

HOW TO MAKE THE BEST USE OF YOUR 2/6 OR 4/11 INTERCOM TELEPHONE SYSTEM



2/6 INTERCOM SYSTEM

- Exchange line buttons
(A1 and A2)
- GREEN DUMMY BUTTONS
(No function at present)
- TERMINATE BUTTON
- INTERCOM BUTTONS
(1 to 5)
- OPERATOR RECALL BUTTON
(where 2/6 system is an
extension from a switchboard)
- HOLD BUTTON



4/11 INTERCOM SYSTEM



Exchange line buttons
(A1 to A4)

Terminate button

Intercom buttons
(1 to 10)

Operator recall button
(where 4/11 system is an
extension from a switchboard)

Hold button

ABOUT YOUR 2/6 OR 4/11 TELEPHONE SYSTEM



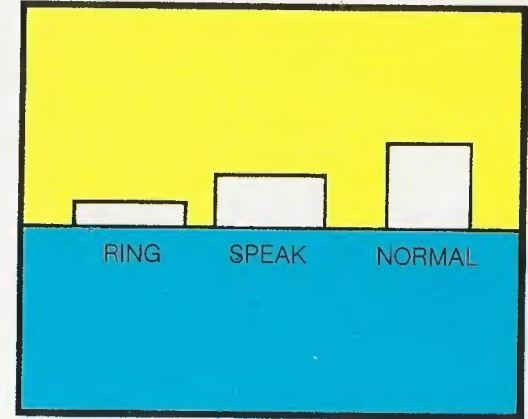
- Lamps inside the exchange line press-buttons indicate call conditions.
Steady red lamp—engaged line.
Slow flashing lamp—call “held”.
- Exchange line numbers appear on the dial inserts on all units.
- Intercom units are identified by numbered press-buttons.
- Incoming calls are received at either one or several intercom units and are indicated by lamp and buzzer signalling.
- Outgoing calls can be made from any intercom unit unless denied exchange access.
- Intercom calls can be made between units, however if the called unit is engaged on an intercom call, you will intrude into the conversation.
- Intercom conference calls can be established between any number of units, however an exchange line call cannot be included.
- Hold facility is provided to enable other calls to be answered, to make enquiry calls, and also to give privacy to an office conversation. The hold facility operates automatically when an intercom press-button is operated, or if an additional exchange line button is pressed.

IMPORTANT POINTS FOR SUCCEFUL OPERATION OF YOUR INTERCOM SYSTEM

- Manual Hold button, on lower left hand corner of the unit, can be operated to provide privacy to an office conversation, or to accept an intercom call, whilst an exchange line call is in progress.
- Transfer of exchange calls is possible from all intercom units, whilst a call is in the hold condition.
- Exchange lines can be released without replacing the receiver by pressing the T button.
- Recall facility may be provided if the intercom system is connected to a switchboard.
- Power failure service is provided, in the event of a failure, on one exchange line connected to a nominated unit for both incoming and outgoing calls.



Please note the operating instructions for both systems are identical and the 4/11 only will be illustrated



- BUTTONS SHOULD BE PRESSED FIRMLY.
- RECEIVER MUST NOT BE REPLACED WHILST A CALL IS BEING "HELD".

PLEASE NOTE:
INTERCOM PRESS-BUTTONS
HAVE THREE POSITIONS
AS ILLUSTRATED.

ANSWERING INCOMING CALLS

From the nominated answering intercom unit(s)

- Incoming calls are signalled by a fast flashing lamp and a buzzer.
- To answer, Lift the receiver, then press the appropriate exchange line button. The flashing lamp will change to a steady glow.
- Answer in the usual way.

Flashing button



To extend the call

- Press wanted intercom press-button firmly to signal.
- Release to speak position. The exchange line lamp changes to a slow flash, call is now "held".

Press appropriate intercom button

Slow flash



Unaccepted calls

- When the called intercom unit is answered, ask the called person to accept the call by pressing the nominated exchange line button.
- When the call is accepted, the slow flashing lamp changes to a steady glow.

YOU MAY THEN REPLACE THE RECEIVER

NOTE:



If the receiver is replaced prior to the lamp changing to a steady glow, the call will be disconnected, however other calls can be answered whilst a call is being "held".

- If the call is not accepted by the called person, press the appropriate exchange line button to return to the caller.

Press button/
steady glow



Hold facility

- Exchange calls can be "held" to enable other calls to be answered, originated, or to make an enquiry call to another intercom unit.
- The "hold" facility operates automatically when a second exchange line or intercom number is pressed.
- If the buzzer sounds whilst you are engaged on an Exchange line call, Press  to "hold" the call. You will then be connected to the Intercom caller.
- The Hold button  can be used to hold a call to give privacy to an office conversation.
- Exchange calls can be released by pressing the T button when completed, in order to return to another exchange line.

NOTE:

If the T button is not pressed to release an exchange line, the line will be "held".

OPERATING INSTRUCTIONS FOR ALL USERS

Outgoing calls

Engaged Exchange lines are indicated by steady lamps.

- Lift receiver.
- Press a free exchange line.
- Dial the required number.

NOTE:

It is not possible to disconnect exchange calls in progress on other intercom units.



Enquiry calls to another exchange line during an exchange call

- Press a free exchange line (first call is automatically held, lamp flashes slowly).
- Dial the required number.
- It is possible to alternate from one call to the other simply by pressing the exchange buttons.

NOTE:

When the enquiry is completed, Press T to release the exchange line before returning to the original call.



Enquiry calls to another intercom unit during an exchange call

- Press wanted intercom press-button firmly to signal (exchange call held).
- Release to speak position and make enquiry.
- Return to exchange call by pressing the appropriate exchange button.



Transferring exchange line calls (Both incoming and outgoing)

- Press wanted intercom press-button firmly to signal.
- Release to speak position. The exchange line lamp changes to a slow flash, the call is now held.



- When the called person answers, announce the call and ask that it be accepted by pressing the nominated exchange line.
- When the call is accepted, the slow flashing lamp changes to a steady glow.

YOU MAY THEN REPLACE THE RECEIVER.

NOTE:

If the receiver is replaced prior to the lamp changing to a steady glow, the call will be disconnected.

Unaccepted calls

- If the call is not accepted, return to the caller by pressing the exchange line button.



INTERCOM CALLS

To make an intercom call

- Lift receiver. Firmly press wanted intercom button to ring position.
- Release to speak position.
- Wait for the called person to answer.

Ring can be repeated as necessary. If the called person is engaged on an intercom call, he will receive a warning buzz, you will hear the conversation and may join in.

To answer an intercom call

- The buzzer sounds.
 - Lift the receiver to answer.
- If you are required to accept an exchange line call, simply Press the nominated exchange line button firmly.

To make an Intercom call
Press appropriate
intercom button



To answer an intercom call whilst on an exchange call..

- Buzzer sounds, ask the person to whom you are speaking to hold the line.
- Press hold (Exchange lamp flashes slowly).
- Speak to intercom caller.
- Return to exchange line by Pressing the "held" exchange line button.

NOTE:

Remember that no visual indication shows that you are engaged on a call. It is important that the intercom buzzer should not be ignored.

A second exchange call should be accepted and held on your own intercom unit.

Slow flash



CONFERENCE CALLS

Inter-office conference calls can be established between any number of Intercom units.

- Call each party in turn and ask them to Press your intercom number and wait.
- When all parties have pressed your intercom number the call can begin.


NOTE:

Exchange line calls cannot be included in a conference call between intercom units.

USE OF T. BUTTON

To terminate an exchange line call without replacing the receiver, either to answer or return to another exchange line call, or to make an intercom call, Press T button firmly and the exchange line lamp will be extinguished.

The T button is pressed if you wish to interrupt an intercom call to conduct an office conversation.

To return to the intercom call, press the hold button. 

Press to terminate exchange line call or to interrupt intercom call



Press to re-establish intercom call

POWER FAILURE

In the event of a power failure all established calls will be disconnected.

One exchange line will be available on a nominated intercom unit for incoming and outgoing exchange calls. Simply lift the receiver, no buttons need to be depressed.

During a power failure it will not be possible to make intercom calls.

When the power is restored, any call in progress on the emergency line will be disconnected.

Report Power Failures immediately to 1100.

SERVICE ADVISERS

Telecom Australia has skilled staff who will be pleased to assist you, free of charge, on any matters affecting the operation of your Telecommunications equipment.

Contact your local

Telecom Business Office. (Telephone numbers are listed in the information pages of your telephone directory).

