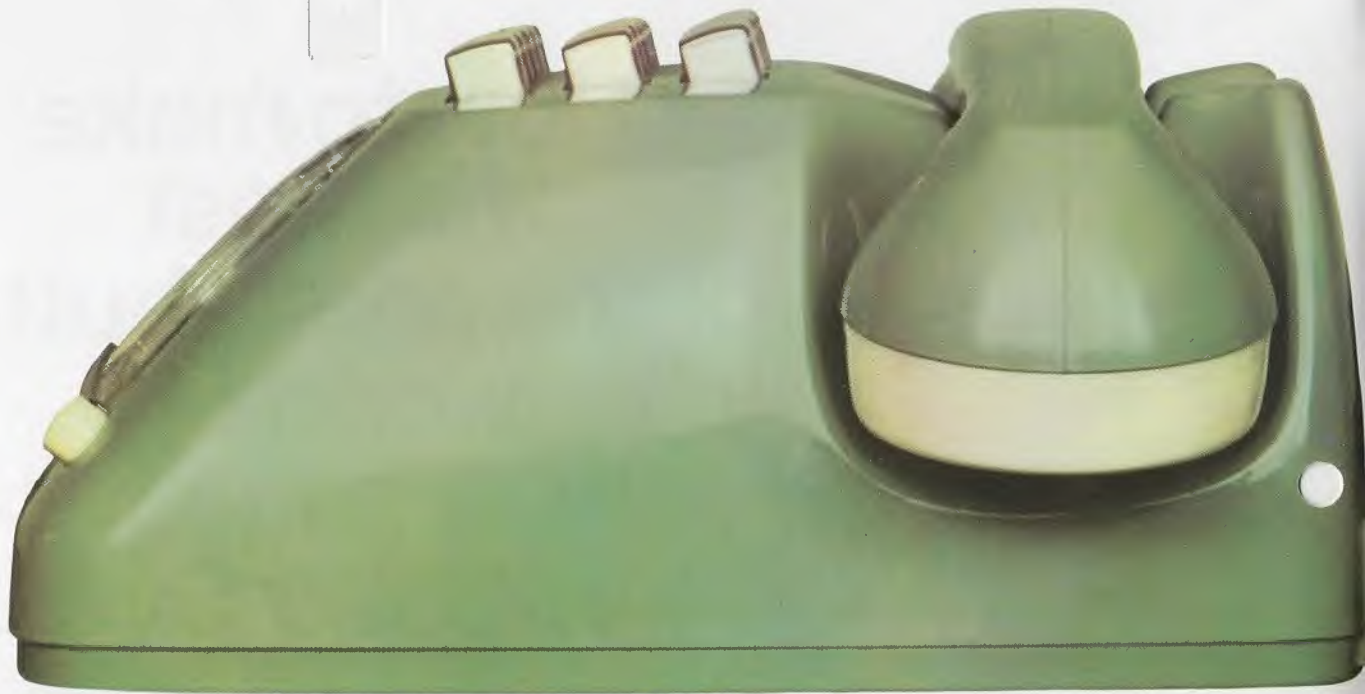




**How to make
the most
of the press-button
world of
your 4/11 Intercom
Telephone System**

Your 4/11 Intercom Set



Exchange line buttons
(A1 to A4)

Terminate button

Intercom buttons
(1 to 10)

Hold button

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



About your 4/11 Intercom System



Incoming calls are received at a main answering point where lamp and buzzer signalling are provided. Calls can be extended to any other telephone in the system.

Lamps are provided inside the 4 exchange line press-buttons on all telephones. A steady glowing lamp indicates to all intercom users the particular exchange lines which are in use. The telephone numbers for the four exchange lines appear on the dial insert.

A call can be made to any other intercom set by lifting the handset and pressing the appropriate press-button. If the called telephone is engaged or an internal call with another point in the system, the conversation will be heard. It will be possible for you to speak to both parties.

Secrecy is provided on all exchange line calls thus preventing intrusion by other intercom users.

Outgoing calls can be originated from any speaking point by simply lifting the handset and selecting a free exchange line.

Any intercom set can "hold" an exchange call.

This allows enquiry calls to be made to any point, or over a free exchange line without losing the original call. The hold facility operates automatically when a second press-button is keyed and the enquiry cannot be overheard by the original caller. A slow flashing line lamp reminds the enquirer of the "hold" condition.

An exchange call can be transferred from your telephone to another speaking point while in the "hold" condition. The wanted person accepts the call by pressing the appropriate exchange line button. The slow flashing signal which indicates a "hold" call on your telephone will change to a steady glow as soon as the call has been taken.

If desired, an exchange call can be "held" manually while an office conversation is conducted without being overheard by the distant party on the exchange line by using the button at the bottom left hand corner.

Any number of intercom sets may be linked simultaneously to take part in an internal conference call. However, an exchange call cannot be included in a conference. See page 12.

The 4/11 system may be connected as an extension from a telephone switchboard. In these instances operator recall facilities can be provided by means of the button at the bottom right hand corner.

Exchange line calls may be released without the need to hang up, simply by operating the "T" press-button. See page 12.

It is possible to use the buzzer for signalling purposes without lifting the handset. An agreed signal, for example, two buzzes via the appropriate intercom press-button, can be used to call a secretary for dictation, without having to make a telephone conversation.

In the event of a power failure, exchange access is still provided on one line to the pre-selected intercom set. See page 13.

Incoming calls

The buzzer in your telephone will sound. Simply lift the handset and speak.

If you are required for an exchange line call, the operator will tell you which exchange line the call is on. Press the appropriate exchange line button firmly, then release. You will be connected automatically.

If answering on the main telephone see page 14.

Buzzer sounds



Press exchange line button/steady glow



Incoming intercom call while speaking on exchange line

If your buzzer sounds while you are speaking on an exchange line call you can answer the intercom call by "holding" your exchange line call.

Do this by pressing and then releasing the hold button at the bottom left hand corner of your telephone.

(The exchange line lamp will start to flash slowly.)



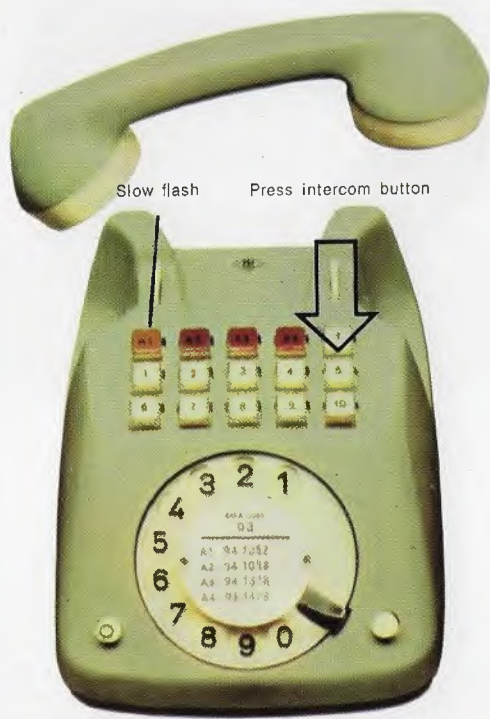
You will be able to speak to your intercom caller. You can return to the exchange line call by pressing the exchange line button. The flashing signal will change back to a steady glow. This procedure may be repeated any number of times.



Transferring exchange line calls

You can transfer an exchange line call whether incoming or outgoing to another telephone by calling the wanted intercom set in the usual way. Pressing the intercom button automatically places the exchange line call into a "hold" condition. The exchange line lamp will flash slowly.

Ask the called person to take the call by pressing the appropriate exchange line button.



When this has been done, the flashing lamp will change to a steady glow.



If the called person is unable to take the call press the exchange line button again and you will be re-connected. This will automatically terminate your intercom call.



To make an outgoing exchange line call

The exchange line buttons will be glowing on lines that are engaged.

Lift the handset and press a non-glowing exchange line button. Dial tone will be heard. (Call as usual.)



To make an intercom call

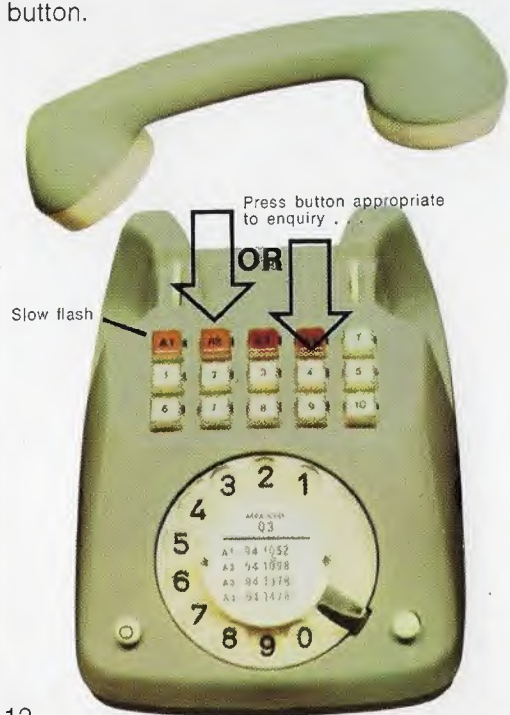
Pressing the intercom button operates the buzzer in the telephone at the called point. To make a call, lift the handset and press the appropriate intercom button and wait for the called person to answer. If necessary repeat call by pressing the button again.



If the called person is engaged on an internal call, he will receive a warning buzz in his earpiece and his telephone buzzer will sound. You will hear the conversation and may, if you wish, join in. If the called person is engaged on an exchange line call his telephone buzzer will sound but you will not hear the conversation.

Enquiry calls

If you are speaking on an exchange line call and wish to make an enquiry call over an exchange line or an intercom line, simply press the button appropriate to your enquiry; this automatically places your existing call into a "hold" condition. The exchange line button will change from a steady glow to a slow flashing condition. When your enquiry is finished, return to the first call by pressing the slowly flashing button.



Use of 'T' button

If you wish to terminate an **exchange** line call without hanging up, simply press the "T" button. The steadily glowing lamp of the exchange line to which you are connected will extinguish.

If you are engaged on an **intercom** call and wish to interrupt it to conduct an office conversation, operate the "T" button. To re-establish the call, press the "hold" button on the bottom left hand corner of your telephone.



Conference Calls

Any number of intercom sets can take part in a conference call. Call each telephone in turn and ask them to press your number and wait. When the last telephone has pressed your number, the conference call can begin. An exchange line call cannot be included in a conference.

Power failure

In the event of a power failure, all established calls will be disconnected. One exchange line will, however, be switched automatically to a nominated intercom set for incoming and outgoing calls.

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

During power failure it is not possible to make intercom calls.

Service advisers

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

Contact the Assistant Director, Telecommunications Division, (Service Advisory Section), G.P.O., or your District Telephone Manager.

Using the main answering point telephone

All incoming exchange line calls are answered at this telephone.

However, if desired, signalling of incoming calls can be provided to a second point in the system.

For incoming exchange line calls, the buzzer will sound and the exchange line button will flash simultaneously in time with the ringing impulses from the exchange.



Lift the handset, press the flashing exchange line button firmly, then release. The exchange line flashing will change to a steady glow. Answer in the usual way.



To extend the call, call the wanted telephone by pressing, then releasing the appropriate intercom button. Pressing the intercom button automatically places the exchange line call into a "hold" condition. The exchange line lamp will flash slowly.

Note: Condition of exchange line indicated by rate of flash. Hold condition flashes slower than incoming call condition.



Ask the called person to take the call by pressing the appropriate exchange line button.

When this has been done the flashing lamp will change to a steady glow.



If the called person is unable to take the call, press the exchange line call button again and you will be re-connected.

