

Clip:ap_clip7: Alexandra Palace Telephone Exchange

T321/09

Operator: Television Centre

[Operators talking]

Malcolm Hamer: So I'm asking you to think of the operator as a control, receiving information over three internal signalling parts, one of these being from the calling lamps to her eyes, the second being from the supervisory lamps to her eyes, and the third being from the ear phone in her headset into her ear. And the information she's receiving from these three internal signalling powers, she's processing and she's then operating on the switching network using her hands to bring about the connection of calls. Well this control is very much more flexible than the sort of electronic or electromechanical control one might get in an automatic exchange. For instance she doesn't have to be given the address information in the sort of rigid format which is required in an automatic system.

Operator: Number please

Malcolm Hamer: Dr. Jolly, his extension is 4 something or other

Operator: Dr Jolly, he's on extension 46

Malcolm Hamer: Thank you

Operator: Alexandra Palace

[Operators talking]

Malcolm Hamer: Also the operator can provide a number of very advanced facilities requiring information storage and special translation of the address information.

Operator: Number please

Malcolm Hamer: Extension 59 please

Operator: Oh do you want Dr. Jolly?

Malcolm Hamer: Yes please

Operator: Oh he's in the OB unit I'll put you through now

Malcolm Hamer: Thank you

Malcolm Hamer: To do this sort of thing in an automatic system requires very sophisticated control equipment. And ever since automatic exchanges were introduced their designers have been striving to achieve the sort of flexibility that one gets with operator control.