



NEW FEATURES

Introduction

Your telephone extension is connected to a Herald 100B system from British Telecom. This has a specially equipped operator's terminal, and as a result, you have been provided with a number of additional facilities.

This guide explains how to make use of these additional facilities.

For details of the standard facilities provided by Herald, consult the telephone user's guide (if your extension instrument is an ordinary telephone) or the terminal user's guide (if you have a special Herald terminal).

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Answering an incoming call

During normal service all incoming exchange line calls are answered by the operator. If you have a terminal with or buttons the lamps next to them will glow steadily whilst the operator is dealing with calls.

When an external caller wishes to speak to you the operator will transfer the call. You will hear the Internal ringing signal; if the call does not need to be announced the operator will withdraw; the ringing signal then changes to External. If you have a or button the lamp next to it will flash.

To answer the call if you have a or button

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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.

You are connected to the caller.

To answer the call if you do not have either of these buttons

Lift your handset

The ringing stops and you are connected to the caller.

If you do not answer within 30 seconds the call will revert to the operator. If your phone was ringing it will stop.

Night service

The operator can put the system into Night Service when the special operator's terminal is unattended. Incoming exchange line calls will then ring certain Night Service extensions with the External ringing signal. They may also ring Night Service bells.

If you have a terminal with or buttons the lamps next to these buttons will not illuminate.

The method you use to answer an exchange line call during Night Service depends on whether your extension is ringing or not.

To answer a call from a ringing extension

Follow the normal method for answering an external call.

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To answer a call from an extension which is not ringing

Lift the handset

You hear the Herald dial tone.

Dial or key

You are connected to the caller.

During Night Service, internal calls are answered in the normal way.

Calling the Herald operator

To call your operator

Lift your handset

You hear the Herald dial tone.

Dial or key

You hear the ringing or engaged tone.

Operator intrusion

4 Whilst speaking to an external caller you may hear a series of regular ticks. This is the Warn (or Intrude) tone. It tells you that the operator has joined your conversation, usually to ask if you will accept an urgent incoming call. (Other extension users may be able to intrude on a call to another extension; only the operator can join a conversation with an external caller.)

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.

The operator cannot join or overhear your conversation without you hearing the Warn tone.

Making an external call from a restricted extension

Your extension may not have the facility of making direct external calls. In this case you can ask the operator to make a call for you, or to transfer the exchange dial tone to your extension.

To ask the operator to transfer dial tone

Dial or key

When the operator answers give your extension number and ask for dial tone. Do not replace your handset.

When you hear the exchange dial tone dial or key the number you want in the normal way.

At the end of the call replace your handset.

You can make just one direct external call at a time. If you want to make another call you must contact the operator again.

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