How to operate your
INTER-COMMUNICATION
MAIN TELEPHONE

WITH THE COMPLIMENTS OF THE
SUPERINTENDENT
TELEPHONE SERVICE BRANCH, HOBART.
Dear Subscriber,

This booklet has been designed to assist your switchboard operator to make full and correct use of the telephone facilities available to her. I feel sure that the pictorial form of presentation will readily explain the method of handling any calls which can be connected. The booklet should be kept near the switchboard to serve as a ready reference and for use if at any time you find it necessary to train a new operator.

Should you encounter any difficulty, however, please do not hesitate to contact 2 0511, Extension 311, and request a visit from our Switchboard Overseer to assist in giving instruction.

Yours faithfully,

(S. M. EDMUNDS),
Superintendent,
TELEPHONE SERVICE BRANCH.
MODEL A 10
INTERCOM. TELEPHONE
(Capacity - 2 exchange lines)
10 extensions

MODEL A 5
INTERCOM. TELEPHONE
(Capacity - 1 exchange line)
5 extensions

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1. GENERAL DESCRIPTION:

- **EXCHANGE BUTTONS** (RED):
  1. Normal Unoperated Position
  2. Hold Position
  3. Speak Position and Dialling Position

- **EXTENSION BUTTONS** (BLACK):
  1. Normal Unoperated Position
  2. Speak Position
  3. Ring Position

- **CONFERENCE BUTTON** (GREEN):
  1. Normal Unoperated Position
  2. Operated Position
2. **INCOMING EXCHANGE CALLS**: (if you are not speaking on another call)

(a) Call on exchange line 1

(b) To answer, lift handset and then

In addition, a bell or buzzer is also provided and can be switched on or off at the transfer unit as required.

(c) If the caller requires an extension - e.g. extension 3 -

(d) To complete the transfer

Then release the required extension button to the "speak" position and if free * advise the extension to press the No. 1 exchange button. When he does so, his buzzer operates and a tone is fed back to your telephone.

* See 5.

This automatically transfers the call and leaves your telephone free.
3. INCOMING EXCHANGE CALLS. (if you are already speaking on one call)

(a) If you are speaking to an extension (e.g. extension 3) ask the extension to wait while you answer the exchange line call, and then

Extend the exchange caller to the extension he requires in a similar manner to 2(d). To reconnect to the original extension, proceed as in 3(b).

(c) If you are talking on the other exchange line (say exchange line 2,) - this applies to A10's only - Request your caller to wait and then press the number 1 exchange line button. No. 2 button releases to the hold position. Call the required extension as in 2(c) only and then to complete the transfer.

(b) To reconnect to the original extension.

The conversation can now continue

(d) To reconnect to the second exchange line.
4. TRANSFER OF EXCHANGE CALLS:

NOTE - Outgoing exchange calls cannot be transferred if your inter-communication system is connected to an automatic exchange.

(i) Generally you will only be required to transfer exchange calls as shown in 2 and 3 and if a normal extension desires to transfer an exchange call he can do so without your assistance.

(ii) If however, you have an extension which is technically prevented from making exchange calls, and a normal extension desires to transfer an exchange call to him, the call must first be transferred to your extension as in 2(c) and (d). To complete the transfer, proceed as follows: Call the extension concerned (as in 2(c)) and request him to press the appropriate exchange line button.

(a) Then

(b) On receipt of the usual tone

This will release the exchange line button on the telephone and complete the transfer of the call.

When the extension answers

(iii) If an internal extension desires to transfer a call to an external extension (i.e. an extension remote from the building housing the intercommunication system) if such is provided, the call must first be transferred to your extension as in 2(c) and (d). Then call the external extension in the same manner as in 2(c), and proceed as opposite.

This connects the call to the extension and leaves your telephone free.
5. EXTENSION TO EXTENSION CALLS:

To call an extension, lift the handset and press the required extension button to the ring position. This will buzz the required extension if free, or if engaged on an internal call. When you release the pressure on the key, it will return to the speak position.

If the called person is busy on an internal call, his conversation will be overheard. The importance of your call will determine whether to intervene or try later.

If the called extension is engaged on an exchange call, your own extension buzzer will operate when the required extension button is operated to the ring position.

6. OUTGOING EXCHANGE CALLS: (from normal extensions)

(a) On an A 5 unit

(b) On an A 10 unit

(i) If the line is in use, your buzzer will operate.

(ii) If free, you will receive dial tone if connected to an automatic exchange. Upon receipt of dial tone, dial the required number. If connected to a manual exchange, give the required number when the operator answers.

NOTE: This test on the exchange lines can also be made before removing the handset. When you test in this way the buzzer will operate only if the line is engaged. No tone indicates the line is free.

If the exchange line selected is in use, your buzzer will operate.

If you secure a free line, proceed as in 6(a) (ii)
7. OUTGOING EXCHANGE CALLS: (from extension with restricted exchange access)

Callers using these extensions for exchange calls must first ring you and request connection to a free exchange line.

(a) A 5 only - press the exchange button on the transfer unit. Then advise the extension caller to press his exchange button. (The button on the transfer unit must be kept operated until the caller presses his exchange line button.) This places the exchange line under his control.

(b) A 10 only - press an exchange button on your telephone and if it is engaged, try the other line. If that too is engaged, advise the extension to call back later. If there is a free exchange line, release it by operating the release lever associated with the particular exchange line, and press the button for the free exchange line on the transfer unit. Then advise the extension to press the selected exchange line button on his telephone. (The button on the transfer unit must be kept operated until the caller presses his exchange line button.) This gives him the exchange line.

8. TO HOLD AN EXCHANGE CALL WHILE MAKING AN INTERNAL CALL:

If you are speaking on an exchange call and you wish to call an extension while holding the exchange call

(a) When the call to the extension is finished

9. CONFERENCE CALLS:

By first pressing the green conference button, it is possible to call any number of extensions as in 5, and all may converse together when they have answered. It is desirable to wait for each extension to answer before calling the next.
10. **EXTENSION BELLS**:

An extension can, if so desired, be fitted with an extension bell so that when the main telephone is not attended, calls from the external extension or any incoming exchange calls can be answered at that extension.

11. **THE EXTERNAL EXTENSION**:

(i) The **external extension** is located away from the building housing the main installation and is provided with a normal telephone only.

(ii) Any extension may call the external extension direct by pressing the appropriate black extension button.

(iii) All outgoing calls from the external extension are passed via the main telephone.

To answer the call, press the external extension’s button on your telephone. If the external extension requires connection to an internal extension, press the button for the required extension and advise that the external extension is calling and that the external extension button should be pressed to take the call. When the call is finished it will be cleared automatically.

(iv) Exchange calls from the external extension. When the external extension lifts his handset, the external extension indicator on the transfer unit operates as in 11 (iii). To answer, press the external extension’s button on your telephone. (If you are speaking on another call at the time, it will be necessary to ask the person to whom you are speaking to wait while you answer the other call).

After the external extension advises that he requires an exchange line, test any exchange lines that you are not using by pressing the red exchange line button. If a line is engaged, your telephone buzzer will operate when you test it. If there is a free exchange line, operate the "extension to exchange" key on the transfer unit.
To be reconnected to a call on which you may have been speaking, simply press the appropriate exchange or extension button.

The external extension then proceeds as though he has a direct exchange service.

When the external extension has completed the call and replaced the receiver, the external extension indicator will operate. The "extension to exchange" key should then be restored to normal.

12. NIGHT SWITCHING:

When the main telephone is not staffed, the external extension may be given direct access to an exchange line by operating both the "extension to exchange" key and the "night service" key on the transfer unit. The external extension may then make and receive calls on the exchange line concerned.

Incoming calls on the night switched exchange line will give a visual signal at the main telephone, and will ring the telephone at the external extension. Either phone may answer the call. If the call is taken by the external extension, it cannot be transferred to another extension.

Internal extensions have normal access to the night switched exchange line.

13. A5 - 6TH EXTENSION, AND A10 - 11TH EXTENSION:

When an A5 has five extensions provided in addition to the main telephone, or when an A10 has ten extensions in addition to the main telephone, there are actually six and eleven internal telephones respectively. The sixth or eleventh extensions - i.e. the last extensions provided on an A5 or A10 unit respectively - can be called from any intercommunication internal telephone by operating the "ringing and speaking" button for the telephone from which the call is being made - e.g. to call extension 6 from extension 2 on an A5 unit, press the Number 2 button to the ring position and proceed as in paragraph 5.

14. POINTS TO REMEMBER:

* 1. Transfer exchange calls correctly at all times.

* 2. If you are talking to an extension and have to answer another call, ask the extension to wait. Then even though the extension button restores to normal, you can reconnect simply by re-pressing the button.

* 3. Use discretion when you intrude on an internal call already established.

* 4. You can test an exchange line before lifting your handset.

* 5. Give extensions a good buzz. The person may not be in the room at the time.

* 6. Don’t answer calls by saying "Hello". Announce the number of the switchboard or the name of your firm.