VANGUARD™

Tel no
Ext
Useful Numbers
TouchTone
Emergency 999
Operator 100

USER GUIDE

British
TELECOM

QUICKER CONNECTION OF CALLS – BE SURE TO READ SECTION 2.3

CONTENTS

this user guide covers both the standard model and the inductive coupler version.

Congratulations.
You've chosen a Vanguard
from British Telecom. This
booklet will tell you everything
you need to know about your
new Vanguard and how to get
the best from it.

The Rental Option only
from British Telecom.

- A stylish range of
British Telecom phones to
rent – tested for quality and
reliability.

- Home repair service
included. You can be sure of
minimum disruption in the
event of a fault.

GETTING TO KNOW YOUR NEW VANGUARD

The Vanguard gives you all the features you would expect from a modern electronic telephone supplied by British Telecom plus some extras.
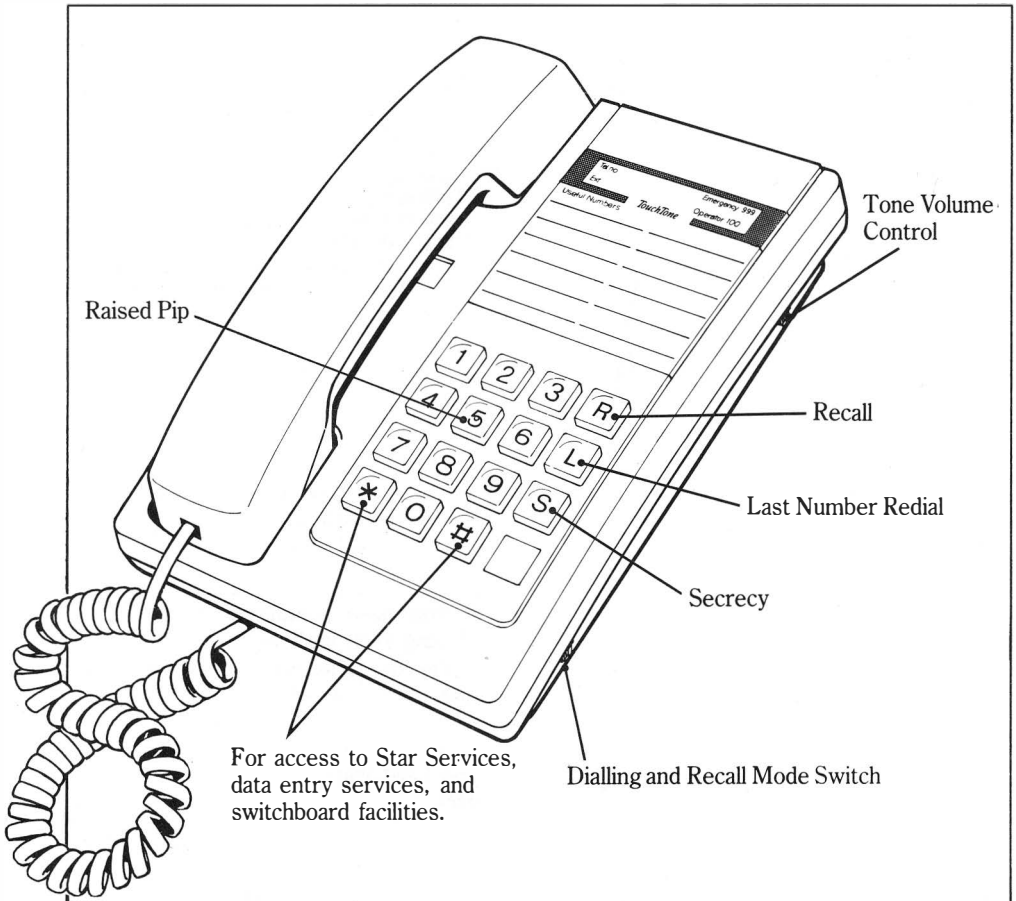
With Vanguard you can

★ instantly redial the last number you called
★ adjust the volume of the tone caller
★ ensure you have privacy when you need it by pressing the Secrecy button
★ mount it on your desk, table or the wall without using a special bracket

★ get the full benefit of British Telecom's new digital exchanges – either now or in the near future
★ access exciting new services such as British Telecom's Voicebank

> You will find it useful to read this booklet before you start to use your new Vanguard. The most important points have been summarised in the boxes to help you pick them out easily and you can use them as a reminder of the procedures.

When you try out the calling facilities you may find it useful to call one of the recorded services such as the Speaking Clock.

Tone Volume Control

Raised Pip

Recall

Last Number Redial

Secrecy

For access to Star Services, data entry services, and switchboard facilities.

Dialling and Recall Mode Switch

SECTION 2
BEFORE YOU START
2.1 Connecting your phone.

Before you can start using your Vanguard you will need to connect it to the British Telecom Phone Socket. Simply lift the plastic cover on the wall socket and insert the plug with the plastic spring clip to the right.

Should you not have a standard socket, or if you would like British Telecom to fit an extension socket, fill in the enclosed reply card or contact your local British Telecom Sales Office. Once you have a standard socket, you may fit extension sockets yourself, using approved kits.

2.2 Setting up for the first time.

When you unpack your Vanguard it will be ready for you to make your first call once it's plugged in.

> **To write your phone number on the label above the keypad.**
> The label cover is hinged at the top and clipped at the bottom. Press the cover down on the top edge and the cover will unclip and can be removed. Once you've written your number on the label replace the cover, engage the hinge tabs at the top and press the lower edge which will clip the cover back into position.

The label which acts as a personal directory, and is double sided printed, indicates that Emergency Services can be contacted using the Vanguard by dialling 999.

A raised pip on the number 5 button is included to aid dialling in the dark in an emergency or if you are sight impaired.

Now arrange for someone to call you. This will check that your Vanguard is working and let you adjust the volume of the tone caller.

> **To adjust the volume of the tone caller**
> Move the switch on the back right hand side of the telephone to "Hi", "Lo" or "Off".

2.3 Setting the Dialling Switch

New exchanges being installed by British Telecom will enable you to set up calls using the new *TouchTone* signalling. This means that you will hear a series of tones when dialling a number rather than the usual clicks. This means that your calls will be set up quicker. In order to get the best out of British Telecom's modern network, you need to set the dialling switch correctly by following these directions prior to using your telephone:

The diagram on Page 3 shows the location of the dialling switch..

> **To set the Dialling Mode**
> STEP 1 With the handset in place move the switch to MFT
> STEP 2 Try to make a call in the normal way
> IF YOU CAN'T MAKE A CALL:
> If on dialling you hear the continuous dialling tone, you are not on a modern *TouchTone* signalling exchange and, should, with the handset in place, move the switch to LD. This completes your switch setting.
> IF YOU CAN MAKE A CALL:
> You are connected to a modern *TouchTone* signalling exchange and should leave your switch at this setting.

The more detailed information in section 6 will allow you to get the most from your Vanguard.

2.4 Using Vanguard with a Switchboard

Recall Mode Selection.

> If you have a modern switchboard offering such facilities as call transfer, conference calls etc you will need to move your signalling and recall mode switch either to MFT or MFE depending on the type of switchboard you have and which "recall mode" it uses.

If you are uncertain you should contact your Communications Manager or the maintainer of your switchboard.

The two types of recall are:

Earth Recall – switch to MFE
Timed Break Recall – switch to MFT

2.5 Summary

Your dialling and recall switch should be set by you according to the following chart:
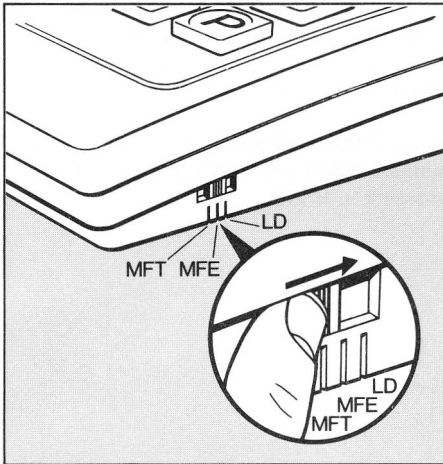
MFT *(TouchTone)*
For telephones connected to modern digital exchanges and/or some (non-BT) modern switchboards.

MFE *(TouchTone)*
For telephones connected to most modern switchboards, including all modern BT switchboards.

LD
Telephones connected to old exchanges.

HOW TO MAKE A CALL

3.1 Simple Calls

Your Vanguard is easy to use.

To make a call
STEP 1 Lift the handset and listen for the dial tone
STEP 2 Key in the number
STEP 3 When you've finished the call replace the handset.

3.2 Secrecy Facility

The key marked "S" allows you to silence the microphone part of the handset much more effectively than covering the mouthpiece with your hand.

To use the 'Secrecy' key
STEP 1 Make your call
STEP 2 When you want to cut off the microphone press and hold down the "S" key
STEP 3 To continue normal conversation release the key.

The "S" key still lets you hear anything said to you by the person on the other end of the line.

3.3 Last Number Redial

Every time you dial a number it will be stored automatically in your Vanguard memory ready for you to dial it again, quickly and easily. This is particularly useful if you want to make repeated attempts to contact a busy number, such as a theatre booking office. Up to 24 digits will be stored in this way.

On a direct line this is how to redial the last number you called.

To use the Last Number Redial
STEP 1 Lift the handset and wait for dial tone
STEP 2 Press and release the "L" key – the number you want will be dialled automatically.

Notes: As a security feature the Last Number Redial facility will not store digits that follow a dialled ★ unless the ★ is the first digit entered.

The procedure for using the Last Number Redial function may differ if your line is connected to a modern switchboard. If you normally have to dial access digits in order to get an outside line and then wait for dial tone before you can continue your call, you must dial manually the access digits before you press the L key.

Very quickly flicking the hook-switch may not lead to correct operation of this facility.

3.4 Inductive Coupler

Vanguards fitted with an inductive coupler have the above symbol printed on the directory label.

An inductive coupler is compatible with behind-the-ear hearing aids.

To benefit from reduced levels of background noise and greater clarity of incoming speech, your hearing aid should be switched to the 'T' position before the telephone handset is used. Try adjusting the position of the earpiece until you get the clearest sound.

# USE OF THE 'R' or RECALL KEY

4.1 With a Switchboard

The key marked "R" accesses the Recall facility available on some switchboards. If this applies to you this key will be used to recall the switchboard operator, put the caller on "hold" or transfer calls. You should refer to your switchboard handbook for information on how to use this facility.

4.2 On Direct Exchange Lines

The "R" key has no function when the telephone is connected to a direct line (where you don't have to dial out via a switchboard), unless you use Star Services on a new British Telecom digital exchange. If so the use of the "R" key is explained in your Star Services Users Guide, but make sure that your Vanguard is set to Timed Break Recall (see section 6).
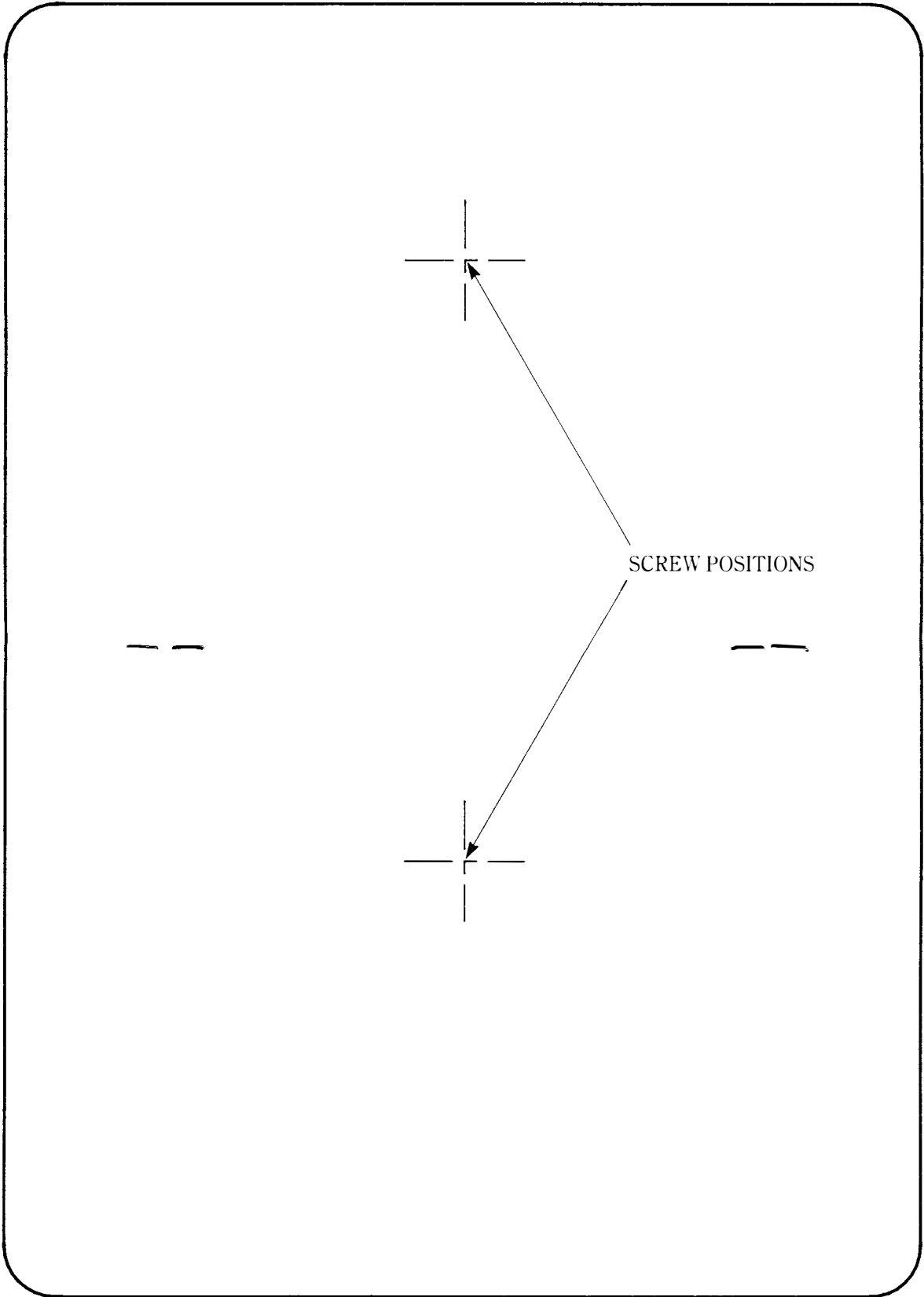
Note: If the recall button is pressed, the last number dialled will no longer be redialled by pressing to L key.

DETACH THIS TEMPLATE
FOR WALL MOUNTING YOUR VANGUARD
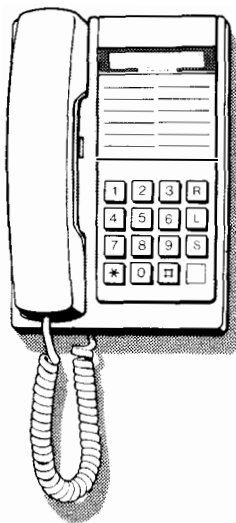
TEMPLATE FOR WALL MOUNTING YOUR VANGUARD

TOP

SCREW POSITIONS

TABLE/DESK OR WALL MOUNTING

5.1 Table (or Desk) Use

To ensure that your Vanguard sits at a comfortable angle for you to use it on a flat surface such as a desk or a table simply lift out the two folding feet located in the base underneath the telephone.

5.2 Wall Mounting

Your Vanguard can easily be mounted on a wall for use in, say your kitchen or hallway. You don't need to use a special bracket, just put the 2 screws provided into your wall leaving the heads approximately ½cm from the surface and hang the telephone on them – the template in this booklet will help you to get the screws on the right positions but make sure the wall can support the weight of the phone.

To enable the phone to fit flush against the wall, first feed the line cord through one of the channels on the base as shown below:
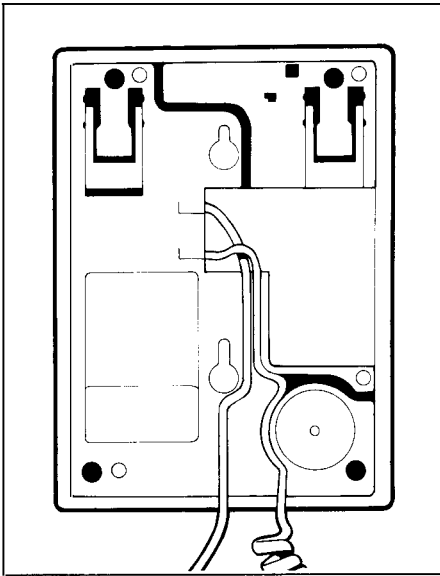
To prevent the handset from falling off the telephone when it is wall mounted, position the handset guide which is located above the words British Telecom by pulling it out and rotating it until it clicks. The diagram below shows how to do this. (The hook on the handset guide fits into the groove on the handset.)

Handset guide
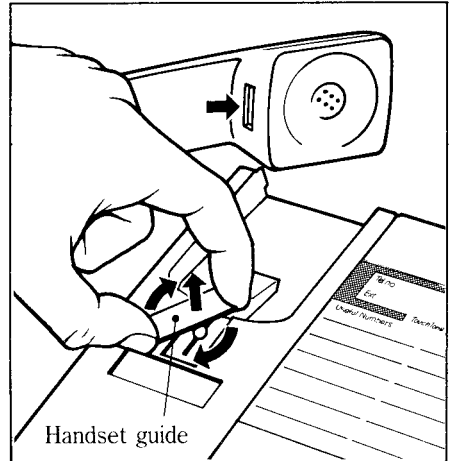
Vanguard has been designed with a convenient feature, shown in the diagram below, to enable you to leave the telephone during a conversation without hanging up.
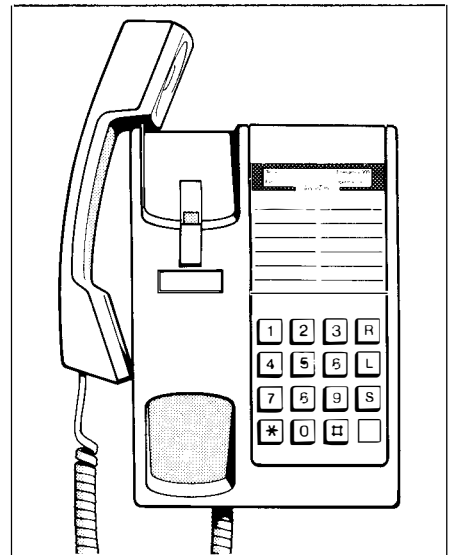
SECTION 6
USING VANGUARD WITH MODERN NETWORK SERVICES

6.1 Why have different dialling settings

Your new Vanguard is a dual dialling telephone which means it is designed to help you to get the best from British Telecom's increasingly modern network. This section of the booklet explains how to do this.

There is a switch on the right hand side of your Vanguard, towards the front, marked LD/MFT/MFE. At the moment, for most customers LD (Loop Disconnect) pulse dialling is the correct position to allow calls to be made and received as many exchanges still use this standard method of signalling. It appears as a series of **pulses** or clicks in the earpiece as the number is sent down the telephone line to the exchange.

However British Telecom is rapidly installing brand new telephone exchanges throughout the country that use a digital tone system of dialling called *TouchTone*. Although the new exchanges will still react to the old method of signalling, it's best to check to see if you are served by one of these new exchanges.

6.2 Your Exchange

The modernisation of all exchanges will take some time to complete so at the moment we have customers on both types of exchange. To find out what exchange you are connected to you can carry out the simple test described in Section 2.3 or call your local British Telecom Sales Office – the number's in the Phone Book.

If you are currently connected to one of the older exchanges we shall write to you about 6 months before your exchange is modernised.

REMEMBER – you will only get the best possible service if the switch on your telephone is set to match your exchange. **Details on how to do this are in Section 2.3.**

6.3 What it means to you

British Telecom's network of telephone exchanges is currently being modernised to bring customers the benefits of the latest technology. When it is complete the modernisation will make a big difference to you. You will be able to enjoy:

– calls connected the instant you have dialled the last digit
– clearer lines and better speech reception
– the use of advanced British Telecom services such as Star Services

6.4 Using New Network Based Services

There are a growing number of telephone services available over the phone; such as home banking and financial information. These are used simply by calling an advertised number and then, via the keypad, entering the numbers required to access the service.

If you can make calls with the dialling switch set to the *TouchTone* setting, then just dial the required number and follow the verbal instructions.

If you are on an exchange that still uses the switch in LD pulse mode the Vanguard, because it has a dual dialling ability, will still enable you to take advantage of some of these services. After dialling up the service in the usual way, You will need to switch into the *TouchTone* mode when instructed to do so. With Vanguard you do this simply by pressing the ★ key at the appropriate time, followed by the required numbers.

Once you replace the handset the dialling mode will revert to the LD dialling mode so that you can then make your next call. This new Vanguard offers a truly flexible method of communication, allowing you to take advantage of as many new services as possible.

6.5 Star Services

With your new Vanguard, a whole range of services called Star Services (such as Call Diversion and Three Way Calling) are available providing you are a single line customer connected to a new *TouchTone* signalling digital telephone exchange. For further information or to order Star Services, dial 100 and ask for Freefone Telecom Sales.

Two of the new services, Charge Advice and Reminder Call, are available immediately your exchange is modernised (see instructions below).

How the use Charge Advice and Reminder Call

To use these services, you must have your Vanguard's dialling switch set to the *TouchTone* setting. You will be guided through each sequence by anouncements, which can be overridden by dialling the sequence of digits without pause. ●nce the announcement has started it must finish before you can continue.

Charge Advice

This automatically informs the exchange to call you back with the cost of the call you are making or are about to make.

– Before making the call, pick up the handset and key in *40*
– Key in the number you require followed by #
– Your call will then be connected.
– You will be called back with the cost of the call which includes a small fee for using Charge Advice.

Reminder Call

This instructs the exchange to call you at a time when you need to be reminded of something.

Set Up
– Pick up a handset and key in *55*
– Key in the time of the reminder call using the 24 hour clock followed by #
– the reminder call has now been set. A small fee will be levied on your call bill.

Check
– Pick up handset and key in *#55#
– You will be informed of the time of the Reminder Call

Cancel
– Pick up handset and key in #55#
– Replace handset
– Your Reminder Call will now have been cancelled.

Note: For further information on Star Services and details of the current fees for Charge Advice and Reminder Call, please dial 100 and ask for Freefone Telecom Sales.

SECTION 7
TROUBLESHOOTING

> If your Vanguard does not appear to be working properly, you should first of all run through the following simple checks:
>
> 1. Check that the handset has been replaced properly on Vanguard and any other phones connected to the same installation.
> 2. Ensure that the plug is inserted correctly into the wall socket.
> 3. Check that the operating instructions have been followed correctly.
> 4. Check that the correct signalling and recall modes have been set.
> 5. Check that the tone caller is not switched off.
> 6. Check that the total REN value does not exceed 4. (See Section 9.4)

If The Problem Still Persists........

You can try two simple tests yourself to find out whether the fault lies with your Vanguard, the exchange line or any other telephones you have.

1. If you have a second telephone that is working connect your Vanguard to that socket and dial a number. If you still can't make a call your Vanguard may be faulty.
2. If your Vanguard is your only telephone but you have more than one socket you can find out whether your Vanguard or your socket is faulty by plugging into another socket.

If a fault is still suspected, and your Vanguard is rented, you should contact your local British Telecom Fault Service. The number is usually 151 but check your Phone Book. A British Telecom engineer may be able to give you more advice and may also be able to carry out a remote test on your installation. When necessary, if your Vanguard is rented, a visit to your premises will be arranged.

SECTION 8
MAINTENANCE

If your Vanguard is rented, the rental charge covers any maintenance that may be needed from British Telecom. Your Vanguard has been designed to give you years of trouble-free service, provided it is looked after properly.

Do not try to adjust or repair your Vanguard yourself. There is no part of the phone that you can service and any thing you may try to do could possibly make the situation worse.

Care of your new Vanguard

To preserve the appearance of your Vanguard avoid leaving it exposed to direct sunlight which may fade the colour of the case.

To clean it simply use a damp cloth – do not use abrasive or aerosol cleaners, both of which can cause problems either to the case or the circuitry inside.

The Vanguard is an electrical device and so you should avoid using it near a bath.

Finally, try not to twist or knot the coiled cable.

SECTION 9
FINAL WORDS

9.1 Approved facilities

Because your telephone connects you to the public network there are a number of regulations governing its construction and use.

Some of these are simply to make sure your own phone will work correctly. Others are for safety reasons or for the protection of the network as a whole.

The Vanguard has been approved for use of the following facilities:

★ Loop disconnect dialling/MF tone dialling
★ Earth recall/timed break recall facility
★ Automatic storage of the last number called
★ Secrecy facility

The rest of this Section summarises the practical implications of these regulations. Any other use will invalidate the approval of the apparatus if, as a result it will cease to perform to the standard against which approval is granted.

9.2 Where and how can you use Vanguard

The Vanguard itself is fully tested and approved for connection to the British Telecom Network providing it is used according to the guidelines in this booklet.

It may be connected to the following types of installation:

1. Direct exchange lines
2. Extensions with new plug and socket arrangements provided with these direct exchange lines
3. Compatible switchboards (see below)

It may not be connected to the following types of installation:

1. Shared service (party lines)
2. As an extension to a payphone
3. 1+1 carrier systems

9.3 Connecting to a switchboard

Where a switchboard and wiring are privately owned direct connection may be made by the authorised maintainer, British Telecom, or if 14 days notice have been given to the authorised maintainer, by another person.

IMPORTANT –
Compatible Switchboards

The design characteristics of switchboards and telephones are such that not all types of approved telephone will operate satisfactorily on all types of switchboard. The Vanguard is approved for use only with compatible switchboards, a list of which is available from British Telecom. Any other usage will invalidate the approval of the apparatus if, as a result, it will cease to perform to the standard against which approval is granted.

Furthermore it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection to a compatible switchboard. Any cases of difficulty should be referred to British Telecom.

9.4 How many telephones?

Your exchange line provides only a small current to make the phones connected to it ring. Although you may have any number of sockets it is important to limit the number of phones connected to the line by those sockets to ensure that each phone will receive enough current to ring.

Every phone has a Ringer
Equivalence Number (REN)

In most cases a standard line should provide enough current for two or more phones whose RENs add up to no more than 4.

The Vanguard has a REN of 1. Any other phone provided by British Telecom may be assumed to have a REN of 1 unless stated otherwise on the base. Even where the number of phones has been limited there is no guarantee that different types of phones on the same line will ring.

GUARANTEE

If Vanguard is bought

1 British Telecom guarantees it for one year, provided that:

The goods have only been used for their intended purpose,
and have not been subjected to misuse, or been wilfully
or accidentally damaged.

The goods have not been tampered with or repaired by anyone
other than British Telecom, its staff or agents.

2 If a fault does occur in this product, 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.

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

Model No: TELE 4001AR & 4003AR

A British Telecom product

Vanguard and *TouchTone* are trade marks of British Telecommunications plc

Dear British Telecom

    I am now the proud owner of a Vanguard from British Telecom.

    Please, therefore, arrange for an engineer to come and convert my installation to the new plug and socket system and/or fit an extension socket (delete as applicable) as soon as possible. I understand there will be a charge for the work.

Address——

————————————————————————————————Telephone number————————————————

Telephone number (for contact if different from above)————————————————————————

Name——

Date——

            Model——————————————Approval numberS/1000/3/J/501151

Send this installation card to your nearest British Telecom Sales Office. You'll find their address in the Phone Book.

British Telecom Sales Office

AFFIX
POSTAGE
STAMP
HERE