



# Featureline and Featureline Corporate Site User Guide



## Offices worldwide

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More power to you

## Using this guide

Welcome to Featureline or Featureline Corporate System. This User Guide will help you to get the most out of your new service. If you are a Featureline Customer and wish to know about Featureline Corporate, please speak to your BT Account Manager.

## Before you start

There are two types of Featureline – System X and System Y. To determine which system you have just do the following:-

Press \* # 001 #

If you receive the message *"Sorry, the service requested is not available."* You are a System Y customer.

Next step

Now you have checked which type of Featureline you have you must check to see which type of line you have, either a single line or you are a member Hunt Group.

For System Y customers only:-

Press \* # 121 #

If you also receive the message *"Sorry, the service requested is not available."* You are a single line Featureline customer and not a member of a Hunt group. For Hunt group membership please see page 32 for details.

For System X customers only:-

Press \* # 003 #

If you also receive the message *"Sorry, the service requested is not available."* You are a single line Featureline customer and not a member of a Hunt group. For Hunt group membership please see page 32 for details.

## Feature Availability

To determine which features are available on your particular system we have highlighted them throughout this Userguide with a 🚩 in either the System X or System Y column.

## Getting Started

### Featureline

To make an external call press 9 follow by the telephone number.

To make an internal call just dial the extension number.

### Featureline Corporate

To make an external call press 9 follow by the telephone number.

To make an internal call within a site just dial the extension number.

To make an internal call to another site just dial the site location code and extension number.

NB ANY REFERENCE IN THIS GUIDE TO SITE LOCAL CODES AND EXTENSION NUMBER REFERS TO FEATURELINE CORPORATE ONLY- FOR DETAILS OF THIS SERVICE PLEASE SPEAK TO YOUR ACCOUNT MANAGER

## Extension Numbers

Featureline will have 2 digit extension numbers.

Featureline Corporate will have 4 digit extension numbers. In addition each site will be identified by a site location code which will be 4 digits.

## Emergency Calls

To make an emergency call dial 9 then 999 or 112

## If you need help

Just in case you need extra help we have listed some useful contacts for you.

Sales Enquiries: 9 Freefone 0800 400 400 or contact your Account Manager.

Faults: To report a fault dial 9 154 or contact your Service Centre.

Featureline HelpLine: 9 0870 513 3399 available 9:00am to 5:00pm Monday to Friday.

General Enquiries: 9 Freefone 0800 400 400

To use Featureline you must first set your phones to “Time Break Recall” (TTB, TBR or TB). Your telephone or phone system userguide will explain how to do this.

**Let’s start with some simple yet important features:-**  
To make an external call



N.B. On phone systems that require you to dial an access number to obtain a line, you will need to dial this first and then dial 9.

To make an internal call



**Receiving calls:-**

With Featureline you will hear different types of ringing patterns - (4 for X and 3 for Y). These are to help you identify the type of call you are about to receive. As you get used to working with Featureline you will quickly be able to differentiate between them:

- Calls from internal extensions
- Calls from external telephone numbers
- Calls which you have programmed to ring you back
- Calls diverted to you from an internal extension

	X	Y
To use Featureline you must first set your phones to “Time Break Recall” (TTB, TBR or TB). Your telephone or phone system userguide will explain how to do this.		
Let’s start with some simple yet important features:- To make an external call	✓	✓
To make an internal call	✓	✓
Receiving calls:- Calls from internal extensions	✓	✓
Calls from external telephone numbers	✓	✓
Calls which you have programmed to ring you back	✓	✓
Calls diverted to you from an internal extension	✓	✓

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## Standard Lines

With Call Diversion calls can be automatically diverted to you at another location, another office, at home, on a voice messaging service or even on a mobile phone.

## Call Diversion Codes

There are three types of Call Diversion that you can programme on your phone.

### Diversion of all incoming calls

You can divert immediately all incoming calls to any directly diallable number.

To switch on \* 21 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 21 #

To cancel # 21 #

### Diversion On Busy

To avoid losing that important call when you are busy on another call divert your incoming calls to another number.

To switch on \* 67 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 67 #

To cancel # 67 #

X Y



### Diversion On No Reply

To avoid losing that important call when you are away from your desk, will divert after approximately 15 seconds or 6 rings.

To switch on \* 61 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 61 #

To cancel # 61 #

### Diversion Override

eg. If a manager has diverted all calls to a secretary, it is possible for the secretary to override the divert for important calls.

RECALL Wait for dial tone \* 60 \*

extension number #

### Diversion On Busy and No Reply

This feature combines Call Diversion on Busy and on No Reply in one easy to use code.

To switch on \* 66 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To cancel # 66 #

X Y



## Notes for your guidance

- There is a distinctive two tone dial tone to let you know when Call Diversion is set on your telephone, outgoing calls can still be made in the normal way.
- The diverted leg of the call is charged at the same rate as other equivalent Featureline calls.
- Within each Call Diversion service, whenever you want to change the number to which calls are diverted, just set the service up with a new number. You don't need to cancel the old number first.
- Call Diversion is only available on the individual extension and Direct Inward Dial telephone numbers.
- Call Diversion of the Hunt Group telephone number is available, see the Hunt Group section for more details.
- It is recommended that you do not divert all the members of the Hunt Group using the individual Divert All code \*21\* etc, unless you have already set Hunt Group Diversion, Divert All or Divert On Busy, as incoming calls to the main Hunt Group telephone number will receive engaged tone.

X	Y
	✓
✓	✓
✓	✓
	✓
✓	✓
	✓

## Notes for your guidance

- Call Diversion is not available on the individual lines within a Hunt Group. For Call Diversion features available with a Hunt Group, please see the Hunt Group section in this userguide.
- There is a distinctive intermittent dial tone to let you know when Call Diversion is set on your telephone, outgoing calls can still be made in the normal way.
- Where Call minder has been provided the intermittent dial tone will indicate that there is a new message waiting and does not indicate that a divert has been set.
- The diverted part of the call eg from your Featureline to the telephone number you have diverted to will be billed to your Featureline as if it were a normal call at the appropriate rate.
- Diversion On No Reply operates after approximately 15 seconds or 6 rings, if the destination phone is free. If the destination phone is engaged, in the majority of cases the BT exchange will not divert the call and the caller will continue to hear ringing tone, however, in a small number of cases the call will be diverted and the caller will hear engaged tone.

X	Y
	✓
✓	✓
✓	✓
	✓
✓	✓
	✓

With Call Offer, if you call another internal extension and it is busy, you can choose to advise them that you are calling. A series of bleeps on the line will let them know that an important call is waiting to get through.

## Using Call Offer

When you ring an extension and find your colleague is busy

To advise them you are waiting

**RECALL** Wait for dial tone **\* 95 #**

Or

If you know the person is on another call and you need to interrupt them you can.

**\* 95 \*** extension number **#**

Or

If you want to transfer a call to a person who is on another call and you need to interrupt them.

**RECALL** Wait for dial tone **\* 95 \***  
extension number **#**

**Either** Replace your handset to transfer the call to a ringing phone

Or Wait for phone to be answered, announce caller, replace your handset - **this transfers the call to the other person**

## To accept a call which is being offered

Either

**RECALL** Wait for dial tone **2**

This puts your current call on hold and lets you speak to the offered call (Your current caller will be asked to hold.) Use this to switch between parties.

Or

**RECALL** Wait for dial tone **1**

This ends the current call and connects you to the offered call.

X Y



## To reject a call which is offered

**RECALL** Wait for dial tone **0**

This rejects the offered call and turns off the bleep. No more calls will be offered until you have finished your current call

## Notes for your guidance

- Call Offer is only available for internal extension calls.
- The Call Offer bleeps are the same as the Call Waiting bleeps.
- When an offered call is rejected, the offering caller will receive engaged tone.
- Calls held in a queue cannot activate the Call Offer service.
- Call Offer will not work when you are engaged on a Three-Way Call.
- When an offered call is rejected, the offering caller is advised that the call cannot be connected.

X Y



With Call Pick-Up, all your Featureline phones can answer any incoming call.

## Call Pick-Up Codes

- Call Pick-Up**  
Your extension can pick up and answer an incoming call to any extension on your premises.

To pickup any call \* 52 #
- Directed Call Pick-Up**  
You can use Directed Call Pick-Up to answer a call that is ringing on a specific extension on your premises.

To pick up a call on a specific extension \* 52 \*  
The number of the extension which is ringing #

\* 58 \*  
The number of the extension which is ringing #

	X	Y
Call Pick-Up	✓	✓
To pickup any call	✓	✓
Directed Call Pick-Up	✓	✓
To pick up a call on a specific extension	✓	✓
* 52 *	✓	✓
* 58 *	✓	✓

## To Pick-Up a call while busy on another call

- To pick up any call **RECALL** Wait for dial tone \* 52 #
- To pick up a call on a specific extension **RECALL** Wait for dial tone \* 58 \*  
The number of the extension which is ringing #

**RECALL** Wait for dial tone \* 52 \*  
The number of the extension which is ringing #

## Notes for your guidance

- Call Pick Up will answer the call that has been ringing the longest.
- Call Pick Up operates across all the Featurelines on your premises or within its own Pick-Up group.
- The default setting is one Pick-Up group but up to a maximum of 9 can be provided.
- Use Directed Call Pick Up if you want to answer a particular extension.

	X	Y
To Pick-Up a call while busy on another call	✓	✓
To pick up any call	✓	✓
To pick up a call on a specific extension	✓	✓
* 52 *	✓	✓
* 58 *	✓	✓

Any call can be transferred to another internal extension or to any external telephone number, even a mobile phone.

## Call Transfer Codes

**Call Transfer** – enables you to transfer a call to another phone either before or after it has been answered.

### To transfer during a call

**RECALL** Wait for dial tone

*either* extension number

*or* Site location code and extension number

*or* **9** telephone number

### If the destination phone is ringing

*either* Replace your handset -  
this transfers your caller to a ringing phone

*or* Wait for the phone to be answered, announce caller,  
replace your handset -  
transfers your caller to the other person.

### If the destination phone is answered but you decide you do not wish to transfer the call

**RECALL** Wait for dial tone **1**

ends your current call and returns you to your original caller.

### If the destination phone is not answered

**RECALL** Wait for dial tone **1**

returns you to your original caller.

**RECALL** returns you to your original caller.

X Y



**Transfer to Busy** - enables you to transfer a call to another internal extension, if engaged you can leave the call holding until it becomes free. If they do not become free after 30 seconds the call is represented to the extension that transferred the original call.

**Transfer to Busy** - enables you to transfer a call to another internal extension, if engaged you can leave the call holding until it becomes free. If they do not become free after 40 seconds the call is represented to the extension that transferred the original call.

### To transfer during a call

**RECALL** Wait for dial tone extension number

### If the destination extension is engaged

Replace your handset - to transfer to the busy extension

**Enquiry Call** - allows you to put your original call on hold, make a call to another phone then return to your original caller.

### During a call to make an enquiry call

**RECALL** Wait for dial tone

*then* extension number

*or* Site location code and extension number

*or* **9** telephone number

### To switch between calls

**RECALL** Wait for dial tone **2**

### To end enquiry call and return to original caller

**RECALL** Wait for dial tone **1**

X Y





## Notes for your guidance

- When a call is transferred to an engaged extension the caller will hear ringing tone.
- Transfer to Busy allows a call to remain on hold for 30 seconds on System Y and 40 seconds on System X waiting for the extension to become free. If the call is not answered within this time, the waiting caller will be returned to the extension which initiated the Call Transfer.
- With Transfer to Busy only one call is able to wait for an extension to become free.
- If a call is transferred to a ringing extension which does not answer, it reverts to the originating internal extension after 30 seconds on System Y and 40 seconds on System X.
- During an Enquiry Call or whilst a call is being transferred, callers will receive a message asking them to hold the line.
- Call Transfer or Enquiry Call cannot be used when Call Waiting is active and a call is waiting.
- When a call is transferred to an engaged extension the caller will hear ringing tone and the Call Waiting announcements. If the call is not accepted by the engaged party it will be represented to the transferring party.

	X	Y
■ When a call is transferred to an engaged extension the caller will hear ringing tone.		✓
■ Transfer to Busy allows a call to remain on hold for 30 seconds on System Y and 40 seconds on System X waiting for the extension to become free. If the call is not answered within this time, the waiting caller will be returned to the extension which initiated the Call Transfer.	✓	✓
■ With Transfer to Busy only one call is able to wait for an extension to become free.	✓	✓
■ If a call is transferred to a ringing extension which does not answer, it reverts to the originating internal extension after 30 seconds on System Y and 40 seconds on System X.		✓
■ During an Enquiry Call or whilst a call is being transferred, callers will receive a message asking them to hold the line.	✓	✓
■ Call Transfer or Enquiry Call cannot be used when Call Waiting is active and a call is waiting.	✓	✓
■ When a call is transferred to an engaged extension the caller will hear ringing tone and the Call Waiting announcements. If the call is not accepted by the engaged party it will be represented to the transferring party.	✓	

For Your Notes

With Call Waiting, if you are on the phone and a second call comes into you, a series of discrete bleeps (which your caller does not hear) will let you know that you have a call waiting. The person who is calling will be asked to hold and advised that you know they are waiting. You can choose to accept, reject or ignore the incoming call.

## Call Waiting Codes

### The Call Waiting service

To switch on \* 43 #

To check \* # 43 #

To cancel # 43 #

On hearing the Call Waiting bleep you then have several options:

### To accept a call which is waiting

either **RECALL** Wait for dial tone **2**

This puts your current call on hold and lets you speak to the waiting call (Your current caller will be asked to hold.) Use this to switch between parties.

or **RECALL** Wait for dial tone **1**

Ends the current call and connects you to the waiting caller.

### To reject a call which is waiting

**RECALL** Wait for dial tone **0**

This rejects the waiting call and turns off the bleep. The waiting caller will be disconnected. No more calls will be offered until you have finished your current call.

X Y



### Notes for your guidance

- Initially Call Waiting is provided 'switched off'.
- Call Waiting is only activated on incoming calls from external numbers.
- If you do nothing when you hear the bleeps, it will stop automatically after about 30 seconds and the waiting caller will be disconnected.
- When a call is waiting, Call Transfer will not operate.
- Call Waiting is not available on lines within a Hunt Group.
- You will receive one bleep if an external call is waiting and multiple bleeps for an internal call.

X Y



If the extension you are calling is engaged, with Ring Back you can programme Featureline to call you back when it is free. Alternatively, if there is no reply when you call an extension, with Ring Back you can programme Featureline to call you back after the phone on the number you are calling is next used.

## Ring Back Codes

Having dialled the extension or the external telephone number you require

- To switch on **RECALL** Wait for dial tone **\* 37 #**
- To check **\* # 37 #**
- To cancel **# 37 #**

### Notes for your guidance

- For internal extensions the BT exchange knows whether an extension is engaged or ringing and will set Ring Back When Free or Ring Back When Next Used as appropriate.
- Your phone will ring to tell you the call is ready. When you answer your phone the internal extension or telephone number you wish to call will then start to ring.
- If Call Diversion has been set on the internal extension you are ringing, Ring Back will be set against the extension to which the calls are diverted.

X Y



X Y



### Notes for your guidance *continued*

- For Ring Back When Free to external telephone numbers, Ring Back only operates to certain numbers, for example Ring Back is available to single exchange lines, but it is not available to ISDN or DDI lines.
- The Ring Back service is not available on lines in a Hunt Group.
- Ring Back cannot be used on calls to an internal extension in a Hunt Group.
- Ring Back will not operate if the extension you are calling has Call Diversion activated to an external number.

*With Three-Way Call you can set up a phone call between yourself and two other people. You can keep both calls private and switch between them, or open them up so that you can all talk to each other.*

## Three-Way Call Codes

- To set up a Three Way Call during an existing telephone call**
- RECALL** Wait for dial tone
  - then either* extension number
  - or* Site location code and extension number
  - or* **9** telephone number
- When they answer you can decide to:**
- either* **Set up a Three-Way Call**
  - RECALL** Wait for dial tone **3**
  - or* **Switch between the two calls**
  - RECALL** Wait for dial tone **2**
  - You can switch between calls as often as you like
  - or* **End current call and return to original call**
  - RECALL** Wait for dial tone **1**
- Once a Three-Way Call has been set up you can:**
- either* **End your first call**
  - RECALL** Wait for dial tone **5**
  - or* **End your second call**
  - RECALL** Wait for dial tone **7**



## Notes for your guidance

- You can set up a Three-Way call even if the original call was an incoming call.
- You can set up a Three-Way call with internal extensions and external telephone numbers.
- Each of the calls you make will be charged at the same rate as other equivalent Featureline calls. Calls to internal extensions are free.
- Whilst you are contacting the final person to join the call, the other caller will hear a message asking them to hold the line.
- If established on a Three-Way Call, then you will not be able to activate Ring Back.
- It is not possible to convert a call that is 'waiting' or being 'offered' into a Three Way Call.
- Once you have established a Three-Way Call, if you wish to 'drop out' and leave the other parties talking just replace your handset.



General Interrogation will inform you if the following services are activated:

- Call Diversion
- Call Waiting
- Charge Advice
- Do Not Disturb
- Reminder Call

– Knowing which services are activated will ensure calls are managed properly.

## Codes

To interrogate which services are set

\* # 001 #

### Notes for your guidance

- The BT exchange will provide you with voice announcements stating the list of services currently activated on that extension.
- For customers with the Hunt Group option, General Interrogation will also advise if Hunt Group Do Not Disturb is activated.
- For customers with the Call Barring option, General Interrogation will also advise if a Call Barring option is activated.

X Y



When you need an alarm to remind you of an important appointment or when to finish a meeting, you can use your phone like an alarm clock to ring when you want.

## Codes

### To set a Reminder Call

To switch on \* 55 \* The time you require # (Times are entered using the 24-hour clock).

For example \* 55 \* 0730 # Books a reminder call for 7.30am.

\* 55 \* 1730 # Books a reminder call for 5.30pm.

To check \* # 55 #

To cancel # 55 # Time you require to cancel #

### Notes for your guidance

- You can book a series of Reminder Calls for the day.
- It is not possible to book a Reminder Call for the current time.
- There is a small charge for each call booked whether or not you answer it. This charge is itemised on your bill.
- If you don't answer a Reminder Call or the line is engaged, the BT exchange will make one further attempt to get through after a few minutes.
- Times must be entered as four digits using the 24 hour clock.
- Reminder Calls are not affected by Call Diversion.

X Y



Charge Advice lets you know how much calls are costing you – either individual calls or a series of calls. It's particularly useful if you make a call on someone else's behalf and need to know the cost.

## Codes

To book Charge Advice as you make a call

**\* 40 \* 9** telephone number **#**

As soon as you finish the call, the BT exchange calls you back and tells you how long the call lasted and how much it cost.

To book Charge Advice during a call

**RECALL** Wait for dial tone **\* 40 #**

You will be reconnected after pressing **#**

When you finish your call, Charge Advice will be given in the usual way.

To book Charge Advice on all calls

To switch on **\* 411 #**

To check **\* # 411 #**

To cancel **# 411 #**

X Y



## Notes for your guidance

- You can use Charge Advice for every call you make – even those using Three-Way Calling. The BT exchange gives you the cost of the first call and, five minutes later, the cost of the second. ✓
- You cannot use the Code Calling facility when booking a Charge Advice call, you need to dial the whole number. ✓
- If the call has no charge, then the BT exchange will not ring you back with the cost of the call. ✓
- Charge Advice gives the approximate cost of each call, in general it will over estimate the cost of the call. ✓

X Y



You can selectively stop your number from being displayed by people who are using Caller Display or Call Return services. In addition if you have requested BT to arrange for all your calls to be automatically withheld, you can selectively release your number if you wish to.

## Codes

To selectively withhold your number

**141**

**9** telephone number

To selectively release your number, if you have requested BT to automatically withhold your number

**\*147#**

*then either* extension number

*or* Site location code and extension number

*or* **9** telephone number

**1470**

*then either* extension number

**9** telephone number

### Notes for your guidance

- You will need to withhold your number even if you are ex-directory.
- If you would like information on permanently withholding your number please call us on Freefone 0800 400 400.

X Y



Featureline can store up to 10 (20 for X) of your most frequently used telephone numbers. Code Calling enables you to use a short code in place of dialling long telephone numbers. Once you've set them up, you'll find Code Calling extremely useful for contacting different departments or offices quickly and easily.

## Codes

To store numbers

To set **\* 51 \* Codes 0 to 9 \* 9** telephone number **#**

To set **\* 51 \* Codes 10 to 29 \* 9** telephone number **#**

Example: **\* 51 \* 1 \* 9 0800 777666 #**

To store at code 1

To check **\* # 51 #**

To check **\* # 51 \* Code #**

To cancel **# 51 \* Code #** (cancels all short codes on X)

To dial a stored number **\* \* Code**

Example: **\* \* 1**  
makes call to **9 0800 777666**

### Notes for your guidance

- Remember to include the digit 9 in numbers for external calls.
- If you want to store a new number against an existing code, simply store the new number which replaces the previous stored number.
- Digits such as **RECALL**, **\*** and **#** cannot be stored.

X Y



Repeat Last Call redials the last number you dialled. It's useful, for example if the number you just dialled is engaged or not being answered.

## Codes

To redial the last number called

\* \* \*

To redial the last number called

\* \* 0

X Y



With Caller Return you can find out the telephone number of the last person to call you.

## Codes

To check number 1471

The BT exchange will provide a voice announcement stating the telephone number, date and time of the last person who called you.

To return the call you will be prompted to press 3

### Notes for your guidance

- Where a Payphone telephone number is recognised the BT exchange will provide a voice announcement stating the Payphone telephone number, date and time of the last person who called you. To return the call you will be prompted to press 3.
- In some cases the number of the last caller will not be available. This can occur if the call originates in one of the following circumstances:
  - If the caller has elected to withhold their number.
  - Calls made from outside the UK.
  - Calls made from some Payphones.
  - A mobile network where number is not launched.
  - Certain types of telephone exchanges.
  - Outside the BT network (from another UK licensed operator) where the number is not launched.

The BT exchange will provide a voice announcement stating either:

“You were called at ‘date and time’. We do not have the caller’s number to return the call”.

*OR*

“You were called at ‘date and time’. The caller withheld their number”

X Y





With Caller Return Erasure you have the ability to replace the last number stored in your 1471 number store with the announcement “The caller withheld their number”.

## Codes

To activate dial 91475 from the line which you require to replace the last number stored

### Notes for your guidance

- After dialling 91475, you will hear ringing tone and then the announcement “The other person has hung up”. Replace the telephone handset and the exchange will ring back with one or two cycles of ringing on system X exchange or with three cycles of ringing on system Y exchanges.
- When 1471 is then dialled from a line where the service has been used, the announcement “The caller withheld their number” will be given.
- 91475 will need to be dialled after each incoming call you require to be replaced.
- Withholding Your Number: If you have requested BT to arrange for all your calls to be automatically withheld, you will need to selectively release your number to activate the 1475 facility by dialling \*147#91475
- This feature does not work on system X Hunt Groups

X Y



For your notes

## Hunt Group

This allows incoming calls to the main Hunt Group number to search for a free line. In addition each Featureline within a Hunt Group has its own Direct Inward Dial number and an individual internal extension number.

## Your Hunt Group Configuration

If you have the Hunt Group option, when you placed your order certain hunting details would have been agreed.

## Ordinary or Cyclical Hunting

This is the order in which hunting takes place across the selected extensions

## Ordinary Hunting

Ordinary Hunting, sometimes known as Sequential Hunting means the BT exchange will always try to connect an incoming call to the first extension in the Hunt Group and will only hunt to the second extension if the first is engaged. This means the majority of calls will be received by the people with extensions near the beginning of the hunt group.

## Cyclical Hunting

Cyclical hunting means the BT exchange will always try to connect an incoming call to the extension following the extension which answered the previous call. This means calls will be spread more evenly between the Featurelines in the Hunt Group.

## About your Hunt Group

It is possible to have up to 10 Hunt Groups at a site.

The following features are provided as part of the Hunt Group service; Hunt Group Diversion and Hunt Group Do Not Disturb. You may also have selected Hunt Group Queuing as an option.

However, certain extension features are not available on Hunt Group extensions; Call Diversion of Direct Inward Dialling numbers, Call Waiting and Ring Back.



Hunt Group Interrogation will inform you if Hunt Group Diversion is activated.

## Codes

To interrogate which services are set

\* # 003 #

## Notes for your guidance

- The BT exchange will provide you with a voice announcement stating if Hunt Group Diversion is activated on the Hunt Group.



There are four types of Call Diversion that you can programme on your Hunt Group.

## Codes

### Diversion of all incoming calls

You can divert immediately all incoming calls made to your Hunt Group number.

To switch on \* 121 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 121 #

To cancel # 121 #

### Diversion on Busy

To avoid losing important calls when all the Hunt Group lines are busy have the incoming calls diverted to another number.

To switch on \* 167 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 167 #

To cancel # 167 #

X Y



### Diversion on No Reply

To avoid losing that important call when someone in the Hunt Group is away from their desk.

To switch on \* 161 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 161 #

To cancel # 161 #

### Diversion on Busy and No Reply

This feature combines Call Diversion on Busy and On No Reply in one easy to use code.

To switch on \* 166 \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

To check \* # 166 #

To cancel # 166 #

X Y



## Notes for your guidance

- Hunt Group Diversion operates on the Hunt Group as a whole, and not separately on the individual lines.
- Calls made to individual Hunt Group extensions will not be diverted.
- Calls made to the Direct Inward Dialling number will not be diverted.
- Hunt Group Diversion services can be activated or deactivated from any line in the Hunt Group.
- There is a distinctive intermittent dial tone (System X) or dual or double dial tone (System Y) on all phones to let you know when Hunt Group Diversion is set on the Hunt Group, outgoing calls can still be made in the normal way.
- Where Call minder has been provided the intermittent dial tone will indicate that there is a new message waiting and does not indicate that a divert has been set.
- The diverted leg of the call is charged at the same rate as other equivalent Featureline calls.
- Hunt Group Diversion On Busy and No Reply, the Diversion on No Reply will operate after approximately 6 rings or 15 seconds if the destination phone is free. If the destination phone is engaged, in the majority of cases the BT exchange will not divert the call and the caller will continue to hear ringing tone, however, in a small number of cases the call will be diverted and the caller will hear engaged tone.
- Diversion On No Reply and Diversion On Busy can be activated at the same time using the individual codes.
- To check the combined Diversion On Busy and On No Reply use the check sequence for both.

X Y

X	Y
✓	✓
✓	✓
✓	
✓	✓
✓	✓
✓	
✓	✓
✓	✓
✓	
✓	

For your notes

With Hunt Group Do Not Disturb you can temporarily remove your phone from the Hunt Group, so calls made to the Hunt Group number will hunt past your phone to the next available phone.

## Codes

- To switch on \* 261 #
- To check \* # 261 #
- To cancel # 261 #

### Notes for your guidance

- Hunt Group Do Not Disturb will bar incoming calls made to the Hunt Group number, the Direct Inward Dialling Number and the internal extension number. Callers will receive a message.
- Hunt Group Do Not Disturb will bar incoming calls made to the Hunt Group number on your phone. Calls to your individual extension will get engaged, but calls to your direct inward dialling number will ring your phone.
- Once activated Hunt Group Do Not Disturb is reported under General Interrogation as 'Incoming Call Barring is in operation'.
- It is not possible to activate Hunt Group Do Not Disturb on all lines in a Hunt Group. If you try to remove the final line, you will receive a message advising you it is not possible.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

Hunt Group Queueing is an option available to Featureline Hunt Group customers. With Hunt Group Queueing, if all the lines in a Hunt Group are engaged, incoming calls will be placed in a queue while they are waiting to be answered and as soon as a line is free they are connected.

### Notes for your guidance

- Hunt Group Queueing will allow up to nine calls in total, both external and internal to be held in the queue.
- Incoming calls are prioritised by the BT exchange, external calls get highest priority and internal calls get lowest priority.
- Hunt Group Queueing will allow up to five external calls and two internal calls to be held in the queue.
- Any incoming call which exceeds the number of calls allowed in the queue will receive engaged tone.
- Callers held in the queue will hear ringing tone and are not charged until the call is answered.
- If Hunt Group Diversion is active on all calls the queue will be deactivated. If active on busy, diversion will only occur if the queue is full. If active on no reply, diversion will occur approximately 6 rings after the call has been presented to an extension.

X Y

✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

**Direct Call** automatically connects you to your selected number simply by picking up the phone handset.

**Notes for your guidance**

- The BT exchange will automatically connect you to your selected number four seconds after you pick up the handset. ✓ ✓
- Normal outgoing calls can be made providing you commence dialling during the first four seconds. ✓ ✓

**Local Link** connects up to 5 sites with a single internal dialling plan, full feature interworking and free calls between extensions.

**Notes for your guidance**

- All the extensions on each premises are in their own Pick-Up Groups, you cannot pick-up a call at another site by accident. ✓ ✓
- Featureline Local Link sites must be within the same BT exchange area and from the same part of the exchange. ✓ ✓

NB LOCAL LINK DOES NOT WORK ON FEATURELINE CORPORATE


X Y



With Caller Display you can see the phone number of the person calling when your phone rings.

- Answer callers with a personal greeting.
- Allows you to keep a log of your most recent incoming calls.
- Added security, now you can check that the caller is who they say they are.

**Notes for your guidance**

- To show the Caller Display information you need appropriate telephones. Telephones or equipment that show the  symbol are compatible with BT's Caller Display services. If they do not show this symbol, Caller Display information will not be available even if there is a display screen. ✓ ✓
- If your caller is internal the internal extension will be displayed, if your caller is external the full external telephone number will be displayed. ✓
- Numbers will not be displayed for calls made with a BT Chargecard, made on a network that does not allow Caller Display (including most international calls), some payphones and mobile networks or if the caller withholds their number. ✓ ✓
- If a caller is diverted to you using Call Diversion, the number of the phone that made the original call will be displayed, not the number of the phone that diverted the call. ✓ ✓
- If a call is made from a switchboard which has different incoming and outgoing phone numbers, the outgoing number is displayed. So you may not recognise the number. ✓ ✓
- If an external number is displayed, a 9 will automatically be inserted before the telephone number. ✓ ✓

X Y



Featureline Call Barring helps you manage the outgoing calls from your phone.

- Prevents unauthorised calls from your phone.
- You can choose to bar certain types of calls.
- You designate the phones which can make international calls.
- Greater control of call usage and bill.

The PIN is a four digit password for the service, you will be notified of this separately. The bar can only be lifted if the correct PIN is entered. The option number allows you to bar calls selectively in the table below. You can use more than one option at any one time.

Bars	Allows	Option Number
All external calls starting with 9 and codes starting with * or #	Calls to 9-999, 9-150,9-151, 9-152, 9-154, 9-144 internal extension calls and calls starting 0800 and 0500	1
National, International and calls to premium Calls to 9-999, 9-150,9-151, premium rate Information Services	9-152, 9-154, 9-144	2
Calls to mobile phones	internal calls, local and operator calls and calls starting 0800 and 0500	2
National and International calls;	Calls to 9-999, 9-150,9-151, 9-152, 9-154, 9-144	3
Calls to mobile phones	internal calls, local and operator calls and calls starting 0800 and 0500	3
International calls	All other calls	4
All operator calls	All other calls	4
Calls starting * and #	All other calls and Call Barring Codes	5
Calls to premium rate Information Services	All other calls	7

X Y



## Codes

- To switch on \* 34 \* Option Number #
- To check \* # 34 #
- To cancel # 34 \* Option Number \* PIN #
- To switch on \* 34 Option Number #
- To check \* # 34 #
- To cancel # 34 Option Number \* PIN #

X Y



### Notes for your guidance

- Ensure that your PIN number is not revealed to anyone. Do not for example store it under a memory button.
- You can skip the voice prompts by dialling the complete sequence in quick succession – but you cannot interrupt them once they have started.
- Listen for confirmation of your instructions.
- Use option 4 if you want to bar both national and international calls via the operator.
- If you wish to bar all outgoing calls (option 1) and divert incoming calls you must set up Call Diversion first.
- Once a Call Barring option is activated this will be reported under General Interrogation as 'Outgoing Call Barring is in operation'.
- Reverse charge calls can still be accepted when outgoing call barring (option 1) is switched on.
- Calls to Premium Rate Adult Services are now automatically barred on the BT network (If you would like information on accessing these numbers, please call us on 0800 800 800).
- As an alternative to customer controlled Call Barring, some call barring options can be set up by BT.

# Featureline and Featureline Corporate working with Call Minder

Call Minder is an answering service which will automatically answer your calls when you are in another office, away from your desk or on another call. It can store up to 50 messages depending on the option and lets you know before message space runs out. If message space is full callers will be asked to call back later.

## Making a start

### Using the right type of phone

You can use any touch-tone phone. These phones usually have \* and # buttons and make tones as you dial.

### Call Minder and Featureline

We don't recommend that you switch Charge Advice on for calls.

### Charges for calls

It's free to use Call Minder from your own phone.

If you call from a different phone, the call will be charged to the phone bill for that phone at the normal rate.

### Speaking your instructions to Call Minder

You can speak into your phone to tell Call Minder what to do. Background noise can interfere with this, and you may find it easier to use the buttons on your phone.

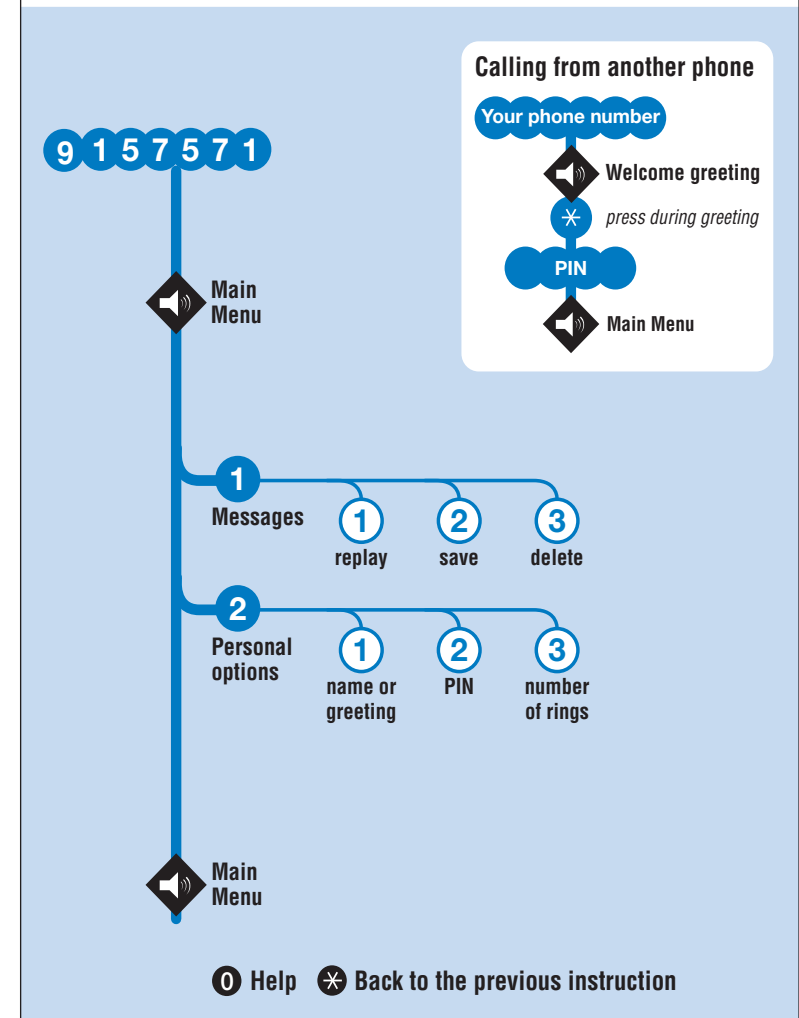
### Quick routes

If you know what you want to do, you don't have to wait for the Call Minder instructions to finish. Just follow the quick routes in this guide – they tell you which buttons to press to get from the Main menu to the feature you want.

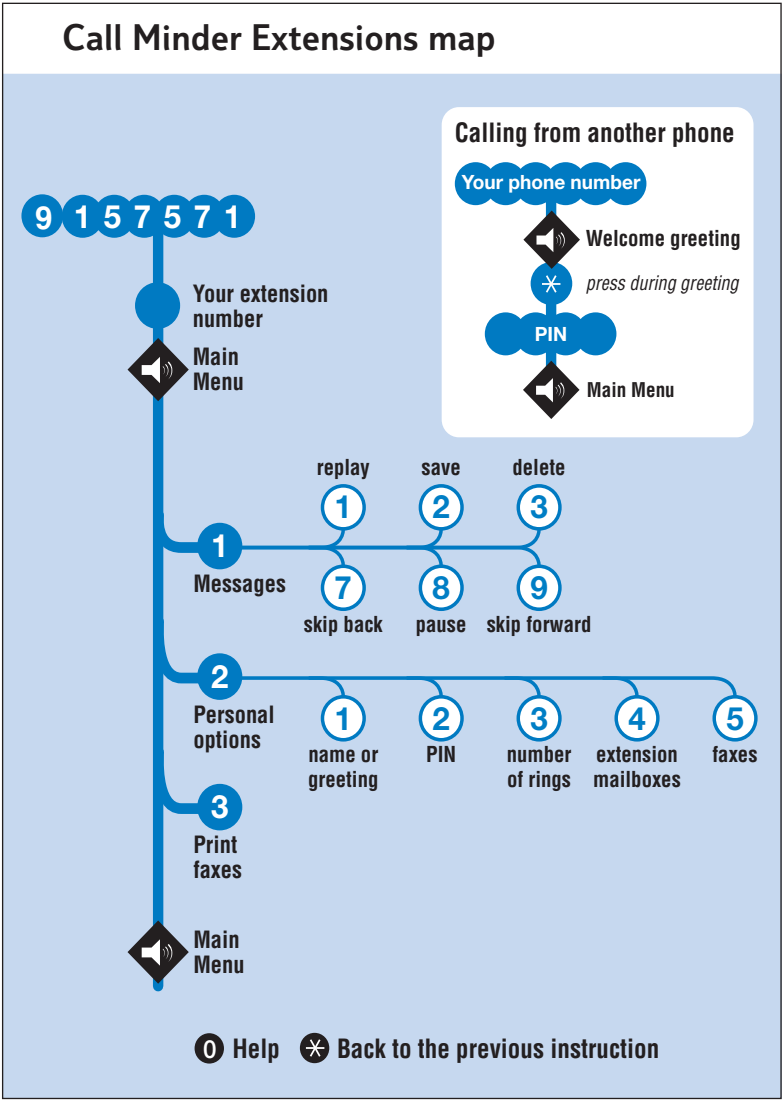
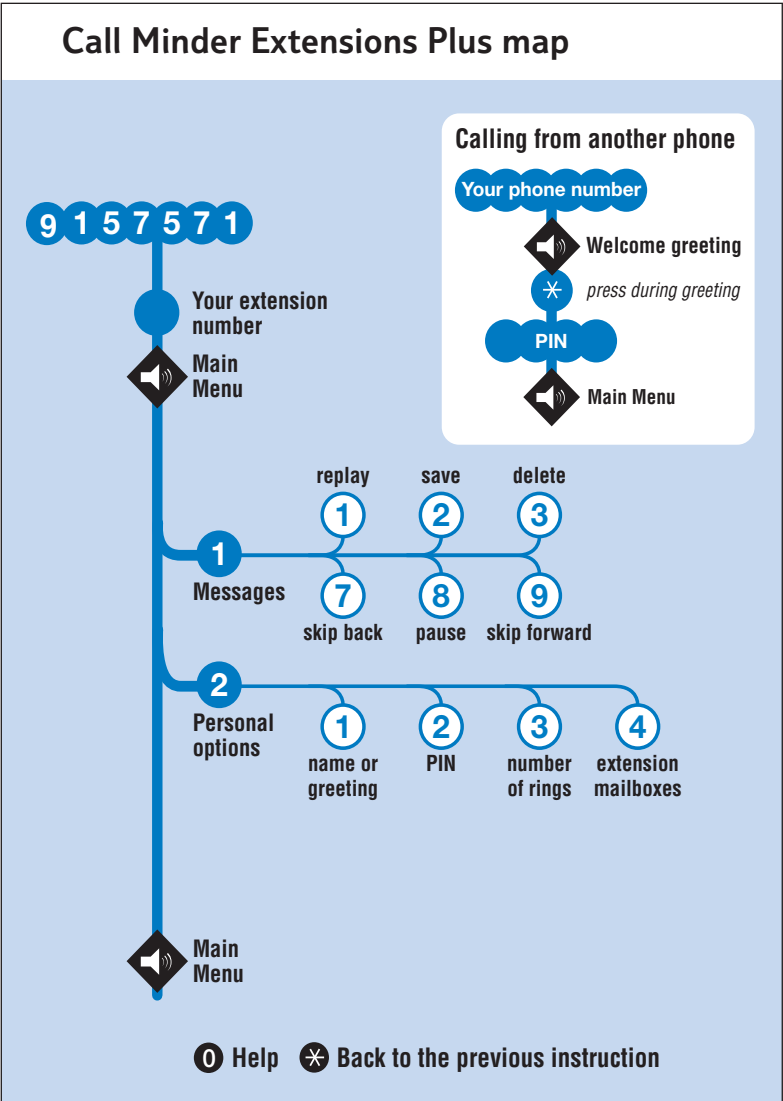
X Y



## Call Minder map







	X	Y
<b>There are three ways to set up Call Minder.</b> It can answer:	✓	✓
<ul style="list-style-type: none"> <li>• all your calls</li> <li>• calls when your phone is engaged</li> <li>• calls when you don't answer</li> </ul>		
<b>Using Call Minder</b> Dial <b>9157571</b>	✓	✓
<b>Setting Call Minder up for Standard Lines</b> (if you are not in a Hunt Group)		
<b>To take all your calls</b> Call Minder will answer all your calls and your phone won't ring.		
Switching on <b>* 21 * 9 157572 #</b>	✓	✓
Switching off <b># 21 #</b>	✓	✓
<b>To take calls when you don't answer</b> Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.	✓	✓
You can change how quickly Call Minder answers calls from the Call Minder prompts.	✓	
Switching on <b>* 61 * 9 157572 #</b>	✓	✓
Switching off <b># 61 #</b>	✓	✓
<b>To take calls when your phone is engaged</b> Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.		
Switching on <b>* 67 * 9 157573 #</b>	✓	✓
Switching off <b># 67 #</b>	✓	✓

	X	Y
<b>Setting Call Minder up if you are in a Hunt Group</b>		
All of the Featurelines in the hunt group will share the same Call Minder message box. This will be on the first line of the Hunt Group		✓
Stuttered dial tone will only appear on the first line of the Hunt Group to indicate that a new message has been left.		✓
<b>To take all your calls</b> Call Minder will answer all calls and your phone won't ring.		
Switching on <b>* 121 * 9 157572 #</b>	✓	✓
Switching off <b># 121 #</b>	✓	✓
<b>To take calls when you don't answer</b> Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.		
You can change how quickly Call Minder answers calls from the Call Minder prompts.		✓
Switching on <b>* 161 * 9 157572 #</b>	✓	✓
Switching off <b># 161 #</b>	✓	✓
<b>To take calls when your phone is engaged</b> Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.		
Switching on <b>* 167 * 9 157573 #</b>	✓	✓
Switching off <b># 167 #</b>	✓	✓

Connecting Featureline to a phone system enables you to incorporate the benefits of the Featureline service with a phone system (PBX).

## Standard Features

- Call Diversion
- Call Transfer

## Options

- Direct Call
- Hunt Group Working
- Local Link
- Remote Call Diversion
- Bypass Numbers
- Call Barring

For more information on how to operate these features refer to the contents page and sections covering that feature.

## Notes for your guidance

You should be aware that Call Barring, Call Management Systems and Customer Network Access Equipment are either unreliable or not compatible.

- For phone system compatibility issues contact your phone system maintainer.
- If the phone system is BT supplied and maintained contact Featureline AdviceLine on 0870 5133399.
- If the phone system is not BT supplied and/or maintained you should contact your supplier/maintainer.

X Y

	X	Y
Standard Features	✓	✓
Options	✓	✓
Notes for your guidance	✓	✓
Compatibility notes	✓	✓
BT compatibility notes	✓	✓
Non-BT compatibility notes	✓	✓

For your notes

Remote Diversion is an additional option available to Featureline and Featureline Corporate customers. It enables you to set up or change your Call Diversion remotely. This means that you can remotely divert your incoming calls to almost any directly dialable telephone or mobile number.

Remote Diversion enables you to remotely divert all your incoming calls to another phone. Whether you are working at different locations, working from home or just need to divert your calls to a colleague, Remote Diversion is the ideal way to manage your calls.

## Codes

### To use the service

#### Dial the access phone number

Make a note of your access number here:

### Wait for another dial tone and then:

To divert \* Diversion Code \* PIN \*

Your full Featureline telephone number \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

An announcement will confirm that a diversion has been set

To check \* # Diversion Code \* PIN \*

Your full Featureline telephone number #

An announcement will confirm that a diversion has been set

To cancel # Diversion Code \* PIN \*

Your full Featureline telephone number #

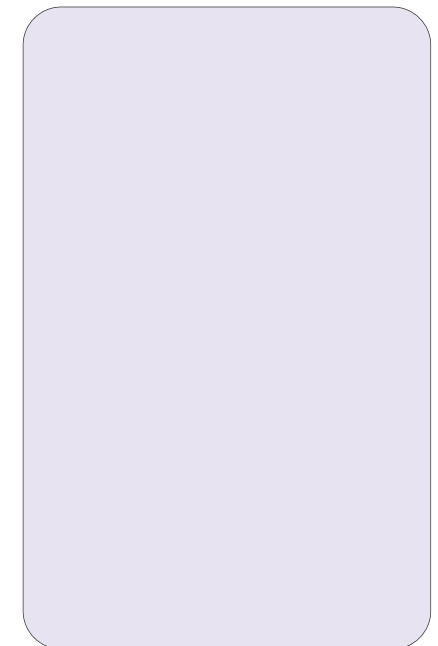
An announcement will confirm that a diversion has been set

### Diversion Codes;

44 divert all calls

64 divert all calls not answered

65 divert all calls if phone engaged



For your convenience you may remove and keep this card with you.

Remote Diversion is an additional option available to Featureline and Featureline Corporate customers. It enables you to set up or change your Call Diversion remotely. This means that you can remotely divert your incoming calls to almost any directly dialable telephone or mobile number.

Remote Diversion enables you to remotely divert all your incoming calls to another phone. Whether you are working at different locations, working from home or just need to divert your calls to a colleague, Remote Diversion is the ideal way to manage your calls.

## Codes

### To use the service

#### Dial the access phone number

Make a note of your access number here:

[Redacted]

### Wait for another dial tone and then:

**To divert** Your full Featureline telephone number \* PIN #  
\* Diversion Code \*

then either extension number #

or Site location code and extension number #

or 9 telephone number #

An announcement will confirm that a diversion has been set

**To check** Your full Featureline telephone number \* PIN #  
\* # Diversion Code #

An announcement will confirm which diversion is set

**To cancel** Your full Featureline telephone number \* PIN #  
# Diversion Code #

An announcement will confirm that a diversion has been cancelled

### Diversion Codes;

21 divert all calls

61 divert all calls not answered

67 divert all calls if phone engaged

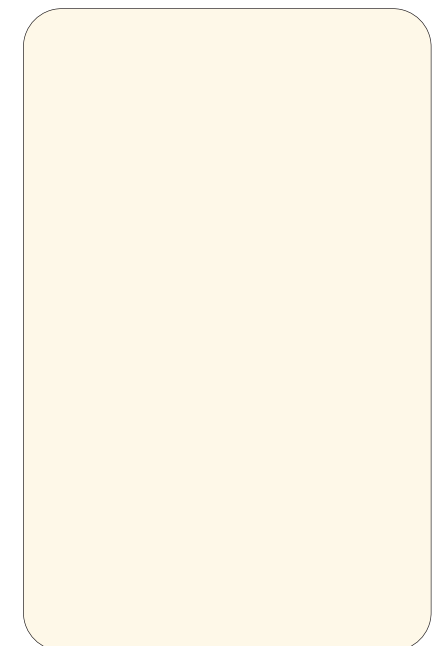
### Hunt Group Diversion Codes

121 divert all calls

166 divert on busy and no reply

161 divert on no reply

167 divert on busy



For your convenience you may remove and keep this card with you.

Business Highway is the BT high-speed digital service that gives you two lines and enables you to do two things at once. For example, you can phone while your receiving a fax, or take a phone call while you access e-mail.

By introducing the ability to deliver Featureline over analogue ports of Business Highway, BT will enable you to extend the flexibility of the essential communication tools you need for your business to meet its full potential.

*For example-*

You will be able to Divert, Transfer and Pick-up calls arriving on your Business Highway analogue lines to any other Featurelines you have. Either or both analogue lines simply become part of your Featureline Group. You could even have all your Featurelines delivered over Business Highway.

**Service availability and usage**

In some instances it may be necessary to offer you a renumber in order to provide an integrated Business Highway/Featureline service.

Business Highway/Featureline cannot be provided on numbers in Hunt Groups

The Business Highway/Featureline box is powered by mains electricity and need to be within 1.8 metres of a 240V power socket.

You should also be aware that when using the ISDN port, availability of of the analogue/Featureline ports will be affected.

*For example-*

If you are using the ISDN port at 64K only one of the analogue ports will be available for calls. If you are using the ISDN port at 128K neither of the analogue ports will be available.

**NB. FEATURELINE CORPORATE DOES NOT WORK WITH BUSINESS HIGHWAY**

Both Featureline and Featureline Corporate lines, that are not part of a hunt group are compatible with ADSL (Broadband).

You need to consider your type of business and telephone usage before deciding on using Featureline with Business Highway. If you expect to use the analogue ports extensively for making or receiving your business calls but still require ISDN capability as well, a separate ISDN2 service may be more suitable. You can contact a sales adviser to discuss your needs by calling Freefone 0800 800 152

**Further Business Highway Information**

Technical Helpdesk      Freefone 0800 917 1161

Fault Reporting          Freefone 0800 800 154

For more detailed information on using BT Highway please refer to the original documentation supplied with your BT Highway.

## BT Business Highway/Featureline

