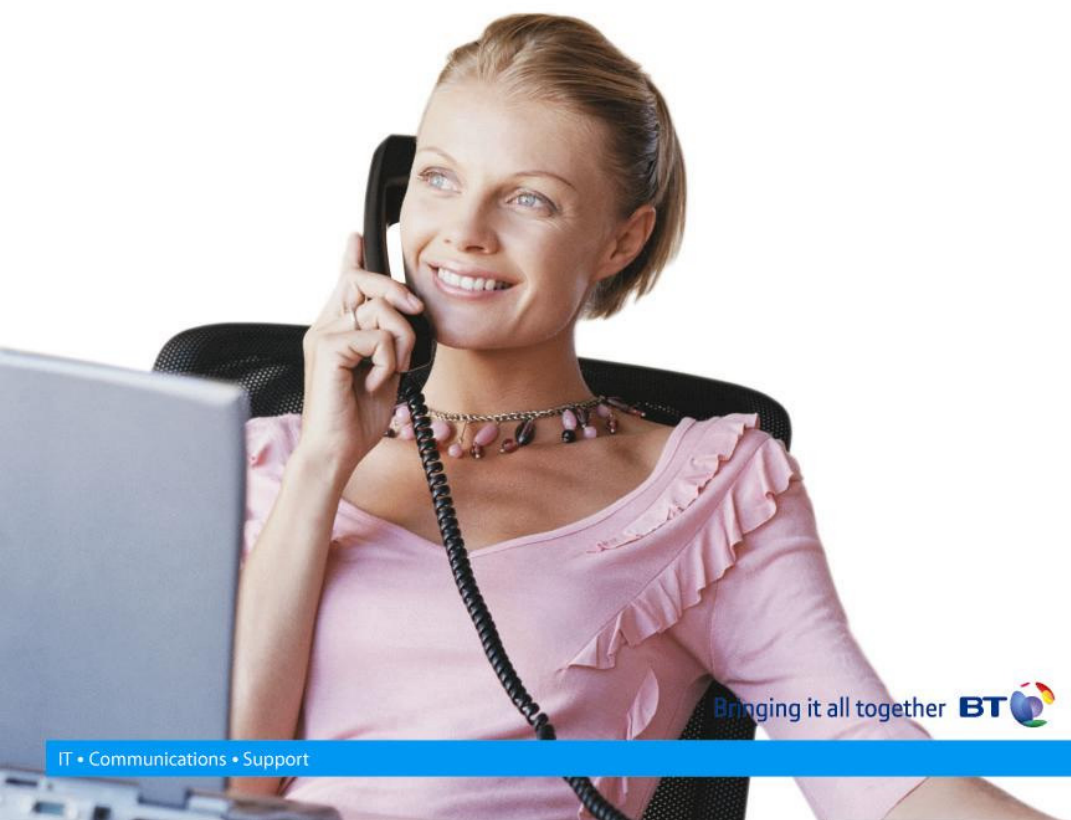# BT Quantum

Quick Reference Guide
BT 8528 Digital Telephone

Bringing it all together **BT**

BT 8528 Digital Phone

1	Handset
2	Display
3	Ring/Message Indicator
4	Feature Keys
5	Dialpad
6	Navigation Keys
7	Programmable Keys
8	External Speaker

Handset: The handset is hearing aid compatible (HAC). When using headset or in Hands-free mode, you need not use the handset.

Display: Viewing area for using features and identifying callers.

Ring/Message Indicator: Flashes to show call, message and feature activity.

Flashing	An incoming call or Auto Answer activated
On	On a call or using a feature.
Off	Telephone is idle.

Feature Keys: Provide quick access to commonly used features.

Key	Feature
⌃ Up ⌄ Down	Volume control for the ringer, handset, and speaker. Adjust ringer volume while phone is ringing. Adjust handset or speaker volume while using handset or speaker.
🔊 Hands-free	Press to activate Hands-free mode (speakerphone).
🎤 Mute	Press to temporarily turn off microphone during a call.
📇 Directory	Accesses the system speed dial list. Select number index and lift handset to dial.
⊗ Cancel	Cancel key when handset lifted. Left/backspace when entering dialpad text.

Key	Feature
¹²³⁺'⏎ **Redial**	Calls the last external number dialled.
⌂☎ **Hold**	Places the current external call on hold.
➤ **Recall**	Recall Key / Transfer, Conference (See Feature Code table)
✉ **Message**	Connects to your voice mailbox and lights to indicate message waiting. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Dialpad: Use to dial phone numbers, enter feature codes, and enter characters when using features that require text input.

Navigation Keys: Use to scroll through the System and Individual Speed Dial Directories.

Programmable Keys: 14 programmable keys.

External Speaker: Provides audio for Hands-free calls and background music.

Using your BT 8528 Phone

Placing Emergency Calls

Select a line or lift the handset and dial 9
Dial emergency number: **999** or **112**

Answering Calls

Lift the handset, or
Press **Hands-free** to answer a call with a headset or in Hands-free mode.

Placing Internal Calls

Lift handset or Press **Hands-free**
Dial extension number.

Placing External Calls

Lift handset or Press **Hands-free**
Dial Outgoing Call access code (9 by default)
Dial the number.

Redialling External Numbers

With or without lifting handset
Press **Redial** or lift the handset and Dial **77**.

Transferring Calls to Extensions

While on a call
Press **Recall**
Dial extension number
Or
Dial Outgoing Call access code (9 by default) and external number.

Wait for answer, announce call, and hang up. If no answer
Press **Recall** to return to call.
Or
Hang up to transfer call and disconnect call from your phone.

Programming Keys

Lift the handset and dial **727**
Select the key to be programmed
Dial Feature Code or number to be assigned to the key
Hang up phone to finish programming.

(See Feature Code Table for list of codes.)

Using Do-Not-Disturb

To activate or cancel: Lift the handset and dial **736**
When ON, callers receive busy signal.

Personal Speed Dial

Storing Speed Dial Numbers

Without lifting the handset dial **75**
Select location for number (01 – 50)
Enter number followed by **#**
Enter name followed by **#**
Press the "Programme key" to exit

Calling Speed Dial Numbers

Dial **74**
Dial location of number (01 – 50)
Lift handset or Press **Hands-free** to dial number.

FMC (Fixed Mobile Convergence)

Mobile Ringing with FMC

To turn On/Off simultaneous ringing of extension and mobile phones:
Lift handset and dial **790**

Note: extension number must first be associated with mobile number through system programming.

Call Toggling with FMC

When Mobile Ringing is enabled:

If call answered on extension phone
Press **Recall** and Dial **788** to toggle to mobile phone.

If call answered on mobile phone
Dial **787** to toggle to extension.

Playing and Recording Voicemail Messages

Extensions must be set up with a Voice Mailbox before using Voicemail.

With handset on phone
Press **Message**
Dial extension, password and **#.**

Follow prompts as described in following table.

While listening to the Greeting

Dial	
1	Begin playback at first message.
01	Change outgoing greeting.
05	Change Voicemail Password.

After message playback begins

Dial	
0	Pause Playback.
4	Go back to previous message.
5	Go back to start of message.
6	Play the next message.
7	Erase the message
8	Forward message to another

Dial	
	extension.
$*$	Go back 10 seconds.
#	Go forward 10 seconds.
32	Return Call. Automatically make a call to caller who left the message. Dial the code after the message is finished. (Not applicable with remote mailbox access)

Diverting Calls

Lift the handset and dial **732** to Divert all Calls
To divert internally, dial extension number followed by #.
Or
To divert externally, dial Outgoing Call access code (9 by default) and external number followed by #.
Dial **732** followed by # to cancel
See table for other Divert Codes.

For more information about using phone features and programming feature keys, refer to your System Administrator for copies of the *BT Quantum User Guide* and *BT Quantum Administration Guide.*

Commonly Used Feature Codes

Note: **R** = **Recall** Key

Account Code: before call	796	Log out all groups	7231✻0
Account Code: while on a call	R797	Log in/Log out of hunt group	723 XX
System Voicemail On/Off	737	Line Access – Group 1	9
Auto Answer On/Off	705	Line Access Groups 2- 11	760 – 769
Background Music	706	Night Service (Ext. 201 only)	738
Call Pick-up (incoming only)	726 XXX	PA announcement	720
Call toggle: FMC. Retrieve call	787	Page All Systemphones	716
Call toggle: FMC. Send call	R788	Page All	730
CLIR activation	724	Page: Voice Call	715
Conference	R3	Paired Extensions	702XXX#
Divert All	732XXX#	Mobile Ringing On/Off	790
Divert on Busy	733XXX#	Mobile Ringing On/Off times (+ HHMMHHMM)	791
Divert on No Answer	734XXX#	Mobile Ringing Weekend Svc.	795
Do Not Disturb: set/cancel	736	Park Calls	R722 (1-5)
Door Open – when not on a call	731	Pick up parked call	712 (1-5)
Door Open – when on a call	R731	Redial	77
Extension Groups 1-10	180-189	Reminder Call	718HHMM
Extension Groups 11-20	190-199	Reminder Call Cancel	718✻
Extension Groups 11	0	Reset telephone	739
Extension Lock: change code	714XXXYYY	Return and Hold in 2-Call handling	R2
Extension Lock: lock/unlock	713 XXX	Return and Release in 2-Call handling	R1
Extension numbering (default)	201-248	Ring Back	R5
External Call Hold	R	Ring Tone change	703(Up and Down key)
External Call Hold: Retrieve	719	Room Monitor	798
Follow Me (+ personal code)	735	Speed Dial Access (Personal)	7401-7450
Forward Recall	R728	Speed Dial Programme (Pers)	7501-7550
Group Divert All Calls	792(180-199)XXX#	System Speed Dial Access	4001-4999
Group Divert on Busy	793(180-199)XXX#	Voicemail	✻
Group Divert on No Answer	794(180-199)XXX#		
Key programming	727		
Log In to all Groups	723✻1		

Safety Instructions and Precautions

WARNING: Do not connect directly to the public switched telephone network (PSTN). Any connection of this phone to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. 'Exposed Plant' means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 V between conductors or is subject to lightning strikes.

WARNING: The handset supplied with the phone shall not be substituted with any other handset. Use of other handsets with this phone may have the potential to cause hearing loss in the event of a lightening strike on the outside plant wiring.

When you use your phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the phone to report a gas leak in the vicinity of a leak.

Maintenance and Repair: There are no user serviceable parts inside the phones. For repairs, return the phone to BT.

These notices may appear on the product or in the technical documentation:

DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.

This symbol may appear on the product:

⚠	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

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