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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 and Voice over IP (VoIP) trunks. The VoIP trunks can be set up with a Broadband Voice Service Provider (such as BT Broadband Voice) or on a managed IP network.
- The **BT Versatility** can accommodate up to 12 Analogue Lines, or 4 ISDN Basic Rate Accesses, or a combination of both, or 12 channels of ISDN Primary Rate with upto 4 additional lines as backup, either PSTN or ISDN Basic Rate 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 Broadband Module providing seamless multiple Internet sessions. It also provides VoIP trunks which allows voice calls from extensions to be carried over a Broadband Voice Service Provider (such as BT Broadband Voice) or a managed IP network.
- 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 ,ISDN Basic Rate, a combination of both or Primary Rate ISDN.

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 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'**. Alternatively external Music on Hold can be connected to the system via a Music on Hold Module connected to an extension port.

The **BT Versatility** is easy to install and maintain. BT can diagnose and programme your system remotely.

System options

The following table details the various system options available.

Option	Capacity	Notes
Analogue Lines	12	
ISDN Basic Rate Accesses (2 ISDN Lines per Access)	4	
ADSL Interface	1	Via 10 base T interface on the Router 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 ROUTER MODULE
Featurephones	32	32 EXTENSIONS PLUS ONE EXTERNAL EXTENSION 40 EXTENSIONS ON THE HOSPITALITY SYSTEM
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 and all extensions
Headset operation	Yes	
Door Intercom	1	
Door Open	All Extensions	
Public Address	Yes	
Central Bell	Yes	On the Options Module or any extension
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 – System 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 -Options Module must be equipped or have a MOH module connected to an extension port
Battery Backup Unit	Yes	
PABX operation	Yes	
Remote maintenance and programming	Yes	
Remote diagnostics	Yes	

BT Contact Details:

BT Versatility On Line Support www.productsupport.bt.com/versatility

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 Manual

This **Owner's Manual** 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 13 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 19.
If you are using a standard telephone, read the section '**Using a standard telephone**

' on page 27.

When you are ready to use additional call features, refer to the section **'Additional call features**' on page 30.

The section '**Extension set-up options**' on page 47 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 89 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 62.

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 65. (Note: Use of the standard Courtesy Service greeting does not require a Voice Module to be fitted).

'**Programming additional system options**' on page 82 covers miscellaneous system programming options.

If you have equipped your system with ISDN access, read '**Setting up and using ISDN**' on page 99 for details on the features and configuration options.

The '**Programming Reference**' on page 114 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

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':

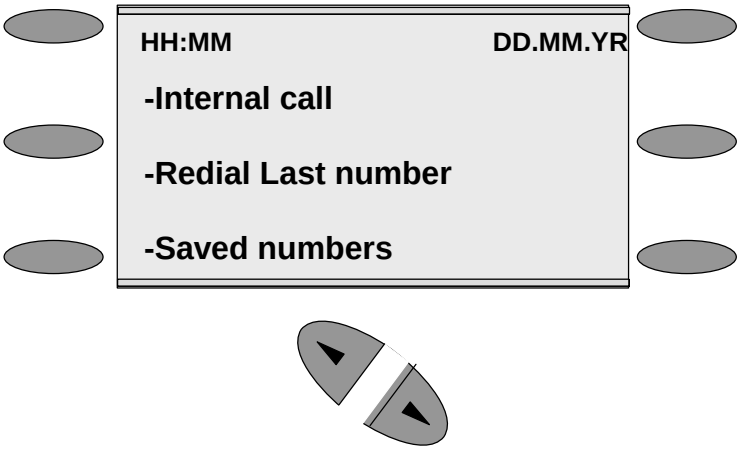
The Featurephones' '**Display**' presents various prompts and information, and provides selectable options to the Extension user.

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 59.
- 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 Setting "Display" Messages** on page 34.)
- You can display caller numbers, (or names) on your Featurephone display. (See page 34.)
- 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 "

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 89).

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 47).

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 26')

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. Reducing the volume to the minimum setting will mute the ringing.

Note: The Volume level increases/decreases by one step for every press of the Volume Key. Changing the volume level in one mode does not affect the setting in the other mode.

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 47 for '**Customising your Featurephone'** and page 48 for system programming access).

MESSAGE: This key accesses Voicemail and **Display** Messaging features. (See page 66 for Voicemail and page 33 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 29 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 'DSS 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 29 for how to add numbers to your Personal Speed Dial list and page 33 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.

Making a call when your phone is ringing

You can make an internal or external call when your phone is ringing.

You can do one of the following:

- Select a free line key to make an outgoing call.
- Select a line key, with a call on system hold, to return to the call on hold.
- Answer a different call by pressing the line key of the second ringing call.
- Press the "C" key. Dial tone is returned. You can make a call or invoke a feature.

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 66.

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 or select the required extension from the list 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 Voice Mail'
- 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 or select from the extension list 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 or select the required extension from the list 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 phone 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'.
- A solid diamond indicates a 'Divert' is Set.
- 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.

Note: Where the extension is busy on a call and divert on no answer is set then the divert will take place when the timer expires.

- From the Idle Menu, press the Scroll Down Key (↘) until ‘Divert’ is displayed.
- Select ‘Divert’.
- Select ‘Divert on no answer’.
  - Enter an internal number or select the required extension from the list 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 phone 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’.
- A solid diamond indicates a 'Divert' is Set.
- 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 featurephone

- 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), a solid diamond indicates a group with a divert Set
- Select the Option required (a solid diamond indicates a 'Divert' is set), and enter the destination number or select an extension from the list.
- 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 68

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 featurephone

If 'Divert All Calls' 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. (a solid diamond indicates a 'Divert' is set for that group), 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) and the destination number.

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
Account Codes	791
Call Pick-up (incoming calls only)	726
Call Pick-up Group (all calls)	727
Call Waiting Tone Protection	725 (R725)
CLIR activation	724
Conference	R3
'Display' Messages	729 (1 - 8)
Divert All	732 xx
Divert on Busy	733 xx
Divert on No Answer	734 xx
Do Not Disturb – set/cancel (Not available to extension 20, Operator position)	736
Door Open	731 (R731)
Extension Groups	180 -199
Extension Lock – change code	714 xxx
Extension Lock - lock/unlock	713 xxx
Extensions	20 - 59
External Call Hold	R
External Extension	52
Follow Me	735 (Password) xx
Forced Call Waiting	R8
Forward Recall	R722
Group divert All Calls	792
Group Divert on Busy	793
Group Divert on No Answer	794
Internal Call Waiting	R8
Keypad protocol	728
Line Access – Group 1	9
Line Access – Groups 2–11	760 - 769

Feature	Code
Log in to all hunt groups	723*1
Log out of all hunt groups	723*0
Log in/Log out of hunt group	723 xxx (Group No.)
Night Service (Extension 20 only)	738
Group 11	0
PA – answer	717
PA announcement	720
Page – Featurephones	716
Page All	795
Park	R712
Phantom Mail Box numbers	100 -109
Pick up parked call	712
Recorded messages – retrieving	711
Redial	77
Reminder Call	718
Reminder Call cancel	718*
Reset telephone	739
Return and hold in Two Call handling	R2
Return and release in Two Call handling	R1
Ring Back	R5
S_0 Bus Extensions	
First S_0 Bus Extensions	110 – 117
Second S0 bus numbering	120 – 127
Third S0 bus numbering	130 – 137
Fourth S0 bus numbering	140 – 147
Saved Number Redial	781-785
Speed Dial – accessing personal numbers	74(01 -30)
Speed Dial – accessing system numbers	8001-8500
Speed Dial – programming personal numbers	75(01 -30)
System voicemail box on/off	737
Voice call (to page an individual Featurephone)	715
Voice Mailbox number	710

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 codes '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 dialled. A Line is selected automatically.

To redial the last external number dialled

- 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 dialled are also stored and may be redialled. When redialed the saved number will use the same "Outgoing Group" as was used for the original call.

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

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

This feature allows the user to pick up any call, ringing at another extension provided both Extensions are programmed in the same Group. See ***Group Programming*** on Page 54.
These calls include

- Internal calls
- External calls
- DDI calls
- CLI Routed calls
- Incoming ringing calls routed to a single extension
- Auto Attendant calls directed to a single extension

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.

External call pick-up

This feature allows the user to pick up any external incoming call ringing at another extension or the Central Bell provided the call is ringing a group. See incoming ringing programming on Page 55

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 lines 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 51). 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.

Multiple Call Park

The Call Park feature allows you to put up to 5 external calls 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.
- Select the position that you wish to park the call in.
- 'Pick up park' is then displayed on the top line on the Display on all Featurephones.
- Select this option on the display.
- Select the required call to pick up from positions 1 to 5.

Note: Five calls may be parked in the system. A parked call will recall after three minutes.

On a standard telephone, the code is R712 followed by the position (1 – 5) to park a call, and 712 followed by the position (1 – 5) 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) to ring Group 11. Group 11 by default contains ~~the~~ extension 20 only.

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 63. 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

- Press 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 16.
  - 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 16 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 101 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 callers 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.
- 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 16 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 Extensions to store ten 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 51.

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 a of up to 1 minute for the setting to take affect.

Note: To program LCR Codes when a PRI interface Access is installed see page 110

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 for the second call.
Note: Calls can be answered or retrieved from hold without entering an account code.
Note: If a speed dial number is dialled the user is prompted to enter Account code before the call is placed.

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 line’ is given on the Featurephone menu. The phone returns to idle.

Extension set-up options

Customising your Featurephone

The 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 V16 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 appear 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 114.

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 Phone'.
- 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 31, 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 protect' is displayed.
- Select Tone protect
- Select the Extensions you wish to allow receive Call Waiting tones. A ◊ 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 except extension 20 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 follow

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 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 Divert on Busy is programmed for the group it is activated.

If Divert on no Answer is programmed for the group it is activated after the Time Out period.

Note: A ring group is considered busy if the number of calls being presented to the group exceeds the number of members in that group.

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'. If the call is not answered then it is passed on to the next extension in the group according to the order of priority. This continues until the call is answered or the call has attempted to ring all extensions in the hunt group. If the call remains unanswered it will continue to ring the last extension in the group or if diversion on no answer is set for the group the diversion will be activated.

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, 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 no extensions are logged in, the call is presented to extension 20.

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 ‘Lines’.
- Select 'Group Programming'
- The 20 Groups are shown. Select the Group
- Two options are shown, Ring Group and Hunt Group. A solid diamond indicates which type the group is currently set. Select Ring group. The menu showing the equipped Extensions and 'Other' is displayed. Selecting 'Other' will show the Central Bell, if the Options module is fitted and S_0 extensions. 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. A solid diamond indicates which type of Hunt Group is currently set. Select the type of group required. For Linear and Circular select the required extensions in order of priority as this will determine the order the extensions will be rung within the group. The length of time that each extension is rung before stepping on to the next extension in the group can be changed from the default of 15 seconds by changing the 'Hunt Timer', which can be found in 'System Programming' under 'System', 'Timers'.

Logging In and Out of Hunt Groups

When an extension is programmed as a member of a hunt group the option to log in or out is shown on the display of the phone.
When “Log In/Out” is selected you are presented with a menu showing the groups that you are a member of. Those with a solid diamond are the groups you are logged in to. Select the extension you want to log in to or out of.
Note: When an standard telephone has been assigned to a hunt group, the code to log in/out to the hunt group is 723 followed by the group directory number (180 - 199).
To log in to all groups you are a member of dial 723*1.
To log out of all groups you are a member of dial 723*0.

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.

Note: To program Incoming Ringing when a PRI interface Access is installed see page 108

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 ♦ is displayed alongside those extensions that are restricted from accessing the line, and a ◊ 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' is displayed.
- 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.

Note: To program Incoming Calls only when a PRI interface Access is installed see page 109

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.

Note: To program Outgoing Groups when a PRI interface Access is installed see page 109

Outgoing Line Priority

If the system has a mixture of ISDN and PSTN lines this feature allows the user to set the type of line an outgoing call will attempt to seize first, i.e. if set to PSTN then outgoing calls will go out on a PSTN line if available, if not available it will go out on an ISDN line. By default, No Priority is set.

To set an Outgoing Line Priority

- 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 Line Priority' is displayed.
- Select 'Outgoing Line Priority'.
- Select the required option. 'ISDN Priority', 'PSTN Priority' or 'No Priority'

Press the Hands-free Key to finish programming.

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 PSTN lines only.

On Hold options

The option determines what is heard by internal and external callers when they are placed on hold. Four options are available; Tone on hold, Internal music-on-hold (this is integrated into the system and cannot be changed), External music-on-hold, and Silence. A solid diamond indicates which option is currently enabled. The default setting is Internal music on hold. An external music-on-hold source can be connected to the system either via a mini jack on the Options module or via a Music on Hold module (MOH module) connected to an extension. The MOH module can only be used if no Options module is connected to the system.
The system will automatically detect if an Options module is connected. If it is, then the external music on hold source is provided via the Options Module. If no Options module is detected then the MOH module must be used.

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.
- If External source is selected and the source of the MOH is the MOH module, select the extension the MOH module is connected to.

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, only limited 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 16. 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 following 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, Allowed Table, or Restricted Table).
- 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 the **BT Versatility** can provide continued operation for at least 40 minutes 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 ' 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 Featurephones 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), Information Only Voice boxes, Auto-attendant and customisation of 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 either automatically disconnected or answered by the System Voice Mail Box when fitted.

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. If no voice module is fitted the Courtesy service, if enabled, is supplied from the Internal source. If a voice module is fitted then the Courtesy service, if enabled, is supplied from the Voice module source. If the Voice Module source is enabled you can enter your own personalised message.

Note: The 'Voice module source' is only available when a Voice Module is installed. (See page 66).

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, the Courtesy Service feature is supplied from it. 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 40 extensions 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. All voice boxes can be programmed as "Information Only". This means that they will answer the call and replay the greeting but not allow the caller to record a message. A personalised greeting must be recorded if "Information Only" mailboxes are used.

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 30-180 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

- 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'
- Select the option required, either 'Standard Voice Boxes' or 'Information Only VB'
- 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.

Voice Mail 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 'VM 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.

Note: - The system voice mail box has a larger capacity than the extension voice box. The system voice mail box has a fixed capacity of 200 messages.

Mail box full indication

In the case where a particular mail box has used up it's maximum number of messages allowed, the system will alert the user with the voice prompt "Your voice mail box is full, please delete some messages".
If the mail box is within 2 messages of their maximum number of messages, then when the mail box is accessed the system plays the voice prompt "Your voice mail box is almost full, please delete some messages" to the user.
If no messages are deleted and the remaining free space used the following happens
When an extension accesses their mail box the system plays the voice prompt "Your voice mail box is full, please delete some messages". The user can then delete some messages to free up storage space.
If messages are not deleted then subsequent internal callers trying to leave a message in that mail box will get busy tone, external calls will ring the programmed incoming ring group or the programmed incoming extension.

Voice Mail capacity % used

This feature tells the Administrator when the Voice Module capacity is approaching it's limit. When the voice module storage reached 88% of it's total capacity the system will display on the

top line of extension 20 the message 'ALARM MAIL ALMOST FULL'. This text will remain on the display until the capacity falls below the 88% mark again. This allows the administrator to remind user to delete old or unwanted voice mails to free up some storage time.

The Administrator can also view the % capacity used by individual voice boxes or the system box. To view this

- Enter system programming and select "Extensions".
- Scroll through the menu and select the "VM Capacity % Used" option.
- Select the "System VM box" to view the % used by the system box.
- To view the % used by an extension voice box select "Extensions".
- A list of extensions is shown with a solid diamond indicating an extension with a voice box enabled.
- Select the required extension to view, the topline of the display will show the % of the extension's voice box that is used.

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 Voice Mail' 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 22.

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' and a broken dialtone is returned to the user
This tone has the following cadence

600ms ON 200ms OFF 800ms ON 400ms OFF.

This tone will take priority over the tone played when the extension has a "Do not disturb" or a "Divert all calls" set.

- 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 time stamped 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 featurephone 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 Voice Mail'
- The menu is updated showing those Extensions equipped with voice boxes. Select the Extension.
- Select ‘Transfer’ or replace the handset.

For standard telephones the user should press the recall key, then 710 followed by the extension number and 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 76). You can also have your call transferred to your voice Mailbox:

Dialling # when Listening to a Standard Mailbox Greeting

When listening to a greeting from an extension, system or phantom mailbox where messages can be left, the greeting is skipped and the record tone is returned. The caller uses # to skip the greeting and start to leave a message immediately.

Dialing # when Listening to a Message-Only Voice Mailbox

The call is presented to the destination set in the Incoming Ringing programming for the line.

- 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 mail box 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.

To Record a Call (8 Port Voicemail Module only)

The option to allow you to record a call can be set in system programming.
When programmed, the option "Record Call" is shown on the display when you are on a call. (The extension must also be allocated a Voice Mailbox).

The same rules apply to these recordings as do to normal messages left in voice mailboxes. Read messages are deleted in 8 days and unretrieved messages are deleted in 15 days.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Call Recording".
- Select the extensions that are to be allowed to record calls.

Press the Hands-free key to finish programming.

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'

Your telephone will be rung if any messages have been left in your own Mailbox or your Group Mailbox. 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'.

Note: The system mailbox number is "0".

This service replicates an answering machine. 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. To manage the voice mail and free up storage space see the section "Using Voicemail and other Voice Services" on page 65

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 voicemail box' to turn the System voicemail box on. Deselect 'System voicemail 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 voicemail box' is displayed.
- Select 'System voicemail 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.

Note: To program System Voice Mailbox when a PRI interface access is installed see page 110

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 ‘Exit’.
- 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 Delay’
- 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 0. Both can have their own Voicemail Passwords.

To retrieve System voicemail box messages remotely

- Dial in on an Auto-attendant Line. (See page 76 for information on the Auto-attendant feature). Alternatively dial in on any Line connected to a Voicemail Outgoing Message.
- When you receive the greeting, dial 711, followed by Extension number 0, the System voicemail box, Voicemail Password and #.

Auto-attendant

The Auto-attendant feature answers the call with a greeting and allows callers to ring directly through to an extension provided they know the extension number of the person they wish to contact. The announcement can invite the customer to dial a single digit dial through number (see below), an extension number or an incoming group number. A Voice Module must be installed for this feature to operate. The service is available on both Analogue and ISDN lines.

Calls to a line programmed for Auto-Attendant will be answered by the system within a programmed time - one second 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 0.*' 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 single digit dial through (see below), the extension number or the group number required. (The caller's telephone must be in tone dialling mode).

The system will wait five seconds for the caller to dial the first digit, if a second digit is to be dialled it must be dialled within 2 seconds (default for the AA Dial Timer) and a further four seconds for the third-digit. If digit 0 is dialled, or the digits are not received within that time, or an incorrect extension number is dialled, the call is presented to the group or extension that is programmed in the incoming ringing programming for the Line the call is received on (The default is that it rings group 1) five minutes after which time the call is released.

When the caller enters the extension number correctly, the extension will ring. When the call is ringing at the required extension or group, the Courtesy Service greeting from the internal source is played to the external caller until the call is answered. If it is not answered within thirty seconds, the call will be presented as a normal incoming call for five minutes after which time the call is released. If the extension is busy the call is camped on to the extension. If a Divert On Busy is programmed it is activated. If a Divert On No Answer is programmed it is activated after the no answer timer expires. If the extension becomes free before the no answer timer expires the call is presented to the extension.

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 to dial extensions directly, if you are not availing of the ISDN MSN/DDI service.

Single digit dial through of Auto Attendant

This feature allows the user to dial through the Auto Attendant, to separate groups using a single digit. These groups can be configured by the user to contain the extensions they require (up to 16 extensions per group). If the user dials a single digit and pauses for 2 seconds (default for the AA Dial Timer) the calls are presented as follows:

If the digit 1 is dialled the call will be routed to Group 20
If the digit 2 is dialled the call will be routed to Group 19
If the digit 3 is dialled the call will be routed to Group 18
If the digit 4 is dialled the call will be routed to Group 17
If the digit 5 is dialled the call will be routed to Group 16
If the digit 6 is dialled the call will be routed to Group 15
If the digit 7 is dialled the call will be routed to Group 14
If the digit 8 is dialled the call will be routed to Group 13
If the digit 9 is dialled the call will be routed to Group 12
If the digit 0 is dialled the call will be routed to the Group associated with that line

Auto Attendant will operate in the normal manner, the call is answered by the voice module with the Auto Attendant message, then the user dials the required digit and the call is routed to the destination associated with the digit dialled.

Dialling # when Listening to the Auto Attendant Greeting

If one of the Directory services is programmed on then the relevant directory message is played. If a Directory service is not programmed the call is presented to the destination set in the "Incoming Ringing" programming for the line.

Dialling More than One Digit

If a valid extension number is dialled and the extension is free, the phone is rung.
If the extension is busy the call is camped on to the extension. If a forward when busy is programmed it is activated. If forward on no answer is programmed it is activated after the no answer timer expires.

Dialling an Invalid Number

If a number is dialled which is not a valid extension, group, or phantom mailbox the call is presented to the destination set in the Incoming Ringing programming for the line.
Valid extension numbers are those associated with the extension cards equipped in the switch. An extension on a extension card which has not got a phone connected to it is a valid extension. However an extension number associated with an extension card that is not fitted is not a valid number.
If a phantom mailbox is not programmed the number associated with that box is not a valid number.

Dialling Incomplete Numbers

If an incomplete number is dialled (e.g. 10) the call is presented to the destination set in the "Incoming Ringing" programming for the line after five seconds. A five second inter digit pause is provided between the second and subsequent digits.

Dialling when in the Recording Phase

Dialling any digits when in the recording phase of a call will stop recording the message at that point, save the message in the voice box of the called extension and automatically start recording a new message.

To programme the Lines to be answered by the Auto-attendant

- 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.

To record a Directory 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 'Directory Message'.
- Select 'Record greeting'.
- When prompted, speak to record the new greeting.

Press the Hands-free Key to finish programming.

Directory Services

There are two types of Directory Service provided that prompt callers to the Auto Attendant with a list of names and extension numbers.

The first is the “Simple Directory Service” and the other the “Dial-by-name service”. Only one of the services can be activated on the system.

Simple Directory Service

This is a service where a greeting is recorded on site listing names and their extension numbers. When the directory message is recorded you can access it by dialling # when listening to the Auto Attendant greeting.

If you dial # and there is no directory message recorded, the call is presented to the group or extension programmed for the line in the Incoming Ringing programming. See page 53

Recording the directory message automatically activates the service. You must record a new Auto Attendant greeting to prompt users to dial # for the directory once you have recorded the directory message.

To record a directory message
From the Programming extension, press the PROGRAM 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 “Directory Message”.
- Select Record Greeting
- Record the message after the tone and then press “Confirm”.

Note: This directory message applies to the Simple Directory Service only.

Dial-by-name Service (8 Port Voicemail Module only)

When the “Dial-by name” service is programmed in the switch it is accessed by dialing # when listening to the auto-attendant greeting,

The Dial-by-name greeting is returned. “Using the keys on your telephone please spell the last name of the person and then press #. For the letter Q press seven for the letter Z press nine. To exit the directory press star”.

Note: This message cannot be changed. The directory greeting that can be recorded applies to the Simple Directory Service only.

The “Quick spell” method of entering names is used.

If the user does nothing, no digits are detected, the message is replayed after a 5 second delay. If no digits are entered after a further 5 seconds the call is presented to the destination set in the Incoming Ringing programming for the line. See Page 53.

If * is dialed the Auto attendant message is played.

When the user enters the name followed by # the extension name is played followed by the following message:

“If this is correct press #. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star”.

If no name is programmed the following message is played:

“Extension XX (thirty six as an example). If this is correct press # . For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star”.

If there are no names programmed in the Directory the call is presented to the destination set in the “Incoming Ringing” programming for the line.

If the user does nothing for 5 seconds the call is presented to the destination set in the “Incoming Ringing” programming for the line.

When digits are dialed and # is not entered within 5 seconds the following message is played:

“(Recorded name). If this is correct press #. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star”.

When the user dials # after the prompt the selected extension is rung.

If there are no names in the directory the call is presented to the destination set in the “Incoming Ringing” programming for the line.

If # is not dialed within 5 seconds the extension name (or number) is repeated and the message is again played.

If # is not selected within a further 5 seconds the call is presented to the destination set in the “Incoming Ringing” programming for the line.

If 1 is pressed the previous name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 1 to step back through a number of names.

If 2 is pressed the next name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 2 to step forward through a number of names.

If 3 is pressed the message “Using the keys on your telephone please spell the last name of the person and then press #. For Q press seven for Z press 9. To exit the directory press star” is played again.

If * is pressed the caller is presented back to the Auto-Attendant and the Auto-Attendant greeting is played.

Note: Although the names are entered using the code 2 for A, 22 for B etc the matching is done using 2 for A, B and C, 3 for D, E and F etc.

Dial-by-name Programming

There are three elements to programming the new Dial-by-name service.

- Turn the service on.
- Program the list of names in the Directory Table.
- Users should record their name in their voice mailboxes.

Programming the Directory Service on

- From the Programming extension, press the PROGRAM 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 “Dial Name Directory” is displayed.
- Select the “Dial Name Directory On” option.

To program the names in the Directory table

- From the Programming extension, press the PROGRAM 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 “Dial Name Directory” is displayed.
- Select the “Directory Table” option.
- Select the extension and enter the name.

Use the keypad to enter the last name using 2 to enter A, 22 to enter B etc. A maximum of ten letters can be entered for each name. Full names need not be entered. Matching will take place on the number, from one to ten, of the letters entered.

Note: Although the names are entered using the code 2 for A, 22 for B etc the matching is done using 2 for A, B and C, 3 for D, E and F etc.

Recording names

- Press the MESSAGE key.
- Select “Voice Messaging”.
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail 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”, “Record Name”, and “Cancel”.
- Select “Record Name”.

Note: If no name is programmed, or a name is deleted, when the name is checked the extension number is returned e.g. Extension two five.

Unified Messaging

This provides email notification of voicemail. When a voicemail is left in a user’s voice box, the user is sent an email with an attachment .wav file of the voice message, which can then be played by the user’s PC.

Any voicebox on the system (extension, system, phantom, ring group) can be programmed for UM.

All UM programming is done via the Wizard.

Click-to-Dial

This is a PC application that presents a user with a single directory that includes system speed dial entries, personal speed dial entries and system extensions. It can also include Outlook Express address book entries.

When a user selects a directory entry to make an outgoing call, a call banner is presented on the PC showing the directory details, their extension goes off-hook and dials the number, and the user can talk using a headset attached top the PC. Incoming calls present a similar call banner and can be answered by clicking on an icon on the PC screen. Call hold and transfer are also supported.

It also provides a call history log as well as details of missed calls.

The application must be installed on each user’s PC and individual extensions must be enabled on the Versatility system using the Wizard.

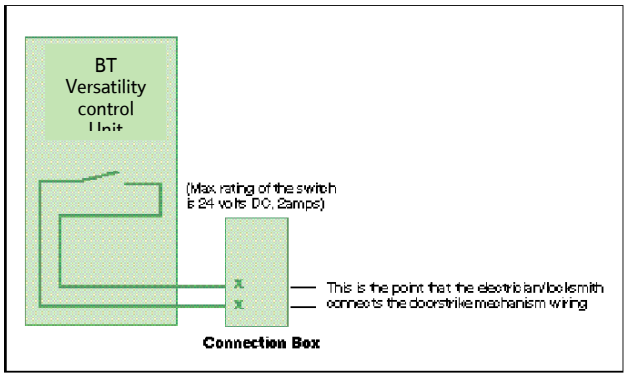
The Click-to-Dial help file provides details of how to use the application.

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 me[illegible] 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 'Lines'.
- 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. (Not Available)
10	Digits entered (outgoing calls only)

To enable/disable Call Logging

Call Logging is disabled by default on power up.

- 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 three 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 disconnected in programming, the Featurephone display will show 'Disconnected'. 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 voicemail 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.

Port Swapping

This option allow two extensions to be swapped without having to move any wiring. If two people swap desks they can keep their extension numbers by using this feature

- 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 first Extension from the Extension list.
- Select the second Extension from the Extension list.

Press the Hands-free Key to finish programming.

To Change ringing from Auto Detect to 25Hz or 50 Hz

This option allows the ringing frequency to be changed from Auto Detect to 25Hz or 50 Hz on individual Extensions. Featurephones ring at 50 Hz by default, Auto Detect detects if a featurephone is connected to the port and sets the frequency to 50 Hz, if it is not a featurephone then it will be set to 25 Hz. If 50 Hz or 25 Hz is selected a list of extensions is displayed allowing the user to set that port to ring at 50 Hz or 25 Hz no matter what type of phone is connected to it. This will override the Auto Detect setting.

- 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 Hz ringing' is displayed.
- Select '25 Hz ringing'.
- Select the required option from 'Auto Detect', '50 Hz' or '25 Hz'
- Select the extensions to ring at the required setting.

The default is that all extensions are set for Auto Detect.

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 ‘Reverse Cadence' is displayed.
- Select 'Reverse Cadence'.

Select the extensions that require the cadences changed

Keypad Feedback

When off hook on an extension fitted with a featurephone, a confirmation tone is played when a digit is pressed. This is so that the user knows that a digit was dialled.

- 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 ‘Keypad Feedback' is displayed.
- Select 'Keypad Feedback'.

Select the extensions that require the confirmation tone to be played

Send Specific MSN/DDI

This feature allows the user to determine whether or not to send their individual MSN or DDI number to the network when making an outgoing call. The Calling Party Number Information Element will contain no number component by default for all outgoing calls except, where the user has specifically programmed their own MSN/DDI to be presented to the network for outgoing calls.

Enabling Specific MSN/DDI

- Enter "Extension" programming menu
- Scroll through and select the "Send Specific MSN/DDI" option
- When selected the display shows the list of extensions
- Select the extensions required to send specific MSN/DDI numbers on outgoing calls
- Selected extensions will appear with solid diamonds

These selected extensions will present their MSN/DDI number (if programmed) on all outgoing calls on ISDN

If no MSN/DDI number is programmed for that extension then no number will be sent to the network on outgoing ISDN calls. The network will supply the Base number for the access if no number is sent by the **BT Versatility.**

Flexible numbering

The extension 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.

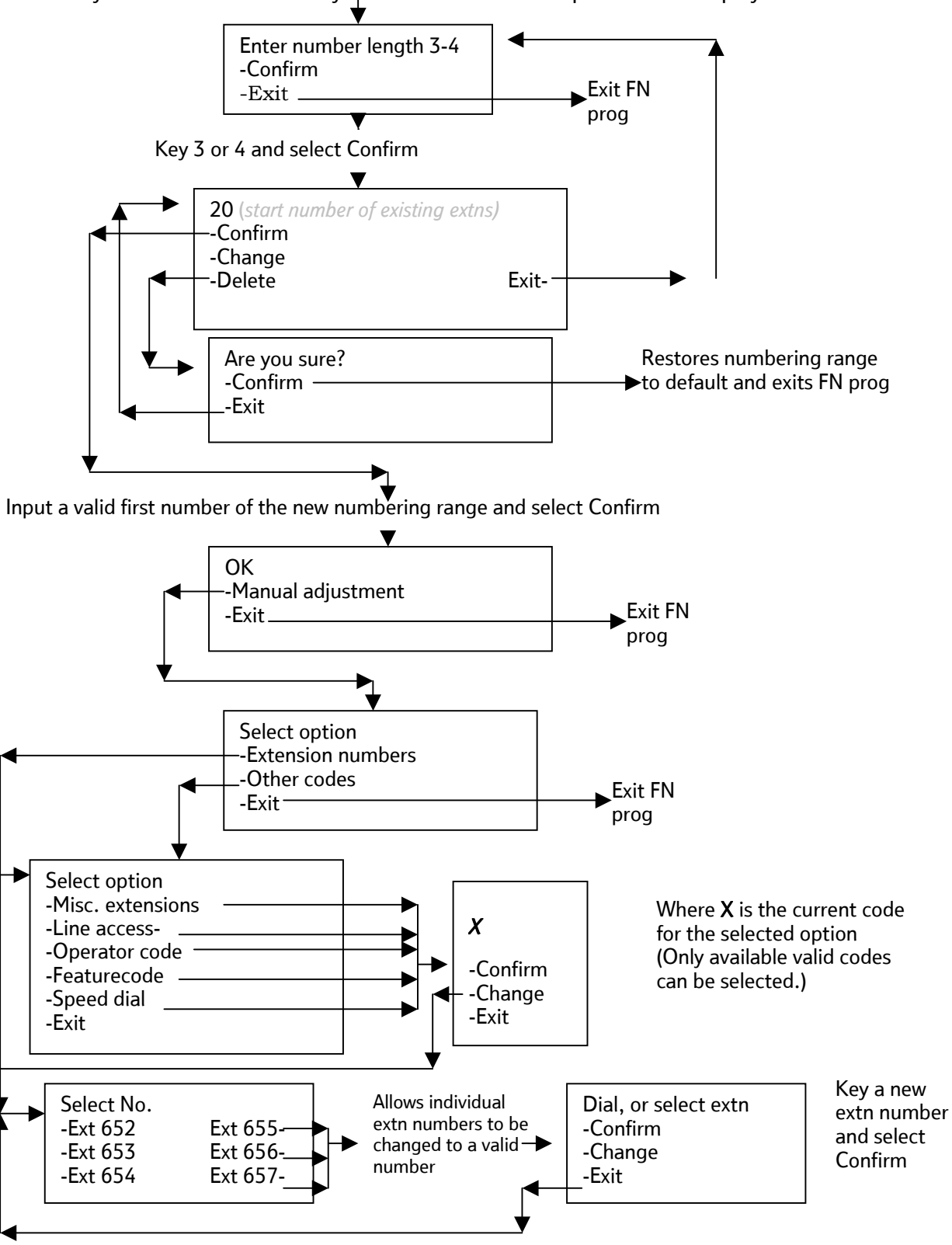
Once the above procedure is completed

- 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_0 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.



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
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 ◊. 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 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, if dial tone is not detected, the line is released if no digit is dialled on 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 'Dialtone detection' is displayed.

Select 'Disable dialtone detect' The lines with 'Dialtone detection' 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 – 300	30 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 – 300	180 seconds
Ringback time duration	01 – 30	30 seconds
Auto – Attendant Day	04 – 30	4 seconds (Immediate answer)
Auto – Attendant Night	04 – 30	4 seconds (Immediate answer)
System VM Box Delay	01 – 30	10 seconds
VM message length	30 - 300	60 seconds
AA Dial Timer	01 - 05	02 seconds
Hunt Timer	01 - 300	15 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.

Auto- Attendant day
The time a call to the auto attendant, when the system is in day mode, will ring before the auto attendant will answer the call.

Auto- Attendant night
The time a call to the auto attendant, when the system is in night mode, will ring before the auto attendant will answer the call.

System VM Box Delay
This is the time that elapses before an unanswered incoming call is presented with the System voicemail box greeting.

VM 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.

AA Dial Timer
This is the delay allowed between dialing the first and second digit when dialling through the Auto Attendant

Hunt Timer
This is the time a call will ring an extension in a hunt group before it is diverted to the next extension in the hunt group

To reset your system

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

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

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!'.

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 16 and press Confirm
- Select Day Mode, night mode or both.
- Select the Extension or Group the DDI Number is to call

Press the Hands-free Key to finish programming.

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 16 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 38 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 51).

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 38.

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 on a per access basis:

Enabling this feature allows the user to prevent sending the calling line identity associated with any extension out to the network on particular basic accesses.

- 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.
- Press the Scroll Down Key (↘) until 'CLIR Per Access' is displayed.
- Select 'CLIR Per Access'.
- Select the Accesses which you do NOT want numbers to be sent to the network on. The Accesses that will not present 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 V8 or V16 extensions only display 'Call for XYZ', where XYZ is the name associated with the MSN/DDI number being called, this does not work to the V phone or 2 wire CDS telephones. 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 to 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 99.
- 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.

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

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 on Page 22.

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 40 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 ◊. 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 ◊. 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.

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 groups or to reject those calls. Here the user can choose to set the general case as "Accept" or "Reject" on busy. If "Individual MSN" is selected all the programmed MSN and DDI numbers are listed here with their Index number . To program a specific MSN or DDI as "Reject on Busy" just select the diamond beside the number required. If the diamond is open then this number is "Accept on Busy".

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

To configure ISDN Accesses with a Directory MSN

This option allows the user to programme a number as the general number for that access. This is done so that the system can send a general number instead of the specific MSN or DDI number on an outgoing call. One number can be entered per ISDN access.

- 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.

Setting up and using PRI (ISDN 30)

When the system is equipped with a PRI interface module it provides additional line capacity to the user. A PRI module provides up to 12 ISDN channels to be used by the system, the programming and set up options available on the PRI is described below.

PRI Channel Programming

This allows the user to programme the number of channels available to 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 ‘Lines’.
- Press the Scroll Down Key (↘) until ‘PRI Programming’ is displayed.
- Select ‘PRI programming’
- Select "No. of B channels" option.
- The current setting is displayed on the screen for 2 seconds.
- Enter the required number and press "Confirm".

Press the Hands-free Key to finish programming.

Line Programming Changes when a PRI module is equipped

When a PRI module is equipped the following 'Line Programming' options are modified.

Equipped Lines

Equipped Lines programming when PRI is enabled

Note: When a system is equipped with a PRI module, the PRI Access does not appear in the equipped lines menu, however any additional PSTN or ISDN2 lines will appear here. Their line numbers are 31 to 34 for PSTN lines and Access 1 to 2 for ISDN2 lines.

Incoming Ringing / Auto Attendant / Courtesy Service

If a PRI Access and no backup lines are installed then the Incoming Ringing is programmed 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”.
- Select “Incoming Ringing” option.
- The menu updates to show only the 'PRI' option
- Select 'PRI 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.
- Auto Attendant or Courtesy Service can also be associated with the call

Press the Hands-free key to finish programming.

The default is that all lines ring group 1 in both day and night modes.

If the switch is equipped with a PRI Access and some Backup Lines are equipped then Incoming ringing is programmed 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”.
- Select “Incoming Ringing” option.
- Select either 'PRI Access' or Line 31 - Line 34 or Access 1 - 2
- Continue the programming as described above

In the case of PRI the B-channels cannot be separated so the full PRI is programmed to ring an extension or group. It can also be programmed for Courtesy or Auto Attendant service.

Note: Lines 31 - 34 or Access 1 - 2 are the backup lines. Only those equipped are displayed.

No D-Channel backup is provided for the PRI Line.

Outgoing Restriction

Switch equipped with a PRI Access

If the switch is programmed with a PRI Access only this option is not presented on the Line programming Menu.
If the switch is equipped with Lines as backup 'Outgoing restriction' is programmed 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 “Outgoing Restriction” is displayed.
- Select “Outgoing Restriction” option.
- The menu updates to show only the back up lines equipped (Line 31 - Line 34 or Access 1- 2)
- Select the required line
- The extension menu is displayed.
- Select the extensions to be restricted from selecting the line for outgoing calls.
- In default no restriction applies.

Incoming calls only when PRI is programmed

When Incoming calls only is selected when the switch is equipped with a PRI Access the display updates showing the B-Channels and backup lines and are programmed 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 “Incoming Calls Only” is displayed.
- Select “Incoming Calls Only” option.
- The menu updates to show all B channels and the back up lines/Accesses
- Select the required lines to be reserved for incoming calls only.
- In default no lines are programmed.

Note: If 12 B-Channels are available and 8 lines are selected then a total of 4 B-Channels are available to extensions to select for outgoing calls.
If a user selects a Line key of a line that is set as Incoming only, busy tone is returned and the message 'Restricted' is shown on the display.

Outgoing Groups

Outgoing Groups when PRI is programmed

In this case the B channels can not be seperated and therefore the PRI Access is presented as an individual option and 'Outgoing Groups' are programmed 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 “Outgoing Groups” is displayed.
- Select “Outgoing Groups” option.
- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, **9** or **760 - 769**
- Select either the 'PRI' or the back up lines (Line 31 - Line 34 or Access 1- 2)
- If PRI is selected all the available B-channels are placed in the selected group.

In default the PRI Access and additional Lines are all in Group 1, selected by dialling 9.

LCR Codes

Selecting lines when PRI is programmed

When the option to select lines is presented the menu is updated to the 'PRI Access' and the back up lines equipped. LCR Codes are programmed 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”.
- Scroll Down and select “LCR Codes”.
- Select “LCR On” to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press “Confirm”. This is the code dialed 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 telephone company.
- Select the preferred or exclusive option.
- If “Exclusive” is selected, the calls can only be sent on the lines selected.
- If “Preferred” is selected, the calls will be routed on the lines selected if they are free. any If one of these lines are not available the call will be dialed on another free line. In this case, the output code is not dialed.

Press the handsfree key to finish programming.

Note: If PRI is selected the LCR programming applies to all B-channels available. Lines 31-34 or Access 1-2 are the backup lines if equipped.

System Voice Mailbox programming

System Voice Mailbox Programming when a PRI is programmed

System voice mailbox is programmed 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 “System Voice Box” is displayed.
- Select “System Voice Box”.
- Select the lines to be answered by the System Voice mailbox. The lines that will be answered are indicated by a “♦”.

Press the handsfree key to finish programming.

Note: If PRI Access is selected all the available B-channels are answered by the System Voice Mailbox. Lines 31 - 34 or Access 1 -2 are the back up Lines, if equipped.

Setting up and using BT Broadband Voice

The BT Versatility can be equipped with the Broadband Module which provides the capability for 2 BT Broadband Voice lines allowing calls to be carried over the Internet.
The Broadband Module is programmed via the BT Versatility Wizard. The programming is described in the separate Broadband Module Manual.
However when a Broadband Module is installed on the switch, the Line menus are updated to show IP Trunk 1, IP Trunk 2 etc. The IP trunks can be used as normal lines to make and receive calls.

Equipped Lines

Equipped Lines programming when a Broadband Module is installed

The IP Trunks are shown as IP Trunk 1, IP Trunk 2 etc. and indicated with a "♦" showing that they are equipped. Select the IP Trunks that are not available to make or receive calls.

Configuring the BTV to make calls through the BT Broadband Voice service

The BT Versatility can be set up in a number of ways to allow the user to make calls out on an IP trunk. The three most common ways making calls over an IP trunk are:

- Selecting an IP trunk
- Selecting an outgoing group containing the IP trunks
- Setting up Least Cost Routing (LCR)

Making a VoIP call by selecting an IP trunk

When dialing from a V8 or V16 featurephone an IP trunk can be selected by programming one of the program keys as an IP trunk. This is carried out as follows:

- From your featurephone press the PROGRAMME key
- Select 'Key programming'.
- Select the Programmable Key you want to programme.
- Press the Scroll Down Key (↘) until 'Line' is displayed and select.
- Press the Scroll Down Key (↘) until 'IP Trunk 1' and 'IP Trunk 2' is displayed
- Select the required trunk to be programmed on the key.
- Select 'Confrim'

Press the Hands-free Key to finish programming.

Making a VoIP call by selecting an Outgoing Group

Calls are placed on VoIP trunks using the enbloc mode of dialing, all the digits are sent together to the network when the last digit has been dialed.
When dialing from a V8 or V16 featurephone dial the line access code **760,** as the IP trunks are located in Line group 2, and enter the digits without going off hook or selecting a line key.

Note: When dialling over an IP trunk the full number, including the area code, must be dialled.

When all the digits are entered press the 'Send Digits ' key. The digits are then immediately sent to line. there is still a delay before the digits are sent unless a # is dialled.

If a number is dialed by selecting a speed dial number, redial, a number in the saved number store, a number in the 'Missed Calls' store or a key programmed with an external number, the number is immediately dialed.
If you go off hook on a featurephone or are dialing from a standard phone, dial the line access code **760** and then dial the external number. The number is sent to line if # is dialled. If # is not dialed the digits are sent 4 seconds after the last digit is dialed.

Changing Outgoing Groups programming for VoIP trunks

In default the IP Trunks are in Outgoing Group 2 accessed by dialling **760**.
This can be changed to include any of the other groups 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 “Outgoing Groups” is displayed.
- Select “Outgoing Groups” option.
- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, **9** or **760 - 769**
- Select the IP Trunks to be located in the group.

LCR Codes

By programming LCR codes and selecting the IP trunks as the preferred option you can choose to send particular types of calls automatically over the IP Trunks.
For example to send international traffic over the IP Trunks, if one is free, enter 011 as the input code and 011 as the output code and select the IP trunks after choosing "Preferred".

- 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 feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press “Confirm”. This is the code dialed 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.
- Select the preferred or exclusive option.
- If “Exclusive” is selected, the calls can only be sent on the lines selected.
- If “Preferred” is selected, the calls will be routed on the lines selected if they are free. If one of these lines are not available the call will be dialed on another free line. In this case, the output code is not dialed.

Press the handsfree key to finish programming.

Redialling calls on IP Trunks over standard exchange lines

When a call is dialed over an IP Trunk the option to redial the call over a standard exchange line is offered on the in-call menu. This option should be used if the quality on the VoIP call is poor.
When the option to redial over a PSTN Line is selected broken tone is returned for a period set at 5 seconds in default.
The user stays off hook. (This is to allow time for the external party to go on hook).
After the timer expires, a free line in the first line group is selected and the call is redialled.
When the call is redialled the number is saved in the redial store.
If no free line is available busy tone is returned. In this case the number is not stored in the redial store.
If this number is redialled from the redial store the call will again go out over a exchange line in the first line group. If LCR has been programmed to route calls over the IP Trunks in this case the call will bypass the LCR programming.

When on a call on a VoIP trunk using a standard telephone dial R 77 and stay off hook.
If R 77 is dialed when on a call on any line other than an IP trunk, invalid tone is returned.
Press R again to return to the call.

Dialing emergency numbers on systems equipped with IP Trunks

Emergency calls are not supported on VoIP services. If a VoIP trunk is selected and **999** or **112** is dialled a free exchange line or ISDN B channel is selected and the call is redialled over it.

Note: It is important that systems are equipped with at least one exchange line to ensure that emergency calls can be made.

Incoming Ringing / Auto Attendant / Courtesy Service

On the “Incoming Ringing” option in the Line programming all the equipped IP Trunks are shown. They can be programmed as normal lines to ring a group or extension or to be answered by Courtesy service or Auto Attendant. See Page 55.

Analogue/Basic Rate line backup

A single PRI Access providing up to 12 channels can be equipped. However two additional Line modules can be equipped providing for up to four analogue/Basic Rate lines which can also be used. The maximum number of line interfaces that can be provided is 16, (12 channels and 4 PSTN lines or 2 ISDN basic rate accesses).
The line modules are installed in the two network card slots on the CCU.

Presentation of Lines on the Featurephones

Programmed Featurephone keys in Key system mode

The Featurephone keys are programmed with Lines 1-8 in the case of the V8 and Lines 1-16 in the case of the V16.
If the switch is programmed with a PRI Access pressing Line 1 will request a B channel from the network. The line offered may not be the first B Channel. However the Led associated with Line 1 key will light on all Featurephones.
Any backup Lines equipped will be numbered Line 31 - 34 or Access 1 - 2.
If more than 16 Line keys are required the keys on a DSS unit can be programmed. The same procedure applies to these keys. In the case of PRI Access the network will determine the B Channel.

Line presentation in the Featurephone display

When a switch is equipped with PSTN Lines only the lines are presented as Line 1, Line 2 etc on the Featurephone display when an external consultation, transfer or conference is invoked.
In the case of PRI the numbering will be the same, but when a line is selected the network will determine which B-Channel is used. Any backup Lines will be numbered Line 31 - 34.

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.

– EXTENSION SETUP –

- Auto answer
- Key programming
- Headset mode

2.

– EXTENSION SETUP –

- Ringing options
- Contrast options
- System programming

3.

– EXTENSION SETUP –

- Background Music
- Cancel

Feature	Default	Notes
Auto Answer • Set Auto Answer • Cancel Auto answer	Auto Answer off	See page 47.
Key programming	Keys select lines (if lines connected)	See page 47.
Headset mode • Headset on • Headset off	Headset mode off	See page 47.
Ringing options • Tone 1 • Tone 2 • Tone 3 • Tone 4 • Tone 5 • Tone 6	Tone 1	See page 47.
Contrast options • Level 1 • Level 2 • Level 3 • Level 4	Level 3	See page 48.
Background Music	Background Music Off	See page 49

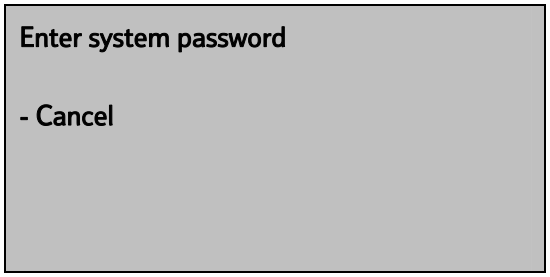
Accessing system programming options

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.

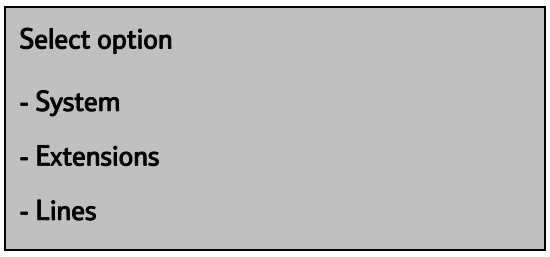
The following screen is displayed:



- 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
- VM Capacity % Used

7.

Select option

- Account Codes
- PABX Mode
- Commission System

8.

Select option

- Dial Name Directory
- Exit

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

Feature	Default	Notes
Time and date	XX:XX xx-xx-xx	See page 59.
Change password	1111	See page 88.
Programming position	Extension 20	See page 87.
Night Service	Not programmed	See page 58.
• Automatic on/off times		
• Weekend service		
Music on hold	Internal source	See page 59.
• Internal source		
• External source		
• Tone on hold		
• Silence		
Line key light	Light flashing on hold	See page 89.
• Light flashing on hold		
• Light steady on hold		
Change greetings	Default messages	
• Auto attendant day		See page 78.
• Auto attendant night		
• Courtesy service day		See page 66.
• Courtesy service night		
Call logging	Call logging off	See page 84.
• Call logging off		
• Call logging off		
• Restricted call log on		
• Enable Xon X off		
• Print Log		
Timers		
• Recall on hold	90 seconds	See page 96.
• Recall on transfer	30 seconds	
• Divert on no answer	11 seconds	
• Courtesy delay	30 seconds	
• Open the door	05 seconds	
• Door Intercom ring dur.	30 seconds	
• Call park	180 seconds	
• Ringback time duration	30 seconds	
• System VM box delay	10 seconds	
• Auto Attendant Day	01 second	
• Auto Attendant Night	01 second	
• VM message length	60 seconds	
• AA Dial Timer	02 seconds	
• Hunt Timer	15 seconds	

Feature	Default	Notes
Door Intercom • Door Intercom equipped • Door Intercom unequip.	Door intercom not equipped	See page 82.
PA amplifier • PA equipped • PA not equipped	PA not equipped	See page 37.
CLI store • Store all calls • Store unanswered calls	Stores unanswered calls	See page 37.
Class codes • Table 2 • Table 3 • Allowed Table • Restricted Table	Not programmed	See page 62.
Reset options • Reset! • Reset to default!!	Not applicable	See page 96.
Set v24 baud rate • 4800 baud • 9600 baud • 19200 baud • 38400 • 115200	115200 baud	See page 85.
BT Numbers		See page 10
VM Capacity	20 messages	See page 67
VM Capacity % Used		See page 67
Account Codes	Account codes off	See page 44
PABX Mode	Key system	See page 46
Dial Name Directory	OFF	See page 79

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
- VM Capacity % Used
- Permanent CLIR

5.

Select option

- Permanent COLR
- No call logging
- External diversion

6.

Select option

- Examine passwords
- Restrict use of PA
- Port swapping

7.

Select option

- Hot line
- Manager/secretary
- Tele-secretary

8.

Select option

- 25 Hz Ringing
- Reverse Cadence
- Keypad feedback

9.

Select option

- Flexible Numbering
- DSS Extensions
- Call Recording

10.

Select option

- Send Specific MSN/DDI
- Exit

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

Feature	Default	
Name programming	None programmed	See page 61.
Restriction classes • Day class of service • Night class of service	All Extensions in Class 1.	See page 63.
Tone protect	Extensions do not accept tone	See page 51.
Page protection	Extensions accept paging	See page 39.
Open door restriction	All Extensions enabled	See page 83.
3.1khz extensions	Not programmed	See page 102.
Individual CLI stores	No stores programmed	See page 37.
Sys. Speed no. override	No override programmed	See page 63.
Voice boxes	Not programmed	See page 67.
Extension disconnect	All Extensions connected	See page 88.
VM Capacity % Used		See page 67
Permanent CLIR	Not programmed	See page 101.
Permanent COLR	Not programmed	See page 102.
No call logging	Not programmed	See page 84.
External Diversion	No trunk to trunk	See page 86.
Examine passwords • Extension lock password • Voicemail password • System voicemail box	 Default 123 Default 1111 Default 1111	See page 89.
Restrict use of PA	All Extensions can make announcements	See page 39.
Tele-secretary • Tele-secretary on • Tele-secretary off	Tele-secretary off	See page 102.
Port swapping	Not programmed	See page 89.
Hot line	Not programmed	See page 60.
Manager/secretary	Not programmed	See page 40.
Expansion Console Extensions	None equipped	See page 18.
25 Hz ringing	Auto Detect	See page 90
Reverse cadence	Not set	See page 90
Keypad Feedback	On for all Extensions	See page 90
Flexible Numbering	Not set	See page 92
Call Recording	OFF for all Extensions	See page 72
Send Specific MSN/DDI	Not set	See page 90

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 Voicemail Box

4.

Select option

- LCR Codes
- LCR Timebands
- CLI Programming

5.

Select option

- DDI Programming
- PSTN programming
- ISDN programming

6.

Select option

- PRI Programming
- Exit

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

Feature	Default	Notes
Equipped Lines	All Lines equipped	See Page 88.
Group Programming	Group 1 with first 8 extensions Groups 2-20 has extension 20 only	See Page 54
Incoming Ringing	Group 1 for all Lines and Accesses	See Page 53
Outgoing restriction	No restrictions	See page 56.
Incoming calls only	No restrictions	See page 56.
Outgoing groups	All Lines in group 1	See page 56.
Outgoing Line Priority	No Priority	See page 57
PABX group	Not programmed	See page 86.
System Voicemail Box	Not programmed	See page 74.
LCR Codes	None programmed	See Page 42
LCR timebands	Not Programmed	See Page 42
CLI Programming	Not programmed	See page 99.
DDI Programming	Not programmed	See Page 99
PSTN Programming		See page 93.
• Loop calling	None	See page 94.
• Guarded Clear	None	See page 94.
• CDS Detection	None	See page 95.
• Dial Tone Detect	None	See Page 95.
ISDN Programming		See page 105.
• P->P or P->MP	P->P is set	
• MSN Programming	None programmed	
• T or S interface	All set as T interfaces	
• ISDN PABX	Not programmed	
• Accept on Busy	Accept on Busy is set	
• Directory MSNs	Not Programmed	
• MSN to ignore	Not Programmed	
• Call Deflection	Not programmed	
PRI Programming	Not programmed	See page 107
• No. of B Channels	8	

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CE

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

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