



# ***BT Versatility***

*Owners Manual*



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## *Introduction to your BT Versatility system*

### **System description**

- The **BT Versatility** is an Integrated Communications System supporting all your voice call needs and also provides an **Integrated Data Solution** which allows multiple simultaneous Internet sessions.
- The **BT Versatility** can accommodate up to 8 Analogue Lines, or 4 Digital Lines, or a combination of both, and up to 32 Extensions.
- The **BT Versatility** is modular in construction. It is upgraded by adding various system modules.
- The **BT Versatility** has a simple-to-use menu-driven interface.
- The **BT Versatility** is a hybrid PABX/key-system.
- The **BT Versatility** has an Optional Internet Module providing seamless multiple Internet sessions.
- The **BT Versatility** can operate with System Featurephones, standard Tone Telephones, or approved ISDN devices.
- Two Featurephone types are provided. The V8, which has 8 line keys, and the V16, which has 16 line keys. An Expansion Module can be used with the V16 Featurephone providing an additional 32 keys.
- The **BT Versatility** has remote access and maintenance capability.

The **BT Versatility's** modular design allows it to grow as you grow. No matter what size system you start with, you can expand up to the maximum capacity. The base system includes either two or four lines and allows up to eight extensions to be connected. The lines can be either Analogue or ISDN Basic Rate or a combination of both.

The system Featurephone has a large display area that features an intuitive menu-driven interface. **Display** Keys activate the facilities that are shown on the **Display**. It is not necessary to dial any feature codes when using the Featurephone. This makes the system easy to use and saves you time.

The **BT Versatility** is extremely flexible. You have the choice of operating the system as either a key system:

- where all users have direct access to all lines for making and receiving calls
- as a PABX with all calls being answered by an operator console
- or as a hybrid combination of both.

You can choose to use system Featurephones or standard telephones at each extension, and you can change the set combination at any time. A Door Intercom is available that can be programmed to ring at any extension, and a Doorstrike output is also provided. A Long-line Extension, a Central Bell or external Music-on-Hold may also be used by installing an **Options Module**.

The **BT Versatility** is easy to install and maintain. BT can diagnose and programme your system remotely. The system can also be configured to report alarms to your BT Maintenance Centre.



## System options

The following table details the various system options available.

Option	Capacity	Notes
Analogue Lines	8	8 Lines total
Digital Lines (2 ISDN Lines per Access)	4	
ADSL Interface	1	Via 10 base T interface on the Internet Module
ISDN S-bus interfaces	4	8 ISDN Basic Rate interfaces total
Internal LAN 10/100 Base T	4 Port switched hub	Supplied on the Internet Module
Featurephones	32	32 extensions plus one external extension
Standard telephones	32+1 external extension	
Hybrid Extensions – Featurephone or standard telephone	32	
ISDN devices (connected to S-bus interfaces)	32	8 per interface
Programming Extension (via standard Featurephone)	1	Extension 20 (default)
Operator Extension	1	Extension 20
Long-line Extension	1	On the Options module
Headset operation	Yes	
Door Intercom	1	
Door Open	All Extensions	
Public Address	Yes	
Central Bell	Yes	On the Options Module
Outgoing (Line) Groups	11	
Extension Groups Hunt Groups Incoming Ringing Groups	20	A total of 20 extension groups is available
Courtesy Service	Yes	
Extension Voice Mailboxes Phantom Voice Boxes Group Voice Boxes Customised Courtesy Service System Voicemail box Service Auto-attendant Service	32 10 20 Yes Yes Yes	Optional Voice Module must be equipped
Speed Dial – Common Speed Dial – Personal	500 30	
Classes of Service (Call Restriction)	6 classes	4 Tables of codes
Conference Calls	3 participants 2 external	
Call Logging	Yes	
Internal/External Music On Hold sources	Yes	External MOH – optional Voice Module must be equipped
Battery Backup Unit	Yes	
PABX operation	Yes	
Remote maintenance and programming	Yes	
Remote diagnostics	Yes	

### BT Contact Details

**BT Versatility Help Desk** 0870 240 8377.

**BT Service** 0800 800 154.

For information on obtaining additional Featurephones or system options, please call **BT Sales** on 0800 800 152.

These numbers are pre-programmed and can be accessed under the Directory key on the Featurephones.

## Using this handbook

This *Owner's Handbook* is your guide to using the **BT Versatility** system and its features, with either a Featurephone or a standard telephone. It also explains how to programme system settings using your Featurephone.

In describing the various system features dialling codes are given which you use with a standard telephone to activate the features. (If you wish, you can also use these codes from a Featurephone).

Read the section '**Introducing the Featurephones**' on page 10 to understand how to operate the menus and use the other features of your system Featurephone.

To get up and running, read the section '**Getting started – basic call features**' on page 16.

If you are using a standard telephone, read the section '**Using a standard telephone**' on page 23.

When you are ready to use additional call features, refer to the section '**Additional call features**' on page 26.

The section '**Extension set-up options**' on page 42 details information on how to set up your Featurephone to suit your individual needs in the sub-section 'Customising your Featurephone'.

System set-up options that relate to call features are included in the above sections.

Refer to the section '**Miscellaneous system configuration options**' on page 74 for additional system configuration options, including how to programme which extensions ring on incoming calls, how to set Day and Night Service etc.

To control which numbers system users may dial, refer to '**Class of Service**' on page 54.

Your **BT Versatility** may be equipped with a Voice Module, in which case a number of powerful Voice Services are available. These services include: Courtesy Service, Voice Mailboxes, System Voicemail box and an Auto-attendant Service. Details are given in '**Using voicemail and other voice services**' on page 58. (Note: Use of the standard Courtesy Service greeting does not require a Voice Module to be fitted).

'**Programming additional system options**' on page 69 covers miscellaneous system programming options.

If you have equipped your system with ISDN access, read '**Setting up and using ISDN**' on page 83 for details on the features and configuration options.

The '**Programming Reference**' on page 90 provides an overview of all Extension and system programming options.

Finally, the '**Table of Contents**' is the easiest way to find information on a specific topic.



## Introducing the Featurephones

There are two Featurephones the V16 and V8.

Both of the Featurephones are highly featured display telephones for use with your **BT Versatility** system.

Both feature a 4-line **Display** that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to programme and activate features.

Both Featurephones are equipped with a Data port, positioned on the left hand side of the phone. This Data port is used primarily for a modem from a PC to directly connect to the extension.

System settings are also programmed via a Featurephone using the intuitive menu-driven interface, without the need for special codes.

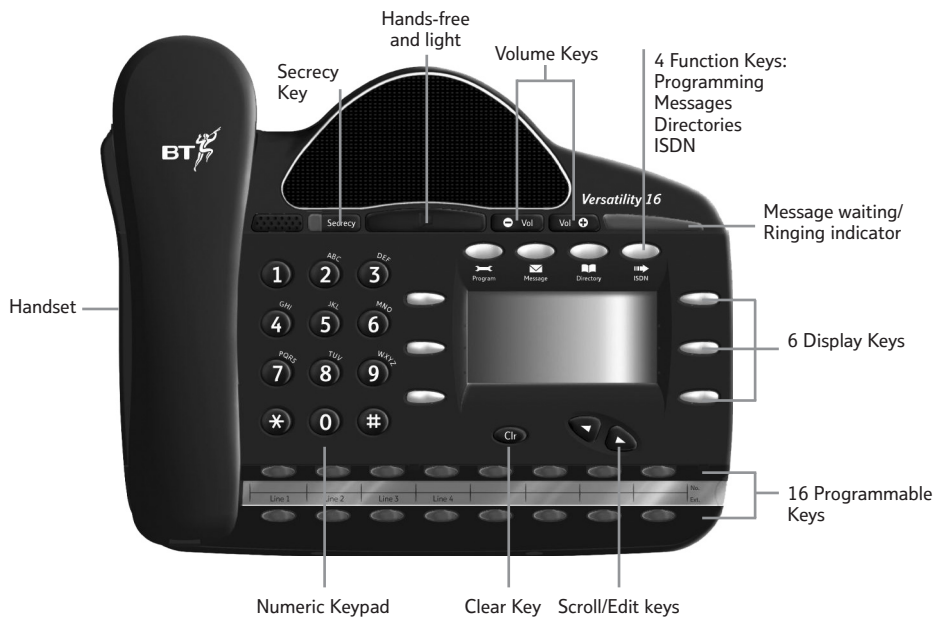
The V8 Featurephone has eight Programmable Keys, which are pre-programmed to access Exchange Lines, and four Function Keys that group frequently used features.

The V16 Featurephone has sixteen Programmable Keys, which are pre-programmed to access Exchange Lines, and four Function Keys which group frequently used features. The V16 can also be equipped with a Expansion Console providing an additional 32 programmable keys

The Featurephone is fully hands-free, so you can make calls, receive calls and use its features without lifting the handset.

The Featurephones are in diagram format below:

### V16 Featurephone (16 Line Keys)



### V16 with Expansion Console



32 Programmable keys

### V8 Featurephone



### To adjust how your Featurephone is mounted

- The desk plinth allows you to mount the Featurephone at two angles.
- The Featurephone may also be wall-mounted. When wall-mounted, the handset retaining hook must be reversed to ensure the handset can be properly retained.



## Using the Featurephone 'Display'

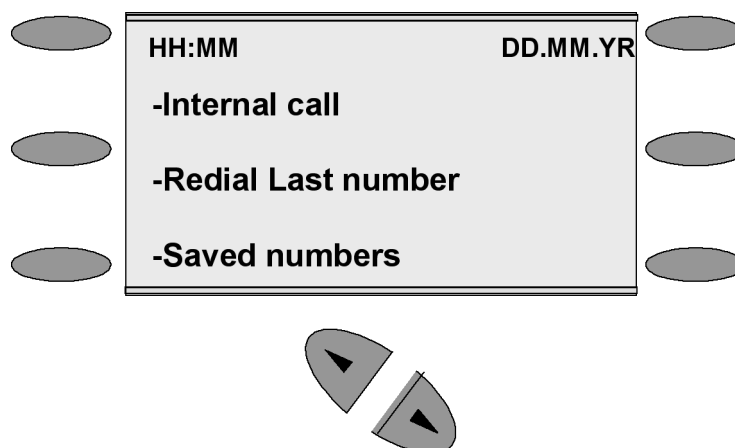
The Featurephone's **Display** presents various prompts and information, and provides selectable options to the Extension user.

### Prompts and information

- Prompts tell you what action to take, or warn of an incorrect action. For example, an attempt to access the system programming menus from the wrong Extension will result in the prompt 'Programming refused'.
- When your Featurephone is not in use, its **Display** shows the time and date on the top line. To set the time and date, see page 52.
- When you dial an external number, the **Display** shows the digits as they are dialled. The call duration is also displayed.
- When you make an internal call, the Extension number you dial is displayed. If the Extension has been programmed with a name, the name is displayed. The call duration is also displayed.
- You can leave a message on your Featurephone **Display**, which will also be seen by other Featurephone users who call your Extension. (See '**Display a Message To Internal Callers**' on page 29.)
- You can display caller numbers, (or names) on your Featurephone display. (See page 29.)
- The duration of external calls is displayed on the top line of the **Display**.

### Menus

When the Featurephone is idle, the Idle Menu is presented containing a large number of options displayed in groups of three. This menu, showing the first three options, is shown below. (Use Scroll Keys below **Display** to scroll up and down).



If you are on a call or operating a feature, the menu changes to offer only those options relevant to what you are doing. Also, when features such as Extension Lock are set, the first prompt on the 'Display' becomes the option to cancel the activated feature.

When activating certain features it is necessary to select the Extensions on which you wish to activate the feature. In this case the Extension Menu lists all the Extensions connected to the system. Similarly, a Line Menu may be presented listing all the Analogue Lines and ISDN Accesses connected to the system.

### Using the 'Display' Keys to select menu options

The six **Display** Keys, located on each side of the **Display**, are pressed to select the menu option shown alongside on the **Display**. This will either activate a feature, cause another menu to be displayed, or select items from a list.

When selecting from a displayed list, (e.g. Extensions from the Extension Menu), selected items will be denoted by a **◆** next to the item. Unselected items will be denoted by a **◇** next to it. Selecting an item with a **◇** alongside causes the item to be selected and the symbol to change to **◆**, and vice versa.

### Using the Scroll Keys

The Scroll Keys are located under the **Display** and are used to scroll up and down through the **Display** options as well as back and forward when text is being entered. When the Scroll Down Key **▲** is pressed while scrolling through the **Display** options the next three available choices are shown. Conversely, pressing the Scroll Up Key **▼** will take you back up the **Display** to the previous choice.

### Using the Clear Key 'C'

If you press the Clear Key **C** for 2 seconds when on a call it will clear the call down.

When you are scrolling through menus pressing the **C** key steps back to the previous level menu.

If you are entering digits before lifting the handset, or entering text, pressing the **C** key deletes the last digit on the display.

### Using the Keypad

The Keypad can be used to enter digits when dialling or text when programming names or messages.

### How to enter text when programming names or messages

- Press **2** once for A, twice for B, and so on. (Pressing 2 continuously loops through ABCabc2). Press **3** once for D, twice for E, three times for F, and so on.
- Selecting a different key moves the cursor on automatically to the next location. If the next letter is on the same key you can either wait for two seconds for the cursor to move on or press the right Scroll Key to move to the next location. Pressing 1 or 0 and waiting two seconds gives a blank space.
- Pressing the Clear Key **C** deletes the last letter on the display.
- You can use the scroll Keys to move back and forward through the text

A maximum of ten characters per name, including spaces, can be entered.



## Using the Programmable Keys/Line Keys

There are eight Programmable Keys on the V8 Featurephone, 16 on the V16 Featurephone and 32 on the Expansion Console. The keys on the Featurephones are pre-programmed as **Line Keys**. Each Line Key is associated with a 'Line', the first key with Line 1 etc., (provided the system has lines equipped). Pressing Line Key 1 selects Line 1, returning a dial tone and allowing you to dial an external telephone number. The Line Keys incorporate a light, which is lit on all Featurephones when the associated Line is selected. The light is green on the Featurephone using the Line and red on all other Featurephones. When a call on a line is put on hold the associated Line Key light flashes on all Featurephones, (unless the system programming is changed from the default as detailed on page 75).

By default, Programmable Keys select available lines on the system. Should you wish to allocate alternative functions to these keys this can be facilitated using Key Programming. (See page 42).

## Using the Hands-free Key

You can use the Hands-free Key to have a conversation without having to lift the handset. Press the Hands-free Key to go off-hook, as if the handset were lifted with the Featurephone speaker and microphone replacing the handset. Pressing the key again goes back on-hook, as if the handset were replaced.

You may also use the Featurephone with a headset. (See: '**Using your Featurephone with a headset**' on Page 22).

The Hands-free key has a red light, which is lit whenever the Hands-free Key has been pressed to go off-hook or to turn on the speaker.

**Note:** Pressing the Hands-free Key at any time during programming exits the programming menus and returns the **Display** to the Idle Menu.

## Using the Volume Key

- To adjust the speaker volume, press the Volume Key when in Hands-free Mode.
- To adjust the handset receiver volume, press the Volume Key when in Handset Mode.
- To adjust the ringing volume, press the Volume Key when the Featurephone is ringing.

**Note:** The Volume level increases/decreases by one step for every press of the Volume Key.

## Using the Secrecy Key


The Secrecy Key can be pressed when you are using the handset or in Hands-free Mode. When pressed, the other person on the call cannot hear you. The Secrecy Key has a red light, which is lit when Secrecy is active.

## The Ringing/Message Waiting Light


There is a red light on the top right-hand corner of the Featurephone. This light flashes when there is an incoming call. It also lights up when a voice message has been left in your Voice Mailbox.

## Using the Function Keys

There are four Function Keys located directly above the Featurephone **Display**. Particular features are grouped under these keys, as follows:

**Programme** : This key accesses the options available to customise your Featurephone settings. It also accesses system programming from the Programming Extension only. (See page 42 for '**Customising your Featurephone**' and page 43 for system programming access).




**Message** : This key accesses Voicemail and **Display** Messaging features. (See page 59 for Voicemail and page 29 for **Display** Messaging).

**Directory** : This key allows you to programme and dial numbers in the System and Personal Speed Dial lists, and also allows convenient dialling of the **BT Service, Sales and Help Desk** telephone numbers. (See page 25 for Speed Dial lists).

**ISDN** : This key accesses ISDN services.

## Expansion Console Extensions

Up to 8 of the V16 Featurephone Extensions can be equipped with Expansion Consoles.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Expansion Console Extensions' is shown.
- Select 'Expansion Console Extensions'.
- Select those Extensions which are to be equipped with Expansion Consoles

Up to eight extensions may be selected.

A Power supply is used to provide the additional power needed for the additional 32 keys.

## Backlit 'Display'

The V16 Featurephone can be backlit when the phone is being used. The additional Power supply must be used to Backlight the phone.

## *Getting started – basic call features*

### **Making and answering calls**

#### **To make an external call**

- Lift the handset and select a free Line in one of the following ways:
  - Press the Line Key 1 for Line 1, Line Key 2 for Line 2, and so on. (This is applicable only if the Programmable Keys are programmed as Line Keys, which is the default programming).
  - Dial 9, (to select a Line from Outgoing Group 1).
  - Dial 760 – 769, (to select a Line from Outgoing Groups 2 to 11 respectively).
- Dial the telephone number you require. Digits are sent to line as they are dialled.

**Note:** If you do not lift the handset then you may enter digits in Pre-dial mode, digits will not be sent for processing until you either lift the handset, press the Hands-free key, or select 'Dial' from the **Display**. You can edit the number you have entered prior to sending to the line, by using the left-hand Keypad 'Edit Key', located below the keypad.

**Note:** If you are entering an external number in Pre-dial mode, enter 9, 760 - 769 to have a line selected when you send the digits for processing.

#### **To make an internal call**

You can place an internal call in one of the following ways:

- Select the 'Internal Call' option on the **Display** and select the desired Extension from the list.
- Dial the Extension number (20 – 51 or 52 for the External extension) and select 'Dial'.
- Lift the handset and dial the Extension number.

The **Display** will show the Extension number, or, if programmed, the Extension name.

From a standard telephone, go off-hook and dial the Extension number.

#### **To call an extension group**



You can call any of the 20 extension groups in one of the following ways:

- Select the 'Internal call' option on the **Display** and select the desired group from the group list which is located under 'Other'
- Dial the Group number (180 – 199) and select 'Send digits'.
- Lift the handset and dial the Extension group number.



## To make a Speed Dial call

You have access to a Personal Speed Dial list of up to 30 numbers, and a System Speed Dial List of up to five hundred numbers. Refer to page 25 for how to add numbers to your Personal Speed Dial list and page 29 to add numbers to the System Speed Dial list.

- Press the Directory Key 
- Select 'Personal Speed Dial' to access your Personal Speed Dial list, and 'System Speed Dial' to access the System Speed Dial list.
- Select the number or name you wish to dial. Use the Scroll Down Key  to move down the list. A line will automatically be selected and the number dialled.
- In the System Speed Dial List you can enter a letter to assist in faster location of names.

## To answer a call

When the Featurephone rings, you can do one of the following:

- Select 'Answer the call' on the **Display**.
- Lift the handset.
- Press the Hands-free Key.

From a standard telephone, lift the handset.

## Reseize

The Reseize option is displayed when dialling an external call and when an external call is answered. If Reseize is selected the current call is released and the line is re-seized presenting external dial tone.

## Holding and transferring calls

### To place an external call on hold

- While on the call, select 'System hold' on the **Display**.
- To retrieve the call, select 'Return to line' on the **Display**, or press its Line Key.

**Note:** If an extension has two calls on system hold, selecting 'Return to line' will return the Extension to the first call that was put on hold.


### To transfer a call to another Extension

- While on the call, select 'Internal Transfer' on the **Display**.
- Select the desired Extension from the Extension list presented on the **Display**, or dial the Extension number.
- Select 'Transfer' or replace the handset, to transfer the call.

**Note:** You can transfer a call to an extension when the Extension has answered, while ringing the Extension, or while the busy tone is being received from the Extension.

From a standard telephone, press the Recall (R) key on the telephone and dial the Extension number. To transfer the call, replace the handset.


### To transfer a call to an external number

- While on the call, press the Scroll Down Key  until 'External transfer' is displayed.
- Select 'External transfer'.
- Select a free Line and dial the number.
- When the call is answered, press 'Transfer'.

**Note:** Transferring an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

### To make an external consultation call

While on an external call you can contact another external number to make an enquiry, as follows:

- Press the Scroll Down Key  until 'External Consultation' is displayed.
- Select the 'External Consultation' option on the **Display**.
- Select a Free Line and dial the number.
- When the call is answered, you can go back and forth between both calls. Select the 'Return and hold' option on the **Display** each time you want to swap to the other call.

### Deflecting calls

This allows you to divert a call that is ringing at your Featurephone.

#### To deflect a call ringing at your Extension

- When a call is ringing at your Featurephone, select 'Deflect the call' on the **Display**.
- Select a free Extension from the Extension List presented on the **Display**. The call is presented to the selected Extension and stops ringing at your Featurephone. If you attempt to deflect a call to an unavailable Extension it will continue ringing.

#### To forward a call ringing at your Extension to Voicemail


- When a call is ringing at your Featurephone select 'Deflect to Voicemail' on the **Display**. The call is deflected to your personal voice box.
- The call is deflected to the Group Voice Box if the call is a group call. If the Voicemail is busy the call continues to ring at your Featurephone.

**Note:** For information on setting up and using a Voice Mailbox refer to page 59.

## Diverting calls

### To divert all calls from your Extension

Before you leave your Extension, you can divert all your calls to ring at another Extension. Alternatively, you can divert all external calls presented to your Extension to an external number.

- From the Idle Menu, press the Scroll Down Key  until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert All Calls'.
  - Enter an internal number if you want to divert all your calls to another Extension.
  - Enter 9 followed by an external number if you want to divert external calls to an external number.
  - Divert will be ignored for internal calls. For internal calls the phone will ring (only if External diversion is set to the 'External calls only' option).
  - If your extension is allocated a voice box select 'Divert to VM'
- Select 'Confirm'. (Only appears if destination is an external number).

**Security Warning:** It is possible that an extension may misuse the External Divert facility. The default setting is that no extension is allowed to set the facility.

**Note:** Once set the Idle Menu will show the option 'Cancel Divert'. To cancel the diversion, select 'Cancel Divert'.

**Note:** Broken tone will be heard at your Extension until all call diversion is cancelled.

**Note:** You cannot divert to an extension that has the 'Do Not Disturb' feature set.


**Note:** Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

If you have ISDN lines on the switch and subscribe to the Network service 'Call Deflection' the divert will take effect on the BT Network. This has the advantage of no line being busy on the switch when the Divert is activated.

From a standard telephone, the code to set and cancel the diversion is 732.

### To divert your calls to you while you are at another Extension

The 'Follow Me' feature allows you to set a call divert to another Extension after you have left your Extension.

- From the Featurephone answering the calls, press the Scroll Down Key  until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Follow me'. You will be prompted to enter your Extension number and your Extension Lock Password. (Default Password is 123). Once these details are entered the diversion is activated.

**Note:** Once set the Idle Menu on your own Extension will show the option 'Cancel Divert'. To cancel the 'Follow Me' diversion, select 'Cancel Divert'.


**Note:** 'Follow Me' will not divert a call from an extension, if the call has been previously diverted by 'Follow Me' to that Extension.

From a standard telephone, the code is 735.



### To divert calls when your Extension is busy

The 'Divert On Busy' feature allows you to divert all your calls to ring at another Extension if your Extension is busy (engaged). Alternatively, you can divert all external calls to an external number if your extension is busy. In this case, internal calls will not be diverted but will be given the busy tone.

- From the Idle Menu, press the Scroll Down Key  until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert when busy'.
  - Enter an internal number if you want to divert all your calls to another extension.
  - Enter 9 followed by an external number if you want to divert calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be diverted externally.
- Select 'Confirm' to accept the number.

To set a 'Divert on Busy' from a standard telephone the code is 733 followed by the destination number.

**Security Warning:** It is possible that an extension may misuse the External Divert facility. The default setting is that no extension is allowed to set the facility.

**Note:** When 'Divert On Busy' is enabled on an extension to divert to an external number, external incoming calls will divert but internal calls will not.

**Note:** Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

**Note:** If you have ISDN lines on the switch and subscribe to 'Call Deflection' (a Network Service) the divert will take effect on the BT Network. No line is busy on the switch when the Divert is activated.


### To cancel a Divert on Busy diversion

- From the Idle Menu, select 'Divert'.
- Select 'Divert when busy'. The diversion is automatically cancelled and the **Display** returns to the Idle Menu.

From a standard telephone, the code is 733.

### To divert calls when your Extension does not answer

The 'Divert On No Answer' allows you to divert all your calls to ring at another Extension if there is no answer at your Extension after four rings. Alternatively, you can divert all external calls to an external number if your Extension has not answered after four rings. In this case, internal calls will not be diverted but will continue to ring your Extension.

- From the Idle Menu, press the Scroll Down Key  until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert on no answer'.
  - Enter an internal number if you want to divert all your calls to another Extension.
  - Enter 9 followed by an external number if you want to divert external calls to an external number.
- Press 'Confirm' to accept the number.

To set a 'Divert On No Answer' from a standard telephone the code is 734 followed by the destination number.


**Security Warning:** It is possible that an extension may misuse the External Divert facility. The default setting is that no extension is allowed to set the facility.

**Note:** If 'Divert On No Answer' is enabled on an extension to divert to an external number, external incoming calls will divert, but internal calls will not.

**Note:** Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

**Note:** If you have ISDN lines on the switch and subscribe to 'Call Deflection' (a Network Service) the divert will take effect on the BT Network. This has the advantage of no line being busy on the switch when the Divert is activated.

### To cancel a Divert on No Answer diversion


- From the Idle Menu, press the Scroll Down Key  until 'Divert' is displayed
- Select 'Divert'.
- Select 'Divert on no answer'. The diversion is automatically cancelled and the **Display** returns to the Idle Menu.

From a standard telephone, the code is 734.

## Group Divert

This feature allows any Extension within a group to set a divert for that group. When a divert for the group is set any call for that group will be diverted. Calls to individual extensions in the Group are not diverted.

### Setting a group divert from a system phone

- From the Idle Menu, press the Scroll Down Key  until 'Group Divert' is displayed
- Select 'Group Divert'.
- Select the Group (The Extension may be in more than one Group)
- Select the Option required and enter the destination number.
- Select 'Divert to VM' to divert the calls to the Group Voice Box.

**Note:** The Group must be allocated a Voice Box for this option to be presented. Go to page 65.

**Note:** If an extension, which is not in the group, attempts to set or cancel a divert for that group then 'Invalid' will be returned.

**Security Warning:** It is possible that an extension may misuse the External Divert facility.

### Cancel group divert from system phone

If 'All Call Divert' is set for a 'Group All' the Featurephones in the group have the prompt 'Cancel Group Divert' on their displays.

- Press the "Cancel Group Divert" option
- The display will show the groups associated with the extension. Select the required Group
- Select the divert type to be cancelled.

### Group Divert from standard phones

To set a group divert dial the Group Divert Code followed by the Group number (180 – 199).


The Codes from a standard phone for Group Divert are:

- 792            Group Divert All Calls
- 793            Group 'Divert On Busy'
- 794            Group 'Divert On No Answer'


## Holding conference calls

This feature allows you to hold a three-way conversation between three Extensions, or between two extensions and an Exchange Line, or between two exchange Lines and an extension.

### To hold an Internal Conference

- When on a call, press the Scroll Down Key  until 'Internal Conference' is displayed.
- Select 'Internal conference'.
- Select the Extension to be included in the conference.
- When the Extension answers, select 'Conference' on the **Display**.

### To hold an External Conference

- When on a call, press the Scroll Down Key  until 'External Conference' is displayed.
- Select 'External conference'.
- Select a free Line and dial the external number.
- When the call is answered, select 'Conference' on the **Display**.

**Note:** An external conference call ties up two exchange lines. Such calls are called trunk-to-trunk calls.

**Note:** At the start of a conference call a single tone is presented to all parties to indicate that the call is a conference call.

From a standard telephone, press R when on a call, place the second call and when it is answered, dial R3.

## Using your Featurephone with a headset

Your Featurephone is equipped with a socket for a Headset. When you plug the headset into the socket a prompt 'Headset On' is presented on the display.

Select 'Headset On'. The phone is now programmed to operate with a headset.

'Headset Off' is now displayed to allow you to revert to handset mode.

### To make an internal or external call when using a headset

- Press the Hands-free Key and dial your calls in the normal way.

### To clear down (end) a call when using headset

- Press the Hands-free Key.

### To answer a call when using a headset

- Select the 'Answer the call' option on the **Display**, or press the Hands-free Key.

## Using a standard telephone

### Feature access codes list

You may access the wide range of **BT Versatility** features with a standard telephone. To use a feature, dial the appropriate code from the list below. (In the table, R means the Recall Key).

If your telephone is equipped with memory keys you may programme feature codes onto the keys – refer to your telephone user guide for instructions.

Feature	Code	Feature	Code
Account Codes	791	PA – answer	717
Call Pick-up (incoming calls only)	726	PA announcement	720
Call Pick-up Group (all calls)	727	Page – Featurephones	716
Call Waiting Tone Protection	725 (R725)	Page All	795
CLIR activation	724	Park	R712
Conference	R3	Phantom Mail Box numbers	100 -109
‘Display’ Messages	729 (1 - 8)	Pick up parked call	712
Divert All	732 xx	Recorded messages – retrieving	711
Divert on Busy	733 xx	Redial	77
Divert on No Answer	734 xx	Reminder Call	718
Do Not Disturb – set/cancel (Not available to extension 20, Operator position)	736	Reminder Call cancel	718*
Door Open	731 (R731)	Reset telephone	739
Extension Groups	180-199	Return and hold in Two Call handling	R2
Extension Lock – change code	714 xx	Return and release in Two Call handling	R1
Extension Lock – lock/unlock	713 xx	Ring Back	R5
Extensions	20-51	S <sub>0</sub> Bus Extensions	
External Call Hold	R	First S <sub>0</sub> Bus numbering	110 – 117
External Extension	52	Second S <sub>0</sub> Bus numbering	120 – 127
Follow Me	735	Third S <sub>0</sub> Bus numbering	130 – 137
	(Password) xx	Fourth S <sub>0</sub> Bus numbering	140 – 147
Forced Call Waiting	R8	Saved Number Redial	781-785
Forward Recall	R722	Speed Dial – accessing personal numbers	74 (01 -30)
Group divert All Calls	792	Speed Dial – accessing system numbers	8001- 8500
Group Divert on Busy	793	Speed Dial – programming personal numbers	75 (01 -30)
Group Divert on No Answer	794	System Voicemail Box on/off	737
Internal Call Waiting	R8	Voice call (to page an individual Featurephone)	715
Keypad protocol	728	Voice Mailbox number	710
Line Access – Group 1	9		
Line Access – Groups 2–11	760 - 769		
Log in/Log out of hunt groups	723		
Night Service (Extension service 20)	738		
Operator/Extension 20	0		

**Note:** To activate a Voice Mailbox you invoke a divert facility to Extension 710.



## Making and answering calls

### To make an external call

- Lift the handset, or use a Hands-free Key, if available on your telephone.
- Obtain a free Line in one of the following ways:
- Dial 9, (to select a Line from Outgoing Group 1).
- Dial 760 – 769 (to select a Line from Outgoing Groups 2 – 11 respectively).
- Dial the number you require.

### To make an internal call

- Lift the handset, or use a Hands-free Key, if available on your telephone.
- Dial the desired Extension number (20 – 51).

### To answer a call

- When the telephone rings, lift the handset, or use a Hands-free Key if available on your telephone.

## Holding and transferring calls

### To place a call on hold

- Press the Recall Key (R) on your telephone.

If you replace the handset, you can continue to use your telephone. The held call will call back within ninety seconds provided your telephone is idle. If you are busy on the telephone after the ninety seconds the call will ring when the handset is replaced.

### To transfer a call

- Press the Recall Key (R) on your telephone.
- Dial the Extension number and replace the handset.

### To make an external consultation call

While on an external call you can contact another Extension to make an enquiry, as follows:

- While on an external call, press the Recall Key (R) on your telephone.
- Dial the Extension number.
- To return to the external call and place the Extension on hold, press R and dial 2.
- To return to the external call and release the Extension press R and wait, or press R and dial 1.
- To transfer the external call to the Extension replace the handset when talking to the Extension with the external call on hold.

## Programming and dialling speed dial numbers

If you have a standard telephone, you can programme up to thirty Personal Speed Dial numbers.

### To programme a Personal Speed Dial number

- Lift the handset, or press the Hands-free Key, if available.
- Dial the code 75.
- Enter the location (01 – 30) where you want to store the number.
- Dial the number you want to store.
- Go on-hook.

**Note:** The line access code, e.g. 9, is not required.

### To dial a Personal Speed Dial number

- Lift the handset, or press the Hands-free Key, if available.
- Dial the code 74.
- Dial the location (01 – 30) of the number you wish to access. The number is automatically dialled.

### To dial a System Speed Dial number

- Dial the location code (8001 – 8500) of the number you wish to access. The number is automatically dialled.

## ***Additional call features***

### **Redial**

Use the Redial feature to redial the external number you most recently dialed. A Line is selected automatically.

#### **To redial the last external number dialed**

- From the Idle Menu, select 'Redial last number'.

From a standard telephone, the code is 77.

### **Saved Number Redial**

In addition to the Last external number the previous 5 numbers dialed are also stored and may be redialled.

- From the Idle Menu, select 'Saved Numbers'.
- Select the number to be dialed.

From a standard telephone the codes are 781 – 785 for saved numbers 2 – 6. The first saved number is the Last Number Redial code 77.

### **Call Pick-up**

#### **You can group extensions as detailed below**

You can pick up any call, internal or external, that is ringing at another Extension provided both Extensions are programmed in the same Group. See **Group Programming** on Page 49.

For Extensions not in your Group you can pick up external but not internal calls. You can also pick up an external call that is ringing on a Central Bell.

#### **To pick up a call ringing at another Extension in your Group**

- From the Idle Menu, select the 'Call Pick-Up' option on the **Display**.

From a standard telephone, the code is 727.

#### **To pick up an external incoming call**

- Select 'External call pick-up'.

**Note:** This feature will not work for internal calls.

From a standard telephone, the code is 726.

### **Ring Back**

If the Extension you call is busy, use the Ring Back feature to have the Extension call you back when it becomes free. If you dial for an Exchange Line and no lines are free, use the Ring Back feature to receive an Exchange Line as soon as one is available.

### To have a busy Extension call you back when it becomes free

- When you have called a busy Extension, select 'Ring Back' on the **Display**.  
When the Extension becomes free, your Extension will ring and your **Display** will show 'Ring Back from Extension'.
- Select 'Answer the Call' or pick up the handset to ring the Extension.

From a standard telephone, dial R5 when you have called a busy Extension.

### To receive an exchange Line as soon as one is available

- When you have dialled for a Line and none are free, select 'Ring back' on the **Display**.  
When the Line becomes free, your Extension will ring and your **Display** will show 'Ring Back from Line'.
- Select 'Answer the Call' or pick up the handset to select a Line.

From a standard telephone dial R5 when you have dialled for a Line and no line is free.

### Camp on Busy

'Camp on Busy' allows you to have your Extension call a busy Extension as soon as it becomes free.

- When you call an extension and get a busy (engaged) tone, stay off-hook and when the called Extension becomes free it will start ringing.

### Call Waiting from another Extension

If you get a busy tone, when you call an extension, you can alert the busy Extension that you wish to contact provided the Extension is not protected against receiving Call Waiting tones. (See page 46). An audible tone will sound on the called Extension, and the message 'Call wait. – Ext xx' will appear on its **Display**. Options to accept the call are offered on the display.

### To present a busy Extension with a Call Waiting tone

- Select 'Waiting tone' on the **Display** when a busy tone is returned from an extension.

From a standard telephone, the code is R8.

### To accept a waiting call

If another Extension presents you with Call Waiting, this will be indicated on your **Display** and you will hear the Call Waiting tone, provided your Extension is not protected against Call Waiting tones.

- Select one of the options presented on the **Display**.

**Note:** If you ignore the Call Waiting tone for a short period the Call Waiting offer is rejected and the calling telephone is presented with the message 'Call Waiting Rejected'.

### Call Waiting from External Calls

If you are on a call and your Extension is presented with an external call you will hear a Call Waiting tone provided your Extension is not protected against Call Waiting tones.

The Line the call is on will be indicated on your **Display**. If you select the second call, by pressing the line key associated with it, the first call will be automatically released.



## Call Park

The Call Park feature allows you to put an external call on special hold by 'parking' it in the system. Any Extension may then pick up the call.

### To park and retrieve a call

- On a Featurephone, select 'Call Park' on the **Display**.
- 'Pick up park' is then displayed on the top line on the **Display** on all Featurephones. Select this option to retrieve the parked call.

**Note:** Only one call may be parked in the system. A parked call will recall after three minutes.

On a standard telephone, the code is R712 to park a call, and 712 to retrieve it.

## Operator Services

You can choose to use an operator with the **BT Versatility** hybrid system. For example, the operator can transfer internal and external callers to internal Extensions.

### To call the operator

- Dial the code (0) for the operator's Extension. The operator's Extension is Extension 20 by default.

### To Intrude on a Line-to-Line call

The Intrude feature is only available from Extension 20, and is used to intrude on a call involving two lines, that is when an external transfer or external divert has occurred.

When two lines are connected in conversation:

- Select one of the lines by pressing its Line key, or
- Select 'Intrude' on the **Display**.

You will then be connected in a three-way conversation.

## System Speed Dial list


You can programme five hundred system speed dial numbers and names. Users of the system may then access these numbers, provided they are not restricted from dialling the number because of their Class of Service.

An option is provided to associate the numbers with line groups so that the numbers can be dialled over particular lines.

For a description of the Class of Service Override facility, see the Call Restrictions section on page 55. In short, this facility allows an extension to access all system speed dial numbers, even though the Extension may be restricted from directly dialling a number depending on Class of Service.

If a number or an incoming call matches a number in the speed dial list, the name in the list will be displayed.


## To add or delete a System Speed Dial number

- Select the Directory Key .
- Select 'System Entries.
- You are prompted for a password. Enter the system-programming password 1111 in default.
- Select the location and enter the number.
- When the number is entered, select 'Confirm'.
- You are then prompted to enter a name. Do one of the following:
  - Press 'Cancel' if you do not wish to enter a name.
  - Enter a name as described on page 13.
  - You are then prompted to select a line group. In default all numbers are dialled over Group 1 which is accessed by dialling 9.

**Note:** Up to twenty-four digits may be stored in any location. A name of up to ten characters, including spaces, can be used for each entry.

**Note:** When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by selecting 'Pause' on the display.

## To dial a System Speed Dial number

- Press the Directory Key .
- Select 'System speed dial'.
- Enter the first letter of the name or scroll through the entries to find the entry you want.
- When you have selected the number or name you want a free line is automatically selected and the number is then dialled.


**Note:** If some numbers are entered without names they are presented at the end of the list.

From a standard telephone, dial one of the System Speed Dial location codes (8001 – 8500).

## Setting 'Display' Messages

This feature enables you to leave a **Display** Message that will be seen by any Featurephone calling your Extension. You can also set a **Display** Message on a standard telephone but you cannot check the content.

### To set a message to be displayed to internal callers

- Press the Message Key .
- Select 'Display Messaging'.
- Select the message to be displayed from the message menu.
- The message menu offers you the choice of eight pre-programmed messages. You can add extra text to all messages by selecting the 'Enter data' option. Message 9 is blank so you can enter your own message.

The message menu is:

1	(Return at)	6	(At home)
2	(Call back at)	7	(On holidays)
3	(Call me at)	8	(Call)
4	(At a meeting)	9	_____
5	(At lunch)		

Press the Hands-free Key to finish programming.

**Note:** See page 13 on how to enter text using the Keypad. Also, if you wish to enter a time or a date do one of the following:

- press \* for ':'
- press # for '^'

**Note:** Only Featurephones can display messages. A standard telephone will not receive any indication that a message has been set on the Extension it is calling.

From a standard telephone, the code is 729. When you have dialled 729, dial digits 1-8 to select the required message, and hang up.

### To cancel a 'Display' Message

- From a Featurephone select 'Cancel the Message'.

From a standard telephone dial 729 and hang up.

## Displaying caller numbers and routing calls

The Caller **Display** Service (CDS) service is available on Analogue lines. If you subscribe to this service, your network sends the telephone number of callers to the **BT Versatility** (provided the caller has not elected to restrict the network from presenting their number). The telephone number (or associated name) is displayed on the ringing Featurephones.

The CDS information is also shown if the Extension is equipped with a standard phone which supports the CDS service.

**Note:** Your telephone number will also be presented to persons you call, unless you restrict your number from being presented.

Calling Line Identity (CLI) services are ISDN services available on ISDN lines. If you subscribe to this service, your network sends the telephone number of callers to the **BT Versatility** (provided the caller has not elected to restrict the network from presenting their number). This number, (or name, if a name has been associated with the number), is displayed on the ringing Featurephones.

The CLI information is also shown if the Extension is equipped with a standard phone which supports the CDS service.

**Note:** Your number will also be presented to persons you call on ISDN lines, unless you restrict your number from being presented. Refer to page 102 for information on how to restrict your number being displayed for calls made over ISDN lines.





As well as displaying the numbers of callers, your **BT Versatility** allows you to associate names with caller numbers, and display the names in place of the numbers.

## How a caller number is displayed at your Extension

- The caller's number will appear on the **Display** of all Featurephones programmed to ring for incoming calls.
- If a name is associated with the number in either the system speed dial store or the CDS store the name will be displayed.
- A caller may choose to withhold their identity. In this case, the **Display** will show 'Number Withheld' instead of the caller's number or name.
- If the number information is not available the **Display** will show 'Number Unavailable' instead of the caller's number or name.
- If more than one caller is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing Featurephones the number of the next call in the queue will appear on the Displays of the other ringing Featurephones.
- If your Featurephone is not ringing for the call you may examine the incoming call ID by selecting 'Examine I/C Call'. The same information shown on the ringing Featurephones is then displayed.

## To set up your system to display caller numbers received on Analogue lines (CDS service)

If you subscribe to the Caller Number **Display** service from your Network Provider then you can program the system to display the caller's number on Analogue.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN Programming' is displayed.
- Select 'Analogue Programming'.
- Press the Scroll Down Key  until 'CDS detection' is displayed.
- Select 'CDS detection'.
- Select the Lines that have the CDS service enabled. The Lines you select will have a \_ displayed beside them.




Press the Hands-Free Key to finish programming.

## To associate a caller number with a name, and route its calls to an extension

Up to a hundred names, each a maximum of ten characters, (including spaces), may be associated with caller telephone numbers. When a number with an associated name is received, the name rather than the number is displayed.

Furthermore an extension number may also be associated with a telephone number. In this case an incoming call from that number will ring at only that Extension. If the Extension is busy, the call rings in as normal in the case of Analogue Lines and returns a busy signal in the case of ISDN lines.



- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System Programming' is displayed.
- Select 'System Programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'CLI Programming' is displayed.
- Select 'CLI Programming'.
- Select an Index Number (01 – 100).
- Enter the caller telephone number.
- Press 'Confirm'.
- Enter the name to be associated with the number. Refer to page 13 for help on how to enter names.
- Select the destination you wish to route calls from that number to.



**Note:** CLI Store routing will take precedence over MSN/DDI routing or normal call routing.

## Storing and redialling caller numbers (CLI Store)

The CLI Store automatically stores information about the last 350 unanswered calls to the system (answered calls can also be stored). The information stored is the caller telephone number, and the date and time of the call. Information is not stored for calls that withheld or unavailable numbers. When a new record is received and the memory is full the oldest record is discarded from memory.

The CLI Store can be allocated as one central store of data on calls ringing the incoming groups. This store alerts Extension 20 (default), by means of a display prompt, that new calls have been stored. You can also programme all 32 Extensions to store up to ten numbers each.




### To examine and redial stored caller numbers

- Select 'Missed Calls – Personal' to examine the numbers in the personal store of your Featurephone.
- Select 'Missed calls – System' to examine the system store. This can be selected from any Extension.
- You will see the following information:
  - The number and time of the last three calls received are displayed.
  - If the call was answered the **Display** will show an 'A' on the right-hand side of the record. If the call was not answered, the 'A' will not be displayed.
- The date information for the displayed calls are shown for a few seconds instead of the time.
- You may scroll through the stored numbers and names by using the Scroll Up  and Scroll Down Key  situated below the **Display**.
- If you press the **Display** Key beside a particular record the system automatically selects a free Line and dials the displayed number. If the Extension is restricted from dialling, or if there is no Line available, you will hear a busy tone.

- If an 'R' is displayed on the right-hand side of a record, this indicates that the number has been redialled.
- If an 'A' is displayed on the right-hand side of a record, this indicates that the number has been answered.

### To programme the CLI Store to store all calls or unanswered calls only




The system CLI Store can store either all calls or unanswered calls only.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System Programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'CLI Store' is displayed.
- Select 'CLI Store'.
- Select 'Store All Calls' or 'Store Unanswered Calls'.

Press the Hands-free Key to finish programming.

### To set up Extensions with an individual CLI Store

You can programme up to twelve Extensions to store five numbers each. Each of these Extensions will have a separate record of calls that ring on exchange Lines programmed to ring their Extensions only.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System Programming' is displayed.
- Select 'System Programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Individual CLI Stores' is displayed.
- Select 'Individual CLI Stores'.
- Select the Extensions that you wish to have an individual CLI store. The Extensions that will have a CLI Store will have a \_ displayed beside them.

Press the Hands-free Key to finish programming.

## Paging

You can connect a Public Address amplifier to any Extension on your **BT Versatility**. Users can then make announcements over the PA. A PA Answer feature allows a user to respond directly to the paging Extension without having to know the Extension number.




The system also allows users to make announcements over the speakers of all Featurephones, and to make Voice Calls to other users via the speakers of their Featurephones.

You can programme the system to protect users' Featurephones against both announcements and Voice Calls.

Another facility available is a 'Page All' which will page both Featurephones and a PA simultaneously.

### To programme an extension for use with a Public Address amplifier


An extension with a Public Address amplifier connected must first be programmed for use with a PA amplifier.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'PA amplifier' is displayed.
- Select 'PA amplifier'.
- Select 'PA equipped'.
- Select the Extension to which PA system is connected.

Press the Hands-free Key to finish programming.

### To make an announcement over a Public Address system

If there is a Public Address (PA) system connected to your *BT Versatility* any Extension can make an announcement over the PA system.

- From the Idle Menu, press the Scroll Down Key  until 'Paging' is displayed.
- Select 'Paging'.
- Select 'Public Address' and make your announcement. The announcement can last a maximum of fifteen seconds.

**Note:** Do not hang up if you want the paged party to be able to respond directly to your page.

From a standard telephone, the code is 720.

### To respond to a page over the PA system

If you have been paged over the PA the PA Answer feature puts you in direct contact with the paging Extension, provided that the person who paged you has not replaced the handset.

- When you are paged, select 'Answer page' on the nearest Featurephone and you will be connected to the paging Extension.

From a standard telephone, the code is 717.

### To make an announcement over the speakers of all Featurephones

The Internal Paging feature allows any Extension to make an announcement over the speakers of all Featurephones. Only Featurephones that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key  until 'Paging' is displayed.
- Select 'Paging'.
- Select 'Page all Featurephones'.
- Make your announcement.

From a standard telephone, the code is 716.

### **To make an announcement over the speakers of all Featurephones and the PA**


The 'Page All' feature allows any Extension to make an announcement over the speakers of all Featurephones and the PA amplifier. Only Featurephones that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key  until 'Paging' is displayed.
- Select 'Paging'.
- Select 'Page all'.
- Make your announcement.

From a standard telephone, the code is 795.

### **To make a call over the speaker of another Featurephone**

The Voice Call feature allows you to speak over the speaker of an individual Featurephone. If the Featurephone is page-protected the voice call will fail.

- From the Idle Menu, press the Scroll Down Key  until 'Voice call' is displayed.
- Select 'Voice call'.
- Select the Extension you wish to page.
- Make your announcement.



From a standard telephone, the code is 715.

### **To answer a Voice Call at your Extension**

- Press the Secrecy Key and speak in Hands-free Mode, or pick up the handset.




### **To protect Featurephones against Announcements and Voice Calls**

By default, all Featurephones may be paged. You can page-protect each Featurephone to prevent it from being paged from either Announcements or Voice Calls.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Page protection'
- Select the Extensions you wish to protect. A \_ will be displayed beside protected Extensions.

Press the Hands-free Key to finish programming.

### **To prevent Extensions from using the Public Address system**

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Restrict use of PA' is displayed.
- Select 'Restrict use of PA'.
- Select the Extensions you wish to prevent from using the PA system. A \_ is displayed beside the Extensions that are restricted.

Press the Hands-free Key to finish programming.






## Manager/Secretary

The Manager/Secretary feature is a set of programming options used to maximise the efficiency with which two people work together. It is typically used for a manager/secretary partnership.

To activate the Manager/Secretary feature it is necessary to first combine the Manager and Secretary Extensions. When the Manager/Secretary combinations are programmed the Secretary may answer calls ringing on the Manager's Extension by pressing a key on which the number is programmed.

Other standard features include programming a Dedicated Line for the Manager, so that no other Extension may make or receive calls on that Line. You can program the Manager's Extension with a key for paging, or calling the Secretary's Extension, and you can program the Manager's Extension to 'Divert All Calls' to the Secretary.



### To set up Manager/Secretary combinations

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Manager/secretary' is displayed.
- Select 'Manager/secretary'.
- Select the Secretary Extension. When selected, the menu changes to allow you to select the Manager Extension(s).
- Select the Manager Extension(s). Manager Extensions will be indicated by a \_ alongside. (If the Extension has been combined previously with a Secretary the existing Manager Extensions will be indicated with a \_ . Selecting an extension with a \_ will remove that Extension as a Manager of that Secretary.)

Press the Hands-free Key to finish programming.


### To programme a key to answer the Manager's calls

With this feature set, the Secretary can answer calls ringing on the Manager's Extension by pressing a key. The Manger/Secretary combination must be programmed for this to operate. The key will also offer the standard features available when a Programmable Key is programmed to ring an extension. That is, the Secretary can call the Manager, while the Manager's Extension is idle, by pressing the key. Also, the Secretary can see the status of the Manager's Extension from the key light – lit if the Extension is busy, and flashing if ringing.

- From the Secretary's telephone, press the Programme Key .
- Press the Scroll Down Key  until 'Key Programming' is displayed.
- Select 'Key programming'.
- Select the Programmable Key you want to programme.
- Select 'Extensions'.
- Enter the Manger's Extension number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.




### To dedicate an exchange Line to a Manager's Extension

- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Select 'Outgoing restriction'.
- Select the Line to be dedicated to the Extension.
- The Extension Menu is presented. Select the Extensions as necessary to leave the manager's Extension the only extension with a (∅).

Press the Hands-free Key to finish programming.

### To programme a key to page the Secretary's Extension directly

This programmes a key on the Manager's Extension that, when pressed, calls the Secretary's Extension, which automatically answers the call, allowing the Manager to speak over the Secretary's Extension speaker.



- From the Manager's Extension, press the Programme Key .
- Press the Scroll Down Key  until 'Key Programming' is displayed.
- Select 'Key programming'.
- Select the Programmable Key you want to programme.
- Press the Scroll Down Key  until 'Voice call' is displayed.
- Select the 'Voice call' option.
- Select 'Enter data' and enter the Secretary's Extension number.
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

**Note:** The Secretary Extension must be programmed to receive Call Waiting tones. See page 45.

### To programme a key to call the Secretary's Extension directly



With this feature set, the Manager can call the Secretary, while the Secretary's Extension is idle, by pressing the key. Also, the Manager can see the status of the Secretary's Extension from the key light – lit if the Extension is busy, and flashing if ringing.


- From the Manager's Extension, press the Programme Key .
- Press the Scroll Down Key  until 'Key Programming' is displayed
- Select 'Key programming'.
- Select the Programmable Key you want to programme.
- Select 'Extensions'.
- Enter the Secretary's Extension number.
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

### To divert calls to a Secretary

When this feature is set, all calls to the Manager's Extension will be diverted to the Secretary's Extension.

- From the Manager's Extension, press the Programme Key .
- Press the Scroll Down Key  until 'Key Programming' is displayed.

- Select 'Key programming'.
- Select the key you want to programme.
- Press the Scroll Down Key  until 'Divert all calls' is displayed.
- Select 'Divert all calls'.
- Select 'Enter data' and enter the Secretary's Extension number
- Select 'Confirm'.



Press the Hands-free Key to finish programming.

## Least Cost Routing

You may use this feature to have users' calls routed over specific lines, or over a specific Network Provider. To set the feature up you associate input codes with the lines over which calls should be routed and with whatever network codes are necessary to route the call.

In addition, you can choose to route the calls over different lines at various times of the day for optimum call rates. Once the facility is activated calls are automatically routed over the selected lines, and the network code is sent to the line before the telephone number.

### To set up codes to allow calls to be routed on specific Lines or networks

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Scroll Down and select 'LCR Codes'.
- Select LCR On to activate the facility
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press Confirm. This is the code dialled by the user.
- Enter an Output Code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific Network Provider.
- Select the preferred or exclusive option.



If 'Exclusive' is selected the calls can only be sent on the lines selected below.

If 'Preferred' is selected the calls will be routed on any available Line, if none of the selected lines are available. In this case the output code is not dialled.

**Note:** When Enabling or Disabling the LCR feature the new setting does not take immediate affect. There can be a delay of up to 1 minute for the setting to take affect.

### Least cost Routing activated automatically at set times

You can programme the Least Cost Routing facility, to be automatically turned on and off twice during a 24-hour period enabling you to tailor your call charges through different service providers.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.

- Scroll Down until 'LCR Timebands' is displayed.
- Select LCR on times
- You can enter two 'On' times.
- Select LCR off Times
- You can enter two times at which the LCR facility is deactivated

A Third option 'LCR weekend' is offered. When this is selected the LCR service remains active from Friday night to Monday morning, all off times over the weekend are ignored.

Press the Hands-free Key to finish programming.

### To route a call using the Least Cost Routing feature

- Select a Line Key, or dial a code for a Line (9, 760 – 769) and select 'Send digits'.
- Dial a valid input code.
- When a Line is selected, dial the telephone number you wish to reach.

Your call will then be connected with the output code being dialled before the telephone number.

**Note:** Any Line Key or Line code (9, 760 – 769) can be selected above. However, the system will select the line for the call based on the input code.

### Sending a Forward Recall while on a call

A Forward Recall signal may be required if you are using certain network services on standard Analogue exchange Lines, or if your **BT Versatility** is connected to another telephone system (PABX) via one of the Line interfaces.

The Forward Recall feature allows you to send a hold signal forward on the Line to the exchange or PABX. To send a hold signal, you must be on a call or have dialled at least one digit of the number you are calling.

### To send a Forward Recall signal to an exchange or a PABX



- From a Featurephone, select 'Forward recall' on the **Display**.

From a standard telephone, the code is R722.

### Account Codes

A programming option can be set which allows codes of four digits to be associated with external calls, both incoming and outgoing, and these codes are presented on the Call Logging output. Two options are available. The first is that the entry of account codes is 'Optional' and the user can choose to enter the code or not. The second option is 'Forced' and in this case the user must enter the code before they can make an external call.

### To set up the Account Code operation

- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Account Codes' is displayed.
- Select 'Account Codes'.
- Select 'Account Codes on'.

- The option 'Forced extensions' is presented. This is selected if you wish to have some extensions programmed so that they must enter an account code before dialling a number. Select the extensions for the forced operation.
- Select 'Exit' if all extensions have the choice of entering the code or not.

### **Entering Account Codes – Optional mode**

#### **Entering the code prior to making a call**

When Account Codes is programmed the Featurephones idle menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'
- Enter a four digit code
- A free line is presented and dial tone returned
- Dial the external number as normal

For a standard phone the code is 791 followed by the four-digit code.

#### **Entering the code during a call**

When Account Codes is programmed the Featurephones in call menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'. The call is placed on hold
- Enter a four digit code
- The call is automatically reconnected

For a standard phone the code is R791 followed by the four-digit code.

#### **Entering the code after a call**

If a code has not been entered either prior to or during a call the option to do so is displayed on the Featurephone for 10 seconds after the call is completed.

- Select 'Enter account code'.
- Enter a four digit code.

For a standard phone the code is 791 followed by the four-digit code.

**Note:** If the user places a second call to invoke External Consultation, External Transfer or External Conference an account code cannot be entered for the second call.

### **Entering Account Codes – Forced mode**

In this mode the extension must enter the Account code before making an external call.

When Account Codes is programmed the Featurephones idle menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'
- Enter a four digit code
- A free line is presented and dial tone returned
- Dial the external number as normal.

For a standard phone the code is 791 followed by the four-digit code.

**Note:** If the user attempts to select a line or make an external call in any other way invalid tone is returned.

**Note:** An extension in Forced mode cannot make a second call to set up an External Consultation, Transfer or Conference. If they wish to make a second call while on a call they must place the first call on System hold and then place the second call after they enter an account code or the second call.



## PABX Mode

The **BT Versatility** can be set, through system programming, to operate in either PABX or Key System Mode of Operation. The switch works in Key System Mode by default.

When PABX Mode of Operation is selected a number of changes are made to the operation of the system.

### Line appearances on Featurephone keys

Line keys programmed on the phone are not associated with particular lines. When a line key is selected on a phone the line light is lit only on the phone selecting the line.

### Making external calls when in PABX mode

External calls can be made:

- By dialling the line access digit 9 (760-769) or selecting a speed dial or redial number:

If the Featurephone is programmed with a Line Key or Keys, the light on the first available line key is lit.

- By selecting an available Line Key:

If a free line or B channel is available an external dial tone is returned and the light associated with the Line Key is lit. If no line or B channel is available a busy tone is returned and the Line Key light is not lit. Instead, the display indicates that no line is available.

### Incoming Calls In PABX mode of Operation

#### Incoming calls made to ring Groups, Extensions, Auto Attendant, Courtesy Service or System Voicemail box

This programming is the same for both PABX and Key system Modes of Operation.

When a call is presented to a Featurephone the phone is called and the light on the first available Line Key on the Featurephone flashes at the Ringing Rate.

If the call is presented to an individual phone the key associated with the first available Line key on the phone flashes at the Ringing rate. No Line key on any other Featurephone is lit.

If the call is presented to multiple Featurephones in a Ring Group, the line key light is lit on all the Featurephones in the group with an available Line Key. No other Line key on any other Featurephone is lit.

If the call is presented to a Featurephone with no available Line Key the call rings the phone without lighting any Line Key.

### Call answered

When a call is answered the light associated with the line Key on the answering phone is lit steadily. The light associated with the call on all other Featurephones, if the call was presented to a group, is extinguished. An answered call lights up on the Featurephone that answered the call.


### Call Placed on Hold

If a Featurephone places a call on hold the light associated with the Line on the Featurephone flashes at the Hold Rate. No other Line Key on any other Featurephone is lit.

The Option to 'Return to Call' is given on the Featurephone menu. The phone returns to idle.


## *Extension set-up options*

### Customising your Featurephone

This Programme Key  accesses the options available to customise your Featurephone settings.

#### To turn on Automatic answer mode




You may programme your Featurephone to work in 'Auto-answer mode'. In this mode the Hands-free Key light flashes red, and when you receive an internal call you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the Featurephone.

- From your Featurephone, press the Programme Key .
- Select 'Auto answer'.
- Select the required option – 'Set auto answer' or 'Cancel auto answer', to set and cancel the Automatic answer mode respectively.

Press the Hands-free Key to finish programming.

#### To program a feature onto a Programmable Key on your Extension

You may re-programme any or all of the Programmable Keys located on the Featurephones. There are eight keys on the V8, 16 on the V6 and 32 on the EXPANSION CONSOLE. You can programme these keys to select lines, Extensions, features or speed dial numbers.

- From your Featurephone, press the Programme Key .
- Press the Scroll Down Key  until 'Key Programming' is displayed.
- Select 'Key programming'.
- Press the Programmable Key to be programmed. A list of options appears on the 'Display'.
- Select the required feature to be programmed onto the key. Use the Scroll Down Key  to scroll down to view the list of available features. For example, to programme the key with a speed dial number, select the 'Individual digits' option.


Press the Hands-free Key to finish programming.

**Note:** If you are programming the key to call an external number remember to precede the number with a 9, or an Outgoing Group code, 760 – 769 to select an exchange Line.

#### To turn on Headset Mode

When a headset is plugged in to the headset socket it is automatically detected and the option to turn the Headset mode on is displayed on the **Display**. You can also turn Headset mode on and off via the Programme Key .

From your Featurephone, press the Programme Key .

- Press the Scroll Down Key  until 'Headset Mode' is displayed.
- Select 'Headset mode'.



- Select the required option – ‘Headset on’ or ‘Headset off’. Once selected, the **Display** will show ‘Headset On’ or ‘Headset Off’ and then revert to the Idle Menu.

Press the Hands-free Key to finish programming.

**Note:** The handset does not operate in Headset Mode.

### To set a ringing tone on your Featurephone



You can select one of six ringing tones.

- From your Featurephone, press the Programme Key .
- Press the Scroll Down Key  until ‘Ringing options’ is displayed.
- Select ‘Ringing options’.
- Select ‘Tone 1’, ‘Tone 2’, ‘Tone 3’, ‘Tone 4’, ‘Tone 5’ or ‘Tone 6’ which will cause the selected tone to sound.
- Select ‘Confirm’ to use the chosen tone. On the **Display** ‘Ring type set’ will appear and then the **Display** will revert to the Idle Menu.

Press the Hands-free Key to finish programming.

### To set the ‘Display’ contrast on your Featurephone



You may choose from four levels of display contrast.

- From your Featurephone, press the Programme Key .
- Press the Scroll Down Key  until ‘Contrast options’ is displayed.
- Select ‘Contrast options’.
- Select ‘Level 1’, ‘Level 2’, ‘Level 3’ or ‘Level 4’ to set a contrast option. The prompt ‘Contrast set’ appears on the ‘Display’.

Press the Hands-free Key to finish programming.



### To enter system programming

If your Extension is the Programming Extension you have access to the system programming options. If you select this option you will be prompted to enter the System Programming Password. If this option is selected from any other Extension the **Display** will show ‘Programming Refused’. Again, the default Programming Extension is Extension 20.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until ‘System programming’ is displayed.
- Select ‘System programming’.
- Enter the System Programming Password to access system programming. For more information about system programming, see page 90.

## Background music

This feature allows an extension to have music played over the speaker of a Featurephone while the extension is idle. This background music is supplied only if there is an external music source connected to the system. This background music is disconnected as soon as the user goes off hook or a call is presented to the extension.

- From your Featurephone, press the Programme Key .
- Press the Scroll Down Key  until 'Background Music' is displayed.
- Select the required option – 'Background music on' or 'Background music off'.

Press the Hands-free Key to finish programming.

## Do Not Disturb

If your Extension is set to 'Do Not Disturb', anyone trying to call you will receive a busy (engaged) tone. If the person trying to contact you has a Featurephone, 'Do Not Disturb Enabled' will appear on its **Display**. 'Call Back' and 'Reminder Call' are the only incoming ringing that will be accepted when this feature is set.

### To set Do Not Disturb on your Extension

- From the Idle Menu, press the Scroll Down Key  until 'Do Not Disturb' is displayed.
- Select 'Do Not Disturb'.

**Note:** 'Do Not Disturb' is unavailable on extension 20: the operator position.

### To cancel Do Not Disturb on your Extension

- From the Idle Menu, Select 'Cancel do-not-disturb'. This option is displayed only when the feature is set.


**Note:** When 'Do Not Disturb' is set, you will hear a broken dial tone when you lift the handset.

From a standard telephone, the code 736 is used to set and cancel this feature.

## Extension Lock

This feature allows you to lock your Extension to prevent unauthorised users from making external calls. You use a Lock Password to lock, unlock, or to make calls from a locked Extension. The default Lock Password for all Extensions is 123, but each Extension may change its password. Extension Lock Passwords can be examined from the Programming Extension.

### To lock your Extension

- From the Idle Menu, Press the Scroll Down Key  until 'Extension Lock' is displayed.
- Select 'Extension Lock'.
- Select 'Lock the Extension'.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 713.

### To unlock your Extension

- Select 'Unlock the extension'. This **Display** option only appears when the Extension is locked.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).


Press the Hands-free Key to finish programming.

From a standard telephone, the code is 713.

### To make a call from a locked Extension

- Dial 9, or press a Line Key, or dial the code for a Line (760 – 769), as if to select a Line.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).
- Lift the handset and press either 'Send digits' or the 'Hands-free Key'.
- A Line will be selected.
- Dial the number you require.



### To change your Extension Lock Password

- From the Idle Menu, press the Scroll Down Key  until 'Extension Lock' is displayed.
- Select 'Extension Lock'.
- Select 'Change the lock code'.
- Dial the existing 3-digit Lock Password. The default password is 123.
- Dial your new 3-digit Lock Password. The new Lock Password will not be displayed when entered.

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 714.

### To examine Extension Lock Passwords

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Examine passwords'.
- Select 'Ext. lock password'.
- Select the Extension. The Lock Password is briefly displayed on the top line of the 'Display'.




Press the Hands-free Key to finish programming.



## Call Waiting tone protection

As described on page 27, Extensions may present a busy Extension with a Call Waiting tone, provided the busy Extension is not protected against receiving Call Waiting tones. By default, all Extensions are protected against receiving Call Waiting tones. However, you may programme Extensions to receive Call Waiting tones.

### To programme an extension to receive Call Waiting tones

- From the Programming Extension, select the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Tone Protection' is displayed.
- Select 'Call Waiting'
- Select the Extensions you wish to allow receive Call Waiting tones. A  $\diamond$  is displayed beside those Extensions allowed to receive Call Waiting tones, and a \_ is displayed beside those Extensions protected against receiving Call Waiting tones. (By default, all extensions will have a \_ displayed).

Press the Hands-free Key to finish programming.

### To protect an individual call from Call Waiting tones

If your Extension can receive Call Waiting tones, you may protect each call on an individual basis from interruption.


- When you are on a call, select 'Tone protect' on the **Display**.

From a standard telephone, the code is R725.

## Reminder Call

This feature enables you to set your Extension to ring at a given time.

### To set your Extension to give you a Reminder Call at a given time

- From the Idle Menu, press the Scroll Down Key  until 'Reminder Call' is displayed.
- Select 'Reminder call'.
- Enter the time in the 24-hour clock format, for example, 0930 for 9.30 am.

At the programmed time the Extension will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

**Note:** Alarm calls must be set daily and therefore cannot be set more than 24hrs ahead.

### To review and cancel a Reminder Call

- To review a Reminder Call, select 'Reminder Call' and the time set will be displayed. Select 'Confirm' to retain the programmed time. If you wish to change the time, select 'Change' and enter a new time.
- To cancel the reminder call, select 'Change' followed by 'Confirm'.


From a standard telephone, the code 718 is used to set a Reminder Call, and the code 718\* is used to cancel it. A standard telephone cannot query the Reminder Call time.

## Extension Reset

You can reset your Extension to cancel all the following features if they have been set:

- Do Not Disturb
- Call Divert
- Call Back
- **Display** Messaging
- Reminder Call

### To reset your Featurephone

- From the Idle Menu, press the Scroll Down Key  to scroll downwards until 'Reset the telephone' is displayed.
- Select 'Reset the telephone'. The **Display** shows 'Extension reset' momentarily before returning to the Idle Menu.

If you are using a standard telephone, dial 739 and wait for the acknowledgement tone (internal dial tone).

## ***Incoming Call Handling on the BT Versatility***

### **General**

Calls can be presented to the **BT Versatility** on Analogue lines and Basic Rate ISDN lines.

Calls can be programmed to ring Individual Extensions, a Ring Group, a Hunt Group, Auto-Attendant, Courtesy Service or a Voicemail Box/System Voicemail box.

### **Incoming Calls to Individual Extensions**

When an Incoming call is programmed to ring an individual Extension all Diverts, Internal or External, programmed by the Extension are acted on. The call can be forwarded to the Extension's personal Mailbox. If 'Do Not Disturb' is activated by the Extension the call is presented to Extension 20. (Extension 20 cannot activate Do Not Disturb).

For calls on Analogue lines if the Extension is Busy the call is queued to the Extension and Call Waiting is activated.

For calls on ISDN lines if the Extension is Busy there is a programming option which allows the call to be accepted or rejected. See the 'Accept on Busy' Option in ISDN programming in the Line Programming section. If the call is accepted the call is queued to the Extension and Call Waiting is activated.

### **Incoming Calls to a Ring Group**

When an Incoming call is presented to a Ring group all the free Extensions in the Group are called. The call can then be forwarded to the Group Voice Box if one has been programmed for the Group.

#### **All Diversions Internal or External, programmed for the Group are acted on as follows**

If 'Do Not Disturb' is activated by an extension the phone is not called.

If all the Extensions in a Group activate 'Do Not Disturb' the call is presented to Extension 20. Extension 20 cannot activate 'Do Not Disturb'.

If the group is Busy or no extensions are logged in, the call is queued to the group and Call Waiting is presented to the Busy Extensions in the Group with 'Tone Protection' turned off.

For calls on ISDN lines: If the group is busy a programmable option is provided so that the call can either be rejected or Call Waiting presented. See the 'Accept On Busy' Option in ISDN programming in the Line Programming section.

### **Incoming Calls to a Hunt Group**

When an Incoming call is presented to a Hunt group the call rings a single Extension in the Group. The Extension is selected depending on the Hunt option selected i.e. 'Linear Hunt', 'Circular Hunt' or 'Longest Idle'.

The call can be forwarded to the Group Voice Box if one has been programmed for the Group.

#### **All Diversions Internal or External, programmed for the Group are acted on as follows**

If 'Do Not Disturb' is activated by an extension the phone is not called and the call is presented to another free Extension in the group.

If all the Extensions in a Group activate 'Do Not Disturb' the call is presented to Extension 20. Extension 20 cannot activate Do Not Disturb.

If the group is Busy and no extensions are logged in, the call is queued to the group and Call Waiting is presented to all the Busy Extensions in the Group with 'Tone Protection' turned off.



If the group is busy a programmable option is provided so that the call can either be rejected or Call Waiting presented. See the 'Accept on Busy' Option in ISDN programming in the Line Programming section.

**Note:** *Linear Hunting* is when calls are always presented to the first available Extension in the Group. *Circular Hunting* is when calls are always presented to the next available Extension in the Hunt Group. *Longest Idle* is when calls are presented so that they are evenly distributed to all Extensions in the group. Calls are presented to the free Extension with the longest time interval after handling an incoming call.

## Group Programming



This option is used to allocate Extensions and the Central Bell to groups and to designate the type of group: a Ring Group or Hunt Group. When a Group is programmed it can be associated with Lines, Accesses, MSN, DDI or CLI numbers and the Door Intercom. If a Group is programmed and no Lines, Accesses, MSN, DDI or CLI numbers or Door Intercom are associated with it, it is an Internal Group. A total of 20 Groups can be programmed. The first Group is programmed with Extensions 20-27 at Power Up. A maximum of 16 Extensions or 15 Extensions and the Central Bell can be programmed for a Group.

All groups can be called from other Extensions.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Group Programming'.
- The 20 Groups are shown. Select the Group.
- Two options are shown, Ring Group and Hunt Group. Select Ring group. The menu showing the equipped Extensions and the Central Bell, if the Options module is fitted, is displayed. Select those Extensions to be programmed in the group. Select the Central Bell if it is to be included.
- If Hunt Group is chosen select the type of Hunting for the Group, Linear, Circular or Longest Idle.

## Associating Lines with Groups or Extensions for Incoming Ringing

By associating lines with Groups or Individual Extensions you can have lines ringing different groups, or Individual Extensions, in Day and Night modes.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Select 'Incoming Ringing'.
- Select the line or Access.
- Select 'Day', 'Night', or 'Day and Night'.
- If the Line is to ring an individual Extension select extension and then the required extension. If the Line is to be presented to a group select Group and then the required Group.

The default is that all lines and Accesses ring Group 1 in both Day and Night Modes.

## Fax Line/Extension




If your **BT Versatility** is equipped with standard Analogue lines, and you wish to use a fax machine, it is recommended that one of the Analogue lines is allocated as a fax line with the number publicised accordingly.

Firstly, Programme the switch to route all calls received on this Line directly to an Individual Extension and equip this Extension with your fax machine. The Line will also be available to make outgoing calls as normal. You can then restrict the number of Extensions that have access to this Line for making calls to ensure that the Line is generally available to receive faxes.

## Restricting outgoing calls




This feature lets you decide which lines each Extension can access for outgoing calls. By default, all Extensions have access to all lines.

### To restrict an extension from accessing a particular exchange Line

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'Outgoing restriction' is displayed.
- Select 'Outgoing restriction'.
- Select the Line.
- Select the Extensions to be prevented from accessing that line. A  $\diamond$  is displayed alongside those extensions that are restricted from accessing the line, and a  $\diamond$  is displayed alongside those extensions that have access to the line.

Press the Hands-free Key to finish programming.

### To programme exchange lines to be used for incoming calls only

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'Incoming calls only'.
- Select 'Incoming calls only'.
- Select the lines that are to be used for incoming calls only. Lines programmed for incoming calls only will be indicated by a \_ alongside.




Press the Hands-free Key to finish programming.



## Outgoing Groups

### To programme Lines into groups for access using the codes 9, 760 – 769

'Exchange Lines' can be grouped together in up to eleven Outgoing Groups. Each Outgoing Group is associated with a code. These codes are 9, 760 - 769, with Group 1 being associated with 9, etc. Dialling a code selects a Line from the associated Outgoing Group.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'Outgoing groups' is displayed.
- Select 'Outgoing groups'.
- Select the Group you wish to set up. Up to eleven Groups can be set up, each with a corresponding access code – 9, 760 – 769
- Select the lines to be in the Group. The lines in the Group are indicated by a \_.

Press the Hands-free Key to finish programming.

**Note:** Lines can be in one Outgoing Group only. Selecting a Line to be a member of a Group automatically removes it from all other Groups.



## Day Service/Night Service

The 'Day Service'/'Night Service' feature allows you to change the extensions which ring on incoming calls, change the Class of Service at each extension, and change the voice greeting heard by callers (if you have voicemail installed). These changes can take place automatically, at pre-programmed times daily, or can be invoked manually. Furthermore, the system can be programmed to remain in 'Night Service' over the weekend.

### To set the automatic start and end times for Night Service

The Automatic 'Night Service' feature allows you to set two time bands in each twenty-four hour intervals; the system then automatically enters 'Night Service'.

From the Programming Extension, press the Programme Key .

- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Night Service' is displayed.
- Select 'Night Service'.
- Select 'Automatic on times'.
- Select 'On Time 1' to set the first time the 'Night Service' turns on automatically.
- Select 'On time 2' to set the second time the 'Night Service' turns on automatically.
- Select the Automatic Off times and set the two times that 'Night Service' is to turn off.




### To manually turn on Night Service

The Manual 'Night Service' feature enables you to turn 'Night Service' on or off manually. When you turn 'Night Service' on, the 'Night Service' ringing and 'Class of Service' come into operation.

- At Extension 20, select 'Night Service'.

## To have Night Service remain on over weekends

The Weekend Service feature ensures that if 'Night Service' is invoked on a Friday evening, the switch remains in 'Night Service' until Monday morning.



- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Night Service' is displayed.
- Select 'Night Service'.
- Select 'Weekend service'. A \_ symbol indicates the service is on and a ◇ symbol indicates it is turned off.

Press the Hands-free Key to finish programming

**Note:** To cancel Weekend service, repeat as above, selecting 'Weekend service off' as the last step.

## Setting the time and date

### To set the time and date on the system

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Select 'Time and date'.
- Enter the correct time in 24-hour format, (e.g. 2pm as 1400). The **Display** will prompt for a date.
  - If you only wish to set the time select 'Confirm' and the **Display** will revert to the Idle Menu.
  - Enter the date in dd/mm/yy format, (e.g. 10 December 1999 as 101299). When the date has been entered the **Display** will revert to the Idle Menu.

Press the Hands-free Key to finish programming.

**Note:** In the event of a power failure, you will need to reset the time and date.




**Note:** Changes to the system time will only take place when any external calls in progress at that time have cleared.

**Note:** If the Network Provider supplies the Caller Number **Display** service (CDS) the system time will be updated by the first incoming external call after 0200 hours.

## Hold options

When an external call is placed on hold, you can choose between supplying music, a tone, or silence to the caller. The music source can be internal, in which case it is integrated into the system and cannot be changed, or external, in which case an external source must be connected to your system.

### To supply music, tone or silence to callers on hold




- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Music on Hold' is displayed.
- Select 'Music on hold'.
- Select the option ('Internal Source', 'External Source', 'Tone on Hold' or 'Silence') that you want. The default is 'Internal Source' and the \_ indicates the current programme setting. Internal callers are always returned 'Tone on Hold'.

Press the Hands-free Key to finish programming.

## Hot Line

Extensions can be programmed so that they automatically dial a number when they go off-hook. The number dialled can be an extension or an external number.

### To have an extension dial a number automatically, when the handset is lifted

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Hot line' is displayed.
- Select 'Hot line'.
- Select the Extension from the Extension Menu.
- Enter the number to be dialled. If you wish to dial an external number, enter 9, or another Line access code, before the external telephone number, to select a Line.

Press the Hands-free Key to finish programming.



**Note:** When a Featurephone is programmed as a Hot Line, no other facilities can be invoked after it is programmed. As soon as you go off-hook on the Featurephone, the number is dialled.

**Note:** A common application for the Hot Line feature is for a fax or modem. The extension can be set to automatically select an exchange Line so the fax or modem does not have to dial 9.

## Assigning Extension names

You may assign names to extensions. When an extension receives an internal call, its **Display** will show the calling extension name in the place of the calling extension number.

### To assign a name to an extension

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Name programming'.
- From the Extension Menu, select the Extension you want to name and enter the name as described on page 15. Up to ten characters (including spaces) can be entered for each name.
- When the name is entered, select 'Confirm'. You will be presented with the Extension Menu and can continue programming other names.

Press the Hands-free Key to finish programming.

## Class of Service

Each extension may be programmed for a Class of Service. This determines the type of call the extension is allowed to dial. Four tables, which can be programmed with up to fifty codes, are used to implement six Classes of Service:

1. By default, all extensions are in Class 1, that is, they have no restriction placed on them.
2. An extension placed in Class 2 is restricted from dialling the codes programmed in Table 2. (Table 2 would typically be programmed with the international access code 00).
3. An extension placed in Class 3 is restricted from dialling the codes programmed in Tables 2 and 3. (Table 3 would typically be programmed with non-local national access codes).
4. An extension placed in Class 4 is restricted to internal and emergency, (999 and 112), calls only.
5. An extension can be placed in Class 5 in addition to being in Class 2 or 3. In this case the codes programmed in Table 5 are allowed.
6. An extension can be placed in Class 6 in addition to being in Class 1, 2 or 3. In this case the codes programmed in Table 6 are restricted.

The table shows the types of restriction for the different Classes of Service available:




Type of restriction	Table	Class
No restriction	-	1
Restrict codes in Table 2	Table 2	2
Restrict codes in Table 2 and 3	Table 3	3
Internal and emergency calls only	-	4
Allowed codes that can be combined with Class 2 or 3	Table 5	5
Restricted codes that can be combined Class 1, 2 or 3	Table 6	6

**Note:** The emergency codes are 999 and 112. They cannot be barred.

**Note:** Both Classes 5 and 6 can be associated with the same extension.

**Note:** Class 5 cannot be associated with Class 4 extensions.

### To set up Class of Service access tables

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Class codes' is displayed.
- Select 'Class codes'.
- Select the 'Table' to which you want to assign codes. (Table 2, 3, 5, or 6).
- Select an 'Index number' and enter the code.



When entering a code an additional option is given on the display of your Featurephone. This option is the "Any" key, which when selected inserts the symbol "X" into the next character of the code (number) you are entering. The symbol "X" will represent any number (1 to 0).

- Select 'Confirm' when the code is entered.

Press the Hands-free Key to finish programming.

### To restrict Extension outgoing calls during the day



With this feature, you can assign the extensions to a Class of Service that will operate when the system is in 'Day Service'. On power-up, all extensions are in Class 1.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Restriction classes'.
- Select 'Day Class of Service'.
- Select the Class you want to assign to the Extensions, (Class 1 – Class 6).
- Select the Extensions to be entered in this Class.

Press the Hands-free Key to finish programming.

### To restrict Extension outgoing calls during the night

With this feature, you can assign the extensions to a Class of Service that will operate when the system is in 'Night Service'. On power-up all extensions are in Class 1.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Restriction classes'.
- Select 'Night Class of Service'.
- Select the Class you want to assign to the Extensions, (Class 1 – Class 6).
- Enter the Extensions to be entered in this Class.




Press the Hands-free Key to finish programming.



### To allow Extensions use System Speed Dials overriding call restrictions

You may wish to allow extensions to dial numbers entered in the System Speed Dial list which they are restricted from dialling directly. For example, these could be numbers that extensions in Classes 2, 3 or 4 cannot dial directly. Entering these numbers into the System Speed Dial list and activating this feature on the extensions allows the restricted extensions to access these numbers.

By default, this feature is not activated on any extension.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Sys. Speed no. override' is displayed.
- Select 'Sys. speed no. override'
- Select the extensions on which you wish to activate the feature. Those extensions allowed to dial System Speed Dial numbers not normally appropriate to their Class of Service are indicated by a \_.

Press the Hands-free Key to finish programming.

**Note:** Numbers on an extension's Personal Speed Dial list cannot override the Class of Service restriction of the extension.

## Power failure options

### To provide battery backup

Your **BT Versatility** can be equipped with an optional Battery Backup Unit (BBU). When equipped, full operation of the **BT Versatility** is provided for at least one hour in the event of a power failure. If your system is equipped with ISDN access, it is recommended that this BBU be installed as calls can be received and made on the ISDN lines if power fails.

### Battery Alarm

If your system is equipped with a Battery a message 'Battery Alarm' is displayed on Extension 20 if the system is running on the Battery. If you are not aware that the normal power has failed check the switch is plugged in.

### To make outgoing calls following a power failure

In the event of a mains power failure, (with the system not equipped with a BBU), Analogue exchange lines are switched automatically to particular extensions and calls can be made and received on these lines until the power is restored. The Featurephone will not work when power has failed, so these extensions must be connected to standard telephones in order for calls to be made.

- Line 1 is switched to Extension 26
- Line 2 is switched to Extension 27
- Line 5 is switched to Extension 34
- Line 6 is switched to Extension 35
- Line 9 is switched to Extension 42
- Line 10 is switched to Extension 43
- Line 13 is switched to Extension 50
- Line 14 is switched to Extension 51

**Note:** ISDN lines are not switched. A Battery Backup Unit must be provided if ISDN service is required during a power failure.

## Connecting the Battery

Ensure the battery switch on the BBU unit is turned off.

- **This switch does not turn off the mains supply. The mains is disconnected by unplugging the mains cord.**
- Insert the battery into the battery cavity in the CCU.
- Connect the cables from the battery charger to the battery ensuring that the cables are connected correctly. Red cable to Red battery terminal, Black cable to Black battery terminal.
- Turn the battery charger switch on.
- Reconnect the mains.



### Led Indicators

A status LED on the BBU is provided.

- GREEN indicates the unit is running from mains power and the battery is charging or fully charged.
- ORANGE indicates the unit is running off the battery.
- RED indicates that the battery is discharged.
- Flashing RED indicates the battery is disconnected and the switch is running from the mains.

## Using voicemail and other voice services

A Courtesy Service greeting is available as standard on your **BT Versatility**.

If your system is equipped with a Voice Module, a number of other voice services are available. These services are: Voice Mailboxes, System Voicemail box, Auto-attendant and customisation the Courtesy Service greeting.

### Courtesy Service

This service is available, with a standard greeting, on all systems. If the system is equipped with a Voice Module, you can customise the greeting. When the Courtesy Service feature is activated on an exchange Line, callers to the system are answered automatically with a greeting after a programmable period.

If a call rings in during 'Day Service' and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: *'Thank you for calling. Your call will be answered shortly. Please hold.'*




If a call rings in during 'Night Service' and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: *'There is no one available to take your call at the moment. Please call back again during office hours.'*

While the message is being returned the call continues to ring as an incoming call until an extension answers it. If the call is not answered within three minutes it is automatically disconnected.

A programming choice is given to select the source for the message, the internal source, or the Voice Module source (if you have a Voice Module fitted). The Voice Module source should only be chosen if you wish to customise the messages.

This service can be used where there can be delays in answering calls and you want to ensure that callers do not hang up before someone answers their call.

### To have callers automatically receive a Courtesy greeting

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'lines'.
- Press the Scroll Down Key  until 'Incoming ringing is displayed.
- Select the Line or Access that is to be programmed.
- Select Day, Night, or Day and Night.
- Select Courtesy service.





Press the Hands-free Key to finish programming.

The courtesy message can be provided from the Internal source, available on all systems, or the voice Module source. This is selected in the 'Courtesy Service Source' option in Line programming. If the Voice Module source is chosen you can enter your own personalised message.

**Note:** The 'Voice module source' is only available when a Voice Module is installed. (See page 59).

### To change the ringing time before calls receive the Courtesy greeting

You can change the time that a call will ring before being automatically answered by the Courtesy Service, as follows:




- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Timers' is displayed.
- Select 'Timers'.
- Press the Scroll Down Key  until 'Courtesy Delay' is displayed.
- Select 'Courtesy delay'
- Enter the time required in seconds, (01 - 30).
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

### To have callers receive a customised Courtesy greeting

When a Voice Module is installed, you can program the Courtesy Service feature to select the Voice Module as the source of the message. This allows you to customise the Courtesy Service by recording the message you wish returned to the caller.

### To record a customised Courtesy greeting

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Change greetings' is displayed.
- Select 'Change greetings'
- Select 'Courtesy service day' or 'Courtesy service night' to record the 'Day Service' and 'Night Service' greetings respectively.
- Select 'Record greeting'.
- When prompted, speak and record the new greeting.

Press the Hands-free Key to finish programming.

## Voicemail

Voicemail services are available only on those systems equipped with the Optional Voicemail Module.

### Voicemail common parameters

Up to 33 extensions (32 on Ports cards + long line extension) can be allocated voice boxes. The 20 Ring groups can also be allocated Voice Boxes. A further ten Mailboxes, not associated with extensions or Groups, can also be programmed. These are called Phantom Mailboxes and can be used for people who have not got a dedicated extension.




The maximum number of messages that can be stored in a Mailbox is 20 at power up. This number is programmable from 10 to 50 messages.

The maximum message and Greeting length is programmable between 60-180 seconds. The time allocated at Power Up is 60 seconds.

Unretrieved messages are deleted in 15 days and retrieved messages are deleted in 3 days.

An extension must be allocated a Voice Mailbox before it can use voicemail. In default, extensions are not allocated a Voice Mailbox.


### To allocate a Voice Mailbox to an extension

- From the Programming extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Voice boxes' is displayed.
- Select 'Voice boxes'
- Enter the Extensions, Groups, and Phantom Extensions to be allocated a Voice Mailbox. Those allocated a box will be indicated by a \_.

Press the Hands-free Key to finish programming.

### Voicemail Capacity

You change the message capacity of Mailboxes from the default of 20 messages per Mailbox to a higher or lower amount from 10 to 50 depending on demand.

- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Mail box capacity' is displayed.
- Select 'VM capacity'
- Enter the maximum number of messages to be stored per Mailbox.

Press the Hands-free Key to finish programming.


### To turn on your Voice Mailbox

When an extension is allocated a Mailbox 'Divert' on no answer is automatically set to the Voice Box. All calls not answered by the extension are automatically answered by the Mailbox.

If you wish to have all calls go immediately to the Voice Mailbox you can activate 'Divert All Calls' to the Voicemail.

- You turn on your Voice Mailbox by diverting calls to the number 710.
- Select 'Divert' on the idle menu and choose 'Divert all calls'.
- Select 'Divert to VM' or enter 710 as the Extension Number
- If 'Divert on no answer' is activated to 710, calls unanswered after four rings will be answered by the Voice Mailbox.
- If 'Divert on busy' is activated to 710 calls you cannot receive will be answered by the Voice Mailbox.
- For information on how to divert calls, see page 19.

## To access your Voice Mailbox

- Press the Message Key .
- Select 'Voice messaging'.
- Enter your Extension number, (which is your Voice Mailbox number).
- Enter your Voicemail Password, (1111 by default), followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor' and 'Cancel'.
- Select the **Display** option you require.

**Note:** To access a Group Mailbox enter the Group number (180 – 199) as the extension number. To access a Phantom Mailbox enter the Phantom Box number (100 – 109) as the extension number.

## To retrieve messages left in your Voice Mailbox

If new voice messages have been left in your Voice Mailbox, the Message Waiting Light, located on the top right-hand corner of your Featurephone, will be on. In addition, the top line on your Featurephone **Display** will show 'New voice messages'.

- Select 'New voice messages'.
- Enter your Extension number.
- Enter your Voicemail Password, which is 1111 by default, followed by #.
- Select 'Play'. The new messages are played.

**Note:** Each message is timestamped to tell you when the message was received. When all new messages are played, you are informed of the total number of messages in your box. You may skip the time stamp by dialling 8, which jumps forward ten seconds.

## Forward a message from a system phone Extension

A user can forward a message from their voice box to another voice box.

- While you are listening to the message select the 'Forward message' option
- Select the Extension to forward to from the menu on the phone

In the forwarding voice box the forwarded message is considered as a message that has been heard by the user.

## To automatically call the sender of a message

The 'Return call' feature allows a user to initiate a call to the sender of a message in their voice box.


- When you have listened to a message in the Voicemail select the 'Return Call' option
- The system initiates a call to that number

**Note:** To return calls to external callers the CDS service must be available on the lines.




### **To record your own Voice Mailbox greeting**

Each extension, which has been allocated a Voice Mailbox, can record its own greeting. This will be relayed to callers who are answered by the Voice Mailbox.

- At your Extension, press the Message Key  .
- Select 'Voice messaging'.
- Enter your Extension number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Greeting'.
- Select 'Record greeting'
- Speak to record a personalised greeting when prompted.
- Press 'Confirm'.

Press the Hands-free Key to finish programming

### **To replay the Voice Mailbox greeting**

- At your Extension, press the Message Key  .
- Select 'Voice messaging'.
- Enter your Extension number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Greeting'.
- Select 'Replay greeting'

The greeting will then be replayed for you.

### **Transferring calls to Voice Boxes**

You can transfer calls to any Voice Box without calling the extension.

- When you are on a call select 'Transfer to VM'.
- The menu is updated showing those Extensions equipped with voice boxes. Select the Extension.
- Select 'Transfer' or replace the handset.

### **To retrieve your Voice Mailbox messages remotely**

In order to access your Voice Mailbox remotely you must have your calls diverted to your Voice Mailbox, and have either a Line programmed to ring directly at your extension, or have a Line programmed with the Auto-attendant service (See page 67).

You can also have your call transferred to your voice Mailbox:

- If a Line is programmed to ring directly at your extension and your Voice Mailbox is turned on, dial the Line number.
- If you do not have a Line ringing directly to your extension dial in on an Auto-attendant Line, and when you receive the Auto-attendant message dial your extension number.
- Call in on a line which you know will be answered and have the call transferred to your Mailbox.
- When answered by your voicemail greeting, access your Voice Mailbox by dialling the code 711, followed by your extension number, Voicemail Password and #.

### **Then dial the following numbers to access your messages**

While listening to the Greeting



- Dial 1 Playback commences at the first message
- Dial 91 Change the outgoing greeting
- Dial 92 Check the outgoing greeting
- Dial 93 Delete the outgoing greeting
- Dial 0 Change Voicemail Password

When playback of messages has commenced

- Dial # Playback is paused
- Dial 2 Save this message and move to the next message
- Dial 3 Erase this message and move to the next message
- Dial 4 Go back to the start of the message
- Dial 5 Go back to the previous message
- Dial 6 Erase all messages
- Dial 7 Go back ten seconds
- Dial 8 Go forward ten seconds/Skip the time stamp
- Dial 9 Forward the message to another extension
- Dial 0 Return Call. Automatically make a call to the caller who left the message (this feature is not applicable when Mailbox is accessed remotely).

### **To monitor/pick-up callers as they speak to your Voice Mailbox**


You can operate your voicemail in Voicemail Monitor Mode. In this mode, when calls are diverted to your Voice Mailbox and your extension is free, the call is relayed over the speaker of your Featurephone. If you lift your handset you can intercept the call in which case no message is left in the Voice Mailbox.

- Press the Message Key .
- Select 'Voice messaging'.
- Enter your Extension number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Press the Scroll Down Key  until 'Monitor' is displayed.
- Select 'Monitor'.
- Select 'Monitor on' or 'Monitor off'.

Press the Hands-free Key to finish programming.

## To change your Voicemail Password

By default, each Extension is allocated the same Voicemail Password, (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the Message Key  .
- Select 'Voice messaging'.
- Enter your Extension number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Change password'.
- Enter your new Voicemail Password, which can be up to eight digits long.
- Press 'Confirm'.

Press the Hands-free Key to finish programming.



**Note:** If you forget your Voicemail Password, you can check all extension Voicemail Passwords from the Programming Extension.

## Group mail boxes

If Group Divert is activated to voicemail, messages for the group will be recorded in the group voice box. 'New group message' will be displayed on the display of all Featurephones in the Group.

## To check all Voicemail Passwords

All Extension Voicemail Passwords can be examined from the Programming Extension.

- From the Programming Extension, press the Programme Key  .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Select 'Examine passwords'.
- Select 'Voicemail password'.
- Select the Extension whose password you wish to examine. The Voicemail Password of that Extension is briefly displayed on the top line of the **Display**.

Press the Hands-free Key to finish programming.

## To operate voicemail from a standard telephone

Standard telephones can also be allocated Voice Mailboxes. When a Voice box is allocated the 'Divert On No Answer' is automatically set for the extension. You can set 'Divert All Calls' or 'Divert On Busy' to the Mailbox as well by setting the Divert to 710.

- 732 for 'Divert all calls'
- 733 for 'Divert on busy'
- 734 for 'Divert on no answer'

If your extension is equipped with a phone that can detect CDS information an indication will be given on the phone that you have new voice messages. If your phone does not have CDS capability you should manually access your Voice Mailbox for messages.

To access the Voice Mailbox, dial the code 711, followed by your extension number, Voicemail Password and #. Then dial the following numbers to access your messages:

### While listening to the Greeting

- Dial 1 Playback commences at the first message
- Dial 91 Change the outgoing greeting
- Dial 92 Check the outgoing greeting
- Dial 93 Delete the outgoing greeting
- Dial 0 Change Voicemail Password

### When playback of messages has commenced

- Dial # Playback is paused
- Dial 2 Save this message and move to the next message
- Dial 3 Erase this message and move to the next message
- Dial 4 Go back to the start of the message
- Dial 5 Go back to the previous message
- Dial 6 Erase all messages
- Dial 7 Go back ten seconds
- Dial 8 Go forward ten seconds/Skip the time stamp
- Dial 9 Forward the message to another extension
- Dial 0 Return Call. Automatically make a call to the caller who left the message.

## System Voicemail box


This feature allows you to set up an System Voicemail box to answer incoming calls. This service is only available when a Voice Module is installed. You can select which lines are to be answered by the System Voicemail box when it is turned on. It can be used on both ISDN and Analogue lines. You can select how long a call rings before the System Voicemail box answers.

All messages received are stored in a system System Voicemail box, which is controlled by Extension 20. Extension 20 can also customise the greeting. You can turn the System Voicemail box service on and off at any time at Extension 20 and its operation is independent of 'Night Service'.




This service replicates a System Voicemail box. You can use it if you are not answering calls at lunch or at night, or simply want to record messages from callers. If desired, you can have this feature on permanently, so that calls, which are not answered for a programmable period, are answered by the System Voicemail box. The greeting may ask callers to dial an extension number, in which case the call will be transferred through to that extension.

**Note:** If a call is received when the Voice Module storage is full, it will not be possible to store any further messages. In this case the following standard greeting will be given to the caller: *'There is no one available to deal with your call at the moment. If you wish to contact a particular extension, please dial the number.'*

### To turn the System Voicemail box on and off


- At Extension 20, press the Scroll Down Key  until 'System VM box' is displayed.
- Select 'System VM box' to turn the System Voicemail box on. Deselect 'System VM box' to turn the System Voicemail box off.

### To programme Lines to be answered by the System Voicemail box

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'System VM box' is displayed.
- Select 'System VM box'
- Select the lines to be answered by the System Voicemail box. The lines that will be answered are indicated by a \_.




Press the Hands-free Key to finish programming.

### To change the greeting on the System Voicemail box

- Press the Message Key .
- Select 'Voice messaging'.
- Enter 0 as the Extension number, (which is your Voice Mailbox number).
- Enter your Voicemail Password, (1111 by default), followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor' and 'Cancel'.
- Select 'Greeting'.
- Select 'Record greeting'
- Speak to record a personalised greeting when prompted.
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

### To set the time a call will ring before the System Voicemail box answers

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Timers' is displayed.
- Select 'Timers'.
- Select 'System VM box'
- Enter the time. The default is 010 seconds.

Press the Hands-free Key to finish programming.

### To retrieve messages left on the System Voicemail box

Messages stored on the System Voicemail box can be retrieved from any Extension. When messages have been left, the Message Waiting Light on Extension 20 will be lit and the 'Ans/machine messages' will appear on the top line of the **Display**.

- Select 'Ans/machine messages'.
- Enter 0 as the Extension number.
- Enter the Voicemail Password and select the option you require.

**Note:** Extension 20 can have its own Voice Mailbox, accessed by using Extension number 20. The System Voicemail box has its own Mailbox, accessed by using Extension number 9. Both can have their own Voicemail Passwords.

### To retrieve System Voicemail box messages remotely

- Dial in on an Auto-attendant Line. (See page 67 for information on the Auto-attendant feature).
- When you receive the Auto-attendant greeting, dial 711, followed by Extension number 9, the System Voicemail box Voicemail Password and #.

## Auto-attendant

The Auto-attendant feature allows callers to ring directly through to an extension provided that they know the extension number of the person they wish to contact. A Voice Module must be installed for this feature to operate. The service is available on both Analogue and ISDN lines.

When the caller telephones in on a Line programmed for Auto-attendant, the call will be answered by the system within a programmed time - ten seconds by default.

When the system is in 'Day Service', the caller will hear the following pre-recorded greeting: *'Thank you for calling. If you know the extension number you wish to contact, please dial the number. If you require assistance, please wait or dial 9.'* When the system is in 'Night Service', the caller will hear the following pre-recorded greeting: *'Thank you. There is no one available to handle your call at the moment. If you wish to contact a particular extension, please dial the number.'* You can customise these greetings.



The caller then dials the extension number required. (The caller's telephone must be in tone dialling mode).




The system will wait ten seconds for the caller to dial the first digit and a further four seconds for the second digit. If the digits are not received within that time, or an incorrect extension number is dialled, the call will ring in as a normal incoming call.

When the caller enters the extension number correctly, the extension will ring. If it is not answered within thirty seconds, the call will be presented as a normal incoming call. If the extension is busy the call will be presented as a normal incoming call.

If a call is received on an Auto-attendant Line when the voicemail system is busy, the call will ring as a normal call. If the voicemail system becomes free before the call is answered, the Auto-attendant feature is activated and the call is automatically answered and the Auto-attendant message is returned.



You may use this service to allow callers dial extensions directly, if you are not availing of the ISDN MSN/DDI service.

### **To have an Auto-attendant answer calls and allow Extension access**

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'Incoming ringing is displayed'.
- Select the Line or Access that is to be programmed.
- Select Day, Night, or Day and Night
- Select Auto attendant

Press the Hands-free Key to finish programming.

### **To customise the Auto-attendant message**

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Select 'Change greetings'
- Select 'Auto attendant day' or 'Auto attendant night' to record the 'Day Service' and 'Night Service' greetings respectively.
- Select 'Record greeting'.
- When prompted, speak to record the new greeting.

Press the Hands-free Key to finish programming.



## ***Programming additional system options***

### **Using a Door Intercom**

You can equip your **BT Versatility** with a Door Intercom. The Door Intercom has a button which, when pressed, rings at programmed extensions, and has a microphone/speaker for communication. With a Door Intercom fitted in your reception area, anyone visiting your premises can call when they arrive and you can speak to them before you let them in.

Your **BT Versatility** also features a Doorstrike relay output, which can be used to operate a Doorstrike mechanism, to allow you open the door from your extension. You must purchase the Doorstrike mechanism yourself and arrange for a qualified electrician to install it.



#### **To set up a Door Intercom on your System**

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Select 'Door Intercom'.
- Select 'Door Intercom equipped'.

Press the Hands-free Key to finish programming.

#### **To set up which Extensions the Door Intercom will ring**

You can choose which Extensions will ring upon calling from the Door Intercom, for either Day or 'Night Service'.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Incoming Ringing'.
- Select 'Door Intercom'.
- Select 'Day', 'Night', or 'Day and Night'.
- If the Door Intercom is to ring an individual Extension select 'Extension' and then the required extension. If the Line is to be presented to a group select Group and then the required Group.

The default is that the Door Intercom rings Group 1 in both Day and Night Modes.

Press the Hands-free Key to finish programming.

#### **Answering a Door Intercom call**

You can answer a Door Intercom call if your extension is programmed to ring when someone calls at the Door Intercom.

- To answer a 'Door Intercom' call lift the handset and speak. There is no code to dial.




**Note:** An extension cannot make a call to a Door Intercom.

### To open a door using the Doorstrike

- When your extension is ringing with a Door Intercom call, and you have a Doorstrike mechanism installed, the option 'Open the door' will be displayed.
- Select 'Open the Door'. The Doorstrike relay will operate and the call to the Door Intercom will be disconnected.

From a standard telephone, the code is R731 if you are on a call, and 731 if you are not on a call.

### To programme which Extensions can operate the Doorstrike

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Open door restriction' is displayed.
- Select 'Open door restriction'.
- Select which Extensions are restricted from opening the door. The Extensions restricted from operating the Doorstrike will be indicated with a \_.

Press the Hands-free Key to finish programming.

## Call Logging

Your **BT Versatility** system can be connected to a printer or PC, which will maintain a record of incoming and outgoing calls made on the system. Details are printed as the calls are completed.

A buffer is provided to store the last 500 call records. This buffer can be output to the Serial Port as required. This is selected in the system programming.

An X-on X-off signal can be enabled which allows the switch to detect if a device on the serial port, which supports X on X off is receiving the data.

Another option allows the last four digits of the dialled number to be masked. This is 'Restricted call logging'.

The interface to the printer or PC should be serial V24/RS232-C and should meet the following specifications: Speed – 4800, 9600, 19200, 38400 or 115,200 bps. Data – 8 bits (no parity).

Calls are printed out in the following format as they are completed:




1	2	3	4	5	6	7	8	9	10
O/G	1234	10/01/99	12.00:01	00:00:30	L01	S21	S21	:000.00	1234567
O/G		10/02/99	12.00:10	00:01:56	L02	S25	S25	:000.00	567890
I/C	5678	10/13/99	12.01:13	00:06:32	L03	S22	S24	:000.00	

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Account Codes
3	Date (day/month/year)
4	Start time
5	Duration of the call
6	Line used
7	Initiating Extension
8	Terminating Extension
9	Cost. (Only available if the ISDN service, AOC, is enabled on the network)
10	Digits entered (outgoing calls only)

### To enable/disable Call Logging




Call Logging is disabled by default on power up. If a Call Logging Interface Module is installed, you should enable Call Logging.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Call logging' is displayed.
- Select 'Call logging'.
- Select either 'Call logging on', 'Call logging off', 'Restricted call log ON', 'Enable Xon/Xoff' or 'Print Log'.

Press the Hands-free Key to finish programming.




### To prevent calls from individual Extensions being logged

If Call Logging is enabled, then by default all calls from all extensions will be logged. However individual extensions can be programmed to prevent their calls being logged.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'No call logging' is displayed.
- Select 'No call logging'.
- Select the Extensions whose calls are not to be logged. The selected Extensions will be indicated with a \_.

Press the Hands-free Key to finish programming.

### To set the call logging interface speed for connecting a Printer or PC




- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Set v24 baud rate' is displayed.
- Select 'Set v24 baud rate'.
- Select the speed you require – 4800, 9600, 19,200, 38,400 or 115,200 bps.

Press the Hands-free Key to finish programming.

**Note:** To connect a printer or PC for call logging, use the call logging interface module and cable provided and connect one end to the V24 interface on the CCU and the other end to the serial device, e.g. a PC or a printer.

### External diversion Options

This allows you to decide if External callers or External and internal Callers to your extension are diverted externally if you have set an external divert. It also allows extensions to be prohibited from activating an external diversion.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'External Diversion' is displayed.
- Select 'External diversion'.
- Select 'No trunk to trunk calls'.
- Select the extensions that are not allowed to activate an external diversion or set up trunk to trunk calls.

If both internal and external calls are to be diverted select 'All calls'.

If external calls only are to be diverted select 'External calls only'.

## Operation with a parent PABX

You can connect the **BT Versatility** to a parent PABX via its Line interfaces.

You can programme any of the eleven Outgoing Groups to work with a parent PABX. When programming the Outgoing Groups as PABX groups, PABX access digits and the number of digits in a PABX extension number are entered. The PABX access digits are the digits that must be dialled to select an exchange Line in the parent PABX. (You can have a maximum of two PABX access digits).




If you wish to make an external call via the parent PABX, you must select a line connected to the PABX, placing the access digit(s) before the external number you require. If you wish to make a call to a parent PABX extension, you must select a Line connected to the PABX and dial the extension number without any access digit(s).

**Note:** The system will take the access digits into account in deciding whether the extension is restricted from making the call according to its Class of Service, that is, an extension prevented from making external calls will be also prevented from making external calls through the parent PABX.

Both external numbers and PABX extension numbers may be entered into Personal and System Speed Dial lists. When a speed dial number is selected for dialling, the system checks whether the number is a PABX extension by checking the number of digits against the programmed extension number length. If it is a PABX extension the system selects a PABX Group and if a Line is free dials the digits. If the selected number is an external number, the system attempts to select an exchange Line. If one is available, it dials the number without inserting the access digits. If an exchange Line is not available a free PABX Line is selected and the access digits are automatically inserted.

If Redial is activated the number is redialled on the same group on which the original call was made.

### To programme PABX Access digits

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System Programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PABX group' is displayed.
- Select 'PABX group'.
- Select which Outgoing Group you wish to use. You are then presented another menu with which to programme the parent PABX Access digits.
- Select 'Set/clear PABX status' to set or clear the selected Outgoing Group as a PABX Group. A confirmation prompt appear momentarily on the top line of the **Display**.
- Select 'Access digits'. Enter the 'Access digits' for an external Line on the parent PABX and select 'Confirm'.
- Select 'Ext. num. length'. Enter the number of digits in the Extension numbers on the parent PABX.



Press the Hands-free Key to finish programming.



## Miscellaneous system configuration options

### To change the Programming Extension



System programming can only be carried out at one Featurephone, that is, the Featurephone connected to the Programming Extension. By default, Extension 20 is the Programming Extension. The Programming Extension can be changed to any other Extension if required.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Select 'Programming position'.
- Select the Extension you wish to have as the Programming Extension. The selected Programming Extension is denoted by a \_.

Press the Hands-free Key to finish programming.

### To change the System Programming Password




The default System Programming Password (1111) can be changed to any 4-digit number.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Select 'Change password'.
- Select 'Change' and enter the 4-digit number you require.
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

### To configure unequipped Line interfaces




The system assumes that available Line interfaces have exchange lines connected to them. If a line interface does not have an exchange line connected ensure correct system operation by unequipping the line interface in system programming, as follows:

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'Equipped Lines' is displayed.
- Select 'Equipped lines'.
- Select the lines you wish to equip or unequip. Equipped lines are denoted by a \_.  
Unequipped lines are denoted by a ◇.

Press the Hands-free Key to finish programming.

## To configure disconnected Extensions




The system assumes that all available extension interfaces have devices connected to them. If an extension interface does not have a device connected, ensure correct system operation by disconnecting the extension interface in system programming, as follows

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Extension disconnect' is displayed.
- Select 'Extension disconnect'.
- Select the Extensions you wish to connect or disconnect. Disconnected Extensions are denoted by a \_.

Press the Hands-free Key to finish programming.

**Note:** When a Featurephone is connected to an extension interface that is programmed as disconnected, the Featurephone **Display** may appear as if the Featurephone is connected. However, when the handset is lifted a busy tone is heard and no options will be displayed.




## To examine system passwords

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Examine passwords' is displayed.
- Select 'Examine passwords'.
- Select either 'Extension lock password', or 'Voicemail password', or 'System VM box'.
  - If you selected 'Extension lock password', the Extension menu will appear. Select an extension and its Extension Lock Password will appear on the **Display**.
  - If you selected 'Voicemail password', the Extension menu will appear. Select an extension and its Voicemail Password will appear on the **Display**.
  - If you selected 'System VM box', the System Voicemail box Password appears on the display.

Press the Hands-free Key to finish programming.

## To configure Line Key Lights




When a call is placed on System Hold, you can decide if the associated Line Key Light is to flash or remain steady on all other Featurephones. The default setting is that the light flashes.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Line key light' is displayed.
- Select 'Line key light'
- Choose either 'Light flashing on hold' or 'Light steady on hold'.

Press the Hands-free Key to finish programming.

### To prohibit trunk-to-trunk calls on an extension



You may prohibit individual extensions from activating External Divert, External Transfer and External Conference. (These features set up so-called trunk-to-trunk calls).

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'External Diversion' is displayed and select.
- Select 'No trunk-to-trunk calls'.
- Select the Extensions to be denied this feature. Those Extensions denied the feature are indicated by a \_.

Press the Hands-free Key to finish programming.

### To move a faulty Extension



If an extension interface becomes faulty, you can swap its extension programming to a different extension. Calls for the faulty extension will be routed to the new extension.

- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Port Swapping' is displayed.
- Select 'Port swapping'.
- Select the faulty Extension from the Extension list.
- Select the new Extension from the Extension list.

Press the Hands-free Key to finish programming.

### To Change ringing from 25 to 50 Hz



This option allows the ringing frequency to be changed from the default 25Hz to 50 Hz on individual extensions

- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until '25/50 Hz ringing' is displayed.
- Select '25/50 Hz ringing'.
- Select the extensions to ring at 50 Hz.

The default is that all extensions are set for 25 Hz ringing.

### Inverting ringing cadences

The external and Internal ringing cadences can be interchanged on an extension by extension basis.



- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Inverted Ringing' is displayed.
- Select 'Inverted Ringing'.

Select the extensions that require the cadences changed.

## Flexible numbering

The extensions numbers, Line access digits, and first digit of the feature codes can be changed. This allows systems with DDI Numbers to have their extension number reflect the DDI number.

When the extension numbers are changed they can only be of 3 or 4 digits.

- From the Programming Extension, press the Programme Key .
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Flexible numbering' is displayed.
- Enter the number length from 3 or 4 digits
- Select the start extension
- Enter the new number.

The system will automatically allocate the remaining numbers.

If the range selected conflicts with the current programming the switch will automatically set a range which does not have a conflict. The option to manually adjust the numbering may then be selected, the conflicting numbers reprogrammed and the range may then be reset to the required numbers.

Once the numbers have been automatically reallocated it is also possible to manually adjust the numbers for the following: Extension numbers, Misc. extensions, Line access, Operator code, Feature code, Speed dial.

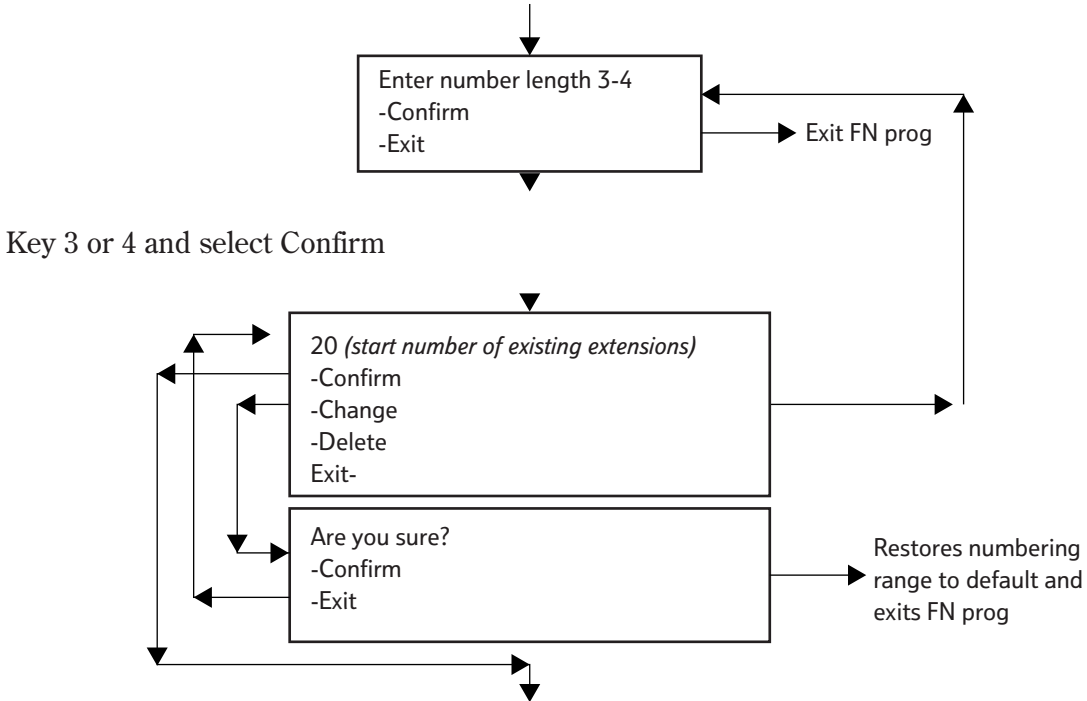
Once the above procedure is completed:

- Select 'Manual'.
- Select either 'Extension numbers' or 'Other codes'.
- If 'Extension numbers' select the required extension and change the number.
- If 'Other codes' is selected.
- Select one of the options:  
Misc. extensions, Line access, Operator code, Feature code, Speed dial.
- The current number is displayed for 2 seconds.
- Enter the new number required.
- Press confirm.
- If there is a conflict 'Invalid' is displayed and another number must be entered.
- Repeat this procedure for all required options.

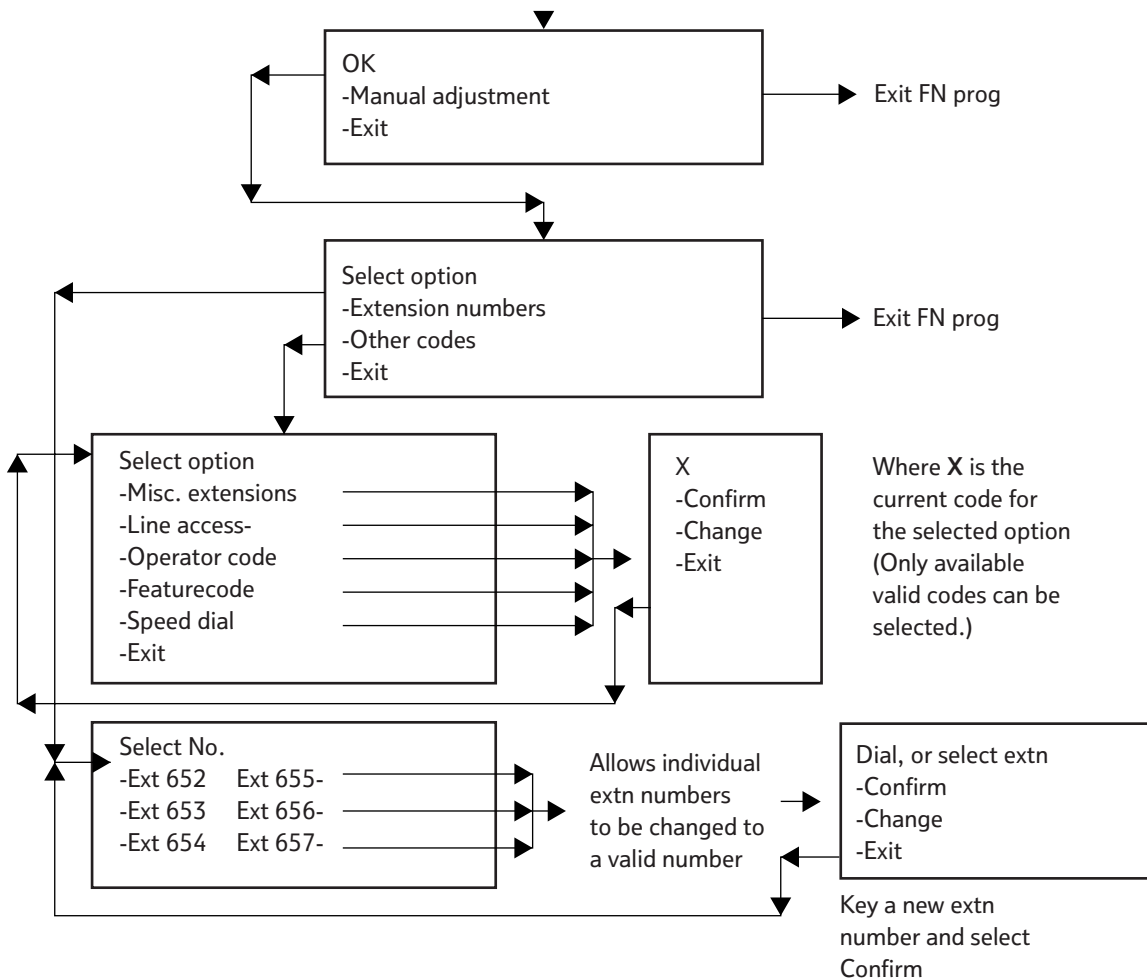
**Note:** The "Misc. extensions" option covers 'Group numbers', 'S<sub>0</sub> extensions' and 'Phantom mail box numbers'.

**General rules:**

1. If you select Confirm without making an entry the top line of the display changes to \_ \_ \_ \_ \_ to allow the entry to be made.
2. If you make an invalid entry Invalid shows on the top line of the display.






Input a valid first number of the new numbering range and select Confirm



## To configure Analogue Lines

There are various options to configure the Analogue Line interfaces on your system. It is recommended that these settings should only be altered from the original settings if there has been a change in the network connection.




- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN Programming' is displayed.
- Select 'PSTN' programming'.
- Select the desired option as detailed in the table below. The options are either explained in the following pages or in the referenced pages.

Press the Hands-free Key to finish programming.

PSTN Programming Option	Default setting	Alternate setting
Loop calling	Loop calling not set	Loop calling set
Guarded Clear	Guarded clear is enabled	Guarded Clear not enabled (No Tk to Tk)
CDS Detection	CDS not set	CDS set
Tone Dialling	Tone dialling is enabled	Tone dialling is not enabled
Disable Dial tone detect	Off	On

## To programme Loop Calling on Analogue system Lines

All Analogue lines are programmed by default to use standard Analogue signalling. You can programme your Analogue lines to use Loop Calling if required. The benefit of having lines programmed for Loop Calling is that the line will not be disconnected by the switch if a digit is not dialled.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN' programming' is displayed.
- Select 'PSTN programming'.
- Select 'Loop calling'.
- A menu showing the Analogue lines will be presented. The lines using Loop Calling are indicated by a  $\_$ . Those using the standard signalling are indicated by a  $\diamond$ . Select the lines as required.





Press the Hands-free Key to finish programming.

## Programming Guarded Clear

On standard Analogue lines on the **BT Versatility** the Guarded Clear option is programmed. The system can then detect when callers go on hook and automatically clear down lines. This supervision on lines enables the trunk to trunk services to be available on the lines.





If guarded clear is turned off then the trunk to trunk services are not available as the system cannot detect when calls have been completed.



- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN programming' is displayed.
- Select 'PSTN programming'.
- Press the Scroll Down Key  until 'Guarded clear' is displayed.
- Select 'Guarded clear' The lines with guarded clear programmed are indicated with a \_.

### Programming CDS Detection





On standard Analogue lines on the **BT Versatility** the 'CDS Detection' option is programmed. The system can then detect when CDS information is being sent from the network and display the number.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN programming' is displayed.
- Select 'PSTN programming'.
- Press the Scroll Down Key  until 'CDS Detection' is displayed.

Select 'CDS Detection' The lines with 'CDS Detection' programmed are indicated with a \_.

### Programming Tone Dialling





On standard Analogue lines on the **BT Versatility** the Tone dialling option is programmed. The system sends digits dialled to the lines as tones rather than pulses.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN programming' is displayed.
- Select 'PSTN programming'.
- Press the Scroll Down Key  until 'Tone Dialling' is displayed.

Select 'Tone Dialling' The lines with guarded clear programmed are indicated with a \_.

### Programming Disable Dialtone Detect




This feature is provided as a programmable option under PSTN programming and is enabled to prevent the system from dropping the line when dial tone has not been detected. When enabled dial tone is not detected and the line is released if no digit is dialled until the expiration of the 'Dialling time-out timer'.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'PSTN programming' is displayed.
- Select 'PSTN programming'.
- Press the Scroll Down Key  until 'Disable dialtone detect' is displayed.

Select 'Disable dialtone detect' The lines with 'Disable dialtone detect' programmed are indicated with a \_.

### To set system timers

You can set various timers from the Programming Extension to suit your requirements.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Timers' is displayed.
- Select 'Timers'
- Select the required timer to be changed and enter the duration. (See table below).
- Confirm the new time.

Press the Hands-free Key to finish programming.

Timers	Range	Default setting
Recall on hold	001 – 1800	90 seconds
Recall on transfer	001 – 180	90 seconds
Divert on no answer	01 – 30	11 seconds
Courtesy delay	01 – 30	30 seconds
Open the door	01 – 30	5 seconds
Door Intercom ring duration	01 – 30	30 seconds
Call park	001 – 600	180 seconds
Ringback time duration	01 – 30	30 seconds
Answer machine delay	01 – 30	10 seconds
Auto-Attendant delay	01 – 30	10 seconds
Programmable message length	30 – 180	120 seconds

### Recall on Hold

This is the time that elapses before a call, which has been placed on hold, rings back the extension that put the call on hold.

### Recall on transfer

This is the time that elapses before a call, which has been transferred and not answered, rings back the extension that attempted the transfer.

### Divert on no answer

This is the time that elapses before a call ringing at an extension, with 'Divert On No Answer' set, is diverted.

### **Courtesy delay**

This is the time that elapses before an unanswered incoming call is presented the courtesy message.

### **Open the door**

This is the time that the Doorstrike relay will remain open following activation.

### **Door Intercom ring duration**

This is the time that extensions will ring when the Door Intercom is pressed.

### **Call Park**

This is the time that elapses before a call placed on 'Call Park' rings back the parked call extension.

### **Ringback time duration**

This is the time an extension will ring when Ringback has been invoked.

### **Ans. Machine delay**

This is the time that elapses before an unanswered incoming call is presented with the System Voicemail box greeting.

### **Auto-Attendant delay**

This is the time that elapses before an unanswered incoming call is presented with the auto-attendant greeting.



### **Programmable message length**

This is the maximum length of a message left in a Mailbox or a Greeting for a Mailbox, Auto Attendant or Courtesy service.

### **To reset your system**

There are two system reset options available – a warm and a cold reset.

From the Programming extension, press the Programme Key .

- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key  until 'Reset options' is displayed.
- Select 'Reset!' or 'Reset to default!'.

**CAUTION:** These are complete system resets, not individual extension resets.

Selecting 'Reset!' (warm reset) will reset the system and cut off all established calls.

Selecting 'Reset to default!' (cold reset) will reset the system, cut off all established calls and remove all programming from the system.

## ***Setting up and using ISDN***

If your **BT Versatility** is equipped with ISDN access, there are a number of additional features available.

### **Multiple Subscriber Numbering (MSN)/Direct Dialling In (DDI)**

Your ISDN Network Provider can allocate more than one number to each of your ISDN Accesses. This ISDN supplementary service is called either Multiple Subscriber Numbering (MSN) or Direct Dialling In (DDI). (MSN numbers are allocated to each Point-to-Multipoint (P-MP) ISDN Access. DDI numbers are allocated across all your Point-to-Point (P-P) ISDN Accesses).

These numbers may be programmed to ring individual extensions allowing callers to dial through directly. You may also choose to allocate a number to a group of extensions, so that a caller may dial through to that particular group.

A typical way of using this facility is to publicise one of these numbers as a fax number and then route calls received on this number through to a fax machine connected to an extension. Another typical use is to have users publicise their individual numbers and have callers ring directly through to their extensions, but retain at least one number to ring on a Line that can be provided with call services such as Auto-attendant, System Voicemail box and Courtesy Service.

MSN/DDI numbers are also sent to the network as the Calling Line ID (CLI) for presentation to the called party.

You may associate names with your MSN/DDI numbers and use the Tele-secretary feature to have the name displayed for incoming calls.




You can programme your system to recognise up to one hundred MSN/DDI numbers. Each is given an Index from 01 to 100.

If your ISDN Accesses are P-P then the 100 Indices can be shared across all ISDN Accesses.

If your ISDN Accesses are P-MP mode, each Access can be allocated up to ten Indices.




### To programme DDI numbers with names and have them ring Extensions

If your switch is equipped with P-P Accesses then you programme DDI numbers.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'DDI programming' is displayed.
- Select an Index from 001-100. All currently programmed indices are also shown
- Enter the DDI telephone number (as supplied by your Network Provider). A total of fifteen digits can be entered
- Select 'Confirm'.
- Enter a name as described on page 13 and press Confirm
- Select Day Mode, night mode or both.
- Select the Extension or Group the DDI Number is to call

### To programme MSN numbers with names and have them ring Extensions

If your switch is equipped with P-MP Accesses then you programme MSN numbers.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'ISDN programming' is displayed.
- Select 'MSN Programming'. Only Accesses programmed as P-MP appear in this menu.
- Select an Access.
- Indices 01-10 are presented for Access 1, Indices 11-20 for Access 2 up to Indices 71-80 for Access 8. Either select an entry or dial the index.
- Enter the MSN telephone number (as supplied by your Network Provider). A total of fifteen digits can be entered
- Select 'Confirm'.
- Enter a name as described on page 13 and press Confirm.
- Select Day Mode, night mode or both.
- Select the Extension or Group the MSN Number is to call. The call can also be answered by either Auto Attendant or Courtesy service by selecting the option at this stage.

Press the Hands-free Key to finish programming.

**Note:** CLI Store routing will take precedence over MSN/DDI routing or normal call routing. Refer to page 32 for information on CLI Store.

## Multiple Call Handling

You can programme more than one MSN/DDI number to ring at an extension. If a call is presented to your extension while you are on another call you will hear a Call Waiting tone, provided your extension is programmed to receive Call Waiting tones. (See page 46).

## Calling Line Identity (CLI) services

Calling Line Identity (CLI) services are ISDN services available from your ISDN Network Provider. You must contact your Network Provider and subscribe to these services before their functionality is available to the **BT Versatility**.

The Calling Line Identity Presentation (CLIP) service provides that, when you receive an incoming call on your ISDN lines, the caller's number is presented to the **BT Versatility**. This number, (or name, if a name has been associated with the number), is displayed on all Featurephones programmed to ring. It is also displayed on any standard phones capable of detecting CDS. In addition, you can store caller numbers, dial stored numbers, and route incoming calls to extensions based on the caller number provided. For information on using these features, see page 32.

Your number will also be presented to the person you are calling on an ISDN line, if they subscribe to the CLIP service. The Calling Line Identification Restriction (CLIR) service allows you to restrict the network from presenting your number.




The Connected Line Identification Restriction (COLR) service prevents the transmission of your number to the caller when you answer a call. Contact your Network provider for further information.

### To prevent your number being sent on an individual call

MSN/DDI numbers are also sent to the network as the Calling Line Identity for presentation to the called party. You can prevent your number being presented to the called party as follows:

- Press the ISDN Key.
- Select 'Set CLIR'.
- Enter the number you wish to call and select 'Send to line'. The call is placed with the CLIR service activated.




### To prevent numbers being sent on all Extension calls

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Permanent CLIR' is displayed.
- Select 'Permanent CLIR'.
- Select the Extensions whose numbers you do not wish to send to the network. The Extensions that will not have their numbers presented are indicated with a \_.

Press the Hands-free Key to finish programming.






### To prevent numbers being sent when answering a call on all Extensions

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System Programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Permanent COLR' is displayed.
- Select 'Permanent COLR'.
- Select the Extensions whose numbers you do not wish to send to the network. The Extensions that are selected are indicated with a \_.

Press the Hands-free Key to finish programming.

### To programme Extensions to have a minimum 3.1kHz bandwidth

This feature allows extensions to be programmed to have a minimum speech bandwidth of 3.1kHz. This is used when a modem or fax machine is connected to an extension and the unit is equipped with ISDN lines.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until '3.1kHz extensions' is displayed.
- Select '3.1kHz extensions'.
- Select the Extensions on which you wish to enable the feature. The Extensions with the feature enabled are indicated by a \_.

Press the Hands-free Key to finish programming.




### Tele-secretary

The Tele-secretary feature allows you to use the names you have associated with the MSN/DDI numbers of your ISDN lines. Ringing extensions display 'Call for XYZ', where XYZ is the name associated with the MSN/DDI number being called. When the call is answered and transferred the extension will see the CLI number, (or name if programmed), as normal.

A typical application is to have different MSN/DDI numbers published as belonging to different partners in a professional partnership and to programme the numbers to ring on a secretary's extension. With the Tele-secretary feature, the secretary can see who the call is for and can answer the call with "Hello, XYZ's office". If the call is transferred to XYZ, XYZ will see the caller number, or name if programmed.

### To allow an extension see who an incoming call is for

You must first associate names with MSN/DDI numbers and then enable the Tele-secretary feature in system programming.

- Associate names with the MSN/DDI numbers you want to recognise and programme the extension to ring for these numbers, as described on page 84.
- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key  until 'Tele-secretary' is displayed.
- Select 'Tele-secretary on' or 'Tele-secretary off' to activate and deactivate the feature respectively.

Press the Hands-free Key to finish programming.

### Network Deflect

Call Deflection is an ISDN service available from your ISDN Network Provider, which allows you to divert calls from an incoming ISDN Line.

The Call Deflect service is turned on in System Programming. It is one of the ISDN programming options in the Line Programming.

Set up external call diversions in the normal manner. See section **Diverting calls** on Page 19.

When an external call is received for the extension the switch sends a message to the Network to deflect the call.

The call is diverted by the Network to the number programmed by the extension.

**Security Warning:** It is possible that an extension may misuse the Network Deflect facility.

### Using ISDN to the desktop

The **BT Versatility** can be equipped with an interface to an internal ISDN bus, which allows ISDN devices to use your system ISDN lines. When the **BT Versatility** is equipped with 32 extensions, four internal ISDN buses can be provided.

Each of the ISDN buses can be equipped with up to eight ISDN devices. Four of these can be powered from the **BT Versatility**, the remaining four, if equipped, must be independently powered.




Eight extension numbers are allocated to each ISDN internal bus interface. The first interface is allocated extensions 110 – 117, and the second is allocated extensions 120 – 127, the third is allocated extensions 130 – 137 and the fourth is allocated extensions 140 – 147.

Incoming data calls are presented to an internal ISDN bus when one its ISDN extension numbers is programmed in the ringing group. If an appropriate device is connected to the internal bus, the call will be presented to it. For example, if you connect an ISDN fax machine to the first S-bus interface of your system and programme an MSN number to ring extension 110 directly, then callers can use this MSN number to send you ISDN faxes.

## Configuring ISDN on your system

ISDN programming options, set by your BT technician during installation, are available to configure ISDN on your system. It is recommended that you do not change the existing settings.

### To access ISDN configuration options

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Lines'.
- Press the Scroll Down Key  until 'ISDN Programming' is displayed.
- Select 'ISDN programming'.

Follow on with the procedures below, as required.

### To configure ISDN Accesses as Point-to-Point or Point-to-Multipoint

- Select 'P->P' or P->MP' (Point to Point or Point to Multipoint).
- The ISDN Access menu will be presented. Point-to-Point Accesses are denoted by a  $\_$ . Point-to-Multipoint accesses are denoted by a  $\diamond$ . Select an Access to change its setting.

Press the Hands-free Key to finish programming.

**Note:** Changing this setting will cause the system to reset (warm reset). This will cause all calls to be disconnected.

**Note:** Your BT technician will ensure your ISDN Accesses are correctly configured as P-P or P-MP. If the setting does not match the ISDN network setting you will be unable to receive and make calls.

### To configure ISDN Accesses as T or S interfaces

- Select 'T or S interface'.
- The ISDN Access menu will be presented. Accesses configured as a T interface are denoted by a  $\_$ . Those configured as an S interface are denoted by a  $\diamond$ . Select an Access to change its setting.

Press the Hands-free Key to finish programming.

### To configure an ISDN Access to work with a PABX

- Select 'ISDN PABX'.
- Select the required Access.

Press the Hands-free Key to finish programming.

### **Accept on Busy**

The switch can be configured to accept calls offered from the network for busy extensions or to reject those calls.

The default is that calls are accepted and Call waiting is offered to the extension.

### **To configure ISDN Accesses with a Directory MSN**

- Select 'Directory MSNs'.
- Select the required Access.
- Enter the required MSN.
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

### **To programme MSNs to ignore**

This option allows the switch to ignore calls to particular MSN numbers. This is done for numbers that are to be answered by other devices operating on an S-bus in parallel with the Versatility. Up to 10 numbers can be entered

- Select 'MSNs to ignore'.
- Select the index 01-10.
- Enter the required MSN.
- Select 'Confirm'.


Press the Hands-free Key to finish programming.

### **Call Deflection**

This option is set on if the Call Deflection Network service is provided on the ISDN lines. When activated external call diversions set up by extensions are diverted using the Network deflect service.

## *Programming Reference*

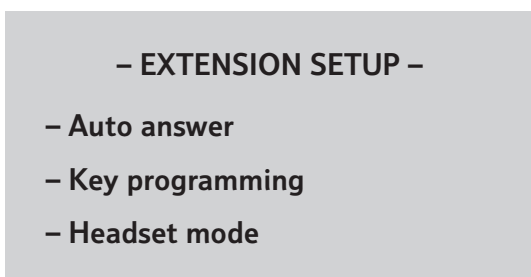
### **Individual Extension programming options**

All extensions have access to a set of options that can be programmed to suit the individual user's requirements. You access these programming options via the Programme Key  on the Featurephone.

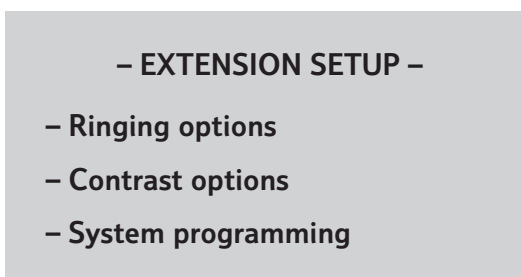
- From the Extension you wish to customise, press the Programme Key .

The following screens show what appears when the Key is pressed. The menu options displayed, apart from 'System programming', can be accessed and programmed from any extension and are used to configure the individual extension.

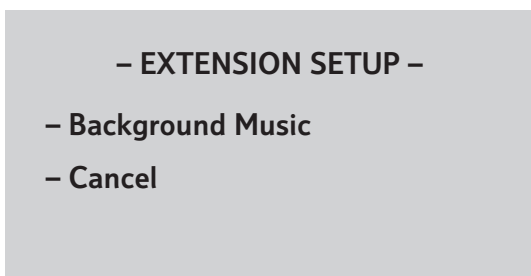
1.



2.



3.







<b>Feature</b>	<b>Default</b>	<b>Notes</b>
<b>Auto Answer</b> • Set Auto Answer • Cancel Auto answer	Auto Answer off	See page 42
<b>Key programming</b>	Keys select lines (if lines connected)	See page 42
<b>Headset mode</b> • Headset on • Headset off	Headset mode off	See page 42
<b>Ringing options</b> • Tone 1 • Tone 2 • Tone 3 • Tone 4 • Tone 5 • Tone 6	Tone 1	See page 43
<b>Contrast options</b> • Level 1 • Level 2 • Level 3 • Level 4	Level 3	See page 43
<b>Background Music</b>	Background Music Off	



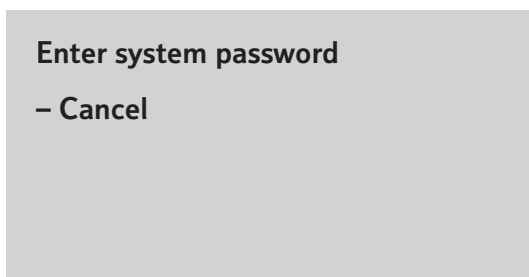
## Accessing system programming options

System programming options can also be programmed via a standard system Featurephone. However, the Featurephone must be connected to the extension that is programmed to be the Programming Extension. By default, the Programming Extension is Extension 20.

You access all system programming options via the Programme Key  on the Featurephone connected to Programming Extension.

- From the Programming Extension, press the Programme Key .
- Press the Scroll Down Key  until 'System programming' is displayed. (The Scroll Up  and Scroll Down  Keys may be used to scroll between the various screens).
- Select 'System programming'. Selecting 'System programming' from any Extension other than the programming Extension will result in the prompt 'Programming refused' being displayed.

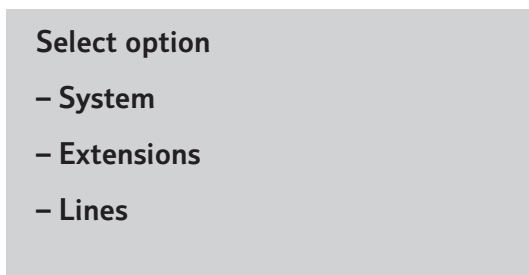
The following screen is displayed:



- Enter the System Programming Password, which is 1111 by default.

**Note:** You can also enter system programming by dialling ##1111 at the Programming Extension and selecting 'Send digits'.

The following screen appears offering options to configure the overall system, the extensions, or the Lines.



- Under 'System', you will find the programming options that affect the system as a whole.
- Under 'Extensions', you will find the programming options that affect the Extensions.
- Under 'Lines', you will find the programming options that affect the incoming Lines.

## System settings options

If 'System' is selected the following screens appear:

1.

- Select option
- Time and date
- Change password
- Programming position

2.

- Select option
- Night Service
- Music on hold
- Line key light

3.

- Select option
- Change greetings
- Call logging
- Timers

4.

- Select option
- Door Intercom
- PA amplifier
- CLI store

5.

- Select option
- Class codes
- Reset options
- Set V.24 Baud Rate

6.

- Select option
- BT Numbers
- VM Capacity
- Account Codes

- Select option
- PABX Mode
- Exit

The following table lists the available 'System' options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
<b>Time and date</b>	XX:XX xx-xx-xx	See page 52
<b>Change password</b>	1111	See page 74
<b>Programming position</b>	Extension 20	See page 73
<b>Night Service</b> <ul style="list-style-type: none"> <li>• Automatic on/off times</li> <li>• Weekend service</li> </ul>	Not programmed	See page 51
<b>Music on hold</b> <ul style="list-style-type: none"> <li>• Internal source</li> <li>• External source</li> <li>• Tone on hold</li> <li>• Silence</li> </ul>	Internal source	See page 53
<b>Line key light</b> <ul style="list-style-type: none"> <li>• Light flashing on hold</li> <li>• Light steady on hold</li> </ul>	Light flashing on hold	See page 75
<b>Change greetings</b> <ul style="list-style-type: none"> <li>• Auto attendant day</li> <li>• Auto attendant night</li> <li>• Courtesy service day</li> <li>• Courtesy service night</li> </ul>	Default messages	See page 68
<b>Call logging</b> <ul style="list-style-type: none"> <li>• Call logging off</li> <li>• Call logging on</li> <li>• Restricted call log on</li> <li>• Enable Xon X off</li> <li>• Print Log</li> </ul>	Call logging off	See page 71
<b>Timers</b> <ul style="list-style-type: none"> <li>• Recall on hold</li> <li>• Recall on transfer</li> <li>• Divert on no answer</li> <li>• Courtesy delay</li> <li>• Open the door</li> <li>• Door Intercom ring duration</li> <li>• Call park</li> <li>• Ringback time duration</li> <li>• Auto attendant delay</li> <li>• System VM box delay</li> <li>• Auto Attendant</li> <li>• VM message length</li> </ul>	30 seconds 30 seconds 10 seconds 30 seconds 5 seconds 30 seconds 180 seconds 30 seconds 10 seconds 10 seconds 60 seconds	See page 81
<b>Door Intercom</b> <ul style="list-style-type: none"> <li>• Door Intercom equipped</li> <li>• Door Intercom unequipped</li> </ul>	Door intercom not equipped	See page 69

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
<b>PA amplifier</b> • PA equipped • PA not equipped	PA not equipped	See page 34
<b>CLI store</b> • Store all calls • Store unanswered calls	Stores unanswered calls	See page 32
<b>Class codes</b> • Table 2 • Table 3 • Table 5 • Table 6	Not programmed	See page 55
<b>Reset options</b> • Reset! • Reset to default!!	Not applicable	See page 82
<b>Se v24 baud rate</b> • 4800 baud • 9600 baud • 19200 baud • 38400 • 115200	115200 baud	See page 71
<b>BT Numbers</b>		See page 8
<b>VM Capacity</b>	20 messages	See page 60
<b>Account Codes</b>	Account codes off	See Page 39
<b>PABX Mode</b>	Key system	See Page 41

## Extensions settings options

If 'Extensions' is selected the following screens appear:

1.

- Select option
- Name programming
  - Restriction classes
  - Tone protect

2.

- Select option
- Page protection
  - Open door restriction
  - 3.1khz extensions

3.

- Select option
- Individual CLI stores
  - Sys. Speed no. override
  - Voice boxes

4.

- Select option
- Extension disconnect
  - Permanent CLIR
  - Permanent COLR

5.

- Select option
- No call logging
  - External diversion
  - Examine passwords

6.

- Select option
- Restrict use of PA
  - Port swapping
  - Hot line

7.

- Select option
- Manager/secretary
  - Tele-Secretary
  - DSS Extensions

8.

- Select option
- 25/50 Hz Ringing
  - Reverse Cadence
  - Keypad feedback

- Select option
- Flexible Numbering
  - Exit

The following table lists the available 'Extensions' options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
<b>Name programming</b>	None programmed	See page 54
<b>Restriction classes</b> • Day class of service • Night class of service	All Extensions in Class 1	See page 55
<b>Tone protect</b>	Extensions do not accept tone	See page 46
<b>Page protection</b>	Extensions accept paging	See page 41
<b>Open door restriction</b>	All Extensions enabled	See page 70
<b>3.1khz extensions</b>	Not programmed	See page 86
<b>Individual CLI stores</b>	No stores programmed	See page 33
<b>Sys. speed no. override</b>	No override programmed	See page 56
<b>Voice boxes</b>	Not programmed	See page 60
<b>Extension disconnect</b>	All Extensions connected	See page 75
<b>Permanent CLIR</b>	Not programmed	See page 85
<b>Permanent COLR</b>	Not programmed	See page 86
<b>No call logging</b>	Not programmed	See page 71
<b>External Diversion</b>	No trunk to trunk	See page 85
<b>Examine passwords</b> • Extension lock password • Voicemail password • System Voicemail box	Default 123 Default 1111 Default 1111	See page 75
<b>Restrict use of PA</b>	All Extensions can make announcements	See page 41
<b>Tele-secretary</b> • Tele-secretary on • Tele-secretary off	Tele-secretary off	See page 86
<b>Port swapping</b>	Not programmed	See page 76
<b>Hot line</b>	Not programmed	See page 53
<b>Manager/secretary</b>	Not programmed	See page 36
<b>Expansion Console Extensions</b>	None equipped	See Page 17
<b>25 Hz ringing</b>	25 Hz ringing	See Page 76
<b>Reverse cadence</b>	Not set	See Page 76
<b>Keypad Feedback</b>		
<b>Flexible Numbering</b>	Not set	See Page 77



## Lines settings options

If 'Lines' is selected the following screens appear:

1.

- Select option
- Equipped Lines
- Group programming
- Incoming ringing

2.

- Select option
- Outgoing Restriction
- Incoming calls only
- Outgoing Groups

3.

- Select option
- Outgoing Line Priority
- PABX group
- System VM Box

4.

- Select option
- Courtesy service source
- LCR Codes
- LCR Timebands

5.

- Select option
- CLI Programming
- DDI Programming
- PSTN Programming

6.

- Select option
- ISDN Programming
- Exit

The following table lists the available 'Lines' options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
<b>Equipped Lines</b>	All Lines equipped	See Page 90
<b>Group Programming</b>	All 20 groups with first 8 extensions	See Page 49
<b>Incoming Ringing</b>	Group 1 for all Lines and Accesses	See Page 48
<b>Outgoing restriction</b>	No restrictions	See Page 50
<b>Incoming calls only</b>	No restrictions	See Page 49
<b>Outgoing groups</b>	All Lines in group 1	See Page 50
<b>Outgoing Line Priority</b>	No Priority	
<b>PABX group</b>	Not programmed	See Page 72
<b>System VM Box</b>	Not programmed	See Page 66
<b>Courtesy service source</b> • Voice module source • Internal source	Not programmed	See Page 59
<b>LCR Codes</b>	None programmed	See Page 38
<b>LCR timebands</b>	Not Programmed	See Page 38
<b>CLI Programming</b>	Not programmed	See Page 85
<b>DDI Programming</b>	Not programmed	See Page 84
<b>PSTN</b>		See Page 79
• Loop calling	None	See Page 79
• Guarded Clear	None	See Page 79
• CDS Detection	None	See Page 80
• Disable Dial Tone Detect	None	See Page 80
<b>ISDN programming</b>		See Page 88
• P->P or P->MP	P->P is set	See Page 88
• MSN Programming	None programmed	See Page 89
• T or S interface	All set as T interfaces	See Page 88
• ISDN PABX	Not programmed	See Page 88
• Accept on Busy	Not programmed	See Page 89
• Directory MSNs	Not programmed	See Page 89
• MSN to ignore	Not programmed	See Page 89
• Call Deflection	Not programmed	See Page 89



The CE Marking on this equipment indicates compliance with the following:

This device conforms to Directive 1999/5/EC on Radio Equipment and Telecommunications Terminal Equipment as adopted by the European Parliament And Of The Council.



#### Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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**Connections that get results.**