



System: 200
Extension: 300
Exchange: 1000

R 1 2 3
T 4 5 6
P 7 8 9
H * 0 #

REMITTANCE

LINE 1
LINE 2
LINE 3
LINE 4
STENO
M.D.
CONFERENCE
CALLS FOR ME
HOLD
TRANSFER

ASSISTANT
TELEPHONE SALES
RECEPTION
SECRETARY
CHIEF
LONDON RAIL INFO
ENVELOPE
LIAISON DUTY
HAWKIN A.
FAT
EXPRESS POST
G.D.F.I.S.
DEPARTING CLOCK

Introduction

Your telephone extension is connected to a Herald system from British Telecom. Herald is one of the most modern telephone systems available, and it incorporates the latest developments in microprocessor technology.

In order to take advantage of the wide variety of facilities made available by Herald, your extension instrument has to be much more powerful and flexible than an ordinary telephone. For this reason you have been provided with a special instrument known as a terminal. As you can see, your terminal has a handset and keypad like an ordinary press-button telephone; but it also has a number of other buttons which give you access to Herald's facilities.

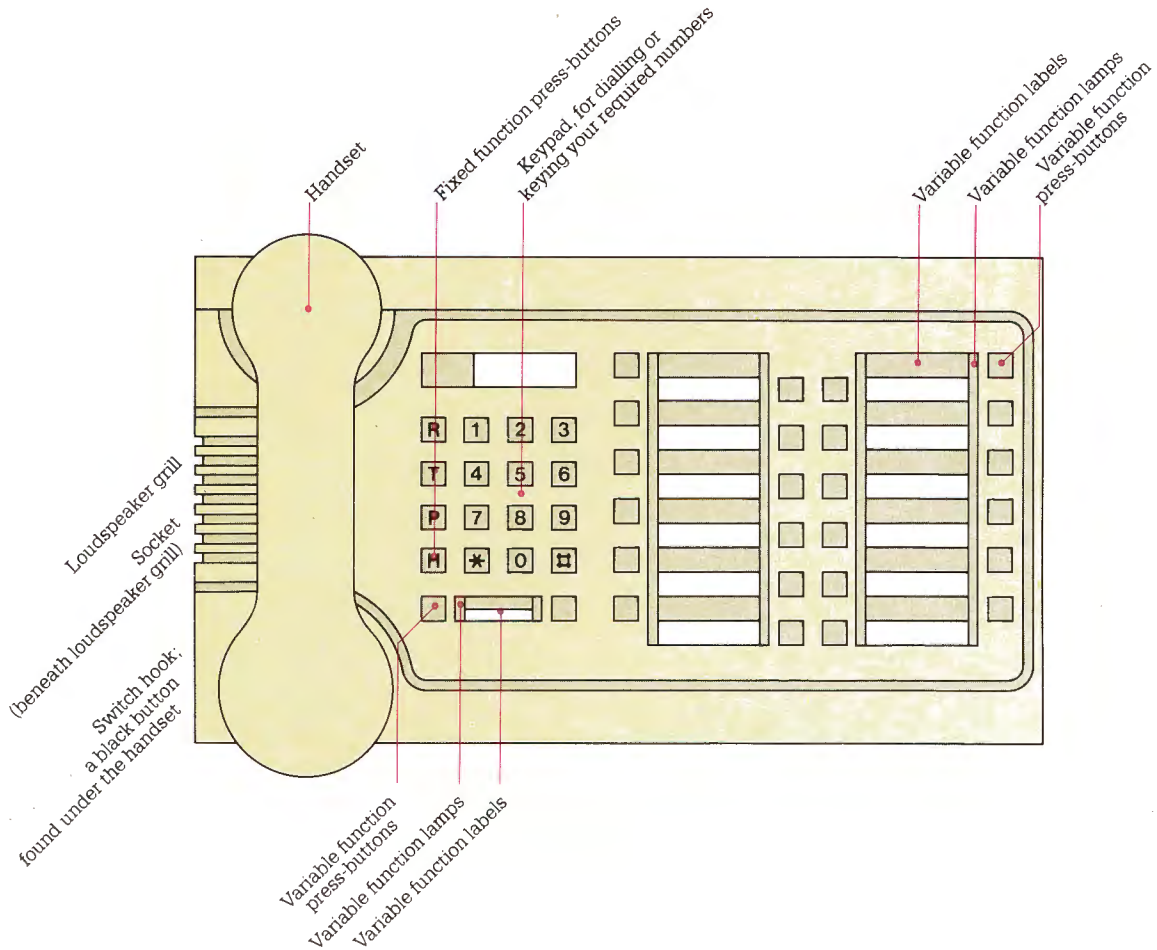
This guide explains how to make use of your Herald terminal.

Ordinary telephones can also be used on the Herald system, although they can take advantage of only a few of Herald's special facilities. If your extension instrument is an ordinary telephone, you should consult the Herald telephone user's guide.



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Your terminal



Keypad

The numbered buttons are used to dial or 'key' the number you want. The  and  buttons are mainly for use with additional facilities planned for the future.

Press-buttons

The press-buttons give you access to Herald's special facilities.

The four fixed function buttons have the same function on every Herald terminal.

The variable function buttons can be programmed to give access to any of Herald's facilities; the precise function of each therefore depends on your requirements. Each of these buttons has a lamp and label showing its function. There are 26 variable function buttons on HL (or De-Luxe) terminals, and 8 on HS (or standard) terminals.

Loudspeaker

The loudspeaker is for use with the Direct Voice Calling and Monitor facilities. It is an optional feature.

Socket

The socket is for use with a headset. It is an optional feature.

Volume Control

This adjusts the volume of the tone-sounder and the loudspeaker (if provided).

Using this guide

The variable function buttons on a Herald terminal are programmed to give access to the particular facilities that are required by the terminal user. However there are a large number of these facilities; and Herald provides more than one way of carrying out certain procedures such as making and answering calls.

For these reasons, it is unlikely that you will find every procedure described in this guide to be relevant to your own terminal. To determine whether a procedure is relevant to your terminal, refer to the button label indicated above the procedure.

If there is no label, you can make use of the procedure because it is relevant to all terminals. If a label is shown and you have a button on your terminal with an identical, or similar, one, you can also use it. If you do not have a button with that label, you cannot use the procedure, and you can ignore that section of the manual.

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Pressing buttons

Most of the procedures in this guide refer to pressing buttons. Unless stated otherwise, just press the button and then release it. There is no need to hold the button down.

Failed calls are commonly caused by pressing the buttons too quickly. If a call is unsuccessful, repeat it pressing each button firmly.

Tones and signals

The tones that you can hear through your handset are:

Herald dial tone
(a continuous high-pitched two-tone sound)

This tells you that your Herald system is waiting for you to key a number.

Exchange dial tone
(a continuous deep 'purring' sound)

This tells you that you are connected to the public exchange, which is waiting for you to key a number.

Internal ring tone
(a repeated 'burr' sound)

Another extension on your Herald system is being rung for you.

External ring tone
(a repeated 'burr-burr')

Any other telephone is ringing for you. (You could be connected via the public exchange, a private circuit or a private branch exchange (PBX).)

Engaged tone
(a repeated single note)

The number you are calling is busy.

Number Unobtainable tone
(a continuous high-pitched one-tone sound)

The number you have keyed does not exist, or you are not allowed to make calls of that type from your extension.

Warn (or Intrude) tone
(a series of regular 'ticks')

Another extension on your Herald system has joined your conversation. (See 'Intrusion,' page 29.)

Your terminal has a tone-sounder which can give two types of signal to warn you that a call is waiting for you. They are:

Internal signal
(bursts separated by long pauses)

This tells you that the call is from another extension on your Herald system.

External signal
(bursts separated by short pauses)

This tells you that the call is from any other type of telephone. (If your extension receives a call from another Herald extension whilst an external call is ringing, the external ringing signal will change to the internal signal.)

The volume of the tone-sounder can be adjusted by moving the volume control at the back of the terminal.

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Rotate the wheel clockwise to increase the volume, and anti-clockwise to reduce it.

Adjusting the volume control simultaneously alters the volume of the loudspeaker used with Direct Voice Calling and Monitoring.

Each variable function button on your terminal has a lamp next to it. These lamps can give you three different signals:

Calling signal
(a steady 'on-off' flashing)

This means that there is a call waiting for you on the line associated with that button.

Engaged signal
(a continuous glow)

This means that the line or facility associated with that button is in use.

Hold signal
(a flash repeated twice a second)

This means that a call on the line associated with that button is being 'held' at your terminal (see page 14).

Making an internal call

These procedures explain how to make calls to another extension on your Herald system.

Method 1

Lift your handset.

You hear the Herald dial tone.

Key the number of the extension you want, by pressing the buttons on the keypad in the appropriate order.

Listen for a tone which tells you what has happened to your call.

This will be either the ringing, engaged or number unobtainable tone.

When the extension user answers you can speak to him.

Method 2

or a label with the name of the extension user.

Check that you have a variable function button labelled with the extension number or name of the extension user you want to speak to.

If you do not, you cannot use this method; use Method 1 instead.

Check that the lamp next to the button is out.

If it is lit the extension is in use; wait until the lamp goes out before making your call.

Lift your handset.

You hear the Herald dial tone.

Press the button.

Just press it and release it; you do not need to hold it down.

When the extension user answers you can speak to him.

Buttons used for this procedure are described as having the 'Named Intercom' function. You may find that some of the buttons on your terminal have already been given this function by the British Telecom engineer. You can also give this function to unused buttons on your terminal; see page 20.

At the end of a call made by either method:

Replace your handset.

If the other extension user replaces his handset first, you will hear the Herald dial tone.

Making an external call

These procedures explain how to make calls on the public telephone network.

Method 1

Lift your handset.

Key

Key the number you want.

If you have a button on your terminal do not use this method of making external calls (see page 9).

Method 2

or a label with the number of the exchange line.

Check that the lamp next to the button is out.

Lift your handset.

Press the button.

Key the number you want.

At the end of a call made by either method:

Replace your handset.

Individual Herald extensions can be barred from making certain types of call. If you try to make a prohibited call, you will hear the Number Unobtainable tone whilst you are keying. If you hear the tone after you have finished keying, it means that the number you have keyed does not exist.

You may also be able to make external calls using Herald's facilities called Repeat Last Number (page 10) and Repertory Calling (page 22).

You hear the Herald dial tone.

If there is a free exchange line you will hear the exchange dial tone. If there are no free exchange lines you will hear the engaged tone; try again in a few minutes.

If it is lit the exchange line is in use; use a different button, or wait until the lamp goes out before making your call.

You hear the Herald dial tone.

The lamp next to the button lights. You hear the exchange dial tone.

Making a call via a private circuit

One or more of the external lines from your Herald system may be a private circuit. You can use this circuit to make calls to extensions on the system at the other end; you cannot use it to make public network calls.

For instructions on making calls via a private circuit, consult your internal telephone directory or British Telecom representative.

Making a call via a private exchange (PBX)

or a label with the number of the PBX extension.

Your Herald system may be connected to a private branch exchange (PBX). In this case, follow the procedures for making calls described below.

To call another extension on your Herald system

Follow either of the procedures given on page 6.

To call an extension on an automatic exchange (PABX)

Lift your handset.

You hear the Herald dial tone.

Press the button.*

You hear the PBX dial tone.

Key the number of the extension you want.

To make a public network call via a PABX

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Lift your handset.

You hear the Herald dial tone.

Press the button.*

You hear the PBX dial tone.

Key

You hear the public exchange dial tone.

Key the number you want.

To make a call via a manual exchange (PMBX)

Lift your handset.

You hear the Herald dial tone.

Press the button.*

Ask the operator to give you an outside line or to connect you to the number you want.

*On some Herald systems you key a code on the keypad instead of pressing . Your British Telecom representative will tell you if this is the case with your system and explain the procedure to follow.

You may also be able to make external calls via the PBX using Herald's facilities called Repeat Last Number (page 10) and Repertory Calling (page 22).

Repeat Last Number

Herald stores in its memory the last public exchange number that you have keyed on your keypad. The number is retained even if you make an external call to a different number using Repertory Calling (page 22), or if you key a Herald extension number. However when you next key an external number, the new number replaces the old one in Herald's memory.

Herald provides you with a simple method of re-calling the stored number

Lift your handset.

You hear the Herald dial tone.

Press **T** twice.

Herald automatically re-calls the last external number that you keyed.

10 **If your Herald system is connected to a private branch exchange**

Obtain the public exchange dial tone (see the previous page).

Press **T** twice.

Herald automatically re-calls the last external number that you keyed.

Answering an internal call

You hear the Internal ringing signal.

If you have a Named Intercom button for the extension user who is calling you, the lamp next to the button also flashes.

To answer the call

Lift your handset.

The ringing stops and the lamp (if there is one) glows steadily.

Speak to the caller.

At the end of the call:

Replace your handset.

The lamp (if there is one) goes out.
The caller hears the Herald dial tone.

Answering an external call

You can answer external calls in three different ways, depending on the functions that have been given to the buttons on your terminal.

Method 1

or a label with the number of the exchange line.

You hear the External ringing signal, and the lamp next to the button flashes.

If you know that the incoming line is connected to other terminals or telephones on your Herald system, you can choose not to answer the call. You can use your terminal to make calls in the normal way; or if two lamps are flashing you can choose which call to answer. When someone else answers the call the ringing signal will stop and the lamp will change to a steady glow.

To answer the call

Lift your handset.

The ringing stops, but the lamp continues to flash. You hear the Herald dial tone.

Press the button next to the flashing lamp.

The lamp glows steadily.

Speak to the caller.

At the end of the call:

Replace your handset.

The lamp goes out.

This method can also be used to answer incoming calls on a private circuit or from a PBX. In these cases the buttons may be labelled differently, but they are used in the same way.

Method 2

ANSWER EXCHANGE

You hear the External ringing signal and the lamp next to the **ANSWER EXCHANGE** button flashes.

If you know that the incoming lines connected to your terminal are also connected to other terminals or telephones on your Herald system, you can choose to ignore the call. You can use your terminal to make calls in the normal way. When someone else answers the call the ringing will stop and the lamp will go out (unless there is more than one call waiting to be answered).

To answer the call

Lift your handset.

The ringing stops, but the lamp continues to flash. You hear the Herald dial tone.

Press the **ANSWER EXCHANGE** button.

The lamp goes out, unless there is more than one call waiting to be answered. In this case Herald connects you to the call which has been waiting longest.

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Speak to the caller.

At the end of the call:

Replace your handset.

Method 3

You can only use this method if your terminal does not have either

LINE No. or

ANSWER EXCHANGE button.

You hear the External ringing signal.

To answer the call

Lift your handset.

The ringing stops. If there is more than one call waiting to be answered, Herald connects you to the one which has been waiting longest.

At the end of the call replace your handset.

Holding a call

Herald enables you to 'hold' a caller whilst you make or answer a call to or from a third party. The 'held' call can be either incoming or outgoing.

To hold a call

Tell your caller what you are going to do and ask him to hold on.

Press **[H]**

Herald puts your caller in Hold. If the call was made or answered using a **[ANSWER EXCHANGE]**, **[LINE No.]** or **[EXTENSION No.]** button the lamp next to that button flashes slowly. You hear the Herald dial tone.

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You are now free to answer another call using a **[LINE No.]** or **[ANSWER EXCHANGE]** button; or to make an enquiry call to a third party.

You can hold as many calls as you have buttons of the appropriate type. These held calls are indicated by the slowly flashing lamp next to the button.

You can also hold one call which does not cause a lamp to flash; this might be an internal call for which you do not have a corresponding **[EXTENSION No.]** button, or an external call for which you do not have a corresponding **[LINE No.]** button.

Enquiry calls

An enquiry call is a call made to a third party whilst your original caller is in Hold. An enquiry call can be made to either an internal or an external number.

To make an enquiry call

Put your original caller into 'Hold' in the normal way.

Call the third party in the normal way.

Make your enquiry.

At the end of your enquiry call, ask the third party to replace his receiver.

If the third party was not another Herald extension press your switch-hook for a moment.

If the third party does not answer or is engaged, press your switch-hook for a moment.

You can use any of the normal methods of making a call; except that you cannot use a or button on which your original caller is held.

The caller in Hold cannot hear what you are saying.

If the third party was another Herald extension user, you will hear the Herald dial tone.

You will hear the Herald dial tone.

You will hear the Herald dial tone.

To return to a held call indicated by a flashing lamp

End the enquiry call, and make sure that you can hear the Herald dial tone.

Press the button of the held call that you want to return to.

Continue your conversation with the original caller.

Herald reconnects you to the original caller. The flashing lamp next to the button glows steadily.

To return to a held call not indicated by a flashing lamp

End the enquiry call and make sure that you can hear the Herald dial tone.

Press

Continue your conversation with the original caller.

Herald reconnects you to the original caller.

Shuttling

During an enquiry call you can alternate or 'Shuttle' between your original caller and the third party. Suppose your original caller is in Hold and you are speaking to the third party.

To return to your original caller

Tell the third party that you are returning to your original caller and ask him to hold on.

Press **[H]**

Herald puts the third party in 'Hold'. If the enquiry call was made using a or button, the lamp next to the button flashes slowly. If the original held call was indicated by a flashing lamp, you hear the Herald dial tone. If the original held call was not indicated by a flashing lamp, Herald reconnects you to the caller.

If you hear the Herald dial tone, press the button of the held call that you want to return to.

Herald reconnects you to the caller.

Continue your conversation with the original caller.

The third party in Hold cannot hear what you are saying.

To return to the third party

Repeat this procedure

The original caller will be put back in 'Hold' and will not be able to hear what you are saying.

You can repeat this procedure as often as you like.

Transferring a call

Herald enables you to transfer a call from your own terminal to any other terminal or telephone on the same system.

To transfer a call

Tell the caller that you are going to transfer him and ask him to hold on.

Press

Herald puts the caller into Hold.
If the call was made or answered using an , or button, the lamp next to the button flashes slowly.
You hear the Herald dial tone.

Key the number of the extension that you want to transfer your caller to.

You cannot transfer a call to a telephone which is not on your Herald system.

When the extension user answers, explain that you are transferring a call to him.

Your caller in Hold cannot hear what you are saying.

Replace your handset.

Herald automatically connects your caller to the other extension user.

If the other extension user is engaged or does not answer:

Press your switch-hook for a moment.

You hear the Herald dial tone.

Key another extension number or return to your caller (see page 15).

If when you speak to the other extension user he tells you that he cannot accept the call:

Ask him to replace his handset. Do not replace your own handset.

You hear the Herald dial tone.

Key another extension number or return to your caller (see page 15).

If another extension user invites you to accept a transferred call

Wait for the other extension user to replace his handset. Do not replace your own handset.

Herald will automatically connect you to the caller.

Calling the PBX operator

or a label with the number of the PBX extension

Herald systems do not need an operator. However your system may be connected to a private branch exchange (PBX), which will have an operator.

The procedures on this page explain how to contact the operator on an automatic exchange (PABX).

To speak to the operator

Lift your handset.

You hear the Herald dial tone.

Press the button, if you have one*

You hear the PBX dial tone.

or

Key

Key

Wait for the operator to answer.

To make an enquiry call to the operator whilst holding another call

Tell the caller what you are going to do and ask him to hold on.

Press

Herald puts the caller into Hold. You hear the PBX dial tone.

Key

Wait for the operator to answer.

To return to your original caller

Press

Herald reconnects you with your caller in Hold.

On some types of PABX, you will need to press twice. Your British Telecom representative will tell you if this is the case.

The procedures on this page explain how to contact the operator on a manual exchange (PMBX).

To speak to the operator

Lift your handset.

You hear the Herald dial tone.

Press the button*.

Wait for the operator to answer.

To make an enquiry call to the operator whilst holding another call

Tell the caller what you are going to do and ask him to hold on.

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Press

Herald puts the caller into Hold.

Wait for the operator to answer.

To return to your original caller

Ask the operator to reconnect you.

*On some Herald systems you contact the PBX by keying an access code on the keypad instead of pressing the button. Your British Telecom representative will tell you if this is the case with your system, and explain the procedure to follow.

Named Intercom calls

You can give an unused button on your terminal the 'Named Intercom' function. This means that it can be used to make direct calls to the extension in question (see Method 2 on page 6). You can also tell whether the extension is in use by looking at the lamp next to the button.

You can give the Named Intercom function to any variable function button which has not been used for any other function; or which is only used for Repertory Calling. Repertory Calling and Named Intercom are the only functions which can be shared by one button.

To give a button the 'Named Intercom' function

- 1 Lift your handset, and put it on the table.
(Alternatively press if you have this facility.)
- 2 Press and hold it down; keep it pressed until step 5.
- 3 Press an unused variable function button (or one which is only used for Repertory Calling).
- 4 Key the number of the extension which will be called by means of the button.
- 5 Release the button.
- 6 Replace the handset (or press again).
- 7 On the label next to the button write '*EXTENSION xx*' (where *xx* is the extension number), or the name of the extension user (see page 37).

You hear the Herald dial tone.

If Herald has accepted your instruction you will hear the dial tone.

To change the number on a Named Intercom button

Repeat the procedure given opposite, using the new extension number.

Remember to alter the label next to the button (see page 40).

If you hear the Number Unobtainable tone during these procedures it means that you have pressed the wrong buttons, or in the wrong order. Replace your handset and start again.

To make a call to an extension using a Named Intercom button

Check that the lamp next to the button is out.

If it is lit the extension is in use, wait until the lamp goes out before making your call.

Lift your handset.

You hear the Herald dial tone.

Press the button.

When the extension user answers you can speak to him.

Repertory Calling

You may be able to give certain keys and buttons on your terminal the 'Repertory Calling' function. This means that an exchange number has been stored in Herald's memory against that button. You can then instruct Herald to dial the number for you by pressing just two buttons.

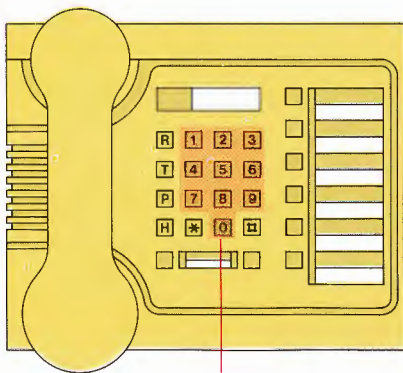
On HS and HL terminals you can give the Repertory Calling function to the ten numbered buttons of the keypad.

On HL terminals you may also be able to give the Repertory Calling function to the buttons in the third and fourth columns; provided they have been given no other function except Named Intercom. Repertory Calling and Named Intercom are the only functions which can be shared by one button.

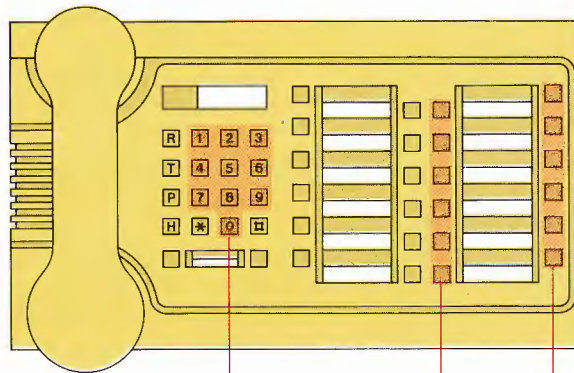
If you are not sure which buttons on your terminal can be used for Repertory Calling, ask your British Telecom representative; or try to give the function to a button. If the button is not allowed to have the function you will hear the Number Unobtainable tone; you cannot damage your terminal.

In order to make use of these procedures your terminal must have been given access to Herald's Repertory Calling facility.

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These buttons can be given the Repertory Calling function on all terminals with access to the facility.



These buttons can be given the Repertory Calling function on some HL terminals; if they have no other function except Named Intercom.

To give a button the Repertory Calling function

- 1 Lift your handset and put it on the table.
(Alternatively, press if you have this facility.)
- 2 Press and hold it down; keep it pressed until step 6.
- 3 Press
- 4 Press the button that you want to give the Repertory Calling function to
- 5 Key the full exchange number that you want to store against that button.
- 6 Release the button.
- 7 Replace your handset (or press again).
- 8 Make a note of the number stored against that button.

You hear the Herald dial tone.

If it is a variable function button it must be unused, or have only the Named Intercom function.

It is not necessary to include the public exchange access code, 9. However, if your Herald system is connected to a PBX you will need to include the exchange access code followed by a pause (using) in the number you key. Consult your British Telecom representative.

If Herald has accepted your instruction you will hear the dial tone.

With variable function buttons, this can be done on the label alongside (see page 40).

To alter the number stored against a Repertory Calling button

Repeat the procedure given above, using the new number.

Remember to alter your note of the number stored against the button.

To make a call using Repertory Calling

Lift your handset.

You hear the Herald dial tone.

Press

Press the button that the number you want to call has been stored against.

Herald will automatically connect you to that number. If no number is stored against that button, you will hear the number unobtainable tone.

Intrusion

INTRUDE

The intrusion facility enables you to join an established conversation between two other extensions on your Herald system.

Before intruding on the call you must have rung an extension and heard the engaged tone.

To join the call

Press **INTRUDE**

You will be connected in a three-way conversation with the extension you called and his caller. All three of you will hear the Warn (or Intrude) tone: a series of regular 'ticks'.

When one of you replaces his handset the other two will remain connected and can continue their conversation. The Warn tone will stop.

You are not allowed to intrude if the extension you originally rang:

is speaking to a caller on an exchange line

or

is taking part in a conference or is connected to another three-way conversation

or

has been put into Hold by another extension

In each of these cases you will hear the Number Unobtainable tone when you press

INTRUDE

Diverting calls to a fixed extension

DIVERT

The *DIVERT* button enables you to divert certain incoming calls to another terminal.

The calls that you can divert are:

Calls from other extensions on your Herald system

Calls on exchange lines that are not shared with any other extensions

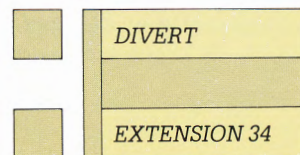
You cannot divert:

Calls on exchange lines shared with other extensions

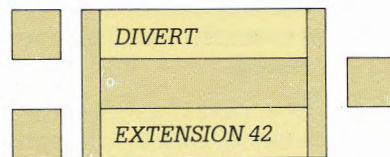
Calls on exchange lines which are for your exclusive use, and which you have instructed British Telecom are not to be diverted

A terminal which invokes diversion of calls is known as the Diverting Terminal; the terminal which receives the diverted calls is known as the Nominated Terminal.

The button below *DIVERT* on your terminal should have the Named Intercom function; the extension called by this button is your Nominated Terminal.



In this example of an HS terminal the Nominated Terminal is extension 34



In this example of an HL terminal the Nominated Terminal is extension 42

To divert calls to your Nominated Terminal

Press

The lamp beside the button glows to remind you that diversion is in effect.

Incoming calls on exchange lines will continue to cause the associated lamp to flash, but you will not hear the ringing signal unless the line is for your exclusive use. Calls from Herald extensions will not be signalled on your terminal at all.

When your Nominated Terminal answers a call on your behalf, the lamp beside the Named Intercom button will glow.

Your Nominated Terminal can call you whether diversion is in effect or not. The lamp next to the Named Intercom button will flash and you will hear the ringing signal. If you wish, your Nominated Terminal can transfer a diverted call back to you in the normal way (see page 17).

To end diversion of calls

Press

The lamp goes out, and incoming calls are announced with the ringing signal in the usual way.

During diversion of calls you can make all outgoing calls in the normal way.

You can use the Named Intercom button to call your Nominated Terminal, whether diversion is in effect or not (see page 6).

You can have more than one button on your terminal, each associated with a different Named Intercom button. In this case you can choose which extension is to be your Nominated Terminal by pressing the appropriate button. However you cannot have more than one button in operation at one time.

If you want to alter the extension to which your calls are diverted, contact your local British Telecom sales office.

Your Nominated Terminal may be able to contact (or 'buzz') you whilst you are engaged on a call. In this case you will hear a short burst of tone in the handset, and the lamp next to the Named Intercom button will flash. (The tone can be heard by an extension user to whom you are speaking, but not by an exchange line caller.)

If you wish, you can ignore the tone and continue your conversation.

If you want to speak to your Nominated Terminal

Tell your caller what you are going to do and ask him to hold on.

Press

Herald puts your caller in Hold. You hear the Herald dial tone. The flashing lamp glows steadily.

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Press the Named Intercom button for your Nominated Terminal.

Speak to your Nominated Terminal.

Your caller in Hold cannot hear what you are saying.

Accept the call which the Nominated Terminal wants to transfer to you (see page 17), or return to your held caller (see page 15) in the normal way.

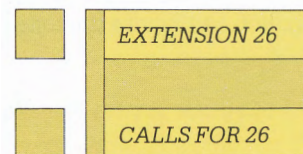
Answering diverted calls

CALLS FOR No.

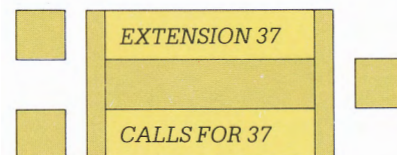
The **CALLS FOR No.** button enables you to answer calls which have been diverted to you from another terminal with the **DIVERT** button.

A terminal which receives diverted calls is known as the Nominated Terminal; the terminal which invokes diversion is known as the Diverting Terminal. The button above **CALLS FOR No.** on your terminal will have the Named Intercom function; the extension called by this button is your Diverting Terminal.

If an appropriate incoming call is received for the Diverting Terminal (and the terminal user has invoked the Divert function), Herald diverts the call to your terminal. The lamp next to the **CALLS FOR No.** button flashes, and you hear the Internal or External ringing signal, depending on the type of call.



In this example of an HS terminal the Diverting Terminal is extension 26



In this example of an HL terminal the Diverting Terminal is extension 37

To answer a diverted call

Lift your handset.

If you hear the dial tone, press the **CALLS FOR No.** button.

If you want to transfer the call back to the Diverting Terminal:

Press **H**

Press the Named Intercom button.

Ask the Diverting Terminal if he will accept the call.

If the call is internal you are connected to the diverted caller. If the call is external you hear the Herald dial tone.

Herald connects you to the diverted caller.

Herald puts the diverted caller into Hold. You hear the Herald dial tone.

The lamp next to the button must be out.

The diverted caller in Hold cannot hear what you are saying.

If the Diverting Terminal will accept the call:

Replace your handset.

Herald automatically connects the diverted caller to the Diverting Terminal.

If the Diverting Terminal will not accept the call:

Wait for the Diverting Terminal to replace his handset. Do not replace your own handset.

You hear the Herald dial tone.

Press **[H]**

Herald reconnects you to the diverted caller.

You can use the Named Intercom button to call your Diverting Terminal whether diversion is in effect or not (see page 6).

You can have more than one **[CALLS FOR No.]** button on your terminal, each associated with a different Named Intercom button. In this case you can answer diverted calls from each of these extensions.

Your terminal can be both a Nominated Terminal and a Diverting Terminal; that is, it can have a **[DIVERT]** button as well as a **[CALLS FOR No.]** button.

When you press **[DIVERT]**, your own incoming calls and calls from your Diverting Terminal will be diverted to your Nominated Terminal.

BUZZ

The **BUZZ** button enables you to contact your Diverting Terminal when it is engaged; that is, when the lamp next to the Named Intercom button is lit:

To contact your Diverting Terminal

Lift your handset

You hear the Herald dial tone.

or,
if you are connected to a caller, put the caller in Hold.

Press the Named Intercom button.

You hear the engaged tone.

Press **BUZZ**

The engaged tone stops.

When the Diverting Terminal user answers you can speak to him.

If you have a caller in Hold the caller cannot hear what you are saying.

If you are connected to a call you can transfer it to the Diverting Terminal or return to the caller in the normal way.

If the Diverting Terminal does not answer your Buzz:

Press your switch-hook for a moment.

You hear the Herald dial tone.

Press **H**

Herald reconnects you with the caller in Hold.

The Buzz facility can only be used from Nominated Terminals with a **CALLS FOR No.** button.

Diverting calls to an extension of your choice

REDIRECT

The **REDIRECT** button enables you to divert certain incoming calls to another extension of your choice.

In order to use **REDIRECT** you must give the unused button underneath it the Named Intercom function (see page 20). The extension called by this button then becomes your Nominated Terminal.

You use **REDIRECT** in exactly the same way as **DIVERT** (see page 25). However, after setting up Redirect you should warn your Nominated Terminal that you have done so.

To change the extension to which your calls can be diverted, change the extension number called by the Named Intercom button (see page 21).

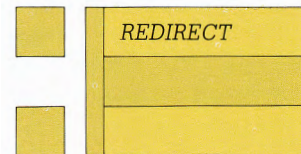
You can use the Named Intercom button to call your Nominated Terminal whether diversion is in effect or not (see page 6).

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Answering calls diverted using redirect

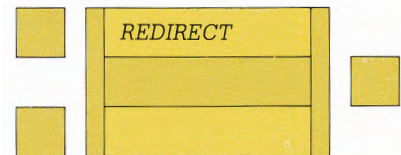
When you receive a call that has been diverted from a terminal using **REDIRECT**, you will hear the normal Internal or External ringing signal. However you will not be able to tell that the call has been diverted, or which extension has diverted it.

You answer the call, and can hold or transfer it, in the normal way.



HS terminal

This button must be given the Named Intercom function.



HL terminal

This button must be given the Named Intercom function.

Conference calls

CONFER

Herald allows Conference Calls to be established involving up to six extensions. Each of the participants can hear and be heard by each of the others.

Up to two separate conferences can take place at any time. A Conference Call is set up by one terminal user, who is known as the conference controller.

To set up a conference

Lift your handset

or,

if you are connected to a caller put the caller in Hold.

Press

If Herald's conference facility is free the lamp will light. If it is not free the lamp will not light; try again later.

If the lamp lights you are the conference controller. Only you can invite extension users to join the conference.

To add an extension user to the conference

CONFER

Press

The lamp starts to flash. You hear the Herald dial tone.

Call the extension user you want to add to the conference in the usual way.

If the extension user answers and can join the conference:

Press

Both of you are connected to the conference. The lamp glows steadily.

If the extension user does not answer or cannot join the conference:

Press your switch hook for a moment.

You hear the Herald dial tone.

Press

You are reconnected to the conference.
The lamp glows steadily.

To add other extensions to the conference, repeat this procedure. Up to six extensions (including yourself) can be connected to the conference. Exchange line calls cannot be connected to the conference at present.

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To join a conference

Answer the call from the conference controller in the normal way. Then hold on until the controller tells you that the conference has been set up.

If you have a button the lamp next to it will glow steadily.

To leave a conference temporarily

Press

The lamp starts to flash. You hear the Herald dial tone.

Make a call in the usual way

or,
replace your handset.

You will still be able to rejoin the conference later.

To rejoin a conference

If you have been making another call, press your switch-hook for a moment.

or,
lift your handset.

Press

You hear the Herald dial tone.

You are reconnected to the conference.
The lamp glows steadily.

To leave a conference permanently

Replace your handset whilst connected to the conference.

If you have left the conference temporarily you must rejoin before replacing your handset.

You cannot join the conference again unless invited to do so by the conference controller.

If you were the conference controller, another terminal user can take over as controller.

To take over as controller of an existing conference

Wait for the current controller to leave the conference.

Press whilst connected to the conference.

You cannot take over as controller until he has done so.

If you have left the conference temporarily you must rejoin before taking over as controller.

You can now invite other extension users to join the conference.

Making a Direct Voice Call

The button enables you to make a call to another terminal which is fitted with a loudspeaker, and to be heard without the terminal user having to lift his handset.

To make a direct voice call

Call the terminal you want to speak to in the normal way.

If the terminal is engaged try again later.

When you hear the ringing tone, press

The ringing tone stops and you are connected to the called terminal.

Give your message by speaking into the handset.

The terminal user can hear what you are saying through his loudspeaker.

When you have finished your message, replace your handset.

If the ringing tone does not stop when you press it means that the terminal you are calling is not fitted with a loudspeaker. Wait for the call to be answered in the normal way.

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Receiving a Direct Voice Call

and loudspeaker.

If your terminal has a loudspeaker it enables you to receive a message from another terminal, without having to lift your handset. You will briefly hear the Internal ringing signal, and then the message.

If you want to reply to the caller lift your handset. This switches off the loudspeaker. If you replace the handset the loudspeaker is switched on again.

Normally, a Direct Voice Call is cleared by the caller. If you want to clear it:

Replace your handset.

Press

Monitoring an outgoing call

MONITOR and loudspeaker

If your terminal has a loudspeaker you can monitor outgoing calls without having to listen via the handset until your call is answered.

To monitor an outgoing call

Press *MONITOR*

Key the number you want in the normal way.

When the person you are calling answers, lift your handset.

At the end of the call or if there is no reply, press *MONITOR* again.

The lamp next to the button lights. You hear the Herald dial tone through the loudspeaker.

The call can be to either an internal or an external number. You hear the ringing, busy or number unobtainable tone through the loudspeaker.

The call is transferred to the handset and you can speak to the person in the normal way.

The *MONITOR* lamp goes out.

The volume of the loudspeaker can be adjusted by means of the volume control (see page 2).

Controlling the tone sounder

If you have the button on your terminal you can partially control the operation of your tone-sounder.

To switch off the tone-sounder

Press

The lamp next to the button glows.

Incoming calls on exchange lines will continue to flash lamps on your terminal (if you have the appropriate buttons), but you will not normally hear the ringing signal.

You will still hear the ringing signal if:

The call is from another extension on your Herald system.

or

The exchange line is for the exclusive use of your terminal.

or

All the terminals connected to a particular exchange line have turned off their sounders, and your terminal has been designated to answer calls in this event. (One terminal is designated for each exchange line to prevent incoming calls from going unanswered.)

To restore the normal ringing signals

Press

The lamp next to the button goes out.

Controlling the lamps

LAMPS ON/OFF

If some of the buttons on your terminal have been given the Named Intercom function, the lamps next to these buttons will light when the relevant extensions are in use.

To turn off these lamps

Press

Named Intercom lamps which are already lit will stay lit. However as the relevant extensions become free the lamps will go out, and they will not re-light when the extension is next in use.

The lamp next to the button glows.

To restore the normal working of the lamps

Press

The lamp next to the button goes out.

Using the headset

and socket

If your terminal is equipped with the appropriate socket you can use a headset to make and answer calls in place of the handset.

To make a call using the headset

Press

Make your call in the normal way.

The lamp next to the button glows. You hear the Herald dial tone.

To answer an internal call using the headset

Press

The lamp next to the button glows. You are connected to the extension user.

To answer an external call using the headset

Press

Answer the call normally, in whatever way is appropriate for your terminal.

The lamp next to the button glows.

To clear a call made or answered using the headset

Press

When you insert the headset plug into the socket the handset is disconnected; the handset cannot be used to monitor a call that is being handled using the headset.

The lamp next to the button goes out.

Labelling the buttons

When new Herald terminals are supplied the variable function buttons are labelled with the functions that they have been given on installation.

If you want to change any of the labels, sheets of self-adhesive replacements can be obtained, free of charge, from your local Telephone Sales Office. Please ask for Label A1177.

To change a label

Write the new information on a label of the correct size and colour, before removing it from the backing sheet.

All buttons are single function, except those in the third and fourth columns of HL terminals which can be used for both Named Intercom and Repertory calling. We recommend that the Named Intercom extension is written on the top part of these labels, and the number called by Repertory calling is written on the bottom part.

Remove the plastic label-cover by gently pressing downwards; it will spring up at the top so that it can be lifted clear.

Fit the replacement label.

Do not cover the arrowhead on the original label.

Replace the label-cover by slipping the tongue at the bottom under the frame and pressing down at the top until the cover snaps into position.

Replacement for the complete pre-printed label fitted on installation are also available from your Telephone Sales Office. However you will have to record the relevant details against any buttons which have been given the Named Intercom or Repertory calling function.

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