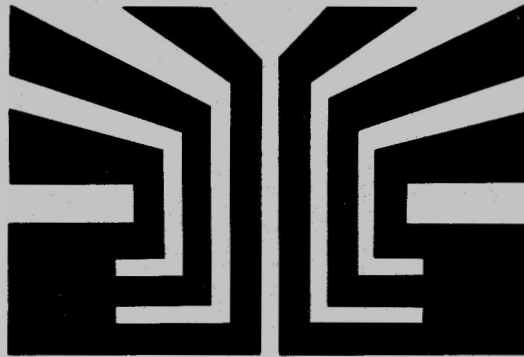


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# THE LONDON 12 PABX

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**small systems engineering**  
PUTTING WISDOM TO WORK

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## USER GUIDE

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**USING YOUR  
LONDON 12  
PABX**

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TONE DEMONSTRATION

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To listen to a demonstration of the tones used on the London 12 PABX, lift the receiver and dial the appropriate code as follows:

|                               |     |
|-------------------------------|-----|
| Number Unobtainable tone..... | 200 |
| Ring tone.....                | 203 |
| Busy tone.....                | 204 |
| Interruption tone.....        | 205 |
| Call Waiting tone.....        | 206 |
| Alarm Call tone.....          | 207 |
| Broken dial tone.....         | 208 |
| Recall dial tone.....         | 209 |

Ringng

Internal calls:

|         |          |         |          |
|---------|----------|---------|----------|
| Ring    | Pause    | Ring    | Pause    |
| ;<br>ON | ;<br>OFF | ;<br>ON | ;<br>OFF |

---

External calls:

|           |          |           |          |
|-----------|----------|-----------|----------|
| Ring-Ring | Pause    | Ring-Ring | Pause    |
| ;<br>ON   | ;<br>ON  | ;<br>OFF  | ;<br>ON  |
| ;<br>ON   | ;<br>OFF | ;<br>ON   | ;<br>OFF |

---

Ring back calls:

|           |           |
|-----------|-----------|
| Ri-i-i-ng | Ri-i-i-ng |
| ;<br>ON   | ;<br>OFF  |
| ;<br>ON   | ;<br>OFF  |

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### Extension telephones

Both LOOP DISCONNECT (pulse) and MF4 (tone) telephones can be used on the London 12. Your system manager will tell you which type of telephone you have.

If you have an MF4 telephone, you will have to use the Recall button on the phone to obtain 'Recall' dial tone (see TONE DEMONSTRATION) before dialling digits to transfer a call or invoke a facility.

Throughout this book, the symbol 'R' means 'Press Recall Button and Obtain Recall Dial Tone'.

If you have a loop disconnect phone, you can ignore the symbol R.

### Power failure

In the event of a power failure, the outside lines, 1, 2 (and 3), will be directly connected to extensions 21, 22 (and 23 on a three-line system). You will then have two (or three) direct lines for making or receiving outside calls. When the power is restored, the London 12 PABX will again become fully operative.

### Hunting groups

It is possible that your extension will be in a hunting group. Your system manager will inform you if this is so, and explain to you what is meant by hunting groups.

## MAKING CALLS

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### Internal calls

Obtain dial tone and dial extension number  
or hunting group directory number

Extensions are numbered 21 to 30; hunting groups are numbered 31 to 39. If the extension or hunting group is busy, you will hear the engaged tone. This will change to a ringing tone when the extension or hunting group you are calling becomes free.

Extension 21, normally the reception phone, may be called by dialling 0.

### External calls

Dial 9  
Wait for public dial tone  
Dial the rest of the number

('Number Unobtainable' tone means that you are barred from dialling that number. Your call barring in night mode may not be the same as it is in day mode.)

N.B. Do not pause for more than 10 seconds between digits when dialling.

### Repeat last number

To redial the last external number dialled from your extension:

Dial 5  
Wait for public dialling tone  
Dial 0

## ABBREVIATED DIALLING

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### Central memory

The system manager can store up to 40 outside numbers in the central memory, to be used by any extension. These are coded 30 to 69. The system controller will provide you with a list of the numbers stored.

To dial one of these numbers:

Dial 5  
Wait for public dial tone  
Dial code (30 to 69)

('Number Unobtainable' tone means you have dialled a barred number or an empty store.)

### Personal memories

You can store up to 9 external numbers, of up to 18 digits, for your extension. These are coded 11 to 19.

To store an outside number in memory:

Dial 603  
followed by chosen code (11 to 19)  
followed by outside number.  
Wait for digits to be coded.  
Hang up.

To store the last outside number dialled:

Dial 693  
followed by chosen code (11 to 19).  
Wait for digits to be coded.  
Hang up

To dial a number from your store:

Dial 5  
Wait for public dial tone  
Dial code (11 to 19)

### Overdialling

You can store part of a number in the memory of the system and add the rest of the number after dialling the short code.

E.g. If 01-538 is stored against Code 11: to dial 01-538 2211, dial 5....112211.



ENQUIRY ; TRANSFER

---

Enquiry

If you are on a call (internal or external), to speak to another extension:

R  
Dial the required extension number

The original call is automatically put on hold.

To return to the original call:

R  
Dial 8

---

Transfer

To transfer a call (internal or external) to another extension:

R  
Dial the required extension number

Then either:

Hang up.  
Extension will ring.  
Caller will hear ringing tone. If the extension is unanswered after 30 seconds, the call (if an external call) will automatically return to reception phones.

To recover a transferred external call after you have put your phone down, if the enquiry extension has not been answered:

Dial 691

OR  
Wait for extension to answer. Announce call.  
Hang up. Call is automatically transferred.  
  
To recover a call if the enquiry extension does not wish you to transfer it:

R  
Dial 8

SHUTTLE : CONFERENCE

---

Shuttle

At any point in an enquiry call, to return to the original call:

R  
Dial 5

To return to the enquiry call:

R  
Dial 7

(Enquiry extension does not hang up)

You may shuttle between the two calls as often as you wish. The other call will always be on hold.

---

Conference

1. External: To convert any outside call into a 3-way conference:

R  
Dial the required extension number.  
When the extension answers,  
R  
Dial 67

2. Internal: Any number of extensions can participate in an internal conference.

On an existing call, to bring a third extension into conference:

R  
Dial the required 3rd extension.  
When the extension answers,  
R  
Dial 67

Further extensions may bring themselves into the conference by dialling 67 followed by the number of any of the extensions already in conference.

N.B. A conference call, once in progress, cannot be put on hold or transferred like a normal call

CALL PICK UP

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External call pick-up

If a reception phone is ringing for an outside call, to answer it from your non-ringing phone:

Dial 61

If there is no call to answer, you will hear the Dialling tone.

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Internal call pick-up

If any phone is ringing for an internal call, to answer it from your non-ringing phone:

Dial 65  
followed by extension number of ringing phone

If the ringing phone is in your hunting group, to answer the internal call from your non-ringing phone:

Dial 62

If there is no call to answer, you will hear the Dialling tone.

(If you hear 'Number Unobtainable' tone, you are not allowed to pick up the call.)

CALL HOLD ; CALL PARK

---

Call hold

To put an existing call (internal or external) on hold, so that the other party cannot hear you:

R  
Dial 9

To return to the call:

R  
Dial 8

---

Call park

This allows you to hold an existing call and use your extension for making or receiving other calls.

To park a call in progress:

R  
Dial 63

If you are on a call and you wish to pick up an outside call ringing on a reception phone, to park your existing call and receive the outside call:

R  
Dial 61

To retrieve a parked call:

Dial 64

If your phone is on-hook for 10 seconds without retrieving the parked call, the call will ring you back anyway.

## AUTOMATIC RING BACK

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### i) Ring back when free

If you dial an extension and get 'Busy' tone, to request a call back, dial R 68 and hang up. When the extension becomes free, your phone will ring for 15 seconds with the Ring Back cadence (see page 3). To 'trigger' the call back, you must pick up your phone within this time; the extension you require will then ring.

### ii) Ring back when available

If you dial an extension and get ringing tone but no reply, to request a call back, dial R 68 and hang up. When the extension you require is next used and the call is finished, your phone will ring for 15 seconds with the Ring Back cadence. Pick up your phone within this time; the extension you require will then ring.

To cancel outstanding ringbacks from extensions, dial 608

### iii) Ring back on exchange lines

If you dial 5 or 9 to get an outside line and get Busy tone, to request a call back dial R 68 and hang up. When an outside line becomes free, your phone will ring for 15 seconds with the Ring Back cadence. Pick up your phone within this time; you will hear the public dial tone. You can dial the number you require without having to dial 9 again; similarly, if you dialled 5, you can dial the short code you require or 0 to repeat the last number dialled.

To cancel ringbacks on exchange lines, dial 698.

Up to 8 ringbacks may be queued on one target extension; they will be executed in order.

You may request any number of ringbacks on your extension; but they will not necessarily come back to you in the order in which you set them up.

All outstanding ringback requests are cancelled at midnight.

## CALL DIVERSION

---

### Call forward

To divert all your calls to another extension from your own extension:

Dial 604  
followed by the extension number  
to which calls are to be diverted

You will hear a Broken Dial tone (see TONE DEMONSTRATION); anyone picking up your phone will hear Broken Dial tone until diversion is cancelled.

### Follow me

To divert all your calls to another extension from that other extension:

Dial 694  
followed by your own extension number

You will hear a Dial tone; anyone picking up your phone will hear Broken Dial tone until the diversion is cancelled.

A Broken Dial tone is always heard in the phone which has been diverted; this does NOT mean that the extension is unavailable for making calls.

Only the phone to which your calls are diverted can ring your own extension. This means that they can pass calls back to you as required.

### Cancelling call diversion

To cancel the diversion from your extension:

Dial 605

To cancel the diversion from any remote extension:

Dial 695  
followed by your own extension number

If you do a second follow-me from another extension, the first diversion will automatically be cancelled and the second one implemented.

(If 'Number Unobtainable' tone is heard after dialling 604 or 694, diversion to or from either or both of the extensions is barred.)

## CHARGE ACCOUNT CODING | ALARM CALLS

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Any external call, incoming or outgoing, may be assigned to a particular charge account, which is coded using any three digits.

To assign a call:

R

Dial 4XXX

Where XXX is the designated account code.

On both incoming and outgoing calls, this should be done after the external party has hung up, before hanging up yourself. Wait for 10 seconds after dialling the digits before you hang up.

Alternatively, you may dial R 4XXX during the speech phase of the call; but in this case the call will be briefly interrupted, and you must wait for 10 seconds after dialling the code.

When the call is finished, the account code will be printed as part of the call logging information.

### Alarm calls

To program your telephone to ring at a specified time:

Dial 606

followed by the time at which you want to be called  
as a 4-digit number (24-hour format)

E.g. For an alarm call at 4.05 p.m., dial 6061605

When your alarm call is due, your phone will ring for four minutes if you do not answer it.

To cancel alarm calls:

Dial 607

(N.B. You can only have one alarm call programmed on your extension at one time.)

If your extension is busy at the time your alarm call is due, it will ring as soon as you complete the call that you are on.

## RECEPTION TELEPHONE FACILITIES

### INCOMING CALLS ; CALL WAITING

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#### Incoming calls

If your telephone is one that rings for incoming calls, then it is a Reception telephone.

If an incoming call remains unanswered for 40 seconds, then all extension telephones will ring.

When you receive an incoming call, you can use the Enquiry and Transfer facilities to process the call.

#### Call waiting

If an incoming call arrives when all reception phones are busy, a 'Call Waiting' tone will be superimposed on the conversation in progress on all reception phones. (See TONE DEMONSTRATION)

To park the call that you are on in order to answer the incoming call:

R  
Dial 61

To shuttle between the original call and the new call:

R  
Dial 63

Alternatively, after transferring the second call to the required extension by hanging up, to retrieve the first call:

Dial 64



## CALL INTERRUPTION : DAY/NIGHT MODE

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### Call interruption

Reception phones can interrupt a call in progress to pass on a message or an incoming call. A warning tone will be heard over the conversation while the reception phone is connected.

(See TONE DEMONSTRATION)

To interrupt a call when you have dialled the extension number and obtained the Busy tone:

R  
Dial 66

You will be connected to the extension you dialled and the third party.

To put an incoming call through to the extension you interrupted, ask them to park or terminate their present call and put their phone on-hook. Redial the extension to transfer the call in the usual manner.

To return to the incoming call if it is not to be put through to the extension that you interrupted:

R  
Dial 8

●R, to shuttle back to the incoming call and terminate the intrusion:

R  
Dial 5

This allows you to put your phone down to transfer the incoming caller to the (still busy) required extension.

(You may not be allowed to interrupt certain extensions, or conference calls.)

---

### Day/night mode

To put the system into DAY mode:

Dial 600

To put the system into NIGHT mode:

Dial 601

The system can be programmed to switch automatically from one mode to the other at the same times every day (see Programming Manual).

ABBREVIATED DIALLING LISTS

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PERSONAL MEMORY

EXTN.....

| Name | Abbreviated code |
|------|------------------|
|      | 5....11          |
|      | 5....12          |
|      | 5....13          |
|      | 5....14          |
|      | 5....15          |
|      | 5....16          |
|      | 5....17          |
|      | 5....18          |
|      | 5....19          |

CENTRAL MEMORY

| NAME | ABBREVIATED CODE |
|------|------------------|
|      | 5....30          |
|      | 5....31          |
|      | 5....32          |
|      | 5....33          |
|      | 5....34          |
|      | 5....35          |
|      | 5....36          |
|      | 5....37          |
|      | 5....38          |
|      | 5....39          |
|      | 5....40          |
|      | 5....41          |
|      | 5....42          |
|      | 5....43          |
|      | 5....44          |
|      | 5....45          |

CENTRAL MEMORY, CONTD.

| NAME | ABBREVIATED CODE |
|------|------------------|
|      | 5....46          |
|      | 5....47          |
|      | 5....48          |
|      | 5....49          |
|      | 5....50          |
|      | 5....51          |
|      | 5....52          |
|      | 5....53          |
|      | 5....54          |
|      | 5....55          |
|      | 5....56          |
|      | 5....57          |
|      | 5....58          |
|      | 5....59          |
|      | 5....60          |
|      | 5....61          |

CENTRAL MEMORY, CONTD

| NAME | ABBREVIATED CODE |
|------|------------------|
|      | 5....62          |
|      | 5....63          |
|      | 5....64          |
|      | 5....65          |
|      | 5....66          |
|      | 5....67          |
|      | 5....68          |
|      | 5....69          |

**Note:**

Sited next to the control unit of your London 12 will be a number of telephone sockets (one for each outside line). These are intended primarily as a means of testing the BT lines. It is, however, possible to connect approved apparatus to these sockets, i.e. directly in parallel with the BT line; but it should be pointed out that this could cause some impairment to the performance of the system. The approval of the system does not imply that the London 12 or any apparatus connected to it will function when other apparatus is connected in parallel with the BT lines.

NOTES

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