Get VM/Msgs" button on your phone
2. Enter 0# (the administrator's mailbox)
3. Enter password of 123456#
4. Press 9 for programming
5. Press 2 for extensions
6. Enter extension number and #
7. Press 3 to re-initialize the mailbox password
8. Follow the prompts to save the changes (press *# to finish session)
9. Press **9 to exit programming.

Re-initialize a voice mail box (this will set the mailbox back to factory settings)

10. Call into the voice mail by dialing extension 770 or pressing the "Get VM/Msgs" button on your phone
11. Enter 0# (the administrator's mailbox)
12. Enter password of 123456#
13. Press 9 for programming
14. Press 2 for extensions
15. Enter extension number and #
16. Press 4 to re-initialize the voicemail box
17. Follow the prompts to save the changes (press *# to finish session)
18. Press **9 to exit programming.

Merlin Messaging Voice Mail Programming

Change Mailbox Name and Directory Listing ("dial first four letters of person's name)

Call into the voice mail by dialing extension 770 or the "Get Msg." Button
Enter 0# (the administrator's mailbox #)
Enter password of 123456#
Press 9 for programming
Press 2 for extensions
Enter extension number and #
Press 1 to change the name (follow the prompts)
Press 2 for directory listing
Press 1 to change the directory listing
When prompted, enter the name:
To enter a "V", press the 8 and the 3 to indicate the third letter on the 8 button
To enter a "C", press the 2 and the 3 to indicate the third letter on the 2 button

Follow the prompts to finish.
Press *# to save your changes.
Press *# to back up in the menu tree.
Hang up when you are done.

Change # Rings before a call goes to voice mail from an extension:

From Console
Press the following:
Menu
System Programming
Exit
Extensions
Cover Delay
Group Cover
Enter Extension and press Enter
Enter desired number of rings and Enter
Home

Merlin Messaging Voice Mail Programming

Change Automated Attendant Greeting

Call into the voice mail (if you are calling in from outside the system press *7)
Dial administration mailbox number = 0#
Enter Password = 123456#
Press 9 for programming
Enter 3 for automated attendant
Enter automated attendant # (1 is usually the default)
Press 1 for Day or 2 for Night Menu
Press 2 to listen to the menu (press 1 to listen to the menu definition-this will play the greeting-after listening press *#)
Press 6 to modify the menu
Press *# to skip changing a selector code (a selector code is e.g. press 1 for sales or 2 for service etc.)
Press 1 to change the greeting
After recording- follow the prompts to listen to the new greeting or re-record the greeting
When prompted, press # to save all changes – important!