

ESCORT 2+6



SWITCHING SYSTEM

USER GUIDE



British
TELECOM

Introduction

Your telephone is connected to an Escort call switching system from British Telecom.

Escort is one of a new range of telephone systems that makes available many facilities that were not possible on older systems. This guide provides a step by step explanation of how to use these facilities.

To enable you to take full advantage of these facilities you will probably have been provided with a special Escort key module in addition to your normal telephone. Most of the instructions in this booklet refer to these special key modules. If your telephone does not have a key module, see page 18.

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Making a call

Lift handset

Internal:

Press button

External:

Press free button

Dial the number you want

Answering a call

Internal:

Lift handset

External:

Lift handset

Press button by flashing lamp

Setting your telephone to ring

Lift handset

Press and release

Press and release button for which phone is to ring

Replace handset

Cancelling ringing

Lift handset

Press and release twice

Replace handset

Holding external call

Press button used to make the call

To return to caller, press button again

Internal enquiry*

Press button for required extension

Make enquiry

To return to original caller, press button by flashing lamp

External enquiry*

Press other button

Dial required number and make enquiry

To return to original caller, replace handset

Press button by flashing lamp

*Enquiries can only be made during external calls

Transferring a call

Press button for other extension

When extension answers, announce call and replace handset

Setting up a conference

Press button for other extension to be included

Press

Diverting calls

To divert all calls:

Lift handset

Press and release

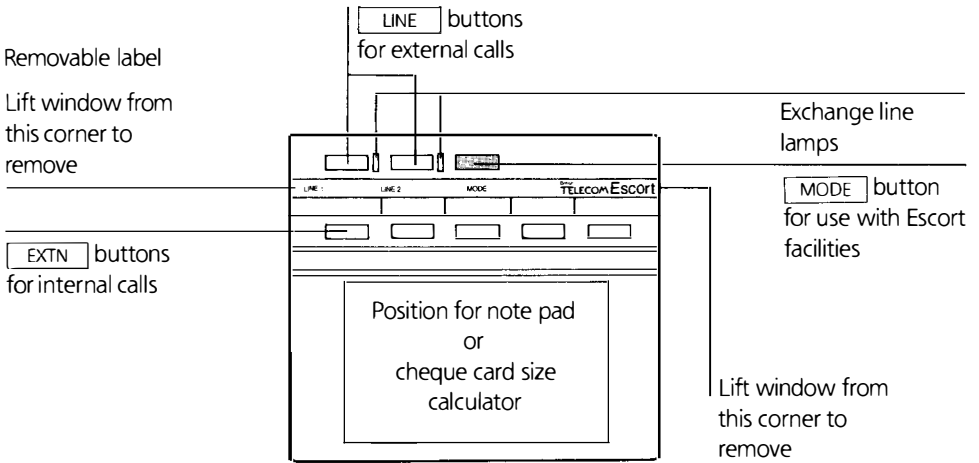
Press and release button opposite

To end call diversion:

Lift handset

Press and release

Press and release button opposite



The removable label

Your key module has a removable label on which you can write the number of the extension called by each extension button, or the name of the extension user. The label is held in place by a clear window.

The label is printed on both sides so that it can be used whether your key module stands on your desk or is wall mounted. You should fit the label so that the word 'MODE' is next to the orange **MODE** button.

To remove the label

Lift the window upwards by the two corners opposite the **EXTN** buttons; see the illustration.

After replacing the label

Locate the four tags on one side of the window into the slots next to the **EXTN** buttons.

Gently push the window into place, taking care that the other two tags fit correctly into their slots.




The note pad

You can remove the backing paper from the note pad and attach it to the module by its adhesive strip. Replacement note pads can be obtained from your local stationery shop; quote size 76mm × 127mm (3" × 5").

If a note pad is not required, a cheque card sized calculator may be fitted in the smaller recess in the module.





Ringling signals

Your telephone can ring in three ways:

Internal ringing signal (slow repeated bursts)		Another extension user is calling you.
External ringing signal (normal exchange line ringing)*		An external call is waiting to be answered.
Reminder signal (rapid short bursts)		You have a call on 'hold' and have replaced your handset.


Lamp signals

The lamps next to the LINE buttons on your Escort key module can give these signals:

Unlit		The exchange line next to the lamp is free.
A continuous glow		The exchange line next to the lamp is in use.
Double flashing (in time with exchange ringing)*		There is an incoming call on the exchange line next to the lamp.
A rapid flashing		A call is being 'held' on the exchange line next to the lamp
A slow flashing		Another extension is calling you whilst you are making an external call, or the other extension you are calling is making an external call.

Tones

You may hear this tone in your handset whilst making an internal call:

Call waiting tone (a single note in time with exchange ringing)		An external call is waiting to be answered.
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*If your system is connected to another PBX (see page 20), the ringing and lamp signals for external calls will be the same as those for a PBX extension.

An internal call is a call to or from another Escort extension. Note that you do not have privacy on internal calls; your conversation can be overheard by any other extension user who lifts his handset.

To make an internal call

Lift your handset.

Press the button for the extension you want.

If there is no reply you may make another call without replacing your handset.

At the end of the call:

Replace your handset.

If you are using extension 2 you may receive a call from another extension user who does not have a key module, asking you to make a call on his behalf. For the procedure to follow, see page 19.

If the internal circuit is busy you will hear speech. Replace your handset and try again later.

If the extension is busy on an external call, the lamp next to the button will flash slowly.

An external call is a call to or from a public exchange line or a PBX (private branch exchange).

To make an external call

Lift your handset.

Press a free button.

A line is free if the lamp next to its button is out. The lamp glows when you press the button.

Listen for the exchange dial tone.

If you hear the dial tone, dial the number you want in the normal way.

If the lamp does not glow, it means that the button you have pressed is not connected to an exchange line, or the line is not available to you. Try the other button.

At the end of the call:

Replace your handset.

The lamp next to the button goes out.

If you are using extension 2 you may receive a call from another extension user who does not have a key module, asking you to make a call on his behalf. For the procedure to follow, see page 19.

An internal call is signalled by your telephone ringing in slow repeated bursts.

To answer an internal call

Lift your handset.

Your telephone stops ringing.

Speak to the caller.

If another extension user calls you whilst you are making an external call, the lamp next to the button flashes slowly. If you wish to answer the call follow the procedure described under 'Holding external calls'.

An external call is signalled by the lamp next to a button flashing in time with the exchange ringing.

You may also program your extension to ring for incoming calls (see the next page). If all extensions which normally ring are engaged, Escort will ring all free extensions and give Call Waiting tone on internal calls.

An external call can be answered by any extension user, not just those whose phones are ringing. If you choose not to answer the call you can make internal or external calls in the normal way. When someone else answers the call the lamp will stop flashing and glow steadily.

To answer an external call

Lift your handset.

If your telephone was ringing, it stops.
Other ringing extensions continue to ring.

Press the button next to the flashing lamp.

The lamp glows steadily. All extensions stop ringing.

Speak to the caller.

Escort allows you to decide whether or not your telephone will ring for incoming calls on each exchange line.

When Escort is first installed only extension 1 will ring for exchange line 1, and only extension 4 will ring for exchange line 2. These extensions cannot cancel their ringing unless another extension has first been set to ring for the appropriate line. If all other extensions cancel their ringing or there is a loss of mains power, extensions 1 and 4 will automatically revert to ringing for their corresponding lines.

To set your telephone to ring for an exchange line

Lift your handset.

Press and release the button.

Press and release the button for which you want your telephone to ring.

Repeat steps 2 and 3 for the other line if required.

Replace your handset.

If your Escort system has been set up with the Exclusive Line Facility (see page 16), you will not be able to set your telephone to ring for line 2 (unless you have extension 4).

To cancel ringing for both lines

Lift your handset.

Press and release the button **twice**.

Replace your handset.

Note that your telephone may ring for a line for which it is not set to ring, if an extension user whose phone is set to ring for that line has diverted his calls to you (see page 14), or if all extensions which normally ring are engaged.

Escort enables you to hold an external call whilst you make an enquiry call to another extension or on the other exchange line. The held external call may be either incoming or outgoing and there is no limit to the number of enquiry calls you can make.

To make an internal enquiry call

Tell your caller what you are going to do and ask him to hold on.

Press the button for the extension you require.

When the extension user answers make your enquiry.

You may switch between the two parties by pressing and in turn.

At the end of the enquiry call:

Press the button next to the rapidly flashing lamp.

Escort puts the caller into Hold. The lamp next to the button flashes rapidly.

The caller in Hold cannot hear what you are saying.

Escort reconnects you to the caller in Hold.

To make an external enquiry call

Tell your caller what you are going to do and ask him to hold on.

Press the other button if it is free.

When you hear the exchange dial tone, dial the number required in the normal way.

When the other party answers, make your enquiry.

You may switch between exchange lines, if required, by pressing the button next to the rapidly flashing lamp.

Escort puts the original caller into Hold. The lamp next to the original button flashes rapidly.

The lamp next to the button you press glows steadily and you can speak to the caller on that line. The lamp next to the other button flashes rapidly and the caller is put into Hold.

At the end of the enquiry:

Replace your handset.

Lift your handset and press the button next to the rapidly flashing lamp.

The steadily glowing lamp goes out.

Escort reconnects you to the caller in Hold.

Escort enables you to transfer an external call to another extension. The external call may be incoming or outgoing and there is no limit to the number of times it may be transferred

To transfer a call

Tell the caller what you are going to do and ask him to hold on.

Press the button for the extension to which you want to transfer the call.

When the extension answers, explain that you are transferring a call to him.

Replace your handset.*

Alternatively, tell the other extension user which line the call you are transferring is on, and ask him to press the appropriate button.

Escort puts the caller into Hold. The lamp next to the button flashes rapidly.

The caller in Hold cannot hear what you are saying.

Escort automatically connects your caller to the other extension user.

The call will be automatically transferred leaving you free to make a follow on call without replacing your handset.

If the other extension user is engaged or does not answer or cannot accept the call

Press the button next to the rapidly flashing lamp.

Escort reconnects you to the caller in Hold.

*If you are transferring a call to an extension without a key module, you must press the button again before you replace your handset. At least 4 seconds must elapse after the extension answers before the second press of

Escort enables you to hold an external call. You can then make or answer another call or speak to someone else in your office; the caller in Hold will not be able to hear what you are saying. The held call may be either incoming or outgoing.

To hold an external call

Tell your caller what you are going to do and ask him to hold on.

Press the button you are using to make the call.

Escort puts your caller into Hold. The lamp next to the button flashes rapidly.

To return to a held caller

Press the button next to the rapidly flashing lamp.

Escort reconnects you to the caller held on that line.

Reminder ringback on hold

If you replace your handset when you have a call in Hold your telephone will ring rapidly to remind you to deal with the call.

A conference call is one between more than two callers in which each can hear and be heard by the others.

Escort enables you to set up a conference call between yourself, an outside caller and one other internal extension user. Internal conferences can also be set up but should normally be limited to four participants.

To set up a conference with an outside caller

Tell your outside caller what you are going to do and ask him to hold on.

Press the button for the extension you want to include in the conference.

Escort puts the outside caller into Hold.

When the extension user answers invite him to join the conference

If the extension user agrees to join the conference:

Press your button.

Escort connects both extensions to the held exchange line.

If the extension user does not wish to join the conference:

Press the button to return to the outside caller, or try another extension.

To leave a conference with an outside caller

Replace your handset.

If you lift your handset again before the other extension has ended the call, you will be reconnected to the conference.

To set up an internal conference

Make a call to the first extension to be included in the normal way.

Ask him to hold on and then make a call to the next extension by pressing

. Repeat for any other extensions to be included.

To leave an internal conference

Replace your handset.

Escort enables you to divert all incoming calls for your extension to another extension as shown in the table below. No other diversions are possible. For example, if you are extension 3 you may only divert your calls to extension 1.

extension 1 diverts to extension 2

extension 2 diverts to extension 1

extension 3 diverts to extension 1

extension 4 diverts to extension 2*

extension 5 diverts to extension 6

extension 6 diverts to extension 5

In the case of extensions 1 and 2, and 5 and 6, which can only divert to each other, only one extension at a time can use call diversion.

*If your Escort system is set up with the Exclusive Line Facility and you have extension 4, see page 16 for details of the diversions that are available to you.

To set up call diversion

Lift your handset

Press and release the button.

Press and release the button
opposite the button.

Replace your handset.

All calls for your extension will now be automatically diverted to the other extension without ringing your telephone (unless the other extension does not have a key module, in which case only *internal* calls will be diverted). External calls are still signalled on your key module by the flashing lamp, and you can answer them or make internal or external calls in the normal way.

During diversion, only the extension user who receives your diverted calls can ring you or transfer calls to you.

To cancel call diversion

Lift your handset.

Press and release the button.

Press and release the button
opposite the button.

Replace your handset.

Your Escort system may have been set up so that extension 4 has exclusive direct access to exchange line 2. In this case you cannot make a call on line 2 from another extension, unless extension 4 transfers or diverts the line to you. You can use line 1 from any extension in the normal way.

If you are using extension 4 and your system is set up with the Exclusive Line facility, two forms of call diversion are available to you:

Standard divert – all calls are diverted to extension 1 (not extension 2 as with normal systems). If extension 1 does not have a key module calls on exchange line 2 will not be diverted.

Exclusive divert – all calls are diverted to extension 1, except incoming calls on exchange line 2 which will still ring your extension.

To set standard divert

Lift your handset.

Press and release the button.

Press and release the button
opposite the button.

Replace your handset.

To set exclusive divert

Lift your handset.

Press and release the button.

Press and release the button
opposite the button.

Replace your handset

You may alternate between the two types of diversion by repeating the procedures above. There is no need to cancel diversion first.

To cancel call diversion

Lift your handset.

Press and release the button.

Press and release the button
opposite the button.

Replace your handset.

The procedures on this page explain how to use the Escort system if your extension instrument is an ordinary telephone without a key module.

To make an internal call

Lift your handset.

Escort automatically calls extension 2*.

Ask the person who answers to call the extension you require.

Hold on until the extension is transferred to you.

To make an external call

Lift your handset.

Escort automatically calls extension 2*.

Ask the person who answers to connect you to an exchange line.

When you hear the exchange dial tone, dial the number you require.

Alternatively the other extension user could dial the call for you, and transfer the call when it is established.

If you are using extension 1 and your call is not answered within 15 seconds, you will automatically be connected to a free exchange line.

*Your call will be answered by any extension user who lifts his or her handset whilst you are calling extension 2; any extension answering your call can connect you as described on the next page. If a call is already in progress or your call is not answered after 20 seconds, replace your handset and try again later.

If your ordinary telephone is extension 1 it will ring for incoming external calls on line 1. If you are using extension 3 your telephone will not ring for incoming external calls. No other extensions can be ordinary telephones.

Telephones on both extensions ring normally for internal calls.

To answer a call

Lift your handset.

Your telephone stops ringing.

NOTE: Extensions without key modules cannot be used to initiate enquiry calls, transfers, conference calls or call diversion. If you may want to use one of these facilities you should answer incoming calls at an extension which does have a key module. You cannot change the ringing of a telephone without a key module.

If you are using another extension, you may be asked to make a call for an extension user who has an ordinary telephone without a key module.

To make an internal call for another extension user

Press the button for the extension to be called.

When the extension user answers, replace your handset.

To make an external call for another extension user

Press a free button.

You will hear the exchange or PBX dial tone.

Then

Press the button for the extension requesting the call.

Replace your handset.

The other extension user hears the dial tone and can dial the call in the normal way.

or

Dial the number required.

When the other party answers, transfer the call to the extension which requested it in the normal way.

One or both of the external lines on your Escort system may be connected to another private branch exchange (PBX).

This section explains how to make calls when your system is connected in this way.

On an established call to the PBX, pressing the **MODE** button on your key module, or the 'R' button on your telephone may recall the PBX and enable you to make a PBX enquiry call. Please consult the user instructions for the PBX.

To make a call to an extension on the other PBX

Lift your handset.

Press a **LINE** button connected to the PBX. You hear the PBX dial tone, if it has one.

Dial the PBX extension you require.

To make an external call via the PBX

Lift your handset.

Press a **LINE** button connected to the PBX. You hear the PBX dial tone, if it has one.

Dial the PBX exchange line access code.

If necessary, wait for the exchange dial tone.*

Dial the number you require.

*On some PBXs you must wait for the exchange dial tone before dialling the external number; on others you can dial the number immediately after the access code. If in doubt, refer to the PBX user instructions.

If your mains power supply fails, any calls in progress may be lost.

For the duration of the failure, Escort connects exchange line 1 to extension 1, and exchange line 2 to extension 4. These extensions can make and answer external calls on their associated lines in the normal way. No internal calls can be made and calls cannot be transferred.

When power is restored, any calls in progress will not be interrupted. You will have to reset the ringing of your telephone and call diversion, if appropriate.

For connection conditions please consult the Private Exchange Master List supplied with the central control unit.

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.

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