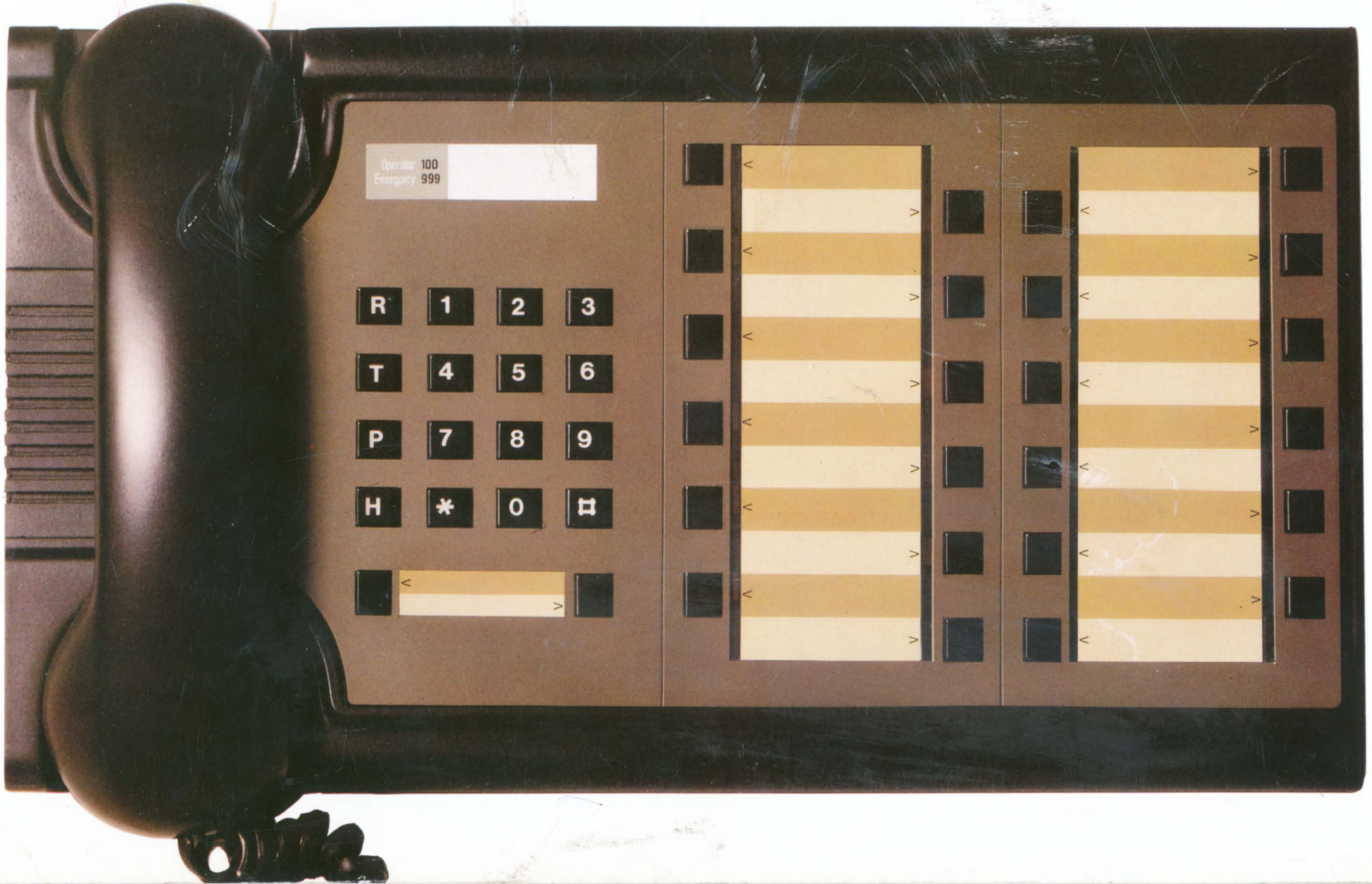


**The Herald
Call Connect
System**

**A handbook for
De-Luxe & Standard
terminal users**



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Introduction

Your Herald Call Connect System has been designed to give you the wide range of Basic Facilities described in this handbook as easily and as fast as pressing a button.

The facilities at individual terminals are tailored to meet the requirements of the user, and your terminal may also have a selection of the Optional Facilities available.

Facilities can usually be rearranged without changing the terminal itself, and you can store and change Named Intercom and Repertory Called numbers yourself (as described on page 18); other changes will be carried out by British Telecom staff.

We're here to help you

THE SALES REPRESENTATIVE If you require information or advice about new or additional telecomms equipment, or about changes to your present system, please get in touch with your local Telephone Sales Office whose telephone number is shown in the preface of your telephone directory. When necessary, they will arrange for a Sales Representative to contact you and advise you on the apparatus and facilities best suited to your particular needs.

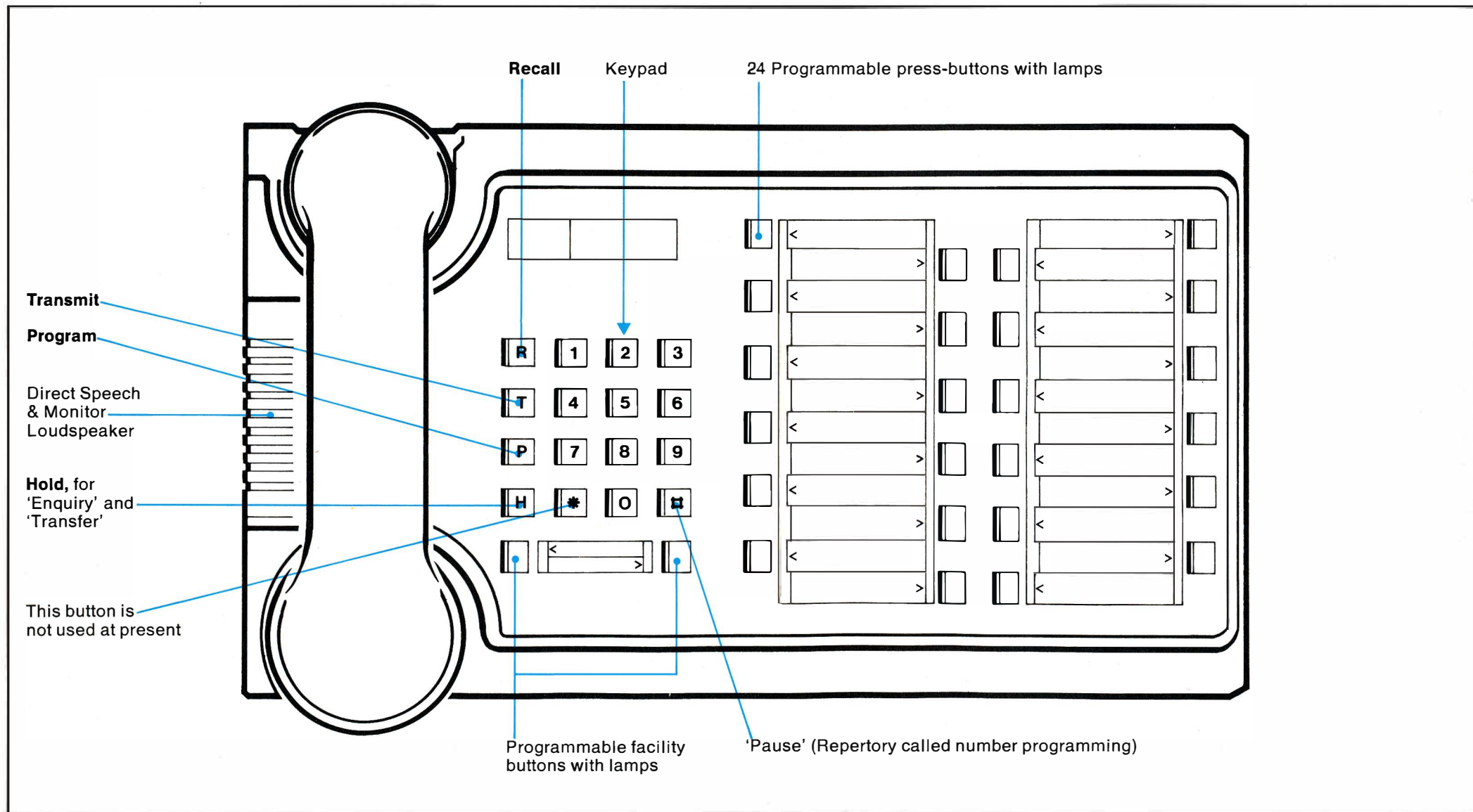
THE TELEPHONE SERVICE REPRESENTATIVE The job of the Telephone Service Representative is to help you make the best use of the telephone service by giving advice if you should experience difficulty in using any part of your telecomms system, and by advising on good telephone techniques. To contact a Telephone Service Representative, call your local Telephone Area Office – their telephone number is also in the preface of your telephone directory – and ask for the Traffic Division (Service Representative).

There is a space at the back of this handbook for you to note these telephone numbers, and also any others which you may wish to record.

Extra copies of this handbook can be obtained from your local Telephone Service Representative – please ask for handbook CI 3.

Remember – we're here to help you.

De-Luxe terminal



Standard terminal

Every De-Luxe terminal is equipped with a handset (which lies across a loudspeaker grill used with the Direct Voice Calling and Monitor facilities) and 42 press-buttons – see diagram on page 4.

A brief description of the functions of the buttons is given below; a more comprehensive explanation is contained in the section which describes each facility.

- [R] to **Recall** the PBX operator; this button is used *only* if your system is connected to a PBX.
- [T] to **Transmit** a stored telephone number and to repeat the last number called.
- [P] to **Program** a press-button with a stored telephone number.
- [H] to **Hold** a call while, for example, an enquiry is made.
- [1] to [0] Keypad for making exchange line and keyed intercom calls, and for some repertory-calling.
- * this button has no function at present, but is reserved for use with facilities still under development.
- # used under certain conditions when repertory-called numbers are being stored.

The two press-buttons under the keypad are used with a range of optional facilities, and their precise function will depend on the facilities provided at your terminal.

The 24 press-buttons in the four columns have a number of uses which can include:

- answering and making calls on exchange lines, private circuits and switchboard extensions;
- making Named Intercom calls;
- diverting incoming calls;
- repertory-calling.

There are two further features not shown on the diagram:

- an access point for provision of a headset socket is located on the left-hand end, just beneath the loudspeaker grill;
- a tone-sounder volume control is positioned on the back of the instrument near the handset rest.

A label is provided beside each programmable button so that you can record such details as a stored repertory-called number or an individual's name.

This has all the features and facilities of the De-Luxe terminal, but has only one column of six programmable buttons.

Signalling lamps and tones

Lamp signals

A lamp is positioned beside each programmable press-button, and the following types of signal can appear:

Calling	a steady 'on-off, on-off' flashing sequence indicates an incoming call.
Engaged	a continuous glow shows that a line or terminal is in use.
Hold	a flash repeated about twice a second appears at the terminal which is holding a call.

Tones

System dial tone	a continuous melodious high-pitched two-tone sound.
Exchange dial tone	a continuous deep 'purring' sound.
Ring tone	a repeated 'burr-burr', on external (exchange line, PBX extension and private circuit) calls a repeated 'burr' on intercom calls.
Engaged tone	a repeated single note.
Number Unobtainable tone	a continuous high-pitched monotone.
Warn tone (Intrude)	a series of regular ticks.

Tone-Sounder – Cadences

Incoming calls are signalled by a tone-sounder which has distinctive cadences for external and intercom calls.

External Call	a steady 'on-off, on-off' sequence.
Intercom Call	an alternating 'short tone, long pause' sequence.

In the event of an intercom call being received while an external call is ringing, the cadence will change to intercom ringing.

Tone-sounder – Volume control

The volume can be adjusted to soft, medium, and loud, by means of a 3-position knurled wheel which protrudes at the back of the instrument just beneath the handset rest.

To increase volume: rotate wheel in clockwise direction.

To lower volume: rotate wheel in anti-clockwise direction.

The volume of the loudspeaker on terminals with Direct Voice Calling/Monitor facilities (see page 16) will correspond with the setting on the tone-sounder; it is not possible to mix volumes by, for instance, having the tone-sounder on soft and the loudspeaker on medium.

Note: When an instruction to 'Press' is stated, the button concerned should be *pressed briefly and released* unless noted to the contrary.

Answering calls

Exchange, PBX-extension and private circuit calls

Calls on exchange lines, extensions from PBXs and private circuits can be answered by up to three methods, depending upon the facilities available on your terminal:

- 1 By means of the handset and programmed press-buttons;
- 2 Using only the handset;
- 3 Using the handset and an **ANSWER EXCHANGE** button – this method is described on page 10.

1 Selective answering – using programmed press-buttons.

Certain press-buttons on your terminal may have been programmed to connect with outside lines (exchange, private circuit, etc.) selectively. Each of these buttons has an associated lamp.

When an incoming call is received, your tone-sounder will ring with the exchange call cadence and the lamp associated with that line will flash.

TO ANSWER A CALL:

- 1 Lift the handset (the sounder will stop).
- 2 Listen for system dial tone.
- 3 Press the button beside the flashing light. The lamp will change to a steady glow, and you will be connected to the incoming caller.

When more than one incoming call is received simultaneously, you may select which one you choose to answer first.

Should you wish to ignore an incoming call, the tone-sounder and lamp will continue to operate until someone on another terminal who also has access to the line answers the call, or until the caller rings off.

TO CLEAR A CALL :

Replace the handset; whereupon the lamp will go out.

2 Non-selective answering – using the handset only

Your terminal may have been programmed to enable you to answer calls non-selectively, without using press-buttons.

When an incoming call is received, your tone-sounder will ring with exchange call cadence – there is no lamp signal.

TO ANSWER A CALL :

Lift the handset

The sounder will stop and you will be connected immediately to the incoming call. If there is more than one incoming call, you will be connected to the one which has been waiting the longest.

TO CLEAR A CALL :

Replace the handset

Intercom calls

When an intercom call is received, your tone-sounder will ring with the intercom cadence. There is no lamp signal except when the call is from a terminal with whom you have Named Intercom (see next column), in which case the lamp on the appropriate Named Intercom button will flash.

TO ANSWER A CALL :

Lift the handset (the tone-sounder will stop), and speak.

TO CLEAR A CALL :

Either you or your caller should replace the handset; the remaining party will then hear system dial tone.

Making calls

Exchange calls.

Calls can be made on selected exchange lines by means of programmed press-buttons and the keypad, and/or by means of the keypad alone, depending upon the facilities available at your terminal.

TO MAKE A CALL, using a selected programmed button :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press the desired exchange line button, after checking that the associated lamp is out. (If the lamp is on, this means that the line is being used.) The lamp will then light and you will hear exchange dial tone.
- 4 Key the required number, using your keypad.

TO MAKE A CALL, using the keypad alone :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Key '9' on your keypad.
If there is a free exchange line you will hear exchange dial tone; if all the exchange lines are in use you will hear system engaged tone.
- 4 Key the required number, using your keypad.

Note: if your terminal does not have the facility of making certain types of exchange calls (e.g. STD or international calls) you will hear the number unobtainable tone during the keying sequence – the precise point will depend upon the types of call not available to you.

TO CLEAR A CALL :

Replace the handset.

Intercom and Named Intercom calls

Intercom calls are made by using the keypad; Named Intercom calls are made by means of programmed press-buttons.

TO MAKE A CALL, using the keypad :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Key the number of the required terminal, using the keypad.

If the called terminal is in use, you will hear system engaged tone. If you key a non-existent number, or mis-operate in a similar way, the number unobtainable tone will be heard.

TO MAKE A CALL, using a programmed press-button (Named Intercom) :

- 1 Check that the lamp beside the programmed button is out.
- 2 Lift the handset.
- 3 Listen for system dial tone.
- 4 Press the programmed key of the required terminal.

(Instructions on how to program press-buttons for Named Intercom calling are given on Page 18.)

TO CLEAR A CALL

Either you or the called terminal user should replace the handset; the remaining party will then receive system dial tone.

Calls via a PABX or PMBX

If an extension from a PABX or PMBX is connected to your terminal, it can be used for calling other extensions on the PABX/PMBX, or for making exchange line calls.

TO MAKE A CALL VIA A PABX, using a programmed press-button:

- 1 Lift the handset and listen for system dial tone.
- 2 Press the programmed PABX-extension button.

You will then hear the PABX system dial tone and can key the required extension number, or key 'g' to obtain exchange dial tone.

TO MAKE A CALL ON A PMBX EXTENSION, using a programmed press-button:

- 1 Lift the handset and listen for system dial tone.
- 2 Press the programmed PMBX-extension button, and wait for the PMBX operator to answer.

The operator will then either obtain the required number, or give you a line so that you can make the call.

TO CLEAR A CALL:

Replace the handset.

Some terminals are able to make calls on PBX extensions by keying certain access digits on the keypad; if your terminal has this facility, British Telecom staff will advise you on the correct keying sequences.

Calls via a Private Circuit

Your terminal may have a private circuit connected to a distant telephone or switchboard. It is not possible to make an exchange call over this type of circuit.

The method of making an intercom call will depend on the type of telephone system at the other end, and British Telecom staff will advise you on the correct keying sequence.

Hold for enquiry

An incoming or outgoing call may be held while, for instance, you make an enquiry call to another terminal or over another exchange line.

You may hold any number of calls answered or made by means of individual programmed press-buttons. The held calls may be recalled in any order by pressing the appropriate exchange button; alternatively, the last one held may be recalled by pressing **[H]** while listening to system dial tone.

You may also hold one call made or received via the keypad, (i.e. when there is no programmed button).

TO HOLD A CALL:

- 1 Press the **[H]** button.
- 2 Listen for system dial tone.

You are then free to make your intercom or exchange enquiry call. (On a call held on a programmed button, the associated lamp will flash slowly at the held-call cadence.)

TO CLEAR AN INTERCOM ENQUIRY CALL:

Wait for the called terminal user to clear the line; you will then hear system dial tone. **Do not replace your handset.**

TO CLEAR AN EXCHANGE ENQUIRY CALL:

Replace your handset, and immediately lift it again; you will then hear system dial tone. Should you replace your handset for more than 5 seconds, the held call will revert to the normal incoming call procedure.

TO RECALL A CALL HELD ON A PROGRAMMED PRESS-BUTTON:

Either: press **[H]** while listening to system dial tone; this will re-connect you to the most recently held call.

or: press the button of the held exchange line or terminal which you wish to recall.

The slow flashing of the exchange line or terminal lamp will change to a steady glow.

TO RECALL OTHER HELD CALLS:

Press **[H]** while listening to system dial tone.

If the enquiry call was not answered it will be necessary to replace the handset momentarily before following the above instructions.

Held Call/Enquiry Call Rotation

If you wish to rotate between a held call and an enquiry call, tell the user at the enquiry terminal not to replace the handset.

TO ROTATE BETWEEN THE HELD AND ENQUIRY CALLS using programmed press-buttons:

- 1 Make the enquiry call, as described above.
- 2 Press **[H]**;
- 3 Listen for system dial tone.
- 4 Press the programmed button of the held line – this will reconnect you to the held caller.

You may rotate as often as you wish by repeating the above sequence.

TO ROTATE BETWEEN THE HELD AND ENQUIRY CALLS using the keypad:

- 1 Make the enquiry call, as described above.
- 2 Press **[H]** this reconnects you to the last held call.

You may rotate between the held and enquiry calls as often as you wish by further depressions of the **[H]** button.

Call transfer

Any type of incoming or outgoing call may be transferred to another terminal.

TO TRANSFER A CALL :

- 1 Put the call into 'Hold', and make an enquiry call to the required terminal as described on page 8.
- 2 Invite the terminal user to accept the call (this conversation cannot be overheard by the held caller) and then replace your handset.

The call will automatically be transferred.

Should the called terminal be engaged or not answered, replace your handset momentarily. On lifting it again, you will hear system dial tone and can either make further attempts to transfer the call or can press **[H]** to reconnect to the held call.

If the called terminal answers but does not wish to accept the call, **do not replace your handset** – wait for the other terminal user to replace his handset. You will then hear system dial tone and can proceed as above.

TO ACCEPT A TRANSFERRED CALL :

On agreeing to accept the call **do not replace your handset** – wait for the other terminal user to replace his handset.

The call will then be transferred to you.

PBX operator recall

If your system is connected to a PBX you can contact the operator and also gain access to all the facilities of the PBX.

TO RECALL A PABX OPERATOR :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press a programmed PABX-line button.

You will then hear the PABX system dial tone.

- 4 Key "O" on your keypad.

If you are already engaged on a call on the PABX-line:

- 1 Press **[R]**.

The call in progress will be held, and you will hear the PABX system dial tone.

- 2 Key "O" on your keypad.

If you wish to return to the held call:

Press **[R]** again.

TO RECALL A PMBX OPERATOR :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press a programmed PMBX-line button and wait for the PMBX operator to answer.

If you are already engaged on a call on the PMBX-line:

Press **[R]** and wait for the PMBX operator to answer.

The PMBX operator then normally holds or transfers the call.

Repetition of last number called

The last exchange number called by keying *in full* is stored until another exchange call is keyed, even though you may have made intercom calls, or exchange calls via repertory calling, in the meantime.

TO REPEAT THE LAST NUMBER CALLED :

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[T]** twice.

If the number to be repeated was obtained via a PBX, the PBX access digit(s) must be keyed and connection to the public exchange established before pressing **[T]** twice.

Tone-sounder on/off button

If a press-button on your terminal has been programmed to cut off the tone-sounder, the label beside it will be marked **SOUNDER ON/OFF**

When this button is pressed, there will normally be no tone-calling signal on incoming exchange lines which you share with other terminals. However, each line has been programmed to over-ride **SOUNDER ON/OFF** on a designated terminal so that calls are not missed in the event of every terminal having switched off its sounder. If yours is such a designated terminal, your **SOUNDER ON/OFF** button will be inoperative under these conditions.

Tone-calling will also continue when intercom calls and calls on lines exclusive to your terminal are received.

Exchange line lamp signals, where provided, will continue regardless of the position of the **SOUNDER ON/OFF** button.

TO CUT OFF THE TONE-SOUNDER:

Press the **SOUNDER ON/OFF** button.

The lamp associated with the button will light to remind you that the sounder is not working.

TO RESTORE SOUND:

Press the **SOUNDER ON/OFF** button again.

The lamp will go out and the sounder will resume normal operation.

Lamp signal on/off button

If your terminal has a **LAMPS ON/OFF** button, you will be able to switch off the lamps which show when the Named Intercom terminals which you can call are engaged.

TO SWITCH OFF THE NAMED INTERCOM ENGAGED LAMPS:

Press the **LAMPS ON/OFF** button.

The lamp associated with the button will light to remind you that the facility is being used.

Lamps on terminals which are already engaged will stay on, but as each terminal becomes free its lamp will go out and will not reappear when the terminal is next engaged.

TO RESTORE LAMPS:

Press the **LAMPS ON/OFF** button again.

The lamp will go out and normal lamp signalling will resume.

'Answer Exchange' button

Your terminal may have an **ANSWER EXCHANGE** button which enables you to answer calls on a number of exchange lines, but which does not allow you to choose which to answer first.

When incoming calls are received, your tone-sounder will ring with the exchange call cadence, and the lamp by the **ANSWER EXCHANGE** button will flash until all waiting calls are answered.

TO ANSWER A CALL:

- 1 Lift the handset. (The sounder will stop.)
- 2 Listen for system dial tone.

At this stage you can ignore the incoming call if you wish, and make an outgoing exchange or intercom call.

- 3 Press the **ANSWER EXCHANGE** button.

The lamp flash will stop, and you will be connected to the incoming call. If there is more than one waiting call, you will be connected to the one which has been waiting the longest.

TO CLEAR A CALL:

Replace the handset.

Repertory calling

If repertory calling facilities have been provided, you can store up to 22 telephone numbers on your terminal, depending upon the type of terminal and the range of other facilities provided.

Some numbers are stored and used by means of the keypad, and others by means of the programmed press-buttons.

Full instructions on how to store repertory called numbers are given on page 18.

TO MAKE A CALL, USING THE KEYPAD:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[T]**.
- 4 Key the digit against which the required telephone number has been stored.

The repertory caller will then call the stored number.

TO MAKE A CALL, USING A PROGRAMMED PRESS-BUTTON:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[T]**.
- 4 Press the programmed button against which the required number has been stored.

The repertory caller will then call the stored number.

If no intercom number has been stored against that button, and it is not being used for any other purpose, you need only:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press the programmed button.

Diversion (Pre-programmed)

Diversion of incoming calls – pre-programmed

The diversion facility enables a terminal user to divert incoming exchange calls (except on shared lines and on lines exclusively restricted to that terminal's use) and intercom calls to a fixed alternative terminal.

During diversion, facilities such as outgoing exchange line and intercom calls, repertory calling, etc., are still available.

The terminal which invokes the diversion is called the Diverting Terminal, and the point to which the calls are diverted is referred to as the Nominated Terminal. A terminal may be both a Diverting Terminal and a Nominated Terminal.

These notes are divided into two sections:

Diverting Terminal – how to divert your calls.

Nominated Terminal – how to answer diverted calls.

Diverting Terminal

In order for you to divert calls your terminal must have a **[DIVERTE]** button, and immediately below it a press-button permanently programmed for Named Intercom with the terminal to which your calls will be diverted – see Figure 1, on page 12.

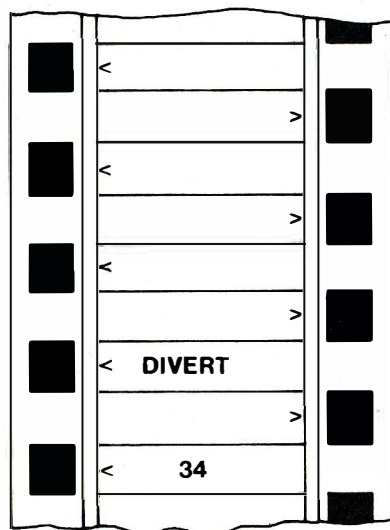
The Named Intercom button can be used to call the Nominated Terminal (and for repertory calling, if provided) both during diversion and under normal conditions, but it cannot be programmed for any other function.

TO DIVERT CALLS TO A NOMINATED TERMINAL:

- 1 Press **[DIVERTE]**, whether the handset is on or off its rest. The lamp beside the button will glow to remind you that calls are being diverted.

Figure 1 Diverting Terminal (No. 33)

Diverts calls to terminal 34



When an exchange line call is received, the associated lamp will flash as usual, but the sounder will not ring unless the call is on a line exclusive to your terminal.

When an intercom call is received, there is no lamp or tone-sounder signal.

Both types of call are automatically diverted to your Nominated Terminal.

When the Nominated Terminal answers a call on your behalf, the lamp beside the Named Intercom button will glow, and on exchange line calls the flashing lamp will change to a steady glow.

The Nominated Terminal can get in touch with you to make an enquiry or to see if you wish to deal with a particular call personally.

TO ANSWER A CALL FROM YOUR NOMINATED TERMINAL:

- 1 When the Nominated Terminal wishes to contact you, the lamp by the Named Intercom button on your terminal will flash and the sounder will ring.
- 2 Lift the handset and speak to the Nominated Terminal.
- 3 If you agree to accept the call **do not replace your handset**. Wait for the Nominated Terminal to transfer the call to you.

TO END DIVERSION:

Press **DIVERT**, whereupon:
 the associated lamp will go out;
 the sounder will operate as usual;
 normal service will be restored.

Nominated Terminal

In order for you to receive diverted calls your terminal must have a press-button permanently programmed for Named Intercom with the Diverting Terminal, and immediately below it a button designated **CALLS FOR . . .** – see Figure 2.

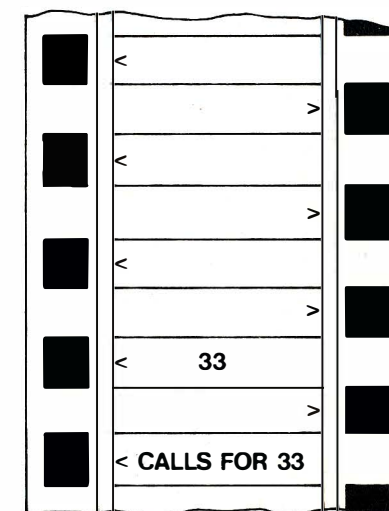
The first button can be used for Named Intercom (and repertory calling, if provided) both during diversion and under normal conditions, but it cannot be programmed for any other function.

The above arrangement must be repeated if a second Diverting Terminal is able to divert calls to you.

When a diverted call is received, the lamp associated with the appropriate **CALLS FOR . . .** button will flash, and the sounder will ring at the exchange line call or intercom cadence according to the type of call.

Figure 2 Nominated Terminal (No. 34)

Answers calls for terminal 33



TO ANSWER A DIVERTED CALL:

- 1 Lift the handset.
- In the case of intercom calls, you will be connected to the incoming call.
- In all other cases:
- 2 Listen for system dial tone.
- 3 Press the appropriate **CALLS FOR . . .** button.

You may contact a Diverting Terminal at any time, whether diversion is operative or not.

TO CONTACT A DIVERTING TERMINAL:

- 1 Lift the handset.
- 2 Listen for system dial tone.

- Either:** press the appropriate Named Intercom button;
or: key the number of the Diverting Terminal.

A diverted call can be referred back to the Diverting Terminal.

TO REFER A CALL BACK TO A DIVERTING TERMINAL:

Having answered the call:

- Press the **[H]** button.
- Listen for system dial tone.
- Either:** press the appropriate Named Intercom button;
or: key the number of the Diverting Terminal.
- Invite the Diverting Terminal to accept the call (this conversation cannot be overheard by the held caller) and then replace your handset.

If the Diverting Terminal declines the call, **do not replace your handset**. Wait for the Diverting Terminal user to replace his handset and then:

- Listen for system dial tone.
- Press the **[H]** button again; you will then be reconnected to the caller.

When the handset at the Diverting Terminal is lifted (whether diversion is operative or not) the lamp beside the Named Intercom button will glow. This will tell you that the terminal is attended, even though the user may not be answering calls.

Joint Nominated/Diverting Terminal

Your terminal may have a **[DIVERT]** button as well as a **[CALLS FOR ...]** button. On pressing **[DIVERT]**, your own incoming calls and those from your Diverting Terminal will be routed to the new Nominated Terminal.

Diversion (User-programmed)

Diverting Terminal

If your terminal has a button programmed **[REDIRECT]** you can choose the Nominated Terminal to which calls may be diverted at any particular time.

TO SELECT A NOMINATED TERMINAL:

- Lift the handset and listen for system dial tone.
- Press **[P]** and **hold it down**.
- Press the Named Intercom button which immediately follows your **[REDIRECT]** button.
- Using the keypad, key the number of the Nominated Terminal.
- Release the **[P]** button.
- Listen for system dial tone – this shows that the keyed number has been accepted.
- Replace the handset.

Thereafter, facilities are as described under pre-programmed diversion.

TO CHANGE A NOMINATED TERMINAL:

Repeat the above procedure; as you key the number of the new Nominated Terminal, it will replace the number originally recorded.

TO ERASE A NOMINATED TERMINAL NUMBER:

If you wish to remove a terminal number on the Named Intercom button without entering a new number, repeat the above procedure *with the exception of action 4* (This will render the **[REDIRECT]** button inoperative.)

Nominated Terminal

When a diverted call is received, the sounder will ring at the appropriate cadence, but you will not know either that the call is diverted or the number of the Diverting Terminal. Once you have answered a call, it can be held/transferred etc in the usual way.

Buzz

Note: this facility is available *only* on Nominated Terminals on systems with pre-programmed Diversion.

If your terminal has a button programmed **[BUZZ]**, you will be able to attract the attention of the Diverting Terminal user when he is engaged on a call.

TO BUZZ:

- Either:** lift the handset.
or: if you are dealing with a call, place it in “hold”.
- Listen for system dial tone.
- Press the Named Intercom button to call the Diverting Terminal.
- On hearing engaged tone, press **[BUZZ]**. (The engaged tone will stop.)
- Wait for the Diverting Terminal user to answer. You are then free to speak without being overheard by the held call, and may then transfer it if you wish by replacing your handset.

If the Diverting Terminal does not answer, you may buzz again only by momentarily replacing your handset and then repeating the above procedure.

Alternatively, replace your handset momentarily, and on hearing system dial tone press **[H]**. This will reconnect you to the held call.

TO RETURN TO A HELD CALL (AFTER BUZZING):

If the Diverting Terminal does not wish to accept a held call:

- Wait a few seconds while the Diverting Terminal clears your buzz call.
- Listen for system dial tone.
- Press **[H]**.

If the held call is not on a programmed button, you will immediately be reconnected. In other cases you will hear system dial tone again, and should then press the appropriate programmed button to contact the held call.

RECEIVING A BUZZ CALL:

While engaged on a call you will hear a half-second burst of tone (on exchange line calls this will not be heard by the person to whom you are speaking), and the lamp of the button programmed for Named Intercom with your Nominated Terminal will flash.

- 1 Press **[H]**. (This will put your own call into 'Hold').
- 2 Listen for system dial tone.
- 3 Press the Named Intercom button of the Nominated Terminal.

The flashing lamp will then go out and you will be able to speak to the Nominated Terminal user.

TO RETURN TO A HELD CALL (AFTER RECEIVING A BUZZ CALL):

- 1 Press **[H]**.

If the held call is not on a programmed button, you will immediately be reconnected. In other cases you will hear system dial tone and should then press the appropriate programmed button to contact the held call.

Intrusion

The intrusion facility enables you to intrude on an established intercom call when you call one of the parties and find them engaged. In order to use this facility your terminal must have an **[INTRUDE]** button.

TO INTRUDE ON AN ESTABLISHED INTERCOM CALL:

While listening to system engaged tone, press **[INTRUDE]**

You will then be connected in a three-way conversation with the other two parties, and all three of you will hear a warning ticking tone.

Whoever replaces his handset first will leave the other two parties connected to each other; the ticking tone will stop.

Your **[INTRUDE]** button will be inoperative if the called party:

- a. is engaged on an exchange call.
 - b. is taking part in a conference or another three-way conversation.
 - c. has been put into Hold by another terminal.
- Under any of these conditions you will hear system engaged tone change to number unobtainable tone.

Selective call barring

It is possible to bar terminals from making certain types of exchange calls. Examples are:

Barred to international calls only.

Barred to STD and international calls.

Barred to all exchange calls except Emergency Services (999).

If your terminal is barred from making any particular type(s) of exchange call, you will hear number unobtainable tone during the keying sequence.

You can join a conference as a participant, and provided your terminal has a **CONFER** button you can also initiate and control conferences.

TO INITIATE A CONFERENCE (AS CONTROLLER):

Press **CONFER** while listening to system dial tone or while connected to another terminal. (The associated lamp will light.)

If two conferences are already in progress, your **CONFER** button will be inoperative and the lamp will not light.

If the conference equipment is free, you are now the conference controller, and you alone can invite other parties to join in.

TO ADD PARTIES TO A CONFERENCE (AS CONTROLLER):

- 1 Press **H**. (The steady glow of the lamp will change to a flash.)
- 2 Listen for system dial tone.
- 3 Call the first required party in the usual way.
- 4 If the call is successful, press **CONFER**; both of you will then join the conference.

If the call is unsuccessful (for instance, if it is not answered), momentarily replace the handset, listen for system dial tone, and then press **CONFER** – this will take you back into the conference.

- 5 Repeat the above sequence for each party that you wish to bring into the conference.

Up to six terminals can confer. *It is not possible to link an exchange line caller to an internal conference.*

TO LEAVE A CONFERENCE TEMPORARILY (AS CONTROLLER):

If you wish to leave the conference for a while to, for instance, make an enquiry call:

- 1 Press **H**. (The steady glow of the lamp will change to a flash.)
- 2 Listen for system dial tone.
- 3 Make the call in the usual way.

You may now replace your handset if needed without losing the option of rejoining the conference.

TO REJOIN A CONFERENCE (AS CONTROLLER):

- 1 Wait for the distant party to clear the enquiry call.
- 2 Press **CONFER**.

TO CLEAR FROM A CONFERENCE (AS CONTROLLER):

Replace your handset while in conference, i.e. *not* while making an enquiry call.

Your terminal will resume normal operation, and one of the remaining participants may, if desired, become the new controller. Once you have cleared from a conference, you cannot rejoin unless invited to do so by the new controller.

TO JOIN A CONFERENCE (AS A PARTICIPANT):

- 1 When the controller calls you, answer the call in the usual way.
- 2 On agreeing to take part in the conference, listen on the handset until the controller tells you that all the other participants have joined.

You will then be in conference, and can use the handset as in an ordinary call.

TO LEAVE A CONFERENCE TEMPORARILY (AS PARTICIPANT):

If you wish to be able to leave a conference for a time, say to make an enquiry call, and then to subsequently rejoin it, your terminal must have a **CONFER** button.

- 1 Press **H**. (The steady glow of the **CONFER** button lamp will change to the 'Held' cadence.)

- 2 Listen for system dial tone.
- 3 Make the call in the usual way.

You may now replace your handset if needed without losing the option of rejoining the conference.

TO REJOIN A CONFERENCE (AS PARTICIPANT):

Press **CONFER**. (The lamp reverts to a steady glow.)

The party to whom you were connected will be cleared, and you will be reconnected to the conference.

TO CLEAR FROM A CONFERENCE (AS PARTICIPANT):

Replace your handset; your terminal will resume normal operation.

Once you have cleared from a conference, you cannot rejoin unless invited to do so by the controller.

TO BECOME THE CONTROLLER (AS PARTICIPANT):

Should the controller wish to clear from the conference, any remaining member whose terminal has a **CONFER** button may become the new controller.

If you wish to become the new controller:

Press **CONFER** while in conference, i.e. *not* while making an enquiry call.

Direct voice calling

Your terminal may have a **[SPEAK]** button which enables you to make an intercom call and be heard without the called party having to lift the handset.

TO MAKE A DIRECT VOICE-CALL:

- 1 Call the required terminal in the normal way.
- 2 When you hear system ringing tone, press **[SPEAK]**.

The ringing tone will stop; you will be connected to the called terminal and may give your message.

If the ringing tone does not stop when you press **[SPEAK]**, this indicates that the called terminal is not equipped with voice-calling facilities, and you will have to wait for the user to answer your call in the usual way.

TO CLEAR AN OUTGOING VOICE-CALL:

Replace your handset.

If your terminal has a loudspeaker and a **[MONITOR]** key, you will be able to receive an intercom call without lifting your handset.

RECEIVING A DIRECT VOICE-CALL:

- 1 You will hear a short burst on the tone-sounder, followed by the message.
- 2 If you wish to reply, lift your handset. The loudspeaker will switch off and the call may proceed as usual.
- 3 Replacing the handset will switch the loudspeaker on again.

TO CLEAR AN INCOMING VOICE-CALL:

The call is normally cleared by the caller, but if you wish to clear a call yourself, press **[MONITOR]**. If you are using the handset when the call ends, replace it before pressing **[MONITOR]**.

Monitor

If your terminal has a loudspeaker and a **[MONITOR]** button, you can monitor the progress of outgoing calls and amplify incoming calls without using your handset.

TO MONITOR OUTGOING CALLS:

- 1 Press **[MONITOR]**; the lamp will light, and you will hear system dial tone through the loudspeaker.
- 2 Key the required number in the usual way.
- 3 When the called party answers, lift the handset – this transfers the call to the handset.

If there is no answer, press **[MONITOR]** again to clear the call.

You can also amplify incoming speech on exchange and intercom calls, whether you have made or received them.

TO AMPLIFY INCOMING SPEECH:

- 1 Press **[MONITOR]**.
- 2 Replace the handset.

This will route the incoming speech through the loudspeaker, but **remember** that you must lift the handset again before your reply can be heard.

The above sequences can be repeated as often as you wish.

TO CLEAR A MONITOR CALL:

- 1 Replace the handset.
- 2 Press **[MONITOR]**; (the lamp will go out).

The volume of the loudspeaker can be adjusted to soft, medium or loud by means of the tone-sounder volume control – see page 6.

Headset

Your terminal may be equipped with a socket for a headset, in which case there will also be a **[CALL/CLEAR]** button. As inserting the headset plug into the socket disconnects the handset, it is not possible for one person to use the headset while another (such as a supervisor) listens in on the handset.

TO MAKE A CALL:

- 1 Press **[CALL/CLEAR]**; the lamp associated with the button will glow.
- 2 On hearing system dial tone, proceed as if using the handset.

TO ANSWER AN EXCHANGE CALL:

- 1 Press **[CALL/CLEAR]**. (The lamp will light.)
- 2 Press the appropriate exchange line button, or the **[ANSWER EXCHANGE]** button, according to your usual method of answering an exchange line call.

TO ANSWER AN INTERCOM CALL:

Press **[CALL/CLEAR]**. (The lamp will light.)

TO CLEAR AN EXCHANGE OR INTERCOM CALL:

Press **[CALL/CLEAR]** again. (The lamp will go out.)

All terminals are provided with pre-printed labels upon installation.

Self-adhesive replacement labels are available should you wish to change details recorded on the original labels. Sheets of labels may be obtained, free of charge, from your local Telephone Sales Office. Please quote Label A1177.

TO PREPARE A LABEL:

Type or write the required information on a label of the appropriate size and colour before removing it from the sheet.

It is recommended that when a given press-button is to be used for Named Intercom, the number or designation be recorded on the upper part of the label. When the same button is used for Repertory Calling, the details may be entered on the lower portion of the label.

FITTING A REPLACEMENT LABEL:

Remove the plastic label-cover by pressing gently in a downward direction; this allows the cover to spring up at the top so that it may then be lifted clear.

Fit the replacement label, taking care not to obscure the arrowhead on the original label.

Replace the label-cover by slipping in from the bottom (with the tongue slotting under the frame) and then pressing lightly at the top to snap-lock.

Should it become necessary to replace the original pre-printed label, please contact your local Telephone Sales Office. They will arrange for a new label to be prepared,

including the pre-printed designations, but you will have to record details of any Named Intercom and Repertory Called numbers yourself.

Programming of named intercom press-buttons

You may program any of the 6 (or 24) press-buttons on the right-hand section of your terminal which have not already been programmed for any facility, other than Repertory Calling, to call any terminal of your choosing.

TO PROGRAMME A NAMED INTERCOM PRESS-BUTTON:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[P]** and **hold it down.**
- 4 Press the Named Intercom button which you wish to programme.
- 5 Using the keypad, key the number of the required terminal.
- 6 Release the **[P]** button.
- 7 Listen for system dial tone – this shows that the keyed number has been accepted.
- 8 Replace the handset.
- 9 Remember to make a note on the label beside the Named Intercom button.

TO CHANGE A PROGRAMMED NUMBER:

Repeat the above procedure; this replaces the previously stored number.

TO ERASE A PROGRAMMED NUMBER:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[P]** and **hold it down.**
- 4 Press the Named Intercom button against which the number to be erased is stored.
- 5 Release the **[P]** button.
- 6 Listen for system dial tone – this shows that the number has been erased.

- 7 Replace the handset.

Should you misoperate any press-buttons or keys during the foregoing sequences you will hear Number Unobtainable tone unless the error can be interpreted as the correct programming of a wrong number.

Programming repertory called numbers

Standard Terminal

Up to ten exchange numbers may be stored against the digits 1-0 of the keypad.

De-Luxe Terminal

Up to ten exchange numbers may be stored against the digits 1-0 of the keypad.

Alternatively

You may use any buttons in the *third* and *fourth* columns which are not used for anything other than Named Intercom, plus the digits 1-0 of the keypad.

Programming a repertory called number in this way does not interfere with any Named Intercom number already stored against the same button.

HOW TO STORE A REPERTORY CALLED NUMBER:

- 1 Lift the handset.
- 2 Listen for system dial tone.
- 3 Press **[P]** and **hold it down.**
- 4 Press **[T]**.
- 5 Press the keypad digit or the button which you wish to programme.
- 6 Using the keypad, key the digits of the number you wish to record.
- 7 Release the **[P]** button.
- 8 Listen for system dial tone – this shows that the number has been stored.
- 9 Replace the handset.
- 10 Remember to make a note of the number and/or the called location.

Please note: if the stored number will be called on a line connected to a PBX, you will need to include a PBX-access digit and then press **[#]**; your Telephone Service Representative will advise you how to record such numbers.

Up to 20 digits may be entered for each number, but this includes any PBX-access digits and pauses (**[#]**).

TO CHANGE A REPERTORY CALLED NUMBER:

Repeat the above procedure; this replaces the previously stored number.

TO ERASE A REPERTORY CALLED NUMBER:

- 1 Lift the handset.
- 2 Listen for the system dial tone.
- 3 Press **[P]** and **hold it down**.
- 4 Press **[T]**.
- 5 Press the button or keypad digit against which the number to be erased is stored.
- 6 Release the **[P]** button.
- 7 Listen for system dial tone – this shows that the number has been erased.
- 8 Replace the handset.

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