MERLIN LEGEND® System

Powerful Benefits for Your Business Communications

At the heart of the **MERLIN LEGEND**® Communications System are powerful functionality and features specifically designed to provide you with tangible benefits: greater productivity for individual staff members and your business in general; efficiency enhancements that help you provide better service, for greater customer satisfaction; and cost-containment enhancements that help you use all your resources more effectively.

Productivity

Attendant (Operator)
 – Direct Line Console (DLC)
 – Queued Line Console (QLC)
Auto Maintenance Busy
Auto Number Identification (ANI)[1]
Automatic System Backups
Basic Service Center (BSC)
Calling Groups
 – Delayed Announcement
 – External Alerts[2]
 – Most Idle Agent
  • Primary/Secondary Agent
 – Overflow Traffic-/Time-/Prompt-Based
 – Queue Control Limit
Extension Copy
Hotline Service
Idle/Prime-Line Preference
Incoming Caller Line Identification (ICLID)[1]
Integrated System Administrator
Last Number Dial

Line Request
Local Host Computer Access
Maintenance Alarm
On- and Off-Hook Queuing
On-Hook Dialing
One-Touch Transfer
Paging
 – External Loudspeaker[2]
 – Internal Station Speaker—All
 – Internal Station Speaker—Group
Park
Personal Directory
Personal Lines
Personalized Ringing
Privacy
Remote Administration Modem
Speed Dial
 – Button Access
 – Personal
 – System

Station DSS Auto Dial
System Directory
System Renumbering
Optional Adjuncts
Computer-Telephony Integration (CTI)
 – TSAPI
 – *PassageWay*® *Direct Connection*
 – *PassageWay*® Telephony Services
  • Group PhoneWare[3]
  • Novell NetWare[3]
  • PhoneLine[3]
  • Phonetastic[3]
Digital Announcements Units (DAUs)
Enhanced Service Center (ESC)
System Programming and
 Maintenance Software
TransTalk™ *9000* Digital Wireless System
Wallboard(s)

Efficiency

Alarm Clock
Auto Answer-All/Intercom
Auto Callback
Auto Dial
Auto Line Selection
Barge In
Call Pickup
Call Waiting
Callback
Calling Groups
Camp On
Conference

Coverage Extended—Primary,
 Secondary, Group
Coverage Inhibit
Data Hunt Groups
Date/Time Display
Delayed Call Forwarding
Delayed Ring Interval
Direct Voice Mail
Directories
Distinctive Ringing
Do Not Disturb
Extension Directory
Extension Status

Forward and Follow Me
Handset Mute
Hands-Free Answer on Intercom (HFAI)
Headset Status
Hold Reminder
Inspect
Intercom Dialing/Transfer
Manual Signaling
Message Indicator
Microphone Disable
Missed Reminder Call
Music-on-Hold Interface
Mute

PCMCIA Software Upgrades[4]
Recall
Reminder Service/Wake-up Call
Ringing Line Preference
Saved Number Dial
Send Message
Speakerphone
Timer

Transfer
Uniform Dial Plan
Voice Announce
Voice Announce from QCC
Voice Announce on Busy Station
Volume Control

Optional Adjuncts
Doorphone

Headsets
Magic On Hold® Systems
Paging
Polycom SoundStation[5]
Supplemental Alerts (Bell, Horn, Strobe, Chime)
Supplemental Station Alert Adapter

Cost Containment

Account Code Entry/Forced Account Code Entry
Allowed Lists
Authorization Code Handling
Authorization Codes with Verification
Automatic Route Selection
Basic Rate Interface (BRI)–National ISDN[2]
Data Stations
Direct Inward Dialing (DID)
Direct Inward Dialing T1 Support
DS1 Interface for T1 or PRI Service
Flash ROM Memory
Internet Access
Line/Trunk Pool Button Access
Line/Trunk Pools
Line/Trunk Queuing
Messaging
Modem Pools—External
Modes
 – Behind Switch
 – Hybrid/PBX
 – Key
Multilingual Terminals

Networking
Night Service
Off-Premises Telephone (OPX)
Out-of-Building Stations
Power Failure Transfer
Primary Rate Interface (PRI) Connectivity Support
 – 5E6, 5E FTS 2000, 4E13
 – ANI
 – Call-by-Call
 – DMS-100
 – DMS-250
 – DXE-600E
 – ISDN PRI
 – Route by Dial Plan
 – Station Identification (SID)
Pulse-Tone Conversion
Recorded Announcement Interface
Remote Access
Remote Call Forwarding
Remote Call Forwarding—Centrex Lines
Shared Lines
Simultaneous Voice, Data, Fax, and Video[2]

Station Message Detail Recording (SMDR)[2]
Station Restriction
Switched Data
Tandem Switch
Tandem Trunks
Tie Trunks
Toll Fraud Defaults
Voice Mail[2]
Voice Mail Off
Year 2000 Compliance

Optional Adjuncts
Ascend Pipeline
Call Accounting System (CAS)
INTUITY™ *AUDIX*® System
INTUITY™ *CONVERSANT*® System
MERLIN LEGEND Mail
 – Collected Digits
MERLIN LEGEND Reporter
Multifunction Module
Uninterruptible Power Supply (UPS)
Video Systems
 – Desktop
 – Group

Specifications

Capacities
80 Trunks, 200 Station Ports, 108 Simultaneous Nonblocking Conversations

Control Unit Dimensions
Fully Loaded Basic Carrier:
 23" H x 14" W x 12" D
 (54.8 cm H x 35.6 cm W x 30.5 cm D)
Fully Loaded 2-Carrier:
 23" H x 25" W x 12" D
 (54.8 cm H x 61.0 cm W x 30.5 cm D)
Fully Loaded 3-Carrier:
 23" H x 37" W x 12" D
 (54.8 cm H x 94.0 cm W x 30.5 cm D)

Power Requirements
Fully Loaded Basic Carrier:
 117 VAC 60 Hz ± 5%   5.4 Amps
Fully Load 2-Carrier:
 117 VAC 60 Hz ± 5% 10.8 Amps
Fully Loaded 3-Carrier:
 117 VAC 60 Hz ± 5% 16.2 Amps

Weight
Fully Loaded Basic Carrier: 45 lb (20.25 kg)
Fully Loaded 2-Carrier: 90 lb (40.50 kg)
Fully Loaded 3-Carrier: 135 lb (60.75 kg)

Heat Dissipation
Fully Loaded Basic Carrier: 500 BTU/hr

Fully Loaded 2-Carrier: 1,000 BTU/hr
Fully Loaded 3-Carrier: 1,500 BTU/hr

Environmental Conditions
Temperature: 40°–104° F (4°–40° C)
Relative Humidity: 20–80%, Noncondensing

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DEALER

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[1] Requires subscription to ISDN ANI or Caller ID. The availability of caller identification information may be limited by your service, geographic availability, or central office equipment.
[2] May require additional equipment or service.
[3] Group PhoneWare is a trademark of Q.SyS, Inc. Novell and NetWare are registered trademarks of Novell, Inc. PhoneLine is a registered trademark of CCOM Information Systems. Phonetastic is a trademark of CallWare Technologies, Inc.
[4] Meets Personal Computer Memory Card International Association (PCMCIA) standards.
[5] SoundStation is a registered trademark of Polycom, Inc.