



NEW FEATURES



## Introduction

This guide explains how to make use of an operator's terminal connected to a Herald 100B system from British Telecom. An operator's terminal is a Herald De Luxe terminal, with additional facilities that are of particular assistance to an extension user nominated to act as the operator for the system.

An operator's terminal can also be given many of the facilities available to ordinary extension users. For an explanation of how to use these standard facilities, consult the Herald terminal user's guide.



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## Transfer on ringing or busy

**WITHDRAW**

**REVERTED CALL**

During normal service all incoming exchange line calls ring your terminal. You can transfer a call to the required extension in the normal way, waiting for the extension user to answer. Alternatively you can withdraw before the extension user answers. Calls can be transferred in this way even if the called extension is engaged.

If, after announcing a call to an extension, you see another call waiting to be answered, you can press **WITHDRAW**, instead of clearing down, leaving you free to deal with the incoming call.

### To transfer on ringing or busy

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Tell the caller that you are going to transfer him.

Press **H**

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

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

You hear the ringing or busy tone.

Press **WITHDRAW**

Replace your handset.

The extension user hears the External ringing signal. If his phone is in use it rings as soon as he replaces the handset. When he answers, Herald automatically connects your caller to him.

If the call is not answered within 30 seconds it is returned to you. The lamp next to the **REVERTED CALL** button flashes. You hear the External ringing signal.

### To answer the reverted call

Press **REVERTED CALL**

The lamp goes out and the ringing stops. You are reconnected to the exchange line caller.

Once **WITHDRAW** has been pressed, you cannot retrieve the call until it comes back to you on the **REVERTED CALL** key.

# Call offering

**CALL OFFER**

The call offering facility enables you to join an established conversation between two other extensions on your Herald system, or between an extension and a caller on an exchange line. You might wish to do this if an important call is waiting for an engaged extension.

Before joining a call, you must have rung an extension and heard the engaged tone.

## To join the call

Press **CALL OFFER**

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. If you have a call waiting for the extension user you can now transfer it by replacing your handset.

You are not allowed to join a call if the extension you originally rang:

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 **CALL OFFER**

## Answering an internal call

**ANSWER INTERNAL**

You hear the internal ringing signal, and the lamp next to the **ANSWER INTERNAL** button flashes.

### 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 INTERNAL** 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.

Speak to the caller.

### At the end of the call

Replace your handset.

If both an internal and an external call are waiting to be answered you will hear the Internal ringing signal. If the internal call arrives after the external call the ringing signal will change from External to Internal. However you can answer either the internal or external call first, as you choose.

# Night service

*NIGHT SERVICE*

During Night Service incoming exchange line calls normally answered at your terminal are signalled at your own and certain additional terminals. They can be answered from any extension.

## To put your system into night service

Press *NIGHT SERVICE*

The lamp next to the button glows.

## To restore normal service

Press *NIGHT SERVICE*

The lamp next to the button goes out.

## Transferring dial tone to barred extensions

Certain extensions on your system may normally be barred from making exchange line calls. You can transfer dial tone to a barred extension enabling the extension user to make one call.

Before transferring dial tone you must be connected to the barred extension.

### To transfer dial tone

Press **[H]**

Key **[9]** or press a **[LINE NO.]** button.

Replace your handset.

Herald puts the extension in Hold.  
You hear the Herald dial tone.

You hear the exchange dial tone.

The extension user hears the exchange dial tone and can make one call.

You can only transfer dial tone whilst the extension is connected to you. If you try to transfer dial tone after the extension user has cleared he will hear the tone, but Herald will not allow an outgoing call to be made.



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