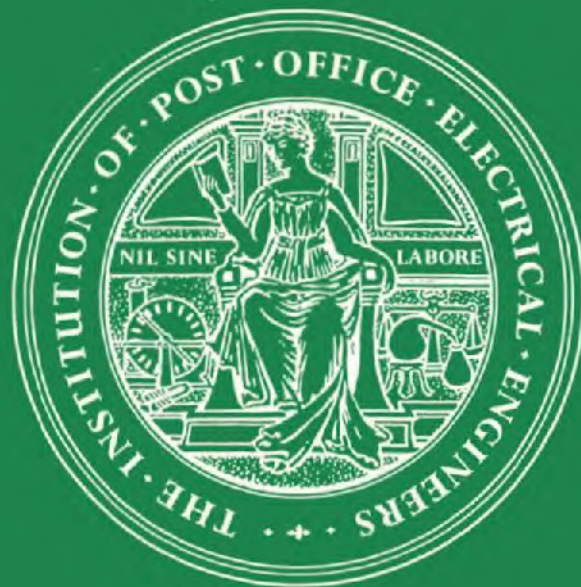


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New Key-and-Lamp Desk Unit

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Many large organizations require special facilities for dealing with incoming telephone calls or to enable one operator to supply information simultaneously to a number of subscribers. A standard key-and-lamp desk unit has been designed that can be used in conjunction with auxiliary relay units for many of these special applications.

INTRODUCTION

IN many firms and large organizations much of the telephone traffic falls into a regular pattern, and it is expedient to handle such traffic by separate sections of the staff. Travel agencies, air lines, telephone-order departments of large stores, and the police, fire and ambulance services are all typical examples.

The basic requirement for the type of service referred to above is speed in answering, and at the type of installation concerned a group of lines, which can be exchange lines, switchboard extensions or private circuits, is connected to each of a number of keyboards arranged for ancillary working. A call appears simultaneously at all positions, to be answered by the first free operator; acceptance of the call is indicated at all positions by a visual engaged signal. Such a system is termed order-table working, and there is an increasing demand for it.

Since the legalization of betting-shops, a very considerable increase has occurred in requests for speech-broadcast (or multiphone) systems in which one operator can supply information to a number of recipients at the same time. Sporting news-agencies and book-makers in particular require this service, and it is not unusual to find offices supplying 200 or 300 subscribers with up-to-the-minute racing information.

In the past, the two systems mentioned above have been catered for by various types of keyboards with lamps, or disk, "drop-flap" or "dolls-eye" indicators, as well as a variety of specially-made non-standard units. In considering the provision of modern equipment for such installations, it was decided to separate the switching and relay elements from the desk unit. By so doing it was possible to produce one standard desk unit that not only meets the requirements of both order-table and

speech-broadcast working but also provides a ready-made basic unit for numerous non-standard requirements. The relay and switching elements are provided by a range of auxiliary apparatus units.

DESCRIPTION OF NEW DESK UNIT

The associated photographs (Fig. 1 and 2) show that, in appearance, the new desk unit (Key and Lamp Unit No. 2A) resembles the recently introduced cordless P.M.B.X.^{1,2} The French-grey case is moulded in a co-polymer of acrylonitrile, butadiene and styrene, and the key-panel has an elephant-grey stoved textured

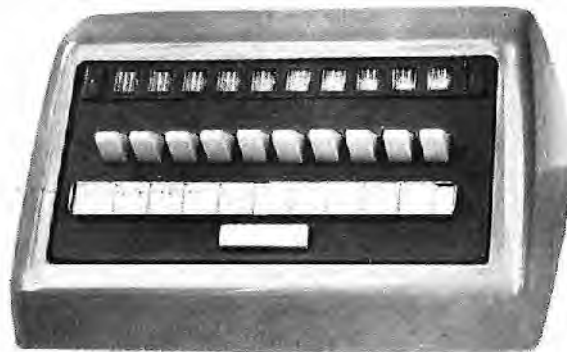


FIG. 1—KEY-AND-LAMP DESK UNIT

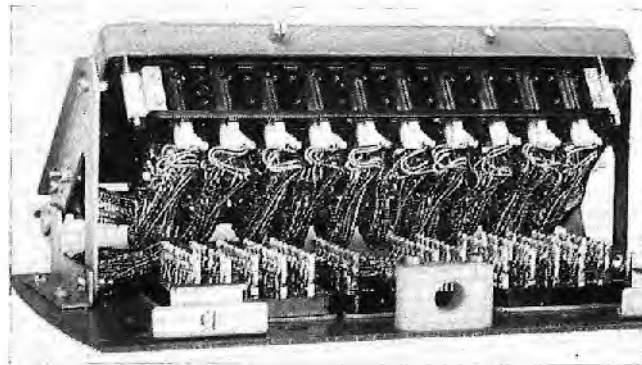


FIG. 2—INTERIOR OF DESK UNIT

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