

THE NEW
AMBASSADOR ESS

INPHONE
INTERPHONES



AMBASSADOR ESS

USER GUIDE



British
TELECOM

Introduction

Your telephone extension is connected to an Ambassador switching system from British Telecom.



Ambassador makes available many facilities that were not possible on older telephone systems. To enable you to take full advantage of these facilities you will probably have been provided with a special Ambassador extension instrument. Most of the instructions in this booklet refer to these special instruments.

Certain extensions are provided with an ordinary telephone. If you have an ordinary telephone, see page 18.

Some Ambassador systems are connected to a private branch exchange (PBX). If this is the case with your system you should also read the information on page 16 and 17.

Please note that an earlier version of the Ambassador system was previously available which did not offer all the facilities described in this guide. If you are in doubt about which version you have, contact your supplier.

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Making a call

Lift handset

Internal:

Press button

External:

Press free button

Key the number you want

Answering a call

Internal:

Lift handset

External:

Lift handset

Press button by flashing lamp

Altering the buzzer setting

Do not lift handset

Press and hold down

Lamps by buttons show buzzer setting:

Lamp on = Buzzer on

Lamp off = Buzzer off

Press button to change buzzer setting

Release

Holding a call

Press

Make or answer another call, if required

To return to held caller, press button next to flashing lamp

Transferring a call

Press

Call other extension

When extension answers, announce call and replace handset

Setting up a conference

Press

Call other extension

Ask other extension user to press

Press your own

Diverting calls

To nominate an extension to receive diverted calls:

Do not lift handset

Press and together and hold down

Press button for extension to receive calls

Release and

To start or end diversion:

Press

Express calling*

To store a number:

Lift handset

Press and hold down

Press a keypad button

Key number to be stored

Release

To make call:

Lift handset

Press free button

Press

Press keypad button number is stored against

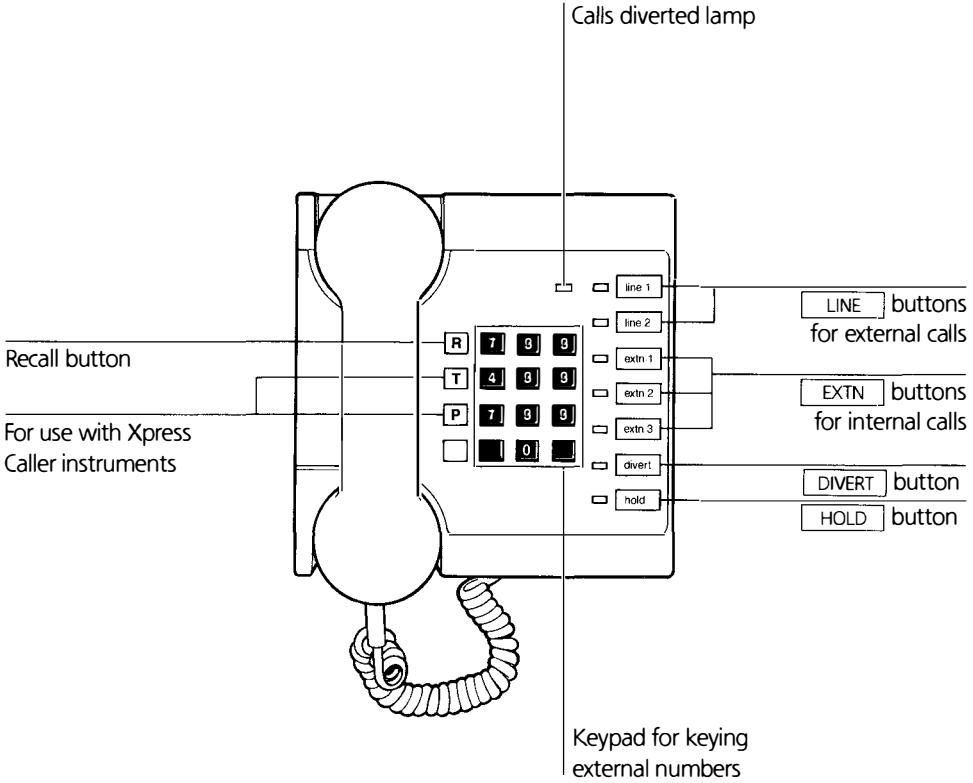
Repeating last dialled number:

Lift handset

Press free button

Press

*These facilities are only available from Xpress Caller extension instruments.



Tones




When making calls on the Ambassador system you will hear a number of new tones through your handset:

- | | | |
|----------------------------------|---------|--|
| Internal ring tone | _____ | The extension you are calling is ringing. |
| (a slowly repeated single note) | | |
| Internal engaged tone | — — — — | The extension you are calling is engaged. |
| (a rapidly repeated single note) | | |
| Call waiting tone | — — — | An external call is waiting to be answered, but all extensions are in use or have their buzzer set off (see page 7). |
| (a series of regular 'pips') | | |

In addition to these new tones you will hear the familiar exchange dialling tone, ring tone and engaged tone when you make external calls.





Ringling signals

Your Ambassador extension can ring in three ways:

Internal ringing signal (slow repeated bursts)		Another extension user is calling you.
External ringing signal (normal exchange ringing)		An external call is waiting to be answered.
Contact signal (a single short burst)		The extension user to whom you are diverting your calls wishes to contact you (see page 11).

Lamp signals

The lamps next to your LINE and EXTN buttons can give these signals:

A continuous glow		The exchange line or extension next to the lamp is in use.
A rapid flashing		There is an incoming call on the exchange line next to the lamp.
A slow flashing		There is a call for you from the extension next to the lamp
An intermittent flashing		A call is being 'held' on the exchange line next to the lamp (see page 8).

Pressing buttons

Many of the instructions in this booklet refer to pressing buttons. Unless stated otherwise, just press the button and then release it. There is no need to hold the button down.

Failed calls are commonly caused by pressing buttons too quickly. If a call is unsuccessful, repeat it pressing each button firmly.

An internal call is a call to or from another Ambassador extension. You have an button for each of the other extensions on your system.

To make an internal call

Check that the extension you want to call is not in use.

The lamp next to the button should be off.

Lift up your handset.

Press the button for the extension you want .

You hear the internal ringing tone.

When the other person answers you are connected immediately.


At the end of the call:

Replace your handset.

Wait on busy

If the lamp for the extension you want to call is on, showing that the extension is in use, you can make the call in the normal way. You will hear the internal engaged tone.

Continue listening to the engaged tone. Then as soon as its handset is replaced the called extension will ring, and you will hear the ringing tone. You can speak to the extension user as soon as he answers.

An external call is a call on a public exchange line. Each exchange line connected to your system is represented by a  button on your extension instrument.

To make an external call


Lift your handset.

Press a free  button.

A button is free if the lamp next to it is out. The lamp glows when you press the button.


Listen for the exchange dial tone.

If you hear the dial tone, key the number you want by pressing the buttons on the keypad in the appropriate order.

If you do not hear the dial tone it means that the  button you have pressed is not connected to an exchange line. Try the other button.

At the end of the call:

Replace your handset.

The lamp next to the  button goes out after a short delay.

An internal call is signalled by a buzzer in your extension instrument. A slowly flashing lamp next to one of the extension buttons indicates which extension is calling you.

To answer an internal call

Lift your handset.

The buzzer stops and the lamp glows steadily.

Speak to the caller.

An external call is signalled by a lamp flashing next to one of the buttons. Your buzzer may also sound.

You can choose not to answer the call. You can make internal or external calls in the normal way, and when someone else answers the call the lamp will stop flashing and glow steadily.

To answer an external call

Lift your handset.

Your buzzer stops, if it was sounding. Other ringing extensions continue to ring

Press the button next to the flashing lamp.

The lamp glows steadily.

Speak to the caller.

Incoming external calls may sound the buzzer of your extension instrument. If you wish you can switch your buzzer off for one or both exchange lines, so that external calls on those lines are signalled only by the flashing lamp. (You can not switch the buzzer off for internal calls).

To alter the status of the buzzer

Do not lift the handset.

Press the button and hold it down.

If you want to change the status of the buzzer for a line, press the appropriate button.

Release the button.

The lamps next to the buttons show the status of the buzzer. If the lamp glows the buzzer is on for that line. If the lamp does not glow the buzzer is off.

If the lamp next to the button was glowing it will go out and the buzzer will not sound for that line; and vice versa.

After a power failure, the buzzer will revert to the arrangement shown by this table:

	Line 1	Line 2
Extn 1	On	Off
Extn 2	Off	On
Extn 3	On	Off
Extn 4	Off	On

Call waiting tone

If you hear the call waiting tone (see page 2) during an internal call it means that an external call is waiting to be answered, but that every extension is in use, or has had its calls diverted (see page 11), or its buzzer set off for that line.

Ambassador enables you to 'hold' a call on an exchange line whilst you make or answer another call. The 'held' call can be either incoming or outgoing.

To hold a call

Tell your caller what you are going to do and ask him to hold on.

Press

Ambassador puts your caller into Hold. The lamp next to the button used to make or answer the call flashes intermittently.

You are now free to answer or make another call using a different button in the normal way. The held caller can not overhear your conversation with the third party

If you have two exchange lines, you can hold calls on both buttons at the same time.

To return to a held caller

Press the button next to the intermittently flashing lamp.

Ambassador reconnects you to the caller held on that line. The lamp next to the button glows steadily.

Ring back on hold

If you hold a call and then replace your handset, your buzzer will sound briefly every 16 seconds to remind you to deal with the held call.

Ambassador enables you to transfer an exchange line call to any other extension on your system.

To transfer a call

Tell the caller that you are going to transfer him and ask him to hold on.

Press

Ambassador puts the caller into Hold.
The lamp next to the button flashes intermittently.

Call the extension to which you want to transfer the caller, in the normal way.

When the extension answers, explain that you are transferring a call to him.

The original caller in Hold can not hear what you are saying.

Replace your handset (unless you are holding two calls; see below)

Ambassador automatically connects your caller to the other extension user.

If the other extension user is engaged or does not answer or can not accept the call

Press the button next to the intermittently flashing lamp.

Ambassador reconnects you to the caller in Hold.

If you are holding two calls

Tell the other extension user which line the call you are transferring is on and ask him to press the appropriate button. If you just replace your handset the other extension user will be connected to the call which you put in Hold last.

To accept a call that is being transferred to you

Wait for the other extension user to replace his handset.

or

Press the button next to the intermittently flashing lamp.

A conference call is one between three callers in which each can hear and be heard by the other two. Ambassador enables you to set up a conference call between yourself, an outside caller on an exchange line and another internal extension user.

Ordinary telephones (see page 18) and inter-PBX calls (see page 16) can not be included in a conference call.

To set up a conference

Tell your outside caller what you are going to do and ask him to hold on.

Press

Ambassador puts your caller into Hold.

Call the other extension in the normal way. Ask if the extension user is willing to join the conference.

If the extension user agrees to join the conference:

Ask him to press his button.

When he does so your calls diverted lamp will flash rapidly.

Press your own button.

The calls diverted lamp goes out and the conference is established.

If the extension user can not join the conference:

Press the button next to the intermittently flashing lamp.

You are reconnected to the caller in Hold.

If you are invited to join a conference

Press your button.

Your call diverted lamp flashes rapidly. When it goes out you can hear and be heard by the other two callers.

If either extension user replaces the handset during the conference, the exchange line will still be connected to the remaining extension.

You can instruct Ambassador to divert incoming calls for your extension to another extension. First, you must tell the system which extension is to receive your diverted calls.

To tell the system which extension is to receive diverted calls

Do not lift the handset.

Press and and hold them down together.

Press the button of the extension to which you want your calls diverted.

Release and

To divert your calls to the other extension

Press

The green lamp next to the button should glow steadily.

Any calls for your extension will now be automatically transferred to the extension you nominated, without sounding your buzzer. External calls are signalled by the flashing lamp and you can answer them or make internal or external calls in the normal way.

During diversion, only the extension user who receives your diverted calls can ring you or transfer calls to you. If this happens you will hear the buzzer sound once and the red lamp next to your button will glow until you lift your handset.

If you do not answer and the other extension user replaces his handset, the lamp will continue to glow. You should contact the other extension user as soon as is convenient.



You can divert calls at any time, even if your extension is ringing or you are engaged in a call.

You can not divert calls if

the other extension user is already diverting his own calls.

someone else is diverting their calls to you.

you have not told the system which extension is to receive diverted calls.

In all these cases the green  lamp will not glow when you press the  button.

To end call diversion

Press  again.

The lamp next to the button goes out. If a call for you is ringing the other extension, your extension will immediately start to ring.

If another extension user has diverted his calls to you, the green calls diverted lamp at the top of your extension instrument will glow. More than one extension can be diverting calls to you at the same time.

Diverted internal calls are signalled in the same way as your own calls, except that the green **DIVERT** lamp flashes together with the red **EXTN** lamp. Remember that diverted callers will be expecting the other extension user to answer, not you.

For external calls, the **DIVERT** lamp flashes and your buzzer sounds if the other extension is set to ring for external calls. If not, the **DIVERT** lamp does not flash and the buzzer sounds only if you have set it to do so (see page 7).

To contact the extension user who has diverted his calls to you

Make a call to his extension in the normal way.

The buzzer sounds once only. You will not hear the normal ringing tone.

If the other extension user does not answer, replace your handset. His **HOLD** lamp will glow to warn him that you wish to speak to him.

You can not contact the other extension user whilst his phone is in use and you will not hear the normal engaged tone if you try.

You can not divert your own calls whilst someone is diverting to you.

This facility can only be used from a special Xpress Caller extension instrument. If you do not have this instrument, ignore this section.

You can store up to ten telephone numbers in the Xpress Caller's memory, one against each keypad button. Each number can be up to 18 digits long. Then you can instruct the system to call these numbers for you by pressing just two buttons.

To store a number

1 Lift your handset.

You may find it easier to place the handset to one side to leave both hands free.

2 Press **[P]** and hold it down; keep it pressed until step 5.

3 Press the button on the keypad that you want to store the number against.

This button must be one of the digits 0 to 9.

4 Key the full telephone number that you want to store against the button.

You must include the STD or IDD code, where appropriate.

5 Release **[P]**

6 Replace your handset.

7 Make a note of the number or person you have stored against the button.

To change a stored number

Repeat the procedure given above, keying the new number at step 4.

To make a call by Express Calling

Lift your handset.

Press a free button.

You should hear the exchange dial tone.
If you do not, try the other button.

Press .

Press the keypad button that the number you want to call was stored against.

Ambassador will automatically connect you to the number; there may be a short pause before the number rings. If no number is stored against that button, you will hear the number unobtainable tone.

Repeat last number

This facility can only be used from a special Xpress Caller extension instrument. If you do not have this instrument, ignore this section.

Ambassador stores in its memory the last exchange line number that you have keyed. This number is retained even if you call an Ambassador extension. However when you next key an external number, the new number replaces the old one in Ambassador's memory.

To re-call the stored number

Lift your handset.

Press a free button.

You should hear the exchange dial tone.
If you do not, try the other button.

Press twice.

Ambassador automatically re-calls the last external number that you keyed.

(Inter PBX working)

Extension 4 on your Ambassador system may be connected to another private branch exchange (PBX) via an adaptor.

To make a call to an extension on the other PBX

Lift your handset.

Press your EXTN button for extension 4.

You hear two bursts of ringing tone.

If the other PBX has an internal dial tone, wait until you hear it; or if it does not have a dial tone, wait until the EXTN 4 lamp glows continuously.

Key the number of the extension you want to speak to.

Exchange line calls can be transferred to an extension on the other PBX in the normal way.

You can divert your calls to extension 4 (ie the other PBX) provided there is an operator or dedicated extension which can answer them (see page 11).

Incoming exchange line calls for your Ambassador system will ring the other PBX (and can be answered there) if the red illuminated button on your adaptor box is glowing. To turn the lamp on (or off), press the button. (The adaptor box will normally be positioned next to the Ambassador control box.)

You can not make exchange line calls via the other PBX.

Your Ambassador system may be set up so that one of your external lines, controlled by a LINE button, is connected to another PBX. This section explains how to make calls using this button.

To make a call to an extension on the other PBX

Lift your handset.

Press the LINE button connected to the PBX.

You hear the PBX dial tone, if it has one.

Key the number of the extension you want to speak to.

To make an external call

Lift your handset.

Press the LINE button connected to the PBX.

You hear the PBX dial tone, if it has one.

Key the PBX external access code.

You hear the exchange dial tone.

Key the number you want.

To use Express Calling or Repeat Last Number

Consult the User Manual for the other PBX.

You may have one LINE button connected to a PBX, and one connected directly to an exchange line. If so, use the procedures on this page for the line connected to the PBX, and those in the rest of this booklet for the direct line.

The procedures on these two pages explain how to use the Ambassador system if your extension instrument is an ordinary telephone.

To answer a call

Lift your handset.

Speak to the caller.

To make an internal call

Lift your handset.

Dial the code for the extension you want, as given by the table alongside.

Your extension number	Extension to be called	Code to dial
4	1	01
	2	02
	3	03
3	1	02
	2	03
	4	01
2	1	03
	3	01
	4	02
1	2	01
	3	02
	4	03

To make an external call

Lift your handset.

Either

Dial 9 to use the first available free line.

or

Dial 81 to use line 1, or 82 to use line 2.

If you hear the exchange dial tone, dial the number you want.

If you do not hear the dial tone the exchange lines are in use: try again later, or wait; you will be connected as soon as the line becomes free.

You can make an enquiry call or transfer a call to another extension, if your telephone has a **RECALL** button and provided your system is not connected to a PBX with an earth recall. (If in doubt, consult your supplier.)

To make an enquiry call

Tell your caller what you are going to do and ask him to hold on.

Press **RECALL**

Ambassador puts your caller into Hold.

Make your enquiry as a normal external or internal call.

To return to the held caller:

Replace your handset briefly and then pick it up again.

Brokerage facility

If you have held a call on one exchange line and made an enquiry call on the other, you can switch between the two conversations by pressing **RECALL**. Ambassador puts the enquiry call into Hold and reconnects you to the previously held call. You can switch as many times as you require.

To transfer a call

You can only transfer calls which you have made or answered yourself, not calls which have been previously transferred to you.

To transfer a call:

Make an enquiry call to the extension to which you want to transfer the call.

When the extension user answers explain that you are transferring a call.

Replace your handset.

Ambassador automatically connects the caller in Hold to the other extension.

Controlling your phone's ringing

Incoming exchange line calls will ring your telephone if the red illuminated button on the adaptor box is glowing. To turn the lamp on (or off), press the button. (The adaptor box will normally be positioned next to the Ambassador control box.)

You can also control the ringing from your telephone.

To make your telephone ring for external calls:

Dial 41

The lamp on the adaptor box glows continuously.

To stop your telephone ringing for external calls:

Dial 40

The lamp on the adaptor box goes out.

Other facilities

You can receive diverted calls but you can not divert your own calls or take part in conferences. You receive no lamp signals for calls.

If the power to your Ambassador system is turned off, exchange line 1 is connected directly to extensions 1 and 3 and exchange line 2 (if you have it) is connected directly to extensions 2 and 4. The ringing signal changes from a buzz to a 'warble' as a warning of the power failure.

Each extension can make and answer calls on its own exchange line like an ordinary telephone. There is no need to press the button. If you have an Xpress Caller instrument you can use the Express Calling and Repeat Last Number facilities.

However, during mains failure no lights show on your extension instrument. You can not make calls to another extension, or transfer or divert calls, or set up a conference call.

When power is restored you will find that your buzzer has been reset (see page 7). You will also have to tell the system again which extension is to receive your diverted calls (see page 11).



APPROVED
for use with
telecommunications systems
run by British
Telecommunications
in accordance with the
conditions in the
instructions for use.

DESIGNATION LABELS FOR THE AMBASSADOR ELECTRONIC SWITCHING SYSTEM

INSTRUCTIONS FOR FITTING.

1. Type or write the name or number in the centre of the label.
2. Remove the label from the sheet by tearing carefully round the perforations.
3. Pull the plastic transparent cover carefully from the button concerned.
4. Remove any old label and place the new label over the plastic block of the button.
5. Replace the transparent cover by pressing gently in its centre so that it clips over the label.
6. Extra labels can be obtained when required from your Telephone Manager.



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