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Maximise the power of your phone system

*Herald and Pentara Systemphones
for better business communications*

Systemphones to suit your business

If you want to get the most from a British Telecom Herald or Pentara phone system, there's a range of **Systemphones** which are designed to exploit its capabilities to the full.

With a choice of four models you can choose the Systemphones that are exactly right for your business.

And once you have made your choice of Systemphones, you can tailor them to your requirements by programming-in your choice of facilities to fit in with the needs of individuals and your business. All Systemphones can be re-programmed as often as you like, as your needs change.

Make the most of your Pentara or Herald system, by asking British Telecom to advise you on the Systemphones that are right for your phone system and your business.



SYSTEM PHONES



Telephone Message

Message for Paul Time 13-4
 Date 16-9
 Caller Sue - Sales Dept
 Call Back Number 246-8026
 Message Please call back to the copy for the next week.

Day THURSDAY
 Time 9.30 Dave
13.00 Lunch

More performance from your business

Systemphones can bring the full advantages of your phone system to every person in your business.

The first thing you'll notice when you plug a Systemphone into your system is the illuminated buttons. Systemphones can be programmed to provide the visual information most needed. For example, which lines are being used – which extensions or departments are busy – whether an outside call is for you or has been diverted from a colleague, so you can be prepared and can answer appropriately.

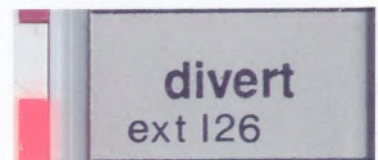
The visual information on Systemphones therefore encourages faster, more responsive, more efficient communications, helping to bring the right people together in the shortest possible time, and presenting the right image to your customers.

Callers always answered

There can be nothing more irritating than an unanswered or continuously engaged phone. Annoying to a customer who can't get through, and frustrating for you to imagine missing opportunities while you're on a call or away from the phone. **Call diversion** on a Systemphone changes all that. You can program Systemphones to automatically divert calls to another

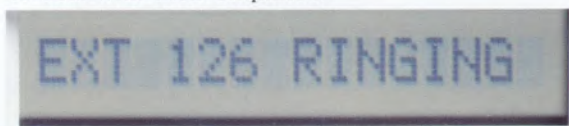
phone if they're engaged or unanswered after **3 rings**, for instance

That way the incoming call should never have to be left ringing in an empty office.



But the flexibility of programming is such that **whenever** you're going to be away from the phone just press a button to divert incoming calls to a phone you know is manned. You can re-program as often as you wish.

And whoever takes your diverted calls on their Systemphone will know they're for **you** and answer appropriately, because their display will indicate the call is coming via your extension. It tells your customers that yours is an efficient organisation that is always available to deal with their enquiries.



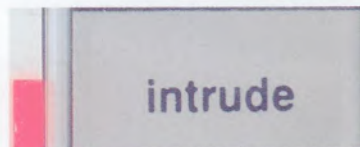
You always get through

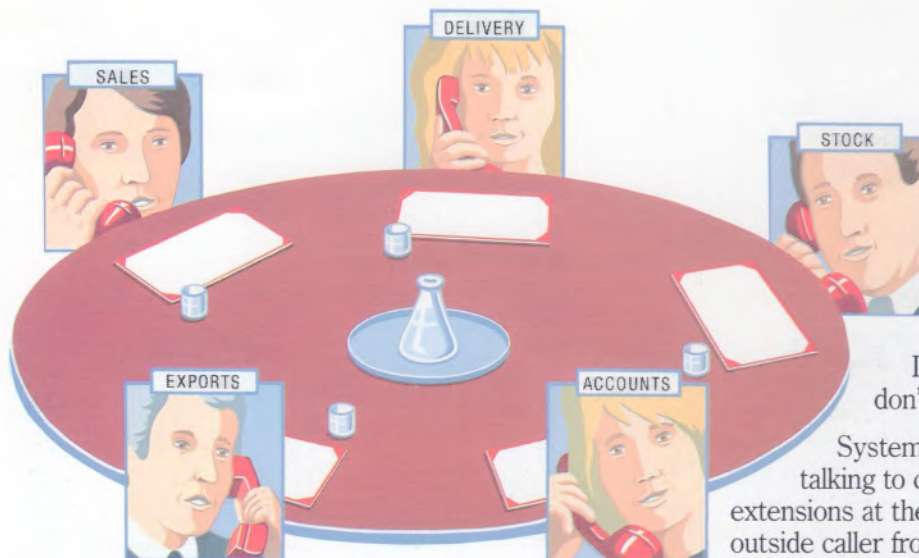
The trouble with not getting through right away is that opportunities can be missed or important business delayed. Systemphones provide several ways to overcome those difficulties. If, for instance, you need to speak to a colleague urgently who happens to be

engaged, the **INTRUDE** button allows you to interrupt the call.

Or if it can wait until they are free, there's a **RING WHEN FREE** button which will automatically connect you and call you back as soon as your

colleague finishes his or her call – it also ensures you don't **forget** to make that call. And for outside calls, Last Number Redial takes the sting out of continuously redialling and remembering busy numbers, as well as preventing the waste of time and money if you **misdial**.





Meeting without moving

If you need to talk to several people you don't have to arrange a meeting.

Systemphones give you the opportunity of talking to colleagues on up to five internal extensions at the same time, and at their own desks. An outside caller from anywhere in the world can join in too. It may never replace the true international conference, but it does open up a whole world of possibilities when you want an impromptu discussion with several people.

Hands free for work

All Systemphones enable you to dial a number and listen for the call to be answered on the loudspeaker before having to lift the handset. And some have two-way loudspeaking facilities which leave you free to work and write while you're talking – specially useful if you're concentrating on something complex, or taking down notes and alterations from your conversation.



Secretaries should love it

Systemphones enable secretaries to handle calls so much more efficiently. As they can filter calls more effectively, make sure important calls get priority and re-route calls without having to go back to a switchboard, their job is made easier, particularly if working for more than one manager.

Time and money saved

As well as the 100 pre-set numbers which can be programmed into your phone system, each Systemphone can store an additional 12 frequently called numbers for exclusive, individual use.

It means a drastic reduction in the time spent referring to bulky directories and then keying in full numbers. It can also mean an end to expensive misdials, especially on long international numbers.

You always know how to respond

If you need to allocate outside lines to separate departments or even companies, it's a simple matter to program your Systemphone to indicate this. So everyone will know, for instance, that when line two rings it's for the Accounts Department, and line one should always be answered as Sales. Groups of internal extensions can be program-linked as well, so that line one, for instance, only rings in Accounts Department, and the call is picked up by any Systemphone in that department. It enables you to allocate dedicated numbers and extension groups to specific operations or customers, and saves unnecessary re-routing of calls. So your customers get through faster, to the right person.



More performance from your phone system

A Systemphone in place of an ordinary phone brings to life the full power of your phone system, placing its technology literally at your fingertips.

Systemphones maximise your return on the investment that you make in your phone system. They can speak volumes about the efficiency and professionalism of your business, as they help every individual in your organisation to respond to customer contact more effectively and to communicate with colleagues faster and more easily.



TX68

The Executive systemphone. Everything the TX68 can do but with 16 programmable buttons (one of which is used for 'Monitor'), and an in-built display screen that can show the number being dialled as well as message. Also shows the date and time.

SYSTEMPHONES



TX65

The basic Pentara systemphone. It allows you to monitor call connection through a loudspeaker, while the handset is on-hook. And it has seven programmable function buttons, each with its own status indicator, (plus

one always used for 'Monitor'). Typically, these buttons could be set to access outside lines; to answer incoming calls; to transfer incoming calls to a group of extensions; and to re-call a colleague who was engaged.



TX66

Incorporates all the facilities of the TX65, plus the ability to make and take calls with the receiver on-hook. There's also a mute button, in case you need to make a confidential aside during a loudspeech conversation.



TX69

The Add-on Key Module (shown here associated with a TX68) allows any Pentara systemphone to 'grow' in blocks of 24 programmable keys

(a maximum of 3 TX69s may be associated with any systemphone) to allow the status of outside lines to be shown and queues calls

automatically so that they may be answered in order of arrival. Keys may also be programmed to individual extension numbers and facilities.

TX60 Series Systemphones

Operator features (using TX68)

| | | |
|------------------------------------|---------------------------------------|------------------------------------|
| Abbreviated dialling (100 numbers) | Hold/retrieve | Selective answering |
| Alarm indication | Intrude | Sounder on/off control |
| Broadcast line identification | Monitor amplifier | System/extension re-programming |
| Call queuing—external calls | Night service redirection of calls | Time and date display |
| Call queuing—internal calls | Personal repertory dialling | Transfer |
| Call splitting, shuttle and join | Repeat last number | Transfer dial-tone to extension |
| Cancel keyed digits | Re-establish—re-try of reverted calls | Volume control—sounder and monitor |
| Display messages | Reverted call indication | |

Extension user features (standard)

Facilities available depend on type of telephone/terminal

| | | |
|---|------------------------------|----------------------------------|
| Automatic access to exchange lines | Diversion on no reply | Ring back when free |
| Automatic access to inter-PBX lines | Diversion when busy | Single-digit access to operator |
| Call hold/shuttle/transfer | Group calling | Six-party internal conference |
| Call queuing—separate external and internal queues | Intrude | Sounder on/off control |
| Call reversion (when 'busy' or 'no reply' received) | Manager/secretary working | Three party conference |
| Direct intercom | Night service pick up | Transfer by line key |
| Diversion of all calls | Personal abbreviated calling | Volume control—monitor amplifier |
| | Repeat last number | Volume control—sounder |

Additional extension features

Broadcast (optional)
Conference: 5+1 external (optional)
Liquid Crystal Display (for time/date/number dialled) TX68 only
Loudspeech—TX66 and TX68
Monitor—TX65 only
Programmable buttons—16 on the TX68
8 on the TX65 and 66

Technical Summary

| | |
|----------------------|---|
| Technology | Microprocessor controlled digital signalling; analogue speech paths |
| Extension telephones | TX65—standard Systemphones with monitor TX66—standard Systemphones with loudspeaking TX68—executive Systemphones with loudspeaking and display Most standard press-button or dial telephones |
| Wiring | 4-wire between control unit and Systemphones/telephones |

If you would like further information on these or other British Telecom telephones, please dial 100 and ask for FREEPHONE TELECOM SALES. The operator will connect you to your nearest British Telecom sales office where you can discuss your needs.

Whilst we do our best to supply our customers with the equipment they ask for, we reserve the right to supply equipment which does not accord exactly with the illustrations and descriptions in this leaflet.

Nothing in this brochure forms any part of any contract.

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them.

S/1000/GF/1981/PR

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