BT *Renown*

BT *Renown*

User guide

Renown

BT

Contents

Important!

Before using your Renown system/Systemphone(s), make sure that

- The system is properly installed and tested, and

- The exchange switches are correctly set on your phones

The separate Installation Guide enclosed explains how to do this.

Finding your way around the guide

This booklet explains how to use your Renown phone system with both ordinary phones and Renown Systemphones. Pages 4 to 22 describe the general features of the system which are available to all users, while pages 23 to 30 give more information on the extra facilities which are available to Renown Systemphone users.

Note – If you are using ordinary phones with Renown, you will need to refer to their own user guides to find out, for example, how to use the memory or loudspeaking facilities.

Pressing buttons

Whenever you are told to press one of the buttons in this guide, make sure you press it firmly and release it. Don't hold it down.

You will also be told at various points to press the RECALL button. Some phones have a button which is actually marked with the word RECALL. But some phones simply show the letter R. Press this whenever you are told to press the RECALL button.

Power failure

When you are installing the system, you will need to decide which phone is extension 1. This is connected directly to the exchange line, which means that you will still be able to receive incoming calls and make outgoing calls from this extension if there is a power cut, or if the Renown control unit has been disconnected from the power supply.

Renown at a glance

When you are making or receiving internal or external calls, you will hear several different tones through the handset. These are described below.

What the tone is	What you hear	When you hear it
Internal dialling tone	A higher-pitched steady purr	When you are making an internal call
Busy tone	Rapid broken tone	When an internal or an external call is in progress
External dialling tone	A steady purr	When you are making an external call
Special dialling tone	An interrupted purr	When you have switched the bell off on extensions 2, 3 or 4 (see page 15), or when the bell off override has been programmed into extension 1 (see page 17)
Warning tone	Irregular broken tone	If your bell has been switched off, you will hear this tone when you pick up your handset and press RECALL if an external call is coming in (see page 16)
Call waiting tone	Single two-second tone	When an external call is coming through to your phone extension while you are making an internal call

If you are using a Renown Systemphone, you will hear all these tones and you will also see different signals shown by the light

What the light does	What it means
It is off	The exchange line is free
It flashes twice, then there is a pause and then it flashes twice again, etc	An external call is coming in
It is on continuously	You, or a colleague, are making or receiving an external call
It flashes once at regular intervals	An external call is on hold

Answering calls

① When the bell rings, pick up the handset and speak to the caller

② When you've finished speaking to the caller, replace the handset

Answering calls while you're making an internal call

If you hear a two-second tone through the handset while you are making an internal call, it means an incoming call is waiting to come through to you. To speak to the incoming caller

① *Either*

Press RECALL and talk to the caller

or

Replace the handset, wait for the phone to ring and then pick up the handset and talk to the caller

Help

Making calls

Internal calls

① Pick up your handset
- If you hear the internal dialling tone, go to step ②
- If you hear a busy tone, replace the handset and try again later

● Press the extension number of the person you want to talk to, 1, 2, 3 or 4
- If the line is free, you will hear the ringing tone. Wait until the person answers and then talk to them
- If the line is engaged, you will hear the busy tone. Replace the handset and try again later

③ When you've finished your call, replace the handset

External calls

● Pick up your handset

● Press RECALL
- If you hear the external dialling tone, go to step ●
- If you hear a busy tone, replace the handset and try again later

③ Dial the number
- If the line is free, you will hear the ringing tone. Wait until the person answers and then talk to them
- If the line is busy, you will hear the engaged tone. Replace the handset and try again later

④ When you've finished your call, replace the handset

Enquiry calls

If you are making or receiving an external call, and you want to ask a colleague on an internal line a question, you can put the external caller on hold, make the internal call and then go back to your original caller again.

● While you are making or receiving an external call, press RECALL
• If you hear the internal dialling tone, go to step ②
• If you hear a busy tone, press RECALL and talk to the caller again

② Press the extension number of the person you want to talk to, 1, 2, 3 or 4

● When they pick up the phone, talk to them
• The external caller will not be able to hear this conversation

④ When you've finished making the internal call, press RECALL and talk to the external caller again

● When you've finished speaking to the external caller, replace the handset

Shuttle calls

This facility allows you to speak alternately to an external caller and a colleague on an internal line. Neither the external caller nor your colleague will be able to hear the other conversation. To set up a shuttle call

① While you are making or receiving an external call, press RECALL
• If you hear the internal dialling tone, go to step ●
• If you hear a busy tone, press RECALL and talk to the caller again

② Press the extension number of the person you want to talk to, 1, 2, 3 or 4

③ When they pick up the phone, talk to them

● Press 8 when you want to talk to the external caller again
Press RECALL when you want to talk to your colleague again

• You can shuttle between the external caller and your colleague as many times as you like

Connecting your colleague to the external caller

① When you have finished speaking to your colleague, replace your handset
• Your colleague is now connected to the external caller
• If you replace your handset while you are speaking to the external caller, your colleague will hear the dialling tone, and will be cut off

Ending a shuttle call

● *Either*

Ask your colleague to replace their handset when you've finished speaking to them and press RECALL to talk to the external caller again

or

Press RECALL when you've finished speaking to your colleague and talk to your external caller again

② When you've finished speaking to the external caller, replace the handset

Conference calls

A conference call is a call between an external caller and any two extensions on your Renown system. Each person can hear and will be heard by the others. To set up a conference call

① While you are making or receiving an external call, press RECALL
- If you hear the internal dialling tone, go to step ②
- If you hear a busy tone, press RECALL and talk to the caller again

② Press the extension number of the person you want to talk to, 1, 2, 3 or 4

③ When they pick up the phone, press 5
- You, your colleague and the external caller can now all speak to each other

Leaving a conference call

① If you want to leave the conference call temporarily, replace your handset

② When you want to rejoin the conference call, pick up the handset again

Ending a conference call

① To leave the conference call permanently, press RECALL and replace your handset
- Your colleague will still be connected to the external caller
- If your colleague has left the conference call, simply replace the handset when you've finished speaking to the external caller

Holding and transferring calls

Holding calls

● While you are making or receiving an external call, press RECALL to put the caller on hold
• You can then have a conversation with someone without the caller hearing
• While the call is on hold, no other extension can pick it up or make a call to your extension

② When you want to speak to the caller again, press RECALL

Note – If you replace the handset while a call is on hold, your extension will start ringing. If you do not answer within two minutes, the call is disconnected.

Transferring calls

① While you are making or receiving an external call, press RECALL to put the caller on hold
• If you hear the internal dialling tone, go to step ②
• If you hear a busy tone, press RECALL and talk to the caller again

② Press the extension number of the person you want to transfer the caller to
• If the line is free, you will hear the ringing tone. Go to step ③
• If the line is engaged, you will hear the busy tone. Press RECALL to talk to the caller again

③ *Either*

Wait until your colleague picks up the phone, tell them you are transferring a call to them and then replace your handset

or

If there is no answer, or your colleague does not wish to accept the call, press RECALL and talk to the caller again

Transferring a call without waiting for the extension user to answer

① As soon as you hear the ringing tone in step ② on page 13, replace your handset
- The extension will ring as though it is an external call for 30 seconds
- If there is no answer, the external call will be transferred back to your extension, and your phone will ring for 30 seconds
- If you do not answer within this time, all the extensions will ring for one minute
- If the call isn't answered within this time, it will be disconnected

Answering a transferred call

① *Either*

Pick up the handset, if you are at the phone that is ringing

or

If you are at a phone that is not ringing, or if your bell has been switched off, pick up the handset and press RECALL twice

Switching extension bells on and off

If you are using extension 2, 3 or 4, you can switch the phone
bell off if you don't want to be disturbed. You cannot switch the
bell off on extension 1. Your phone will still ring for internal
calls, or when an external call has been transferred to your
extension, and you will still be able to make internal and
external calls as normal. When your bell has been switched off
you will hear a special dialling tone when you pick up the
handset. You must make sure that you replace the handset
when you have finished switching the bell on or off.

Switching the bell off

① Pick up the handset
- If you hear the internal dialling tone, go to step ●
- If you hear a busy tone, replace the handset and try again
  later

● Press 0 twice
- The handset will bleep twice

③ Replace the handset

*Note – If bell off override has been set (see page 17), your
instruction to turn the bell off will not work and your phone will
continue to ring when there is an external call. However, when
the override is cancelled, your bell will be switched off.*

*Some phones have a switch which allows you to choose how loud
the phone rings, or to turn the bell off completely (it is often
marked HI/LO/OFF). If you want to switch the bell off on a phone
that's connected to the Renown system, you must follow the steps
described above rather than adjusting any switch on the phone.*

Switching the bell on

① Pick up the handset
- If you hear the special dialling tone, go to step ②
- If you hear a busy tone, replace the handset and try again later

② Press 0 and then press 1
- The handset will bleep twice

③ Replace the handset
- You will hear the normal dialling tone when you next pick up the handset

Answering external calls when your bell is switched off

Even if the bell on your phone has been switched off, you can still choose to answer an incoming call. If you hear the bell ringing at another extension, or, if you have a Systemphone and you see the LINE light flashing (see page 25), answer the call by following the steps described below

① Pick up the handset

② Press RECALL

③ When you hear the warning tone press RECALL again

④ Speak to your caller

⑤ When you've finished the call, replace the handset

Setting/cancelling the bell off override (night service)

If you are using extension 1, you can set up the system so that all extensions ring when there is an incoming call, even if their bells have been switched off. This is useful at lunchtimes or in the evening when the person who normally answers calls is not present. You must make sure that you replace the handset when you have finished setting or cancelling the bell off override.

Setting the bell off override

● Pick up the handset
- If you hear the dialling tone, go to step ②
- If you hear a busy tone, replace the handset and try again later

② Press 0 and then press 2
- The handset will bleep twice

● Replace the handset
- You will hear the special dialling tone (see page 4) when you next pick up the handset

Cancelling the bell off override

① Pick up the handset
- If you hear the special dialling tone, go to step ●
- If you hear a busy tone, replace the handset and try again later

● Press 0 and then press 3
- The handset will bleep twice

③ Replace the handset
- You will hear the normal dialling tone when you next pick up the handset

Using answering or fax machines with Renown

The following pages give some general information about using answering or fax machines with Renown. But, for more detailed information, you will need to look at each piece of equipment's own user guide.

Most types of answering and fax machines can be used with Renown, although some facilities may not be available.

If you are not sure whether a particular answering or fax machine will work properly with Renown, contact your supplier.

Using answering machines

Answering machines will only work when connected to a phone which has its bell switched on. So, it may be a good idea to connect the answering machine to extension 1, because its bell cannot be switched off.

Note – The BT Kingfisher II answering machine may be used with Renown, but it is not suitable for use with the Renown Systemphone.

Using fax machines

If the fax has earth loop recall you can send a fax in the usual way (see below).

If your fax machine doesn't have earth recall, you'll need to connect it in parallel with an earth recall phone (see the Renown installation guide).

Note – Ideally a fax machine should have a dedicated exchange line.

Sending a fax

① Pick up the phone handset

② Press RECALL

③ Follow the instructions shown in your fax user guide to send a fax

④ When you are connected to the other fax, replace the handset

Note – The fax may lose some of its auto-dial facilities when it is used with a phone.

Receiving a fax automatically

① The phone that is connected to the fax will ring

② The fax will answer the call and then automatically start to receive the fax

Receiving a fax manually

If you use the phone that is connected to the fax to receive phone calls as well as faxes, you should set your machine so that it receives faxes manually. When the phone rings, pick up the handset. If it is a phone call, speak to your caller as usual. But, if you can hear that it is a fax coming through

① Press the start button on the fax machine

② Replace the handset

If you picked up the call on another extension and you can hear that it is a fax coming through

⬤ Press RECALL
- The exchange line will be put on hold

⬤ Dial the extension number of the phone that's connected to the fax

③ Change the setting on your machine so that it receives faxes automatically

④ Replace the handset
- The phone will ring and the fax will answer

Note – The steps shown above will only work if the bell on the phone that is connected to the fax is switched on.

Advanced network services

The phones that are connected to Renown can use *TouchTone** dialling.

If you are on a modern exchange, this gives you faster, clearer connections every time you make a call. If you are on a digital exchange, you get all the benefits of *TouchTone** dialling plus access to a wider range of network services described below.

For example, key a special short code into one of the phones and it will ring at any time of day or night to remind you to do something - this is our Reminder Call service.

Another useful service is Charge Advice. Key in a short code before you phone someone and as soon as you've finished your call, your phone will ring and an electronic 'voice' will tell you the exact cost of the call.

Each time you take advantage of one of these services a small charge will simply be added to your next phone bill.

There are a number of other services that you can now use if you are on a digital exchange. They will help to save you time and make it easier to keep in touch. Each one's available for a quarterly rental charge. They include:

Divert your calls to where you can be reached

Call Diversion diverts your calls to another phone number.

Know when another caller's trying to get through to you

Call Waiting lets you know there's an incoming call as you talk to someone else.

* *TouchTone is a registered trade mark of British Telecommunications plc in the UK*

Hold a three-way conversation

With Three-Way Calling, you can speak to two callers at the same time.

A separate user guide has been produced to help you use these advanced network services. But, please take note – whenever the user guide tells you to press the RECALL button you will need to press it twice within one second on the Renown system to allow access to these services.

For more information about these advanced network services, or to find out if you're on a modern or digital exchange, please call us free on 0800 800 150.

Renown Systemphone

Diagram A

Important!

Do not plug in or attempt to use your Renown Systemphone until you've read this page.

You must set the exchange switch

For your Renown Systemphone to work properly, you must set the exchange switch (see Diagram A). If you are on a modern exchange, set it to **MF**. Otherwise set it to **LD**.

How you can tell which switch position to use

- Set the switch to **MF**

- Lift up the plastic cover on the extension socket attached to your Renown

- Make sure the spring clip on the telephone connector lead is on the right

- Plug in your Renown Systemphone

- Try making a call

- If it works, you are on a modern exchange and can leave the switch on **MF**

- If it doesn't work, set the switch to **LD**. Your exchange has not yet been modernised, but your Renown Systemphone will still work perfectly
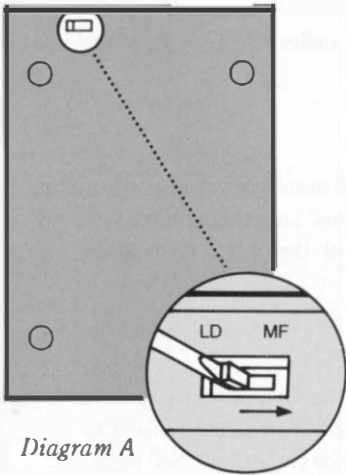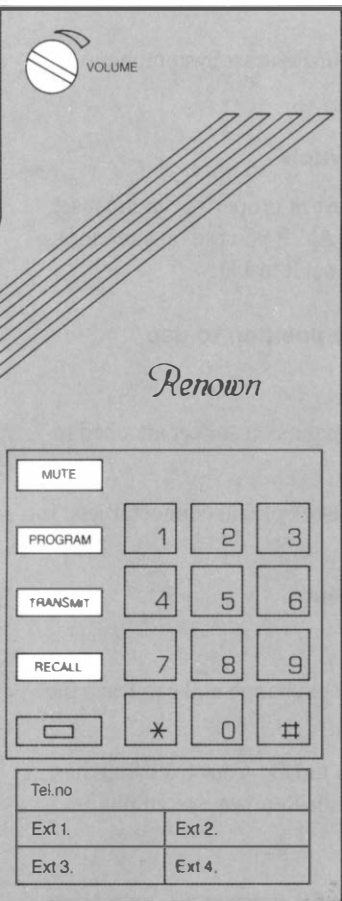
Note – Only the Renown Installation Kit contains the appropriate extension sockets. The Renown Systemphone will not work with ordinary extension sockets.

Renown Systemphone at a glance

Volume

This lets you choose how loud the phone rings
- Turn it anti-clockwise to turn the volume down
- Turn it clockwise to turn the volume up

Mute

- Hold down this button to speak to someone else in the room without the caller hearing
- When you want to talk to your caller again, let go of the MUTE button

Program

This button is used to store the 10 numbers you use most often (see page 27). Keep a note of whose numbers you have stored on the reference card enclosed with the phone. Use pencil so they can be changed if necessary

Transmit

This button is used to dial one of the 10 numbers you have stored in the memory. See page 28. You can also use it to automatically redial the last number you called. See page 27

Recall

Use this button to make an external call (see page 8) or to put a caller on hold (see page 13)

Line light

This light gives you various signals as described below

What the light does	What it means
It is off	The exchange line is free
It flashes twice, then there is a pause and then it flashes twice again, etc	An external call is coming in
It is on continuously	You, or a colleague, are making or receiving an external call
It flashes once at regular intervals	An external call is on hold

Number label

Write down your telephone number and the details of the other extension users on this label. To remove the plastic cover, put a suitable tool into the notch at the top and lift upwards.

LD/MF

You must set this switch to match your exchange. See page 23

Using the Renown Systemphone

In general, follow the instructions shown in the main part of this user guide. The only difference between using the Renown Systemphone and an ordinary phone is that you will have a few extra facilities on the Renown Systemphone which are described on the following pages.

Using the last number redial facility

To automatically redial the last external number you called

① Pick up the handset

② Press RECALL

③ Press TRANSMIT twice

Storing numbers in the memory

To save you having to look up or remember numbers and dial them in full, you can store up to ten 16-digit numbers in the memory.

① Pick up the handset

② Press PROGRAM

● Press one of the numbers on the keypad from 1 to 0
• This is where the number will be stored and you will use it to recall the number from the memory

● Key in the phone number you want to store. This will automatically replace any previous number stored

● Write down whose number you have stored on the reference card enclosed with the phone. Use pencil so it can be changed if necessary

● Replace the handset

● Start again from step ① to store more numbers

Note – If you are using the Renown Systemphone on a switchboard, and you need to key in an access code, such as 9, to get an outside line, don't forget to include it when you are storing numbers in the memory. Page 29 gives more details on using the Renown Systemphone on a switchboard.

Some switchboards need you to store a pause between the access number and the number to be dialled. If you are on one of these switchboards, you will not be able to store the access code as part of the number. Check your switchboard user guide for further details.

Dialling a stored number

① Pick up the handset

● Press RECALL

③ Press TRANSMIT

④ Press the keypad number of the telephone number that you want to call

• The Renown Systemphone automatically dials the number for you

Using the Renown Systemphone on a switchboard

Making an external call

① Pick up the handset

⬤ Press RECALL
- If you hear the internal dialling tone that applies to your particular switchboard, go to step ③
- If you hear a busy tone, replace the handset and try again later

③ Dial the number. You may need to dial an access number e.g. 9 to get an outside line before you dial the number (check with your communications manager)

④ When you've finished your call, replace the handset

Making an enquiry call
If you are making or receiving an external call, and you want to ask a colleague on an internal line a question, you can put the external caller on hold, make the internal call and then go back to your original caller again.

① While you are making or receiving an external call, press RECALL twice within one second
- If you hear the internal dialling tone that applies to your particular switchboard, go to step ②
- If you hear a busy tone, press RECALL twice within one second and talk to the caller again

⬤ Dial the extension number of the person you want to talk to

③ When they pick up the phone, talk to them
- The external caller will not be able to hear this conversation

④ When you've finished making the internal call, press RECALL twice within one second and talk to the external caller again

⑤ When you've finished speaking to the external caller, replace the handset

Installation and care of the Renown Systemphone

Wall mounting your Renown Systemphone

If you are short of space, you can hang your Renown Systemphone on the wall – you don't need a special bracket, just use the template sheet enclosed in this guide and the screws and wall plugs provided.

- Make sure your wall can support the weight of the base unit

- Use the template sheet provided to mark the positions of the screws. Make sure you have chosen a position where you will not hit any concealed pipes or electrical cables

- Drill two holes at the marked points using a 6mm masonry drill

- Put the wall plugs into the holes

- Put the screws in the wall, leaving 3mm to hang the unit on

- Pull out the bar on the base of the Renown Systemphone

- Place the unit over the screws and slide it down until it's secure

Taking care of your Renown Systemphone

- Don't leave it in direct sunlight as it could discolour

- Don't use abrasive or aerosol cleaners, like furniture polishes and cream cleaners,which could damage its cover or circuits. We recommend that you clean your Renown Systemphone with a damp cloth

- Try not to twist or knot the cable or telephone cord

Guarantee and service

Other extension phones

If you are using any other extension phones with your Renown system, you will need to consult your supplier or each phone's individual user guide for guarantee and service details.

If your Renown system or Systemphone isn't working properly, read *Help!* on pages 33 and 34. If you are still having trouble, contact the BT Helpline on 0800 252 599.

If you still think your equipment is faulty, we are very sorry for any inconvenience. This is what you should do

For BT rented or maintained equipment
Contact your local BT Fault Repair Service by calling 0800 800 151 (if you are a personal customer) or 0800 800 154 (if you are a business customer).

For DIY installed equipment
Please read the guarantee details on page 32.

Guarantee details

If you bought your equipment, BT guarantees it for 12 months, provided that

- It has only been used for its intended purpose, and has not been subjected to misuse, or been wilfully or accidentally damaged

- It has not been tampered with or repaired by anyone other than BT, its staff or agents

If a fault occurs during this period, you should return it to where you bought it, and, provided you produce your receipt, it will either be repaired or replaced free of charge.

The terms of this guarantee do not affect your statutory rights.

If you have any other phones connected to your Renown system, check with your supplier, or their individual user guides for guarantee details.

Help!

If your Renown system doesn't seem to be working properly, you can run through these simple checks

- Is the mains power switched on? If it is on, try re-setting the system
  - Turn the power off
  - Wait for 5 seconds
  - Turn the power back on again
  - Wait for another 5 seconds before trying the system again

- Is it plugged in properly?

- Is the phone exchange switch correctly set? See page 23

- Is the bell switched off (extensions 2, 3 and 4 only)?

- Has your extension been prevented from making external calls? See the installation guide for details

- Has the correct recall method been set – either Earth Loop or Timed Break? See the installation guide for details

- If the phone offers a choice of recall method – either Earth Loop or Timed Break – has it been set correctly? See the phone user guide for details

- Are the Renown control unit switches correctly set?

If your system is still not working correctly, run through these checks to see if there is a problem with the equipment or with the installation

- Are the phones working correctly? You can test them by plugging them directly into an exchange line socket and making a test call. Don't forget that Renown Systemphones will only work on a Renown extension

- Are the extensions correctly wired? See the installation guide for details

- Has the extension cable been damaged?

- Is the Renown extension socket working? Try plugging a working phone directly into it and try making a call. If it doesn't work, check the wiring. See the installation guide for details

Another possibility is that you have too many phones plugged in. Or perhaps you have a fax machine or answering machine plugged in too. This is important because your telephone line only has a small amount of electricity running through it to make your phones ring, so it may be necessary to limit the number of phones or other pieces of equipment you have connected to your phones.

To help you, every phone has what is called a Ringer Equivalence Number (REN), which is shown on a label beneath the phone. In most cases, a standard line should provide enough current for two or more phones whose RENs add up to no more than 4.

Your Renown Systemphone has a REN of 1. Any other phone provided by BT may be assumed to have a REN of 1 unless stated otherwise on the base.

The Renown control unit has a REN of 4 and will allow up to 4 extension telephones to ring adequately providing the total REN of 4 is not exceeded. If it is exceeded it cannot be guaranteed that the phones will ring correctly.

Even where the number of phones has been limited there is no guarantee that different types of phone on the same line will ring.

If you can't find any faults with the installation, cables or telephones, there may be a problem with the Renown control unit. If your equipment is rented from or maintained by BT, report the fault to the British Telecom Fault Repair Service on 0800 800 151 (if you are a personal customer) or 0800 800 154 (if you are a business customer).

Technical information

These notes are applicable to Renown systems installed in the UK and connected to telecommunications systems run by British Telecommunications plc, Kingston Communications (Hull) plc or Mercury Communications Ltd.

① The Renown system is suitable for use on Exchange/PBX lines which provide facilities for either Loop Disconnect (LD) or *TouchTone** (MF) dialling. It can be used with either Earth Loop Recall (ELR) or Timed Break Recall (TBR).

② The Renown system is designed to operate with a mains supply of 240V, 50Hz.

③ The Renown system is not suitable as an extension to a payphone.

④ Approval for the connection of extension instruments by the Department of Trade and Industry is only granted provided that the distance between the Renown control unit and the extension socket does not exceed 150m if connecting a Renown Systemphone, or 300m if connecting a standard telephone.

⑤ The control unit to Renown Systemphone line loop resistance (speech pair only) is 25 ohms maximum; the control unit to standard telephone line loop resistance (speech pair only) is 50 ohms maximum.

⑥ Only telephones approved to BS6317 (1982) shall be connected to the Renown system. The telephone must have the Earth Loop Recall facility.

⑦ The Renown is suitable for connection in subsidiary mode to most PBXs. However, satisfactory performance cannot be guaranteed with every allowable combination of host and subsidiary system.

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⑧ Further information on the installation of telephone systems can be referred to in the British Standard Code of Practice, BS6701 Parts 1 and 2.

⑨ The Renown control unit and extension telephones should be installed and operated in an environment within the following specific limitations

Temperature range:	Operating	– 5°C to 45°C
	Storage	– 20° C to 60° C
Relative humidity:	<95%	

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Offices in
Europe, North America
and the Far East

Template for wall-mounting your Renown Systemphone
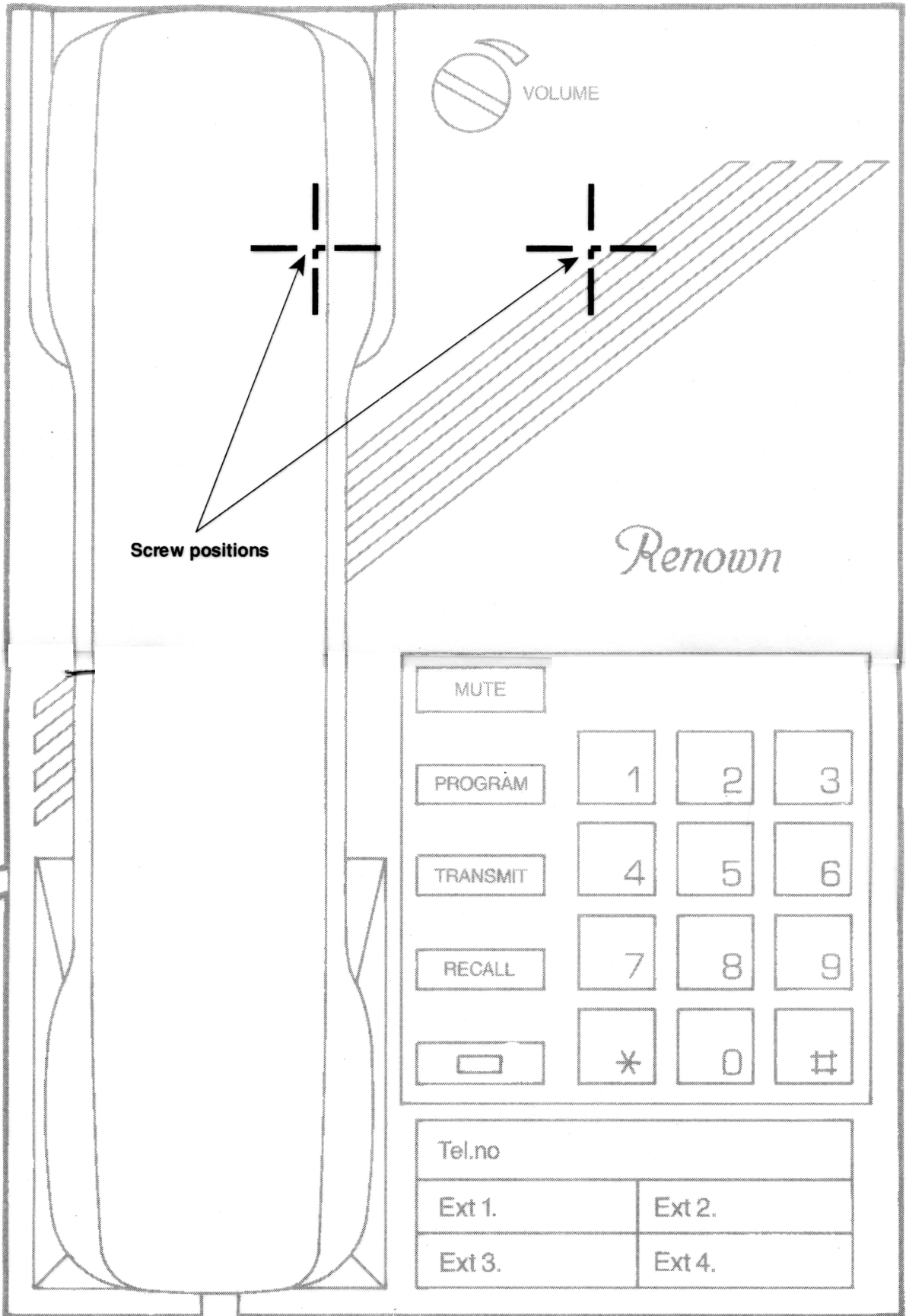
Screw positions

VOLUME

Renown

MUTE

PROGRAM   1   2   3

TRANSMIT   4   5   6

RECALL   7   8   9

⌷   ＊   0   ♯

Tel.no

Ext 1.   Ext 2.

Ext 3.   Ext 4.