Top Tips
Your questions answered

We want you to get the very most from your new BT Versatility system, right from the start. We're sure you'll find it very easy to use, but as with any new system, you're bound to have some questions. One of the primary objectives of our pre-launch customer trials was to discover the most important issues for customers just getting started with BT Versatility. Here are the answers to the questions they asked.

You'll also find a list of frequently asked questions (FAQs) on the E-Support website. The list will evolve as more customers come on board and raise questions of their own. The FAQs should be your first port of call if ever you encounter any difficulties using your system. If you don't find your answer, you can submit your question and our technical support people will get back to with an answer as soon as possible – and include it the FAQs for the benefit of other users.

www.productsupport.bt.com

www.productsupport.bt.com

www.productsupport.bt.com

Your questions answered

How do I access system programming?
What is the PIN number?

System programming can only be accessed from the programming extension. By default this is extension 20 and the PIN number is 1111, but you can change these via system programming. For full details, see Programming Reference, Accessing system programming options in your Owners Manual.

How can I get call logging information from my system?

Call logging is disabled by default. It can be enabled in System Programming. To print or view call logs, you'll need to connect your system to a printer or PC, using the serial connection cable supplied with your system. Connect one end to the V24 interface on your system and the other to a serial printer, or the serial port on a PC. For full details, see Programming additional system options, Call logging in your Owners Manual.

How do I set the date and time on my BT Versatility system?

The date and time can be set in System Programming. Enter System Programming and select System. Select the time and date option at the top of the menu, and follow the screen prompts.

When I change the time and date in system programming why doesn't it change on the featurephones?

If you alter the time and date while calls are in progress, these changes will not show on the featurephones until these calls have ended.

How do I enter numbers in the system speed dial list?

Up to 500 numbers can be entered in the system speed dial list. To enter numbers in the list, select the Directory key on any featurephone. Scroll down and select System Entries. You will be prompted for a password, so enter the system programming password (default 1111). You can now use the menu to add, change or delete entries in the system speed dial list.

How do I retrieve messages that have been left on the system Answering Machine?

There are two ways you can do this.

1. If a new message has been left on the system Answering Machine/System Voicemail Box, the message waiting lamp on the featurephone at extension 20 will be lit and the display will show New Voice Message. Select New Voice Message, followed by the extension number (0) and password (default 1111) – and press #. Select Play and follow the voice prompts to hear the message.

2. Using any featurephone, press the Message key followed by Voice Messaging. When prompted enter the extension number (0) and password (default 1111) – and press #. Select Play and follow the voice prompts to hear the message.

Why does my telephone answering machine keep answering calls during the day when we have it switched off?

Modern answering machines often have an 'auto switch on' feature that allows the answering machine to be switched on remotely. If a call is made to the answering machine extension and allowed to ring for 60 seconds, the answering machine will automatically switch itself on and answers this and all subsequent calls. For more information, refer to the user guide supplied with your answering machine.

Instead of switching the answering machine on and off, an easier way to manage and avoid missing calls would be to use Night Service. The answering machine extension could be programmed to ring only when Night Service is set but not ring when night service is not set. Remember, you can use Night Service whenever your phones are unattended. For more details, refer to the section on Day Service/Night Service in your Owners Manual.

How do I turn on Night Service?

Night Service can only be enabled from a featurephone at extension 20. Simply press the Scroll Down key and select Night Service.

None of the voicemail functions appears to work. Why?

It could be that your system does not yet support voicemail. On some BT Versatility Packages, the voicemail module is not included. If you have a basic system you can easily upgrade it by buying the voicemail module separately. Call Freefone 0800 800152 for more information.

For more information about voicemail services see Using Voice Mail and other Voice Services in the Owners Manual.

The featurephone works as expected on extension 20, but when I connect it to another extension it doesn't. Why?

If your BT Versatility wiring has been installed to the correct specification, you should be able to connect a featurephone to any of the ordinary extensions. Sometimes, however, the wiring for the extensions may not be up to specification, because

• you have used existing wiring for your BT Versatility extensions, and/or

• line extension cables have been used to extend the phone line cord

The featurephone uses more wires than an ordinary telephone and while it is possible that wires have been connected through to allow an ordinary telephone to work, this will not support a featurephone.

BT supplies Cabling Packages for BT Versatility to make sure there are no problems when adding, moving or changing extensions and other connected equipment. Call Freefone 0800 800152 for more information.

Extension 20 keeps ringing intermittently. Why?

Extension 20 can be called by dialling 0 from any other extension. This means that if someone making an external call omits the line access digit (usually 9), and simply dials the telephone number (starting with 0), extension 20 will ring. The problem is more likely to occur when auto-dial equipment such as data devices, fax machines, PDQs and Sky digi boxes and are not programmed to use the line access digit. Extension 20 will display the calling extension so that you can find the source of the problem.

Can I have caller display on ordinary telephones that support it?

Yes you can. BT Versatility will display caller information for both external and internal incoming calls.

1. External calls. Caller Display Service (CDS) will only operate if your network service provider supports it. If CDS has been provided, you'll need to program the system to display caller numbers on your telephones. Once CDS is set up on the system the caller's number (or name if this is programmed on the BT Versatility system) will be displayed on any BT Versatility V16, V8 and V telephones, and any compatible Caller Display telephones that are programmed to ring for the call.
2. Internal calls. The calling extension number (or name if extension names are programmed) will be displayed on BT Versatility V16, V8 and V telephones and any compatible Caller Display telephones. Network CDS is not required.

Why won't Caller Display work on the BT Versatility featurephones, even though I have requested it?

For Caller Display to work on standard exchange lines (PSTN lines) it has to be switched on at the telephone exchange AND the BT Versatility system. To find out how to programme this feature, you should refer to the Owner's Manual: Additional Call Features, Displaying Caller Numbers.

How do I know if the Caller Display Service on my telephone will work on the BT Versatility system?

That's relatively simple. First, connect the telephone to an extension on the system. Then call this extension from another extension. If the number of the extension you're calling from (or name if extension names have been programmed) is displayed on the extension you are calling, you know that Caller Display operates on that telephone.

Why can't I make or receive calls when the mains fails?

Power fail sockets will only work with a V Phone or standard telephone, not the BT Versatility V16 or V8 Featurephones. If there is a mains failure, the standard telephone lines will be automatically switched to specified extensions so that calls can be made and received on these lines until the power is restored. See the Owner's Manual section programming additional system options, power failure options

How do I prevent or enable extensions to ring on incoming exchange line calls?

You should refer to the Owner's Manual: Incoming Call Handling. Two ringing patterns can be set for Day Service and Night Service.

How can I divert my calls to an external number without tying up two of my lines?

You can do this in one of two ways:

1. If you have ISDN lines you can use BT's Digital Select Service Call Deflection to deflect calls to an external number. Call Deflection is a network service and must be enabled by your network provider before BT Versatility can be programmed to utilise it. Network Deflection allows the system's call divert features to be used to deflect calls to external numbers. You'll find full details listed under Network Deflection in the Owners Handbook.

2. With ordinary exchange lines calls can only be diverted externally from the system by using a second line.

BT's Select Services Call Divert can also be used to divert calls. This is a network service.

Why can't I use Caller Return (1471)? I could before I had my system changed.

This service is not available on lines connected to PABXs (BT Versatility is a PABX). Instead, you could find out who your last caller is via the Caller Display Service (CDS). CDS is a network-based service that displays and stores callers' numbers. Your network supplier needs to provide you with CDS, and you must have programmed BT Versatility to use it, before caller information can be displayed.

To find out more, refer to the Owners Manual: Additional Call Features, Displaying caller numbers and routing calls.

I keep getting intermittent wrong numbers, no tones, number unobtainable and invalid exchange messages when making calls. Why?

This can happen when a faulty 'Smart Box' is directly connected to the exchange lines. In this case, you should disconnect or power down the smart box to localise the problem.

Why is there a constant noise coming from the featurephone speaker when the phone is not in use?

BT Versatility includes the option to play the music through the featurephone speakers when calls are not in progress. You can only use this feature if you already provide an external music source such as a CD player for music-on-hold. If the feature is turned on and no external music source is provided the speakers may make a low level noise. To stop this, select the Program key on the featurephone, scroll down and select Background music, and select Off.

Why can't I transfer calls from some of the ordinary telephones?

To transfer a call from an ordinary telephone the recall button (often marked R) must be pressed until an internal dialling tone is returned. If you get no dial tone, check to see if your telephone is switched to the correct recall function. You'll find the switch (if there is one) on the base of the phone. The setting for BT Versatility is timed break recall, labelled TB, MFT or similar. This setting must be selected for calls to be transferred. If you are using a relatively new phone and there is no switch on the base, this usually means that it is fixed to use timed break recall, and you should have no problem transferring calls.

I have connected my computer to an extension on the system and I cannot connect to the internet. Why?

There are various ways computers can be connected to extensions on BT Versatility and these are often determined by the connection capabilities of the computer. Basically, a computer connected to an extension must follow the same rules that an ordinary telephone follows. The computer/modem must dial the line access digit (usually 9), followed by the telephone number.

Why is there a slight delay before I hear a ring tone when making an external call?

This will occur if you do not wait for a dial tone after dialling 9 for an outside line. It is not a fault. The delay is most apparent when using speed dialling or last number redial. The delay is very short and has no effect on the call itself, even if it is instantly picked up.

Can I use a headset on the BT Versatility system?

Yes you can. Headsets can be used in conjunction with the featurephones. For more information, look up the section Using a featurephone with a headset in the Owner's Manual.

Why doesn't the featurephone Handsfree work? And why doesn't replacing the handset clear the call?

This means that the featurephone has been programmed for headset use. To change this, select the Program key, scroll and select Headset mode, and select Headset Off. If you want to use a headset, simple select Headset On, and connect your headset to the headset jack on the featurephone.

Connections that get results.