How to use the Pentaconta P.A.B.X.

The Pentaconta switchboard

HOLD

SUPY

CALL

ANS

INCOMING LINES	EXECUTIVE LINES	REVERTIVE LINES	SERVICE LINES

HOLD

SUPY

CALL

ANS

INCOMING LINES

NIGHT SERVICE   BUZZER   EXTENSION BELL

WRONG CONN	AUTO TRANS	ERROR	CALL PILOT	BUTTON PILOT			ALARM	WAIT	TECH

CANCEL INT.   CANCEL EXT.   BUTTON RELEASE   TRUNK OFFER   WAIT

RELEASE   INT.   EXT.   TRANSFER

AREA CODE
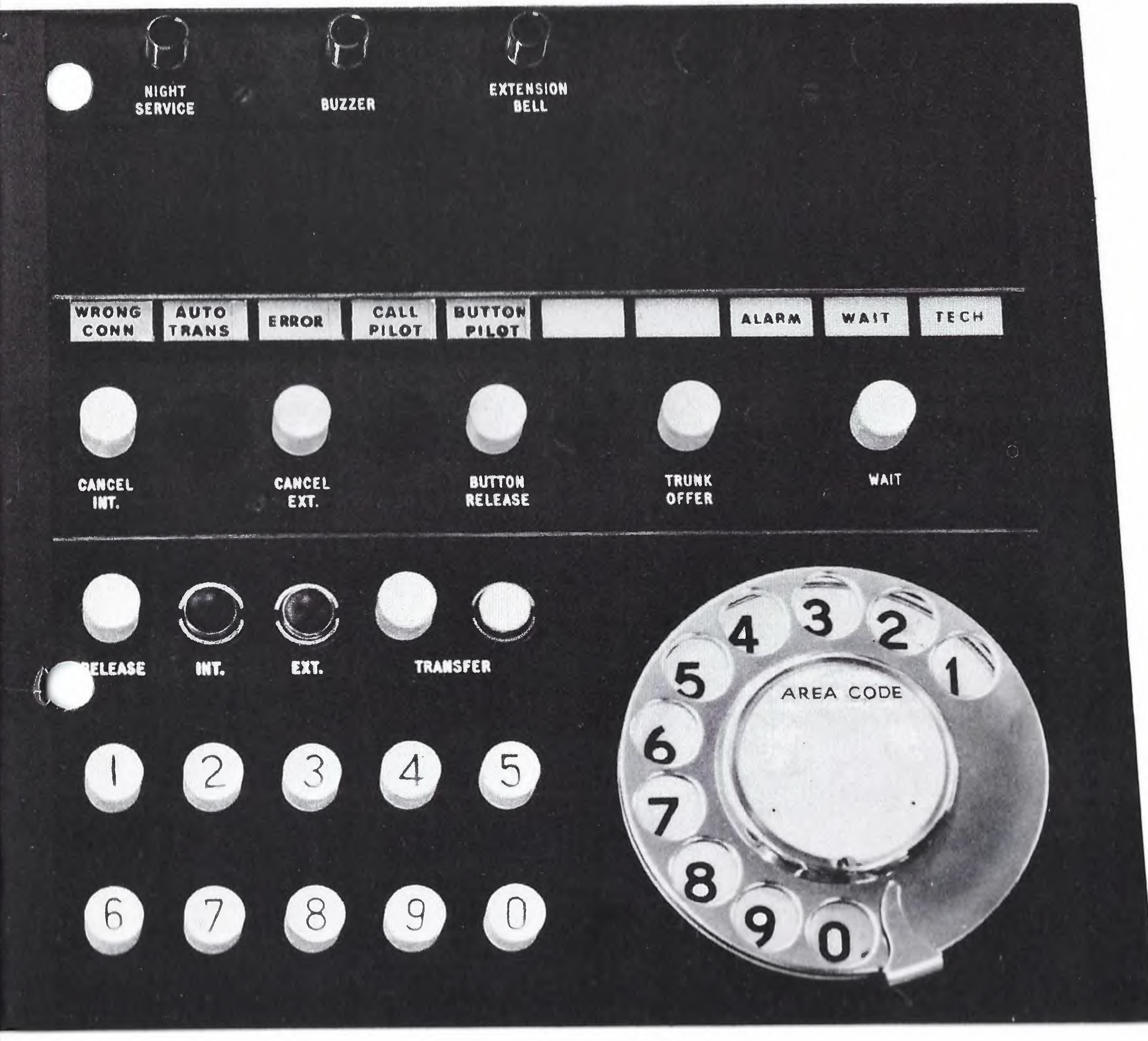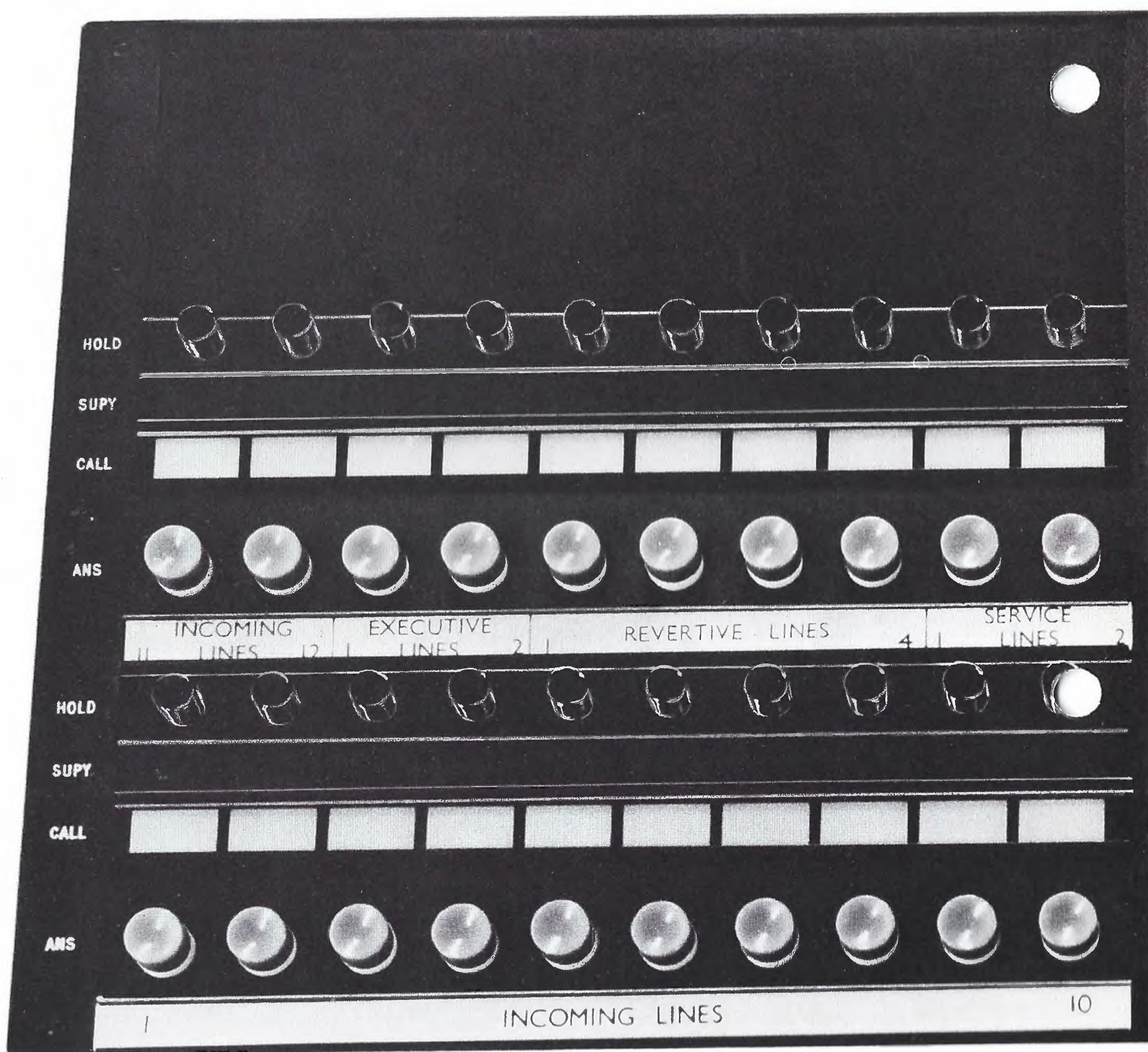
Contents

1 How to make an outgoing call

- Press the ANS key of a free Revertive Line (if fitted) or a free both-way exchange line. (The SUPY lamps will be glowing on busy lines)
- The SUPY and BUTTON PILOT lamps will flicker, dial tone will be heard.
- **Dial** the wanted number.
- This call can be extended back to an extension simply by operating the digit keys as for an incoming call (see overleaf).
- Announce the call to the extension.

2 How to make an internal call

- Press the ANS key of a free SERVICE LINE (The SUPY lamp will be glowing on busy lines).
- The SUPY lamp will glow, BUTTON PILOT will flicker.
- **Dial** the wanted extension number.
- To release the connection, operate the BUTTON RELEASE key.
- To hold the connection while attending other calls, operate (pull-up) the HOLD key before releasing the ANS key.

3 How to answer operator calls from extensions

- SERVICE LINE call lamp glows, CALL PILOT lamp glows, buzzer sounds.
- Press associated ANS key. Call lamp extinguishes, SUPY lamp glows, BUTTON PILOT lamp flickers.
- Operator is connected to extension.
- Call is released by pressing BUTTON RELEASE Key.
  NOTE: It is not possible to extend calls via the service line circuits.

4 How to connect incoming calls

INCOMING EXCHANGE LINE CALL

Call lamp and Call Pilot lamps glow, buzzer sounds.
- Press associated ANS key:
  Call lamp, Call Pilot lamps extinguish
  SUPY lamp (green) flickers
  BUTTON PILOT lamp flickers
- Ascertain wanted extension.
- Operate digit keys corresponding to wanted extension:
  INT lamp — flickers during digiting.
  — extinguishes after last number.

To announce a call to an extension user identify the caller by saying "May I say who is calling, please."
- Press and release TRUNK OFFER key. Then operate digit keys for required extension.
- ANS key will not restore if extension tests free.
- Operate, and hold operated, the TRUNK OFFER key. Operator will be able to speak to extension without being overheard.
- If call is accepted release TRUNK OFFER key, press BUTTON RELEASE key or take another call by pressing another ANS key.
- If call is refused, advise the caller suitably, then . . .

IF THE WANTED EXTENSION IS FREE
- ANS key restores, BUTTON PILOT lamp extinguishes.
- SUPY lamp flashes until answer, then glows steadily.
- Call will be cleared automatically when parties hang up.

IF THE WANTED EXTENSION IS BUSY
- ANS key remains depressed.
- SUPY lamp continues to flicker.
- Operator remains connected to caller.

If caller will speak with someone else
- Press CANCEL INT key.
- Operate digit keys corresponding to the alternative extension.

If caller does not wish to speak with anyone else and hangs up.
- Press RELEASE key.

IF CALLER WILL WAIT
- Press BUTTON RELEASE key or take another call by pressing another ANS key.
- The call will "camp" automatically.
- SUPY lamp will
  — flicker until extension is rung.
  — flash while ringing.
  — glow when answered.

IF CALLER WILL SPEAK WITH SOMEONE ELSE
- Press CANCEL INT key.
- Operate digit keys corresponding to alternative extension.

IF CALLER CANNOT WAIT . . .

If caller cannot wait and decides to hang up it is necessary to clear the call from the switchboard.
- Press RELEASE key.

If the matter is important it is possible to break into the wanted extension's conversation.
- Operate, and hold operated, the TRUNK OFFER key.
- A warning tone is connected to the extension line.
- The operator may speak to the extension without being heard by the exchange line caller.

If the extension user will accept the new call
- Ask him to hang up.
- Release the TRUNK OFFER key.
- The call will "camp" automatically.
- The SUPY lamp will
  — flicker until extension is rung.
  — flash while ringing.
  — glow when answered.

If the extension user will not accept the new call.
- Release the TRUNK OFFER key.
- Advise the exchange line caller and ascertain his wishes.

5 Transferred calls

Extension users may transfer incoming calls back to the operator by pressing their call back button, then hanging up.
The signal will be the same as for an Automatic Recall call (see overleaf).

6 Executive lines

Calls to the operator over an Executive Line will cause the appropriate call lamp to glow. Answer in the usual way by pressing the appropriate ANS key. Revert calls to these extensions in the normal manner.

7 Faulty operation of keysender

If the operator keys a non-existent code the WRONG CONNECTION lamp glows. If a correct code is keyed but all connecting circuits are in use the WRONG CONNECTION lamp flickers. In either case, the CANCEL INTERNAL key should be operated and a further attempt made.

8 Overlap facility

If it is necessary to leave an exchange line circuit to attend to another call — for example, if you are waiting for a particular person to come to the telephone — operate (pull-up) the exchange line HOLD key then, depending on your switchboard, either press the WAIT key or operate the digit keys to call a specific code. (Your Service Adviser will tell you which applies to your PABX.) The WAIT lamp will glow to indicate that the circuit is being held. You may now attend to another call.
When the person required speaks on the circuit being held you will be able to hear him. Attend the call by pressing the WAIT key (this removes the wait condition) then the ANS key. Restore the HOLD key to normal.

9 Night service

To night switch *all* incoming exchange calls, the NIGHT SERVICE Key is operated.
The switchboard should not be night switched if any of the following conditions apply:
- a reverted call is camped-on a busy extension.
- a reverted call is ringing out to a free extension.
- an incoming call is ringing out to a free extension.
- a hold key is operated (if the NIGHT SERVICE Key is operated with a HOLD Key operated the buzzer will sound).

Incoming calls are automatically extended to the night extension(s). If the night extension is busy, the call is parked and an indication is given to the night service extension that a call is waiting. (Ring tone will be heard.) Calls may be transferred by the night service attendant to any extension.

10 Operator recall under night service conditions

If an extension engaged on an exchange line call passes the call to the operator (by operating the call back button, then hanging up) while the exchange lines are night switched, then the recall is automatically re-directed to the night service extension. The call may then be transferred to any extension as required.

11 Automatic night service

To guard against failure to operate the NIGHT SERVICE key on the part of the operator or perhaps failure to operate the BUZZER key, automatic night switching is incorporated in the design. If an incoming call is present and the operator's position is not being operated, after a period of approximately 30 seconds the buzzer operates continuously and the AUTO TRANSFER lamp glows.
After a further period of approximately 20 seconds, if the call remains unanswered, it is automatically extended to the night service extension. The buzzer is disconnected but the AUTO TRANSFER lamp remains glowing as an indication that automatic night switching has occurred. Further calls are night switched immediately without a delay period. The AUTO TRANSFER lamp is extinguished and night service is terminated by pressing the RELEASE key.

Automatic recall

If an extension call or a "camped" call is unanswered after about 45 seconds it will automatically recall the operator.

The CALL lamp will glow and the buzzer sound.

● Press the associated ANS key — the call lamp will extinguish.
● Operator will be re-connected to caller.
● The caller may be released (press RELEASE key) transferred to another extension (press CANCEL INT first) — left camped on original extension (press BUTTON RELEASE).

Camping facility

This means that an incoming call to a busy extension may be placed on a waiting circuit until the wanted extension is free. The extension will automatically ring as soon as it becomes free.

Chain calls

To extend a caller to more than one extension in sequence.
● Operate the HOLD key before the call is extended to the first extension.
When extension hangs up, CALL lamp glows steadily, SUPY lamp flickers, buzzer sounds.
● Press ANS key and extend call to next extension in normal manner.
● When call is being extended to last extension, restore HOLD key.

Monitoring of calls

● Press the ANS key of the appropriate circuit, at the same time pressing the TRUNK OFFER key.
● A warning tone will be injected into the circuit.

13 Assistance

The Post Office has skilled staff who will be pleased to assist you, free of charge, in any matters affecting the operation of your telephone service.
Telephone or write to the Service Advisory Section, Telecommunications Division, G.P.O., or your local District Telephone Manager.

14 Service difficulties & faults

Report these to the number shown in the telephone directory.
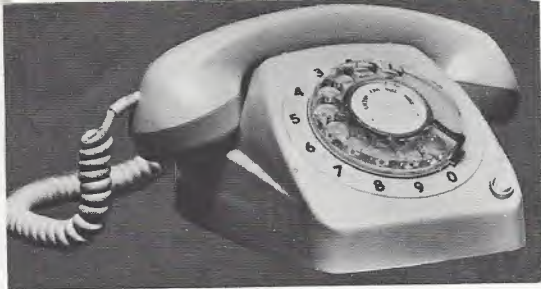
15 How to use extension telephones

How to make an internal call

- Lift handset.
- On receipt of dial tone, dial the wanted extension number immediately.

How to make an outgoing exchange line call

- Lift handset.
- On receipt of dial tone, dial 0, wait for a second dial tone, then dial the wanted number.

Transferring an incoming exchange line call

Ask the caller to wait. Press the white button. On receipt of dial tone, dial the wanted extension, explain the circumstances, then hang up. The call will be transferred automatically. If the called extension is engaged, press and release the white button and the call will be restored to normal. Incoming calls may be transferred back to the operator by pressing the white button then hanging up.

Enquiry calls

You may obtain information from another extension or an outside number during the progress of an incoming call. Ask the caller to wait. Press the white button. On receipt of dial tone, dial the wanted extension, or dial 0 followed by the wanted exchange number. After you have obtained any desired information return to the first call by pressing the white button.

Break between calls

After completing an exchange call, replace the handset on the telephone for at least three seconds before making a second call.

Calls to the operator

To call the operator, lift the handset, wait for dial tone, then dial the operator's number (91 on small switchboards, 9 on the larger units).

To transfer a call to the operator

To transfer a call back to the operator and advise her of the circumstances, press the white button, listen for dial tone, dial the operator's number, advise her, press the white button twice and hang up.

Trunk offering

The operator is able to speak across an engaged extension without being heard by the exchange line caller, to advise the extension user that a call is waiting. A warning tone is connected to the extension line.

Automatic transfer

If an incoming call to your extension is unanswered after about 45 seconds it will automatically be transferred back to the operator.

Night service

If a bell system is provided, it will be necessary to answer incoming night switched calls by dialling a predetermined number.
If you have answered a night switched call and a second call is received, ring tone may be heard.
If it is desired to take the waiting call before completing the first, transfer the first call to a nearby extension, hang up, and then proceed to answer the waiting call.