

Oregon Phone Quick Reference Guide To Voysys Connecting Voysys To The Merlin System

- 1 –Please read and understand the Voysys System Reference manual in its entirety **before** installing a Voysys for the first time.
- 2-Verify that there are enough available station and line ports on the Merlin system to make the required connections to the Voysys. Additional station and/or line boards may be necessary in order to install the Voysys.
- 3-Make all necessary programming changes to the Merlin system **before** connecting to the Voysys.
- 4-Merlin 410, Merlin 820 Classic, and Merlin Plus systems **must** use station 10 in the first Voysys emulation jack. The Voysys emulates a 34-button deluxe attendant station programmed to its default condition in order to properly light station message lights, and initiate voice announce intercom calls to the correct station.
- 5-Verify that all lines are assigned to their default button locations. This is necessary for the Voysys to properly answer and transfer incoming calls, and because the line number must be input in order for users to manually transfer callers to a mailbox.
- 6-Make all required connections from the Merlin system to the Voysys **before** powering on the Voysys. The Voysys has not been previously configured and will configure to the type of Merlin system it detects when powered on for the first time. Be aware that you will need to reconfigure the Voysys for your customer if you have previously bench tested the unit with a different Merlin control unit type.
- 7-In earlier releases of software the Voysys was ready for operation as soon as light 5 on the unit went steady. Later release software (1.6H) continues to run initialization procedures for up to 10 minutes after light 5 goes steady. You must allow the Voysys this required time to finish initializing before it can be accessed and programmed. **DO NOT** power off the Voysys without giving the unit at least 15 minutes to initialize.

Oregon Phone Quick Reference Guide To Voysys Troubleshooting Voysys

1-If the Voysys does not answer incoming calls after the specified number of rings, verify that all lines to be answered by the auto attendant are programmed in Voysys administration for “in service” operation. Line status can be checked in menu 6, sub-menu 4. Necessary changes to lines can also be made in this section of Voysys administration. A reboot of the Voysys is necessary for any changes made to take effect.

2-If the Voysys does not light message lights, verify that the Voysys is configured for the correct control unit type and software. Control unit type and software type can be changed in Voysys administration menu 6, sub-menu 6. A reboot of the Voysys is necessary for any changes made to take effect.

3-If the Voysys lights the wrong message light, or transfers to the wrong station, verify that station 10’s DSS buttons are programmed in the Merlin system to their default button locations. Also verify that station 10 is connected to Voysys emulation jack 1.

4-Only calls transferred by the Voysys auto attendant will be forwarded to the user’s mailbox if not answered. Calls transferred by one station to another will return to the originator if not answered. Calls may be transferred to an individual’s mailbox per the Voysys user guide instructions.

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