Merlin Pentara 100
Phone System

Here's a phone system that offers you the latest technology. And a pedigree to go with it.

The Merlin Pentara 100 phone system.
All the advantages of its predecessor.
Plus quite a few of its own.

Over the years, the Herald phone system became exceedingly popular, to the extent that over 40,000 are currently up and running.

As change followed change, and new feature followed new feature, the latest Herald models became very sophisticated indeed.

And now, because so many fresh ideas have been brought in and more are due, the time is right to announce the logical successor to the Herald. The Pentara 100.

The Pentara is not merely advanced. Its potential makes it more than ready for any expansion your company might be considering. From now. Right through to the late 1980's.

Feature-rich switch.
To start, the Pentara offers a range of four new slimline terminals providing monitor, loudspeaking and liquid crystal display.

As for the system itself, extensions have direct access to lines, calls can be held, external calls can be interrupted when it's important, and calls can be automatically queued on a first come, first served basis (either for individuals, departments, or for the company as a whole). Speech synthesis as a standard feature helps you to change extension facilities yourself.

Do I need an operator?
Yes and no. That's not indecision, it's a fact. The new Pentara can either channel calls through an operator, or spread them through the company for individuals to answer.

How about a compromise?
Certainly. By making one phone dominant, the receptionist, or anyone else for that matter, could act as an operator while doing other things. Working the Pentara is so simple that it makes the act of receiving a call, then connecting it to precisely the right person, such an easy task that asking staff to double up is hardly asking too much.

What if I change my mind?
Then simply change the system. Just because you start with an operator doesn't mean you have to keep to that method. Nor does it mean you can't switch to one later if you set off without one.

Quite simply, the new Pentara lets you change the way you operate as often as you wish.

Do I need to call in British Telecom?
If you're changing to, or from, an operator controlled system, or you want extra extensions, then yes.

But if you just want to change the facilities on any of your extensions, then there's no need –you can do this yourself.

The TX56

This is the Standard Featurephone which has all the facilities of its big brother the TX58 with the exception of visual display.

The TX58

This is the Executive FeaturePhone. It has everything necessary for fast, efficient communication. The more important the person using it, the more valuable its versatility.

Store the numbers you call most in the phone's electronic memory. Then press 2 or 3 buttons and it will automatically make your call for you. That not only saves even more time, but dramatically reduces wrong numbers too.

Any button can be programmed to call an individual extension – the lamp shows when the extension is busy.

You can still buzz your secretary, even when she's on the phone. Then it's up to her to decide who's more important, you or the caller.

The microphone gives you full loudspeaking whenever you wish.

No more worries about unanswered calls – the press of a button diverts calls to an extension of your choice.

No need to pick up the phone until a call is answered. You can hear what's going on through this monitor speaker. That can add up to a lot of time saved during a day.

The visual display screen can tell you what's happening on lines and extensions – or simply tell you the time!

The control unit.

The control unit is compact and quiet enough not to need a room of its own. Even with an emergency back-up battery it will still go on a desk top. Consequently it doesn't even need a cupboard of its own – let alone its own room.

The TX51

The TX51 and TX52 (not shown) power-fail terminals enable designated extensions to have incoming and outgoing service in the event of power failure. Full loudspeaking is not available, but the monitor facility can be provided.

The ability to automatically call the last number you tried at the touch of a single button, saves a lot of time – especially when the other person is continually engaged.

Liquid Crystal Display shows what's happening on lines and extensions, or the number being called – so wrong numbers should be a thing of the past.

If you make a mistake when you're calling, just press Cancel and re-start immediately. It can also be used when a more urgent call suddenly takes precedence.

Individual line buttons enable up to 8 calls to be held simultaneously.

A headset can be used as an alternative to the handset if preferred.

Calls are automatically queued so they can be answered in order. Internal and external appear under different buttons, so that the operator can get her priorities right.

The TX54

This terminal has been designed specifically for the operator. It's easy to use. All calls can be monitored and existing calls can be interrupted if something urgent occurs.

So versatile, so efficient, it'll be music to your ears.
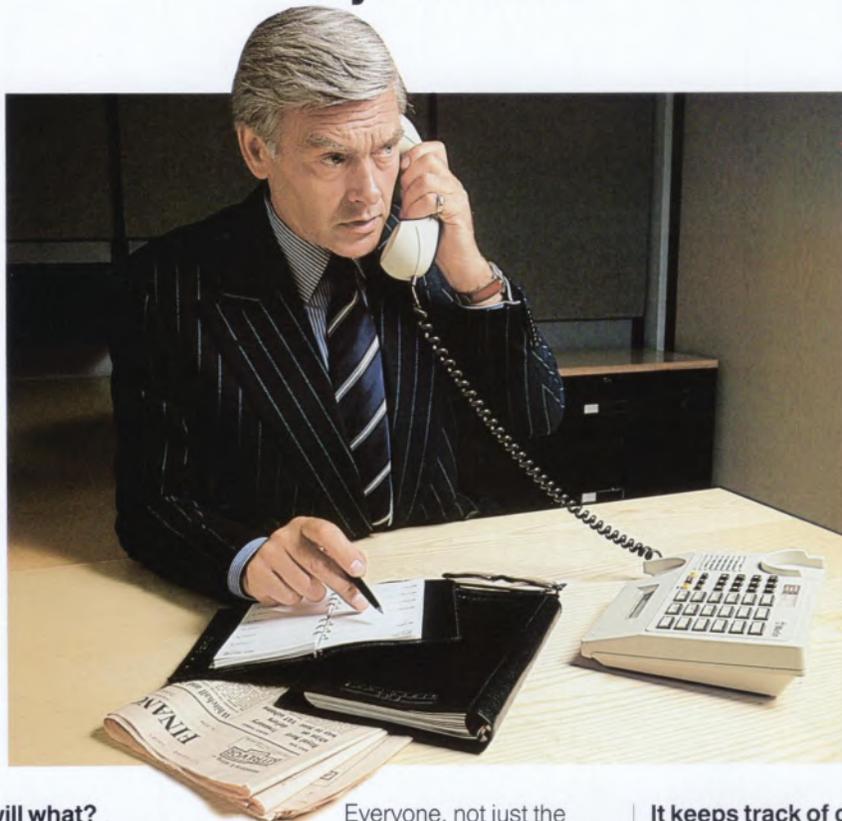
The phone will what?

Tell you when you've got it right. And it's never ever condescending. You see, the Pentara has speech synthesis. In simple terms, that means that it speaks to you. No longer do you have to look for the user guide to check that you've done something correctly. The phone lets you know. Clearly and concisely.

What does it say?

Well, for instance, if you want to change the layout of the system, it will at each stage confirm that you've done what you intended to do. And, later on, if you find yourself at someone else's desk, it'll explain what facilities are on that particular phone.

It rips up phone books too, I suppose?

More or less, yes. With the Pentara's memory, it's unlikely you'll ever need a phone book again. That's because it holds 100 frequently called numbers in its central unit. Plus a further twelve in each of the FeaturePhones themselves. So just press two or three buttons and that's it. You're through to any number you want.

Everyone, not just the operator, will find this feature time saving and, with fewer wrong numbers, money saving, too.

Music while you wait.

The Merlin Pentara 100 can play music if you want it to. Besides giving your organisation a bit of style, the music is there for a very special reason. It makes waiting time seem less to anyone hanging on. Why should you have to lose calls simply because someone thinks they've been cut off?

What else can it do?

It can have a monitor so there's no need to stop working while you wait for the person you're calling to answer the phone. You'll hear them through the loudspeaker when they reply. Only then need you pick up your handset (and with a full loudspeaking terminal, even this chore disappears!).

It keeps track of calls.

These days, it makes sense that every business activity should be subject to the toughest possible analysis. The Pentara responds to this criterion when you connect one of the sophisticated Merlin call management systems. Management analysis of usage becomes a great deal easier. And so does the allocation of costs.

And tracks you down.

It's not the phone that follows you around, it's the system. All you have to do is tap in where you're going to be and your calls will be automatically diverted to the other extension. Indeed, you can be in a separate building, providing your internal phones reach that far.

Hold a conference on your desktop.

You can have a discussion with up to five other people at the same time and one of them can be on an outside line. An excellent way to reach agreement fast. Moreover, the Pentara can handle two of these talk-ins simultaneously.

It even has the intelligence to switch calls wherever you want.

When nobody answers, it acts.

Now you can decide whether or not to answer the phone without having to put up with continuous ringing if you don't want to.

Press the right button and, from then on, the new Pentara will give you ten seconds to pick up the phone. If you choose not to, it'll divert the call to someone else. It can do the same if your line's engaged.

From now on, you only need take calls when you want to.

It calls a whole department at once.

It could be Accounts. Or Sales. Or the Service department. Anywhere you decide that all the phones should handle any call. So whoever is free at the time takes the call. That way, customers are dealt with in an impressively efficient way.

Passing the buck.

If you transfer a call to another extension, a light will tell your colleagues that the call wasn't originally intended for him or her.

Getting the buck back.

However, if the transferred call isn't answered within 30 seconds, it'll automatically revert back to you. And a flashing light will tell you what has happened. You can decide whether to take the call or, by pressing a single button, try your colleague again.

If at first

you don't succeed, pack in and let Pentara try for you. When you can't get through to a busy extension, the system will wait until the extension is free, then ring both of your phones.

Say good night.

Even after hours, the Pentara will look after your interests.

The night service can be set to ring on some or all extensions. But, if a particular extension also has its own calls coming directly in, the system identifies which is which and lets you know before you pick up the phone.

Up and running.

Naturally, we deliver your new Pentara system. But we don't just leave it at that.

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

No fuss, no bother.

The actual installation will take hardly any time at all and there'll certainly be no fuss. Any disruption to your offices, in fact, will be minimal.

Neither will it be any bother learning how to operate the Pentara. Our expert staff will show you just how simple it is to use.

A system to rely upon.

As we pointed out, the Pentara 100, although new in many ways, benefits immensely from the technological pedigree of a long line of Heralds. But you can rely on it for another reason, as well. It's backed by British Telecom's nationwide service network, a 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 BT, 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.

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System Features

Automatic power fail restart	Featurephones/telephones options	Operator/no operator options
Automatic extension to extension calls	Group calling	Outgoing call barring – per extension
Call information logging interface optional	Intrusion barring	Pause-free dialling
Distinctive ringing (external and internal calls)	Loop-disconnect extension line signalling	Private circuit capability optional
Direct extension answering exchange line calls	MF4 extension signalling	Speech synthesis
	Music on hold optional	System abbreviated dialling – 100-number store
Direct inward dialling on inter-PBX lines	Night service	User programmable
Emergency switching – dropback	Non-volatile memory	

Operator Features

Abbreviated dialling	Hold/retrieve	Reverted call indication
Alarm indication	Intrude	Selective answering
Call queueing – external calls	Line identification	Sounder on/off control
Call queueing internal calls	Monitor amplifier	System/extension reprogramming
Call splitting, shuttle and join	Night service redirection of calls	Time and date display
Cancel keyed digits	Personal repertory dialling	Transfer
Display messages	Repeat last number	Transfer dial-tone to barred extensions
Headset – optional	Re-establish – re-try of reverted calls	Volume control sounder and monitor

Extension User Features Facilities available depend upon type of terminal/telephone

Automatic access to exchange lines	Diversion when busy	Single-digit access to operator
Automatic access to inter-PBX lines	Group calling	Six-party conference – optional
Call hold/shuttle/transfer	Intrude	Sounder on/off control
Call queueing – separate external and internal queues	Loudspeaking – optional	Speak to extension loudvoice calling – optional
	Manager/secretary working	
Call reversion (when "busy" or "no reply" received)	Monitor optional	Three-party conference
	Night service	Time/date/status display – optional
Direct intercom	Personal abbreviated calling	Volume control – monitor amplifier
Diversion of all calls	Repeat last number	Volume control – sounder
Diversion on no reply	Ring back when free	

Technical summary

Technology	Microprocessor controlled digital signalling; analogue speech paths
Switching	20 simultaneous calls
System capacity	About 16 exchange lines and 76 extensions but maxima can vary depending upon individual requirements
Control unit	1 2 or 3 units, each 520mm wide, 215mm high, 394mm deep. Each unit weighs 20kg when fully equipped
Environmental requirements	Zero to 40 centigrade. 10% to 85% humidity (non-condensing)
Extension telephones	TX55 – standard terminal with monitor TX56 – standard terminal with loudspeaking TX57 – executive terminal with loudspeaking TX58 – executive terminal with loudspeaking and display Most standard press-button or dial telephones
Operator terminal (optional)	TX54 – fully featured with Liquid Crystal Display
Power	Primary power 240v AC, 50 Hz. Two 13-amp power points required which must be free from mains-borne interference
Power consumption	Maximum 350 watts per control unit module
Power-fail service	At least 20% of lines can receive calls and one extension can make calls. Additional power-fail capability is available
Power-fail telephones	TX51 – standard terminal with optional monitor TX52 – executive terminal with optional monitor
Standby battery unit (optional)	Maintains full system functions for about 2-6 hours depending upon number of batteries fitted and system size. Dimensions as for control unit; maximum weight 40kg.
Box connection(s)	Dimensions dependent on system size
Wiring	4-wire between control unit and terminals/telephones

Merlin
British Telecom Business Systems

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 microcomputers 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 description and illustrations in this leaflet.