



# MERLIN LEGEND® Networking Solution

The Easy-to-Use, Cost-Effective Solution for Communicating  
Across Multiple Business Locations



**MERLIN LEGEND®** Advanced Solutions is the ideal source for leading-edge communications for the small to mid-size business that's growing, or for the large organization with a number of branch locations.

**MERLIN LEGEND** communications capabilities have never been more flexible than they are right now, with new **MERLIN LEGEND** Networking—an advanced solution designed to help you get greater value from your communications resources by linking multiple business sites in a single network.

**MERLIN LEGEND** Networking lets your business share voice, high-speed data/video communications facilities, and a voice messaging system across multiple locations. It helps employees work together more quickly and efficiently—increasing productivity *and* cost-effectiveness.

Best of all, **MERLIN LEGEND** Networking is user-friendly and backed by Lucent Technologies support services. So, it's easy to get started and manage your communications efficiently even as your business grows.

## Bring customers closer to you

In addition to enabling your separate locations to work together “as one,” **MERLIN LEGEND** Networking helps you offer faster, more responsive service.

For example, customer calls can be easily transferred from office to office, location to location, saving customers the time, expense, and frustration of making additional phone calls. **MERLIN LEGEND** helps you provide customers with a more unified, efficient, *quality* experience.

## Use network resources more efficiently

The **MERLIN LEGEND** System provides high-speed and cost-efficient voice, data, and video networking between locations.

**MERLIN LEGEND** Networking can help you make maximum use of your network facilities by providing the benefits of a *Primary Rate Interface (PRI)* between sites, for the price of a T1.5 circuit.

By administering your T1.5 as PRI tandem trunks, your network resources can be *dynamically allocated* for voice, data, and video at speeds of up to 64 kbps and 128 kbps, *as needed*. That means you don't have to dedicate channels for data or video—giving you a more flexible and cost-effective network.

This high-speed networking gives you faster call setup times and more efficient data/video transmission. In addition, your PRI line can support data transfers such as videoconferencing, file sharing and transfers, and high-speed fax between a **MERLIN LEGEND** System and a **DEFINITY**® ECS or **DEFINITY ProLogix**™ Solution as well as among **MERLIN LEGEND** Systems.

With **MERLIN LEGEND** Networking, Caller ID and Automatic Number Identification (ANI) can travel across the network PRI tandem trunk along with a routed call and be used to generate “screen pops” of caller information.<sup>1</sup>

## Simply dial two to four digits

With **MERLIN LEGEND** Networking, you can place calls throughout your company network as if everyone worked at a single location, with *Uniform Dial Plan* routing. To further increase productivity, advanced networking also facilitates business-to-customer and business-to-supplier communications by dialing two to four digits.

With the Uniform Dial Plan, there's no need for employees to dial special access codes for calls or transfers between locations. Users can call anywhere within the network and reach any location by dialing the same number of digits—minimum two digits,

maximum four (five for **DEFINITY** systems), depending on the total number of stations your business needs.

For maximum flexibility, the Uniform Dial Plan can route calls over the public network or over a private network consisting of digital or analog tie lines—whichever is most cost-effective for linking your business locations.

## Easily identify network callers

With PRI tandem trunks, when employees dial another networked office location, the extension number and name can be displayed on the receiving **MERLIN LEGEND** MLX telephone. The employee will have a visual indication of who is calling and can prioritize work accordingly.

## Reduce costs by turning “long distance” into “local”

The **MERLIN LEGEND** System also gives you the flexibility to route calls across your network in the way that will be most cost-effective. The system can be programmed to route an outbound long distance call over your private network trunks to a remote switch where the call will be placed as a local call.

For example, if an employee at your Chicago office needs to call a customer or supplier in Milwaukee, it would normally be a long distance call. However, if you have a second office in Milwaukee and it is networked to the Chicago office's **MERLIN LEGEND** System, the call can be routed through your private network from Chicago to your Milwaukee customer or supplier as a local call.

You can also pool Direct Inward Dialing (DID) trunks to route all DID calls for your network through one site. DID trunk pooling helps reduce costs and provides a local presence for employees who work at remote locations. So, a caller can dial a local number and be automatically routed to an employee at a distant (non-local) office.

The routing process is transparent to the caller and the party being called—but the savings in toll costs for your business will be plain to see.

## Share one voice messaging system across all your locations

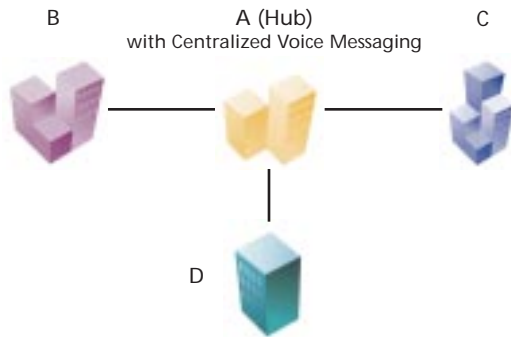
With **MERLIN LEGEND** Networking, you can share a Lucent voice messaging system across one or more **MERLIN LEGEND** Systems—providing the multi-location business with cost savings as well as enhancements to productivity, efficiency, and customer service.

This *centralized voice messaging* allows you to install a messaging system such as **MERLIN LEGEND Mail** at one “hub” location and to share its capabilities with other **MERLIN LEGEND** Systems. Centralized voice messaging supports a star networking configuration. So, your entire business can take advantage of voice mail, fax messaging, Automated Attendant, and other benefits without the cost of investing in an individual messaging system for each branch office or remote location.

In addition to delivering cost savings, centralized voice messaging offers an array of business benefits including the following:

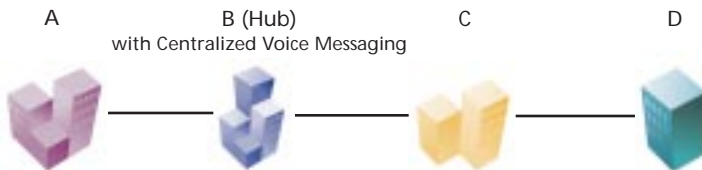
- The ability to forward and broadcast messages to all personnel within the network enhances collaboration

## MERLIN LEGEND Networking Configurations



**STAR** • Three DS1 or 80 trunks maximum in hub.  
Locations B, C, and D can share the messaging capabilities.

OR



**LINEAR** • Up to eight systems, no more than two analog spans.  
Locations A and C can share the messaging capabilities of location B.  
Location D needs its own messaging system.

among employees who work in different locations but need to share information efficiently.

- Employees who frequently visit or work out of different offices can use the same simplified dialing (two to four digits) to quickly and easily access their voice mail from any networked location, improving productivity.
- With a centralized Automated Attendant, your business can answer calls and take messages consistently across all your locations—in turn, helping you be more responsive to callers and provide faster, better customer service.
- A single messaging system can activate the Message Waiting light

on any networked system telephone, so employees can always be alerted to a new message just by glancing at the phone.

- Locations can send overflow calls to voice mail or the centralized Auto Attendant to ensure that all calls are covered even when a location is especially busy.

### Get unique, specialized support

A company that includes former manufacturing, research, and development units of AT&T, Lucent Technologies makes the software and equipment that propel worldwide

telecommunications. Today, Lucent Technologies is a leader in developing, manufacturing, delivering, implementing, and servicing communications solutions for businesses—including networking solutions.

**MERLIN LEGEND** Advanced Solutions is backed by Lucent Technologies commitment to listening to you, caring about your telecommunications needs, and responding with support for everything from planning and consultation to ongoing service, maintenance, and proactive communications.

With **MERLIN LEGEND** Networking, you'll get an extra measure of support that's unique within the industry. Your network will be designed by Lucent skilled engineers—a team with more than 20 years of experience in networking solutions. The design team will review your entire application to be sure your **MERLIN LEGEND** Networking solution is cost-effective and reliable.

Lucent **NetCare**<sup>®</sup> professional services support is also available to provide a single point of contact for network engineering and software installation for your multiple locations. In addition, the **MERLIN LEGEND** System is year 2000 compliant, to meet your networking needs today and into the twenty-first century.

To learn more about the advantages of **MERLIN LEGEND** Networking, call your Lucent Technologies representative or Lucent Technologies Authorized Dealer or Sales Agent. Or, visit our Web site at [[www.lucent.com/enterprise](http://www.lucent.com/enterprise)].

<sup>1</sup> The availability of ANI and/or Caller ID information may be limited by your service, geographic availability, or central office equipment. Screen pops require Computer-Telephony Integration options.

