



BT Versatility

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**
- Key the internal 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**
- Key the target 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**

Key the target 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.

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**.
Replace handset.

To retrieve a call from park

Key **712** from any phone.
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**).

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**).

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**).

Cancel a divert a call on no answer

Lift handset or use hands-free if available
Key **734**

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	Code	Feature	Code
Account Codes	791	Night Service – on/off (Extension 20 only)	738
Call Pick-up (incoming calls only)	726	Operator/Extension 20	0
Call Pick-up Group (all calls)	727	Page – Featurephones	716
Call Waiting Tone Protection	725 (R725)	PA – answer	717
CLIR activation	724	PA announcement	720
Conference	R3	Page All	795
Display Messages	729 (1 - 8)	Park	R712
Divert All	732 xx	Pick up parked call	712
Divert on Busy	733 xx	Redial	77
Divert on No Answer	734 xx	Reminder Call	718
Do Not Disturb – set/cancel	736	Reminder Call cancel	718*
Door Open	731 (R731)	Reset telephone	739
Extension Lock – change code	714 xxx	Ring Back	R5
Extension Lock - lock/unlock	713 xxx	Saved Number Redial	781-785
External Call Hold	R	Speed Dial –personal numbers	74(01-30)
External Extension	52	Speed Dial –system numbers	8001- 8500
Follow Me	735 (Password) xx	Speed Dial /programming personal numbers	75(01-30)
Forward Recall	R780	Voice call (to an individual Featurephone)	715
Group divert All Calls	792	Voice Mailbox number	710
Group Divert on Busy	793	Voicemail– retrieving	711
Group Divert on No Answer	794	Waiting tone	R8



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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