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MERLIN Messaging Record A Call Feature (Release 4.0.43)

Setting an Abbreviated Prompt

The Record A Call (RAC) feature can play a “lead-in” announcement on all RAC calls. This announcement tells the caller that “Your call will be recorded following the tone.” The default system configuration is for this lead-in announcement to always play when RAC is initiated.

With MERLIN Messaging Release 4.0.43, the MERLIN Messaging system administrator can designate, at the system level, whether this lead-in announcement plays when RAC is initiated. The system administrator can use the touchtone user interface (TUI) to activate this option. When this option is active, the announcement does not play, and callers hear only a beep before the recording with RAC begins.

The lead-in announcement can be disabled or reenabled from the TUI by the System Administrator. These options are hidden. That is, the system does not announce these options to the System Administrator.

To play only the beep on all RAC calls:

1. Log in to the Messaging system as the system administrator.
   a. Dial the extension of the messaging system.
   b. Dial **0** and then the pound sign **(#)**. Then dial the password for the system administrator and the pound sign (#) again.

   The system responds with the prompt “System Administrator….”
2. Dial **9** to access the system main menu.

   The system responds with the prompt “This system is restricted to authorized users….”
3. Dial **1** to access the system parameters menu.
   The system responds with the prompt “To administer the system language mode….”
4. Dial **9 1** to disable the lead-in announcement and allow the system to play only the beep when RAC is initiated.
   The system responds with the prompt “Announcement is not used” and returns you to the system parameters menu.

To play the lead-in announcement and the beep on all RAC calls:

1. Log in to the Messaging system as the system administrator.
   a. Dial the extension of the messaging system.
   b. Dial **0** and then the pound sign **(#)**. Then dial the password for the system administrator and the pound sign (#) again.

   The system responds with the prompt “System Administrator….”
2. Dial **9** to access the system main menu.
   The system responds with the prompt “This system is restricted to authorized users….”
3. Dial **1** to access the system parameters menu.
   The system responds with the prompt “To administer the system language mode….”
4. Dial **9 2** to enable the lead-in announcement when RAC is initiated.
   The system responds with the prompt “The existing announcement will be used” and returns you to the system parameters menu.