

Lucent Technologies
Bell Labs Innovations



MERLIN[®]

COMMUNICATIONS SYSTEM

CENTREX/PBX CONNECTION

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Lucent Technologies – formed as a result of AT&T’s planned restructuring – designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronic components. The world-renowned Bell Laboratories is the research and development arm for the company.

The intent of this document is to help you make the most effective use of the MERLIN™ communications system in combination with either Centrex or PBX service. The document has two parts: The first part highlights aspects of the MERLIN system that are of particular interest to Centrex/PBX service users, and the second part explains procedures for using the MERLIN system that arise out of combining it with other services.

The information presented here applies to all models of the MERLIN system, unless otherwise stated. Use this document in conjunction with the documents that came with your system; they will provide further information about your particular model:

Installation Guide - contains procedures for the installation and expansion of your system

Administration Manual - contains administrative procedures and gives an overall view of the capabilities of the system

User's Guide - contains procedures for using and programming voice terminals.

A Quick Reference Chart, which highlights important aspects of using the MERLIN system in conjunction with Centrex/PBX service, appears at the end of this document. Be sure to share this information with the people who use your MERLIN system.

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Introduction

The MERLIN communications system-Centrex/PBX connection is the answer to improving your telephone service without disrupting your current Centrex or PBX service. By giving you greater flexibility, the MERLIN system's advanced technology and modular design extend the usefulness of your Centrex or PBX service. With many ways to combine components and with feature cartridges and modules offering a wide variety of useful features, you can choose those options that make the best use of your existing service and meet the particular needs of your office.

The modular design of the MERLIN system invites your involvement. You can install your MERLIN system yourself — and save money as you do it. Lines, voice terminals, and control units all simply plug into one another and attach easily to your existing Centrex/PBX wiring. Even the software is modular: both cartridges and modules easily slide into the control unit's clearly marked slots. You may decide to do some, all, or none of the installation, but the more you can do, the more you'll save.

After your system is installed, you are not locked into an inflexible arrangement, either. The entire system, including individual voice terminals, can be easily reprogrammed by using the procedures in the *Administration Manual* and *User's Guide*. If your group moves, you simply take your portable MERLIN system equipment with you and set it up in a new location. As more people join your department, you can increase your system's capacity by adding expansion modules or units and voice terminals, and you can buy new software when you want additional features.

Your MERLIN system can adapt to the arrangement you currently have, or you can use it to increase efficiency or to alleviate deficiencies in your current service. For instance, you may need a message service, or you may want control over the set-up and maintenance of your system instead of relying on building services personnel. Of particular interest to those who have Centrex or PBX service are the MERLIN system's options for using lines and for providing coverage.

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