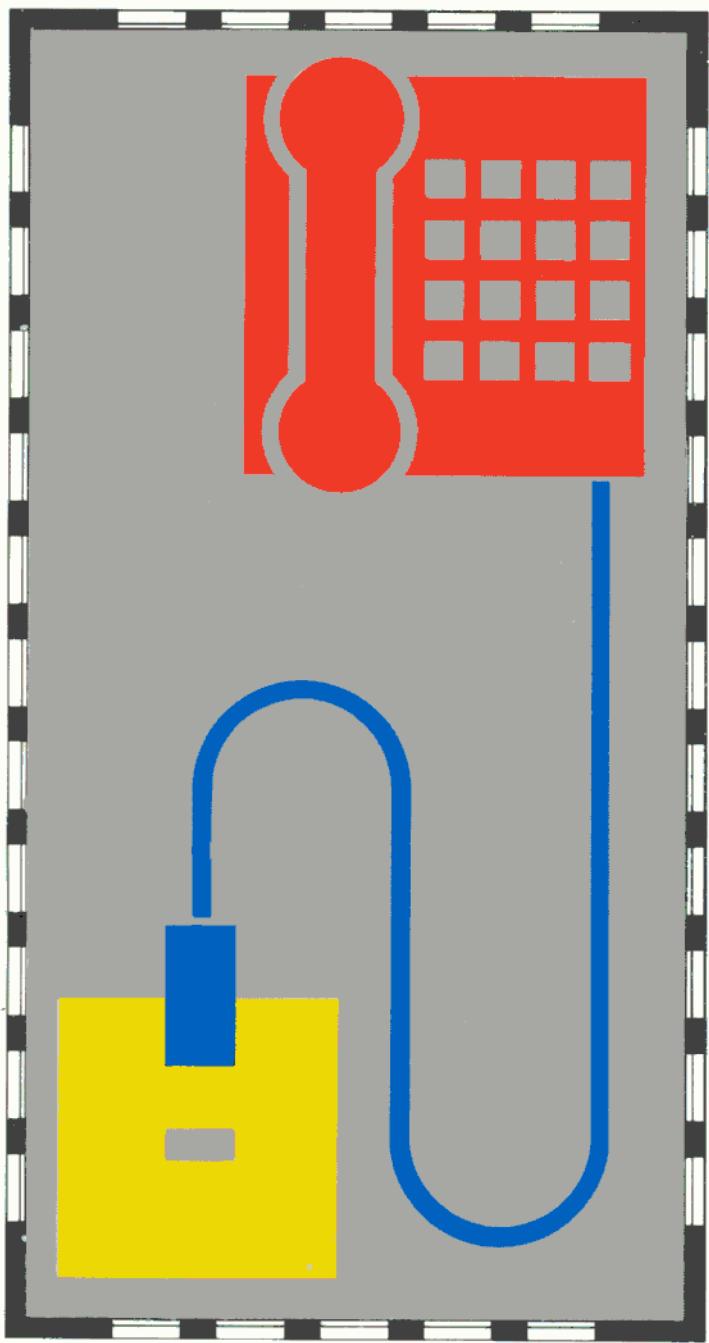


# MINIMASTER 3





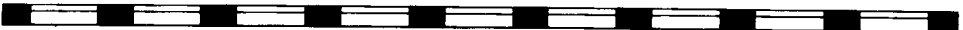
## **INTRODUCTION**

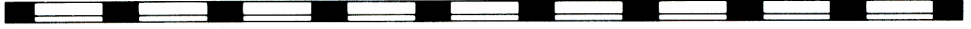
Your telephone extension is connected to a Minimaster 3 switching system, from British Telecom.

Minimaster 3 is one of the new generation 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. A summary of the principal facilities is given inside the back cover.

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## Tones

When making calls on the Minimaster 3 system you will hear a number of new tones through your handset:

**Internal dial tone**   
(a continuous high-pitched sound).

**Divert dial tone**   
(internal dial tone broken by short pauses)

- Both these tones indicate that the system is waiting for you to dial a number. The Divert dial tone reminds you that you have arranged for calls to your phone to be diverted to another extension. (see p.7)

**Internal ring tone**   
(a slowly repeated single note).

- The extension you have dialled is ringing for you.

**Alert tone**   
(slowly repeated 'pips').

- An external call is waiting to be answered but the extensions designated to answer it are in use.

In addition to these new tones you will hear the familiar exchange dial tone, external ring tone and engaged tone.

## Ringing signals

Your telephone can ring in two ways:

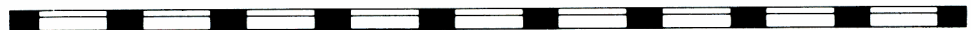
**Internal ringing signal**   
(slow repeated bursts).

- Another extension user is calling you.

**External ringing signal**   
(repeated double bursts).

- An outside call is waiting to be answered.

Your telephone may have either a rotary dial or a press-button keypad. In these instructions, 'dial' means either dial the number in the conventional way or press the corresponding keys.





## MAKING CALLS

An internal call is a call to or from another Minimaster extension.

### To make an internal call:

- Lift your handset.
- **You hear an internal dial tone.**
- Dial the number of the extension you want. (Extensions are numbered from 20 to 29).

An external call is a call on a public exchange line.

### To make an external call:

- Lift your handset.
- **You hear an internal dial tone.**
- Dial 9.
- **If you hear the exchange dial tone, dial the number you want.**
- If you hear the engaged tone it means that your exchange lines are in use. Try again later.

If your system is connected to two exchange lines you can make external calls as described above. The system will connect you to the first free line. Alternatively, you can choose which exchange line to use.

### To make an external call on a chosen exchange line:

- Lift your handset.
- **You hear an internal dial tone.**
- Dial 31 to use line 1, or 32 to use line 2.
- If you hear the exchange dial tone, dial the number you want.
- **If you hear the engaged tone it means that the line you have chosen is in use.** Try the other line, or replace your handset and try again later.

Minimaster stores in its memory the last external number dialled from each extension. It will re-call the number for you if you wish.

### To re-call the last external number dialled from your extension:

- Lift your handset.
- **You hear an internal dial tone.**
- Dial 5.
- **You hear the exchange dial tone.**
- Dial 5 again.
- **Minimaster re-dials the number stored in its memory.**



## ANSWERING CALLS

Incoming calls are usually signalled by a ringing phone or central bell. The ringing signal indicates whether it is an internal or an external call. Internal calls can only be answered at the ringing extension, but external calls can be answered from any extension.

### To answer a call ringing your phone:

- Lift your handset.
- Speak to the caller.

### To answer an external call ringing another phone or a central bell:

- Lift your handset.
- **You hear an internal dial tone.**
- Dial 8.
- Speak to the caller.
- An 'abandoned' call which has been returned to an extension (see p.4) can only be answered from that extension

If all the extensions designated to receive external calls are in use, Minimaster signals an incoming call by giving the Alert tone to a designated extension which is engaged in an internal conversation.

### If you hear the Alert tone:

- Complete your conversation and replace your handset.
- **Your phone rings.**
- Lift your handset.
- Speak to the caller.

If an external call has not been answered after 20 seconds Minimaster may offer the call to another designated extension, either by ringing it or giving the Alert tone. If it has still not been answered after another 20 seconds the call may be re-offered to the first extension, with the cycle being repeated until the call is answered or the caller hangs up. The precise procedure depends on how Minimaster is programmed at installation.



## TRANSFERRING A CALL

Minimaster enables you to transfer an outside call to another extension on your system. It does not matter whether you made or answered the original call.

### To transfer a call:

- Tell your caller that you are going to transfer him and ask him to hold on.
- Dial 1\*
  - **Minimaster puts the caller into Hold. You hear the Internal dial tone.**
- Dial the number of the extension you want to transfer the call to.
- Announce the call.
  - **The caller in Hold cannot hear what you are saying.**
- Replace your handset.
  - **Minimaster automatically connects your caller to the other extension user.**

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

- Dial 1.
  - **Minimaster reconnects you to the caller in Hold.**

If you 'abandon' an external call in Hold by replacing your handset before connecting the call to another extension, the call is immediately returned to you. Your phone rings and on lifting your handset you are reconnected to the caller. No other extension user can answer a returned call.

### To accept a call that is being transferred to you from another extension:

- Wait for the other extension user to replace his handset.

\*NOTE: At least 10 seconds must elapse after dialling an external number, before you dial 1. If you do not hear internal dial tone, Minimaster has not registered the command and you should wait 10 seconds before trying again.



## MAKING AN ENQUIRY CALL

Minimaster enables you to make a second call to another extension whilst holding your original call. The original call can be either internal or external.

### To make an enquiry call:

- Tell your original caller what you are going to do and ask him to hold on.
- Dial 1.\*
- **Minimaster puts your original caller into Hold. You hear the internal dial tone.**
- Dial the number of the extension you want to call.
- When the extension answers, make your enquiry.
- **The caller in Hold cannot hear what you are saying.**

### When you have completed your enquiry:

- Dial 1.
- **Minimaster reconnects you to the caller in Hold, and puts the other extension user in Hold.**
- You can 'shuttle' between an external caller and an extension user, speaking to each in turn, by repeatedly dialling 1. Only one caller at a time can hear and speak to you.

If one of the callers is internal and one external they are connected to each other if you replace your handset first. If both are internal they are **not** connected.

An extension user who has been placed in Hold can release his or her extension by replacing the handset.

\*NOTE: At least 10 seconds must elapse after dialling an external number, before you dial 1. If you do not hear internal dial tone, Minimaster has not registered the command and you should wait 10 seconds before trying again.



## CONFERENCE CALLS

A conference call is a telephone conversation with more than two participants, in which each caller can speak to and hear all the others. A conference can consist of three internal extensions, or one external caller and two internal extensions.

### To set up a conference:

- Make a call to the external caller or one of the other extension users in the normal way. Ask the caller to hold on.
- Dial 1.\*
- **Minimaster puts the caller into Hold. You hear the internal dial tone.**
- Dial the number of the other extension to be included in the conference.
- When the extension answers, dial 4.
- **All three participants can speak to and hear each of the others.**

### To leave a conference:

- Replace your handset.
- **The other two participants are unaffected (even if they are both internal) and can continue their conversation.**

\*NOTE: At least 10 seconds must elapse after dialling an external number, before you dial 1. If you do not hear internal dial tone, Minimaster has not registered the command and you should wait 10 seconds before trying again.





## CALL DIVERSION

Call Diversion is a facility that enables you to divert incoming calls for your extension to another extension.

### To divert your calls:

- Lift your handset.
- **You hear the Internal dial tone.**
- Dial 41 followed by the number of the extension that you want to receive your calls (eg 4128 to divert calls to extension 28).
- **If the instruction is accepted by the system you hear Divert tone. If the instruction is not accepted you hear engaged tone. This could be because the other extension is already diverting its own calls, or because another extension has diverted its calls to you.**
- Replace your handset.
- Tell the other extension user that you have diverted your calls to him.

Incoming calls for your extension will now ring the other extension. The other extension user can ring you and transfer external calls to you. You can still make outgoing calls, both internal and external. When you lift your handset to make a call you will hear the Divert dial tone to remind you that call diversion is still in effect.

### To cancel call diversion:

- Lift your handset.
- **You hear the Divert tone.**
- Dial 41.
- Wait five seconds, then replace your handset.
- **The next time you lift your handset you will hear the internal dial tone.**

NOTE: If two exchange lines are provided, extension 21 must not divert to extension 22, or vice versa.



## NIGHT SERVICE

During Night Service all incoming external calls ring one extension only. This is usually extension 23 (which may have a central bell instead of a telephone) but any other extension can be chosen.

Night Service can only be set up and cancelled from extension 21. If two exchange lines are provided, Night Service must only be set up to ring an extension which is equipped with a central bell.

### To set up Night Service to ring extension 23:

- Lift the handset of extension 21.
- You hear an internal dial tone.
- Dial 44.
- Wait five seconds, then replace your handset.

### To set up Night Service to ring any other extension:

- Lift the handset of extension 21.
- You hear an internal dial tone.
- Dial 44 followed by the number of the extension which is to ring (eg 4426 if calls are to ring extension 26).
- If you hear internal dial tone your command has been registered; if not, try again.
- Replace your handset.

### To cancel Night Service:

- Lift the handset of extension 21.
- You hear an internal dial tone.
- Dial 45.
- If you hear internal dial tone your command has been registered; if not, try again
- Replace your handset.



## SUMMARY

### **Making an internal call**

- Dial the extension number (20 to 29).

### **Making an external call**

- Dial 9.
- Dial the number.

### **Making an external call on a particular line**

- Dial 31 (for line 1) or 32 (for line 2).
- Dial the number.

### **Repeating last outside number.**

- Dial 5 **twice**.

### **Answering a call**

- If your phone rings: Lift handset.
- If another phone rings: Dial 8.

### **Transferring a call**

- Dial 1.
- Dial other extension number (20 to 29).
- When extension answers, announce the call and replace handset.

### **Enquiry calls**

- Dial 1.
- Dial extension number for enquiry.
- Dial 1 to return to original caller.
- Dial 1 repeatedly to shuttle between callers.

### **Conference**

- Contact two callers (one in Hold).
- Dial 4.

### **Call diversion**

- To set up: Dial 41 followed by extension number.
- To cancel: Dial 41.

### **Night Service**

- (from extension 21 only).
- To set up ringing extension 23: Dial 44.
- To set up ringing another extension: Dial 44 followed by extension number.
- To cancel: Dial 45.



## **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.

### **Please Note**

We do our best to supply our customers with the apparatus they ask for but we may have to provide apparatus which does not accord exactly with the descriptions and illustrations in this leaflet.

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British Telecommunications

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