



Herald Upgrade

Bringing your Herald phone system right up to date

British
TELECOM

A new phone system, at a fraction of the cost

There sits your Herald phone system, happily doing the same job that it has now been doing for maybe six or seven years. But the call-handling features and management facilities presently available to you are naturally limited because of the Herald's age. So what do you do, especially if your lease is about to mature? Do you start to look around for a completely new phone system?

You'd be throwing money away if you did, because a simple upgrade will bring your Herald right up to date, and at a fraction of the cost of buying a new phone system.

When you invest in a Herald Upgrade, you are effectively converting your Herald into a state-of-the-art Pentara + Plus phone system. You will then be able to take advantage of a host of additional features and facilities. These enhancements are going to save your staff a great deal of time and your company a great deal of money, whilst ensuring that you appear even more efficient in the eyes of your customers.

What's more, your staff will be able to keep their existing extension numbers and, should you wish, their existing systemphones as well. Or you could choose to mix some of the new systemphones with your existing systemphones. Either way, everything will work in exactly the same way as it did before, so no familiarisation will be required, except for the new features and facilities, all of which are extremely easy to use.

The upgrade itself will be completed on-site by experienced British Telecom engineers in a matter of hours. They will simply exchange your present call-processing cabinet for a new cabinet containing new software, transferring over your existing database in the process.

Weigh up all these benefits against the company-wide disruption involved in changing to another phone system, re-wiring and re-training included, and a Herald Upgrade becomes an even more attractive proposition.

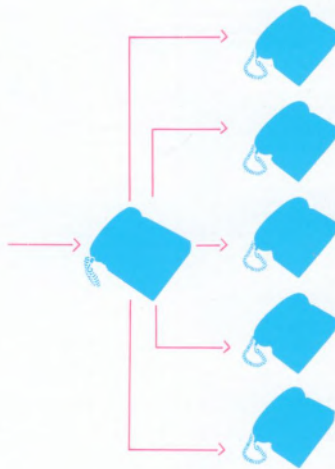
HERALD UPGRADE



Features designed to save time and money and increase efficiency

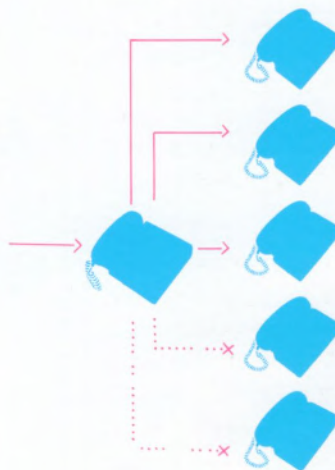
From the moment that your Herald system has been upgraded into a Pentara + Plus system, the phone on everyone's desk will become an even more powerful business tool than it is already...

Speeding calls through the system



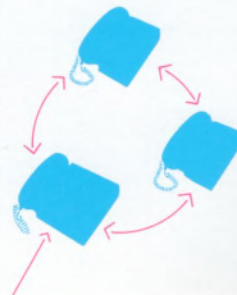
Your upgraded Herald phone system enables you to handle calls with greater flexibility than ever before, ensuring that your customers are answered and dealt with even more quickly and even more effectively. Instead of all incoming calls being answered on one extension, perhaps using an 'answer external' button, calls can be directed to the departments of your choice and will then ring on groups of phones or single phones within those departments. Anyone in a group will then be able to pick up their handset and answer a call, so there will be no delay in dealing with customers.

Saving money by preventing unnecessary calls



You can set a call-barring pattern to suit your business needs. For example, you could prevent outgoing calls from being made from certain extensions, or you could ensure that only local calls were made from others. This is because your upgraded Herald offers you a sophisticated call-barring software package. Depending upon how you choose to program it, the system will recognise if the digits being dialled conform to the permitted pre-programmed pattern. If they do not, the system will prevent any such calls from being connected, which is as good a deterrent as you will find for discouraging phone abuse and therefore helping to keep down costs.

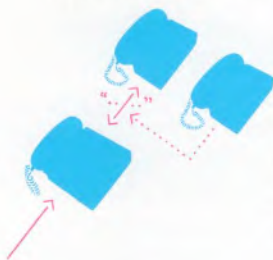
Bring in a second opinion and make conference calls



If your staff are dealing with complicated phone enquiries, they may occasionally need to ask for a second opinion while the customer is on the line. They can do this either by 'shuttling' between the caller and another colleague, or, at the touch of a button, they can bring in another colleague (or as many as four other extension users) on what is known as a conference call.

You can now link up to six extensions on an internal conference call, saving yourself a great deal of time in getting people together for an urgent discussion.

Handle two calls at once or listen in



When your staff are really busy at peak periods, an upgraded Herald offers them the ability to 'shuttle' between two callers, by simply holding and re-calling each one for as long as is necessary.

Should you so wish, the extension users of your choice can now listen in or 'intrude' on a conversation between someone at your end and an outside caller. Conversely, certain phones can, of course, be programmed to be totally private.

Managing your phone system even more efficiently



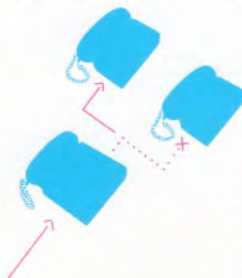
Your upgraded Herald offers you more flexibility of operation and more management facilities than ever before. Moreover, it is self-configuring. This means that when you need an extra extension you simply plug a new phone into a socket and ask the system "Who Am I?" The system will then tell you the extension number allocated to that phone. Moves and changes present no problem either. If your staff are changing desks, they just take their phones with them. No re-programming is necessary. A quick instruction to your pre-wired phone system is all that is required.

Anyone can buzz anyone



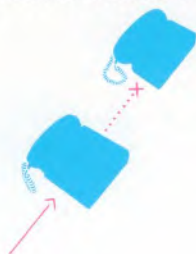
Rather than make an internal call each time your managers want something, they can now agree a special code and then buzz their colleagues. For instance, one buzz could tell a secretary that she was wanted to take a letter, two buzzes could mean coffee and three buzzes could signify an urgent meeting.

Divert calls to a colleague



Until now, when someone left the office, they were only able to divert their calls to an operator. With an upgraded Herald they can now brief a colleague beforehand and then divert their calls to that colleague, thus ensuring that customers always get a fast and businesslike response. You can also program calls to be diverted when someone is busy, or when there is no reply.

Do not disturb



If a manager is busy and does not want to be disturbed, he could simply instruct the system to turn off the bell on his phone and let his secretary or the operator answer his calls.

Save time and money when dialling

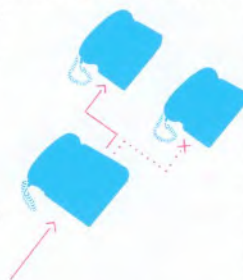


How much time do your staff waste when looking up telephone numbers, especially if they happen to be long distance or international numbers? And how long does it take your staff to dial those numbers?

An upgraded Herald will save you a great deal of time because it can store up to 100 often-used numbers (of up to 18 digits) in its memory.

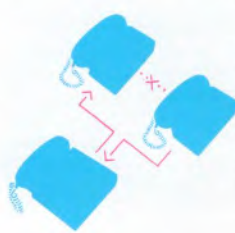
These numbers can be dialled from any extension at the touch of a button. This facility also minimises the possibility of mis-dialling, so saving you the cost of wrong connections. (Special systemphones offer you an additional, personal library of stored numbers which are also accessible at the touch of a button. The quantity of numbers stored varies, depending upon the model chosen. Systemphones are described on the following page).

An out at lunch service or a night service



Your upgraded Herald offers you a choice of night services that effectively turn night into day. Your normal Night Service is programmed in the usual way. Additionally, you can now also program in a second Night Service arrangement which can reflect your lunchtime requirements. Both Night Services can be set up and cancelled at the touch of a button.

Save time calling engaged extensions



Everyone knows how frustrating it is to dial an extension that is constantly engaged. Now your staff will have the ability to request a call back when they hear an engaged tone. The system will then call them back as soon as the extension that they require becomes free. Alternatively, if permitted, they may 'intrude' upon a call and all three parties would hear a special intrusion tone.

Music on hold



This is an option which makes the waiting time for callers on hold seem shorter and reassures them that they have not been cut off. You can choose from electronically-generated melodies like 'Greensleeves' or Scott Joplin's 'The Entertainer'. Music from an external source may also be connected, providing only Approved equipment is used.

Budget more accurately than ever before and re-charge clients for the cost of calls

Your upgraded Herald is capable of generating a wealth of information about itself. However, in order to be able to take advantage of this information, you will need to connect a call management system to your phone system.



We recommend British Telecom's CM6127A Call Management System, which will produce a host of useful reports that tell you how cost-effectively and how efficiently your organisation is performing on the phone. For instance, account code reports will indicate how much to re-charge clients for the cost of calls made to them or on their behalf.

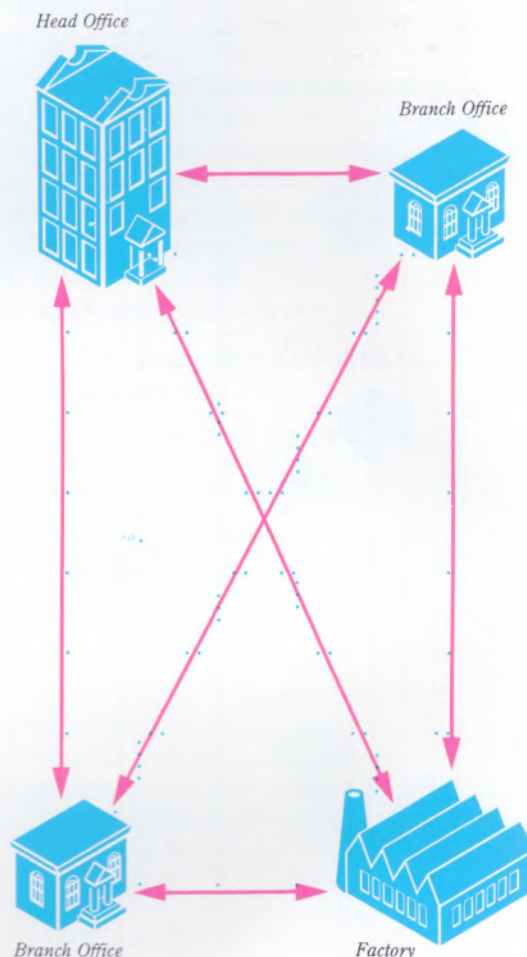


You will also be able to budget more accurately than ever before, thanks to reports that will tell you how much calls are costing - by individual extensions, by department or by your organisation as a whole.

Linking phone systems together to form a network

Your upgraded Herald is much more than just a superbly-featured phone system in its own right. It can become part of a private speech network, happily interworking with other compatible phone systems of every size and description.

A private speech network enables your staff to speak instantly and directly to their colleagues in other locations without having to dial out over British Telecom's public switched telephone network (PSTN). This will have the effect of improving internal communications. It will also help your organisation to become more streamlined and efficient when handling calls, therefore promoting a more professional image to your customers. And the calls themselves will not cost you a penny, however many are made, as you will already be leasing the private circuits between your buildings from British Telecom.



Systemphones make your life easier

In order to exploit further your upgraded Herald's capabilities you may wish to take advantage of the new systemphones that have been designed to complement it...

There is also the powerful TX68 executive systemphone. Numbers dialled on this phone appear on an in-built display screen, enabling users to check that they have dialled correctly in the first place. If a number is engaged, they could use the last number re-dial button in absolute confidence, as they would be able actually to see the number being automatically re-dialled in front of them. The TX68 executive systemphone also offers your staff up to 23 different time-saving and efficiency-promoting display screen messages. These can indicate everything from how many calls are waiting to be answered, to which lines are ringing out and whether another extension is engaged. And when someone is in another part of the building and is wanted quickly you can broadcast the fact to pre-selected extensions, thanks to the fact that the systemphones have built-in loudspeakers.

TX65



The basic systemphone. It allows you to monitor call connection through a loudspeaker while the handset is on its hook. It also has 8 programmable function buttons, each with its own status indicator. Typically, these buttons would be set to answer incoming calls; to transfer incoming calls to a group of extensions; to re-call a colleague who was engaged, or to divert calls to another extension.

TX66



Incorporates all the facilities of the TX65, plus the ability to make and take calls with the handset on hook (two-way loudspeech). There is also a mute button, in case you need to make a confidential aside during a conversation.

TX68



Similar to the TX66, but with 16 programmable buttons and an in-built display screen that can show the number being dialled and messages, as well as the date and the time.

TX69



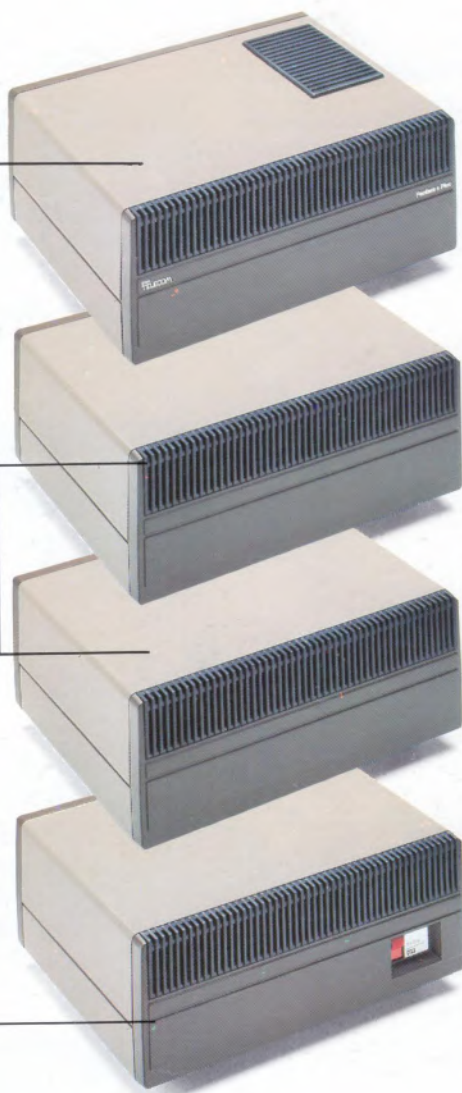
The Add-on Key Module allows any Pentara systemphone to 'grow' in blocks of 24 programmable keys (a maximum of 3 TX69s may be associated with any systemphone) to allow the status of outside lines to be shown and queues calls automatically so that they may be answered in order of arrival. Keys may also be programmed to individual extension numbers and facilities.

The Herald upgrade system

Pentara + Plus control cabinet containing the system software.

If required, first and second extension cabinets house additional slide-in cards; for example, extension line cards and conference call cards.

Optional standby battery power supply unit will keep your system running normally in the event of a power failure.



Technical summary

Technology: Microprocessor-controlled digital signalling.

Switching: 20 simultaneous calls.

System capacity: About 16 exchange lines and 76 extensions - can vary with individual requirements.

Control unit: 1, 2 or 3 units; each 520mm wide by 215mm high by 394mm deep. Each unit weighs 20kg when fully equipped.

Environmental requirements: Zero to 40°C, 10% to 85% humidity (non-condensing).

Extension phones: TX65, TX66 or TX68, or most standard press-button dial telephones.

Operator terminal (optional): TX68—fully-features with Liquid Crystal display plus TX69 Add-on Key Module.

Power: Primary power 240v AC, 50Hz—two 13A power-points required which must be free from mains-borne interference.

Power-fail service: At least 20% of lines can receive calls and one extension can make calls.

Standby battery unit (optional): Maintains full system functions for up to 6 hours, depending upon number of batteries fitted and system size. Dimensions as for control unit; maximum weight 40kg.

Why you should upgrade your Herald

When you need more call-handling features and management facilities it makes excellent business sense to upgrade your existing Herald phone system. It is just like getting a completely new phone system, but at a fraction of the cost and without any of the disruption.

Remember too that a Herald Upgrade is backed by British Telecom's nationwide maintenance service and that we have more experience in looking after sophisticated phone systems than any other organisation in the UK.

For further information about a Herald Upgrade, simply contact your local British Telecom sales office by dialling 100 and asking for FREEFONE TELECOM SALES.

The information contained in this brochure was correct at the date of going to press, but it is not comprehensive and shall not form part of any contract.

Some products may not be available in all areas.

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 brochure.

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

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