What is the MELCO® Call Monitoring System?

- A system designed to enable your supervisors to monitor trainees’ call handling skills
- Also allows your trainees to learn by listening in on calls handled by your more experienced telephone representatives

MELCO - Monitoring Two-Way Telephone Conversations

Why MELCO®?

- Simple system designed to work with almost any analog and most digital telephone systems - PABX, Centrex and multi-line business phone systems
- There is no audible click or noise to show that the call is being monitored-unless the Talk Assist option is accessed
- Does not interfere with the operation of any incoming or outgoing lines
- Can be customized to your needs and expanded as your business expands
- Range of products allows you to enhance your system simply and quickly
- Designed for easy installation and maintenance
- FCC registered and backed by Thomas & Betts MELCO warranty service

MELCO - Reliable, Affordable, Economical Installations for Monitoring 1 to 720 Lines

How Does Thomas & Betts MELCO® Call Monitoring System Work?

- The basic unit or Teletrainer is connected to your business phone system as an add on feature. One Central Office trunk port can be dedicated to this unit
- Each line to be observed is routed to the Teletrainer and assigned a 2-digit dial code
- Dialing the pre-programmed codes, allows the person supervising the activities of your telephone representatives to monitor and join any call that is in progress
- You can increase the number of lines monitored or allow for more than one line to be monitored at a time by selecting the appropriate products, options and features
How it works

ANALOG

Central Office

Equipment Room

Switch

KMT 330AT

MPS 120

Stations

DIGITAL

Central Office

Equipment Room

Switch

KMT 330AT

MPS 120

Stations
Options & Features

Talk Assist Option
- Allows your call supervisors to join a conversation on a monitored line, to help trainees who might be experiencing difficulties
- Enables call supervisors to speak to both the customer and your telephone representative as required during a monitored call
- Dial activated and deactivated by pressing the star (*) button on your phone

Tone Alert Option
- Optional feature generates a tone on the phone line to indicate when it has been accessed for monitoring purposes
- Tone is repeated every 15 seconds throughout the duration of the monitoring activity

# Redial Option
- By pressing the pound (#) button on your phone, you can access lines or stations within the network that you are monitoring one after the other

Line Status Indicators
- These units allow supervisors to clearly see which lines are in use by either a flashing light or tone alert
- You can easily identify which lines to monitor, rather than selecting lines randomly

Line Monitoring Easily Expanded
- A range of units are available that simply expand the number of lines that can be monitored from an initial capacity of 30 lines, up to a maximum capacity of 720 lines.

Monitoring from Locations Outside your Building
- By installing a Remote Access Unit on a direct outside line, you can call in from any location to monitor and assist your telephone representatives
MELCO® Teletrainers

KMT-330AT - 30 Line Unit
• Designed for one person to monitor up to 30 lines
• Optional Talk Assist
• Optional Tone Alert
• Optional # Redial
• Links with Expansion Units to enable monitoring of up to 720 lines

MPS-120 Power Supply
• High performance, cost-effective power supply unit
• Works with MELCO Call Monitoring System and systems with similar power requirements
• UL listed
• Regulated 24 V DC output at 1.0 Ampere
• Operates from 60 Hertz, 115 Volts AC power input

SA-501 & SA-502 - Adapter
• Allows MELCO Call Monitoring Systems to be set up on almost all digital telephone systems that have modularly connected handsets
• A unit is attached to each digital telephone handset in the system
• Provides a clear connection to both sides of the conversation
• No audible click on the line as monitoring is initiated
• Does not affect transmission level

KMT-308AT - 8 Line Unit
• One unit allows one person to monitor up to 8 lines
• Optional Talk Assist
• Optional Tone Alert
• Optional # Redial

Ordering Information

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Product Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>120842</td>
<td>Teletrainer KMT-330AT</td>
<td>30 line maximum call monitoring system</td>
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<tr>
<td>120295-01</td>
<td>Teletrainer KMT-308AT</td>
<td>8 line maximum call monitoring system</td>
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<tr>
<td>120355</td>
<td>MPS-120</td>
<td>Power Supply</td>
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<tr>
<td>120461</td>
<td>SA-501</td>
<td>Adapter</td>
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<td>120466</td>
<td>SA-502</td>
<td>Adapter</td>
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Specifications

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Product Name</th>
<th>External Power Requirements</th>
<th>Dialing Parameter</th>
<th>Operating Temp Range</th>
<th>Dimensions</th>
<th>Weight</th>
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</thead>
<tbody>
<tr>
<td>120842</td>
<td>Teletrainer KMT-330AT</td>
<td>-24 V DC nom., 260 mA</td>
<td>Standard DTMF</td>
<td>15 to 30°C C 59 to 86°F</td>
<td>7&quot; x 5&quot; x 2.5&quot; x 17.78 x 12.7 x 6.35 cm</td>
<td>1.75 lbs / .79 kg</td>
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<tr>
<td>120295-01</td>
<td>Teletrainer KMT-308AT</td>
<td>-24 V DC nom., 260 mA</td>
<td>Standard DTMF</td>
<td>15 to 30°C C 59 to 86°F</td>
<td>7&quot; x 5&quot; x 1.5&quot; x 17.78 x 12.7 x 1.5 cm</td>
<td>1.5 lbs / .57 kg</td>
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<tr>
<td>120355</td>
<td>MPS-120</td>
<td>115 V AC 60 Hz, 500 mA</td>
<td>N/A</td>
<td>15 to 30°C C 59 to 86°F</td>
<td>6.75&quot; x 3.75&quot; x 2.25&quot;</td>
<td>2.25 lbs / 1.02 kg</td>
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MELCO® Line Expansion Units

KMX-333B - 30 Line Expansion Unit
- Expands the line capacity of the KMT330AT 30 Line Unit Teletrainer
- One KMX-333B expands line capacity of the system to 60 lines
- Two KMX-333B units expand line capacity of the system to 90 lines

KMX-003 - Three Digit Line Expansion Unit
- Combines 2 to 8 separate call monitoring systems
- Combined system can then be monitored by one person
- Compatible with systems set up using KMT-330AT 30 Line Unit Teletrainer

Example:

KMT-330AT + KMX-333B + KMX-333B = 1 x 90 Line System
30 Lines + 30 Lines + 30 Lines

KMX-003
Expands System to 180 Line Capacity

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<tr>
<td>120289</td>
<td>KMX-333B</td>
<td>N/A</td>
<td>Standard</td>
<td>15 to 30° C 59 to 86° F</td>
<td>1.75 lbs / .79 kg</td>
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<td>120457</td>
<td>KMX-003</td>
<td>-24 V DC nom., 260 mA</td>
<td>Standard DTMF</td>
<td>15 to 30° C 59 to 86° F</td>
<td>1.5 lbs / .57 kg</td>
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Specifications (System Enhancements)

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<tr>
<td>120369</td>
<td>RA-330 Remote Access Unit</td>
<td>115 V AC, 60 Hz, 96 mA</td>
<td>Standard DTMF</td>
<td>15 to 30°C 59 to 86° F</td>
<td>6.25 lbs / 2.70 kg</td>
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<td>120366</td>
<td>LSM-30 Control Unit</td>
<td>10 V AC nom., 500 mA</td>
<td>N/A</td>
<td>15 to 30°C 59 to 86° F</td>
<td>2.75 lbs / 1.24 kg</td>
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<tr>
<td>120367</td>
<td>LSM-30 Display Unit</td>
<td>10 V AC nom., 500 mA</td>
<td>N/A</td>
<td>15 to 30°C 59 to 86° F</td>
<td>1.5 lbs / .68 kg</td>
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<tr>
<td>120386-01</td>
<td>LSM-30A Control Unit</td>
<td>10 V AC nom., 500 mA</td>
<td>N/A</td>
<td>15 to 30°C 59 to 86° F</td>
<td>2.75 lbs / 1.24 kg</td>
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<td>120385</td>
<td>LSM-30A Display Unit</td>
<td>10 V AC nom., 500 mA</td>
<td>N/A</td>
<td>15 to 30°C 59 to 86° F</td>
<td>1.5 lbs / .68 kg</td>
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<td>120435</td>
<td>MPS-100 Power Supply</td>
<td>120 V AC, 60 Hz, 220 mA</td>
<td>N/A</td>
<td>15 to 30°C 59 to 86° F</td>
<td>.75 lbs / .35 kg</td>
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MELCO® System Enhancements

LSM-30 and LSM-30A Line Status Monitors
- Designed to allow supervisors to quickly identify which lines are in use and should be monitored
- Consist of a 30 LED desktop Display Unit and a Control Unit
- LEDs light up to indicate when a line is ringing
- LSM-30A version has additional tone alert feature which sounds when the line is ringing
- Control Unit is typically mounted in the telephone equipment control room
- Display and Control Units are connected through simple two-pair modular connections

RA-330 Remote Access Unit
- Allows you to access your MELCO Call Monitoring System from any tone-dialing telephone.
- Supervisors can access the system and monitor calls no matter where they are based

MPS-100 Power Supply
- General purpose power supply for use with LSM-30 and LSM-30A units
- May be used with products with similar power requirements
- UL listed
- Provides 10 volts AC power at a maximum of 1.5 Amperes
- Operates from 60 Hertz, 120 Volts AC input

For further information about Thomas & Betts MELCO Call Monitoring Systems please contact our Customer Service Team at (800) 685-9452

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<td>Display Unit</td>
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<td>Power Supply for LSM-30 and LSM-30A</td>
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