

the dial telephone

This leaflet has been written to help you to make the best use of your dial telephone. If you have any difficulty with the new system the exchange operator will be pleased to help you. The Telephone Manager's Office number is given in the front of the Telephone Directory - ask for the Sales Office for information about new or additional facilities, or the Traffic Office for advice on general telephone service matters.




**the dial  
telephone  
puts the  
control of  
telephone  
calls in  
your hands.**

# the dial

The dial is designed to return at a constant speed: It signals the digit to the exchange during its return. If the return speed is varied, e.g. by pulling the dial or impeding it a wrong digit could be signalled.

Remember for each digit (or letter) you need to dial, **rotate the dial with your finger to the stop, release it, and allow the dial to return freely.**





# dialling instructions

On many calls you will need to dial a code before the telephone number that you want. The codes that are used may vary from exchange to exchange and it is advisable **before starting to dial a call that you refer to the dialling instructions** contained in the book (or card) provided for your telephone. If the telephone number of the person you want includes an exchange name look for the exchange name in your dialling instructions, if the exchange is not listed in your instructions ask the operator to connect you. Telephones in London, Birmingham, Edinburgh, Glasgow, Liverpool and Manchester are being changed to all-figure numbers: these will not have an exchange name. The details of how to call these numbers are given in your dialling instructions.

# making a dialled call

When you know the code and/or number that you wish to call and are ready to make a call, lift the receiver and when you hear the dialling tone dial each digit carefully in turn, e.g. for 2456, dial 2 then 4 and so on. **Do not start to dial before you hear dialling tone and don't pause too long between dialling each digit** or the equipment may be unable to connect your call correctly and you may hear number unobtainable tone, in which case replace your receiver and start again.

When you have completed dialling there will be a pause—while the equipment is connecting the call—before you hear a tone which indicates the progress of your call. You may hear ringing tone, engaged tone, or number unobtainable tone: **if you do not recognise these tones the exchange operator will be pleased to demonstrate them to you.** Ringing tone indicates that the called number is being rung for you and you should wait sufficiently long for the distant person to answer the telephone. Engaged tone indicates that the called telephone is occupied on another call or possibly that the lines to it are busy: you should replace your receiver and make the call when convenient later. Number unobtainable tone indicates that you have obtained a number which is not working: check that you have the correct number and if you have, dial again carefully, if you receive number unobtainable tone again call the operator and explain your difficulty.

When you have finished your call replace the receiver carefully and firmly upon its rest: **until you do this the exchange cannot tell that you have finished** and the call will continue to be charged.

# receiving a call

When your telephone bell rings lift your receiver and announce your identity to confirm that the caller has the right person. If you hear a series of rapid pips (called pay tone) this indicates that the call is from a pay-on-answer coin box and the caller must insert money before he can speak, **wait for your caller to insert money**, if he does not do so the call will be automatically disconnected and you will receive dialling tone in which case replace your receiver and wait to be called again. It is useful to have a pencil and paper handy by your telephone to make notes during your conversation or to record a message.

# calling the operator

**It is cheaper to dial calls yourself** but there are some exchanges which you cannot yet dial directly and on some exchanges there are facilities which only the operator can provide for you e.g. conference calls. To call the operator dial the code which is shown in the dialling instructions for your telephone. On most exchanges this will be 100. When the operator answers ask for the exchange and/or number and any special facilities that you require, and give your own exchange and/or number. All-figure numbers should be quoted in full, for example 01-222 2870.

# shared lines

To enable as many people as possible to have telephone service whilst a shortage of lines exists many telephone subscribers share a telephone line with another subscriber. If your telephone is a shared line, to make a call you must press the 'call exchange' button until you hear the dialling tone, then release the button and dial your call as described earlier in this leaflet.



Occasionally you may find your sharing partner in conversation when you start to make a call, in which case replace your receiver quietly (if you wish with an apology). If you hear a series of clicks when you lift your receiver it is likely to be your partner dialling a call, since this may cause him to get a wrong number wait on the line until he has finished dialling and explain what has happened before replacing your receiver. If you are dialling a call which your partner interrupts replace your receiver and then start your call again.

If you wish to make a call to your sharing partner it is necessary to call the operator and say 'Party' followed by your sharing partner's number. When told to do so by the operator, replace your receiver (so that your partner can be rung); allow sufficient time for him to answer then pick up your telephone to speak. If you wish to know who your sharing partner is ask your exchange enquiry operator.

**It is particularly important on shared lines to ensure that your receiver is properly replaced on its rest: if it is not replaced, you not only prevent calls to your telephone but to that of your partner as well.**

# emergency calls

On most exchanges the assistance of the emergency services, Fire, Police or Ambulance can be obtained by dialling the emergency code 999. When the operator answers ask for the emergency service you require and give your own telephone number in case you are cut off: The exchange operator will then connect you.

**DO NOT use '999' except in an emergency** or you may delay a genuine emergency call.

# 999

# all-figure numbers

Before making a call to an all-figure telephone number e.g. 021-643 2107 read your dialling instructions carefully. If your telephone has an all-figure number you should quote it in full in any correspondence. In answering the telephone give your name or if you prefer to give your number quote the digits after the hyphen in your all-figure number.

# making the best use of your telephone

Briefly some suggestions which can help you when using the telephone.

- 1 Before dialling a call make sure you understand the dialling instructions.
- 2 Have a note of the code and/or number in front of you when dialling.
- 3 Wait for dialling tone before dialling.
- 4 Dial carefully and correctly, allow the dial to return freely.
- 5 Allow the equipment enough time to connect the call.
- 6 Listen for the tones which indicate progress of the call.
- 7 Speak clearly and distinctly into the mouthpiece without shouting.
- 8 When you have finished replace your receiver carefully and firmly.
- 9 Answer incoming calls promptly and if you hear pay tone wait for your caller to insert money.
- 10 Show your telephone number in any correspondence.

# telephone faults



Telephone faults should be reported as soon as possible as indicated in the dialling instruction book (or card) for your telephone, or by writing to the Telephone Manager. If you cannot make calls from your own telephone because of a fault you may book calls on another telephone and have them charged to your own number if you advise the operator at the beginning of each call.

## finally

We hope this booklet has been helpful to you. If you would like to see how your calls are connected the exchange supervisor will be pleased to make arrangements for you to visit your exchange.