

# **Operator Console User's Guide**

Herald S5102 Phone System

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# **Operator Console User's Guide**

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Individual Line Configuration Fig 2

### TX 54 OPERATOR CONSOLE

# Your operator console

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Introduction		Your operator console forms the heart of the Herald S5102 Phone System, combining the traditional role of the system operator with the very best in microprocessor controlled phone systems. The S5102 is the latest in a series of Merlin phone systems. It contains many features and facilities not previously available, yet, like all Merlin phone systems, it is remarkably easy to use.
		Your phone system may comprise terminals, dial or pushbutton telephones to offer the user a wide range of self-programmable facilities. Your console offers you the facilities of a terminal, plus more, to enable you to handle incoming and outgoing calls, monitor internal call traffic and to configure the system as a whole (see System Programming Guide). Your operator console may have either a line group or individual line configuration as shown in Figs 1 and 2 on the page opposite. Either layout can be altered (see page 12 onwards of TPU99B), and a new facility label stuck over the existing facility using the self adhesive labels from the extra sheet (TPU99E) at the back of this book.
About this guide		This Guide lists the various facilities available to you as the operator of a Herald S5102 console, together with straightforward operating instructions, enabling you to put your console to the most effective use.
	ň P	The following User Guides are available to detail all the facilities available, together with full system and terminal programming instructions:
	•	Terminal User's Guide, TPU99B Telephone Extension User's Guide, TPU99C

### 6 Facilities

The following facilities are available by using your console keyboard, or by keying the access code, where detailed, using your keypad. Some additional facilities may be available by programming any spare keys.

Facility	Code	Page	
Abbreviated dialling	400- 499	14	Permits frequently called external numbers to be stored centrally. You need only key three digits to access these numbers
Answer external		12	This is a queueing facility for incoming external calls
Answer internal		12	Queueing of internal calls which are part of an extension group. This facility will not queue calls made to a particular extension
Call/clear		13	This allows handsfree operation of the console if you are wearing a headset or using the monitor facility
Cancel		15	Cancels any digits you have keyed. You may key again when you hear the system dial tone
Exchange line access	9 or 79	14	Allows groups of exchange lines to be accessed by keying 9 or 79
Group calling		14	Allows a group of extensions to be called simultaneously by means of a discrete group extension number
Hold	. 6	16	This enables you to hold a caller if, for instance, you wish to make an enquiry or transfer call
Inter-PBX circuit access	71-78	19	Up to eight Inter-PBX circuit routes may be accessed by keying a two-digit code
Intrude		20	Allows you to intrude on an existing internal or external call
Join		17	This enables you to supervise a two-party call

Facility	Code	Page	
Music on hold		-	A caller on hold will hear music while waiting (if facility provided)
Night service		19	Incoming exchange line calls can be diverted and answered at other extensions when the console is in night service
Recall		15	If the Herald S5102 Phone System is subsidiary to a PBX, this facility allows you to recall the PBX operator
Re-establish		17	This allows you another attempt to transfer a call which has reverted to you
	TRANSMI TRANSMI		This allows your terminal to re-call automatically the last exchange line number keyed
Repertory dialling		18	This stores up to 12 exchange numbers in the system memory. You then need only press two keys when you wish to call one of these numbers. This is in addition to the abbreviated dialling facility
Reverted call		16	If you attempt to transfer a call to a ringing or busy extension and it remains unanswered after 30 seconds, it will be returned to your console
Sounder on/off		13	This allows you to silence the console sounder, if you wish
Speech synthesis	641	20	When activated, a synthesised voice will tell you which facility is allocated to a particular key (if facility provided)
Store		17	This allows you to hold a call for an indefinite time
Transfer		16	You may transfer a caller to another extension, using the hold facility
Transfer dial tone		15	You can transfer dial tone to any extension to allow the extension user to make one exchange line call

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## 8 Display messages

NOTE	If more than one facility is being used at the same time, the display will alternate between the two messages		
Abbreviated dialling	978911	Where 978911 is the number stored against the abbreviated number	
Answer external	LINE 6 CALLING	If only one line is calling	
Or	3 CALLS WAITING Press Answer external	If more than one line is calling	
	LINE 6 ANSWERED	When you answer a line	
Answer internal	No messages		
Broadcast	No messages		
Call clear	Same messages as answer external		
Call barring	UNOBTAINABLE	If you key a barred number	
Conference	CONFERENCE	When initiating a conference call	

Hold	LINE 6 HELD	Only on external lines
	EXT 131 RINGING	Extension to which call is to be transferred
	LINE 6 REVERTED	When a call returns to you
Inter-PBX circuit access	No messages	
Intrusion	EXT 131 BUSY	Extension called is busy
	EXT 131 INTRUDED	You have pressed <b>INTRUDE</b> to enter a three way conversation
Join	LINE 3 HELD	Incoming call held
	EXT 134 JOINED	You have rung another extension, say 134, pressed JOIN and all three parties are now connected
Keyed access to extensions	EXT 131 RINGING	Extension called
	EXT 131 BUSY	Extension busy
	EXT 131 ANSWERED	Extension answered call

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Night service	NIGHT SERVICE	You have selected night service
Re-establish	LINE 8 REVERTED	Enables re-try of reverted calls to the same extension
Repeat last number	012468041	Last number dialled can be repeated by pressing <b>TRANSMIT</b> twice
Repertory dialling	012468041	Will display a number stored under certain keys
Reverted calls	LINE 2 REVERTED	Unanswered transferred calls are returned to the transferring extension
Speech synthesis	No messages	
Store	EXT 129 STORED	You have stored a call. No display for external lines stored

### Signals and tones

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This page shows in diagrammatical form the signals and tones generated by your Herald S5102 Phone System. All tones heard whilst on an exchange line are standard PABX/public exchange signals and are not repeated here.

Incoming exchange line<br/>ringingMMInternal ringingMMSystem dial toneMMSystem ring toneMMSystem busy toneMMNumber unobtainable toneMMIntrusion toneAACall waiting toneM

#### 12 Answering a call

Answer internal and answer external facilities enable calls to be queued onto your terminal. When an internal and external call are both waiting, you may choose which to answer first by pressing either **ANSWER INTERNAL** or **ANSWER EXTERNAL**. If the incoming call is on a line in group 1, 2 or 3, you may also accept the call by pressing the flashing **LINE GROUP** key.

#### To answer an internal call

You hear system ring tone and see the **ANSWER INTERNAL** lamp flashing

- Either Lift your handset and answer the call
  - Or 1 Lift your handset
    - 2 Press ANSWER INTERNAL to answer the call

You hear the system dial tone

If the **ANSWER INTERNAL** lamp is still flashing when you have completed your call, this means that another call is waiting to be answered

# To answer an external call (all lines)

- 1 Lift your handset
- 2 Press **ANSWER EXTERNAL** to answer the call

You hear external ringing and see the ANSWER EXTERNAL lamp flashing You hear system dial tone

If the **ANSWER EXTERNAL** lamp is still flashing when your call has finished, another call is waiting to be answered

You hear external ringing and see the LINE GROUP and ANSWER EXTERNAL lamps flashing You hear system dial tone

#### To answer an external call (line group 1, 2 or 3 only)

- 1 Lift your handset
- 2 Press the flashing LINE GROUP key to answer the call

## Handsfree and headset operation

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To set up a call handsfree (monitor	1	Press CALL/CLEAR	You hear system dial tone
facility)	2	Set up the call without lifting the handset	
	3	Lift the handset only when the called party answers	
To use the handsfree facility while waiting	1	Press CALL/CLEAR	The <b>CALL/CLEAR</b> lamp glows
for a call	2	Replace your handset	You hear background noise
	3	When your caller speaks, lift your handset and carry on with your call	The <b>CALL/CLEAR</b> lamp extinguishes
To answer a call when	1	Press CALL/CLEAR	
using a headset	•		
	2	Answer the call in the normal way	
	3	Press <b>CALL/CLEAR</b> again when you wish to clear down	
To turn off your console sounder		Press SOUNDER ON/OFF	The <b>SOUNDER ON/OFF</b> lamp glows
To turn on the sounder		Press SOUNDER ON/OFF again	The SOUNDER ON/OFF lamp

extinguishes

1	Lift your handset	You hear system dial tone
2	Key the required extension number	You hear system ring tone, busy tone, or number unobtainable tone
	Lift your handset	You hear system dial tone
her	Key 9 or 79	You hear external dial tone
Or	Press a LINE GROUP key	You hear external dial tone. When all lines in a line group are busy, the associated lamp glows
1	Check the number you wish to call on your abbreviated dialling list	
2	Lift your handset	You hear system dial tone
3	Key the abbreviated dialling number (this will be in the range 400 - 499) to make your call	
1	Lift your handset	You hear system dial tone
2	Press TRANSMIT TRANSMIT	
Note	If you keyed <b>9</b> to access your last exchange line call, then <b>9</b> will be called again. If you used a <b>LINE GROUP</b> key, then that line group only will be accessed again	You hear busy tone if that line or group of lines is engaged
	2 her Or 1 2 3 4 2 3	<ul> <li>2 Key the required extension number</li> <li>Lift your handset</li> <li>key 9 or 79</li> <li>Or Press a LINE GROUP key</li> <li>1 Check the number you wish to call on your abbreviated dialling list</li> <li>2 Lift your handset</li> <li>3 Key the abbreviated dialling number (this will be in the range 400 - 499) to make your call</li> <li>1 Lift your handset</li> <li>2 Press TRANSMIT TRANSMIT</li> <li>Note If you keyed 9 to access your last exchange line call, then 9 will be called again. If you used a LINE GROUP key, then that line group only will be accessed</li> </ul>

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To recall the PBX operator while you are connected to an external call	If your system is connected to another PBX, you can recall the PBX operator whilst you are still connected to an external call	
	If you are connected to a manual exchange (PMBX), press <b>RECALL</b>	You hear the operator
	If you are connected to an automatic exchange (PABX), press <b>RECALL</b> then key <b>D</b>	The operator can then answer you
To cancel a call 1	If you make a mistake while keying a number, press <b>CANCEL</b>	You hear system dial tone
2	Key again	
To transfer dial tone to an extension	You can allow an extension to make one exchange line call by transferring external dial tone to that extension	
1	Call the extension in the normal way	
2	Press HOLD	You hear system dial tone
3	Select an exchange line by keying <b>9</b> or <b>79</b> , or by pressing a <b>LINE GROUP</b> key	You hear external dial tone
4	Clear down to transfer dial tone	

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## 16 Hold, transfer and store

To hold a call while you make an enquiry	1	Press HOLD	You hear system dial tone
,	2	Make your enquiry call	
	3	Then press <b>HOLD</b> again to return you to the original caller	
To transfer a call	1	Press HOLD	You hear system dial tone
×	2	Key the extension number for the intended transfer	
	3	Replace your handset when you hear the system ring tone, busy tone or the extension answers	
		If the called extension fails to answer, or is still busy after about 30 seconds, the call will be transferred back to your console	The <b>REVERTED CALL</b> lamp flashes
To retrieve a held call	1	Press HOLD	
	2	Speak to the held caller	£
To answer a transferred call which has returned			You hear ringing
you	1	Lift the handset	You hear system dial tone
	2	Press REVERTED CALLS	

To re-attempt a transfer of a call which has returned to you		If you have attempted to transfer a call and it has reverted to you, speak to the incoming caller, then:	
Either		Press <b>RE-ESTABLISH</b> to re-try the same extension number	
Or	1	Press HOLD	You hear system dial tone
	2	Key a new extension number	
	3	Proceed as for normal call transfer	
To join a call		This key enables the inter- connection of two parties being supervised. Thus, if you are holding one caller and making an enquiry to a second person, press JOIN and both parties, and yourself, will be in conference	
		To leave the conversation, clear down	
To store a held call	1	Make or accept a call in the normal way	
	2	Press STORE	You hear system dial tone and the <b>STORE</b> lamp flashes
	3	You can now make or receive further calls	
To retrieve a stored call	1	Clear down from any other call	You hear system dial tone
	2	Press STORE	The <b>STORE</b> lamp extinguishes and you are connected to the stored caller

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### **18 Repertory dialling**

This facility allows you to program several keys on your terminal with exchange line numbers. You may then call one of these numbers by pressing only two keys. The 12 keys on the main keypad are those used for repertory dialling.

- To program a key 1 with repertory dialling - or to change a number 2 already stored
- 1 Lift your handset and place it on You hear system dial tone the table
  - Key the password 657000 You hear system dial tone
  - 3 Press and hold down PROGRAM
  - 4 Press TRANSMIT
  - 5 Press the key you have selected 1 to 0, ★ or # selected for the repertory called number
  - 6 Key the full number you wish to store (including PBX access code if required)
  - 7 Release PROGRAM
  - 8 Replace your handset
  - 9 Make a note of the number
  - 1 Lift your handset
  - 2 Access an exchange line by your usual method
  - 3 Press TRANSMIT
  - 4 Press the key allocated to the stored exchange number and wait for the other person to answer

You hear system dial tone

You hear system dial tone

To call an exchange number which has been stored

# Night service and Inter-PBX circuits

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To switch to night service	e	Press <b>NIGHT SERVICE</b> . All external calls normally answered at the operator console will be directed to nominated extensions	
To return to normal	1	Lift your handset	You hear system dial tone
service	2	Key 632	
Access to Inter-PBX circuits		If your system is connected to Inter-PBX circuits, you can access a circuit by pressing the nominated <b>LINE GROUP</b> key or by keying a two-digit code <b>71</b> to <b>78</b>	
Incoming Inter-PBX circu calls	lit	Answer these as for internal calls, but transfer them as for external calls	
To transfer an exchange line call over an Inter-PBX circuit	1	After you have accepted the incoming exchange line call in the normal way, press <b>HOLD</b>	
	2	Access the Inter-PBX circuit by pressing nominated [LINE GROUP] key or by keying the two-digit code [7]] to [7]8]	
	3	Key the required PBX extension number	
	4	Wait for the extension user to answer	
	5	On receiving an answer, press [CALL/CLEAR] or replace your handset	
If you receive busy tone on answer	or	Press <b>HOLD</b> to return to your caller	

## 20 Intrude and speech synthesis

To intrude on another call	1	Key the extension you wish to call	If the extension is engaged, you hear busy tone
	2	Key INTRUDE	All three parties hear intrusion warning tone
		Whoever clears down will leave the other two parties in conversation	
To activate speech 1 synthesis (where provided) 2	1	Lift your handset	You hear system dial tone
	2	Key 641	You hear 'Your key is programmed to'
	3	Now press any key you choose	The synthesised voice tells you which facility is allocated to that key



### HERALD S5102 TX54 OPERATOR'S CONSOLE — Facility Labels

If you wish, you can change the facilities available on your TX54 operator's console by using the PROGRAM key and first deleting the old facility then programming-in new Facility Codes for selected keys.

The method of re-programming keys and a list of Facility Codes, is shown in the Terminal User's Guide (TPU99B), page 12 onwards. The self-adhesive labels below can be used to update the key designations to the new facilities.

NOTE: The password **MUST** be keyed in before you can use the PROGRAM key, please see page 2 of your System Programming Guide — TPU99A-3.



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