BT Inspiration™

Owner's Handbook

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Welcome to BT Inspiration

AN INTRODUCTION TO YOUR NEW BT INSPIRATION SYSTEM AND ITS DOCUMENTATION

The first thing you should know is that your BT Inspiration system is easy to use.

BT Inspiration has a wide range of time-saving, efficiency-improving features.

It can have either six, twelve or eighteen extensions. No matter what size system you start with, you can expand up to the maximum capacity.

The BT Inspiration can have either standard exchange lines, ISDN2 lines or a mixture of both. A maximum capacity of 6 standard lines, or 3 ISDN2 lines can be provided, again with the option of a mixture up to the maximum capacity.

The standard system can be upgraded to the ISDN2 system.

BT Inspiration is a hybrid system. It may be set up as a PABX, with all calls being answered by an operator, or you can use it as a key-system. In both cases you can connect any combination of Featurephones and standard telephones, and you can change the combination at any time.

This Owner's handbook is your guide to using the BT Inspiration System and its features, with either a Featurephone or an standard telephone. It also explains how to program features and facilities on your Featurephone.

The Featurephone has a large display. There are six keys associated with the display. These are used to activate the facilities, which are shown on the display. It is not necessary to dial any facility codes when using the Featurephones.

Using this guide

Throughout this guide, you will find a description of each feature, and how to use it both from a Featurephone and an standard telephone. The codes shown are the codes that a standard telephone uses to activate the facilities. If you wish, you can use the codes from a featurephone.

Problem Reporting section

On the rare occasions when you experience a problem with your telephone system, could you please check the help section of this Owners Guide to see if your difficulty can be quickly resolved by a simple reset operation. If however you are still experiencing a problem and wish to contact us, we are able to solve the majority of query without visiting your premises, by use of the BT Inspiration's inbuilt remote maintenance package.

With this package we are able to carry out various checks and tests remotely, and whilst we are carrying out these checks we may ask you to co-operate with any requests made.

If however we were still unable to resolve your problem remotely then we may need to visit your premises to investigate the problem.

Remote programming option

Your BT Inspiration telephone system is easily programmed by yourself. So any changes that need to be made can be carried out by simply following the instructions contained in this handbook. However if you would like BT to carry out this service on your behalf, we do offer a remote programming service at a price to suit your requirements - see appendix B for details.

Featurephone basics

Your BT Inspiration Featurephone
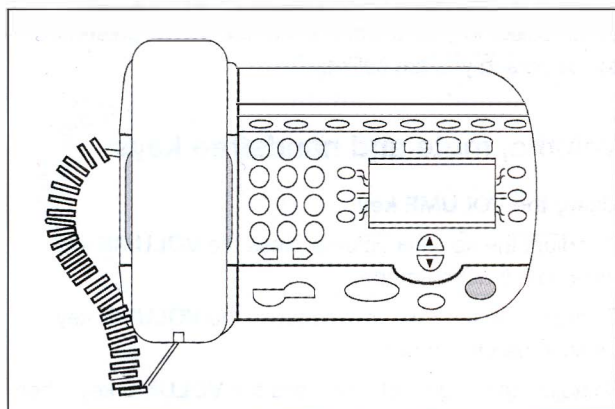
Your Featurephone may be mounted at two separate viewing levels. The plinth can be clipped out and moved to the alternate position without the use of any tools. You simply clip it out of one position and into another.

The Featurephone may also be wall mounted, the handset hook will need to be reversed and there is a handset park ' lip' on top of the Featurephone if you need to move away from the phone during a call.

Your Featurephone is a highly featured display phone for use with BT Inspiration. Not only does it have a wide range of features, but it is also easy to use.

The phone is fully handsfree so you can make calls, receive calls, and use features without lifting the handset.

The time and date are shown on your phone on the top line of the display. The other three lines of the display show the facilities that can be operated by pressing the keys located beside the display (display keys).

When the phone is idle a large number of features can be activated and are displayed in groups of three. If you are on a call, operating a facility etc., only those options, relevant to what you are doing, are displayed.

Facility menus and scroll keys

The scroll keys under the display are used to scroll through the facility options. When the scroll down key is pressed, the next three available facilities are displayed. The number of facilities available depends on whether your phone is idle, you are on a call or you are activating a facility.

The illustration on page 10 shows where the scroll keys are located on the Featurephone, and gives a brief explanation of their use.

Facility activation keys

The six keys associated with the display are used to activate the facilities shown on the display.

Programmable keys

Above the keypad on your phone you will see 8 programmable keys-lights. These keys are pre-programmed as Line keys. You can easily reprogramme these keys to suit your own requirements. The codes and instructions for programming features appear on the following pages.

Function group keys

There are four function group keys located directly above the Featurephone display. Particular facilities are grouped under these keys.

Programme P

This key accesses the options available to customise your phone settings and to enter your personal twelve number / name directory. When you press this key, the following options are displayed.

● *Personal speed list*

You are prompted step by step to program your personal directory of numbers and names. You may program up to 12 numbers each with or without a name.

The numbers programmed here are selected using the directory 📖 key.

● *Handsfree-answerback*

You may program your phone to work in Handsfree Answerback mode. The options provided are to turn Handsfree answerback on and off. When 'Handsfree answerback on' is selected HANDS FREE light flashes red. When you receive an internal call, you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the phone. To leave this mode select 'cancel handsfree answerback' under the programming key.

● *Key programming*

You may re-program any or all of the 8 programmable keys. These are the keys that run along the top of the phone. You can program lines, extensions, features or speed dial numbers onto these keys.

You are prompted to select the key you want to program. When you press the chosen key you are prompted to select the feature.

To programme the key with a speed dial number select the 'Digits' option.

If you are programming a quick dial number remember to precede the number with a 9.

When a feature is selected you can enter a number by selecting 'Enter data'. This allows you, for example, to programme a key to Divert a call to a particular number.

Key programming (cont)

● *Headset mode*

This feature allows you to put your Featurephone into headset operation mode. The phone should be equipped with a headset to operate correctly. The headset has to be plugged in instead of the handset. The HANDSFREE key is used to answer and make calls. You will notice that the handset no longer operates.

● *Ringing options*

You can select one of three ringing tones.

● *Contrast options*

You may choose from 4 levels of display contrast.

● *System Programming*

If your extension is the programming extension, you have access to the system programming options. If you select this option, you will be prompted to enter the password. If this option is selected from any other position the display will show 'Programming refused'. For more information about System programming, refer to the relevant sections of this Manual.

MESSAGE ✉

When you press the **MESSAGING** key you can select between voice and display messaging.

If the Voice Mail module has been equipped and a voice mailbox allocated to your extension you can access the voice messaging control menus. You are prompted to enter your voice mailbox number (which is your extension number) and then your four digit password (1111 by default) followed by #. You are now in the voice messaging control menu and you can select from the following options on the display.

Play	Change password
Erase all messages	Monitor
Greeting	Cancel

When display messaging is chosen you can choose one of eight preprogrammed messages, which will be shown on the display of featurephones calling your phone. Message 9 is one where you can enter your own message.

DIRECTORY 📖

When you press the **DIRECTORY** key, you are prompted to select either your personal directory or the system directory. You then select the number or name you require from within that directory a line will automatically be seized and the number dialled.

ISDN

This key allows you to select the ISDN service CLIR. When selected your telephone number is not presented to the person you are calling.

Volume, mute and handsfree keys

Using the VOLUME key

To adjust the speaker volume press the **VOLUME** key when in handsfree mode.

To adjust the receiver volume press the **VOLUME** key when in handset mode.

To adjust the ringer volume press the **VOLUME** key when the phone is ringing.

Using the HANDSFREE key

The handsfree key allows you to have a full conversation without having to lift the handset. When you are in handsfree mode use the key to go off and on hook.

When you have the handset off hook, pressing the key puts the phone into monitor mode. The speaker is turned on so that other people in the room with you may hear the conversation.

Using the MUTE key

The **MUTE** key can be pressed when you are using the handset or speaking handsfree. When pressed the other person on the call cannot hear you.

Using the EDIT keys

The two keys below the keypad, are called **EDIT** keys. You use them to correct digits in enbloc mode or entering letters when programming names or messages. Enbloc means you dial all the digits before going off hook.

Using the Scroll keys

The scroll keys are located below the display and are used to scroll up and down through the displayed menus.

Note:

Some menus do not display a 'Cancel' option to allow you to exit from it. In these cases pressing the UP scroll key (▲) for 2 seconds will exit the menu.

Ringing / message waiting indicator light

On the top right hand corner of the phone there is a light. The light flashes when a call is ringing. It also lights to indicate that a voice message has been left in your voice mailbox.
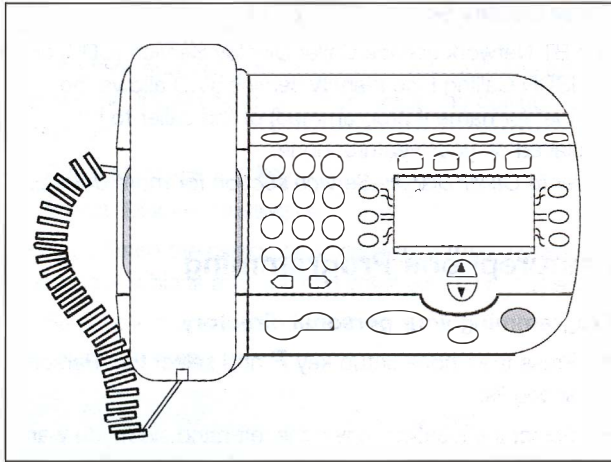
Featurphones making and answering calls

To make an external call

- Obtain a free line in one of the following ways:
  - Press the 'External call' option on the display and select a free line.

Busy lines are indicated by a solid diamond beside the Line on the display.

- or • Press the **L1** key for line 1, the **L2** key for line 2 etc.
- Key the number you require.

  Digits are sent to line as they are keyed

- or • key **9**
- or • key **51, 52, 53, 54, 55, 56** to select line **1**, **2, 3, 4, 5, 6.**
- or • key **81, 82** or **83** to select a line from a specific group (2, 3 or 4).

You can have your lines split into specific groups. These groups need to be programmed for you by BT or the system administrator.

  then in each case

- Key the number you require.

You can edit the number you have entered at any time prior to lifting the handset, pressing the Handsfree key or pressing the 'Send digits' key. Use the left-hand edit key located below the keypad to edit a number.

To make an internal call

You can place an internal call in one of two ways.

- Press the 'Internal call' option on the display and select the extension from the list.

or

- Key the extension number (**20 - 37**), or key **0** for the Operator.

● *If you have selected the internal call display, all the extensions are shown, and you wish to exit the screen without placing a call, press the UP scroll (▲) key for 2 seconds.*

To answer a call

When the phone rings, press the 'Answer the call' display key, lift the handset or press **HANDS FREE**.

Deflecting a call

When a call is ringing press the 'Deflect the call' display key. The extension menu is offered. Select a free extension. The call is presented to the selected extension and stops ringing your phone. If you attempt to deflect a call to an unavailable extension it will continue to ring your phone. To deflect your call to your voice box key 38 after selecting 'Deflect the call'.

Placing an external call on hold

Select the System Hold option on the display

To retrieve the call select 'Return to line' on the display or press the Line key.

To transfer a call to another extension

Select the 'Internal transfer' option on the display

Select the extension from the extension list or dial the extension number.

Select the 'Transfer' option or go on hook to transfer the call.

You can transfer a call to an extension when the call is answered, ringing or busy.

To transfer a call to an external number

Select the 'External transfer' option on the display

Select a free line and key the number.

When the call is answered press 'Transfer'

The option to transfer to an external number may not be presented. This option is dependent on the type of line connected to the system. If you need the facility, and it is not presented on the display, contact the system administrator or BT .

To make an external consultation call

While on an external call you can contact another external number to make an enquiry.

Select the 'external consultation' option on the display

Select a free line and key the number.

When the call is answered you can go back and forth between both calls.

Featurephone display
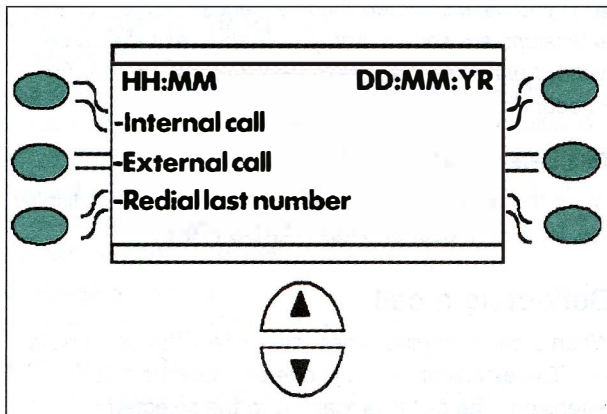
Basic uses of the display

Feature activation

The first thing you will notice about the display is that it presents the features and they can be activated by pressing the green key associated with the feature you want.

Time and date

When your Featurephone is not in use, its display shows the time and date on the top line. You can set the time as described below.

Keyed digits

When you key an external number, the display shows the digits as they are keyed

Internal call extension number/name

When you make an internal call, the extension number is displayed. If the extension has been programmed with a name it is displayed.

Messages

You can leave messages on your Featurephone display, which are seen by other Featurephone users who call your extension.

Features

When features such as extension lock and call diversions are set, the first prompt on the display becomes the option to cancel the activated feature.

Caller Display Service (CDS / CLI)

The BT Network service Caller Display Service (CDS) or the ISDN Calling Line Identity service (CLI) allows the number (or name if programmed) of the caller to be displayed on your Featurephone.
(Refer to Caller Display Service section for more details).

Featurephone Programming

Programming your personal directory

● Press the Phone setup key **P** and select the 'Personal speed list'

● Select the location (down the left-hand side) you want to programme and enter the number. Press 'Confirm' when the number is entered

● You are then prompted to enter the name. Enter the name as described below, or if you wish to enter the number only press 'Cancel'

● Press **HANDS FREE** when you have finished programming.

When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by pressing the PAUSE key.

To enter the name

● Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F, and so on.

Wait for two seconds for the cursor to move on or press the edit key to move to the next location.

A maximum of 10 characters (including spaces) may be entered.

To dial a number from your Personal Directory

● Press the directory key 📖

● Select personal directory

● Select the number/name you want. A free line is automatically selected and the number is dialled.

Advisory messages

This feature enables you to leave an advisory message that will be displayed to any Featurephone calling your extension.

- Press Message ✉ key
- Select 'Display messaging'.

You are offered the choice of 8 preprogrammed messages. Message 9 is blank and you can enter your own message.

- Select the message.

The message menu is

1	(Return at)	6 (At home)
2	(Call back at)	7 (On holidays)
3	(Call me at)	8 (Call)
4	(At a meeting)	9 —————————— (enter your own message)
5	(At lunch)	

- If you wish to enter details such as time, date, numbers and so on, use ✱ for : and # for –
- Replace the handset or press **HANDS FREE**.

Voice Messaging

If your system is equipped with a Voice Mail Module and you have been allocated a voice mailbox, then the following options are available.

Entering your own greeting

Each extension, with a Voice Mail box can enter their own greeting which will be relayed to callers who are answered by their voice box.

- Press Message key ✉ and select Voice Messages
- Select the 'Greetings' display key and follow both the text and voice prompts to enter and check your greeting.

Turning on your Voice Box

You can turn on your voice box by activating a divert facility and entering 38 as the extension number. If divert all calls is activated to 38, all calls will be answered by the voice box. You can also activate Divert on no answer or Divert on busy to 38 so that unanswered calls or calls when you are busy are answered by the voice box.

Retrieving messages left in your voice mail box

If new voice messages have been left in your voice box the Message light, on the top right hand corner of the phone, will be on and the top prompt on your display will show 'New Voice Messages'. To retrieve the messages press the 'New Voice messages' display key and enter your extension number. You will then be prompted for your password. This is 1111 in default.

- Enter your password followed by **#**.

Select the display option 'Play'. The new messages are replayed. Each message is preceded by the 'Time and Day' stamp so that you know when the message was received.

When the new messages are replayed you are informed of the total number of messages in your box.

You can access your voice box at any time.

- Press Message key ✉ and select Voice Messages
- Enter your extension number and Password followed by **#**.

Monitor mode

You can operate your voice mail in the mode where when calls are diverted to your box, and your phone is free, the call is relayed over the speaker of your phone. If you lift the handset you can intercept the call. In the case where you intercept the call no message is left in the voice box.

- Press Message key ✉ and select Voice Messaging
- Follow both the text and voice prompts to enter your extension and password. Use the scroll key to find the 'Monitor' option then select 'Monitor on'
- To turn the monitor off use the same procedure but select 'Monitor off'.

Changing your password

In default each extension is allocated the same voice mail password (1111). You can enter your own password, which can be up to 8 digits long.

- Press Message key ✉ and select Voice Messaging
- Select the 'Change password' option key and enter your new password.

Note:

If you forget your password remember that all extension passwords can be examined from the programming position.

Automatic deleting of messages

All messages, which have been replayed, are permanently deleted after two days. **Messages, which are not retrieved, are deleted after five days.**

Using your Featurephone with a Headset

To use a headset with your Featurephone the handset will need to be unplugged from the base and the headset plugged in the handset socket. The Featurephone will then need to be programmed for headset operation as follows

Press the Phone setup key P, then use the scroll key to find 'Headset mode', select this mode and turn the 'Headset on' from the next menu. If ever you wish to go back to using the handset then follow the same procedure but use 'Headset off'.

Using your phone in Headset mode

To make an internal or external call

● Press **HANDSFREE** and dial your calls in the normal way.

To clear down (end) a call

● Press **HANDSFREE**.

To answer a call

● Press the 'Answer the call' display key or press **HANDSFREE**.

Standard telephone basics

STANDARD TELEPHONES MAKING AND ANSWERING CALLS

To make an external call

- Lift the handset, or use Handsfree if it is available on your telephone

- Obtain a free line in one of the following ways:

  - key **9**

  or • key **51, 52, 53, 54, 55, 56** to select line 1, 2, 3, 4, 5, 6

  or • key **81, 82** or **83** to select a line from a specific group (2, 3 or 4).

(You can have your lines split into specific groups. These groups need to be programmed for you by BT or the system administrator)

then in each case

  - Key the number you require.

To make an internal call

- Lift the handset, or use Handsfree if it is available on your telephone.

- Key the extension number (20 – 37), or key 0 for the Operator.

To answer a call

- When the phone rings, lift the handset or use Handsfree if it is available on your telephone.

Holding and transferring calls

To place a call on hold

- Press the **Recall (R)** key. If you replace the handset you can continue to use your phone. The held call will call back within 30 seconds provided your phone is idle. If you are busy on the phone after the 30 seconds the call will ring as soon as you replace the handset.

To transfer a call

- Press the **Recall (R)** key

- Key the extension number and when the call is answered replace the handset.

To make an enquiry call

While on an external call you can contact another extension to make an enquiry.

- While on an external call, press the **Recall (R)** key

- Key the extension number

- To return to the external call and place the extension on hold, press **R** and key **2**

- To return to the external call and release the extension on hold, press **R** and wait (or press **R** and key **1**)

- You will transfer the external call to the extension if you replace the handset when talking to the extension with the external call on hold.

Note: *To activate a voice box you invoke a divert facility to **38**.*

Telephone feature code list

This list shows the various feature codes available on a standard telephone with the BT Inspiration

In the following table, **R** means the **Recall** key.

Feature	Code
Advisory messages	39 0-9
Answering machine on /off	158
Ring back	R5
Call pick-up (incoming calls only)	67
Call pick up group (all calls)	68
Call waiting tone protection	66 (R66)
CLIR activation	64
Conference	R3
Divert on busy	152 xx
Divert on no answer	153 xx
Divert to (all)	151 xx
Do not disturb - set/cancel	150
Door open	86
Extensions	20-37
S - Bus Extensions	120-127
S - Bus Extensions	130-137
S - Bus Extensions	140-147
Extension lock - change code	42 (PIN) xxx
Extension lock/unlock	41 (PIN) xxx
External call hold	R
Follow me	154 (Password) xx
Forced call waiting	R8
Forward recall	R87
General call	65
Keypad protocol	84
Line access group 1	9
Line access 1-6	51-56
Line access groups 2-4	81-83
Night service - on/off (extension 20 only)	156
Operator/extension 20	0
Page - Featurephones	44
PA - answer	45
PA announcement	47
Park	R40
Pick up parked call	40
Recorded messages - retrieving	88
Redial	60
Reminder call	46
Reminder call cancel	46*
Reset phone	157
Return and release in two call handling	R1
Return and hold in two call handling	R2
Room monitor	48
Speed dial - accessing personal numbers	61 0-9
Speed dial - accessing system numbers	7001-7200
Speed dial - programming personal numbers	62 0-9
Speed dial - programming a number onto a key	9 xxxx
Voice box number	38 See Note
Voice call (Page one Featurephone)	43

Most frequent system programming tasks

- From the programming position, press the Phone setup key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select Time and Date and enter the correct time and date
- Press **HANDS FREE**.

In the event of a power failure, you will need to reset the time and date. On system reset the time show will be 12:00 and the date shown will be 01:01:99

Assigning extension names

You may assign names to extensions. These names will be displayed in place of extension numbers on internal calls.

- From the programming position, press the Phone setup key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Name programming'
- Select the extension you want to name and enter the name as described below. Up to 10 characters can be entered for each name
- When the name is entered press 'Confirm'. You will be presented with the extension menu and can continue programming other names
- Press **HANDS FREE**.

To enter the name

- Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F, and so on.

Wait for two seconds for the cursor to move on or press the edit key to move to the next location.

A maximum of 10 characters (including spaces) may be entered.

System speed dial numbers

200 system speed dial numbers and names may be programmed as described below. Users of the system may then access these numbers, provided that they have access via the appropriate class of service.

The *Call restrictions* section includes a description of the *System speed dial numbers - Class of service override facility*. This allows an extension to access all system speed dial numbers, even-though the extension may be restricted from directly keying these numbers because of their Class of service.

To add or delete a system speed dial number

- From the programming position, press the Phone setup key **P** and select 'System programming'

- Enter the PIN and select 'System'

- Select the 'System directory' option and press the 'New Entry' key
- Enter the index number 001-200 an enter the number. When the number is entered press 'Confirm'. You are then prompted to enter the name
- Press **HANDS FREE** to finish programming.

Up to 24 digits may be stored in any location. A name of ten characters can be entered for each entry.

System features

Answer machine
See later section Using the Voice Mail Module

Auto attendant
See later section Using the Voice Mail Module

Call waiting tone

Call waiting tone protection
You may program an extension to hear system call waiting tone. The default is that all extensions are protected from call-waiting tone.

- From the programming position, press the Phone setup key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Tone protect' and enter press the display keys associated with the extensions you wish to protect
- Press **HANDS FREE** to finish programming.

A solid diamond beside the extensions indicates the feature is set.

Call waiting tone protection on an individual call
This allows you to protect a call from interruption by system call waiting tone.

- When you are on a call press the 'Tone protect' display key.

*From a standard telephone the code is **R66**.*

Camp on busy

If you get busy tone (engaged tone) when you call an extension, stay off hook and when the called extension becomes free your extension will call the phone.

Conference

This feature allows you to hold a three-way conversation between three extensions, two extensions and an exchange line or two exchange lines and an extension.

Internal conference
When on a call, select the 'Internal conference' display key. Select the extension to be included in the conference. When the extension answers press the 'Conference' display key.

External conference

When on a call, select the 'External conference' display key. Select a free line and dial the external number. When the call is answered press the 'Conference' display key.

If the external conference option is not shown when you are on an external call and you need the option, please contact your system administrator or BT. This option is not provided in the unit when a particular type of BT line is connected to your system.

From an standard telephone, press R when on a call, place the second call, and when it is answered key R3.

Day service / night service

During day service and night service you can program differences in ringing, Classes of service, and the voice greeting heard by callers (if you have Voice Mail installed – see page 32).

Incoming ringing (which extensions ring)

You can set different incoming ringing for day service and night service.

In default all lines will ring extensions **20** to **25**. Every exchange line may be programmed to ring up to eighteen extensions and a Central Bell. The Door Intercom may be programmed to ring up to eighteen extensions.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Day ringing phones'
- Select the first line you want to programme. The extension menu is presented. Select the extensions that are to ring for calls on the line. These phones are indicated with a solid diamond. When the extensions are selected scroll to the end of the extension list and press 'Cancel' or press the Up scroll key for two seconds. The lines are presented again. Select the next line and repeat the programming until all the lines are programmed for the day group. If a Door Intercom is equipped the phones to ring for Door Intercom calls are also entered
- When you have programmed all the lines in the Day group select 'Cancel' on the Line menu and select 'Night ringing' phones. Programme the lines and extensions as for the day group
- If a Central bell is equipped select complete the programming for both the Day central bell and the Night central bell
- Press **HANDS FREE** to finish programming.

Automatic Night Service

This feature allows you to set the times at which the system automatically enters night service and reverts to day service.

To set the start and end time for night service
- From the programming position, press the phone set up key **P and select** 'System programming'
- Enter the PIN and select 'System'
- Select the 'Night service' option and press the 'Automatic service' key
- Enter the automatic on and off times in the 24 hour clock format
- Press **HANDS FREE** to finish programming.

Manual night service

This feature enables you to turn night service on or off manually. When you turn night service on, the night service ringing and Class of Service come into operation.

- At extension **20** press the 'Night service' display key.

Weekend service

This feature when programmed ensures that if night service is invoked on a Friday evening the switch remains in Night service until Monday morning.

To set the weekend service
- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select the 'Night service' option and press the 'Weekend service' key
- Select 'weekend service on'
- Press **HANDS FREE** to finish programming.

Diverting calls

Divert all calls

Before you leave your extension, you can divert all your calls to ring at another extension. Alternatively you can divert all external calls presented to your phone to an external number.

The option to divert to an external number may not be presented. This option is dependent on the type of line connected to the system. If you need the facility, and it is not presented on the display, contact the system administrator or BT .

- Press the 'Divert' display key and select 'Divert all calls'.

Enter an internal number if you want to divert all your calls to another extension.

Enter 9 followed by an external number if you want to divert external calls to an outside number. If diversion is set to an external number it will be ignored for internal calls. Internal calls will ring the phone.

Broken dial tone will be heard at your extension until all call diversion is cancelled. You cannot divert to an extension that has Do Not Disturb set.

To cancel the diversion press the 'Cancel divert' display key.

From a standard phone the code is 151 to set and cancel the diversion.

Other Features

Follow me

After you have left your extension, you can divert your calls to follow you and ring at another extension.

- From the featurephone which is to answer the calls, press the divert display key and select 'Follow me'. You will be prompted to enter your extension number and your personal code. When these are entered the diversion is activated

- To cancel this feature from your own extension select the 'Cancel divert' display key.

From an standard telephone the code is **154**.

Divert on busy

You can divert your calls to ring at another extension if your extension is busy (engaged). You can also set the Divert on busy to ring an external number. This diversion is activated only for external calls presented to your phone. Internal calls will be given busy tone.

- Press the 'Divert' display key and select 'Divert when busy'. Enter an internal number if you want to divert all your calls to another extension.

Enter 9 followed by an external number if you want to divert external calls to an outside number.

To cancel the diversion press the 'Divert' display key and select 'Divert when busy'. The diversion is automatically cancelled.

From an standard telephone the code is **152**.

Divert on no answer

You can divert your calls to ring at another extension if there is no answer at your extension after four rings.

Alternatively you can divert all external calls to an external number if your phone is not answered after four rings. This diversion is activated only for external calls presented to your phone. Internal calls will continue to ring the phone.

- Press the 'Divert' display key and select 'Divert on no answer'. Enter an internal number if you want to divert all your calls to another extension.

Enter 9 followed by an external number if you want to divert external calls to an outside number.

To cancel the diversion press the 'Divert' display key and select 'Divert on no answer'. The diversion is automatically cancelled.

From an standard telephone the code is **153**.

Do not disturb

If your phone is set to Do Not Disturb, anyone trying to call you will receive busy tone. If the person trying to contact you has a Featurephone, 'Do not disturb enabled' will appear on its display.

Call Back and Reminder Call are the only incoming ringing that will be accepted when this feature is set.

- Press the 'Do not disturb' display key.

To cancel press the Cancel do-not-disturb display key. This prompt is given only when the facility is set.

From an standard telephone the code **150** *is used to set and cancel the feature.*

When Do not disturb is set you will hear broken dial tone when you lift the handset.

Extension lock

You can lock your extension to prevent unauthorised users from making external calls.

Changing your extension lock code

- Press the 'Extension lock' display key and select 'Change the lock code'

- Dial the existing lock code (preset as **123**)

- Dial your new three-digit lock code

From an standard telephone the code is **42**.

The lock codes for all extensions can be examined from the programming position.

- From the programming position, press the phone set up key **P** and select 'System programming'

- Enter the PIN and select 'Extensions'

- Select 'Examine Passwords' and 'Extn. Lock Password'

- Select the extension. The password is briefly displayed on the top line of the display

- Press **HANDS FREE** to finish

Locking your extension

- Press the 'Extension lock' display key and select 'Lock the phone'

- Dial your lock code (preset as **123**)

From a standard telephone the code is **41**.

Unlocking your extension

- Press the 'Unlock the phone' display key. This prompt appears when the phone is locked.

- Dial your three digit personal code.

From a standard telephone the code is **41**.

Making a call with the lock set

- Dial 9, press a line key or dial the code for a line (51-56) as if to select a line
- Dial your lock code
- A line will be seized
- Dial the number you require.

Forced call waiting

If you get busy tone when you call an extension you can present the extension with call waiting tone.

Select the 'Waiting tone' display key when busy tone is returned from an extension.

From an standard telephone the code is **R8.**

Accepting a waiting call

If another extension presents you with call waiting this will be indicated on your display. You will also hear call waiting tone, provided call waiting is programmed to be supplied to your phone.

You can select a display key to answer the waiting call and either hold or release the current call. If you ignore the call waiting for a short period the calling phone will be presented with the message 'Call waiting rejected'.

Forward Recall

See later section *BT's Select Services on Page 23.*

General call

When activated this feature rings all extensions connected to the Inspiration. The first phone to answer is connected and the call continues as a normal call.

Select 'General call' display key.

From an standard telephone the code is **65.**

You can programme extensions so that they are not rung when a General call is placed

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select general call protection
- From the extension list select those extensions that are not to be rung. These extensions are indicated with a solid diamond
- Press **HANDS FREE** when you have finished programming.

Group Hunting

Group hunting allows you to have groups of extensions answering different lines. The calls to the group are presented in cyclical order to the extensions in the group. The first call is presented to the first available phone, the next to the second available phone etc.

Programming the groups

Up to four groups can be programmed

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Hunt groups'
- Select the Group
- Select the lines in the group
- Select the extensions in the group
- Press **HANDSFREE** to finish programming.

The lines and extensions programmed in a group are exclusive to that group and cannot be placed in another group.

Hunt group diversion

Extension position 20 can program diversions for calls presented to hunt groups. Individual extensions in a hunt group cannot divert calls presented to the hunt group.

  At extension 20 select Hunt group diversion

- Select the group
- Select the type of diversion
- Enter the extension the calls are to be diverted to.

Hot Line

Phones can be programmed so that they automatically dial a number when they go off hook. This can be an extension or an external number.

- From the programming position, press the phone set up key **P** and select 'System programming'.
- Enter the PIN and select 'Extensions'.
- Select 'Hot Line'
- Select the extension from the extension list
- Enter the number using 9 and the number if an external number is required
- Press **HANDS FREE** when you have finished programming.

When a phone is programmed as a hot line no other facilities can be invoked after it is programmed. As soon as you go off hook on the phone the number is keyed.

Hunt Groups

See Group Hunting

Manager / Secretary working

Manager/Secretary working is a set of programming options used to maximize the efficiency with which two people may work together. It is traditionally used for a manager and secretary.

When the Manager/Secretary combinations are programmed, the Secretary may answer calls ringing on the Manager or Managers' phone(s) pressing a key on which the number is programmed.

To activate Manager/Secretary working, it is necessary to combine the Manager and Secretary phones as follows:

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Manager secretary'
- Select the secretary extension. When selected the menu changes to allow you to enter the manager extensions
- Select the manager extension(s)
- Press **HANDS FREE** to finish programming.

If the extension has been combined previously with a Secretary the existing Manager number(s) will be indicated with a solid diamond when the secretary number is selected. Pressing the key(s) with the solid diamonds will delete the programming.

Dedicated Line

You may program a dedicated line for the Manager so that no other extension may make or receive calls on that line.

- From the programming extension, program this line so that only the Manager's extension may make outgoing calls on this line
- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Outgoing Restriction'
- Select the line to be dedicated to the extension
- Ensure the extension is the only one with an open diamond beside it
- Press **HANDS FREE** to finish programming.

The Manager phone can be programmed with a key for paging the Secretary's phone.

- From the managers phone, press the phone set up key **P** and select 'Key programming'
- Select the key you want to programme
- Select the 'Voice Call' option and enter the secretary's extension number as 'Data'
- Press **HANDS FREE** to finish programming.

When this key is pressed the secretary's phone is called and it automatically answers the call.

Call Diversion to Secretary

When this key is pressed all calls to the Manager extension will be diverted to the Secretary extension.

- From the managers phone, press the phone set up key **P** and select 'Key programming'
- Select the key you want to programme
- Select the 'Divert all calls' option and enter the secretary's extension number as 'Data'
- Press **HANDS FREE** to finish programming.

Secretary Extension Status

You may allow the Manager, by simply pressing a key, to call the Secretary and also to see the status of the Secretary phone.

- From the manager's phone, press the phone set up key **P** and select 'Key programming'
- Select the key you want to programme
- Select the 'Extensions' option and enter the secretary's extension number as 'Data'
- Press **HANDS FREE** to finish programming.

Secretary Phone – Manager Extension

You may allow the Secretary to see the status of the Manager's phone. This programming will allow the Secretary to call the Manager while the Manager extension is idle simply by pressing a key. If the Secretary presses the key while the Manager extension is ringing, the Secretary answers the call.

- From the secretary's phone, press the phone set up key **P** and select 'Key programming'
- Select the key you want to programme
- Select the 'Extensions' option and enter the manager's extension number as 'Data'
- Press **HANDS FREE** to finish programming.

On hold options

When an external call is placed on hold you can choose between supplying music, tone or silence to the caller.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'System'

● Select 'Music on hold' and select the option you want

● Press **HANDS FREE** to finish programming.

A solid indicates the current programming. The default is that music is supplied. The music is built into the system and cannot be changed.

Internal callers are always returned Tone on hold.

If both Music on Hold, and Courtesy Service are programmed, the Courtesy Service message and music will be played in rotation to callers on hold while the system is in day service. In night service, tone on hold will be returned.

Operator access

Key the code (**0**) or the operator's extension (**20**).

Paging

PA system

If there is a PA connected to your BT Inspiration, any extension can make an announcement.

● Press the 'Paging' display key, select 'Public address' and make your announcement (maximum of 15 seconds)

● Do not hang up if you want the PA Answer feature to be available.

*From a standard telephone the code is **47**.*

PA answer

If you have been paged over the PA, this feature puts you in direct contact with the paging extension, provided that the person who paged you has not replaced the handset.

● When you are paged select 'Answer Page' on the nearest featurephone or dial the code (**45**) from the nearest standard phone. You are connected to the paging extension.

Internal page (all Featurephones)

Any extension can make an announcement to all Featurephones by using the Internal Paging feature. *Featurephones, which are page-protected, will not be page see below.*

● Press the 'Paging' display key and select 'Page all featurephones'

● Make your announcement.

*From a standard telephone the code is **44**.*

Internal page (one Featurephone) (Voice Call)

This feature allows you to page an individual Featurephone.

● Press the 'Voice call' display key

● Select the extension you wish to page

● Make your announcement.

*From a standard telephone the code is **43**.*

Internal page answer

● To answer a page, press the **MUTE** key and speak either handsfree or via the handset.

Page-protection on Featurephones

In default all Featurephones may be paged. You can page-protect a Featurephone to prevent it from being paged from both the of the Internal paging options.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'Extensions'

● Select 'Page protection' and enter press the display keys associated with the extensions you wish to protect

● Press **HANDS FREE** to finish programming.

A solid diamond beside the extensions indicates the feature is set.

Park

The Park feature allows you to put an external call on special hold by 'parking' it in the system. You may then pick up the call at any extension.

Only one call may be parked in the system.

A parked call will recall after three minutes.

● On a Featurephone, press the 'Call park' display key.

● 'Pick up park' is displayed as the top facility on all featurephones. Press this key to retrieve the parked call.

*On an standard telephone, the code is **R40** to park a call, and **40** to retrieve it.*

Phone pick-up

Phone pick-up

You can pick up any call (internal or external) which is ringing at another extension provided both phones are programmed in the same pick up group. Up to four pick-up groups can be programmed in the system.

● Select the 'Call pickup' display key.

From a standard telephone the code is 68.

To programme Pickup Groups

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'Extensions'

● Select the 'Pickup groups' option

● Select the group and from the extension menu select the extensions in the group

● Press **HANDS FREE** to finish programming.

External call pick-up

You can pick up an external call which is ringing on a Central Bell or at another extension. *This feature will not work for internal calls.*

● Select the 'External call pickup' display key

From an standard telephone the code is 67.

Redial

Use this feature to redial the external number you most recently dialled. A line is seized automatically.

● Press the 'Redial last number' display key.

From an standard telephone the code is 60.

Reminder call

This feature enables you to set your phone to ring at a given time.

● Press the 'Reminder call' display key.

● Enter the time in the 24 hour clock format. E.g. 0930 for 9.30 am.

At the programmed time the phone will give ten rings. If not answered it will ring twice more at two-minute intervals and will then cancel.

Alarm calls must be set daily.

To review a Reminder call select the 'Reminder call' display key and the time set will be displayed. You can press 'Confirm' to retain the programmed time. If you wish you can change the time by selecting 'Change and entering a new time. To cancel the Reminder call press 'Change' followed by 'Confirm'.

From a standard telephone the code 46 is used to set a Reminder call and 46* is used to cancel it.

Reset phone

You can reset your phone to cancel all the following features if they have been set: Do Not Disturb, Divert, Call Back, Messaging, Reminder Call.

● Press the 'Phone reset' display key

● If you are using an standard telephone dial **157** and wait for the acknowledgement tone (internal dial tone).

Ring back

If you call a busy extension, use Ring Back so that the extension rings you once it becomes free.

If you dial for an exchange line and no lines are free, use Ring Back to receive an exchange line as soon as one is available.

● On a Featurephone, press the 'Ring back' display key when you have called a busy extension or dialled for a line when none is free.

From a standard telephone the code is R5.

Room monitor

You can call a phone, which has set this feature, and listen through the handset.

● Press the 'Room monitor' display key and leave the phone off hook

● Dial the extension number (from extension **20** or **21** only) to monitor

● To cancel this feature, replace the handset.

From a standard telephone the code is 48.

Speed dial numbers / Names

Every featurephone user can programme their own personal directory of twelve numbers. Each number can be programmed with a name for easy identification.

Programming your personal directory

● Press the phone setup key **P** and select the 'Personal speed list'

● Select the location (down the left hand side) you want to programme and enter the number. Press 'Confirm' when the number is entered

● You are then prompted to enter the name. Enter the name as described below, or if you wish to enter the number only press 'Cancel'

● Press **HANDS FREE** when you have finished programming.

When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by pressing the PAUSE key.

To enter the name

- Press 2 once for A, twice for B, three times for C; press 3 once for D, twice for E, three times for F, and so on.

Wait for two seconds for the cursor to move on or press the edit key to move to the next location.

A maximum of 10 characters (including spaces) may be entered.

To dial a number from your Personal Directory

- Press the directory key 📖
- Select personal directory
- Select the number / name you want. A free line is automatically selected and the number is keyed.

Standard telephone operation

If you have an standard telephone you can program up to ten personal numbers.

To program a personal speed dial number

- Dial the code (**62**)
- Enter the location (**0-9**) where you want to store the number
- Key the number you want to store.
- Go on hook.

To access a personal speed dial number

- Dial the code **61**
- Key the location (0-9) of the number you wish to access. The number is automatically keyed.

System speed dial numbers

200 system speed dial numbers and names may be programmed as described below. Users of the system may then access these numbers, provided that they have access via the appropriate class of service.

The *Call restrictions* section on page 42 includes a description of the *System speed dial numbers - Class of service override* facility. This allows an extension to access all system speed dial numbers, even-though the extension may be restricted from directly keying these numbers because of their Class of service.

To add or delete a system speed dial number

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select the 'System directory' option and press the 'New Entry' key
- Enter the index number 001-200 an enter the number. When the number is entered press 'Confirm'. You are then prompted to enter the name
- Press **HANDS FREE** to finish programming.

Up to 30 digits may be stored in any location. A name of ten characters can be entered for each entry.

To access a system speed dial number

- Press the directory key 📖
- Select system directory
- If the directory has names programmed you can choose 'Select by name'. All the entries are sorted in alphabetical order and you enter the first letter of the name you want. The first three entries starting with the letter are displayed. Use the scroll keys to locate the name you want and select it.If names are not programmed on all of the entries you can choose to 'Select by location'. All entries, with and without names are displayed in the location order.
- Select the number / name you want. A free line is automatically selected and the number is dialled.

*From a standard telephone dial one of the system speed dial number codes (**7001 - 7200**).*

Voice call

See earlier section – *Paging*

Voice Mail

See Section – *Using Voice Mail*

Using a fax machine with your BT Inspiration

If your Inspiration is equipped with standard (PSTN) lines, it is recommended that one of the lines is allocated as a Fax line. You can program the unit to route all calls received on this line directly to an extension equipped with your fax machine. The line will be available to make outgoing calls as normal. You can restrict the number of extensions that have access to this line for making calls. This allows you to ensure that the line is generally available to receive faxes.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines
- Select 'Day ringing phones'
- Select the line
- Select the extension with the fax machine. Ensure that the extension with the fax machine is the only extension with a solid diamond
- Press the UP cursor key for two seconds or scroll to the end of the menus and select 'Cancel' This returns you to the line menu. Press the UP cursor key again for two seconds or scroll to the end of the menus and select 'Cancel'
- Select 'Night ringing phones' and repeat the programming
- Press **HANDS FREE** to finish programming.

If you have a limited number of lines and wish to receive standard calls and fax calls on the same line a Fax detect option is provided in the switch.

When a line is programmed for 'Fax detect' a voice message is provided to callers on the line.

When a call rings in on a fax detect line it is answered by the system and the following message is returned to the caller:

'If you are sending a fax please press the send key. If not please hold.'

This message is followed by silence while the system looks for fax tones. If fax tones are detected the call will be sent to the programmed extension where the fax machine is connected. If fax tones are not detected, the call will be presented as a normal incoming call.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'PSTN programming'
- Select 'Fax detect line'
- Select the line
- Select the extension with the fax machine
- Press **HANDS FREE** to finish programming.

BT's Select Services

BT Inspiration is compatible with all BT Select Services that require tones to be sent to line, home banking, voice message systems and the numerous services now available via the telephone.

All these services rely on tones being sent from your telephone to choose the options available.

To use these BT Select Services, you just dial the appropriate number(s) on your telephone.

If you require more details about BT's Select Services, please contact your BT account Manager or call BT Sales **FREE on 0800 800 152**.

Forward recall

This feature is required if you are using BT Network Services on standard telephone lines (PSTN), or if your BT Inspiration is connected to another telephone system (PABX).

The Forward Recall feature allows you to send a hold signal forward on the exchange line.

● To send a hold signal, you must be on a call, or have dialled at least one digit of the number you are calling

● For Featurephones, press the 'Forward recall' display key.

For standard telephones, the code is **R87**.

Using Caller Display

Caller Display Service (CDS) is a BT Network service provided on standard lines. The Calling Line Identity service (CLI) is a BT Network service provided on ISDN2 lines. These services may be used with a BT Inspiration. It means that when you receive an incoming call, the caller's number will appear on the displays of all Featurephones programmed to ring for incoming calls so you know who is calling before you answer.

If you have the CDS Network service provided then the BT Inspiration will need to be programmed to recognise this service.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'PSTN programming'
- Select 'CDS detection'
- Select the lines, noting the display changing 'Set to **ON**'
- Press **HANDS FREE** to finish programming.

Displayed Information

- If a name has been programmed through system programming for association with the external number, the name will appear on the display
- The calling line number of the associated name for the answered line will remain on the display for the duration of the call
- A caller may have chosen to withhold their identity, in the case of the CDS service, the display will show

  'Number withheld'

  instead of the caller's number or name
- If the number information is not available, in the case of the CDS service, the display will show

  'Line x' (Where x is the line number)

  instead of the caller's number or name
- If more than one line is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing Featurephones, the number of the next line in the queue will be displayed on the displays of the other ringing Featurephones
- If your Featurephone is not ringing for the call, you may examine the incoming call ID by selecting 'Examine I/C call'. The same information shown on the ringing Featurephones is then displayed.

Caller ID memory

- Information about the last 65 calls to the system is stored automatically in the system. The information which is stored is the calling line number, and the date and time of the call. Information is not stored for calls withheld or unavailable numbers
- The store can be allocated as one central store which stores the data on calls ringing the incoming groups. This store alerts extension 20 only that new calls have been stored
- You can programme, up to 12 extensions to each have a 5 record store. Each of these extensions will have a separate record of calls which ring on private lines programmed to ring their phones only
- The number, date, and time of unanswered calls only is stored unless you change the programming to store both answered and unanswered calls.

See *Administration programming for 'CLI store'*.

- When the memory is full, the oldest record is discarded from memory when a new record is received working on a first in first out basis
- Select the 'Examine CLI store' display key to display the numbers in a personal store
- Select the 'Examine sys. CLI store' display to examine the system store. This can be selected from any extension.

Caller ID memory and redial

- Select 'Examine CLI store' or 'Examine sys. CLI store'.
  - The number and time of the last three calls received are displayed
  - If the call was answered, the display will show an A on the right hand side of the record
  - If the call was not answered, the A will not be displayed.
- If you press the right hand edit key the date information for that call is shown for a few seconds instead of the time
- You may scroll through the stored numbers and names using the ▲ and ▼ keys situated below the display
- If you press the display key associated with a particular record, the system automatically seizes a free line and dials the displayed number. If the extension is restricted from keying or if there is no line available, you will hear the busy tone
- If an R is displayed on the right hand side of the record this indicates that the number has been redialled and answered.

It should be noted that on certain lines successfully redialled numbers may not display the **R**.

It should also be noted that the **'CLI store'** *will not keep a record of* **'withheld'** *or* **'unavailable'** *numbers.*

Associating Names and extension numbers with CDS numbers

- Up to 30 names, each of a maximum of 10 characters (including spaces), may be associated with telephone numbers. When a number with an associated name is received, the name rather than the number will be displayed

- A further table is available in this field, whereby an extension number may be added. In the case of a number being identified as associated with a particular extension, the call rings the programmed extension

- If the extension is busy the call rings in as normal in the case of standard lines and returns a busy indication in the case of ISDN 2 lines a busy indication in the case of ISDN 2 lines.

To program the names to be associated with CDS numbers

- From the programming position, press the phone set up key **P** and select 'System programming'

- Enter the PIN and select 'Lines'

- Select 'Program CLI number'

- Select an index number, **01-30**, and enter the number

- Select 'Program CLI extn' and enter the extension if the number is to call the extension

- Select 'Program CLI name, and enter the name to be associated with the number

- Press **HANDS FREE** to finish programming.

Call restrictions

Extensions access to outgoing lines

This feature lets you decide which exchange lines each extension has access to for outgoing calls.

In default all extensions have access to all lines.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Outgoing restriction'
- Select the line
- Select the extensions to be restricted from accessing the line for outgoing calls
- Press **HANDS FREE** to finish programming.

Lines - incoming only

This feature lets you decide if an exchange line needs to receive incoming calls only with no outgoing access from any extension.

- From the programming position, press the phone set up key P and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Incoming calls only'
- Select the line, and ensure the display changes to 'Set to ON'. No outgoing calls will be possible on that line
- Press **HANDS FREE** to finish programming.

Classes of Service

Each extension may be programmed for a Class of service which determines the type of call the extension is allowed to dial. There are four basic Classes of service. In default, all extensions are in Class 1.

The following table shows the types of restriction for the different Classes of service available:

Type of restriction	Class
No restriction	1
Restrict international calls (010, 00) and directory enquiry calls (153, 192)	2
Restrict international and national calls (0) and directory enquiry calls (153, 192)	3
Internal calls only (emergency allowed)	4
Allowed codes that can be combined with other classes	5
Restricted codes that can be combined with other classes	6

In addition to the four basic classes there are two tables, Tables 5 and 6, each of which can be programmed with 50 codes.

Codes in Class 5 are codes entered in Table 5 which when combined with Classes 2 and 3 are additional codes which are allowed to be dialled in the combined class.

Codes in Class 6 are codes which when Table 6 is combined with Classes 1, 2 and 3 are additional codes which are restricted in the combined class.

It should be noted that both Classes 5 and 6 can be associated with the same extension.

You should program extensions into the Class appropriate for the type of calls the extension is permitted to dial. If the extension is to be allowed to dial all numbers they are entered into Class 1.

If extensions are to be restricted from keying international calls they should be put into Class 2. Similarly, if an extension is to be limited to local calls only, they are put into Class 3. Class 4 restricts the extension to internal calls and emergency external calls only.

Extensions Class of service - day service

With this feature you assign the extensions to a Class which operates when the system is in day service.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Restriction classes'
- Select 'Day Class of service'
- Select the class
- Enter the extensions to be entered in this class
- Press **HANDS FREE** to finish programming.

Extensions Class of service - night service

Each extension may be programmed into a different Class of service which is activated when the system is put into night service.

On power-up all extensions are in Class 1. The same conditions apply as for programming for day service.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Restriction classes'
- Select 'Night class of service'
- Select the class
- Enter the extensions to be entered in this class
- Press **HANDS FREE** to finish programming.

Class 5 and 6

Codes in Class 5 are codes entered in Table 5 which when combined with Classes 2 and 3 are additional codes which are allowed to be dialled in the combined class.

Codes in Class 6 are codes which when Table 6 is combined with Classes 1, 2 and 3 are additional codes which are restricted in the combined class.

Tables 5 and 6, each of which can be programmed with 50 codes.

It should be noted that both Classes 5 and 6, can be associated with the same extension.

● From the programming position, press the phone set up key P and select 'System programming'

● Enter the PIN and select 'System'

● Select 'Class codes'

● Select 'Table 5'

● Select an index number, 01-50, and enter the number

● Repeat above for 'Table 6'

● Press **HANDS FREE** to finish programming.

System speed dial numbers –
Class of service override

You may wish to allow restricted extensions to dial numbers, entered in the system speed dialling list, which they cannot dial directly, for example, these could be particular numbers which extensions in Classes 2, 3 or 4 cannot dial directly. By entering these numbers into the system speed dialling list and programming the extensions for this feature, the restricted extensions can access these numbers.

In default, no extensions are programmed for this feature.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN, and select 'Extensions'

● Select 'Sys. Speed no. override

● Enter the extensions to be programmed. Those extensions allowed to dial the speed dial numbers not normally appropriate to their class are indicated with a solid diamond.

● Press **HANDS FREE** to finish programming.

Courtesy Service

When activated, the Courtesy Service answers callers to the system automatically with a greeting. Lines must be programmed for the Courtesy Service feature.

When a call rings in day service, if not answered manually within a programmed time, 30 seconds is default, it is automatically answered with the following message *"Thank you. Your call will be dealt with. Please hold."*

Caution

On certain telephone lines, even if a caller hangs up, the call will be 'Held' by the system until it is either picked up internally or the system times out.

A different message is returned to callers when the system is in night service: 'Thank you. There is no-one here at the moment. Please call back again during office hours.' If not answered within 30 seconds, it is cleared down.

When the call is automatically answered and the message is being returned, it continues to ring as an incoming call until it is answered by an extension or the call is automatically cleared down by the system.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'Lines'

● Select 'Courtesy service'

● Select the source for the message. The internal source is standard on all units. The second source is only available when a voice mail module is fitted

● Select the lines which are to be answered by the Courtesy service

● Press **HANDS FREE** to finish programming.

You can change the time during which a call will ring before being answered by the Courtesy Service.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'System'

● Select 'Timers'

● Select the 'Courtesy answer' and enter the time required

● Press **HANDS FREE** to finish programming.

Note:

See the option to supply the Courtesy service with customised messages in the Voice Mail module section.

Using Voice Mail

If your system is equipped with a Voice Mail a number of voice services can be programmed. These are individual mail boxes for extensions, system answering machine, Auto Attendant and providing a customised Courtesy Service greeting.

Voice Mail

Allocating voice mail boxes

In default no extension is allocated a voice mail box.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Voice Boxes'
- Enter the extensions to be allocated a mail box. Those extensions with a box will be indicated by a solid diamond
- Press **HANDS FREE** to finish programming.

Entering your own greeting

Each extension, with a Voice Mail box. can enter their own greeting which will be relayed to callers who are answered by their voice box.

Press the Message key ✉ and select Voice Messages

Select the 'Greetings' display key and follow both the text and voice prompts to enter and check your greeting.

Turning on your Voice Box

You can turn on your voice box by activating a divert facility and entering **38** as the extension number. If All call divert is activated to **38**, all calls will be answered by the voice box. You can also activate Divert on no answer or Divert on busy to **38** so that unanswered calls or calls when you are busy are answered by the voice box.

Retrieving messages left in your voice mail box

If new voice messages have been left in your voice box the Message light, on the top right hand corner of the phone, will be on and the top prompt on your display will show 'New Voice Messages'. To retrieve the messages press the 'New Voice messages' display key and enter your extension number. You will then be prompted for your password. This is 1111 in default.

Enter your password followed by **#**.

Select the display option 'Play'. The new messages are replayed. Each message is preceded by the Date stamp so that you know when the message was received.

When the new messages are replayed you are informed of the total number of messages in your box.

You can access your voice box at any time

Press the Message key ✉ and select Voice Messages

Enter your extension number and Password followed by **#**.

To retrieve recorded messages remotely

If a line is ringing directly to your extension, and your voice mail is turned on dial the number. You will be answered by the voice mail.

If you do not have a line ringing directly to your phone, dial in on an auto attendant line.

When answered by the Voice mail dial the following codes.

The code to access a voice box is **88** followed by your extension number, password and **#**.

Dial 1	Playback commences at the first message.
Dial #	Playback is paused
Dial 2	Save this message and move to the next message
Dial 3	Erase this message and move to the next message
Dial 4	Go back to the start of the message
Dial 5	Go back to the previous message
Dial 6	Erase all messages
Dial 7	Go back 10 seconds
Dial 8	Go forward 10 seconds
Dial 91	Change the O/G greeting
Dial 92	Check the O/G greeting
Dial 93	Delete the O/G greeting
Dial 0	Change password

Monitor mode

You can operate your voice mail in the mode where when calls are diverted to your box, and your phone is free, the call is relayed over the speaker of your phone. If you lift the handset you can intercept the call. In the case where you intercept the call no message is left in the voice box.

Press the Message key ✉ and select Voice Messages

Select the 'Greetings' display key and follow both the text and voice prompts to enter and check your greeting.

Turning Monitor on

Press the Message key ✉ and select Voice Messages

Press the Monitor display key and select 'Monitor on'

Turning Monitor off

Press the Message key ✉ and select Voice Messages

Press the Monitor display key and select 'Monitor off'

Changing your password

In default each extension is allocated the same voice mail password (1111). You can enter your own password, which can be up to 8 digits long.

Press the Message key ✉ and select Voice Messages

Select the 'Password' display key and enter your new password.

Note:

If you forget your password remember that all extension passwords can be examined from the programming position.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Examine Passwords' and 'Voice mail Password'
- Select the extension. The password is briefly displayed on the top line of the display
- Press **HANDS FREE** to finish.

Automatic deleting of messages

All messages, which have been replayed, are permanently deleted after two days.
Messages, which are not retrieved, are deleted after five days.

Operation of voice mail boxes from standard telephones

Standard telephones can also be allocated a voice mail box. This is activated by using the Divert codes, **151** (Divert all), **152** (Divert on busy) and **153** (Divert on no answer) followed by the number **38**.

If messages have been left for a standard telephone there is no indication given to the phone. You should regularly access the voice box to check for message.

The code to access a voice box is **88** followed by your extension number, password and **#**.

When a voice box is accessed the following codes are used:

Dial 1	Playback commences at the first message.
Dial #	Playback is paused
Dial 2	Save this message and move to the next message
Dial 3	Erase this message and move to the next message
Dial 4	Go back to the start of the message
Dial 5	Go back to the previous message
Dial 6	Erase all messages
Dial 7	Go back 10 seconds
Dial 8	Go forward 10 seconds
Dial 91	Change the O/G greeting
Dial 92	Check the O/G greeting
Dial 93	Delete the O/G greeting
Dial 0	Change password

Answering machine

This feature allows you to turn on an answering machine from extension 20. When turned on, the answering machine will answer calls ringing on those lines which are programmed to be answered.

Turning the answering machine on

Select the 'Answering machine' display key at extension 20.

The top line of the display will display the 'Answering machine' prompt when the feature 9 is activated.

To turn the answering machine off press' Answering machine' again.

Programming the lines to be answered by the answering machine

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Answering machine'
- Select the Lines to be answered when 'Answering machine' is turned on
- Press **HANDS FREE** to finish.

You can also programme the time a call will ring before the answering machine answers.

- From the programming position, press the phone set up key P and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Timers'
- Select 'Answering machine' and set the time you want.
- Press **HANDS FREE** to finish.

Retrieving messages from the Answering Machine

Messages stored on the answering machine can be retrieved from extension position 20 only.

When messages have been left the message Light on extension 20 will be lit. The first prompt will be 'Voice messages'.

Press the 'Voice messages' display key and enter '**0**' as the extension number.

Note:

Extension 20 can have their own voice box, accessed by using extension number 20, and the answering machine accessed by keying 0 as the extension number. Both can have separate passwords.

To retrieve recorded messages remotely

Dial in on an auto attendant line.

When answered by the Voice mail dial the following codes.

The code to access a voice box is **88** followed by your extension number, password and **#**.

Dial 1	Playback commences at the first message.
Dial #	Playback is paused
Dial 2	Save this message and move to the next message
Dial 3	Erase this message and move to the next message
Dial 4	Go back to the start of the message
Dial 5	Go back to the previous message
Dial 6	Erase all messages
Dial 7	Go back 10 seconds
Dial 8	Go forward 10 seconds
Dial 91	Change the O/G greeting
Dial 92	Check the O/G greeting
Dial 93	Delete the O/G greeting
Dial 0	Change password

Auto Attendant

Dialling through to an extension (external callers)

The Auto Attendant feature allows callers to ring directly through to an extension provided that they know the extension number of the person they wish to contact. The Voice mail module must be installed for this feature.

When the caller phones in on a line programmed for Auto attendant the call will be answered by the system. When the system is in day service, the caller will hear the following pre-recorded greeting:
'Thank you for calling. If you know the extension number you wish to contact, please dial the number if you require assistance, please wait or dial zero'.

The caller then dials the extension number required. *(The caller's phone must be in tone mode.)* The system will wait ten seconds for the caller to dial the first digit, and a further four seconds for the second digit. If the digits are not received within that time, the call will ring in as a normal incoming call.

When the caller enters the extension number correctly, the extension will ring. If it is not answered within 30 seconds, the call will be presented as an incoming call. If the extension is busy or an incorrect extension number is dialled, the call will be presented as an incoming call.

If a call is received on an auto attendant line when the voice mail system is busy, the call will ring as a normal call. If the Voice Mail becomes free before the call is answered it will be automatically answered and the auto attendant message returned.

Auto attendant programming.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Auto attendant'
- Enter the lines which are to have the auto attendant service
- Press **HANDS FREE** to finish programming.

The greetings returned to callers can be customised.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Change greetings'.

You can personalise, the auto attendant Day and Night messages from this screen.

'Store full' greeting

If a call is received and it is not possible to store any further messages, the following standard greeting will be given to the caller: *'Thank you for calling. There is no one available to deal with your call at the moment. If you wish to contact a particular extension please dial the number'.*

Customised Courtesy message

When programming the Courtesy service it is possible, when the Voice mail module is fitted, to select the voice mail module as the source of the message. This message can be customised.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Change greetings'
- Select the 'Courtesy service day' greeting and when prompted enter the new greeting
- Similarly select the 'Courtesy service night' greeting and enter the new greeting.

Note:

It is recommended that if Voice mail is being used for Customised Courtesy that all other uses of Voice mail be limited.

Using a Door Intercom

Door Intercom

If you have a door intercom, anyone visiting your premises can call you when they arrive, so you can speak to them before you let them in.

If you have a doorstrike fitted, you can open the door from your phone.

Your BT engineer can provide the connection for a doorstrike but you must purchase the doorstrike yourself, and arrange for a qualified electrician to install it.

Answering a door intercom call

One phone or a group of phones may be programmed to ring when someone calls at the Door Intercom

● To answer a door intercom call, lift the handset and speak (there is no code to dial).

Programming a Door Intercom

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'System'

● Select 'Door intercom'

● Select 'Door intercom equipped'.

To select which extensions are to ring when the Door Intercom is used

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'Lines'

● Select 'Day ringing phones'

● Select 'Door intercom'. The extension menu is presented. Select the extensions that are to ring for calls on the Door Intercom. These phones are indicated with a solid diamond. When the extensions are selected scroll to the end of the extension list and press 'Cancel' or press the Up scroll key for two seconds

● When you have programmed the Door Intercom in the Day group repeat the procedure with 'Night ringing phones' for the Night group.

Opening the door (doorstrike)

If you have a doorstrike installed, select the 'Open the Door' display prompt.

On an ordinary telephone, the code is **R86** *when on a call, and* **86** *if you are not on a call.*

You can restrict certain extensions from being able to open the door in programming. In default all extensions are restricted from opening the door.

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN and select 'Extensions'

● Select 'Open door restriction'

● Select the extensions that are to be allowed to open the door. The extensions that are restricted from opening the door are indicated with a solid diamond

● Press **HANDS FREE** to finish programming.

Doorstrike mechanism connection

Operating the doorstrike (**86**) mechanism from a Inspiration telephone causes the switch to close. The switch is a dry contact, i.e. it provides no voltage and has a maximum power rating as shown. The Connection Box can be provided by BT.

If an attempt is made to remove extension 20 without programming another extension the prompt 'Minimum reached' will be displayed and extension 20 will remain programmed. Similarly if an attempt is made to remove a single extension the same prompt will be given.

BT Inspiration Control Unit

(Max rating of the switch is 24 volts DC, 2amps)

x
x

This is the point that the electrician/locksmith connects the doorstrike mechanism wiring

Connection Box
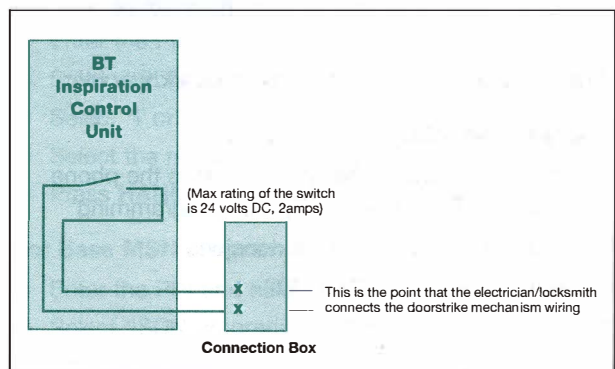
BT Inspiration ISDN Services

If your Inspiration is connected to ISDN 2 lines there are a number of additional serviced which you can provide on the switch.

Note:

The ISDN2 services are provided on Inspiration switches supplied with the ISDN capability. If your switch was supplied as a standard unit, without the ISDN capability, it can be upgraded by the addition of the ISDN upgrade kit.

Multiple Subscriber Numbering (MSN)/Direct Dialling In (DDI)

Your network provider can allocate more than one number to each of your ISDN2 lines. These numbers may then be programmed to ring individual extensions and provide you with Direct Dialling In to those extensions. Direct Dialling In means an external caller can dial directly through to a specific extension. You may also choose to allocate a number to a group of extensions so that a caller may dial through to a particular group of extensions.

An example of typical use of this facility is to publicise one of these numbers as a fax number and route calls received on this number through to a fax machine connected to an extension.

Another typical use is to have some numbers ringing directly through to extensions and retain at least one number which will ring in like a normal line. This number can then be provided with the normal call services of Auto Attendant, Answering machine and Courtesy service.

This service is provided by your network provider.

Programming MSN / DDI numbers

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Allocating MSN / DDI'
- Select the index number
- Enter the MSN / DDI number
- Select the extension(s) to ring for this number.

The same table is used for MSN and DDI numbers. MSN numbers are allocated on an ISDN2 line basis for each P-MP access.

DDI numbers are allocated for P-P accesses and are allocated across all P-P accesses.

In P-MP mode each access can be allocated up to 10 MSNs.

For ACCESS 1	these are Index numbers 1-10
For ACCESS 2	these are Index numbers 11-20
For ACCESS 4	these are Index numbers 21-30
For ACCESS 5	these are Index numbers 31-40

The numbers entered are used for two purposes.

For CLIP / CLIR and Network facility activation the number entered is sent to line.

The switch also matches the received MSN / DDI number to route the call to extensions.

A total, of 15 digits can be entered as an MSN or DDI number.

Up to 18 extensions can be associated with each MSN / DDI number.

Extension 20 is allocated by default to each MSN/DDI number. When programming a different extension(s) to ring extension 20 must be removed.

If an attempt is made to remove extension 20 without programming another extension the prompt 'Minimum reached' will be displayed and extension 20 will remain programmed. Similarly if an attempt is made to remove a single extension the same prompt will be given.

Calling Line Identity (CLI) services

Calling Line Identity services are network services that may be provided on your ISDN2 lines.

Calling Line Identity Presentation (CLIP)

The CLIP service means that when you receive an incoming call on your ISDN2 lines the caller's number is presented to the Inspiration. This number, or name if a name has been associated with the number through administration programming, is displayed on all featurephones programmed to ring.

The additional services of storing call information, dialling numbers in the call stores and routing calls on the received numbers, as described in 'Using Caller Display and Calling Line Identity Services (CDS, CLI) are provided.

Calling Line Identity Presentation Restriction (CLIR)

Calling Line Identity Presentation Restriction (CLIR) allows you to prevent your number being displayed to the person you are calling when you make a call on your ISDN2 lines.

Setting CLIR on an individual call

- Select the ISDN key and select 'Set CLIR'
- Enter the number and select a line

The call is placed with the CLIR service activated.

Setting CLIR for all calls

- From the programming position, press the phone set up key **P** and select 'System programming'.
- Enter the PIN and select 'Extensions'.
- Select 'Permanent CLIR'
- Select the extensions. Those extensions programmed for CLIR are indicate by a solid diamond.
- Press **HANDS FREE** to finish.

Connected Line Presentation (COLP)

Connected Line Presentation (COLP) is an ISDN network service, which may be provided on your ISDN2 lines. If the service is available on your lines, it is activated automatically.

COLP means that when a call is sent over an ISDN line, the number of the line, which answers the incoming call is displayed. This number may be different to the number which the caller dialled if Multiple Subscriber Numbering (MSN) is being used.

Connected Line Restriction (COLR)

Connected Line Restriction (COLR) is an ISDN network service, which may be provided on your ISDN2 lines.

This service prevents the transmission and display of the Connected Line Presentation (COLP) number (in other words, the number of the line, which answers an incoming call). The caller is therefore not made aware that the call has been answered by a different number to the number that they dialled.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'Permanent COLR'
- Enter the extensions to be programmed for the service. Those extensions with the service will be indicated by a solid diamond
- Press **HANDS FREE** to finish programming.

3.1kHz extensions

This is used when a modem or fax machine is connected to an extension and the unit is equipped with ISDN2 lines.

- From the programming position, press the phone set up key **P** and select 'System programming'.
- Enter the PIN and select 'Extensions'.
- Select '3.1kHz extensions'
- Enter the extensions to be programmed for the service. Those extensions with the service will be indicated by a solid diamond.
- Press **HANDS FREE** to finish programming.

Other ISDN programming options

Various other ISDN programming options are available, but unless you are completely conversant with the implications in altering them, then do not change the existing settings.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'ISDN programming'.

For setting Point to Point or Point to Multipoint

- Select 'P- >P or P->MP'
- Select the required Access and set as required
- Press **HANDS FREE** to finish programming.

For T or S interface

- Enter the PIN and select 'Lines'
- Select 'ISDN programming'
- Select 'T or S interface'
- Select the required Access and set as required
- Press **HANDS FREE** to finish programming.

For Base MSN programming

- Enter the PIN and select 'Lines'
- Select 'ISDN programming'
- Select 'Base MSN Programming'
- Select the required Access and set the base MSN as required
- Press **HANDS FREE** to finish programming.

For ISDN PABX programming

- Enter the PIN and select 'Lines'
- Select 'ISDN programming'
- Select 'ISDN PABX'
- Select the required Access and set as required
- Press **HANDS FREE** to finish programming.

ISDN to the Desk

The Inspiration can be equipped with an internal ISDN2 circuit, which can be used to optimise the use of your ISDN2 lines. (When the Inspiration is equipped with 12 or more extensions, Two internal ISDN2 circuits can be provided).

Each of the ISDN 2 circuits can be equipped with eight ISDN2 devices. Four of these can be powered from the Inspiration. The remaining four, if equipped, must be separately powered.

Eight extension numbers are allocated to each ISDN2 internal circuit. The first circuit is allocated extensions 120-127, the second 130-137 and the third 140-147.

Incoming Data calls are presented to the internal ISDN circuits when one of the ISDN extension numbers is programmed in the ringing group. If an appropriate device is connected to the internal circuit, the call will be presented to it.

It is recommended that MSN / DDI numbers are programmed to ring the ISDN internal numbers so that incoming calls will be routed directly to any device which is programmed to respond to the extension number.

Call manager

Call Manager allows the feature phone to be controlled from a Personal Computer (PC).

One Call manager kit must be purchased for each featurephone. There is no limit to the number of featurephones that can use Call Manager.

Call Manager also provides you with the following additional facilities:

- **Extended call log**.
  A log is maintained on the PC of all incoming and outgoing calls to the phone

- **Phone book**.
  As the Phone book is PC based a large number of entries can be stored. Phone numbers on other applications can be readily imported.

- **Call notes**.
  A history can be maintained of calls by inserting text notes for each call received from that person. When recalled notes for all the calls received from that person are displayed.
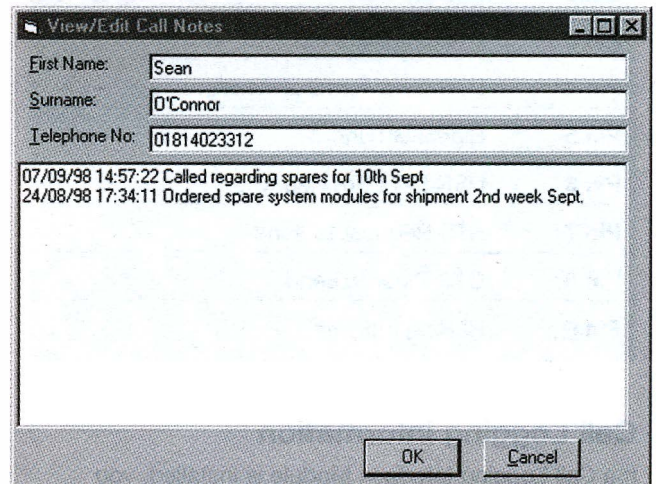
NOTE: There is a separate user guide for BT Inspiration Call Manager.

Additional BT Inspiration Call Managers can be ordered by contacting your BT Account Manager or calling BT Sales on 0800 800 152.

Example of the standard call manager screen.
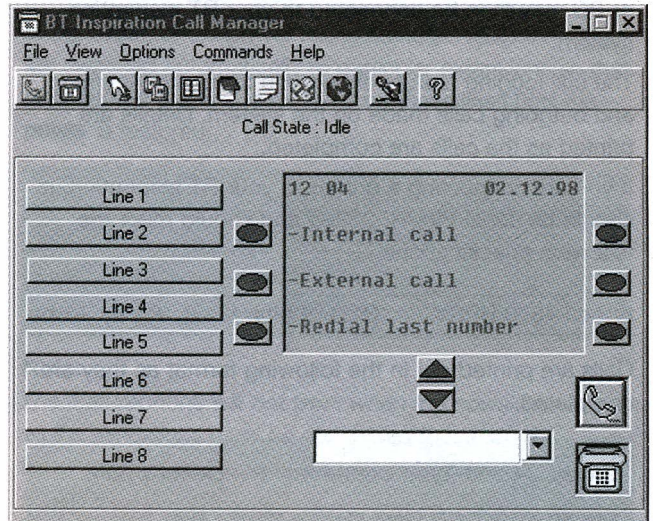
Example of call notes Call manager screen

Using the Call Logging Interface Module

If a Call Logging Interface Module is installed a printer or PC may then be connected to your BT Inspiration system.

The call logging feature allows you to record incoming and outgoing calls made on the system. Details are printed as the calls are completed.

If you are connecting a printer to your BT Inspiration, it should be serial V24/RS232-C and should meet the following specifications:

Speed 4800 BPS	Data 8 bits	Parity None

Calls are printed out in the following format as they are completed:

9 Way	D-Type connector Pin Description
Pin 1	DCD Data Carrier Detect Pin
Pin 2	Receive Data Pin
Pin 3	Transmit Data Pin
Pin 4	DTR Data Terminal Ready
Pin 5	Signal Ground
Pin 6	DSR Data Set Ready
Pin 7	RTS Request to send
Pin 8	CTS Clear to send
Pin 9	RI Ring Indicate

Call Logging information

If a Call Logging Interface Module is installed, you should enable call logging. This feature enables call logging. No output is programmed on power-up.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Call logging' and choose 'Call logging on'
- Press **HANDS FREE** to finish.

If you do not wish to log certain extensions then:

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'No call logging'
- The extension menu is presented. Select the extensions that do not need logging. These extensions are indicated with a solid diamond
- Press **HANDS FREE** to finish.

Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9
O/G	10/12/95	12.00:01	00:00:30	L01	S21	S21	000.00	1234567
O/G	10/12/95	12.00:10	00:01:56	L02	S25	S25	000.00	567890
I/C	10/12/95	12.01:13	00:06:32	L03	S22	S24	000.00	

The data shown in this print-out is:

Column number	Meaning
1	Incoming or Outgoing Call
2	Date (Day/Month/Year)
3	Start Time
4	Duration of the Call
5	Line used
6	Initiating Extension
7	Terminating Extension
8	Call Cost Indicator (Unused)
9	Digits Dialled or Received via CLI or CDS

Power Failure options

Battery back up

An optional battery back up unit is available. When equipped, full operation of the BT Inspiration is provided for at least one hour in the event of a power failure.

If your switch is equipped with ISDN2 lines it is recommended that this unit is installed so that calls can be received and made on the ISDN2 lines when power fails. The initial battery is supplied with the system.

Power fail transfer

In the event, of the power failing standard telephone lines are switched automatically to particular extensions so that calls can be made and received on these lines until the power is restored.

Line 1 is switched to extension 24
Line 2 is switched to extension 25
Line 5 is switched to extension 31
Line 7 is switched to extension 37

Note:

The featurephone will not work when the power has failed so the extensions must be connected to standard telephones when the lines are switched to them.

ISDN2 lines are not switched and Battery Back up must be provided if service is required on these lines during a power failure.

Miscellaneous features not covered elsewhere

Alternative Routing

If your Inspiration is connected to different network suppliers lines or if you want to make use of a different network suppliers service using your standard lines you can do so. This allows you to decide which type of call should be sent on each line and what, if any, code change is required to do so.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'alternative routing' and set to on
- Enter the first code. These are the codes which when keyed the alternative route is to be selected
- Enter inserted digits if required. In some cases when the call is being sent on the alternative route the keyed digits in the first table are to be replaced with these digits. If this is not required press 'Confirm'
- Select the option Preferred or exclusive. If exclusive is selected the calls will always be routed on the alternative route. If preferred is selected the calls will be routed on standard lines if no lines are available in the alternative route group
- Select the lines that are to be used for the alternative route
- Program the next code which is to select the alternative route and continue as above until all the codes are programmed
- Press **HANDSFREE** to finish programming.

Equipped lines

If the BT Inspiration is equipped with more exchange lines than is provided by the network, then you may wish to disable the spare positions

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'Equipped lines'
- Select the lines to be disabled, ensuring the display changes to 'set to OFF'
- Press **HANDSFREE** to finish programming.

Extension disconnect

This allows you to disable unused extensions from service. Once disabled any featurephone keying that extension will receive 'Invalid' on the display.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'.
- Select 'Extension disconnect'
- Enter the extensions to be disabled. Those extensions disabled will be indicated by a solid diamond
- Press **HANDS FREE** to finish programming.

Line key light

When a call is placed on system hold you can decide if the Line light is flashing or steady on all other featurephones. The default setting is 'Light flashing on hold'.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Line key light'
- Chose either 'Light flashing on hold' or 'Light steady on hold'
- Press **HANDSFREE** to finish programming

No trunk to trunk calls

This allows you to prohibit extensions from activating external divert, external transfer and external conference

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select 'No trunk-to-trunk calls'
- Enter the extensions to be denied this feature. Those extensions denied the feature will be indicated by a solid diamond
- Press **HANDS FREE** to finish programming.

Port swapping

If an extension position becomes faulty you can move the extension, and all its programming, to a new position

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Extensions'
- Select the 'Port Swapping' option
- Select the first extension from the extension list
- Select the second extension from the extension list
- Press **HANDS FREE** to finish programming.

PSTN programming

There are various standard exchange lines (PSTN) options available, but it is recommended that these settings should only be altered from the original if there has been a change of network connection and are aware of the consequences.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'Lines'
- Select 'PSTN programming'
- Select the option as required
- Press **HANDS FREE** to finish programming.

PSTN programming	Default setting	Alternate
Tone keying	Tone keying set	Pulse
Time break	Time break set	Earth Recall
Loop calling	Loop Calling not set	Loop calling (Not PSTN)
Guarded Clear	Guarded clear set	Unguarded (No Trk-Trk)
CDS detection	See 'Using Caller Display and Calling Line Identity Services (CDS, CLI)' for more information (CDS not set)	
Fax detection	See 'Using a fax machine with your BT Inspiration' for more information (Fax detection not set)	

Reset options

Note.

This is the complete system-reset option, not the individual extension reset feature.

There are two reset options available that should be used with extreme care. Only use these options as directed by BT.

> **Warning! The use of these options will at least cut off all existing calls and with the 'Reset to default !!' lose all existing programming information.**

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Reset !'
- Selecting this option will reset the telephone system and cut all established calls off
- If 'Reset to default !!' is selected, this option will reset the telephone system, cut all established calls off and remove all programming from the system.

Timers

Various timers can be adjusted from the programming position to suit your requirements.

- From the programming position, press the phone set up key **P** and select 'System programming'
- Enter the PIN and select 'System'
- Select 'Timers'
- Select the required timer to be changed and enter the duration
- Confirm the new time
- Press **HANDSFREE** to finish programming

Timers	Range	Default setting
Recall on hold	001 - 180	30 seconds
Recall on transfer	001 - 180	30 seconds
Divert on no answer	01 - 30	11 seconds
Courtesy answer	01 - 30	30 seconds
Open the door	01 - 30	5 seconds
Door Intercom ring duration	01 - 30	30 seconds
Call park	001 - 600	180 seconds
Ringback time duration	01 - 30	30 seconds
Answer machine	01- 30	10 seconds

Administration programming

Programming via a featurephone

The BT Inspiration can be programmed from an extension position equipped with a featurephone. In default the programming position is Extension 20.

Basic programming procedure

● From the programming position, press the phone set up key **P** and select 'System programming'

● Enter the PIN (1111 in default).

A menu with 'System', 'Extensions' and 'Lines' is presented.

Under 'System' you will find all the programming parameters which affect the system as a whole.

Under 'Extensions' you will find all the programming parameters for individual extensions.

Under 'Lines' all you will find all the programming parameters which affect the lines.

When 'System' is selected the following options are available

Feature	Default	
Time and date	12:00	01.01.1999
Change password	1111	A new 4 digit password can be entered.1
Programming position	Extension 20	
System directory	None programmed	See page 21 for description on entering numbers and names
Night service • Automatic on and off times • Weekend service	Not programmed	
Music on hold • Music • Tone • Silence	Music	
Line light key	Flashing	When a call is placed on system hold you can decide if the Line light is flashing or steady on all other feature phones.
Call logging	Not programmed	
Timers. • Recall on hold • Recall on Transfer • Divert on no answer • Courtesy answer • Open the door • Door Intercom ring time • Call Park • Ring Back time • Answer machine	30 seconds 30 seconds 11 seconds 30 seconds 5 seconds 30 seconds 180 seconds 30 seconds 10 seconds	
Door Intercom	Not Programmed	
P A Amplifier	Not programmed	
CLI store	Stores unanswered calls only	
Class codes • Table 5 • Table 6	Not programmed	Table 5 is a table of codes which when combined with classes 2 and 3 these codes can be dialled. Table 6 is a Table of codes which when associated with other classes these codes are restricted.
Reset options • Reset • Reset to default		**WARNING!** The use of these options will at least cut off all existing calls and with the 'Reset to default' lose all existing programming

When 'Extensions' is selected the following options are displayed

Feature	Default	
Name programming	Not programmed	
Restriction Classes	All extensions in Class 1	
Tone protection	Not programmed	
Page protection	Not programmed	
General call protection	Not programmed	
Open door restriction	Not Programmed	
Pick up group	Extensions 20-37 in the first group	
3.1kHz extensions	Not programmed	This is used when a modem or fax machine is connected to an extension and the unit is equipped with ISDN2 lines
Individual CLI stores	Not programmed	
Sys. Speed no. override	Not programmed	
Voice Boxes	Not programmed	
Extension disconnect	Not programmed	
Allocating MSN/DDI	Not programmed	
Permanent CLIR	Not programmed	
Permanent COLR	Not programmed	
No call logging	Not programmed	
No Trunk to Trunk connection	Not programmed	This allows you to prohibit extensions from activating external divert, external transfer and external conference
Examine passwords Restrict use of PA	All extensions can make announcements	This allows you to prohibit extensions from making Public address announcements
Port swapping	Not programmed	If an extension position becomes faulty you can move the extension, and all its programming, to a new position
Hot line	Not programmed	
Manager secretary	Not programmed	

When 'Lines' is selected the following options are displayed

Feature	Default	
Day ringing phones	20-27 programmed	
Night ringing phones	20-27 programmed	
Day central bell	Not programmed	
Night central bell	Not programmed	
Outgoing restriction	Not programmed	
Equipped lines		It is assumed that all line modules have all lines connected
Incoming only	Not programmed	
Outgoing groups	All lines in Group 1	Group 1 is accessed by keying 9
PABX group	Not programmed	
Hunt Group	Not programmed	
Answer machine	Not programmed	
Courtesy service lines	Not programmed	
Break or earth recall	Break is set	
Programming CLI no.	Not programmed	
Alternative routing	Not programmed	
Auto attendant	Not programmed	
PSTN programming		
• Tone keying	Tone keying set	
• Time break	Time break set	
• Loop calling	Loop Calling not set	
• Guarded Clear	Guarded clear set	
• CDS detection	CS not set	
• Fax detection	Fax detection not set	
ISDN programming		
• P->P or P->MP	P->MP	
• T or S interface	Depends on access	
• Base MSN programming	Not programmed	
• ISDN PABX	Not programmed	

Help

No incoming external calls are being received

- Check that all extensions programmed to ring have not been programmed for Do Not Disturb
- Check that the extension does not have a divert set.

Cannot obtain an outside line on an ordinary telephone

- Move a Featurephone to the extension. If it shows the extension has been locked unlock the phone.

Featurephone problem

- Initially, select the Phone reset display key to reset the phone
- If this fails try another phone in the socket.

Feature appears not to be working

- Check programming
- Check the feature is activated.

ISDN

If your Supplementary Services, CLI, COLP or others do not work, please check with your network provider.

No exchange line dial tone

This could be due to the configuration of the system and type of ISDN2 connection. If this is the case, outgoing calls can still be made without Dial Tone being presented.

Check that all ISDN devices work correctly. If they do not, report the problem to your network provider.

Appendix A

Fax detect

This service gives the caller a message stating that if they are sending a fax they should press the send key. When fax tone is detected the call is sent to an extension equipped with a fax machine. If Fax tone is not detected the call rings in as a normal call. This service is available as standard on all switches and is not dependent on the voice module. However, it can only be programmed for one analogue line and cannot be programmed for an ISDN line.

Application

This service should only be used on switches with a limited number of analogue lines where the user has not got a dedicated fax number.

Courtesy service

This service is available, with a standard message, on all switches. If the switch is equipped with voice mail the user can customise the message.

Calls presented to lines with Courtesy programmed will ring as normal for a period. This is set at 30 seconds and is programmable. If this time expires before the call is answered the caller is presented with a message stating *'Your call will be dealt with, please hold'*. The call continues to ring internally. When the call is answered by an extension the message is disconnected and the call continues as normal. A different message is relayed when the switch is in night mode telling the caller that there is no one available and they should call back during office hours.

A programming choice is given to select the source for the message, the internal source or the voice module source. The voice mail source should only be chosen if the user wishes to customise the messages.

Application

This service is used on switches where there can be delays in answering calls and the user wants to ensure that callers do not give up before someone answers them.

NOTE:

The Voice mail is equipped with a single port. Therefore it is strongly recommended that the Courtesy message be supplied from the internal source with the fixed message if you intend to use it for the other voice services available.

Answering machine

This service is only available when Voice mail is provided. It replicates a standard answering machine and the user can select which lines are to be answered by it when it is turned on. It can be used on both ISDN and analogue lines. The user can select how long a call rings before the answering machine operates.

The answering machine service is turned on and off at extension 20. All messages received are stored in a system box which is controlled by extension 20, the operator position. The greeting can be customised by extension 20. The service can be turned on or off at any time and is independent of night service.

Application

This service replicates an answering machine and should be used by customers who may not be manning the answering position at lunch or at night and want to simply record messages from callers. If they wish they can have it on permanently so that calls which are not answered for a programmable period are answered by the answering machine.

NOTE:

Callers with tone phones can dial through the message to extensions. This allows customers to provide an auto attendant service with a customised message which they can readily turn on and off from extension 20.

Auto attendant/DISA

This service is available only when Voice mail is fitted. When lines are programmed for this service calls are immediately answered and a message relayed prompting the caller to dial an extension number. The message can be customised and a different message is relayed when the switch is in night mode. The service is available on analogue and ISDN lines.

Application

This service is used by customers who wish their allow callers to dial extensions directly and they are not availing of the ISDN DDI service.

Voice mail boxes

This service is only available when Voice mail is fitted. Extensions can be provided with voice mail boxes and when these are turned on calls to the extension are answered by the box. The calls answered are all internal calls and external calls directed solely to the extension. Examples of these are DDI calls and auto attendant calls.

Summary

There are a wide range of voice services available. However, the ones which you choose to use will depend on the particular service you wish to offer to your callers. It is possible to have a combination of all of the services as long as the Customer, fax detect and Auto attendant are each programmed on separate lines.

Appendix B

REMOTE PROGRAMMING REQUEST

This Service is available to you now.

We offer your Business a unique, flexible, time saving opportunity for ALL your BT Inspiration programming needs.

Thus enabling you to devote your time to your business.

If you wish to use this service, contact the BT Inspiration SSC on the customer programming Hotline.

Hotline Number 0161 600 1619

Alternatively please complete the forms at the back of this book and return to BT Inspiration SSC, either by Fax or by Post.

This service is available on one occasion within 4 weeks of the installation of your new BT Inspiration, at no extra cost. Any subsequent requests will be charged for at a nominal fee, please contact the BT Inspiration Programming Hotline for further details.

BT Inspiration SSC
Fax Number 0161 228 7283

Please Note, for faults or any other Enquiry please report to 0800 800 154 and a specialist will return your call.

Postal Address: **BT Inspiration SSC.**
5th Floor, Telephone House
91 London Road
Manchester M61 HQ.

BT Inspiration

Remote Programming / Configuration Request.

(Please Photocopy locally for future use and keep a record to ensure your configuration details are current)

YOUR COMPANY NAME
_____

CONTACT
_____

YOUR POSITION IN THE COMPANY
_____

YOUR TELEPHONE NUMBER
_____

DATE INSTALLED
_____

(PLEASE ENSURE YOU ALWAYS INCLUDE THIS SHEET)

Appendix C

EXCHANGE LINE FACILITIES

Incoming Ringing Patterns.

Incoming Ring Day Service.

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
Line Number 1																		
Line Number 2																		
Line Number 3																		
Line Number 4																		
Line Number 5																		
Line Number 6																		

Incoming Ring Night Service.

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
Line Number 1																		
Line Number 2																		
Line Number 3																		
Line Number 4																		
Line Number 5																		
Line Number 6																		

Outgoing Line Access.

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
Line Number 1																		
Line Number 2																		
Line Number 3																		
Line Number 4																		
Line Number 5																		
Line Number 6																		

Appendix D

BT INSPIRATION SYSTEMWIDE SPEED DIAL NUMBER RECORD

Dial	Number	Dial	Number	Dial	Number
7001		7034		7068	
7002		7035		7069	
7003		7036		7070	
7004		7037		7071	
7005		7038		7072	
7006		7039		7073	
7007		7040		7074	
7008		7041		7075	
7009		7042		7076	
7010		7043		7077	
7011		7044		7078	
7012		7045		7079	
7013		7046		7080	
7014		7047		7081	
7015		7048		7082	
7016		7049		7083	
7017		7050		7084	
7018		7051		7085	
7019		7052		7086	
7020		7053		7087	
7021		7054		7088	
7022		7055		7089	
7023		7056		7090	
7024		7057		7091	
7025		7058		7092	
7026		7059		7093	
7027		7060		7094	
7028		7061		7095	
7029		7062		7096	
7030		7063		7097	
7031		7064		7098	
7032		7065		7099	
7033		7066			

BT Inspiration Systemwide Speed Dials continued:

Dial	Number	Dial	Number	Dial	Numb
7100		7134		7168	
7101		7135		7169	
7102		7136		7170	
7103		7137		7171	
7104		7138		7172	
7105		7139		7173	
7106		7140		7174	
7107		7141		7175	
7108		7142		7176	
7109		7143		7177	
7110		7144		7178	
7111		7145		7179	
7112		7146		7180	
7113		7147		7181	
7114		7148		7182	
7115		7149		7183	
7116		7150		7184	
7117		7151		7185	
7118		7152		7186	
7119		7153		7187	
7120		7154		7188	
7121		7155		7189	
7122		7156		7190	
7123		7157		7191	
7124		7158		7192	
7125		7159		7193	
7126		7160		7194	
7127		7161		7195	
7128		7162		7196	
7129		7163		7197	
7130		7164		7198	
7131		7165		7199	
7132		7166			
7133		7167			

Personal Speed Dial Memory location * to ***
(plus *** to *** for Featurephones)**

Dial	Number	Dial	Number	Dial	Number
***		***		***	
***		***		***	
***		***		***	
***		***		***	
***		***		***	

Appendix E

BT INSPIRATION REMOTE PROGRAMMING/CONFIGURATION REQUEST

Call Barring Class of Restrictions.

Class 1 None	Class 2 International	Class 3 International & National
Class 4 Internal only & Emergency	Class 5	Class 6

Call Barring Day

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
Class 1																		
Class 2																		
Class 3																		
Class 4																		
Class 5																		
Class 6																		

Call Barring Night.

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
Class 1																		
Class 2																		
Class 3																		
Class 4																		
Class 5																		
Class 6																		

Additional Restrictions Required

Glossary

Advisory message
One of nine messages that can be displayed to any Featurephone calling your extension. You can set an advisory message from an standard telephone, although you cannot check its content. You can also set your own message if you wish.

Auto answer
If you have a Voice Mail Module installed, a pre-programmed greeting is played to external callers while the system is in day service. If you wish, you can use this feature as an automatic answering machine at times when the phones are unattended.

Auto Attendant
Callers can ring straight through to an extension if they know the extension number. When the line is programmed with Auto attendant, the caller hears a message, whereupon they can then dial the extension number. If the extension is busy, or the number dialled is invalid, the call is then presented as an standard incoming call.

Call barring
Restrictions placed on an extension which prevent certain types of call being made from that extension. The actual barring imposed is set by the Class of service programmed.

Call diversion
You can either divert all of your calls to ring at another extension, or you can set your phone to divert calls if your extension is busy or if there is no answer.

Call logging
If a Call Logging Module is installed, you can enable call logging. This feature allows you to print out records of calls made.

Call Logging Module
An add-on module, used for call logging by allowing a printer or PC to be connected directly to BT Revelation.

Call pickup
You can pick up an external call which is ringing either on a central bell or at another extension by pressing the 'External call pickup' key or keying the code.
If 'Pick up groups' are programmed any extension in a group can answer all calls ringing on another phone in the group by pressing 'Call pickup'

Call transfer
You can transfer an incoming call which has rung at your extension to any other extension within your system. How you do this depends on your type of telephone.

Camp on busy
If you get busy tone (engaged tone) when you call an extension, you can stay off hook and when the called phone becomes free your extension will call the phone.

CCU (Central Control Unit)
This is the main wall-mounted unit of your system.

CDS (Caller Display Service)
This BT Network Service allows the callers number or name, if programmed, to be displayed on the Featurephone.

Class of Service
Each extension may be programmed for a Class of service which determines the type of call the extension is allowed to dial. There are five different Classes of service.

CLI (Calling Line Identity)
This ISDN Network Service provides the number of the calling line to the called number.

CLIP (Calling Line Identification Presentation)
This ISDN Network Service allows the callers number or name, if programmed, to be displayed on the Featurephones.

CLIR (Calling Line Identification Restriction)
This ISDN Network Service enables you to prevent your number being displayed to the person you are calling.

COLP (Connected Line Identification Presentation)
This ISDN Network Service enables the number of the phone which answers a call to be displayed to the caller.

COLR (Connected Line Identification Restriction)
This ISDN Network Service prevents the transmission of the number of the phone which answers a call.

Courtesy service
Provides a courtesy greeting when a phone is not answered within a programmed time.

DDI (Direct Dialling In)
This ISDN Network Service enables extensions to be dialled directly. See MSN as an alternative service providing the same capability.

DND (Do Not Disturb)
A feature which allows you to set your extension so that it does not receive any calls.

ENBLOC
A method of keying where the digits may be entered and edited prior to sending them to line.

Enquiry call
This enables you to place an external call on hold while you call and speak to an extension, then return to the original call.

Fax detect
If you have a dedicated fax number, you can program your system to distinguish between incoming fax and voice calls. This will operate only on calls containing the initial fax tone, otherwise you have to answer the call manually then transfer to the fax extension.

Handsfree
A facility which allows you to make or receive calls without lifting the handset.

Handsfree answerback
When handsfree answerback mode of operation is selected internal calls are answered automatically. You can speak to the caller without touching the phone.

Hybrid
A PABX which can be used with all calls coming in via an operator, or as a key system which requires no operator, or as a mixture of the two.

ISDN (Integrated services digital Network)
A digital exchange line enabling voice, data, still images and video communication to be transmitted simultaneously.

Key system
A small telephone system in which each extension has keys enabling it to act as a mini-switchboard.

Last Number Redial
A facility which enables you to redial the last number you dialled by pressing just one key.

LD (Loop Disconnect)
A system of pulse dialling. This type of signalling is used only in the older type of phone, now rapidly being replaced.

Message light
A large light located on the top right hand corner of the phone. It lights steadily to indicate voice messages have been left.

Message waiting
A voice message has been left on the voice messaging system. This is indicated by the MESSAGE light on a Featurephone.

MF (Multi-frequency)
Tone keying. This gives much faster connection than LD and is used by the majority of telephones. You need tone keying to access BT's Network Services.

MOH (Music on Hold)
The system plays music to callers who have been put on hold.

MSN (Multiple Subscriber Number)1
Your network provider may provide you with up to 10 individual numbers on each ISDN2 line. These numbers may be used to route calls directly to extensions or other ISDN devices.

MUTE key
This key switches between receive only (mute) and normal two-way transmission. With mute switched on, the microphone is electronically disconnected, allowing you to hold a conversation with a colleague, for example, without the other party being able to hear, and without putting them on Hold. (This works in the same way as the Secrecy key on many modern phones.)

Select Services
BT's Select Services give you access to many advanced features which are not available as standard options on the telephone network.

Night service
Night service allows you to program a different set of call restrictions, and ringing. You can set the time at which these changes will come into effect, and the time at which day service will resume.

PABX
Private Automatic Branch Exchange.

Pause key
When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by using the Pause display key.

PIN (Personal Identification Number)
The system PIN is a three-digit number which must be entered in order to gain access to the system for programming purposes. This number can be changed.
Each extension has separate PINs for Voice mail and extension lock.

Programming extension
In default, extension 20 is the main programming position, but this can be changed. Certain activities may only be carried out by the main programming extension. These are :
Setting day service/night service manually, Setting the auto answer feature, Recording the personalised voice greeting, Setting the personalised voice greeting.

PSTN
Public Switched Telephone Network.

Speed dialling
Speed dialling enables you to dial frequently-used numbers using two- or three-digit codes, or by pressing a single key. There are two types of speed dial numbers: system numbers, which are programmed into locations on the system, and personal numbers, which you can program onto your phone.

Standard telephone
A phone which is which can be directly connected to a PSTN line.

Featurephone
A special telephone with a built-in display, which incorporates a number of features and facilities not available to users of standard telephones.

Time break recall
A measured time break in the line to inform a PABX that a user wishes to hold or transfer a call.

Voice Mail
An add on module which can be used to provide Voice mail boxes, answering machine, auto attendant and Customised Courtesy services.

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