

Introduction

This handbook explains how to use the operator's console connected to a Monarch 120B telephone system from British Telecom.

The Monarch is one of the most modern and sophisticated telephone systems available. Its power comes from the microprocessors that are built into its design. These microprocessors give Monarch extension users many facilities that were not available on older systems. They also enable you, the operator, to do your job more effectively than ever before.

On a Monarch 120B system two operator's consoles can be provided. Where two consoles are fitted, each exchange line and inter-PBX circuit appearance will be duplicated to appear simultaneously.

We suggest that, before reading this handbook, you make yourself familiar with the facilities available to extension users by reading the Monarch Extension User's Handbook. If there is an extension telephone next to your console you could also try out the facilities as you read about them.

Then read through this handbook, preferably sitting in front of your console so that you can see the position of the keys as they are mentioned. Where appropriate, try out the procedures. Whatever console you have been familiar with in the past, you will almost certainly find that the Monarch is easier, quicker and more fun to use.

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The Console

First, we will look briefly at the layout of the console and some of its unusual features.

Keys

The most obvious difference between the Monarch console and older consoles is that it has no plugs, or buttons. Instead, it has touch sensitive depressions which we call *keys*. To operate a key, touch it with your fingertip; the console will give a 'bleep' to confirm that the key has been operated. Keys do not need to be held down. Once they have been touched they stay in operation until another key is touched.

The function of the individual keys will become clear as you read through this handbook.

Lamps

Certain of the keys have a lamp above them. If a lamp flashes, it means that there is a call waiting for you in the queue controlled by that key. Normally the lamps flash slowly. If a lamp flashes rapidly it means that either the call has been waiting more than 30 seconds to be answered or there is more than one call of that type waiting to be answered.

Audible alarm

When a lamp flashes the console's audible alarm usually 'bleeps' in unison with it. The alarm does not sound whilst you are handling a call, or if you have turned it off (see page 5).

Switches

The Monarch console has just three switches. Two of these, on the front of the console, control whether the power to the console is *ON* or *OFF*, and whether the console is *ACTIVE* or *INACTIVE* (that is, whether it can or cannot be used for handling calls). The third switch, on the back of the console, enables you to put the system into drop-back service (see page 27).

Visual display unit

The second obvious difference about the Monarch console is that it has a visual display unit. This is like a tiny TV screen. On it, Monarch gives you information about the call you are handling and the extension you are trying to reach. It also prompts you when some action is required of you.

Handset

Each console is supplied with a handset for speaking to callers and extension users. There are two sockets on the front of the console, one to the left and one to the right. The handset can be plugged into either socket.

If you wish, a headset can be supplied to replace the handset.

Care of the console

If the console case becomes dirty with use it can be cleaned with a soft damp cloth. Do *not* use silicon wax on the console.

Warning

The electronic components used in the Monarch console produce a certain amount of heat. This heat is removed by air flowing through the air vents on the top and bottom of the console.

When the console's power is on, do *not* cover the air vents.

Do *not* spill any liquid into the air vents.

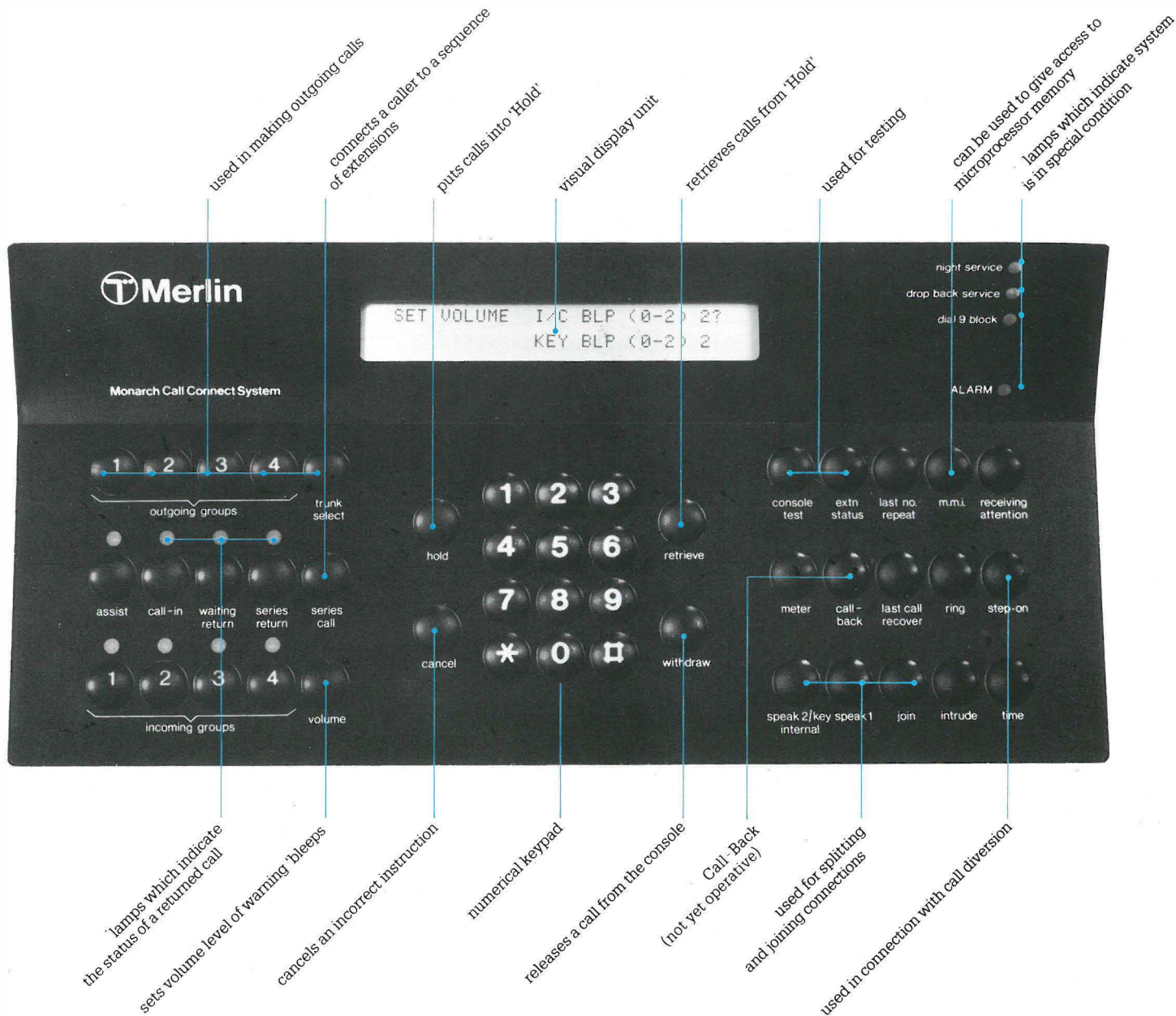
Do *not* poke any objects into the air vents.

Some reassurance

Monarch helps the inexperienced operator in a number of ways.

First, it knows at each stage of a procedure which keys are valid and which are not. If you use an invalid key it will tell you, and ignore the command.

Second, if you give an incorrect command you can always touch the 'cancel' key. Monarch will (usually) return you to the previous, correct, position.



Switching on

Always switch on the console from left to right

Move the 'power' switch from *OFF* to *ON*.

The console display will show:

**MONARCH 120
INITIALISING**

After a few seconds this will change to:

**MONARCH 120
INITIALISATION COMPLETE**

and then:

**INACTIVE
NIGHT SERVICE**

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Move the 'console' switch from *INACTIVE* to *ACTIVE*.

The display will show:

**MONARCH 120B
ACTIVE DAY SERVICE**

for a few seconds.

The console can now be used to handle calls.

Switch on your console now, and watch the messages come up on the display.

If when you switch on the console the display shows:

PLEASE SET TIME AND DATE

it means that Monarch's clock needs resetting. Inform your telephone supervisor, or consult the MMI User's Handbook, page 6.

Setting 'bleep' volumes

You may have noticed already that the console 'beeps' to confirm that you have touched a key, and to give you audible warning of an incoming call. You can adjust the volume of these 'beeps'. They can be set at three levels, from 0 (off) to 2 (the loudest).

To set the volumes

Touch VOLUME

Touch 0 or 1 or 2 to set the volume you want for the audible alarm or 'incoming bleep'.

Touch 0 or 1 or 2 to set the volume you want for the key confirmation or 'key bleep'.

Touch WITHDRAW to end the procedure.

The display will show:

```
SET VOLUME
I/C BLP (0-2) 2?
KEY BLP (0-2) 2?
```

For example, to set the volume to level 1, touch 1. The display will show:

```
SET VOLUME
I/C BLP (0-2) 1
KEY BLP (0-2) 2?
```

For example, to turn off the 'key bleep' (level 0), touch 0. The display will show:

```
SET VOLUME
I/C BLP (0-2) 1?
KEY BLP (0-2) 0
```

The display will clear.

The right-hand figure on the 'incoming bleep' and 'key bleep' lines of the display shows the level at which the bleep volume is currently set. (The volume of both beeps is automatically reset to level 2 whenever the console is switched on.) The question mark shows you the bleep for which you are about to reset the volume. If you do not want to change the volume, type the same figure.

Setting volumes gives you good practice in the use of the console and its keys. Try it now.

Making an internal call

To make an internal call from your console

Key the number of the extension you want, using the numbered keys in the centre of the console. (If you make a mistake touch **CANCEL** and start again.)

The display will show the number that you key (for example):

EXTN 234

and a message giving the status of the extension.

Your next action depends on the message displayed.

If the display shows:
RINGING

Hold on; you can speak to the extension user when he answers. (If there is no reply touch **CANCEL** and try again later.)

The display will show (for example):
>>EXTN 234

To end the call, touch **WITHDRAW**

If the extension user clears before you do the display will show (for example):

EXTN 234
EXTN CLEARED ACTION?

Touch **WITHDRAW** in the normal way.

If the display shows:
BUSY ACTION?
or
BUSY -
CALL WTG ACTION?

Touch **CANCEL** and try again later.

The display will clear.

If the display shows:

DAC FREE ACTION?

or

DAC BUSY ACTION?

or

DOB BUSY ACTION?

or

DNR RINGING ACTION?

If you will not accept the diversion, touch **CANCEL**

If you will accept the diversion, touch **STEP-ON**

The extension user has requested Diversion of all calls (DAC).

The extension user has requested Diversion on Busy (DOB).

The extension user has requested Diversion on No Reply (DNR).

The display will clear.

The display will show the extension number calls are being diverted to (for example):

EXTN 221

and a message giving the status of that extension.

Either the extension has been left off the hook (see page 30) or the extension does not exist.

The display will clear.

If the display shows:

UNOBTAINABLE

Touch **CANCEL**

If the display shows:

STEP-ON BARRED

The extension user has requested Diversion to the Operator.

Advise the caller accordingly.

Making an external call

To make an external call from your console

Touch the `OUTGOING GROUP` key for the type of call you want to make. (For example, public exchange calls are usually made via Outgoing Group 1, 2, 3 or 4. If in doubt, contact your telephone supervisor.

The display may show:
`BUSY-SEARCHING`

as it looks for a free line, and then (for example):

`O/G EXCH 3`

when it finds one. The figure is the trunk number of the free line.

Key the number you want.
(You do not have to key the telephone network access code.)

If you were calling `01-246 8007` the display would show:
`>> O/G EXCH 3 012468007`

Wait for a tone. When the outside number answers you can speak to it.

To end the call, or if there is no reply or the number is busy:

Touch `CANCEL`

Practice making calls to (for example) the Speaking Clock.

To test external lines see page 29.

Monarch remembers the last number that you have keyed over each Outgoing Group.

To recall one of these numbers

Touch the appropriate OUTGOING GROUP key.

The display will show (for example):
O/G EXCH 2

Touch LAST NO. REPEAT

The display will show the last number keyed over that Outgoing Group, and Monarch will connect you to it.

If your system has the Abbreviated Dialling facility you can make use of it from the console.

To use Abbreviated Dialling

Key the *Abbreviated Dialling code* for the number you want (for example, * *07).

Monarch will connect you to the number stored in its memory against that code.

Making calls for extension users

An extension user who wants you to make a call for him will dial or key **0**. The lamp above your 'Assist' key will flash. Then:

Touch **ASSIST**

The lamp will go out (unless more than one call of this type is waiting).
The display will show (for example):
» »EXTN 234

Speak to the extension user.
(Calls will also appear on the **ASSIST** key if an extension user calls another who has requested Diversion to the Operator. Be prepared to explain to the caller why he has been diverted.)

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- Your next action will depend on whether the extension user will hold on whilst you make the call, or whether he wants you to call him back.

If the extension user will hold on

Touch the appropriate **OUTGOING GROUP** key.

The display will show (for example):
» »EXTN 234
O/G EXCH/5

Key the number the extension user wants.

The display will show (for example):
» »EXTN 234
» »O/G EXCH/5 012463007

Wait for a tone.

If you hear the ringing tone, touch **WITHDRAW**

The display will clear.

If you hear the busy or unobtainable tone, touch **CANCEL** to return to the extension user.

The display will show:
» »EXTN 234

If the extension user asks to be called back

Touch the appropriate `OUTGOING GROUP` key.

The display will show (for example):
`O/G EXCH 5`

Key the number the extension user wants.

The display will show (for example):
`>>O/G EXCH 5 012468007`

If the number is busy or there is no answer, touch `CANCEL` and try again in a few minutes.

If the number answers, say that you have a call and ask the person to hold on.

Touch `SPEAK 2 / KEY INTERNAL`

The display will show (for example):
`>>O/G EXCH 5
EXTN`

Key the number of the extension user who requested the call.

The display will show (for example):
`>>O/G EXCH 5
EXTN 234 RINGING`

When the extension user answers, announce the call.

The display will show (for example):
`>>O/G EXCH 5
>>EXTN 234`

Touch `WITHDRAW`

The display will clear.

If you have an extension next to your console, practice this procedure by keying `0` from it, and then using the console to connect the extension to (for example) the Speaking Clock.

Making an external call over a selected line

Each external (or 'exchange') line connected to your Monarch is given a number, known as its *trunk number*. Normally when you touch an 'Outgoing group' key Monarch automatically selects which line of the appropriate type to use. However, you can, if you wish, tell Monarch which line to use for your external call.

To specify a line for an external call

Touch TRUNK SELECT

Key the *trunk number* of the line you want followed by *

Key the *external number* you want followed by #

Wait for a tone and then handle the call in the normal way.

If the line you want is in use, touch CANCEL and try again later.

The display will show:

TRUNK SELECT

The display will show (for example):

**TRUNK SELECT
5***

where '5' is the *trunk number*.

The display will show (for example):

**>:O/G EXCH 5
5* 012468007 #**

If the line is in use the display will show:

BUSY

after you key #

If the line does not exist it will show:

UNOBTAINABLE

Metering an external call

Monarch can meter external public exchange calls made via the console, if this facility has been requested for your system. If you are unsure whether the facility is available to you, contact your telephone supervisor or British Telecom representative.

To meter a call

Make a connection with a public exchange line and key the external number in the usual way.

You can use either the **OUTGOING GROUP** or the **TRUNK SELECT** key to make the connection; you could also make use of Abbreviated Dialling (see page 9).

'M' will appear in the top right-hand corner of the display to confirm that metering has been requested.

Touch **METER**

If necessary, touch **SPEAK 2 / KEY INTERNAL** and call back the extension user. Then touch **WITHDRAW**

When the extension user clears at the end of his call 'M1' will flash on the display and the audible alarm will sound.

The display will clear 13

If two meter readings are outstanding the display will flash 'M2', and so on. If more than nine meter readings are outstanding the display will flash 'MX'.

Touch **METER**

The display will show the extension number and the number of units metered for the call; for example:
METER READING EXTN 234
UNITS 9

Make a record of the number of units.

Touch **METER**

The display will clear.

If the metering facility has not been made available to your system, or if you try to meter a call over an external line which is not a public exchange line, this metering procedure will work; but the number of units recorded will always be zero.

Monarch will not usually store details of more than nine meter readings at one time. Additional meter readings will usually be lost.

Answering a call

When a call is waiting to be answered, one of the red lamps on the left hand side of the console will flash and the audible alarm will sound (unless you are handling a call or you have turned the alarm 'bleep' off; see page 5).

To answer a call

Touch the key beneath the flashing lamp.

The display will show (for example):

>> I/C EXCH 1

and the lamp will go out (unless there is more than one call of that type waiting to be answered.)

Your greeting to the caller depends on the type of key that the call is on.

If it is on an 'incoming group' key

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Give your company name or telephone number.

If it is on an 'assist', 'call-in' or 'series return' key

Say "Switchboard."

If it is on the 'waiting return' key

Your greeting will depend on the other information shown on the display (see page 22).

Increasing call volume

If you find that an incoming caller is faint, you can increase the volume of the call.

To increase volume

Touch VOLUME once.

To restore volume of the call to its original level

Touch VOLUME again.

Subsequent calls will be connected to the console at the normal volume, which can then be increased if you wish.

Holding a call

To 'hold' a call on the console

Touch HOLD

Monarch will put the call in 'Hold' and the display will flash

H1

in the top right-hand corner as a reminder. If two calls are held the display will flash:

H2

and so on.

Once you have put a call in 'Hold' you are free to answer or make another call in the normal way.

You may not 'hold' more than nine calls at one time.

The 'Hold' key will not work if two parties are shown on the display.

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Touch CANCEL to remove one of them before touching HOLD

To retrieve a call from 'Hold'

Touch RETRIEVE

Monarch will re-connect you to the first call you put in 'Hold' The display will show the identity of the call; either (for example):

>>EXTN 234

or

>>I/C EXCH 1

or

>>O/G EXCH 2

To retrieve a call other than the first one that you put into 'Hold'

Touch RETRIEVE and HOLD in turn until the display shows you that you are connected to the call you want.

The other calls are returned to 'Hold' until you retrieve them. Whilst the calls are momentarily reconnected to your console they can hear what you are saying; take care.

Calls remain in 'Hold' until you retrieve them, or until the caller replaces his handset.

Connecting a call to an extension

To connect an incoming call to an extension

Answer the call in the normal way.

The display will show (for example):

>>I/C EXCH 1

Key the extension number that the caller wants. (If you make a mistake touch **CANCEL** and start again.)

The display will show (for example):

>>I/C EXCH 1
EXTN 234

and a message giving the status of the extension.

Your next action depends on the message shown on the display.

If the display shows:

16 RINGING
or
DNR RINGING ACTION?

Say "Ringing for you" and touch **WITHDRAW**

The display will clear. When the extension user answers, the caller will be automatically connected. If there is no reply 30 seconds after you have withdrawn, the call will be returned to the console on the **WAITING RETURN** key (see page 22).

If the display shows:

BUSY ACTION?

Say "The extension is busy, will you wait?"

If the caller will wait
say "I will connect you as soon as possible"
and touch **WITHDRAW**

The display will clear. When the extension becomes free, the caller will be automatically connected. If the call has not been answered 30 seconds after you have withdrawn, it will be returned to the console on the **WAITING RETURN** key (see page 22).

If the caller will not wait touch **CANCEL**
Then key an alternative extension number, or
touch **WITHDRAW** to clear the console.

The display will show

>>I/C EXCH 1

If the display shows:

DAC FREE ACTION?

or

DAC BUSY ACTION?

or

DOB BUSY ACTION?

The extension user has requested Diversion of All Calls (DAC) or Diversion on Busy (DOB).

Say *"Calls are being diverted, I will connect you"* and touch **STEP-ON**

The display will show the number for the extension that calls are being diverted to; for example:

**>>I/C EXCH 1
EXTN 305**

and a message giving the status of that extension.

Handle the call in the normal way, depending on the message displayed.

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If the display shows:

STEP-ON BARRED

The extension user has requested Diversion to the Operator.

Advise the caller accordingly.

If a caller insists on speaking to an extension which has requested call diversion, you can directly ring the extension if it is free (page 18).

or

hold until the extension clears if it is busy (page 19).

If the call is urgent you can intrude on a busy extension (page 20), whether it has requested call diversion or not. However you should not normally offer these options to a caller.

Direct ringing

A caller may insist on speaking to an extension user whose line is free but who has requested Diversion of All Calls (DAC).

To ring the extension directly

Key the extension number.

The display will show:

```
>>I/C EXCH 1
>>EXTN 234 DAC FREE
ACTION?
```

Touch RING to ring the extension.

The display will show:

```
>>I/C EXCH 1
EXTN 234 RINGING
```

Wait for the extension user to reply.

When he does, the display will show:

```
>>I/C EXCH 1
>>EXTN 234
```

Explain why you have over-ridden the call diversion and ask the extension user if he will accept the call. (If you want to do this privately, split the call: touch SPEAK 2 / KEY INTERNAL first. See page 25.)

If the extension user will accept the call say *"I am putting you through now"* and touch WITHDRAW

The display will clear.

The caller will be automatically connected to the extension user.

Holding until cleared

This is how to connect a caller who insists on waiting for a busy extension, even though the extension user has asked for his calls to be diverted.

If the extension user has requested Diversion on Busy (DOB)

Touch WITHDRAW

The display will clear. When the extension becomes free, the caller will be automatically connected. If the call has not been answered within 30 seconds after you have withdrawn it will be returned to the console on the WAITING RETURN key (see page 22).

If the extension user has requested Diversion of All Calls (DAC)

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Make a note of the extension number that the caller wants, and then touch CANCEL

The display will show:

>> I/C EXCH 1

Put the caller in HOLD. (You can now handle other calls whilst the first caller is waiting.)

After about 30 seconds, touch RETRIEVE and key the extension number again.

If the extension is now free connect the caller to the extension in the normal way. (If the extension user has requested Diversion of All Calls you may have to use Direct Ringing to over-ride the diversion; see page 18. Remember to apologise for the interruption.)

If the extension user is still busy and the caller still wants to wait, repeat this procedure.

Intruding

To interrupt an existing call in order to speak to a busy extension

You must first have keyed the extension number and found that it is busy.

Touch INTRUDE

The display will show the identity of the two parties in the conversation you have interrupted (for example):

```
>>O/C EXCH 3
>>EXTN 234 INTRUDE
```

If you were connected to an incoming caller before touching INTRUDE, the caller will be put into 'Hold' (but you will not see a flashing 'H' on the display).

You can speak to both the parties in the interrupted conversation. Explain that you have a call for the extension user.

Your next action depends on the extension user, who can do one of three things.

He can refuse to accept the intrusion

Touch WITHDRAW to end the intrusion.

If you were connected to an incoming caller before intruding you will be automatically reconnected. The display will show (for example):

```
>>I/C EXCH 1
EXTN 234
```

and the status of the extension.

Explain to the caller that you cannot contact the extension he wants.

He can finish his existing call before accepting the new call

Touch WITHDRAW to end the intrusion.

If you were connected to an incoming caller before intruding you will be automatically reconnected. The display will show (for example):

```
>>I/C EXCH 1
EXTN 234
```

and the status of the extension.

Explain to the caller that he will be connected as soon as possible.

Touch WITHDRAW again.

The caller will be automatically connected as soon as the busy extension becomes free.

He can interrupt
his existing call to
answer the new call

Explain to the other party in the interrupted
conversation that he will be reconnected in a few
moments, and ask him to hold on.

Ask the busy extension to hang up, – the other
extension will be put into "Hold."

The display will show (for example):
**EXTN 234 EXTN HAS CLEARED
ACTION?**

Touch **CANCEL**

Monarch puts the other party in 'Hold';
you see the flashing 'H' on the display.

You are reconnected to the incoming
caller. The display shows (for
example):

**>>I/C EXCH 1
EXTN 234**

and the status of the extension.

Touch **WITHDRAW**

The incoming caller will be connected
to the extension as soon as it answers.
The display clears (except for the
display flashing 'H').

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Touch **RETRIEVE** to reconnect with the other party in the
interrupted conversation. Confirm the number of
the extension the party was talking to, and advise
that he will be reconnected when the extension
becomes free.

Key the extension number, and press **WITHDRAW**
the original call will be re-established when the
intrusion call is completed.

Intrusion is not allowed if the
extension is taking part in a
Conference call.

In this case when you touch **INTRUDE** the display
will show
INTRUDE FAILED ACTION?

Press **CANCEL** and try to intrude later.
If the extension is free the display will show
RINGING

The display will show (for example):
>>I/C EXCH 1

Touch **WITHDRAW** and the call will be connected.

Some extensions may not be interrupted.

In this case the display will show

INTRUDE BARRED when you touch **INTRUDE**

Explain to the caller that you cannot interrupt
the extension he wants.

Waiting return

The lamp above the 'Waiting return' key will flash if a call which you connected to an extension has not been answered within 10 to 60 seconds of your touching **WITHDRAW**

The exact period which is allowed to elapse before the call is returned to the console is programmed when the Monarch 120B is configured.

To handle a Waiting Return call

Touch **WAITING RETURN**

The examples in this booklet assume that Monarch is programmed for Call Waiting Return after 30 seconds.

The lamp will stop flashing (unless there is more than one call of this type).

The display will show (for example):

```
>> I/C EXCH 1  
EXTN 234
```

and a message giving the status of the extension.

Your next action depends on the message displayed.

If the display shows

RINGING

Say "I'm sorry, there is no reply.
Can anyone else help you?"

If the caller wants to continue ringing the extension touch **WITHDRAW**

The display will clear. The call will reappear on **WAITING RETURN** if it is unanswered after a further 30 seconds.

If the caller wants a different extension touch **CANCEL** and key the new extension number.

The display will show (for example):

```
>> I/C EXCH 1  
EXTN 305
```

and a message giving the status of the extension.

Connect the call to the new extension in the usual way.

If the caller wants to abandon the call touch **CANCEL** and then **WITHDRAW**

The display will clear.

If the display shows
DNR RINGING ACTION?

Say: *"I'm sorry, there is no reply from that extension, I will connect you to an alternative,"* and touch **STEP-ON**

The display will show the number of the extension that calls are being diverted to (for example):

>> I/C EXCH 1
EXTN 321

and a message giving the status of that extension.

Handle the call in the normal way, depending on the message on the display.

If the display shows
BUSY

Say *"I'm sorry, the extension is still busy. Do you want to continue waiting?"*

If the caller wants to continue waiting touch **WITHDRAW**

The display will clear. The call will reappear on **WAITING RETURN** if it is unanswered after a further 30 seconds.

If the caller wants a different extension touch **CANCEL** and key the new extension number.

The display will show (for example):

>> I/C EXCH 1
EXTN 305

and a message giving the status of the extension. Connect the call to the new extension in the usual way.

If the caller wants to abandon the call touch **CANCEL** and then **WITHDRAW**

The display will clear.

If the display shows
DOB BUSY ACTION?

Say *"I'm sorry, the extension is still busy. Will you speak to someone else?"*

If the caller will accept the diversion, touch **STEP-ON**

The display will show the number of the extension that calls are being diverted to (for example):

>> I/C EXCH 1
EXTN 321

and a message giving the status of that extension. Connect the call to the extension in the usual way.

If the caller will not accept the diversion touch **WITHDRAW**

The display will clear. The call will reappear on **WAITING RETURN** if it is unanswered after a further 30 seconds.

Operator call-in

The lamp above the 'Call-in' key may flash for three reasons:

Because an extension user connected to an external caller wants your help and has dialled **0**

The display will show the identity of the extension user and his caller; for example:

```
>>I/C EXCH 3  
>>EXTN 234
```

Because an incoming caller connected to an extension (or the console) has been cut off, and has been returned to the console by the system.

The display will show the identity of the caller; for example:

```
>>I/C EXCH 3
```

Because an extension user has made an Enquiry call to another extension which has requested Diversion to the Operator.

The display will show the identity of the extension user making the Enquiry call, and of the other party he is connected to.

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This is how to handle a Call-in call

Touch **CALL-IN**

The lamp will stop flashing (unless there is more than one call of this type). The display will show the identity of the caller (or callers) as explained above.

Look at the display for the details of the caller (or callers) you are connected to.

Say *"Switchboard, can I help you?"*

(If an extension user making an Enquiry call has been Diverted to the Operator he will be expecting the other extension user to answer, and not you; you may have to explain what has happened.)

If an extension user wants you to connect an external caller to another extension, touch **CANCEL** to clear the first extension and then key the new extension number. Connect the call in the normal way.

Splitting a connection

The arrows >> to the left of the display show you which of the parties connected to your console you are in-circuit with; that is, which of them can hear what you are saying.

Normally when you are connected to two parties you will be in-circuit with both of them; that is, each of you can hear what the other two parties are saying.

However, if you wish, you can split a connection so that you can speak privately to one of the parties.

This is how to split a connection

First, you must be connected to two parties.

Touch SPEAK 1 to speak privately to the party on the first line of the display.

Touch SPEAK 2 / KEY INTERNAL to speak privately to the party of the second line of the display.

You can switch between the first and second parties as many times as you want.

To end a split connection

Touch JOIN

You can split and join a connection as many times as you want.

When you have finished splitting a connection,

JOIN it and WITHDRAW

In this case the display will show (for example):

>> I / C EXCH 4
>> EXTN 234

The display will show their identities.

The display will show (for example):

>> EXCH 4
EXTN 234

The party on the second line will not be able to hear your conversation.

The display will show (for example):

I / C EXCH 4
>> EXTN 234

The party on the first line will not be able to hear your conversation.

The display will show (for example):

>> I / C EXCH 4
>> EXTN 234

All three of you can now hear what the other two parties are saying.

Series calls

If an incoming external caller wants to speak to more than one extension user, you can arrange for Monarch to return him automatically to the console at the end of his first conversation.

To set up a series call

Key the extension number that the caller wants, in the normal way.

Touch SERIES CALL

The display will show 'S' in the top right hand corner.

Connect the call in the normal way.

- 26 When the extension user replaces his handset at the end of the call, the caller will be returned to the console and the lamp above the 'Series return' key will flash.

Touch SERIES RETURN

The lamp will stop flashing (unless there is more than one call of this type waiting). The display will show (for example):

) > EXCH 2

Key the next extension number that the caller wants.

Touch SERIES CALL again.

Connect the caller to the extension in the normal way. This procedure can be repeated as many times as required.

Drop Back Service

If Monarch is put out of action by a major fault or a power failure, it will automatically switch to Drop Back Service.

In Drop Back Service some or all of your incoming lines are connected directly to particular extensions. These extensions can answer incoming calls and, if they are dial-phones, make outgoing calls. However, they cannot transfer calls to other extensions.

You can also enter Drop Back Service manually, in the unlikely event that a major fault prevents you making or receiving external calls and the system does not enter Drop Back automatically.

To enter Drop Back Service manually

Move the small switch near the cable entry on the back of the console to the *DROP BACK IN* position.

If you see a Drop Back message on the display when you are not expecting one, check that the Drop Back switch has not been moved accidentally. It should be to the right when viewed from the back of the console – that is, towards the cable.

If Drop Back persists, report the problem to the British Telecom engineer from a Drop Back extension.

To make a public exchange call from a Drop Back extension:

Press RECALL to obtain the public exchange dial tone.

Do not dial the access code 9 before dialling the number you want.

If Drop Back is entered automatically (and the console is still working) the display will briefly show:

**+++WARNING+++
DROP BACK ACTIVATED**

at intervals until normal service is restored.

If Drop Back is entered manually (and the console is still working) the display will briefly show:

**+++WARNING+++
DROP BACK ACTIVATED
+++BY CONSOLE+++**

at intervals until normal service is restored.

Testing the console

Occasionally, you should test your console to ensure that all the lamps and keys are working properly.

To test the console

Check that there are no calls on the console waiting to be answered.

Move the 'console' switch from *ACTIVE* to *INACTIVE*

Touch CONSOLE TEST

The display will briefly show:

**MONARCH 120B
INACTIVE NIGHT SERVICE**

The display will briefly show:

**KEYBOARD TEST PRESS ANY
KEY(S) ENDING WITH WITHDRAW**

and then this pattern:

```
          + + +
+++++ + + + + + + +
+++++ + + + + + + +
+++++ + + + 0 + + + +
```

Each star in the pattern represents one of the keys on your console. To test any key (except WITHDRAW), touch it once.

If the key is working, the pattern will disappear for a moment, except for the star corresponding to the key you touched. When the pattern returns the star corresponding to that key will have changed to a dot.

Test each of the keys in turn by touching them once. (However, do not touch WITHDRAW, the key represented on the display by 0, because this ends the test.)

Make a note of any keys that are not working; that is, any keys for which the corresponding star on the display does not change to a dot.

During the test all the unlit lamps on the console should flash to show that they are working. Make a note of any that do not flash.

To end the test.

Touch WITHDRAW

Move the console switch from *INACTIVE* to *ACTIVE* so that you can handle calls.

Report any keys or lamps that are not working to your telephone supervisor or British Telecom engineers.

To test an external line

Touch TRUNKSELECT

Key the trunk number and ⏏

The display will show, for example:

O/G EXCH 1
BUSY

or

O/G EXCH 1
UNOBTAINABLE

Refer to the MMI Handbook to take faulty lines out of service.

Alarms

Monarch continually runs checks on its own working. If it finds a fault it will report it to your Alarm Unit (if one is fitted) and to the console.

If your system has an Alarm Unit, the Unit's audible alarm will sound and either the 'Urgent' or 'Non-urgent' red lamp will light (later models have only one alarm).

If the Alarm Unit sounds Press RECEIVING ATTENTION button on the Alarm Unit.

The audible alarm will stop and the red lamp will change to the corresponding amber lamp. This will stay on until turned off by the engineer.

When the fault is reported to the console, one of the alarm lamps will flash and you will hear the audible alarm.

If you hear the console alarm Complete the call you are currently handling (if there is one) as quickly as possible.

Touch RECEIVING ATTENTION on the console.

The display will show a message like:

FAULT REPORT TEST 23

NON-URGENT PARA 52

Record the display message on paper. This is very important because it tells the engineer what sort of fault has caused the alarm, and when the display has cleared it cannot be recovered.

Pass the information about other faults to your telephone supervisor or British Telecom engineers.

Console Fail Group

As well as reporting faults to you, Monarch will preserve at least a basic telephone service if part or all of your system is put out of action.

If the whole system is put out of action by a major fault such as a power failure, Monarch will enter '*Drop Back Service*' (see page 27).

If just the console fails but the rest of Monarch's equipment is operating normally, incoming calls will be automatically routed to one or more extensions known as the '*Console Fail Group*'.

These extensions can connect incoming calls to other extensions using the normal Enquiry and Transfer facilities (see the Extension User's Handbook).

You should make sure that

you know which extensions are included in the *Console Fail Group*

these extension users know how to transfer incoming calls to other extensions

these extension users let you know if they start to receive incoming calls directly.

Other keys

The other keys on the console which have not been mentioned so far in this Handbook are:

EXTN STATUS

If you touch **EXTN STATUS** and key an extension number, the display will show the current status of the extension; that is, whether it is free, busy or unobtainable, and whether any diversions have been requested for that extension.

EXTN STATUS is for information only; you cannot connect a call using this key.

LAST CALL RECOVER

If you touch **LAST CALL RECOVER** the display will return to the console and show details of the last call released from the console, and the extension it was connected to. If you wish, you can touch **CANCEL** and key a different extension number. However **LAST CALL RECOVER** will not work after the extension has answered.

TIME

If you touch **TIME** the display will show the current date and time, as recorded by the Monarch system clock.

MMI

The **MMI** key enables authorised personnel to use the console as a computer terminal connected to Monarch's microprocessor memory.

See the MMI User's Handbook.

CALL-BACK

Not yet operative.

Switching off

Always switch off the console from right to left

Move the 'console' switch from *ACTIVE* to *INACTIVE*.

The display will briefly show:

MONARCH 1208
INACTIVE NIGHT SERVICE

Note: If two consoles are fitted, both consoles must be switched to *INACTIVE* before the system will divert calls to the night service answering point.

Move the 'power' switch from *ON* to *OFF*.

The display will clear.

In the unlikely event of a power failure Night Service can be entered from a masterphone (see the MMI User's Handbook):

Key   

To restore Day Service

Key   

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Withdraw 5+many others

Visual display unit abbreviations

	BLP	Bleep
CALL(S)	WTG	A call (or calls) is already waiting for a busy extension.
	DAC	Diversion of All Calls has been requested for the extension.
	DDI	Direct dialling in.
	DNR	Diversion on No Reply has been requested for the extension.
	DOB	Diversion on Busy has been requested for the extension.
	DTO	Diversion to Operator
	EXCH	Exchange line.
	EXTN	Extension.
	H1	There is a call or calls in 'Hold'; the figure shows the number of calls.
HUNT	GP	Hunt group.
	I/C	Incoming.
	I/CB	Incoming calls barred
I/C	BLP	Audible alarm (incoming call bleep).
KEY	BLP	Key bleep (to confirm that a key has been operated).
	M	Metering has been requested.
	M1	A meter reading for a call (or calls) is waiting to be recorded. The figure shows the number of calls, not the number of meter units.
	MMI	Man/machine interface.
N/S	BELL	Night service bell.
	O/G	Outgoing.
	OP	Operator.
	PW	Private wire or circuit.
	S	A series call has been requested.
	>>	You are in-circuit with this party; that is, the party can hear and speak to you. (If this symbol is not shown the party cannot speak to or hear you.)

Extra copies
of the *Monarch*
Console
Operator's Handbook
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