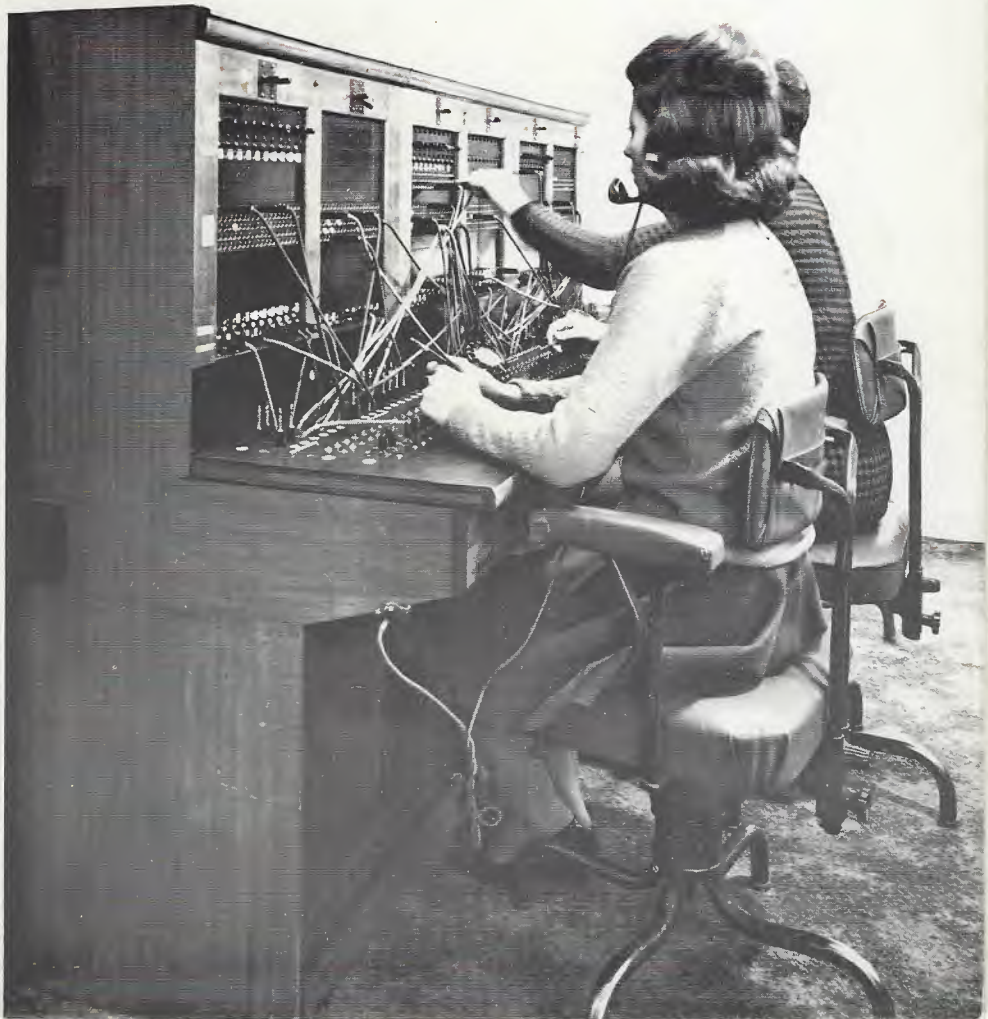
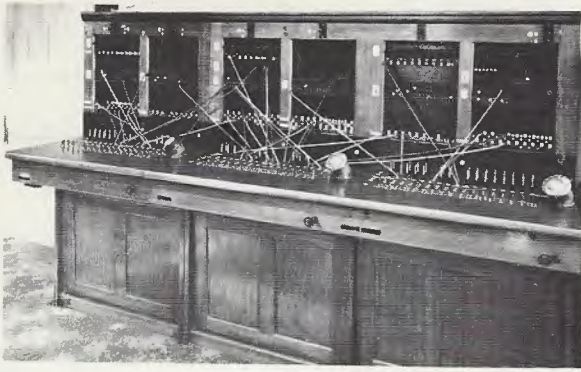




Telecom Australia

How to Operate your Telecom Linefinder P.A.B.X.





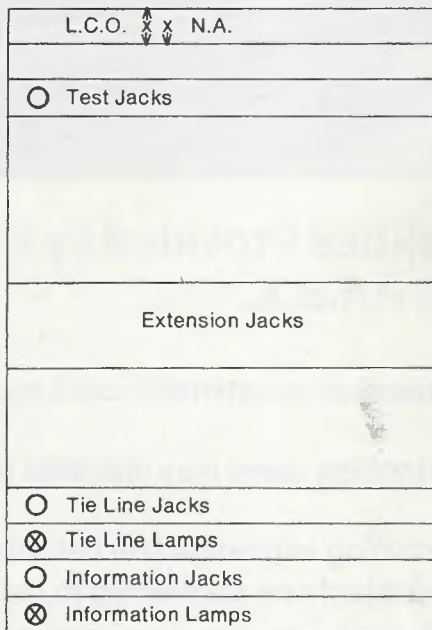
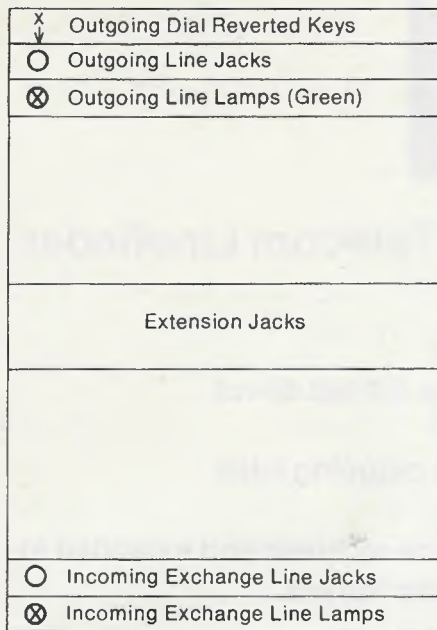
Facilities Provided by the Telecom Linefinder SxS P.A.B.X.

- Extension to extension calls may be dialled direct.
- Extension users may dial their own outgoing calls.
- Incoming exchange line calls may be received and extended to any telephone connected to the switchboard.
- Extensions may call the operator by dialling "9".
- Exchange lines may be connected direct to nominated extensions at times when the switchboard is unstaffed.
- Incoming exchange line calls may be transferred from extension to extension by the operator.
- Call lamps show when an exchange, extension or tie-line requires attention.
- Trunk Offering facilities are provided.

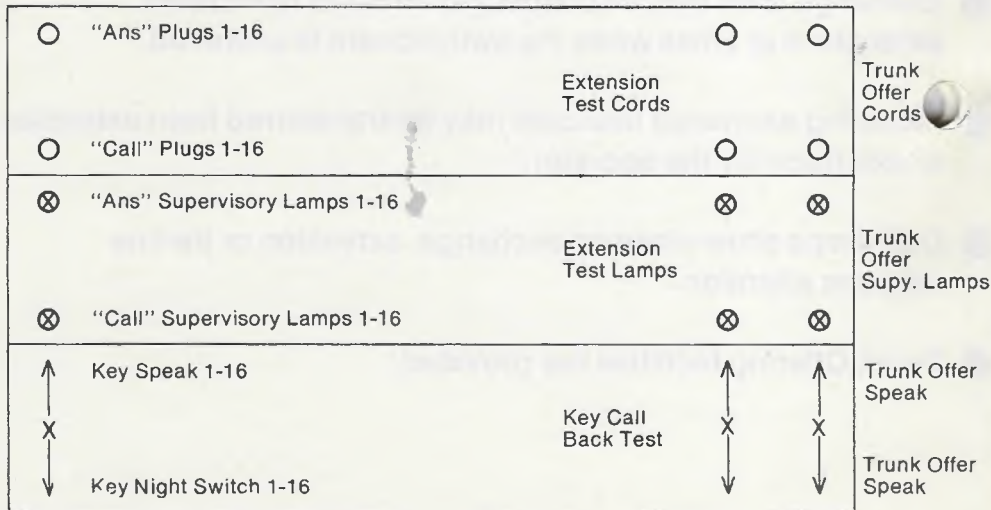
Telecom Linefinder P.A.B.X.

BASIC FACE LAYOUT

(Your Board may be arranged in a different way and have additional facilities)



BASIC KEYSHELF LAYOUT



How to Connect Incoming Exchange Line Calls

The calling lamp of the particular exchange line and the pilot lamp glow.

- Insert nearest answering plug, at the same time operating associated "speak" key. Exchange line lamp will go out.
- Announce identity and ascertain wanted extension.
- Pick up corresponding calling plug "Call" and test wanted extension by tapping tip of plug on the rim of the extension jack. If the wanted extension is free, there will be no sound, but if busy a clicking sound will be heard.

If the wanted extension is free.

- Insert plug into the extension jack—Call supervisory lamp will:—
 - (a) Flicker or glow while extension is being rung.
 - (b) Extinguish when extension answers.
- Leave call by closing "speak" key.

If the wanted extension is busy.

- Advise the caller.

If caller will wait.

- If TK OFF facility not available, close "speak" key, restore calling plug. (Or tuck it over to remind you that some further action is required.) Other incoming calls can now be answered.
- Test wanted extension at short intervals and advise caller of results.
- When extension comes free, advise caller and connect call as described earlier.

If caller will speak to someone else.

- Test the required extension.
- If free, connect in the usual way.

If caller cannot wait.

If caller cannot wait and hangs up:

- Restore answering plug and close "speak" key.

If the matter is important and it is necessary to interrupt the busy extension user:

- Insert Trunk Offer plug into the required busy extension jack, operate Trunk Off key.
- Announce the call. (If the existing call is connected on the board, operate appropriate "speak" key to speak position, wait for break in the conversation and advise extension of waiting call.)

If the extension user will accept new call.

- Ask him to finish his conversation quickly. When he hangs up, the TK OFF Supy. lamp lights.
- Withdraw TK OFF plug and connect the waiting call.

If extension user will not accept new call.

- Withdraw TK OFF plug.
- Advise caller of the position and ascertain his wishes.

Or Completion of a Call

When a call has finished, the Call Supervisory lamp in association with the cords used will flicker or glow continuously.

- Operate "Speak" key and enquire if call has been completed.

If no answer is heard:

- Take down the connection.

If a request for another extension is made, proceed as for a new call.

How to Answer a Call from an Extension on the Information Lines

The calling lamp of the particular “Information” line will glow.

- Insert nearest available answering plug into relevant “Information” jack and at the same time operate appropriate “Speak” key. The lamp will go out.

N.B. If the extension requires a call which can be obtained by dialling, explain that access can be obtained by dialling “0” followed by the required number.

(On no account should a call from an information jack be connected to an exchange or tie line, as the information lines must be kept free for calls from extensions.)

“Pre-advice” on Incoming Calls

When an extension user asks to be advised of a caller's name or business, before deciding whether to accept a call, it is necessary to be able to speak to the extension without the caller hearing. After answering the exchange line call and obtaining the details (say—“May I tell him who is calling, please”) ask the caller to “hold the line, please” then restore the “speak” key to normal. Then

- Call the extension using an adjoining calling plug (i.e. NOT the calling plug associated with the cord circuit being used to answer the call).
- Explain who is calling
- If call is accepted:
 1. Leave calling plug inserted in extension jack and “speak” key operated.
 2. Take corresponding answering plug and use it to replace the first answering plug in the exchange line jack.
 3. Say “go ahead, please” or “there is Mr.” and close “speak” key.

How to Answer a Call from a Tie-Line

The calling lamp of the particular Tie-line will glow.

- Insert nearest available answering plug into relevant Tie-line jack and at the same time operate the appropriate "speak" key. The lamp will go out.
- Ascertain the wishes of the caller and extend in the usual way.

N.B. Some boards may require a slightly different procedure.

How to Make an Outgoing Exchange Line Call from the Switchboard

- Insert an available answering plug (ANS) into the exchange line jack of a free outgoing exchange line (i.e. one on which no engaged lamp is glowing).
- Operate corresponding "speak" key.
- Listen for Dial tone. Operate dial key.
- Dial required number. Restore dial key.
- If necessary, extend to extension in the usual way.

N.B. It is essential to hold the dial key operated until all dialling is completed.

How to Transfer an Incoming Exchange Line Call to Another Extension

Requests to transfer a call normally should be received via the information circuits. It is also possible for extension users to recall you on incoming calls by the use of the recall button or by depressing the switchhook of the telephone up and down slowly.

In these cases the supervisory lamp will flash.

- Operate “Speak” key.
- Ascertain the wishes of the caller. If another extension is required:
 - Release calling plug from the previous extension.
 - Connect to the new extension in the usual way.

Alarms

Two Alarm lamps are generally fitted:

1. Fuse Alarm (Red)

This indicates that a fuse has operated in the equipment room. The alarm will also be received at the exchange and action will be taken immediately. Should any delay occur, advise the Service Difficulties and Faults number.

N.B. If an alarm lamp glows, operate Reset key DOWN, then restore to normal. This will cancel the alarm.

2. Paging (Amber)

This indicates that the exchange wishes to contact the technician. He should be advised of the call.

Power Failure

You can continue to operate the switchboard normally. An automatic alarm is extended to the exchange and your local battery power supply takes over.

Night Switching

After night switching has been effected, exchange calls which are received ring directly to the night switched extension. Night switching is achieved in one of two ways. Your Service Adviser will tell you which method should be used with your switchboard.

To Night Switch an Extension — Method A

- Test the extension to ensure that it is free.
- Operate “Speak” key to “Night Switch” position.

N.B. “Speak” keys should not be operated to “Night Switch” position while a call is in progress on the cord circuit.

- Insert calling plug into the extension jack, and answer plug into the exchange line jack.
- Operate “Power and Lamp Control” key to OFF position.

To Remove Night Switching Arrangements

- Switch “Power and Lamp Control” key to ON position.
- Test to ensure that the night switched extensions are free.

N.B. Place ring C/O key to non-auto ring position. Then go across each connection. Any conversations in progress should be left connected, and the normal flashing supervisory lamp will operate when conversation is completed.

- Restore ring C/O key to normal.
- Restore Night Switch keys to normal.
- Restore plugs.

To Night Switch an Extension — Method B

Test the extension to ensure that it is free. Operate appropriate Dial key to the Night Switch position. Operate Power and Lamp Control (L.C.O.) key to OFF position.

To Remove Night Switching Arrangements

Switch Power and Lamp Control key to ON position. Click test to ensure that the night switched extensions are free.

Restore Night Switch keys to normal.

How to Supervise a Call

Supervise visually but, if in doubt, open the appropriate “speak” key and listen briefly to ensure that the conversation is proceeding satisfactorily.

Some Good Points on Supervision

- Frequent supervision is essential to provide efficient switchboard operation.
- Speed in operating is not sufficient to give efficient service if correct supervision is neglected.
- A caller should not be left on the line for longer than about 30 seconds without hearing from the operator, if delay is experienced in extending the call.

Assistance

The people of Telecom Australia will be pleased to assist you in any matters related to the operation of your telecommunications equipment. Check the information pages of your local telephone directory.