

Herald 100B call-connect system from British Telecom



Herald 100B

Powerful facilities tailored to
your needs with the efficiency
of operator working



Herald is probably the most successful of the new generation of business call-connect systems. Its compact design; its virtually silent operation; the power and versatility of its facilities; its striking new terminals: all these features have impressed thousands of organisations up and down the country, and Herald has lived up to its promise, by bringing new levels of efficiency to their telecommunications.

Now the Herald 100B builds on this success, offering an even wider range of facilities to the forward-looking businessman. With Herald 100B you can have the convenience of efficient operator handling of incoming calls, without limiting the options available to your extension users.

Herald 100B's specially designed terminals give you access to a wide variety of facilities that in the past required many different items of equipment.

Internal and external calling

Herald 100B gives you access to a full internal telephone system and external calls, all from the same terminal. Internal and external calls are distinguished by different ringing signals, and all calls can be made with press-button speed.

Repeat last number

Herald 100B always remembers the last exchange number you called and will re-connect you to it at the press of a button. Tedious re-dialling of engaged numbers is eliminated.

Call holding and transfer

You can hold a call whilst you make an enquiry by ringing another number, or transfer the call to another extension.

Call diversion

You can instruct Herald 100B to divert your calls to another extension, leaving you undisturbed. You can still make outgoing calls, and urgent calls can be returned to you if necessary.

Repertory calling

Frequently dialled numbers can be stored in Herald 100B's microprocessor memory, and then called by pressing a couple of buttons. You can alter the stored numbers as and when you please.

Conference

Instead of bringing your colleagues away from their desks, hold your meetings on the phone. Herald 100B enables up to six extension users to confer at once.

Executive intrusion

Selected terminals can be allowed to interrupt internal calls to deliver urgent messages.

Call barring

Any extension can be prevented from making certain types of call, providing a tactful way of cutting down on unauthorised phone use.

Call monitoring

With the optional loudspeaker fitted to your terminal you can monitor the progress of outgoing calls. There's no need to pick up the handset until the call is answered. You can also have both hands free to take down messages.

Each Herald 100B system uses one Herald Deluxe Terminal as an operator's terminal which gives access to these additional facilities.

Incoming call queuing

Incoming calls are automatically queued so that the operator can answer them in order. Internal and external calls appear under different buttons, enabling the operator to choose the priority given to each.

Operator call transferring

The operator can withdraw from a transferred call as soon as the extension number has been dialled. If the extension is engaged Herald 100B rings it as soon as it becomes free. If a call is not answered within 30 seconds Herald 100B returns it to the operator and it appears under a reverted call button.

Call offering

The operator can break into an existing call to give an urgent message or offer another call.

Dial tone transfer

The operator can transfer dial tone to an extension normally barred from making outside calls, enabling the extension user to dial one call directly.

Night service

Herald 100B can be put into Night Service at the press of a button, enabling incoming calls to be answered from any extension.

Hands free working

Your operator's terminal can be fitted with a modern lightweight headset as an alternative to the usual handset.

Flexibility

The success of Herald lies in its recognition that no two businesses - and no two telephone users - have precisely the same requirements. Your Herald terminals can be programmed with the selection of facilities that each user requires; and if your needs change, a visit from the engineer is all that's necessary to alter your terminal's facilities accordingly.

Herald terminals come in two sizes. The Standard terminal is suitable for those who need only a few of Herald 100B's facilities. The Deluxe has three extra rows of programmable buttons giving access, if you wish, to the full range. Each size is available in two pleasing colour combinations to suit any office.

Traditional telephone instruments can also be connected to your Herald 100B, giving the full range of normal telephone functions and a limited range of Herald's additional ones. If you wish, your Herald 100B can work as a subsidiary to a larger private exchange.

Call logging

When connected to suitable recording equipment, Herald 100B can provide vital management information about outgoing calls, such as details of the number dialled and the extension making the call.

Space requirements

The Herald 100B control unit is compact and almost silent. It can be accommodated unobtrusively on a convenient table or desk, saving valuable space.

Reliability

Careful design and completely electronic operation give Herald 100B the highest standards of reliability. In the event that a fault does develop Herald 100B's slide-in printed circuit boards can be replaced in a matter of minutes, and all servicing is carried out by British Telecom engineers from your local area office.

Capacity

The smallest Herald 100B system can have just 2 exchange lines and 4 extensions. Additional lines or extensions can be added quickly and without disruption as your organisation grows. Herald 100B's maximum capacity depends on the mix of lines and extensions you choose: for example, it can accommodate 16 exchange lines and 68 extensions. Herald 100B can handle up to 20 conversations at one time.

Call your local Telephone Sales Office for details of availability of the Herald 100B call management system. The address, telephone and telex numbers are shown in the preface of your Telephone Directory.

Whilst we do our utmost to supply customers with the equipment they want, we reserve the right to provide equipment which does not accord exactly with the descriptions and illustrations appearing in this leaflet. Approved for use with telecommunications systems run by British Telecommunications.