

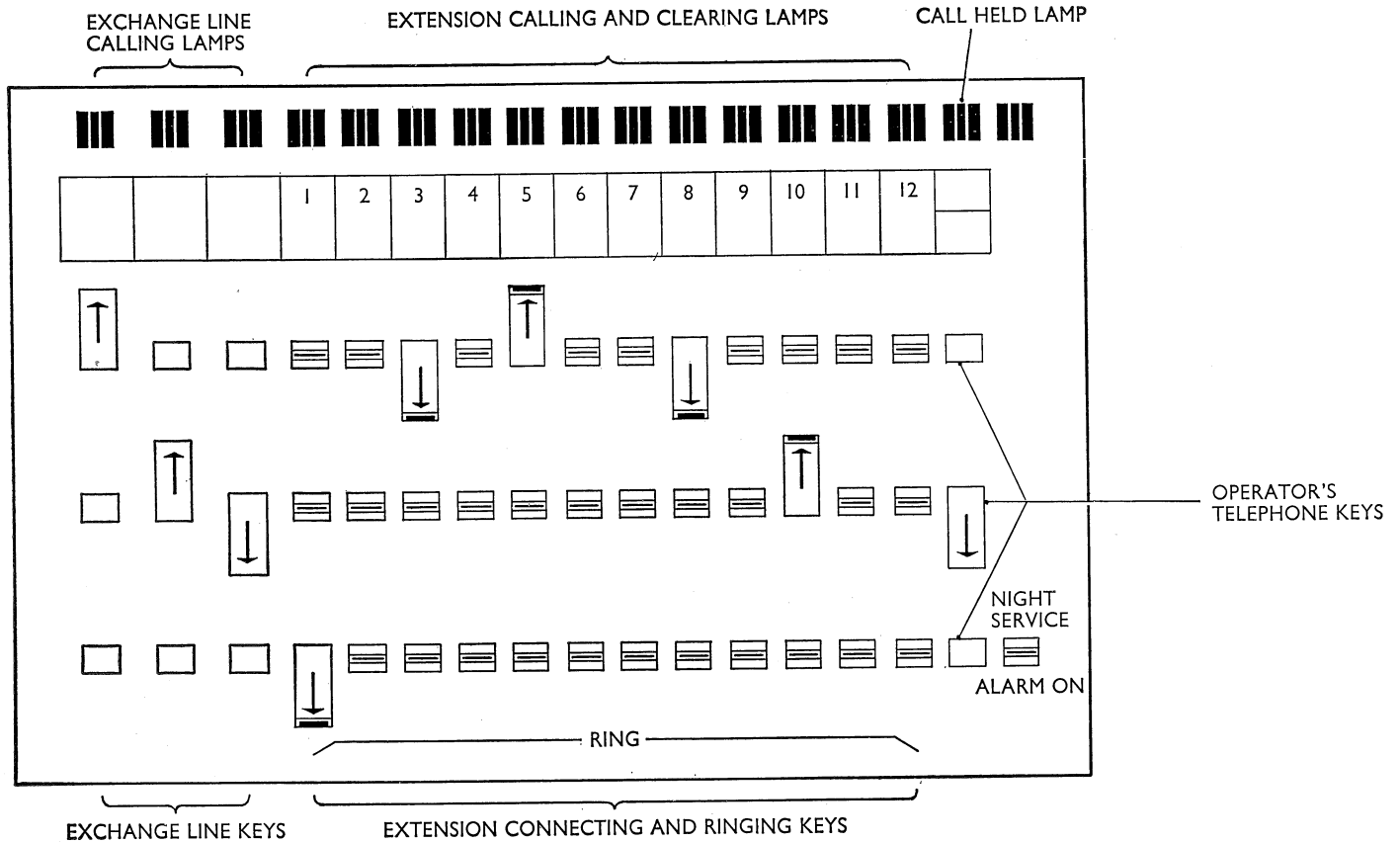


POST OFFICE

How to Operate

THE 3 + 12 PMBX

The 3+12 Switchboard - Diagram



THE 3 + 12 SWITCHBOARD

Capacity 3 Exchange Lines, 12 Extensions

1 CALLING AND CLEARING LAMPS

Each exchange line and each extension has a lamp which will glow to call you; the lamp will go out when the call is answered by connecting the operator's telephone to the exchange line or extension. At the end of a call the extension lamp will glow again, indicating that the call has finished. When the connexion is cleared by restoring the keys to their normal positions the lamp will go out again.

An extension lamp flashing on and off when a connexion is set up shows that the extension user now wishes to speak to you, e.g. to ask you to transfer the call to another extension.

If an incoming call is received on an exchange line which has not been disconnected from an extension after a previous call (by restoring the keys to normal), the exchange-line calling lamp will glow but the bell of the extension telephone will not ring.

2 CALL HELD LAMP

This lamp will glow after a call on any exchange line has been answered if the operator's telephone key is restored to normal before the call is extended to an extension, or when

an exchange-line call has been extended to an extension which has not yet answered.

3 KEYS

The normal position of the keys is at right angles to the switchboard panel.

EXCHANGE-LINE KEYS

Each exchange line has three keys below its lamp. The upper two keys and the 'up' position of the bottom key are used for connecting calls.

EXTENSION KEYS

Each extension has three keys below its lamp. The upper two keys and the 'up' position of the bottom key are used for connecting calls; the bottom key is pressed downward to ring the extension.

OPERATOR'S TELEPHONE KEYS

The operator's telephone has three keys which are used for answering and making calls.

NIGHT SERVICE/ALARM ON KEY

This key is at the extreme right of the bottom row of keys. In the 'up' position it is used when setting up night service, and in the 'down' position it connects an alarm buzzer which will sound whenever a lamp glows on the switchboard.

4 HOW CONNEXIONS ARE MADE

There are five connecting links obtained as follows:

Link 1 by the 'up' position of keys in the top row.

Link 2 by the 'down' position of keys in the top row.

Link 3 by the 'up' position of keys in the centre row.

Link 4 by the 'down' position of keys in the centre row.

Link 5 by the 'up' position of keys in the bottom row.

If two keys in the same horizontal row are operated in the same direction, the two associated lines are connected together via the appropriate link.

In the diagram on page 2,

Exchange Line 1 is shown connected to Extension 5 via Link 1 by the top keys of each being operated in the 'up' position.

Extension 3 and Extension 8 are connected via Link 2 by their keys in the top row being in the 'down' position.

Exchange Line 2 is connected to Extension 10 via Link 3 by the keys of each in the centre row being in the 'up' position.

Exchange Line 3 is connected to the operator's telephone via Link 4.

Extension 1 is being rung by pressing the key in the bottom row downwards.

Link 5, obtainable by operating any two keys in the bottom row in the 'up' position, is not in use.

How to operate the Switchboard

The following instructions refer to switchboards operated by means of an operator's handset telephone. If an operator's handset is used the handset should not be removed from the operator's telephone.

5 TO ANSWER A CALL FROM AN EXTENSION AND EXTEND IT TO ANOTHER EXTENSION

Operate one of the three keys below the calling extension lamp to a free connecting link. Lift the handset and operate the corresponding operator's telephone key to the same link.

You may then speak to the caller.

Ring the required extension by pressing downwards, intermittently, the key in the bottom row associated with that extension.

When the extension answers, its calling lamp will glow.

Operate the corresponding key of the required extension to the same link as the key of the calling extension.

The two extensions are now connected.

Restore the operator's telephone key to normal and replace the handset.

6 TO ANSWER A CALL FROM AN EXTENSION AND EXTEND IT TO AN EXCHANGE LINE

Operate one of the three keys below the calling extension lamp to a free connecting link.

Lift the handset and operate the corresponding operator's telephone key to the same link.

You may then speak to the caller.

(a) If the extension user himself wishes to make the exchange call:

Operate, to the same link as the key of the calling extension, the corresponding key of a disengaged exchange line.

Restore the operator's telephone key to normal and replace the handset.

The extension user may then make the exchange call.

(b) If *you* intend to make the exchange call:

Restore the calling extension key to normal (the alarm buzzer may be disconnected by restoring the 'Night Service Alarm On' key to normal).

Operate, to the same link as the operator's telephone key, the corresponding key of a disengaged exchange line.

Make the public exchange call as detailed in the preface to the telephone directory or in your dialling code information.

Operate, to the same link as the exchange line, the corresponding key of the calling extension.

The extension is now connected through to the public exchange.

Restore the operator's telephone key to normal and replace the handset.

7 TO ANSWER A CALL ON AN EXCHANGE LINE AND EXTEND IT TO AN EXTENSION

Operate one of the three keys below the calling exchange line to a free connecting link.

Lift the handset and operate the corresponding operator's telephone key to the same link.

Answer the call by giving the telephone number or name of your firm.

Ring the required extension by pressing downwards, intermittently, the key in the bottom row associated with that extension.

When the extension answers its calling lamp will glow.

Operate the corresponding key of the called extension to the same link as the exchange-line key.

The exchange caller is now connected to the extension.

Restore the operator's telephone key to normal and replace the handset.

If you wish to replace the handset of the operator's telephone while ringing an extension to take an exchange-line call, you must restore the operator's telephone key first, otherwise the call may be cut off. The 'Call Held' lamp will glow until the extension answers.

8 TO SPEAK TO AN EXTENSION BEFORE CONNECTING AN EXCHANGE-LINE CALL

If you are dealing with a call to or from the public exchange and you wish to speak to an extension before you connect the call:

Ask the caller or called number to hold the line and restore the operator's telephone key to normal. The exchange line will be held and the 'Call Held' lamp will glow.

Ring the required extension and, when the extension answers, operate the appropriate extension key to a free connecting link.

Operate the corresponding operator's telephone key to the same link and speak to the extension.

If the extension is willing to take the call restore the extension key to normal and operate the appropriate extension key to the same link as the exchange line key.

The caller is now connected to the extension.

Restore the operator's telephone key to normal and replace the handset.

9 TO RECALL THE PUBLIC EXCHANGE OPERATOR

If a call has been set up via the public exchange operator, she may be recalled by slowly but repeatedly restoring and re-operating the exchange-line key.

10 TO TRANSFER AN EXCHANGE CALL FROM ONE EXTENSION TO ANOTHER

The extension user will recall you by pressing, intermittently, the recall button on the extension telephone. This causes the extension lamp to flicker.

Lift the handset and operate, to the connecting link in

use by the calling extension, the corresponding operator's telephone key.

Announce yourself as 'Operator' or 'Switchboard'.

Restore the extension key to normal when you have been told to which extension the call should be transferred.

Ring the required extension by pressing downwards, intermittently, the key in the bottom row associated with that extension.

When the required extension answers its lamp will glow.

Operate, to the same link as the exchange line, the corresponding key of the required extension.

The exchange line is now connected to the required extension.

Restore the operator's telephone key to normal and replace the handset.

11 TO CLEAR A CALL

When a call is finished and the extension user replaces his handset the extension lamp will glow.

Lift the operator's handset, operate the operator's telephone key to the relative connecting link and say, 'Have you finished?'

If no answer is received, restore the connecting keys and the operator's telephone key to normal; replace the handset.

12 THE EXCHANGE HOLD FACILITY

A call to the public exchange is normally held by the operator's telephone or an extension telephone with the

handset off. If you are dealing with a call to or from the public exchange and you wish to answer another call or make an enquiry, restore the operator's telephone key. The call will then be held automatically and the 'Call Held' lamp will glow.

The 'Call Held' light is a reminder to you that there is an uncompleted call on the switchboard. **DO NOT NEGLECT IT.**

13 ELECTRICITY SUPPLY FAILURE

Make sure that the plug is in the electric power socket and that the switch, if there is one, is 'on'.

If the main electricity supply fails, exchange and extension calling lamps will not glow, you will be unable to call the extension users to speak to them and they will be unable to speak to each other. Calls to the exchange are not affected.

Under mains-failure conditions a call from the exchange on the first exchange line will always ring the bell in the operator's telephone, but the exchange-line key and the operator's telephone key must be operated to the same free link in order to speak. Exchange lines other than the first should be connected via other links to selected extensions from which incoming calls may be answered and outgoing calls made.

14 NIGHT SERVICE/ALARM ON KEY

ALARM ON

Whenever the switchboard is unattended during normal

hours, even if only for a brief period, the 'Night Service/ Alarm On' key should be operated to the 'Alarm On' position. The buzzer will then sound to attract attention whenever a lamp glows on the switchboard.

NIGHT SERVICE

The key must be operated to the 'Night Service' position when the office closes. This will prevent a calling lamp from glowing all night if a caller rings your number after office hours.

To set up night service to extensions:

AT NIGHT:

Operate the night service key. Operate the first exchange-line key, and the appropriate key of the first extension requiring night service to the same connecting link.

If a second extension requires night service, operate the second exchange-line key and the appropriate key of the second extension to another link.

The third exchange line can be connected in a similar manner if required.

IN THE MORNING:

Restore the 'Night Service' key to normal. Before restoring the exchange-line and extension keys to normal, listen on the connecting links to make sure that no call is in progress.