BT Versatility

Communication without complication

Quick Reference User Guide

Introduction to your Featurephone

Welcome

The BT Versatility system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs.

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a Standard Telephone or the highly featured V8 and V16 BT Versatility Featurephones. This guide helps you to use both types of phone.

BT Versatility Featurephone

To get the most from your BT Versatility, we recommend that you use the dedicated BT Versatility Featurephones. To order more featurephones please contact your Account Manager or call BT Sales FREE on 0800 800 152.

This diagram illustrates the V16 phone which has 16 programmable keys.

How to use your BT Versatility Feature Phones

Phone Setup

To select a different Ringing Tone or Display Contrast

Select ⇒   Program

Press the Scroll Down Key (↘)

Select ⇒   Ringing options and select a different ringing tone

Select ⇒   Contrast Options and select a different level of contrast

Answering and making calls

Answer a call that is ringing on the Featurephone using the handset

Pick up the handset or

Select ⇒   Answer the call   and/or pick up the handset.

Answer a call that is ringing on the Featurephone using hands-free

Select ⇒   Answer the call .

Make an external call

Pick up the handset
Press the Line Key or Key 9 and Key the number.

Make an internal call

Select ⇒   Internal call

Select ⇒   Ext. no. , or

Key the Extension number (20 - 51), and

Pick up handset, or press.

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

Select ⇒   Internal transfer

Select ⇒   Ext. no. and when the call is answered

Select ⇒   Transfer .

Transfer an external call to an external number

Select ⇒   External transfer

Select an available Line as indicated by "◊" and then

Key the external number and when the call is answered

Select ⇒   Transfer .

Deflecting calls

Note: The following instructions assume that your Extension is ringing.

Deflect a call to another Extension

Select ⇒ | Deflect the call |
Select ⇒ | Ext. no. | .

Deflect a call to your voicemail box

Select ⇒ | Deflect to voicemail |

Diverting calls

Divert all calls

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ | Divert |
Select ⇒ | Divert all calls |
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming
external calls only).
Or press "Divert to voicemail"

Cancel divert all calls

Select ⇒ | Cancel divert | .

Divert calls when your Extension is busy

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ | Divert |
Select ⇒ | Divert when busy |
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming
external calls only).
Or press "Divert to voicemail"

Cancel divert a call on busy

Press the Scroll Down Key (↘) until "Divert" is displayed.
Select ⇒ | Divert |
Select ⇒ | Divert when busy | and the diversion is cancelled.

Divert calls when your Extension does not answer (after four rings)

Press the Scroll Down Key (↘) until "Divert" is displayed.

Select ⇒ Divert

Select ⇒ Divert on no answer

Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel divert a call on no answer

Press the Scroll Down Key (↘) until "Divert" is displayed.

Select ⇒ Divert

Select ⇒ Divert on no answer and the diversion is cancelled.

Diverting Group calls

Divert all calls

Press the Scroll Down Key (↘) until "Group Divert" is displayed.

Select ⇒ | Group Divert |

Select the group which is to be diverted

Select ⇒ | Divert all calls |

Select the required extension from the display or key the Extension number, or

Key 9 and the target external number, (for incoming

external calls only).

Or press "Divert to voicemail"

Cancel divert all calls

Select ⇒ | Cancel Group Divert | .

Select the group

Divert calls when your group is busy

Press the Scroll Down Key (↘) until "Group Divert" is displayed.

Select ⇒ | Group Divert |

Select the group which is to be diverted

Select ⇒ | Divert when busy |

Select the required extension from the display or key the Extension number, or

Key 9 and the target external number, (for incoming

external calls only).

Or press "Divert to voicemail"

Cancel group divert on busy

Press the Scroll Down Key (↘) until "Group Divert" is displayed.

Select ⇒ | Group Divert |

Select the group

Select ⇒ | Divert when busy | and the diversion is cancelled.

Divert calls when your group does not answer (after four rings)

Press the Scroll Down Key (↘) until "Group Divert" is displayed.

Select ⇒ | Group Divert |

Select the group which is to be diverted

Select ⇒ | Divert on no answer |

Select the required extension from the display or key the Extension number, or

Key 9 and the target external number, (for incoming

external calls only).

Or press "Divert to voicemail"

Cancel group divert on no answer

Press the Scroll Down Key (↘) until "Group Divert" is displayed.

Select ⇒ | Group Divert |

Select the group

Select ⇒ | Divert on no answer | and the diversion is cancelled.

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Enter a personal greeting

Press ✉, and

Select ⇒ Voice messaging

Enter your Extension number or select Extension from the menu

Then enter your Voice Mailbox Password followed by #.

Select ⇒ Greetings

Follow the text and voice prompts to enter and check your greeting.

Turn on your voicemail

Divert on 'no answer' to the Voicemail is automatically set when a voice mailbox is allocated to your extension.

You may also select the other Divert options as required.

Press the Scroll Down Key (↘) until "Divert" is displayed.

Select ⇒ Divert

Select ⇒ Divert when busy or

Select ⇒ Divert all calls

Select "Divert to voicemail".

Retrieve messages from your voice mailbox

Select ⇒ New voice messages

Enter your Extension number. You will be prompted to

Enter your Voice Mailbox Password, followed by #.

Select ⇒ Play .

Change your Voice Mailbox Password

Press ✉, then

Select ⇒ Voice messaging and enter your Extension number.

Enter your existing password, (default is 1111), followed by #.

Press the Scroll Down Key (↘)

Select ⇒ Change password and

Enter your new password (up to 8 digits long - e.g. 12341234).

Select ⇒ Confirm

Personal speed dials

Programme your personal speed dial list – numbers and names

Press 📖, then

Select ⇒ | Personal Entries |

Select the location you want to program, and

Enter the number

Select ⇒ | Confirm |. When prompted to enter a name.

Press 2 once for A, twice for B, three times for C;

press 3 once for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on before entering

the next letter. A maximum of ten characters per name

(including spaces) is allowed. On completion of the name

Select ⇒ | Confirm |.

Press [   ] to finish programming.

Dial a number from your personal speed dial list

Press 📖, then

Select ⇒ | Personal speed dial |

Select the desired location and the number will be dialled.

System speed dials

Any extension can programme the 500 system speed dial numbers once the system password is entered by them.

Programme system speed dial list – numbers and names

Press 📖, then

Press the Scroll Down Key (↘)

Select ⇒ | System Entries | and then

Enter the system password

Select the location you want to program, and

Enter the number, and then

Select ⇒ | Confirm |. When prompted to enter a name.

Press 2 once for A, twice for B, three times for C;

press 3 once for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on before entering

the next letter. A maximum of ten characters per name

(including spaces) is allowed. On completion of the name

Select ⇒ | Confirm |. Then select the outgoing line group

Press [   ] to finish programming.

Dial a number in the system speed dial list

Press 📖, then

Select ⇒ | System speed dial | and then

Enter the first letter of the name

Select the entry and the number is dialled

Using a standard telephone

The BT Versatility supports Tone phones with Timed Break recall.

If you have problems keying or using the 'Recall key' check with the phone supplier that they use Tone Dialling and Timed Break recall.

Making calls

Make an external call

Lift handset or use hands-free if available.
Obtain a free Line by keying 9

Make an internal call

Lift handset or use hands-free if available.
Key the Extension number (20, 52), or
Key 0 for the operator.

Transfer external call to an internal Extension

Press the RECALL key (R)
Key the Extension number
Replace handset.

Put an external call on hold

Press the RECALL key (R).
Replace handset to continue to use phone.

Note: Call is held for thirty seconds when the telephone is idle.
If the telephone is busy, it will ring when the handset is replaced.

To park an external call

Press the RECALL key (R).
Key 712 followed by the position to park the call in (1 – 5).
Replace handset

To retrieve a call from park

Key 712 from any phone followed by the position the call is parked in (1 – 5).
The parked call is retrieved

Diverting calls

Divert all calls

Lift handset or use hands-free if available.

Key 732

Key the Extension number, or

Key the external phone number (including Line access code 9)

followed by #.

Cancel divert all calls

Lift handset or use hands-free if available.

Key 732.

Divert calls when your telephone is busy

Lift handset or use hands-free if available

Key 733

Key the Extension number, or

Key the external number, (including Line access code 9)

followed by #.

Cancel divert a call on busy

Lift handset or use hands-free if available

Key 733.

Divert calls when your telephone is not answered (after four rings)

Lift handset or use hands-free if available

Key 734

Key the Extension number, or

Key the external phone number (including Line access code, e.g. 9)

followed by #.

Cancel a divert a call on no answer

Lift handset or use hands-free if available

Key 734.

Diverting Group calls

Divert all calls

Lift handset or use hands-free if available.

Key 792 followed by the Group number (180 - 199)

Key the Extension number, or

Key the external phone number (including Line access code 9)

followed by #.

Cancel group divert all calls

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199).

Divert calls when your group is busy

Lift handset or use hands-free if available
Key 793 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external number, (including Line access code 9)
followed by #.

Cancel group divert on busy

Lift handset or use hands-free if available
Key 793 followed by the Group number (180 - 199).

Divert calls when your group is not answered (after four rings)

Lift handset or use hands-free if available
Key 794 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external phone number (including Line access code, e.g. 9)
followed by #.

Cancel group divert on no answer

Lift handset or use hands-free if available
Key 794 followed by the Group number (180 - 199).

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Turn on your voicemail

When you are allocated a voice mailbox 'Divert on no answer' is automatically set to your Voice box

The Voice code is 710

To Divert all your calls to your Voicemail Key 732 followed by 710

To Divert on Busy to your voicemail Key 733 followed by 710

Speed dialling

Programme your personal speed dial list

Lift handset or use hands-free if available

Key 75

Enter the location (01-30) where you want to store the number,

Key the number to store, Replace the handset.

Dial a number from your personal speed dial list

Lift handset or use hands-free if available

Key 74

Enter the location (01-30) of the number required, and the number is automatically dialled.

Dial a number from the system speed dial list

Lift handset or use hands-free if available

Key a system speed number – 8001 to 8500.

Feature Codes

Feature	Code	Feature	Code
Account Codes	791	Log into all groups of which you are a member	723*1
Call Pick-up (incoming calls only)	726	Log out of all groups of which you are a member	723*0
Call Pick-up Group (all Calls)	727	Night Service on/off (Extension 20 only)	738
Call Waiting Tone Protection	725 (R725)	Page - Featurephones	716
CLIR activation	724	PA – answer	717
Conference	R3	PA announcement	720
Display Messages	729 (1 - 8)	Page All	795
Divert All	732 xx	Park	R712 (1-5)
Divert on Busy	733 xx	Pick up parked call	712 (1-5)
Divert on No Answer	734 xx	Redial	77
Do Not Disturb – set/cancel	736	Reminder Call	718
Door Open	731 (R731)	Reminder Call cancel	718*
Extension Lock – change code	714 xxx	Reset telephone	739
Extension Lock - lock/unlock	713 xxx	Return to call placed on system hold	719
External Call Hold	R	Ring Back	R5
External Extension	52	Saved Number Redial	781-785
Follow Me	735 (Password) xx	Speed Dial –personal numbers	74(01 -30)
Forward Recall	R722	Speed Dial –system numbers	8001-8500
Group divert All Calls	792	Speed Dial /programming personal numbers	75(01 -30)
Group Divert on Busy	793	System voicemail box on/off	737
Group Divert on No Answer	794	Voice call (to an individual Featurephone)	715
Group 11	0	Voice Mailbox number	710
Line Access (Line Group 1)	9	Voice mail– retrieving	711
Line Groups 2-11	760-769	Waiting tone	R8
Log in/out of Hunt Group	723 (180-199)		

BT