



## MERLIN MAGIX® Integrated System

### Full Product Information

#### Product Summary



The MERLIN MAGIX® Integrated System delivers industry-leading communications capabilities in a powerful public branch exchange (PBX) that supports everything from basic voice to Internet access - all from a single platform - helping to make it highly cost-effective and easy to install, service, maintain, and grow.

The MERLIN MAGIX Integrated System has been designed to meet the evolving communications needs of small- and mid-sized businesses. It's flexible and scalable, and can grow as your company grows, up to 80 lines and 200 extensions. The MERLIN MAGIX Integrated System is the perfect choice for small companies looking for the latest communications features, as well as for larger companies with branch offices. The system's networking capabilities let multiple locations communicate across the public telephone network or across an Internet Protocol (IP) network.

You can easily enhance your MERLIN MAGIX Integrated System by adding any of a growing number of e-business, customer service, or computer telephony integration (CTI) applications available from Avaya and Avaya's Independent Software Vendor (ISV) partners around the world. The MERLIN MAGIX Integrated System will give you the leading-edge communication capabilities you need to compete successfully in today's marketplace:

- Full communications capabilities via the phone, Web, video, or e-mail
- "Always on" high-speed Internet access
- Call center support for personalized, around-the-clock customer service
- Comprehensive messaging
- Support for wireless phones for mobility management
- Powerful cost savings through equipment and network optimization, including multi-site networking

The MERLIN MAGIX Integrated System is easy to administer and maintain, helping you save time and money. Programming is quick and simple with Windows-based System Programming and Maintenance (WinSPM) software, a user-friendly, graphical user interface (GUI) which provides on-screen icons and menu choices to guide you through the administration process. WinSPM software provides convenient access to your current system information, giving you a comprehensive picture of your system and station programming, instead of isolated features or function screens.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Avaya Advantage

Because the MERLIN MAGIX® Integrated System is an open communications platform, you can choose from a growing array of applications from Avaya and Avaya's Independent Software Vendor (ISV) partners, for enhancing customer care, developing an e-business, improving employee productivity, supporting supplier transactions, and more:

- **Integrated Network Access**

The MERLIN MAGIX Integrated Network Access (INA) module provides high-speed Internet access on a single card that includes T1 connectivity, router, CSU/DSU, and packet-filtering firewall software.

- **Support for E-business**

The key to success in today's e-business world is to get all of your communications applications working together. The Avaya™ Web Communications Server when implemented with MERLIN® Messaging R2.0 combines voice messaging with intranet, extranet Web site hosting, e-mail, e-commerce, and Internet access.

- **Customer Service**

With the MERLIN MAGIX Integrated System, call center functionality is integrated into the system. No additional software or hardware devices are required for basic automatic call distribution (ACD) service.

- **Caller ID**

The MERLIN MAGIX Integrated System includes standard caller ID-equipped line modules that eliminate the need for separate caller ID adjuncts or more expensive modules.

- **Mobility Support**

The MERLIN MAGIX Integrated System can provide cost-effective, Avaya-designed wireless solutions to meet your mobility needs in your business environment.

- **Centralized Voice Mail**

When a company has more than one location, a centralized voice mail solution can save money and improve communication. With the MERLIN MAGIX Integrated System, centralized voice mail comes with the system's powerful networking capabilities.

- **Prioritizing Calls**

The MERLIN MAGIX Integrated System supports queued call consoles (QCC) that can prioritize incoming calls by trunk group. Both the MLX 20L and TDL 4424LD+ sets can be configured as either a direct line console (DLC) or as a QCC attendant console through system administration. If you want to start with a DLC and then decide to switch to a QCC, no additional equipment is required.

- **A Powerful Attendant**

The MERLIN MAGIX direct station selector (DSS) consoles support up to 150 extensions. The console is easy use and has a small footprint on your attendant's desk.

- **Reliable, Continuous Operation**

The MERLIN MAGIX Integrated System helps ensure continuous operation by using Flash ROM PCMCIA technology, which offers simplified back-up and restore capability and software upgrades. A separate PC is not required.

- **Remote Diagnostics**

The MERLIN MAGIX Integrated System provides a built-in modem enabling remote administration and troubleshooting as a standard feature.

- **Daylight Savings**

The MERLIN MAGIX Integrated System can be set to automatically update the system time for daylight savings. In addition, the system will automatically update the time in the MERLIN Messaging R2.0 automated attendant.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Key Features

[Loudspeaker Page with Group Page](#)

[Call Screening](#)

[Hot Dialpad](#)

[Remote Call Forwarding with Simultaneous Internal Alert](#)

[Headset Displays](#)

[CTI Link](#)

[Integrated Network Access](#)

[MERLIN MAGIX Customer Care Solutions](#)

[Multi-site Networking](#)

## [Multimedia Messaging](#)

## [Avaya™ Web Communications Server](#)

## [Mobility Management](#)

### **Loudspeaker Page with Group Page**

This feature allows the loudspeaker paging system to be added to a Page Group. When a call is made to the Page Group, all members, along with the paging system will be alerted.

### **Call Screening**

Call screening allows a user to listen in on a call after it has gone to voice mail coverage and if they choose, to bridge back onto the call (the voice mail port is disconnected and the user joins the call as a regular participant). The feature will be available for both internal and external calls that are eligible for coverage.

### **Hot Dialpad**

The Hot Dialpad feature will allow a user to dial an outside or internal number without pressing the speakerphone button or lifting the handset before dialing. The Hot Dialpad feature will automatically go off-hook on speakerphone when the first digit is dialed from the dialpad. When a user is in headset mode, the feature will automatically take them off-hook on the headset when the first digit is dialed.

### **Remote Call Forwarding with Simultaneous Internal Alert**

Incoming calls destined for certain individuals will also alert at a programmed external telephone number such as a cell phone. If unanswered, the call would be treated as unanswered and go to voice mail.

### **Headset Displays**

When a user is in headset mode, they can receive displays for incoming calls.

### **CTI Link**

The CTI link package has updated PBX driver software, which will allow the CTI board to work with a MERLIN MAGIX R2.2 system. Also, the CTI board is a new version, called the Eicon Diva R2.02 board. This board is now compatible with CTI servers that have PCI 2.2 (64-bit) slots.

### **Integrated Network Access**

MERLIN MAGIX® Integrated Network Access (INA) combines the functionality of T1/PRI (Primary Rate Interface), a data router, DSU/CSU (data service unit/channel service unit), and a packet-filtering firewall, all on a single circuit card. Using the INA capabilities of your MERLIN MAGIX Integrated System, you can:

- Route Internet Protocol (IP) data traffic using the same T1
- Allocate bandwidth within the T1 circuit to support either voice or data, providing dedicated channels to and from the MERLIN MAGIX Integrated System, and for high-speed, always-on, Internet access
- Support outbound IP applications such as Web browsing and e-mail for all your company employees
- Maintain your own Web site or e-mail server
- Enhance your security system with the built-in, packet-filtering firewall protection INA can also help you reduce network service, equipment, installation, administration, and maintenance costs.

## MERLIN MAGIX Customer Care Solutions

The MERLIN MAGIX Integrated System offers call center support for even the smallest business. Avaya and Avaya's Independent Software Vendor (ISV) partners provide answers to your service or billing problems, and the flexibility to conduct transactions by telephone, Internet, e-mail, or fax. Features include:

- Up to 25 total agents in the system, agent back-up, escape from queue option for customers, and supervisor service-observing
- Group and/or supervisor monitoring and analysis of your call center performance, in addition to the MERLIN MAGIX Reporter software application
- Agent desktop for real-time monitoring on agent PCs
- Computer telephony integration (CTI) applications for outbound dialing, inbound "screen pop" using popular personal information managers (PIMs), and call recording
- Integrated multimedia messaging support

## Multi-site Networking

If your business has a number of locations or employees working in geographically dispersed areas, multi-site networking can save you money. A MERLIN MAGIX private network can help maximize your facilities by sharing voice, high-speed data/video, and a single voice messaging system across multiple locations. Features include:

- Uniform dial plan routing, which lets you place calls anywhere on the network as if everyone worked at the same location
- Dynamically allocate network resources for inbound and outbound voice and data traffic, giving you a flexible, cost-effective way of handling peak demands
- Allowing you to connect your local area networks (LANs) across multiple sites to shared equipment, software, Internet access, and administration

Your network can consist of one or more MERLIN MAGIX Integrated Systems, plus MERLIN LEGEND® Communications System, DEFINITY® Business Communications Server (BCS), DEFINITY ProLogix®, and DEFINITY Enterprise Communications Server (ECS).

## Multimedia Messaging

Choose from a wide range of proven messaging solutions for voice, fax, and e-mail, including MERLIN® Messaging, Octel® 100 Messaging, and INTUITY™ AUDIX® VS. In addition, virtual messaging with a Web-based browser provides you the ability to control, prioritize, and manage voice messages from a PC.

## Avaya™ Web Communications Server

The MERLIN MAGIX Integrated System offers an optional Avaya Web Communications Server to help you expand your market reach to the Internet.

## Mobility Management

When your employees are away from their phones—in the warehouse, down the hall, or in an adjacent building—important decisions get delayed and calls go unanswered. The MERLIN MAGIX Integrated System has a variety of solutions for your employees on the go. Cordless telephones, loudspeaker paging, voice messaging with outcalling, and the TransTalk® Digital Wireless System keep your employees in touch wherever they are.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Additional Features

[Easy Administration](#)

[Caller ID](#)

[Choice of Telephones](#)

[Customer Sales & Service](#)

[Cost Control](#)

[Mobility and Distributed Workforce](#)

[Messaging](#)

## Easy Administration

The MERLIN MAGIX® Windows-based System Programming and Maintenance (WinSPM) software provides convenient access to your current system information and makes it easy to program system and telephone features without duplicating each task. A user-friendly, graphical user interface (GUI) provides on-screen icons and menus to help guide you through each programming step.

## Caller ID

Caller ID support is available for both internal and external callers. Know the name and number of the calling party before you pick up the phone. Works in conjunction with computer telephony integration (CTI) for database look-ups and "screen pops" in call center applications.

## Choice of Telephones

The MERLIN MAGIX Integrated System provides full compatibility with many of telephones you already own: MERLIN LEGEND® Multi-Line Extension (MLX) Voice Terminals; PARTNER® Enhanced Tip/Ring (ETR) or MultiLine Sets (MLS); plus the new generation of MERLIN® 4400 Series Digital Voice Terminals.

## Standard Features

### Customer Sales & Service

Account Code Entry (Regular/ Forced)	Allowed/ Disallowed Lists	Automatic Line Selection	Automatic Number Identification
Automatic Route Selection	Barge In	Callback	Caller ID
Calling Restrictions	Camp On	Coverage	Delayed Call Forwarding
Direct Group Calling	Direct Inward Dialing (DID)	Directory Service	Disable Transfer on Single-line Sets
DNIS/ Multiple Calls to Directory Service	Extension Status	Forward/ Remote Call Forward/ Follow Me	Inspect
Line Request	National ISDN-BRI Access	Night Service with Group Assignment	Night Service with Outward Restriction
No Transfer Return on Single-line Sets	Park	Pick-up	Power Failure Transfer
Privacy	Recall	Ringin/Idle Line Preference	Ringin Options
Shared System Access Buttons	Signaling/ Notify	Station Identification	Station Message Detail Recording (SMDR)
T1 Data Switching	Time-Based Overflow for Calling Groups	Voice Announce from Queued Call Console	Voice Announce to Busy

## Cost Control

Account Code Entry (Regular/ Forced)	Allowed/ Disallowed Lists	Authorization Codes	Automatic Route Selection
Barrier Codes	Support for Call Accounting	Calls-in-Queue Alarm	Calling Restrictions
MERLIN MAGIX® Reporter	Networking	Outward Restriction	Pool Dial-Out Code Restriction
SMDR	Toll Restriction		

### Mobility and Distributed Workforce

Barrier Codes	Loudspeaker Paging	Multimedia Messaging	Networking
Remote Access	Uniform Dial Plan	Videoconferencing Support	Wireless and Cordless Telephones

### Messaging

Attendant Barge-In	Attendant Message Waiting	Barge-In	Call Coverage Features
Call Forwarding/ Follow Me	Caller ID	Centralized Voice Messaging	CTI Support
Direct Voice Mail	Directory Features	Display Features	Executive Barge-In
Fax Features	Leave Message	Leave Word Calling	Loudspeaker Paging
Manual Signaling	Message Center Operation	Message Indicator	Message Status
Message Waiting Receiver	Message Status Operator	Next Message	Notify
Page All	Paging	Posted Messages	Priority Call Ringing
Reminder Service	Remote Access	Remote Call Forwarding	Return Call
Send/ Remove Message	Signaling	Station-to-Station Messaging	Voice Announce on Busy
Voice Mail Support			

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Components

### [Hardware Components](#)

#### [MERLIN MAGIX Integrated System Modules:](#)

### [Software Components](#)

## Hardware Components

- MERLIN MAGIX® R2.2 Processor (without plastic clamshell)
  - Includes back-up/restore PCMCIA Card
- MERLIN MAGIX R2.2 Processor (with plastic clamshell)
  - Includes back-up/restore PCMCIA Card

#### [MERLIN MAGIX Integrated System Modules:](#)

- 412 TDL
- 024 TDL
- 408 GS/LS-ID MLX
- 008 MLX
- 016 MLX
- 016 ETR
- 016 Tip/Ring
- 008 OPT
- 800 GS/LS-ID
- DS1 with built-in CSU/DSU (100D/DCD)
- 400 E&M Tie Line
- 800 DID
- 800 NI-BRI
- MERLIN® Messaging
- MAGIX INA (100R)

## Software Components

- Windows-based System Programming and Maintenance (WinSPM) R5 and MERLIN MAGIX R2.2 system
- MERLIN MAGIX 2.2 System Software Upgrade
  - Used to upgrade a MERLIN MAGIX R1.0-2.1 processor and MERLIN LEGEND® CKE4 and CKE5 processor to MERLIN MAGIX R2.2

---

## Requirements

### [Adding Modules to Your System](#)

### [General Rules on Adding Modules](#)

## Adding Modules to Your System

When adding additional modules to a MERLIN MAGIX® Integrated System you must determine if the unit loads provided by the current power supply can support new modules you may be adding to the system. A unit load is a measure of power used to determine the electrical load that a component draws from a carrier's power supply.

## General Rules on Adding Modules

- Never have more than two (2) 800 BRI modules, two (2) DS1 modules (100D or 100 DCD), two (2) INA modules (100R), or more than one (1) 100D/100 DCD, and one (1) 100R module in a carrier.
- A maximum of two MERLIN® Messaging R2.5 modules can be installed per MERLIN MAGIX Integrated System R2.2; however, only the first module installed (left most slot in system) can be programmed for voice messaging and/or delayed announcement service. The second MERLIN Messaging module installed can only be programmed for delayed announcement service. Whether both MERLIN Messaging modules can be installed in the same carrier depends on how many other -5 volt modules are also installed in that carrier.
- Lastly, there can be any combination of the following three -5 VDC modules per carrier, but do not exceed three per carrier:
  - MERLIN MAGIX Integrated System processor
  - MERLIN Messaging module
  - DS1 module (with or without built-in CSU/DSU)
  - INA module
  - 800 BRI module

If you exceed three -5 VDC modules in a single carrier, the system will fail to come online.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Technical Specifications

### [General System Description](#)

### [Wiring](#)

### [System Wiring](#)

### [Telephone Wiring](#)

### [Government Approvals and Local Phone Company Information](#)

### [FCC Registration](#)

### [DOC Registration](#)

## General System Description

<b>Operating Modes</b>	Key/Hybrid/PBX, or behind switch
<b>Processor Type and Speed</b>	68EC020 Motorola CPU running at 16MHz with zero wait states
<b>Bus</b>	Digital 2.048MHz bus supplies a 64Kbps channel on each of 216 time slots
<b>Modem</b>	Built-in 1200/2400 b/s modem

<b>Environmental Requirements</b>	
Operating temperature within room	40°F to 104°F (4°C to 40°C)
Humidity	20%-80% relative humidity
Ventilation	One inch of space on all sides and 12 inches above and below is required to prevent overheating
Exposure	Unit should not be exposed to moisture, corrosive gases, dust, chemicals, or extreme heat
Grounding	Control Unit requires separately-fused, ground outlet
<b>Control Unit Dimension and Weight (Fully Loaded)</b>	
Basic Carrier	Weight: 45 lb. (20.4 kg) Dimensions: 11 inches wide x 19 inches high x 11 inches deep (27.9 cm x 48.3 cm x 27.9 cm)
Basic Carrier + 1 Expansion Carrier	Weight: 90 lb. (40.8 kg) Dimensions: 22.5 inches wide x 19 inches high x 11 inches deep (57.2 cm x 48.3 cm x 27.9 cm)
Basic Carrier + 2 Expansion Carriers	Weight: 135 lb. (61.2 kg) Dimensions: 34 inches wide x 19 inches high x 11 inches deep (86.4 cm x 48.3 cm x 27.9 cm)
<b>Power Requirements</b>	
Basic Carrier	117 VAC 60 Hz -15% to 10% 5.4A
Two Carriers	117 VAC 60 Hz -15% to 10% 10.8A
Three Carriers	117 VAC 60 Hz -15% to 10% 16.2A
<b>Heat Dissipation (Fully Loaded)</b>	
Basic Carrier	500 Btu/hr (35 cal/sec)
Basic Carrier + 1 Expansion Carrier	1000 Btu/hr (70 cal/sec)
Basic Carrier + 2 Expansion Carriers	1500 Btu/hr (105 cal/sec)
<b>Electrical Fields</b>	

Radio Frequency Interference, Tolerance	1.0 V/m
Do not expose the CU to devices that generate electrical currents that cause interference (such as arc welders, or motors). Do not install the system in the power distribution room.	
<b>Backboard Mounting Hardware</b>	
Mounting surfaces	Hardware required
Fireproof plywood	Wood screws
Concrete, brick, cinder block	Masonry anchors
Plaster, plasterboard	Toggle bolts
Sheet metal	Sheet-metal screws
Hardware has a combined pullout force of 650 lb. (294.8 kg)	
<b>Location</b>	
Within 25 feet of the Network Interface (NI)	
Within 5 feet (1.5 m) of dedicated AC power outlet (one plug per carrier and one plug for each auxiliary. power unit)	
Within 1000 feet (304.8 m) of the telephones	

## Wiring

### System Wiring

- System within 5 feet of dedicated AC power outlet
- System within 25 feet of the network interface
- Telephones within 1000 cable-feet (304.8 m) of all telephones except MLX telephones. MLX telephones within 3000 feet of control unit. IROBs if needed.  
Distance for the 4400 series telephones varies according to the gauge of the wire:
  - 26 gauge: 2000 feet
  - 24 gauge: 3000 feet
  - 22 gauge: 5000 feet
- MLX telephones using 24 gauge wire have a distance limitation of 3,000 feet
- PARTNER® ETR telephones using 24 gauge have a distance limitation of 1,000 feet
- PARTNER ETR ports programmed for tip/ring using 24-gauge wire have a distance limitation of 3,000 feet
- Ground wire for the power supply cannot be over 10 feet
- If the SMDR printer is over 50 feet from the control unit, use an Asynchronous Data unit (ADU)
- Back-to-back connection of the DS1 facility with another system's facility is possible when the cable distance is less than 1300 feet

### Telephone Wiring

- Maximum cord length from an MLX telephone to an ISDN data module is 80 feet (24 m).
- Total length of cords between the KS22911-L2 or 406743419 power supply and the MLX telephone cannot be more than 50 feet
- Do not replace the 2-foot D8AC cord (packaged with the DSS) with a longer cord
- Radio-base of the TransTalk® 9031/9040 telephone must be at least 25 feet from the control unit

## Government Approvals and Local Phone Company Information

### FCC Registration

Number	REN	Type
AV1MF05ANJ0001	1.5 A	Multi-function
AV1KF05ANJ0001	1.5 A	Key only
AV1PF05ANJ0001	1.5 A	Hybrid/PBX

### DOC Registration

DOC Certification No.	CSA Certification No.	Load No.
230-4095A	LR-56260	6

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

## Options

[MERLIN® Messaging System](#)

[Octel® 100 Messaging](#)

[MERLIN® Integrated Network Access](#)

[Call Accounting System](#)

[WinSPM](#)

[INTUITY™ AUDIX® VS Offering](#)

[INTUITY™ AUDIX® Velocity](#)

[Videoconferencing](#)

[Avaya™ Web Communications Server](#)

[Digital Announcement Units \(DAU\)](#)

[Magic-on-Hold®](#)

[Universal Door Phone System](#)

[TransTalk® Wireless 9040 System](#)

[Universal Alerts \(strobe, chime, etc.\)](#)

[Headsets](#)

Below are some of the options for the MERLIN MAGIX® Integrated System. Please contact your local Avaya representative or Authorized BusinessPartner to learn about additional options.

## Applications

### MERLIN® Messaging System

An integrated module that supports 100 hours of message storage, up to 12 ports in two-port increments, and a maximum of 200 mailboxes. System administration is performed via touch-tone telephone user interface (TUI), or optional graphical user interface (GUI) through an included local area network (LAN) port. Capabilities include automated attendant, call answer, voice mail, auto fax detection, and delayed announcement service. MERLIN Messaging Release 2.5 is installed by adding a circuit module with a port license PCMCIA card to the MERLIN MAGIX® cabinet. The system supports multiple automated attendants, bilingual and multilingual modes of operation, priority or private message features, as well as personal and system group lists. The latest release provides customized announcements for customers waiting in a calling group's queue; telephone display integration of old and new messages; and supports caller ID. In addition, MERLIN Messaging now supports a Web browser interface—Avaya [www.messenger™](http://www.messenger™) for MERLIN Messaging—a visual interface to voice messages, which allows users to tell at a glance how many new and old voice messages they have.

### Octel® 100 Messaging

A multimedia messaging system with automated attendant capability that supports 100 hours of storage, up to 16 voice ports, 4 fax ports, and 1,000 mailboxes. The optional Visual Mailbox enables users to process and manage voice and fax messages using their PCs in combination with point-and-click procedures.

### MERLIN® Integrated Network Access

The Integrated Network Access module supports voice communications and high-speed Internet access over shared T1. This board supports integrated T1 service offerings that combine local, long distance, and Internet access that may provide cost savings to customers. Using a T1 or PRI interface this module gives the MERLIN MAGIX Integrated System fast access to the Internet or to a remote network, and allows voice and data access over the same line. These savings easily justify the cost of purchasing equipment that consolidates these traffic types. In addition to this value, the MERLIN MAGIX INA module delivers additional integration value by reducing installation and maintenance expense.

### Call Accounting System

A call accounting system is a software application for businesses that need to manage telephone usage and control costs by tracking, sorting, and recovering telephone charges. Avaya does not sell a package such as this anymore. However, Veramark, a 3rd party vendor, sells an Avaya certified system, eCAS.

### WinSPM

WinSPM is a Windows-based graphical system software package that lets you program and maintain the MERLIN MAGIX Integrated System. It performs the same functions as a MLX-20L or 4424LD+ telephone that has been set up as a system programming console.

The program provides:

- Convenient access to current system information.
- The ability to make comprehensive, real-time changes from a Windows interface.
- Centralized programming of multiple MERLIN communications Systems located at different sites.

## INTUITY™ AUDIX® VS Offering

INTUITY AUDIX VS is a multimedia messaging system that combines voice, fax, and e-mail messaging capabilities with automated attendant feature. The system includes from 4 to 12 universal (voice and fax) ports that can grow to 18 ports and up to 175 hours of storage. Optional software supports fax, e-mail message exchange via the Internet, voice-enabled names dialing, and analog and digital networking. In addition, with the INTUITY Message Manager option a user can hear messages via a PC sound card, view fax and text messages on a PC screen, send e-mail (if Internet messaging is included), and use a mouse for replying to, forwarding, annotating, and broadcasting mixed-media messages.

## INTUITY™ AUDIX® Velocity

INTUITY AUDIX Velocity comes with voice, fax, text-to-speech (TTS), Internet messaging, analog and digital (TCP/IP) networking, voice-enabled names dialing, INTUITY™ Message Manager, www.messenger (for browser-based desktop mailbox management), 175 hours of storage, and the ability to grow to 18 ports. Three primary offerings are available with the following ports/site licenses: 4/100, 8/200, and 12/300

## Videoconferencing

The MERLIN MAGIX Integrated System supports ISDN and IP videoconferencing systems. In the case of an ISDN (PRI or BRI system) the MERLIN MAGIX Integrated System is programmed to bring the data call out to an internal MLX port. With IP systems, the INA board connects the user to the Internet through a broadband connection for full IP pass-through.

\* Avaya does not directly support videoconferencing, however if a broadband connection is available using the INA module a variety of videoconferencing Internet solutions can be used to provide the needed service.

## Add-Ons

### Avaya™ Web Communications Server

The Avaya Web Communications Server provides enhanced messaging through a single PC mailbox for voice mail and e-mail retrieval. Now voice mail calls can be saved like e-mail, a key for lawyers, collection agencies, and any business that receives orders via voice mail. The Avaya Web Communications Server allows you to establish and host a Web site, extending your market reach, while increasing your sales with secure e-commerce transactions.

## Adjuncts

### Digital Announcement Units (DAU)

These devices provide the storage space for various customizable recordings that can be used with the music-on-hold feature. The DAU connects to a MERLIN MAGIX line port using a music coupler.

### Magic-on-Hold®

These are customized recordings that reside on a Digital Announcement unit. The digital announcements are used to provide customized music-on-hold announcements that can be played to callers on hold.

### Universal Door Phone System

This application allows an individual arriving at a business or residence to press a button on the speaker to place a call inside the building.

### TransTalk® Wireless 9040 System

Provides single- or dual-zone mobility applications that works in place of a wired telephone set, giving you anytime, anywhere access to incoming or outgoing calls. TransTalk® telephones offer all the standard features of desktop telephones.

### Universal Alerts (strobe, chime, etc.)

Helps make users aware of incoming calls. For example, you can use an audible alert (chime, horn, or bell) in a noisy area like a factory.

### Headsets

Allows users to conduct hands-free conversations.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Release History

[Release 2.2, June 2002](#)

[Release 2.1, November 2001](#)

[Release 2.0, January 2001](#)

[Release 1.5, June 2000](#)

[Release 1.0, October 1999](#)

**Release 2.2, June 2002**

The primary enhancements in Release 2.2 include:

- Loudspeaker page with Group Page
- Call screening
- Hot Dialpad
- Remote call forwarding with simultaneous internal alert
- Headset displays
- CTI link

### Release 2.1, November 2001

The primary enhancements in Release 2.1 included:

- Call Center enhancements:
  - Calling group agent in multiple calling groups
  - Selective login
  - Selective logout
  - Auxiliary Work Time
  - Selective Supervisor mode
  - Enhanced TSAPI events and services
- Caller ID display enhancement:
  - 100D/CSU/DSU maintenance enhancements
- WinSPM R6 support

### Release 2.0, January 2001

The primary enhancements in Release 2.0 included:

- Call Center enhancements:
  - CTI Link in support of the Avaya's Solution Development Program
  - Real-Time Monitoring & Analysis plus Intelligent Queue Messages using TASKE applications
- WinSPM R5 support
- MERLIN® Messaging R2.5 new feature support:
  - Caller ID/ANI integration
  - Display number of new and old messages
  - Delayed Announcement Service

### Release 1.5, June 2000

The primary enhancements in Release 1.5 included:

- ARS enhancements:
  - 10 and 11-digit dialing
  - Increase ARS tables from 16 to 24-digits
  - Wild Card entries in 6-digit table
- Allow List enhancements:
  - Increase entries from 7 to 14-digits
  - Wildcard entry support in Allow and Disallow lists
- Convert files to support upgrade from MERLIN LEGEND® to MERLIN MAGIX® Integrated System
- Automatic Daylight Savings Time updates for system and MERLIN Messaging R2.0 (or later)
- Serviceability enhancements:
  - Electronic serial number viewing
  - Automatic configuration of the MERLIN Messaging R2.0 (or later) system
  - Station Responding Test
  - Touch-Tone Receiver (TTR) Audit
- DS1 Module with Built-In CSU/DSU (100DCD)
- TransTalk® 9040 connection to TDL port
- WinSPM R4 support

## Release 1.0, October 1999

This was the first release of MERLIN MAGIX Integrated System.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Manufacturing Information

The MERLIN MAGIX® Integrated System is manufactured by Celestica for Avaya in Denver, CO.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. or Avaya ECS Ltd., a wholly-owned subsidiary of Avaya Inc., and they may be registered in the US and other jurisdictions. All other trademarks are the property of their respective owners.

---

## Country Availability

Please contact your local Avaya Representative or Authorized BusinessPartner to determine availability and delivery intervals for your desired location.

