

L O N D O N 3 2 / 6 4 P A B X

OPERATOR'S CONSOLE

USER MANUAL

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## 1. INTRODUCTION

The console is used together with one extension, which is set as a reception phone; it has lights to show the status of all exchange and extension lines, and a number of keys for easy access to commonly used features. There are also keys for answering different types of calls.

The console may be associated with any one extension on the system. In this guide, we have called this the "console extension", abbreviated to CE.

The CE behaves like a normal extension when it is on-hook (i.e. the receiver is replaced); but when it is off-hook, you can answer incoming calls in any order, put any number of calls on park, put calls through to other extensions and switch between calls at will. This can all be done using the console keypad and feature keys, without having to put the CE on hook between operations.

We recommend that, for ease of use, the CE be left off hook at all times. This guide explains how to use the console with the CE off hook **ONLY**

There are seven call answer keys on the console, each incorporating an light which flashes when there is a particular type of call to be answered. This means that by using these keys to answer calls you can selectively answer different types of calls. For example, if an incoming outside call and an internal call were being indicated on the console at the same time, you could give priority to the outside call and answer that first.

Other phones on the system may also be set as reception phones, so that they will ring when there is an incoming outside call. If all reception phones are busy, and there is an incoming outside call, these extensions will hear Call Waiting tone (see section 2.7). You will not hear this tone on the CE; however, you will still know that the call is waiting to be answered, as it will be causing the light on one of the call answer keys to flash (see Section 2.6).

## 2. DESCRIPTION

The status of all exchange and extension lines is shown by a panel of lights. There is an light for each line. Each light is labelled with the extension number or outside line number that it represents.

### 2.1. Outside line status display

A row of sixteen Outside Line Status lights, numbered 01 to 16, show the status of each outside line as follows:

- light not lit - line not in use
- light permanently lit - line in use
- light flashing slowly - incoming call to be answered (ringing)
- light flashing quickly - parked call (see User Guide)

### 2.2. Extension line status display

The 60 Extension Line Status lights, numbered 221 to 280, show the status of each extension as follows:

- light not lit - extension is on hook (i.e. the receiver is replaced)
- light permanently lit - extension is in use
- light flashing slowly - extension is on hook and ringing. The timing of the flashes indicates whether the ringing is internal or external.
- light flashing quickly - parked call (s)

### 2.3. Liquid crystal display

There is a 16-character liquid crystal display on the console. This gives information about any call in progress, so that you can tell exactly what is happening at all stages of handling a call. This is described in later sections. The display will also show the time and date.

When the CE is idle, i.e. when it is not involved in any call, the time is shown on the display.

When you dial an external number, that number will be shown on the display, preceded by the symbol >.

When you dial an internal extension number, that number will be shown on the display, preceded by the symbol #.

When more than one type of call is being processed, these are indicated on the display in a fixed order of priority. This is described in Appendix A.

### 2.4. Additional indicator lights

#### 2.4.1. POWER

The POWER light is lit when the London 32/64 is switched on and operating in its normal mode. If the light is not lit, this means that there has been a mains power failure, and the London 32/64 is operating in "power-fail" mode, i.e. up to eight of the outside lines are directly connected to extensions. This is explained in the User Guide.

#### 2.4.2. NIGHT MODE

The NIGHT MODE light is lit when the London 32/64 is in night mode, and not lit when it is in day mode. The system can be switched between modes by any reception phone, including the CE (see section 8.3), or it can be programmed to switch between modes at the same times each day by the master extension. This is fully explained in the Programming Manual.

#### 2.4.3. CALLS PARKED

The CALLS PARKED light is lit when one or more calls have been placed in park by the CE. This serves as a reminder to you that the calls are still there. For a full description of the Call Parking facility, see section 5.3.

N.B. Calls parked by extensions other than the CE are not indicated by the CALLS PARKED light.

## 2.5. Console keys

A brief explanation of each key is given here; later sections describe how to use them.

### 2.5.1. Numeric keypad

This has twelve keys: 0 to 9, \* and # (the \* and # are not used at present). The keypad is used for dialling numbers instead of using the dial/keypad on the CE phone. The signalling from the keypad on the console to the central control unit is quicker than that from an ordinary telephone; this simply means that when you wish to transfer calls, etc., you can do it more quickly than you would be able to with an ordinary phone.

N.B. If the extension which has been designated the CE has also been designated the Master Extension (see the Programming Manual), then the console keypad can be used for reprogramming the London 32/64, using the codes listed in the Programming Manual. Programming using the console keypad will be quicker than using an ordinary telephone.

2.5.2. Summary of console keys


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LEGEND	PURPOSE	EQUIVALENT TO**
PARK	Parks the current call	Dialling 63
RETRIEVE	Retrieves a parked call	Dialling 64
CANCEL ENQ	Cancels an enquiry call and returns to outside call	Dialling 8
CLR/TRAN	Clear/transfer	Hanging up
SPEAK O/L	Speak to outside line	Dialling 5
SPEAK ENQ	Speak to enquiry extension	Dialling 7
HOLD	Holds and returns calls	Dialling 9 & 8
INTR	Call Intrude	Dialling 66
SEL R/B	Select ringback	Dialling 68
ALT	Alternative function	
O/L	Answer/select a specific outside line	
R/B*	Answer a ringback	
INTL*	Answer an internal call	
RETN*	Answer a returned call	
G1*	Answer outside line in group 1	
G2*	Answer outside line in group 2	
G3*	Answer outside line in group 3	
G4*	Answer outside line in group 4	

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\*\* See the Extension User Guide

\* These Group Answer keys have an inbuilt light which flashes to show a call to be answered.

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2.6. Console bell

The console has a bell which will sound when there is an incoming call (of any type) to the console.

The console bell should be kept switched on at all times, and we have assumed in this guide that this is the case. The CE phone will not ring at all, as it is always kept off hook.

The bell will ring with a different cadence (ringing pattern), depending on the type of call waiting to be answered, as shown:

Ringling cadences

Internal calls:

Ring	Pause	Ring	Pause
ON	OFF	ON	OFF

External calls:

Ring-Ring	Pause	Ring-Ring	Pause
ON     ON	OFF	ON     ON	OFF

Ringback calls:

Ri-i-i-ng	Ri-i-i-ng
ON	OFF

If there is more than one type of call waiting to be answered, the external cadence takes precedence over the internal cadence, which in turn takes precedence over the ringback cadence. This means that, if there are outside calls waiting, the bell will not ring for internal or ringback calls until all the outside calls have been answered (see also Appendix A).

If you are already on a call, and there are calls waiting, the bell will not ring at all. You will know that there are calls waiting, because each call will be shown by the light on one of the Call Answer keys.

### 2.7. Tone demonstration

To listen to a demonstration of the different tones used on the London PABX, dial the appropriate code on the keypad, as follows:

Number Unobtainable tone.....	200
Ring tone.....	203
Busy tone.....	204
Interruption tone.....	205
Call Waiting tone.....	206
Alarm Call tone.....	207
Broken dial tone.....	208
Recall dial tone.....	209

### 3. O U T S I D E C A L L S

#### 3.1. Answering incoming calls

There may be up to eight outside lines on the London 32, and sixteen outside lines on the London 64. These may be arranged into a maximum of six groups; each line can only be in one group.

Each of these groups are programmed to appear on one of the four incoming group keys on the console. This may be very useful in certain situations: for example, if two companies are sharing a single London 32 or London 64, calls for Company A could be made to appear on Group Key 1 and calls for Company B on Group Key 2. You will thus know which company an incoming call is for, and you can answer with the right company name.

Your System Manager will tell you which lines are assigned to each key.

#### 3.1.1. Answering any outside line from a group

When there is an incoming call to the London 32/64, the console bell will ring, with External Call cadence.

In addition, the Outside Line Status light of the outside line concerned will flash. The Extension Status light will flash for all other phones that are set as reception phones and so are ringing.

The light on one of the four Incoming Group keys, G1 to G4, will flash.

The display will say:

INCOMING CALL

To answer the call, press the appropriate Incoming Group key.

The display will say:

SPEAKING O/L NN

where NN is the number of the outside line.

### 3.1.2. Answering a specific outside line

You can answer a specific outside line by pressing the O/L key and dialling the line number (01 to 16) on the console keypad.

You will know the outside line number by looking at which Outside Line Status light is flashing.

The display will say:

SPEAKING O/L NN

where NN is the number of the outside line.

### 3.2. Making an outside call

With the CE idle (not in use), the display will show the time.

You have three alternatives:

1. To get any outside line: press 9 on the keypad
2. To get a specific outside line: press the O/L key, followed by the number of the outside line you want (01 to 16) on the keypad.
3. To get an outside line for Short Code dialling or Repeat Last Number (see the User Guide for full details): press 5 on the keypad followed by the short code.

If the line is free, you will hear the Public Exchange Dial tone.

Dial the required number (or the short code if you originally dialled 5).

The dialled digits will be shown on the display, preceded by the symbol >, e.g:

>1234567

When you have finished dialling, the display will say:

SPEAKING O/L NN

where NN is the number of the outside line being used (01 to 16), and public Ringing or Busy tone will be heard as normal.

If the line you want is busy, the display will say:

BUSY O/L

You may press the SEL R/B key to ask the system to ring you back when a line is free (see section 6). This applies only if you have used 5 or 9 when attempting to get the line.

## 4. INTERNAL CALLS

### 4.1. Answering an internal call

Any extension dialling 0 or the extension number of the CE (normally 221) will appear as an internal call at the console.

The light on the INTL key will flash and the console bell will sound with Internal Call cadence.

The display will say:

RUNG BY EX XXX

where XXX is the number of the extension that is ringing you.

To answer the call press the INTL key.

The display will say:

SPEAKING XXX

### 4.2. Making an internal call

With the CE idle (not in use), the display will show the time.

Dial the required extension number from the keypad.

The dialled digits will be shown on the display, preceded by the symbol #, e.g:

#234

If the extension is free, it will ring and the display will say:

RINGING EX XXX

When the extension answers the display will say:

SPEAKING EX XXX

If the extension is busy, the display will say:

BUSY EX XXX

where XXX is the number of the extension you have dialled.

You may press the SEL R/B key to request a ringback when the extension becomes free (see Section 6).

If you have dialled an unobtainable number (such as an extension that does not exist), the display will say:

UNOBTAINABLE

#### 4.3. Established internal calls

If you are on an internal call, and the extension to which you are speaking puts you on hold (see Section 5.1, and the User Guide), the display will say:

HELD BY EX XXX

If the extension puts you on park (see Section 5.3, and the User Guide), the display will say:

PARKED BY EX XXX

## 5. H A N D L I N G   C A L L S

5.1. Holding calls

If you are on either an external or an internal call, you can put it on hold so that the person at the other end cannot hear you.

To put a call on hold, press the HOLD key.

N.B. If you want to put one call on hold in order to make another call, the PARK key should be used (see Section 5.3).

The display will say:

\*

To return to the call, press the HOLD key again.

The display will say:

SPEAKING O/L NN  
or  
SPEAKING EX XXX

If the call is left on hold for over 40 seconds without the console being used, the console bell will ring continuously as a reminder, and the display will say:

O/L NN ON HOLD  
or  
EX XXX ON HOLD

You can cancel this by pressing any key (for example, SPEAK O/L), and the call will stay on hold. If you do not cancel it within 20 seconds, the call will be returned to you as an incoming call - the bell will ring with either External Call or Internal Call cadence, and the light on the RETN key will flash. The display will say:

RETURNED O/L NN  
or  
RETURNED EX XXX

To answer the call, press the RETN key.