



# Featureline

## Site User Guide

To make an external call press 9  
followed by the telephone number



Bringing it all together

*“Call forwarding for when I’m out  
and about – well that’s a real bonus”*

*“We find it’s the best way of  
dealing with emergency calls”*

*“We’re closed for lunch  
but open for business”*

*“We look so much more professional  
and caring in the eyes of our customers –  
it gives us much more flexibility”*

*“I know who’s calling before  
I pick up the phone”*

*“We don’t waste time calling  
engaged numbers again.  
Featureline does it for us”*

## Featureline Telephone

Why not maximise the potential of your Featureline Service ?

The Featureline telephone has been specifically designed to enhance the Featureline service by being pre-programmed with the Features.

It will enable you to maximise the potential of Featureline **without the need to use access codes to activate the features!**

In addition the phone gives you a liquid screen display, loudspeaker, and an indicator light that enhances the Call Minder service.

The Featureline phone can be bought by phoning 0800 400 400 or online from our partner site **[www.dabs4work.com](http://www.dabs4work.com)**



# Contents

<b>How to Activate your Service</b>	5
<b>Standard Features</b>	
Making a Call	6
Call Diversion	8
Call Pick-Up	12
Call Transfer	14
Call Waiting	18
Call Offer	20
Ring Back	21
Three-Way Call	22
General Interrogation	23
Reminder Call	24
Withholding your number	25
Code Calling	26
Repeat Last Call	27
Caller Return (1471)	28
Caller Return Erasure	29
<b>Optional Free Features</b>	
Caller Display	30
Call Barring	32
Introduction to Hunt Group	34
Hunt Group Diversion	36
Hunt Group Do Not Disturb	38
Featureline for Phone Systems	46
<b>Optional Chargeable Features</b>	
Hunt Group Queuing	39
Direct Call	40
Local Link	40
Call Minder	41
Remote Call Diversion for System X	48
Remote Call Diversion for System Y	49
<b>Useful Information</b>	50

# How to Activate Your Service

## Before you start

Please note, our telephone exchanges vary throughout the UK and work differently. You will need to establish whether you are served by a System **X** or **Y** exchange before you can use your Featureline service.

To do this you just do the following:-

## Step one

Press \* # 001 #

If you receive the message *"Sorry, the service requested is not available."* You are a System Y customer.

If you receive any other message you are a System X customer

## Next step

Now you have established which type of exchange you are served by. You also need to know the line set up, i.e, is it a single line or part of Hunt Group. You can check this by doing the following

For System Y customers:-

Press \* # 121 #

For System X customers:-

Press \* # 003 #

If you receive the message *"Sorry, the service requested is not available."* You have a single line and are not part of a Hunt group.

## Feature Availability

Now you are ready to use your Featureline service you simply need to refer to the relevant **X** or **Y** column in this guide.

# Making a Call

To use Featureline you must first set your phones to “Time Break Recall” (TTB, TBR or TB). Your telephone or phone system user guide will explain how to do this.

## External Calls

To make an external call press 9 followed by the telephone number.



If your lines terminate on a PBX, you will need to dial **9 9** followed by the telephone number to make an external call.

eg. **9 9** 999

Please note:

- You should have contacted your switch maintainer to ensure your PBX can accommodate the additional **9** if your lines are terminating on your switch
- Any equipment attached to your Featureline that auto dials an external number will have to be reprogrammed to accommodate the **9** (eg, PDQ, Fax Machines etc).

## Internal Calls

To make an internal call just dial the extension number.



## Emergency Calls

### To make an emergency call dial 9 then 999 or 112

Please note: You will need to reprogramme any equipment you have on the feature line to dial 9 to make an external call (eg. PDQ, Fax Machines etc).

## Receiving Calls

With Featureline you will hear different types of ringing patterns, these are to help you identify the type of call you are about to receive. The three different types are:

- Calls from internal extensions
- Calls from external telephone numbers
- Calls which you have programmed to ring you back

NB When receiving a call the incoming number will be prefixed with a 9 if you are using a Caller Display phone/ unit.

# Call Diversion

**Call Diversion** - redirect all incoming calls automatically to an internal or external number, including mobiles. You can also set up diversion on busy and diversion on no reply.

*Your Business is never closed - forward your calls to your mobile or home number.*

**If your line is in a Hunt Group please refer to page 36 for Hunt Group Diversion.**

## Codes

### Diversion of all incoming calls

You can divert immediately all incoming calls to any directly dialable number.

- To switch on \* 21 \*
- then either extension number #
- or 9 telephone number #
- To check \* # 21 #
- To cancel # 21 #

### Diversion On Busy

To avoid losing that important call when you are busy on a call, divert your incoming calls to another number.

- To switch on \* 67 \*
- then either extension number #
- or 9 telephone number #
- To check \* # 67 #
- To cancel # 67 #

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓



## Codes

	X	Y
<b>Diversion On No Reply</b>		
To avoid losing that important call when you are away from your desk, divert your calls after approximately 15 seconds or 6 rings.		
To switch on	* 61 *	
then either	extension number #	
or	9 telephone number #	✓ ✓
To check	* # 61 #	✓ ✓
To cancel	# 61 #	✓ ✓
<b>Diversion Override</b>		
eg. If a manager has diverted all calls to a secretary, it is possible for the secretary to override the divert for important calls.		
	RECALL Wait for dial tone * 60 *	
	extension number #	✓

Don't forget to dial 9 for an outside line

# Call Diversion - continued

## Notes for your guidance

- There is a distinctive dial tone to let you know when Call Diversion is set on your telephone. Outgoing calls can still be made in the normal way.
- Within each Call Diversion service, whenever you want to change the number to which calls are diverted, just set the service up with a new number. You don't need to cancel the old number first.
- The diverted part of the call eg from your Featureline to the telephone number you have diverted to will be billed to your Featureline as if it were a normal call at the appropriate rate.
- Diversion On No Reply operates after approximately 15 seconds or 6 rings, if the destination phone is free.
- Where Call Minder has been provided the intermittent dial tone will indicate that there is a new message waiting and does not indicate that a divert has been set.

X	Y
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

For your notes

# Call Pick-Up

**Call Pick-Up** - answer a call to another Featureline extension from your own phone .

*Means you don't have to keep your customer waiting if someone is away from their desk.*

## Codes

### Call Pick-Up

Your extension can pick up and answer an incoming call to any extension on your premises.

To pickup  
any call

\* 52 #

### Directed Call Pick-Up

You can use Directed Call Pick-Up to answer a call that is ringing on a specific extension on your premises.

To pick up  
a call on a  
specific  
extension

\* 52 \*

The number of the extension which is ringing #

\* 58 \*

The number of the extension which is ringing #

X Y

✓ ✓

✓

✓

## Codes

### To Pick-Up a call while busy on another call

To pick up  
any call

**RECALL** Wait for dial tone \* 52 #

To pick up  
a call on a  
specific  
extension

**RECALL** Wait for dial tone \* 52 \*

The number of the extension which is ringing #

**RECALL** Wait for dial tone \* 58 \*

The number of the extension which is ringing #

### Notes for your guidance

- Call Pick Up will answer the call that has been ringing the longest.
- Call Pick Up operates across all the Featurelines on your premises or within its own Pick-Up group.

X Y

✓	✓
✓	
	✓
✓	✓
✓	✓

# Call Transfer

**Call Transfer** – pass a call to another Featureline extension or any external number, including mobiles.

*Enables you to offer a professional seamless service to your customer.*

# Codes

**Call Transfer** – enables you to transfer a call to another phone either before or after it has been answered.

## To transfer during a call

- RECALL

Wait for dial tone then dial
- either extension number
- or 9 telephone number
- If the destination phone is ringing**
- either Replace your handset – this transfers your caller to a ringing phone
- or Wait for the phone to be answered, announce caller, replace your handset – transfers your caller to the other person.

## If the destination phone is answered but you decide you do not wish to transfer the call

- RECALL

Wait for dial tone press 1
- ends your current call and returns you to your original caller.

## If the destination phone is not answered

- RECALL

Wait for dial tone press 1
- returns you to your original caller.
- RECALL

returns you to your original caller.

X Y



## Codes

	X	Y
<p><b>Transfer to Busy</b> - enables you to transfer a call to another internal extension, if engaged you can leave the call holding until it becomes free. If they do not become free after approximately 30 seconds the call is represented to the extension that transferred the original call.</p> <p><b>To transfer during a call</b></p> <p><b>RECALL</b> Wait for dial tone <b>extension number</b></p> <p><b>If the destination extension is engaged</b> Replace your handset - to transfer to the busy extension</p> <p><b>Enquiry Call</b> - allows you to put your original call on hold, make a call to another phone then return to your original caller.</p> <p><b>During a call to make an enquiry call</b></p> <p><b>RECALL</b> Wait for dial tone</p> <p><i>then</i> extension number</p> <p><i>or</i> <b>9</b> telephone number</p> <p><b>To switch between calls</b></p> <p><b>RECALL</b> Wait for dial tone press <b>2</b></p> <p><b>To end enquiry call and return to original caller</b></p> <p><b>RECALL</b> Wait for dial tone press <b>1</b></p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

Notes for your guidance

- When a call is transferred to an engaged extension the caller will hear a ringing tone.
- When a call is transferred to an engaged extension the caller will hear ringing tone and the Call Waiting announcements.
- With Transfer to Busy only one call is able to wait for an extension to become free.
- During an Enquiry Call or whilst a call is being transferred, callers will receive a message asking them to hold the line.
- Call Transfer or Enquiry Call cannot be used when Call Waiting is active and a call is waiting.

X	Y
	✓
✓	
✓	✓
✓	✓
✓	✓



For your notes

# Call Waiting

**Call Waiting** - lets you know, while you're engaged on another call, that a caller is trying to contact you. You can speak to the caller with or without ending the original call.

*Means you never have to miss that important call you could be waiting for.*

## Codes

### The Call Waiting service

- To switch on \* 43 #
- To check \* # 43 #
- To cancel # 43 #

On hearing the Call Waiting bleep you then have several options:

### To accept a call which is waiting

either RECALL Wait for dial tone press 2  
This puts your current call on hold and lets you speak to the waiting call (Your current caller will be asked to hold.)  
Use this to switch between parties.

or RECALL Wait for dial tone press 1  
Ends the current call and connects you to the waiting caller.

### To reject a call which is waiting

RECALL Wait for dial tone press 0  
This rejects the waiting call and turns off the bleep.  
The waiting caller will be disconnected.  
No more calls will be offered until you have finished your current call.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

## Codes

### Notes for your guidance

- Initially Call Waiting is provided 'switched off.'
- Call Waiting is only activated on incoming calls from external numbers.
- If you do nothing when you hear the bleeps, it will stop automatically after approximately 30 seconds and the waiting caller will be disconnected.
- When a call is waiting, Call Transfer will not operate.
- Call Waiting is not available on lines within a Hunt Group.

X Y

✓	✓
	✓
✓	✓
✓	✓
✓	

# Call Offer

With Call Offer, if you call another internal extension and it is busy, you can choose to advise them that you are calling. A series of bleeps on the line will let them know that an important call is waiting to get through.

*Alert one of your colleagues that you have a call to put through to them.*

# Codes

## Using Call Offer

When you ring an extension and find your colleague is busy

To advise  
them you  
are waiting

**RECALL** Wait for dial tone \* 95 #

## To accept a call which is being offered

Either

**RECALL** Wait for dial tone press 2

This puts your current call on hold and lets you speak to the offered call (Your current caller will be asked to hold.) Use this to switch between parties.

Or

**RECALL** Wait for dial tone press 1

This ends the current call and connects you to the offered call.

## To reject a call which is offered

**RECALL** Wait for dial tone press 0

This rejects the offered call and turns off the bleep. No more calls will be offered until you have finished your current call

## Notes for your guidance

- Call Offer is only available for internal extension calls.
- The Call Offer bleeps are the same as the Call Waiting bleeps.
- When an offered call is rejected, the offering caller will receive engaged tone.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

# Ring Back

**Ring Back When Free** – sets up a call to a Featureline extension or external number that is engaged, as soon as it is free.

Note. Ring Back When Free is not available for all types of phone number, eg, ISDN, DDI and international numbers.

*Means no time is wasted making repeat calls.*

**Ring Back When Next Used** – if a Featureline extension isn't answered, this function will try calling it again after it's next used

Don't forget to dial 9 for an outside line

# Codes

**Having dialled the extension or the external telephone number you require**

- To switch on **RECALL** Wait for dial tone \* 37 #
- To check \* # 37 #
- To cancel # 37 #

## Notes for your guidance

- If Call Diversion has been set on the internal extension you are ringing, Ring Back will be set against the extension to which the calls are diverted.
- The Ring Back service is not available on lines in a Hunt Group.
- Ring Back will not operate if the extension you are calling has Call Diversion activated to an external number.
- The Ring Back service is not available on lines in a Hunt Group.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

# Three-way Call

**Three-way calling** - talk to two people at the same time. The other participants can be on a Featureline extension or an external line (Which could be incoming or outgoing).

*Allows you to hold a meeting over the phone.*

*If you require to do this with even more people, why not take one of BT's conferencing services? Visit [www.bt.com](http://www.bt.com) for more information.*

## Codes

		X	Y
	<b>To set up a Three Way Call during an existing telephone call</b>		
	<b>RECALL</b> Wait for dial tone then dial	✓	✓
either	extension number		
or	<b>9</b> telephone number		
	<b>When they answer you can decide to:</b>		
either	<b>Set up a Three-Way Call</b>		
	<b>RECALL</b> Wait for dial tone press <b>3</b>	✓	✓
or	<b>Switch between the two calls</b>		
	<b>RECALL</b> Wait for dial tone press <b>2</b>		
	You can switch between calls as often as you like		
or	<b>End current call and return to original call</b>		
	<b>RECALL</b> Wait for dial tone press <b>1</b>	✓	✓
	<b>Notes for your guidance</b>		
	■ It is not possible to convert a call that is 'waiting' or being 'offered' into a Three Way Call.	✓	

# General Interrogation

**General Interrogation** - check which features you have set up on your Featureline.

To  
interrogate  
which  
services  
are set

\* # 001 #

## Notes for your guidance

- The BT exchange will provide you with voice announcements stating the list of services currently activated on that single line extension.

# Codes

X Y

✓	
✓	

Don't forget to dial 9 for an outside line

# Reminder Call

**Reminder Call** – use your Featureline as an alarm clock.

*Means you never need to be late for your meetings.*

## Codes

		X	Y
	<b>To set a Reminder Call</b>		
To switch on	* 55 * The time you require # (Times are entered using the 24-hour clock).	✓	
For example	* 55 * 0730 # Books a reminder call for 7.30am.	✓	
	* 55 * 1730 # Books a reminder call for 5.30pm.	✓	
To check	* # 55 #	✓	
To cancel	# 55 * HHMM #	✓	
	<b>Notes for your guidance</b>		
	■ There is a small charge for each call booked whether or not you answer it. This charge is itemised on your bill.	✓	
	■ If you don't answer a Reminder Call or the line is engaged, the BT exchange will make one further attempt to get through after a few minutes.	✓	
	■ Reminder Calls are not affected by Call Diversion.	✓	
	■ Customers must set up each reminder call separately.	✓	
	■ The service will call within 5 mins of the reminder time	✓	
	■ If at the time of the reminder call the line is busy or unanswered the reminder will try twice.	✓	



# Withholding Your Number

**Withhold your Number** – prevent the person you are calling from seeing your phone number. You can do this for individual calls or permanently.

## Codes

**To selectively withhold your number**

**141**

**9** telephone number

**To selectively release your number, if you have requested BT to automatically withhold your number**

**\*147#**

*then either* extension number

*or* **9** telephone number

**1470**

*then either* extension number

**9** telephone number

### Notes for your guidance

- You will need to withhold your number even if you are ex-directory.
- If you would like information on permanently withholding your number please call us on Freephone **9 0800 400 400** or contact your BT Account Manager.

X Y

✓	✓
	✓
✓	
✓	✓
✓	✓

Don't forget to dial **9** for an outside line

# Code Calling

Featureline can store up to 20 of your most frequently used telephone numbers. Code Calling enables you to use a short code in place of dialling long telephone numbers. Once you've set them up, you'll find Code Calling extremely useful for contacting different departments or offices quickly and easily.

*Save time by speed dialling the numbers you most use.*

## Codes

- To store numbers**
- To set \* 51 \* Codes 0 to 9 \* 9 telephone number #
- To set \* 51 \* Codes 10 to 29 \* 9 telephone number #
- Example: \* 51 \* 1 \* 9 0800 777666 #
- To store at code 1
- To check all codes \* # 51 #
- To check \* # 51 \* Code #
- To cancel # 51 \* Code #
- To dial a stored number \* \* Code
- Example: \* \* 1 makes call to 9 0800 777666

### Notes for your guidance

- Remember to include the digit 9 in numbers for external calls.
- If you want to store a new number against an existing code, simply store the new number which replaces the previous stored number.
- Digits such as RECALL, \*, and # cannot be stored.

X	Y
	✓
✓	
	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

## Repeat Last Call

**Repeat Last Call** - redials the last number you dialled. It's useful, for example if the number you just dialled is engaged or not being answered.

## Codes

To redial the last number called

\* \* \*

To redial the last number called

\* \* 0

X Y



Don't forget to dial 9 for an outside line

# Call Return

**Call Return** - tells you the telephone number of the last person who called you .

# Codes

## To check number 1471

The BT exchange will provide a voice announcement stating the telephone number, date and time of the last person who called you.

To return the call you will be prompted to press **3**

## Notes for your guidance

- In some cases the number of the last caller will not be available.

The BT exchange will provide a voice announcement stating either:

“You were called at ‘date and time’. We do not have the caller’s number to return the call”.

*OR*

“You were called at ‘date and time’. The caller withheld their number”

X Y



# Caller Return Erasure

With Caller Return Erasure you have the ability to replace the last number stored in your 1471 number store with the announcement “The caller withheld their number”.

## Codes

To activate dial 91475 from the line which you require to replace the last number stored

Notes for your guidance

- After dialling 91475, you will hear ringing tone and then the announcement “The other person has hung up”. Replace the telephone handset and the exchange will ring back.
- When 1471 is then dialled from a line where the service has been used, the announcement “The caller withheld their number” will be given.
- 91475 will need to be dialled after each incoming call you require to be replaced.
- Withholding Your Number: If you have requested BT to arrange for all your calls to be automatically withheld, you will need to selectively release your number to activate the 1475 facility by dialling \* 147 # 9 1475
- Withholding Your Number: If you have requested BT to arrange for all your calls to be automatically withheld, you will need to selectively release your number to activate the 1475 facility by dialling 147091475
- This feature does not work on system X Hunt Groups

X	Y
✓	✓
✓	✓
✓	✓
✓	✓
	✓
✓	
✓	

Don’t forget to dial 9 for an outside line

# Caller Display

**Featureline Caller Display** – see the caller’s phone or extension number, if available, before you answer (you’ll need a caller-display phone or unit).

*Enables you to personalise your greetings to your Customers.*

# Codes

## Notes for your guidance

- All external calls displayed will be prefixed with a 9.
- Numbers will not be displayed for calls made with a BT Chargecard, made on a network that does not allow Caller Display if the caller withholds their number.
- If a caller is diverted to you using Call Diversion, the number of the phone that made the original call will be displayed.

X	Y
✓	✓
✓	✓
✓	✓

For your notes

Don't forget to dial 9 for an outside line

## Call Barring

**Featureline Call Barring** – limit the scope for costly unauthorised calls

– Different levels of barring can be set up on each phone

*Helps you manage your call costs by restricting the type of calls that can be made on your line.*

## Codes

The PIN is a four digit password for the service, you will be notified of this separately. The bar can only be lifted if the correct PIN is entered. The option number allows you to bar calls selectively in the table below. You can use more than one option at any one time.

Bars	Allows	Option Number
All external calls starting with 9 and codes starting with * or #	Calls to 9-999, 9-150,9-151, 9-152, 9-154, 9-144 internal extension calls and calls starting 0800 and 0500	1
National, International and calls to premium rate Information Services Calls to mobile phones	Calls to 9-999, 9-150,9-151, 9-152, 9-154, 9-144 internal calls, local and operator calls and calls starting 0800 and 0500	2
National and International calls; Calls to mobile phones	Calls to 9-999, 9-150,9-151, 9-152, 9-154, 9-144 internal calls, local and operator calls and calls starting 0800 and 0500	2
International calls	All other calls	3
All operator calls	All other calls	4
Calls starting * and #	All other calls and Call Barring Codes	5
Calls to premium rate Information Services	All other calls	7

X Y

✓	✓
	✓
✓	
✓	✓
✓	✓
✓	



## Codes

		X	Y
To switch on	* 34 * Option Number #		✓
To check	* # 34 #		✓
To cancel	# 34 * Option Number * PIN #		✓
To switch on	* 34 Option Number #	✓	
To check	* # 34 #	✓	
To cancel	# 34 Option Number * PIN #	✓	
<b>Notes for your guidance</b>			
■ Ensure that your PIN number is not revealed to anyone. Do not, for example, store it under a memory button.		✓	✓
■ If you wish to bar all outgoing calls (option 1) and divert incoming calls you must set up Call Diversion first.		✓	
■ Reverse charge calls can still be accepted when outgoing call barring (option 1) is switched on.		✓	✓

# Introduction to Hunt Groups

## Hunt Group

This allows incoming calls to the main Hunt Group number to search for a free line. In addition each Featureline within a Hunt Group has its own Direct Inward Dial number and an individual internal extension number.

## Sequential Hunting (Default Setting)

BT exchange will always try to connect an incoming call to the first extension in the Hunt Group and will only hunt to the second extension if the first is engaged. This means the majority of calls will be received by the first extension.

## Cyclical Hunting (Needs to be requested)

The BT exchange will always try to connect an incoming call to the extension following the extension which answered the previous call.

## About your Hunt Group

Certain extension features are not available on Hunt Group extensions; Call Diversion of Direct Inward Dialling numbers, Call Waiting and Ring Back.

You can have a maximum of 10 Hunt Groups on any site.

You can have 30 extensions in one Hunt Group.

You can have 60 extensions in one Hunt Group.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

For your notes

# Hunt Group Diversion

There are three types of Call Diversion that you can programme on your Hunt Group.

## Codes

### Diversion of all incoming calls

You can divert immediately all incoming calls made to your Hunt Group number.

- To switch on \* 121 \*
- then either extension number #
- or 9 telephone number #
- To check \* # 121 #
- To cancel # 121 #

### Diversion on Busy

To avoid losing important calls when all the Hunt Group lines are busy, divert the incoming calls to another number.

- To switch on \* 167 \*
- then either extension number #
- or 9 telephone number #
- To check \* # 167 #
- To cancel # 167 #

X Y

✓	✓
✓	✓
✓	✓
✓	✓

## Codes

### Diversion on No Reply

To avoid losing that important call when someone in the Hunt Group is away from their desk.

To switch on \* 161 \*  
 then either extension number ##  
 or 9 telephone number ##  
 To check \* # 161 #  
 To cancel # 161 #

### Notes for your guidance

- Hunt Group Diversion can be set up on the Hunt Group as a whole, and also on your individual lines.
- Hunt Group Diversion can only be set up on the Hunt Group as a whole.
- Calls made to individual Hunt Group extensions will not be diverted.
- Hunt Group Diversion services can be activated or deactivated from any line in the Hunt Group.
- There is a distinctive dial tone to let you know when Hunt Group Diversion is set on the Hunt Group. Outgoing calls can still be made in the normal way.
- The diverted leg of the call is charged at the same rate as other equivalent Featureline calls.

X Y

✓	✓
✓	✓
✓	✓
	✓
✓	
✓	✓
✓	✓
✓	✓
✓	✓

# Hunt Group Do Not Disturb

With Hunt Group Do Not Disturb you can temporarily remove your phone from the Hunt Group, so calls made to the Hunt Group number will hunt past your phone to the next available phone.

*Ensures incoming calls are directed to a person that is at their desk.*

## Codes

- To switch on \* 261 #
- To check \* # 261 #
- To cancel # 261 #

### Notes for your guidance

- Hunt Group Do Not Disturb will bar all incoming calls. ie calls made to the Hunt Group number, the Direct Inward Dialling Number and the internal extension number. Callers will receive a message.
- Hunt Group Do Not Disturb will bar incoming calls made to the Hunt Group number. Calls to your individual extension will get engaged, but calls to your direct inward dialling number will ring your phone.
- Once activated Hunt Group Do Not Disturb is reported under General Interrogation as 'Incoming Call Barring is in operation'.
- It is not possible to activate Hunt Group Do Not Disturb on all lines in a Hunt Group. If you try to remove the final line, you will receive a message advising you it is not possible.

X Y

✓	✓
✓	✓
✓	✓
	✓
✓	
✓	
✓	

# Hunt Group Queuing

Hunt Group Queuing is an option available to Featureline Hunt Group customers. With Hunt Group Queuing, if all the lines in a Hunt Group are engaged, incoming calls will be placed in a queue while they are waiting to be answered and as soon as a line is free they are connected.

*Means your customers don't have to redial.*

## Notes for your guidance

- Hunt Group Queuing will allow up to nine calls in total to be held in the queue.
- Callers held in the queue will hear ringing tone and are not charged until the call is answered.
- If Hunt Group Diversion is active on all calls, the queue will be deactivated. If active on busy, diversion will only occur if the queue is full. If active on no reply, diversion will occur approximately 6 rings after the call has been presented to an extension.
- Any incoming call which exceeds the number of calls allowed in the queue will receive engaged tone.

X	Y
✓	✓
✓	✓
✓	✓
✓	✓

# Direct Call

**Direct Call** automatically connects you to your selected number.

*Speak directly to the person you want to, simply by lifting the handset eg the local taxi service.*

**NB:** We advise that you take Call Barring with this service

# Local Link

**Local Link** connects up to 5 sites (maximum 60 extensions) with a single internal dialling plan, full feature interworking and inclusive calls between extensions.

*Means you incur no call costs when you phone any of your sites connected to the service.*

## Notes for your guidance

- The BT exchange will automatically connect you to your selected number four seconds after you pick up the handset.
- Normal outgoing calls can be made providing you commence dialling during the first four seconds. To restrict this you would need to apply certain call barring options on your line.

## Notes for your guidance

- All the extensions on each premises are in their own Pick-Up Groups.

X Y

✓ ✓

✓ ✓

✓ ✓



# Featureline working with Call Minder

Call Minder is an answering service which will automatically answer your calls when you are in another office, away from your desk or on another call. It can store up to 50 messages depending on the option and lets you know before message space runs out. If message space is full callers will be asked to call back later.

*Means you never have to miss a call, as your customers can leave a message.*

To get Call Minder to take your calls activate diversions  
Shown on Page 49

Don't forget to dial 9 for an outside line

## Codes

### Making a start

#### Using the right type of phone

You can use any touch-tone phone. These phones usually have \* and # buttons and make tones as you dial.

#### Charges for calls

It's free to use Call Minder from your own phone.

If you call from a different phone, the call will be charged to the phone bill for that phone at the normal rate.

#### Speaking your instructions to Call Minder

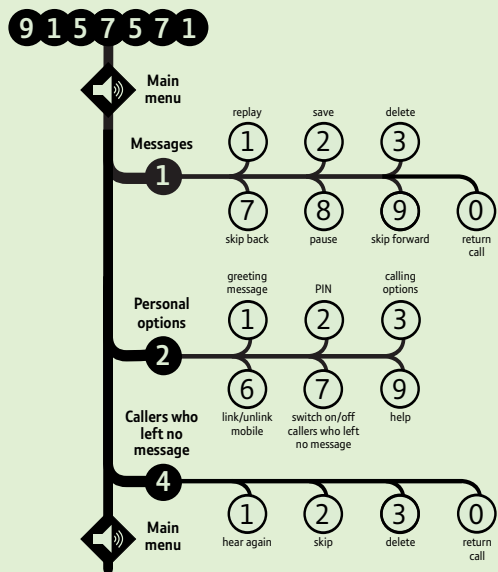
You can speak into your phone to tell Call Minder what to do. Background noise can interfere with this, and you may find it easier to use the buttons on your phone.

#### Quick routes

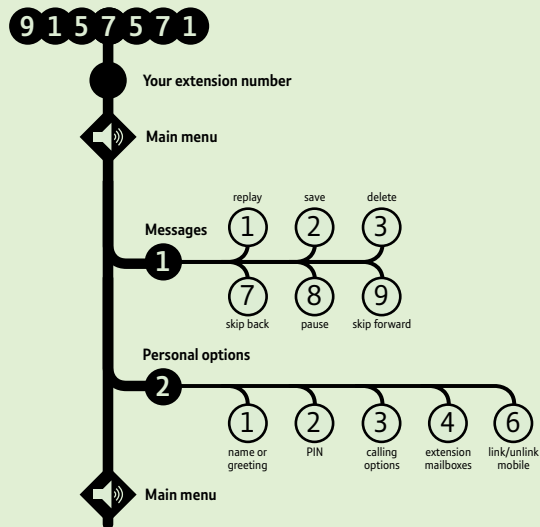
If you know what you want to do, you don't have to wait for the Call Minder instructions to finish. Just follow the quick routes in this guide – they tell you which buttons to press to get from the Main menu to the feature you want.

X	Y
✓	✓
✓	✓
✓	✓
✓	✓

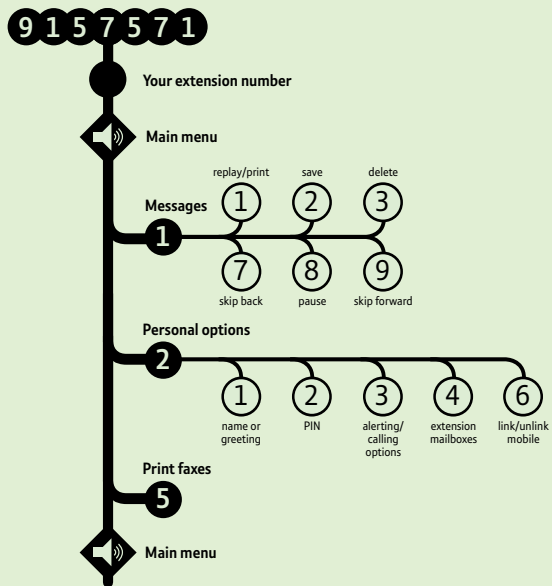
## Call Minder map



## Call Minder Plus (For extensions)



## Call Minder Premier (For Faxes)



Don't forget to dial 9 for an outside line

# Single Lines

## Codes

		X	Y
	<b>There are three ways to set up Call Minder.</b>	✓	✓
	It can answer: <ul style="list-style-type: none"> <li>• all your calls</li> <li>• calls when your phone is engaged</li> <li>• calls when you don't answer</li> </ul>		
	To access the Call Minder menu and listen to your messages		
	Dial <b>9157571</b>	✓	✓
	Setting Call Minder up for Standard Lines (if you are not in a Hunt Group)		
	<b>To take all your calls</b>		
	Call Minder will answer all your calls and your phone won't ring.		
Switching on	<b>* 21 * 9 157572 #</b>	✓	✓
Switching off	<b># 21 #</b>	✓	✓
	<b>To take calls when you don't answer</b>	✓	✓
	Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.		
	You can change how quickly Call Minder answers calls from the Call Minder prompts.	✓	
Switching on	<b>* 61 * 9 157572 #</b>	✓	✓
Switching off	<b># 61 #</b>	✓	✓
	<b>To take calls when your phone is engaged</b>		
	Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.		
Switching on	<b>* 67 * 9 157573 #</b>	✓	✓
Switching off	<b># 67 #</b>	✓	✓

# Hunt Groups

## Codes

		X	Y
	Setting Call Minder up if you are in a Hunt Group		
	All of the Featurelines in the hunt group will share the same Call Minder message box. This will be on the first line of the Hunt Group.	✓	
	A Call Minder message box will need to be provided on all lines in the Hunt Group		✓
	Stuttered dial tone will only appear on the first line of the Hunt Group to indicate that a new message has been left.		✓
	<b>To take all your calls</b>		
	Call Minder will answer all calls and your phone won't ring.		
Switching on	* 121 * 9 157572 #	✓	✓
Switching off	# 121 #	✓	✓
	<b>To take calls when you don't answer</b>		
	Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.		
	You can change how quickly Call Minder answers calls from the Call Minder prompts.	✓	
Switching on	* 161 * 9 157572 #	✓	✓
Switching off	# 161 #	✓	✓
	<b>To take calls when your phone is engaged</b>		
	Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.		
Switching on	* 167 * 9 157573 #	✓	✓
Switching off	# 167 #	✓	✓

Don't forget to dial 9 for an outside line

# Featureline for phone systems

## Codes

Connecting Featureline to a phone system enables you to incorporate the benefits of the Featureline service with a phone system (PBX).

**Please note:**

You need to dial 99 to make an external call. Your PBX may need to be reprogrammed to accommodate the additional 9.

**Notes for your guidance**

- Call Barring does not work if lines are connected to a Call Management Systems and Customer Network Access Equipment.
- For phone system compatibility issues contact your phone system maintainer.
- If the phone system is BT supplied and maintained contact Featureline Advice Line on 0870 5133399.
- If the phone system is not BT supplied and/or maintained you should contact your supplier/maintainer.
- Any feature activated will be set against the line and not the PBX extension.

X	Y
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

For your notes

Don't forget to dial 9 for an outside line

# Remote Call Diversion for System X

Remote Diversion enables you to remotely divert all your incoming calls to another phone. Whether you are working at different locations, working from home or just need to divert your calls to a colleague, Remote Diversion is the ideal way to manage your calls.

*If you forgot to forward your calls? Don't worry, this feature allows you to set up your divert remotely, which could be from the comfort of your own home.*

## Codes

### To use the service Dial the access phone number

Make a note of your access number here:

### Wait for another dial tone and then:

To divert \* Diversion Code \* PIN \*

Your full Featureline telephone number \*

then either extension number #

or 9 telephone number #

An announcement will confirm that a diversion has been set

To check \* # Diversion Code \* PIN \*

Your full Featureline telephone number #

An announcement will confirm that a diversion has been set

To cancel # Diversion Code \* PIN \*

Your full Featureline telephone number #

An announcement will confirm that a diversion has been set

### Remote Diversion codes System X Standard Line:

44 Divert all calls

65 Divert on Busy

64 Divert on No Reply

### Remote Diversion codes System X Hunt Group Lines:

44 Divert all calls

65 Divert on Busy

64 Divert on No Reply

X Y

✓

✓

✓

✓

✓



# Remote Call Diversion for System Y

## Codes

X Y

### To use the service Dial the access phone number

Make a note of your access number here:

### Wait for another dial tone and then:

**To divert** Your full Featureline telephone number \* PIN #

\* Diversion Code \*

*then either* extension number #

*or* 9 telephone number #

An announcement will confirm that a diversion has been set

**To check** Your full Featureline telephone number \* PIN #

\* # Diversion Code \* #

An announcement will confirm which diversion is set

**To cancel** Your full Featureline telephone number \* PIN #

# Diversion Code \* #

An announcement will confirm that a diversion has been cancelled

### Remote Diversion codes System Y Standard Line:

21 Divert all calls

67 Divert on Busy

61 Divert on No Reply

### Remote Diversion codes System Y Hunt Group:

121 Divert all calls

167 Divert on Busy

161 Divert on No Reply

166 Divert on Busy & No Reply



Don't forget to dial 9 for an outside line

# Useful Information

## Compatibility

### Broadband

Broadband is compatible with Featureline but works with single lines only and is not compatible where Featurelines are part of a hunt group. For more information about BT's Broadband portfolio and special offers please visit **[www.bt.com](http://www.bt.com)**

## If you need help

Online Support: **[www.bt.com/business/support](http://www.bt.com/business/support)**  
(Eg FAQ's & to download additional user guides).

Sales Enquiries: **9** Freephone 0800 **400 400**, contact your BT Account Manager or visit **[www.bt.com](http://www.bt.com)**

Faults: To report a fault dial **9** 0800 **800 154**, contact your BT Service Centre or visit **[www.bt.com](http://www.bt.com)**

Customer Helpline: **9** 0870 **513 3399** available 9:00am to 5:00pm Monday to Friday.

If you are a Business Assurance customer please phone **9** 0800 **990088** to report a fault.

## Offices Worldwide

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Registered office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No: 1800000.

Designed by Strata  
Printed in England

**PHME 53477/04/08/FL**

