The Herald Call Connect System

A handbook for Telephone terminal users

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Contents

Introduction

This handbook describes the selection of the Herald Call Connect System facilities which are available on your telephone terminal.

We're here to help you

THE SALES REPRESENTATIVE If you require information or advice about new or additional telecomms equipment, or about changes to your present system, please get in touch with your local Telephone Sales Office whose telephone number is shown in the preface of your telephone directory. When necessary, they will arrange for a Sales Representative to contact you and advise you on the apparatus and facilities best suited to your particular needs.

THE TELEPHONE SERVICE REPRESENTATIVE The job of the Telephone Service Representative is to help you to make the best use of the telephone service by giving advice if you should experience difficulty in using any part of your telecomms system, and by advising on good telephone techniques. To contact a Telephone Service Representative, call your local Telephone Area Office – their telephone number is also in the preface of your telephone directory – and ask for the Traffic Division (Service Representative).

There is a space at the back of this handbook for you to note these telephone numbers, and also any others which you may wish to record.

Extra copies of this handbook can be obtained from your local Telephone Service Representative – please ask for handbook CI 10.

Remember – we're here to help you.

The instrument

The telephone instrument on your terminal may be one of a range of models: Tablephone, Wallphone, Trimphone, Press-button instrument, or X-press Callmaker.

Each type of instrument has a special press-button which must be used when certain facilities of your Herald system are required. As the shape, position and designation of the button varies with the type of instrument, the common symbol ⊠ is used throughout this handbook whenever reference is made to this button.
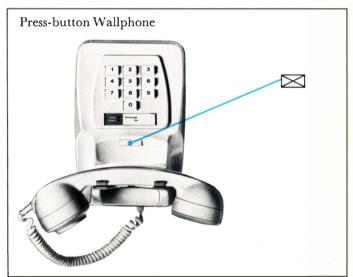
Keypad/Dial and Tone-Sounder/Bell

Your telephone instrument may have either a ten-button keypad or a rotary dial for making calls, and either a tone-sounder or a bell to signal incoming calls. To avoid repetition, the terms keypad and tone-sounder are used throughout this handbook.

The position of the button on specific types of telephone is shown below:

Tablephone and Press-button Tablephone

Wallphone

Trimphone and Press-button Trimphone

Press-button Wallphone

Tones and call signals

Tones

System dial tone	a continuous melodious high-pitched two-tone sound.
Exchange dial tone	a continuous deep 'purring' tone.
Ring tone	a repeated 'burr-burr' on external (exchange line, PBX extension and private circuit) calls. A repeated 'burr' on intercom calls.
Engaged tone	a repeated single note.
Number Unobtainable tone	a continuous high-pitched monotone.
Warn tone (Intrude)	a series of regular ticks.

Incoming Call Signals

Incoming calls are signalled by a tone-sounder which has distinctive cadences for external and intercom calls:

External Call	a steady 'on-off on-off' sequence.
Intercom Call	an alternating 'short tone, long pause' sequence.

In the event of an intercom call being received while an external call is ringing, the cadence will change to interco ringing.

Tone-Sounder – Volume Control (Trimphone and Press-button Trimphone only).

The volume of the sounder can be adjusted by means of a knurled wheel which protrudes at the right-hand side of the instrument.

To increase volume:	rotate wheel in clockwise direction.
To lower volume:	rotate wheel in anti-clockwise direction.

Answering calls

When an incoming call is received, your tone-sounder will sound with the exchange call cadence, or intercom call cadence, as appropriate.

TO ANSWER A CALL:

Lift the handset.

The sounder will stop, and you will be connected to the incoming call.

TO CLEAR A CALL:

Replace the handset.

Note: An incoming call may be received via a De-Luxe or Standard terminal with the User-programmed Diversion facility. You will not know either that the call is diverted or the number of the Diverting Terminal.

Once you have answered a call, it can be held/transfered etc. in the usual way.

Making calls

Exchange calls

TO MAKE A CALL:

1 Lift the handset.

2 Listen for system dial tone.

3 Key '9'.

If there is a free exchange line you will hear exchange dial tone and may key the required number. If all exchange lines are already in use you will hear system engaged tone.

Note: if your terminal does not have the facility of making certain types of exchange calls (e.g. STD or international) you will hear number unobtainable tone during the keying sequence – the precise point will depend upon the types of call not available to you. Exchange calls to Emergency Services (999) will not be barred.

TO CLEAR A CALL:

Replace the handset.

Intercom Calls

TO MAKE A CALL:

1 Lift the handset.

2 Listen for system dial tone.

3 Key the number of the required terminal.

If the called terminal is in use, you will hear engaged tone. If you key a non-existent number, or misoperate in a similar way, number unobtainable tone will be heard.

TO CLEAR A CALL:

Either you or the called terminal should replace the handset; the remaining party will then receive system dial tone.

Calls via a Private Branch Exchange (PBX)

If Private Automatic or Private Manual Branch Exchange (PABX or PMBX) lines are connected to your terminal, they can be used for calling other extensions on the PABX/PMBX, or for making exchange line calls.

TO MAKE A CALL VIA A PABX:

1 Lift the handset.

2 Listen for system dial tone.

3 Key '9'.

You will then hear the PABX system dial tone and can key the required extension number, or key '9' to obtain exchange dial tone.

TO MAKE A CALL VIA A PMBX:

1 Lift the handset.

2 Listen for system dial tone.

3 Key '9', and wait for the PMBX operator to answer.

The operator will then either obtain the required number, or give you a line so that you can make the call by means of your keypad.

TO CLEAR A CALL:

Replace the handset.

Calls via a Private Circuit

Your terminal may have access to a private circuit connected to a distant telephone or switchboard. It is not possible to make an exchange call over this type of circuit.

The method of making an intercom call will depend on the type of telephone system at the other end, and British Telecom staff will advise you on the correct keying sequence.

Hold for enquiry

An incoming or outgoing call may be held while you make an enquiry call to another terminal.

Only one call may be held at any one time.

TO HOLD A CALL:

1 Press ⊠

2 Listen for system dial tone.

You are then free to make your enquiry call by keying the number of the required terminal.

TO CLEAR AN ENQUIRY CALL:

Wait for the called terminal user to clear the line; you will then hear system dial tone. **Do not replace your handset.**

TO RECALL A HELD CALL:

Press ⊠ while listening to system dial tone.

If necessary, you can alternate between the enquiry call and the held call.

TO ALTERNATE BETWEEN AN ENQUIRY CALL AND A HELD CALL:

1 Make the enquiry call as described above.

2 Ask the called terminal user not to replace his handset.

3 Press ⊠ ; this will reconnect you to the held call.

4 When you wish to speak to the enquiry point again, press ⊠ once more.

Call transfer

Any incoming or outgoing exchange line, PBX extension or private circuit call may be transferred to another terminal. It is not possible to transfer an intercom call.

TO TRANSFER A CALL:

1 Put the call into 'Hold' and make an enquiry call to the required terminal, as described in previous column.

2 Invite the terminal user to accept the call (this conversation cannot be overheard by the held caller) and then replace your handset.

The call will automatically be transferred.

Should the called terminal be engaged or not answered, replace your handset momentarily. On lifting it again, you will hear system dial tone and can either make further attempts to transfer the call or can press ⊠ to reconnect to the held call.

If the called terminal answers but does not wish to accept the call, press ⊠ to reconnect to the held call.

TO ACCEPT A TRANSFERRED CALL:

On agreeing to accept the call **do not replace your handset** – wait for the other terminal user to replace his handset.

The call will then be transferred to you.

If your system is connected to a PABX or PMBX you can contact the operator and also gain access to all the facilities of the PBX.

TO RECALL A PABX OPERATOR:

1 Lift the handset and listen for system dial tone.

2 Key '9'.

3 Listen for PBX-system dial tone.

4 Key 'o' and wait for the PABX operator to answer.

If you are already engaged on a call on the PABX-line:

1 Press ✉.

The call in progress will be held, and you will hear system dial tone.

2 Key '62'.

3 Listen for PABX-system dial tone.

4 Key 'o' and wait for the PABX operator to answer.

If you wish to return to the held call:

1 Press ✉, and listen for system dial tone.

2 Key '62' again.

TO RECALL A PMBX OPERATOR:

1 Lift the handset and listen for system dial tone.

2 Key '9' and wait for the PMBX operator to answer.

If you are already engaged on a call on the PMBX-line

1 Press ✉.

The call in progress will be held, and you will hear system dial tone.

2 Key '62' and wait for the PMBX operator to answer.

The PMBX operator then normally holds or transfers the call.

If you wish to return to the held call:

Ask the PMBX operator to connect you.

Intrusion

If while engaged on an *intercom* call a ticking tone is superimposed on the conversation, this means that a third terminal has intruded into the circuit – because, for example, the new caller wishes to contact you, or the person to whom you are speaking, urgently.

You will then be in a three-way conversation with the other two parties, and all three of you hear the warning ticking tone.

Whoever replaces his handset first will leave the remaining two parties connected to each other; the ticking tone will stop.

It is not possible for you to intrude upon an existing conversation.

Selective Call Barring

It is possible to bar terminals from making certain types of exchange calls. Examples are:

Barred to international calls only.

Barred to STD and international calls.

Barred to all exchange calls except Emergency Services (999).

If your terminal is barred from making any particular type(s) of exchange call, you will hear number unobtainable tone during the keying sequence.

You can join a conference as a participant, but you cannot initiate and control a conference.

TO JOIN A CONFERENCE (AS A PARTICIPANT):

1 When the controller calls you, answer the call in the usual way.

2 On agreeing to take part in the conference, listen on the handset until the controller tells you that all the other participants have joined.

You will then be in conference, and can use the handset as in an ordinary call.

TO CLEAR FROM A CONFERENCE (AS PARTICIPANT):

Replace your handset; your terminal will resume normal operation.

Once you have cleared from a conference, you cannot rejoin unless invited to do so by the controller.

Useful telephone numbers

Reminder

The telephone number of my local Telephone Sales Office is:

_____

The telephone number of my local Telephone Area Office Traffic Division (Service Representative) is:

_____

The telephone numbers stored against keypad digits are:

Digit	Number	Person	Location
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

Other telephone numbers:

De-Luxe and Standard terminals

Additional facilities such as Direct Voice Calling, Call Monitor, Diversion of calls, Intrusion and Conference Control are available on the Herald Call Connect System De-Luxe and Standard terminals. Your local Telephone Sales Office will be pleased to deal with enquiries about the provision of these instruments.

De-Luxe terminal ▲   **▼ Standard termina**

Important
To avoid the possibility of components overheating, please ensure that the ventilation grills of the equipment cabinet are unobstructed at all times.

Reminder: I can get extra copies of this handbook from my local Telephone Service Representative (quoting handbook CI 10).

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