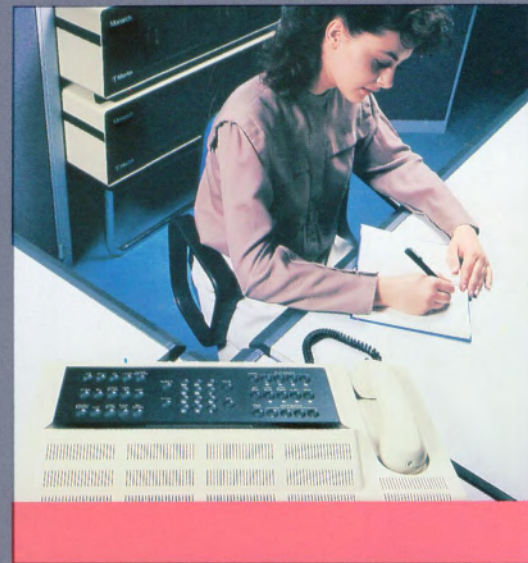# Merlin Monarch Compact 120
Phone System

I don't need a very large phone system, but I do want a sophisticated one.

What I want is a phone system which is cost effective to operate, but still has all the latest features.

Merlin Monarch Compact 120
An adaptable system, ready for today's business technology.

The Monarch Compact 120 is the sort of phone system which offers real value-for-money because it is capable of matching an organisation's needs precisely, even though those requirements may change rapidly.

At one extreme the Monarch Compact is an extremely viable proposition for a company which only needs a few lines and up to say, 40 extensions.

At the other extreme, it can be rapidly expanded to handle up to 32 lines and up to 120 extensions.

And, if you think you'll never need that big a system, just pause for a moment and consider what has been one of the biggest changes in commercial life in the last few years.

Without doubt it is the switching of data.

If you decide that is what you wish to do – now or in the future, the Merlin Compact has the ability to handle it, sending computer information as well as speech wherever you wish it to go.

Right from the outset, though, the tremendous sophistication of this Phone System provides very real benefits.

As you can see, it has feature after feature which creates an extremely cost effective means of communication.

Impressive, to say the least.

The Monarch Compact looks like an impressive piece of equipment and it is. Winner of a Design Council Award, it's very easy on the eye and says a lot about the way you operate. It is quietly efficient, blends in with its surroundings and gets on with the job.

Furthermore, being modular in design, it can meet all your present requirements, but still grow with your business to meet future needs.

Easy to understand and use.

The Monarch Compact's easy-to-grasp layout and touch sensitive keys make it popular with operators.

Indeed it is so simple to understand that training time is minimal and other staff can take over the system during the operator's absence and call handling will carry on as smoothly as ever. ▶

▶ The Monarch Compact's Design Council Award Winning console has been described as being 'operator friendly' In fact, it's so easy to use, it makes operators 'customer friendly' And that's far more important.

▲ Making life even easier.

Using TX72 Feature Phones on the Monarch, makes the whole system even more advanced.

For instance, many of the facilities which have been described can be accessed with just one button. Also hands-free dialling allows you to get on with your work until you hear through the phone's loudspeaker that the person or organisation you want has answered. These, and other features make more efficient use of your phone and therefore of your time, too.

Using the operator wisely.

The Monarch has been designed to allow many different people within an organisation to switch calls between themselves, to answer each others' phones and generally treat callers in the most efficient way possible.

So this leaves the operator to answer in a relaxed, friendly and helpful manner.

Diverting a call.

This is one of the first big advantages of the system. Any extension can divert a call to any other.

Consequently meetings are left undisturbed, but without losing business.

Remembering who you deal with.

Overseas agents	
Amsterdam	.010 31 20 590674
Canberra	.010 61 62 281671
Copenhagen	.0. .45 2 452912
Frankfurt	611 83620
Hong Kong	2 5 5491 1
Johannesburg	11 67914
Los Angeles	213 22809
Montreal	514 4056
Ostende	10 32 59 6789
Paris	10 33 6 9458
San Remo	4 28
Tokyo	694

Most organisations call the same people time and time again. The Monarch will store up to 20 of these frequently needed numbers in its memory so that even lengthy foreign numbers can be dialled by pressing just 4 digits. However, this can be extended by an additional 40 numbers per extension wherever a Monarch TX 72 FeaturePhone is used.

And that saves you more than time. It also eliminates the cost of misdialling those numbers.

No one kept waiting.

If an incoming call put through to an extension remains unanswered after 30 seconds, it is automatically returned to the operator. That keeps customers calm and frees the operator from the time consuming chore of continuously monitoring calls.

► Even at the system's largest size, the control units are still remarkably unobtrusive.

► No plugs. No buttons. Just touch sensitive keys. An audible bleep confirms they have been operated correctly and they do not need to be held down.

► Incorrect instructions can be cancelled instantly just by touching here.

► The Liquid Crystal Display tells the operator about the call being handled and the extension being tried. It also provides prompts when action is required.

► The Monarch Console is compact enough to sit on an ordinary desk. Its good looks will also help to enhance any reception area.

► Night Service allows continuous operation when the console is unattended – not only at night, but also at weekends.

Merlin

PABC EXCH 3
EXTN 235   RINGING

► Incoming calls to the operator are placed in different queues and then dealt with in the order they were received. There are four different queues in all and, any call that has been waiting more than 30 seconds activates a priority signal.

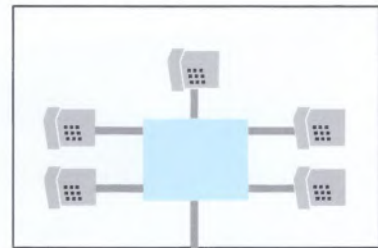Up to nine calls can be held, ◄ then retrieved in the order they were stored.

► Alarm status tells you immediately if any faults develop.

► Man-machine interface allows system management, giving access to the system memory enabling simple changes to be made.
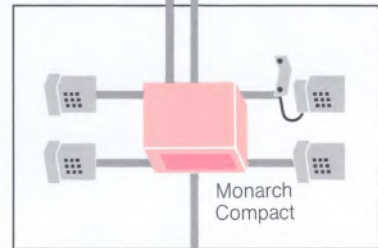
Head office
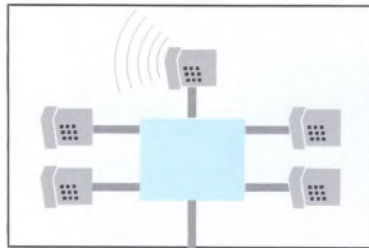
Northern Regional office

Private circuit   Private circuit

Monarch
Compact

Southern Regional
office

PSTN

An alternative person.

There's often no need to keep a caller waiting even 30 seconds. Phones arranged as Pick Up Groups allow people at other extensions to answer unattended telephones without moving from their desks.

Calling a department.

Often it's not an individual a caller wants. They just need to speak to 'Accounts' or 'Sales' or maybe 'Enquiries'.

In this case, by using a group arrangement, the Monarch can automatically hunt around until it finds a free extension within the right department. ▼

ACCOUNTS →

← SALES

ENQUIRIES →

Group discussions.

No longer is a phone call just two people talking to each other. The Compact thinks bigger than that. Now up to 4 people – one of them on an outside line can talk to each other at the same time and arrive at decisions faster without leaving their desks, or going through a series of calls.

Connecting with colleagues.

This is one of the most time saving features of the Monarch. Day in, day out 'Call Back' will prove its worth in helping track down elusive colleagues.

If someone you call internally is either not there or engaged, press just 3 keys and the next time they put their phone down, your phone will ring. Then immediately you answer, Monarch will call them.

Saving money.

Cost effectiveness is built into the Monarch Compact system. Call barring allows some extensions to make only internal calls; others local calls; and some national calls. In short, you have the freedom to decide who can phone anywhere in the world.

Saving more money.

The addition of one of the sophisticated Call Management Systems from the Merlin CM series, allows you to monitor every call your company makes. This option will give you a detailed breakdown of how telephones are being used throughout the company and thereby help you to control costs effectively. ▼

Ringing the changes.

The Monarch also has System Management. This puts you in charge, allowing you simply and instantly to change extension numbers or revise Call Barring procedures without the need to call in a British Telecom engineer.

Part of the company network. ▲

The Monarch Compact has been designed to be an integrated part of a company's telecommunications system.

This means that an organisation with more than one switch can use a common internal numbering system. Called tandem switching, it simply means that all a caller has to do is dial an extension number in the normal way and the Monarch will supply any extra digits needed to reach even the furthest part of the company network.

So sophisticated, it can switch voice and data simultaneously.
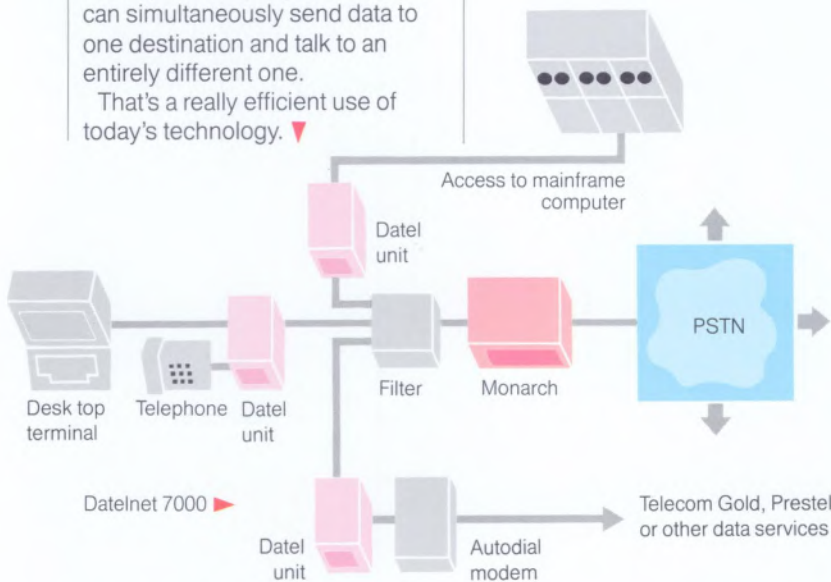
Sending computer data.

The Monarch Compact can be adapted to switch data as well as voice, using Datelnet 7000.

Compatible office equipment can then be linked together using ordinary office telephone wires.

With no more effort than making a phone call, you can send information to other parts of your organisation, or access Prestel, Telecom Gold or other data sources.

One person sitting at their desk can simultaneously send data to one destination and talk to an entirely different one.

That's a really efficient use of today's technology. ▼

Access to mainframe computer

Datel unit

Desk top terminal

Telephone

Datel unit

Filter

Monarch

PSTN

Datelnet 7000 ►

Datel unit

Autodial modem

Telecom Gold, Prestel or other data services

A system you can rely on.

The Monarch is a well proven system, improved by new technology. But you can rely on it for another reason, as well.

It is backed by British Telecom's nationwide service network, which is not only the largest in the country, but also the one with the greatest experience and understanding of telecommunications.

Behind Merlin products, the strength of British Telecom.

British Telecom is one of the world's biggest distributors of microprocessor based business systems including a comprehensive range of phone systems, data products, telex terminals, and communicating office automation systems ranging from word processors to microcomputers.

Over the years, British Telecom has established itself as a leader in the field of telecommunications hardware and networks and, as such, is perfectly placed when it comes to the new communications technologies.
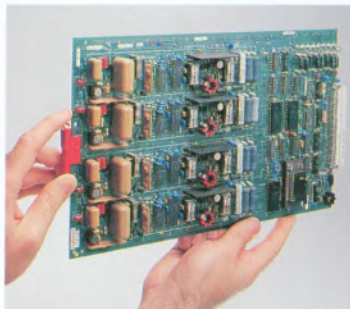
At British Telecom we enjoy an enviable reputation as a sound and reliable supplier, supplying only those items which have been tested and proven in stringent market conditions.

Keeping the system going.

Monarch has a back up feature which guarantees a minimum 'phone service during a power failure.

Slide-in printed circuit boards ► containing the component parts of the system make fault finding both fast and efficient – especially as the Monarch has a continuous self-diagnostic monitor which reports anything wrong to your operator straightaway.

Up and running.

Right at the outset, we install and start up the system and make sure that it's performing flawlessly to your, and our, satisfaction.

No fuss. No bother.

The installation itself will cause an absolute minimum of disruption to your premises.

And it'll certainly be no bother learning how to use the Monarch either. Our expert staff will demonstrate just how simple it is to use.

Merlin Monarch Compact Phone System

System Features

Abbreviated dialling	Data line security	Night bell
Automatic alternative routing	Data switching – voice and data	Night service – flexible
Automatic diagnostics	on some extensions using DatelNet 7000*	Paging access
Call diversion – of all calls, on busy and	Discriminatory call barring	Private circuits
on no reply	Enquiry call and automatic transfer	System management (MMI)
Call information logging output	Group pick-up	Shuttle
Call metering	Hunt groups	Tandem switching
Call storage and retrieval	Last number redial	Three part connection
Callback on busy/no reply	Music on hold (optional)	TX72 FeaturePhone (optional)
Conference – 4 party		Wait on busy
Digit insertion		

Console Features

Alarm indication	Redial last number
Dual console operation (optional)	Selective answering
Call queuing	Series return
Call status indication	Trunk select
Extension metering and status	Waiting return
Hold/retrieve	Blind operator working
Intrude	

Technical Summary

Maximum capacity	Up to 32 exchange lines and 120 extensions. Basic unit provides up to 16 lines and 64 extensions
Control	Stored program microprocessor controlled digital system
Extension telephones	Standard rotary dial, SC or MF press-button telephones in any mix. Also TX72 FeaturePhones
Power	Primary power 240V.
Power fail arrangements	Up to 6 extensions are automatically connected to exchange lines and can make and receive calls where loop-disconnect telephones with earth recall are fitted. More capacity can be provided if required.
Standby power (optional)	A separate standby power unit can be connected in the event of mains failure.
Wiring	Standard 2-wire telephone connections with earth recall between control and extension telephones
Console	Width 555mm, height 145mm, depth 280mm, weight 7.5kg
Equipment cabinets	Desk or table-top mounted, one or two cabinets depending on requirements.
Dimensions	Each cabinet: width 807mm, height 297mm, depth 477mm
Weight	Fully equipped: 44.5kg (max)

*Optional

Merlin
phone systems from British Telecom

If you would like further information on this or other Merlin supplied phone systems, or data communications products, please dial 100 and ask for FREEFONE Telecom Sales. The operator will put you through to your nearest British Telecom Sales Office, where you can discuss your needs.

For information about British Telecom's range of Merlin micro-computers and word processors, dial 100 and ask for FREEFONE Merlin.

The products described in this brochure are available only from British Telecom.

Whilst we do our best to supply our customers with the equipment they ask for we may have to provide equipment which does not accord exactly with the descriptions and illustrations in this leaflet.

Nothing in this publication amounts to a representation or warranty, and the contents shall not form part of any contract.