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# *BT Inspiration<sup>™</sup>*

## *Quick Reference Guide*

# Introduction to Featurephone

## Welcome

Your new BT Inspiration phone system can take you into a new and exciting world of communications. This quick reference guide takes you through the many features that you may wish to use on a more regular basis. Your BT Inspiration phone system can be used with either a Standard Telephone or the highly featured BT Inspiration Featurephone. This guide helps you to use both types of phone.

## BT Inspiration Featurephone

To get the most from BT Inspiration we recommend that you use a the dedicated BT Inspiration featurephone. To order more feature phones please contact your Account Manager or call BT Sales FREE on *0800 800 152*



# How to use your BT Inspiration Feature Phones

## Answering and making calls

### Answer a call using the handset

Select  ANSWER CALL pick up handset

### Answer a call using hands free

Select  ANSWER CALL

### Make an external call

Select  EXTERNAL CALL

Select   and dial the number.

Note:   = Busy Line

### Make an internal call

Select  INTERNAL CALL and then.

Select  EXTENSION NO.

OR Dial extension number (20-37), then pick up handset or press 

## Transferring calls

### Transfer external call to an internal extension

Select  INTERNAL TRANSFER and then

Select  EXTENSION NO.

When the call is answered

Select  TRANSFER

### Transfer external call to external number

Select  EXTERNAL TRANSFER and then

Select  FREE LINE then dial external number.

When the call is answered

Select  TRANSFER

### To make an external consultation call

Select  EXTERNAL CONSULTATION and then

Select  FREE LINE and dial the external number.

When the call is answered you can 'switch' between both calls by using

Select  RETURN AND HOLD

### To put an external call on hold

Select  SYSTEM HOLD and then to retrieve the call.

Select  RETURN TO LINE

## Deflecting calls

### Deflect a call to another extension

Select  DEFLECT THE CALL and then

Select  EXTENSION NO.


### To Deflect a call to your voicemail box

Select  DEFLECT THE CALL and then dial

## Diverting calls

### To Divert a call on busy

Select  **DIVERT** and then

Select  **DIVERT WHEN BUSY**, dial the internal extension or 9 followed by the external number that you wish to divert your calls to.

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### To cancel Divert a call on busy


Select  **DIVERT** and then

Select  **DIVERT WHEN BUSY** and the diversion is cancelled.

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### To Divert a call on no answer (after 4 rings)


Select  **DIVERT** and then

Select  **DIVERT ON NO ANSWER** dial the internal extension or 9 then the external number that you wish to divert your calls to.

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### To cancel Divert a call on no answer


Select  **DIVERT** and then

Select  **DIVERT ON NO ANSWER** and the diversion is cancelled.

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### To Divert all calls

Select  **DIVERT** and then

Select  **DIVERT ALL CALLS** then dial internal extension or 9 then the external number that you wish to divert your calls to.

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### To cancel Divert all calls


Select  **CANCEL DIVERT**


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## Voicemail

### Entering a personal greeting

Press  then


Select  **VOICE MESSAGING** and then input your extension, password and 


Select  **GREETINGS** and then follow the text and voice prompts to enter and check your greeting.

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### Turning on your Voicemail

Select  **DIVERT** and then



Select  **DIVERT WHEN BUSY** or

Select  **DIVERT ON NO ANSWER** or

Select  **DIVERT ALL CALLS** and then enter 38

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### Retrieving Messages from your Voicemail box

Select  **NEW VOICE MESSAGES** and then enter your extension number. You will be prompted to enter your password followed by  and then

Select  **PLAY**

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## Retrieving Messages remotely from your Voicemail box

When your Voice Mail Answers press **814** followed by your extension number, then your password and **#**

Press **1** To playback messages

Press **#** To pause playback

Press **2** Save message and move to next message

Press **3** Erase message and move to next message

Press **4** Go back to start of message

Press **5** Go back to start of previous message

Press **6** Erase all messages

Press **7** Go back 10 seconds

Press **8** Go forward 10 seconds

Press **91** Change the outgoing greeting

Press **92** Check the outgoing greeting

Press **93** Delete the outgoing greeting

Press **0** Change your password

## Voicemail Security code

### Changing your security code

Each extension has the default password **11111** to setup your own personal password press **\*** then

Select **VOICE MESSAGING** and then enter your extension number. You will then be prompted to enter your existing password followed by **#**

Select **CHANGE PASSWORD** then enter your new password up to 8 digits long.

example: **1123411234**

## Paging

### Setting up Public Address (PA)

Select **PAGING** and then

Select **PUBLIC ADDRESS** make your announcement (maximum 15 seconds) do not hang up if you want the PA Answerfeature to be available.

### Answering Public Address

Select **ANSWER PAGE** and respond to the extension that made the page.

### Paging a single Featurephone

Select **VOICE CALL** and then select the extension you wish to page and then make your announcement.




## Answering machine

### Turning on the Answering machine

Select  ANSWERING MACHINE from extension number 20


### Turning off the Answering machine

Select  ANSWERING MACHINE from extension 20

## Speed dialling

### Programming your personal directory - numbers only



Press **P** then

Select  PERSONAL SPEED LIST and then select the location you want to programme, enter the number and then

Select  CONFIRM if you do not wish to enter a name as well then

Select  CANCEL and then Press  to finish.

### Programming your personal directory - numbers and names

After you have entered the number and confirmed that it is correct press  once for A, twice for B, three times for C; press  once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter.


Select  CONFIRM on completion of name

Press  to finish.

### Dialling a number from your personal Directory

Press  then


Select  PERSONAL DIRECTORY and then

Select  NUMBER/NAME and the number will be dialled.

## Conferencing calls

### Internal conference - up to 3 people


While on a call

Select  INTERNAL CONFERENCE and then select the extension to be included in the conference, when the extension answers

Select  CONFERENCE

### External conference - up to 3 people

While on a call

Select  EXTERNAL CONFERENCE and then select a free line and dial the external number. When the call is answered

Select  CONFERENCE

# How to use a Standard Phone on your BT Inspiration

## Answering and making calls

### Answer a call using the handset

When phone rings, lift handset

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### Answer a call using hands free

Use handsfree if available on your telephone

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### Make an external call

Lift handset, or use handsfree if available

Obtain free line by dialling **9**. OR Dial extension number (51-56, 81-83)

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### Make an internal call

Lift handset, or use handsfree if available

Dial extension number (20,37). OR Dial 0 for Operator

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### Transfer external call to an internal extension

Press the Recall **R** key and dial the extension number and replace handset

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### To put an external call on hold

Press the Recall **R** key. Replace handset to continue to use phone. Call held for 30 seconds when phone idle. If busy will ring when handset replaced.

## Diverting calls

### To Divert a call on busy

Dial **1152** followed by number

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### To cancel Divert a call on busy

Dial **1152**

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### To Divert a call on no Answer

Dial **1153** followed by number

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### To cancel Divert a call on no answer

Dial **1153**

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### To Divert all calls

Dial **1151** followed by number

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### To cancel Divert all calls

Dial **1151**

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# Voicemail

## Turning on your Voicemail

Enter **151**, **152** or **153** followed by **38**.

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## Entering a personal greeting

The code to access a voice box is **88** followed by your extension number, password and **\***. Press **91** to enter greeting. Press **92** to check greeting. Press **93** to delete greeting.

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## Retrieving Messages from your Voicemail box

Basic phones give no indication of incoming messages so check Voicemail often. The code to access a voice box is **88** followed by your extension number, password and **\***. Press **1** to playback.

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## Changing your security code

The code to access a voice box is 88 followed by your extension number, password and **\***. Press 0 followed by your new password up to 8 digits long.

*example:* **12341234**

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# Paging

## Setting up Public Address (PA) announcement

Press **47**

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## Answering Public Address

Press **45**

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## Paging a single Featurephone extension

Press **43** followed by Featurephone extension number.



## *Speed dialling*

### **Programming your personal directory**

Dial **612** then enter location (0-9) where you want to store desired number (Dial the number to store. Go on hook)

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### **Dialling your personal directory - numbers**

Dial **611** then enter location (0-9) of the number required. Number automatically dialled

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### **Dialling a number from the system Directory**

Dial System Speed Numbers (7001-7200).

## *Conferencing calling*

### **Internal conference - up to 3 people**

From a standard phone press **R** when on call, place the second call and when answered dial **R 3**

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### **External conference - up to 3 people**

From a standard phone press **R** when on call, place the second call and when answered dial **R 3**



### *Offices Worldwide*

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