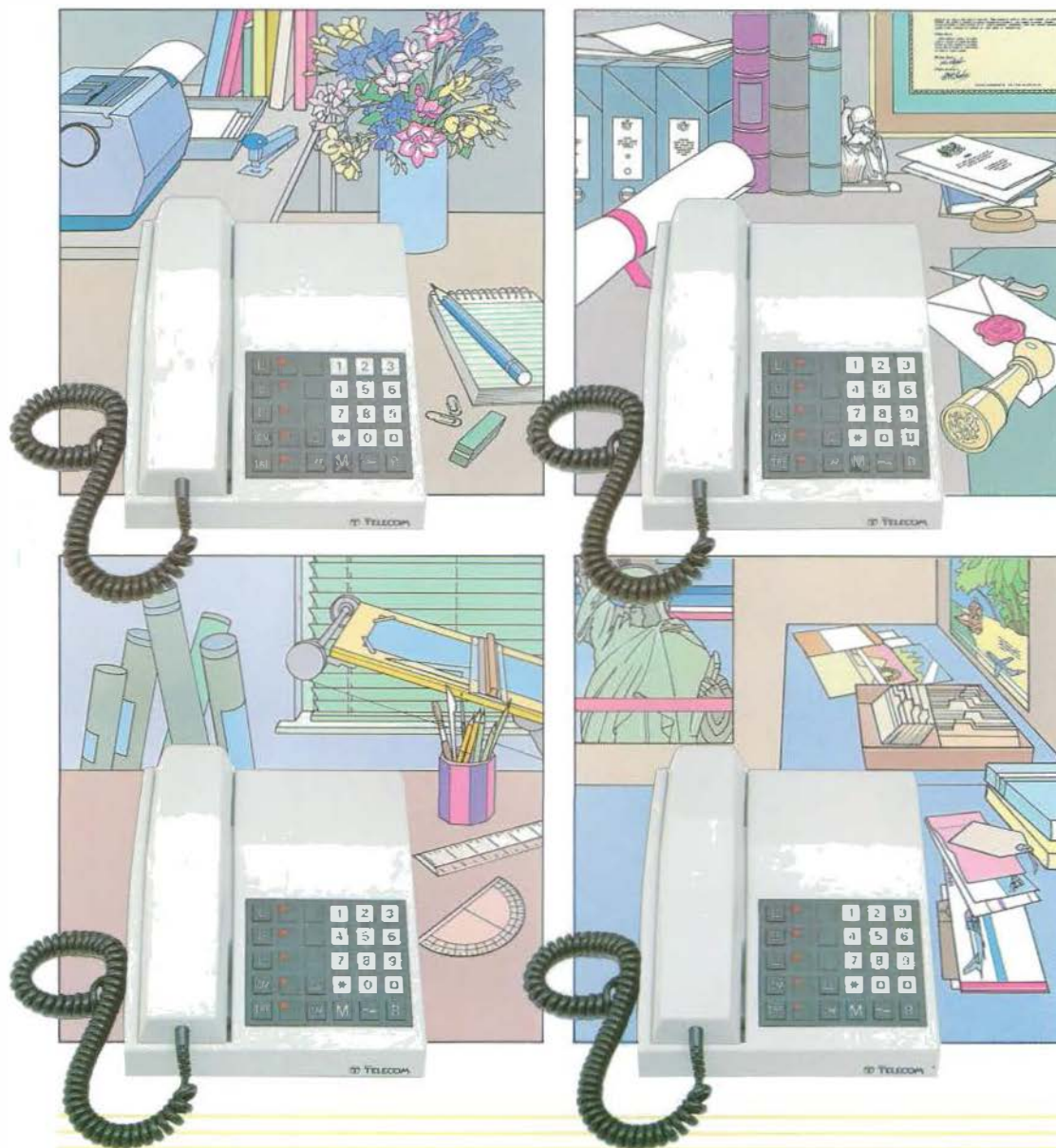# The RHAPSODY
Elite Switching System

From British Telecom

Designed for the small business...

The brand new Rhapsody Elite Switching System (ESS) which can provide up to three lines and six extensions has been specifically designed for the small professional business that wants to take full advantage of the new technology.

Apart from its stylish good looks, the beauty of Rhapsody ESS is that it can grow at the same rate as the business it serves. For instance, a basic system offers access to a large number of facilities such as hold for enquiry and transfer, intercom with buzzer and secretarial call vetting and last number re-dial. Then, for access to even more facilities, it's simply a matter of your BT engineer inserting a special electronic card.

The system can also be used off the back of a parent PABX which makes it invaluable for, say, a small department within a large organisation or for a high ranking executive who needs his or her own system.

Here then are just a few of the ways in which Rhapsody ESS can help your business to grow by contributing to its overall efficiency.

Consideration for clients.

If yours is a busy office, your clients will often have great difficulty in getting through to your office or to your extension. Rhapsody ESS solves this problem in a variety of ways as well as offering you various other time-saving facilities.

Firstly, you can choose to answer an external call even when you're engaged on another line.

Secondly, you can consult a colleague on another extension and then return to your original call. In fact, you can alternate between a maximum of three external and two internal calls.

Thirdly, you can conduct a conference with all six internal extensions or with one external and two internal extensions.

And finally, with the special card, you can simply programme your extension to divert your calls to a colleague, secretary or assistant.

All in all, a better and more considerate way to deal with your clients.

Three digit dialling.

When the system is fitted with a special facilities card, up to 99 external numbers can be stored in it. So if you need to ring the same clients and suppliers several times a day, you just press three buttons and let Rhapsody ESS do the rest.

Cutting unnecessary costs.

With the special card, you can arrange for certain types of call (for instance, trunk or international) to be barred from particular extensions.

This feature alone could save your company a great deal.

Music while you wait.

If you have opted for this facility, you can connect your own external music source (or message if you prefer) to the Rhapsody ESS. This will be heard by any external caller who has been put on hold.

'Do not disturb.'

Rhapsody ESS allows you, again, with the special card, to make the decision for calls to be forwarded to another extension. In addition to this, if there's no reply on your extension, it'll automatically divert to a pre-programmed alternative.

If you're engaged on an external call and there's an urgent internal call, a single low buzz lets you know. The decision whether or not to take this call is entirely yours.

'Paging Mr Brown.'

If your business has large areas not covered by telephone extensions, the system can be programmed for external speakers to be connected to the Rhapsody ESS so that individuals can be paged when they're away from their base.

Above: Rhapsody ESS Basic Terminal.

Right: Rhapsody ESS Special Terminal offers lamp signalling on exchange lines and all extensions.

...that doesn't want to stay that way.

The Rhapsody ESS desktop or wall-mounted terminal is carefully designed and planned to make it extremely easy to operate. Here are just a few of the facilities that each of your terminals will offer you.

All extensions can access any exchange line for either incoming or outgoing calls (unless programmed otherwise). This is especially useful when other staff are busy or if there are just one or two people left in the office.

Hold for enquiry and transfer. Having identified which external line is ringing (and with lamp signalling this is no problem), you can either transfer the call to another extension or hold while you enquire as to whether an individual wishes to take the call.
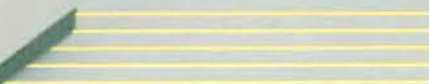
A secretary can intercept all calls, passing on only those which are wanted. An intercom with buzzer allows for full boss/secretary operation.

Last number re-dial saves you the frustration of constantly having to re-dial an engaged external number. Just press two buttons and the number's dialled for you. You can also store your most heavily used number for abbreviated dialling.

When we install your Rhapsody ESS system, you benefit from the full backing of British Telecom's experience and engineering expertise.

Every user is supplied with a comprehensive guide to the system as well as details of any enhancements or alterations that have been made to his or her particular extension.

And when it comes to maintenance, our engineers are available to advise you or to help solve any problems.

General information

Rhapsody ESS terminals are simple to install and maintain and are available in an attractive ivory colour.

Each extension is connected to the central control unit by means of a thin cable.

The Rhapsody ESS central control unit is housed in an attractive dark brown case which is wall mounted and measures just 350 mm x 560 mm x 110 mm. It is mains powered from a three-pin socket outlet of at least three amp rating, provided by the customer.

To find out more about the Rhapsody ESS and its availability, contact your local British Telecom Sales Office who will gladly supply any further information or details of any changes in the information in this leaflet since it went to print. The address, telex and telephone numbers are shown in the preface of your telephone directory.

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