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Introduction

Your extension telephone 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.

This guide explains how to make use of your telephone on the Herald system. As you will see, Herald provides you with facilities that were not available on older systems that you may have used.

However, the full range of Herald's facilities are only available from specially designed terminal telephones. If you have one of these instruments, you should consult the Herald terminal user's guide.

Your telephone

Virtually any telephone instrument can be used on the Herald system.

In order to use some of Herald's facilities you have to press the 'Recall' button on your telephone.

On some instruments the button has the word 'Recall' printed on it, but on other instruments it is not labelled.

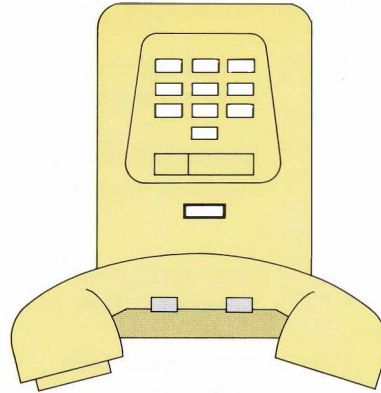
Also, the shape and position of the button varies, depending on the type of instrument you are using.

The illustrations alongside show you where to find the 'Recall' button on various telephones.

Some of the telephones that can be used on Herald have a rotary dial; others have press-buttons that you use to 'key' the numbers you want. In this booklet the word 'keying' will be used to mean both dialling and keying. Similarly, Trimphones have a tone-sounder instead of a bell; but in this booklet the word 'ringing' will be used to refer to the sounds made by both.



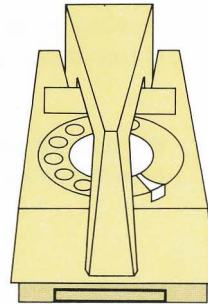
Dial and press-button tablephone



Press-button wallphone



Wallphone



Trimphone and press-button trimphone

Tones and signals

Your Herald extension can give you a range of tones and ringing signals. Some of these will be familiar to you; others may be new.

The tones that you can hear through your handset are:

Herald dial tone
(a continuous melodius high pitched 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 being rung 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 12.)

Your Herald extension can give you two types of ringing signal to warn you that a call is waiting for you. They are:

Internal ringing signal
(bursts of ringing separated by long pauses)

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

External ringing signal
(bursts of ringing 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.)

Making a call

To make a call to another extension on the same Herald system

Lift the handset.

You hear the Herald dial tone.

Key the number of the extension you want.

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

At the end of the call, replace your handset.

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

To make an external call via the public exchange

Lift the handset.

You hear the Herald dial tone.

Key

If there is a free exchange line you will hear the exchange dial tone. If all exchange lines are in use you will hear the engaged tone.

If you hear the exchange dial tone:

Key the number you want.

If you hear the engaged tone:

Replace your handset and try again in a few minutes.

At the end of your call, replace your handset.

Some Herald systems are connected to private circuits. To make call via a private circuit, consult your internal telephone directory or British Telecom representative. (You cannot make an exchange call via a private circuit.)

Individual Herald extensions can be bared 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.

Some Herald systems are connected to a private branch exchange (PBX). If this is the case with your system, follow the procedures below for making calls.

To make a call to another extension on the same Herald system

Lift the handset.

Key the number of the extension you want.

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

At the end of the call, replace your handset.

To make any other sort of call you must go via the PBX.

To make a call via an automatic exchange (PABX)

Lift the handset.

You hear the Herald dial tone.

Key

You hear the PABX dial tone.

If you want to speak to an extension on the exchange:

Key the extension number you want.

If you want to make an external call:

Key

You hear the public exchange dial tone.

Key the number you want.

To make a call via a manual exchange (PMBX)

Lift the handset.

You hear the Herald dial tone.

Key

When your call has been answered, ask the operator to give you an outside line, or to obtain the number you want.

At the end of your call, replace your handset.

Answering a call

Remember that the ringing signal tells you whether the call is an internal or external one, so that you can decide how to answer it. You would normally answer an external call more formally than an internal tone.

However other extension users are able to divert their calls to your extension. In this case you will hear the internal ringing signal, even if the diverted call originated outside your system.

To answer a call

Lift the handset.

Your telephone stops ringing and you can speak to the caller.

At the end of the call:

Replace your handset.

Enquiry calls

Herald enables you to 'hold' one call whilst you call another extension to make an enquiry. The 'held' call can be one that you have made, or one that you have answered.

To make an enquiry call

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

Press (see page 2).

Herald puts your caller into 'Hold'. You hear the Herald dial tone.

Key the number of the other extension on your Herald system that you want to speak to.

Make your enquiry.

Your caller in 'Hold' cannot hear what you are saying.

To return to your original caller at the end of the enquiry call

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

Press

You hear the Herald dial tone.

Herald reconnects you with the original caller in 'Hold'.

You can only 'hold' one call at a time.

Shuttling

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

To shuttle

Tell the other extension user that you are returning to your original caller and ask him to hold on.

Press RECALL

Speak to your original caller.

Herald reconnects you to your original caller and puts the other extension user in 'Hold'.

The other extension user cannot hear what you are saying.

10 To return to the other extension user

Repeat this procedure.

Your 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

To transfer an external call to another extension on your Herald system

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

Press **RECALL**

Herald puts your caller into 'Hold'. You hear the Herald dial tone.

Key the number of the extension that you want to transfer the call to.

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

Your caller in 'Hold' cannot hear what you are saying.

Replace your handset.

Herald automatically connects your caller to the other extension user.

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

Press **RECALL**

Herald reconnects you with your caller in 'Hold'.

If the other extension is engaged or does not reply:

Press the switch hooks (receiver rest) on your telephone for a moment.

You hear the Herald dial tone.

Try another extension, or press **RECALL** to return to your held caller.

You can transfer any type of external call.

If another extension user rings you and asks you to accept a transferred call, hold on; Herald will connect you to the caller as soon as the other extension user replaces his handset.

Calling the PBX operator

Herald systems do not have 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). Some types of PABX may require different operating procedures. Your British Telecom representative will be pleased to advise in case of difficulty.

To speak to the operator

Lift the handset

You hear the Herald dial tone.

Key

You hear the PABX dial tone.

Key

Wait for the operator to answer.

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

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

Press

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

Key

You hear the PABX dial tone.

Key

Wait for the operator to answer.

When you speak to the operator, your caller in 'Hold' cannot hear what you are saying.

To return to your original caller

Press

You hear the Herald dial tone.

Key

Herald reconnects you with your caller in 'Hold'.

The procedures on this page explain how to contact the operator on a manual exchange (PMBX). Some types of PMBX require different operating procedures. Your British Telecom representative will be pleased to advise in case of difficulty.

To speak to the operator

Lift the handset.

You hear the Herald dial tone.

Key

Wait for the operator to answer.

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

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

13

Press

Herald puts the caller into 'Hold!'
You hear the Herald dial tone.

Key

Herald calls the operator and
reconnects you with the caller in 'Hold!'

To return to your original caller

Wait for the operator to clear the enquiry call.

Intrusion

Whilst speaking to another extension user on your Herald system you may hear a series of regular ticks. This is the Warn (or Intrude) tone. It tells you that another extension user has joined your conversation, usually because he needs to speak urgently to you or the other extension user.

The three-way conversation continues until one of you replaces your handset. Then the Warn tone stops, and the remaining two callers are left talking to each other.

You cannot intrude on a call from your telephone extension.

14 Conferences

Herald allows conferences to be set up involving up to six extension users.

You cannot set up a conference from your telephone extension, but you can be invited to join in a conference that has been set up by someone else.

When a conference is being set up an extension user (known as the controller) will ring you and invite you to join in. You answer the call in the normal way, and then hold on until the controller tells you that all the other participants have joined the conference. Then you can hear what everyone else says, and everything you say is heard by all the other participants.

When you want to leave the conference, replace your handset. You cannot rejoin the conference unless the controller invites you to do so.

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