

Viscount

DUAL SIGNALLING

User Guide

British
TELECOM

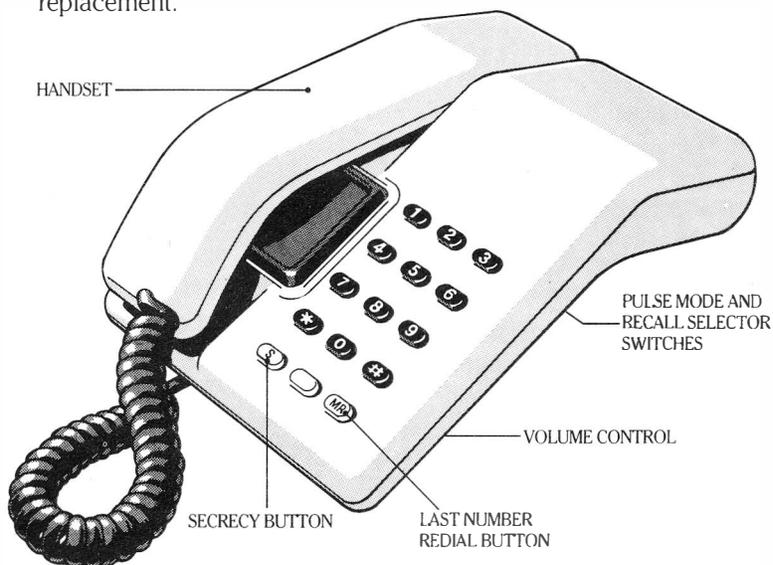
Introducing Viscount

Your Viscount telephone is a modern electronic telephone which has been approved to offer you the following facilities:

- * Press button dialling.
- * Last number redial.
- * Secrecy.
- * Adjustable tone caller.

Initial Check

All telephones are thoroughly checked by British Telecom and leave us in perfect condition. If, however, your telephone does appear to be unsatisfactory in any way, return it to your supplier at once for a replacement.



Connection

Viscount is designed to be connected to the exchange by the plug and socket system. To connect your phone just plug the loose end of the line cord into the socket on the wall. This system enables you to plug the phone into any of the special British Telecom sockets in your home or office.

Before you attempt to connect your Viscount you must make sure that it is suitable for your installation – full details are at the back of this booklet.

If you do not have a standard socket fitted, or if you require another extension contact your local British Telecom Sales Office by phone (the telephone number and address will be in the directory under British Telecom). Alternatively you can complete the post card supplied with this guide and post it to your local British Telecom Sales Office. They will be happy to supply all the details about installation.

Number Information Label

The window label cover is fitted in the recess under the handset of the telephone. The label for your number is packed separately.

If you would like your number on the phone itself, simply remove the cover by sliding it to the left, write the number on the label and then place it in the recess. The label cover can then be put back in position.

Operating your Viscount

Making a Call

At this stage it would be useful to familiarise yourself with the manual dialling procedure and also to test the operation of your telephone. Use the following procedures to dial a known number and set up an incoming call:

- * Lift the handset and listen for dial tone.
- * Press the buttons for the number that you require.
- * Replace the handset to clear the call when finished.

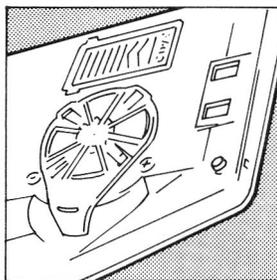
Answering a Call

The tone caller will sound.

- * Lift the handset to speak.
- * Replace the handset to clear the call.

Adjusting the volume of the tone caller

A high/low volume control is located on the right hand side of the telephone case; the highest position at the front, the lowest position at the rear.



Secrecy

The Viscount incorporates a highly effective electronic microphone – if you simply put your hand over the mouthpiece, the other person can still hear you.

To overcome this, the Viscount lets you temporarily break the microphone link between yourself and the person on the other end of the line. Provided you hold down the 'S' button the person you are calling cannot hear your comments, although you can hear theirs. To operate the secrecy facility:

- * Press the 'S' button and keep it held down.
- * Release the 'S' button to resume normal conversation.

Last Number Redial

Once you have dialled a number it is automatically stored in the telephones memory circuit, provided the telephone is left plugged in. This function can store a number 21 digits long and is particularly useful when you have dialled a lengthy number and found it engaged. To operate the last number redial facility:

- * Lift the handset and listen for dial tone.
- * Press the MR button once.
- * The telephone will then automatically call the number.
- * When you key a new number it is stored in the Last Number Redial Memory and the old number is erased.

NOTE: It is not recommended to use the Last Number Redial feature after you have received 'no tone' or 'unobtainable tone' – you may have mis-dialled – so key the number in again. If you still receive 'no tone' or 'unobtainable' call the operator.

Recall Facility

The button marked 'R' under the handset is used to access the recall facility which is used on some switchboards. Please note that this button has no function on telephones connected to Direct Exchange Lines. When your telephone is connected to a PBX extension, this button is used to recall the switchboard, put calls on hold, transfer calls etc.

Two recall options (Time Break – TBR – and Earth – ER) are selectable and the appropriate one for your telephone will probably have already been set for you. Should this need to be changed however, the detail of this is shown in Figure 1.

It is important to note the operation of the recall button may clear the Last Number Redial Store.

Selecting the Signalling Mode

There are currently two different methods of dialling available in the United Kingdom. Tone dialling is the most modern method and all equipment is gradually being converted to use tone dialling. Pulse dialling is still the most usual method at the present time.

Initial Selection

By placing the Pulse Mode Selector Switch positioned in the underside of the telephone in the appropriate position the telephone will adopt the mode of dialling selected.

Figure 1 shows the detail of how to change the dialling.

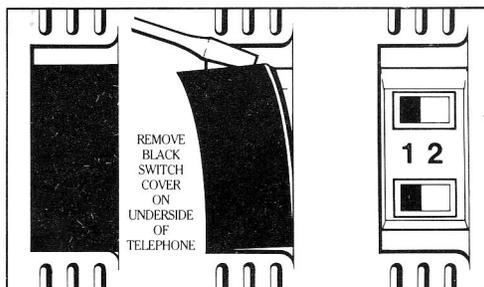


FIG. 1

RECALL SWITCH
1. Time Break Recall
2. Earth Recall

DIALLING SWITCH
1. Tone
2. Pulse

NOTE: A telephone switched to tone but connected to a pulse exchange will not work.

Changing the signalling mode during a call

Sometimes you may wish to initiate a call using the pulse method of dialling and once connected to your destination to use the Tone dialling mode. This is particularly useful when accessing computers or voice messaging systems.

- * Set up your call in the usual way.
- * Press the '*' button when you wish to send data – all subsequent digits will be sent in tones.
- * When the handset is replaced the telephone will revert to normal use for telephone calls.

Note for Switchboard users

Last Number Redial

It is important to note that the procedure for using the last number redial function may differ if your line is connected to an automatic switchboard.

If your automatic exchange requires access digits for an outside line and then returns dial tone before the outside number can be dialled then:

- * Lift the handset and wait for dial tone from your PBX.
- * Press and release the access digit or digits.
- * Wait until the dialling tone is heard again, it may sound different to the first dial tone.
- * Press the MR button once.
- * The telephone will then automatically call the number.

Additional Information

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

Every phone has a 'Ringer Equivalence Number' or (REN).

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

The Viscount has a REN of 1.0. Any other phone provided by BT may be assumed to have a REN of 1 unless stated otherwise on the base. Even where the number of phones has been limited, there is no guarantee that different types of phones on the same line will ring.

Where to Connect the Viscount

Viscount may be connected to the following types of installation:

- * Direct Exchange Lines (DELS) ie, a line directly connected to a telephone exchange with its own telephone exchange number, for the exclusive use of one customer. Most domestic residential telephone lines are DELS.
- * Extensions provided with DELS.
- * Most switchboard extensions.

The apparatus is only approved for compatible switchboards. Contact your supplier for an up-to-date list of approved switchboards with which the apparatus is compatible.

Where your version of the Viscount is not suitable for connection

- * Shared service (party line) installations.
- * As an extension to a payphone.
- * With 1+1 carrier system.

Checking for Faults

How to check for a fault on your Viscount

If your Viscount fails to work correctly carry out the following simple checks:

1. First Check that the handset has been properly replaced.
2. Ensure the plug is properly inserted into the wall socket.
3. Check the operating instructions have been followed correctly.
4. If your phone still fails to work correctly you should follow the following procedures.

If you cannot make a call from your Phone

There may be no dialling tone for example – disconnect any other extension phones and try to make a call again on your first phone. If you succeed in getting through, re-connect your extension phones until you locate the faulty phone or socket. To establish if it is the phone that is faulty connect it to a socket where there is a phone that you know is working properly. If the problem continues, the extension phone is likely to be at fault.

If you cannot make a call with only the first phone connected, you should report the situation to the British Telecom Fault Service. Their number is usually 151, but it may vary locally, check your Dialling Code Book to be sure. Once you have spoken to an engineer, he will be able to give you more advice and may do a remote test on your installation.

If you cannot get through to a number from any phone, although you can hear a tone

You should check all other handsets on the same installation are properly replaced before trying to make a call again.

If your tone caller does not operate

Connect the phone to a socket which you know is working properly – provided of course, that there is more than one socket on the installation. If the problem continues your tone caller could be at fault (but check that the total REN value of all the telephones connected does not exceed four).

Care of your Viscount

We recommend that you clean your Viscount with a damp cloth. Do not spray aerosol polishes into any of the openings or vents and avoid the use of abrasive cleaners as these will damage the phones finish.

To preserve the appearance of the exterior finish, avoid placing the telephone in direct sunlight.

Since your telephone is an electrical device you should avoid using it near a bath.

The coiled handset cord will remain in good condition if care is taken to ensure that it does not twist or knot.

Maintenance of your Viscount

When you buy your Viscount it has a one year guarantee. Should a fault occur during this time it will be necessary to return it to the place of purchase. Alternatively to avoid the need for this you may wish to consider taking out the optional special maintenance and repair service contract with British Telecom from the date of purchase. For more details of this service contract, contact your local British Telecom Sales Office or the shop where you bought your telephone.

Please do not try to adjust or repair a phone yourself. There is no part of your phone that you could possibly service, and anything you might try to do could make any problem worse and invalidate your guarantee.

Always remember that unless you have taken out an Optional Service Contract after buying your Viscount, British Telecom will charge a fee if an engineer visits your home.

Maintenance of your Viscount telephone when connected to a private branch exchange

When the telephone is connected to a PBX by the standard plug and socket, maintenance may be carried out by any person so long as the telephone is unplugged before maintenance activity commences. However, if the telephone is repaired by anyone other than British Telecom, its staff or its agents, the British Telecom guarantee will of course no longer be valid.

Final words

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

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

The following list summarises the approved facilities on the Viscount:

- * Press button dialling.
- * Loop disconnect or multi-frequency signalling.
- * Automatic storage of Last Number called.
- * Earth on Timed Break Recall.
- * Secrecy facility.

As stated above, the Viscount is a fully approved instrument provided it is used according to the restrictions of connection outlined. Any other usage will invalidate the approval of apparatus if, as a result, it will cease to perform to the standard against which approval is granted.



British Telecom Model Number 9515AR

Viscount is a registered trademark of British Telecommunications plc.

Guarantee

- 1.** British Telecom guarantees this product for one year provided that:
The goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged.
The goods have not been tampered with or repaired by anyone other than British Telecom, its staff or agents.
- 2.** If a fault does occur in this product, **you should return it to where you bought it**, and provided you produce your receipt, it will either be repaired or replaced free of charge.
- 3.** The terms of this guarantee do not affect your statutory rights.

A British Telecom product



