

MERLIN MAGIX™ Integrated System

Leading-Edge Communications Technology

At the heart of the **MERLIN MAGIX** Integrated System are powerful functionality and features specifically designed to provide you with tangible benefits: greater productivity for individual staff members and your business in general; efficiency enhancements that help you provide better service, for greater customer satisfaction; and cost-containment enhancements that help you protect your investment and use all your resources more effectively.

Productivity

Attendant (Operator)	Incoming Caller Line Identification (ICLID) — Name and Number ¹	Remote Administration Modem
– Direct Line Console (DLC)	Integrated System Administrator	Service Observing
– Queued Line Console (QLC)	Last Number Dial	Speed Dial
Auto Maintenance Busy	Line Request	– Button Access
Auto Number Identification (ANI) ¹	Local Host Computer Access	– Personal
Automatic System Backups	Maintenance Alarm	– System
Basic Service Center (BSC)	On- and Off-Hook Queuing	Station DSS Auto Dial
Calling Groups	On-Hook Dialing	System Directory
– Delayed Announcement	One-Touch Transfer	System Renumbering
– External Alerts ²	Paging	Optional Adjuncts
– Group Coverage	– External Loudspeaker ²	Computer-Telephony Integration (CTI)
– Most Idle Agent — Primary/ Secondary Agent	– Internal Station Speaker — All	Digital Announcements Units (DAUs)
– Night Service	– Internal Station Speaker — Group	4400-Series Digital Telephones
– Overflow Traffic-/Time-/Prompt-Based	Park	MERLIN MAGIX Integrated Network
– Priority Call Queuing	Personal Directory	Access (INA) — High-Speed Internet
– Queue Control Limit	Personal Lines	Access
Extension Copy	Personalized Ringing	TransTalk® 9000 Digital Wireless System
Hotline Service	Privacy	WinSPM System Programming and
Idle/Prime-Line Preference		Maintenance Software

Efficiency

Alarm Clock	Conference	Extension Directory
Auto Answer-All/Intercom	Coverage Extended — Primary, Secondary, Group	Extension Status
Auto Callback	Coverage Inhibit	Forward and Follow Me
Auto Dial	Data Hunt Groups	Handset Mute
Auto Line Selection	Date/Time Display	Hands-Free Answer on Intercom (HFAI)
Automatic Daylight Savings Time Update	Delayed Call Forwarding	Headset Status
Barge In	Delayed Ring Interval	Hold Reminder
Call Forwarding	Direct Station Selector	Inspect
Call Pickup	Direct Voice Mail	Intercom Dialing/Transfer
Call Waiting	Directories	Manual Signaling
Callback	Distinctive Ringing	Message Indicator
Camp On	Do Not Disturb	Microphone Disable

Efficiency (cont.)

Missed Reminder Call
Music-on-Hold Interface
Mute
PCMCIA Software Upgrades³
Recall
Reminder Service/Wake-up Call
Ringing Line Preference
Saved Number Dial
Send Message

Speakerphone
Timer
Transfer
Transfer Redirect
Uniform Dial Plan
Voice Announce
Voice Announce from QCC
Voice Announce on Busy Station
Volume Control

Optional Adjuncts

Doorphone
Headsets
Integrated Network Access (INA)
Combined Voice/Data Traffic
Magic On Hold[®] Systems
Paging
Supplemental Alerts—Bell, Horn,
Strobe, Chime
Supplemental Station Alert Adapter

Cost Containment

Account Code Entry/Forced Account
Code Entry
Allowed Lists
Authorization Code Handling
Authorization Codes with Verification
Automatic Route Selection
Basic Rate Interface (BRI)–National ISDN²
Centralized Voice Messaging
Data Stations
Direct Inward Dialing (DID)
Direct Inward Dialing T1 Support
DS1 Interface for T1 or PRI Service
Flash ROM Memory
Internet Access
Line/Trunk Pool Button Access
Line/Trunk Pools
Line/Trunk Queuing
Messaging
Modem Pools—External
Modes
– Behind Switch
– Hybrid/PBX
– Key
Multilingual Terminals
Networking

Night Service
Off-Premises Telephone (OPX)
Out-of-Building Stations
Power Failure Transfer
Primary Rate Interface (PRI) Connectivity
Support
– 5E6, 5E FTS 2000, 4E13
– ANI
– Call-by-Call
– DMS-100
– DMS-250
– DXE-600E
– ISDN PRI
– Route by Dial Plan
– Station Identification (SID)
– Tandem Trunk Demand Test
Pulse-Tone Conversion
Recorded Announcement Interface
Remote Access
Remote Call Forwarding
Remote Call Forwarding—Centrex Lines
Shared Lines
Simultaneous Voice, Data, Fax, and Video²
Station Message Detail Recording (SMDR)²
Station Restriction

Switched Data
Tandem Switch
Tandem Trunks
Tie Trunks
Toll-Fraud Defaults
Voice Mail²
Voice Mail Off
Optional Adjuncts
Analog Telephones—Lucent 6200 Series
Ascend Pipeline
Call Accounting System (CAS)
Integrated Network Access (INA)
Voice/Data Traffic
INTUITY[™] **AUDIX**[®] System
INTUITY CONVERSANT[®] System
MERLIN MAGIX Reporter
MERLIN[®] Messaging
Multifunction Module
Octel[®] 100 Messaging
PARTNER[®] Telephones—Models 6, 18,
18D, and 34D
Uninterruptible Power Supply (UPS)
Video Systems
– Desktop
– Group

Specifications

Capacities

80 Trunks, 200 Station Ports, 108
Simultaneous Nonblocking Conversations

Power Requirements

Fully Loaded Basic Carrier:
117 VAC 60 Hz ± 5% 5.4 Amps
Fully Load 2-Carrier:
117 VAC 60 Hz ± 5% 10.8 Amps
Fully Loaded 3-Carrier:
117 VAC 60 Hz ± 5% 16.2 Amps

Weight

Fully Loaded Basic Carrier: 45 lb (20.25 kg)
Fully Loaded 2-Carrier: 90 lb (40.50 kg)
Fully Loaded 3-Carrier: 135 lb (60.75 kg)

Heat Dissipation

Fully Loaded Basic Carrier: 500 BTU/hr
Fully Loaded 2-Carrier: 1,000 BTU/hr
Fully Loaded 3-Carrier: 1,500 BTU/hr

Environmental Conditions

Temperature: 40°–104° F (4°–40° C)
Relative Humidity: 20–80%,
Noncondensing



¹ Requires subscription to ISDN ANI or Caller ID. The availability of caller identification information may be limited by your service, geographic availability, or central office equipment.
² May require additional equipment or service.
³ Meets Personal Computer Memory Card International Association (PCMCIA) standards.