

BT Versatility

Data Sheet

For more information about the **BT Versatility**, contact **ToneTel Telecom** on **01483 578456** or Email **sales@tonetel.co.uk**

- **Up to 12 Analogue Lines / ISDN2e digital channels or 15 channels ISDN30e.**
- **Up to 32 extensions for connection to Versatility Featurephones or standard analogue telephones or devices.**
- **Fully featured easy-to-use Versatility Featurephones.**
- **Integrated optional Voicemail for every user and departments.**
- **Hotel System feature available.**



BT Versatility

Business Telephone System

Versatility Basics

The BT Versatility comes initially as a compact 2 line 8 extension package, Analogue or ISDN2 lines can be added to the system to a maximum of 12 (or 15ch ISDN30) whilst up to 32 extensions can be connected.

All extension ports are hybrid which means you can connect the advanced Versatility featurephones or standard analogue telephones or devices, additionally Caller Display is supported to both featurephones and compatible analogue telephones.

ISDN Direct Dialling In (DDI)

Direct Dialling-In can improve call routing by offering more telephone numbers than you have lines so each user has their own unique external telephone number. You can easily recognise calls as the featurephone display will show which user or department the call is for if a user answer calls for several departments.

Groups – Call Queuing/Routing

The call queuing/routing features are ideal for running 'helpdesk' services or different department groups from a single phone system. Agents can login and logout of the department for shift changes and breaks. All groups can be assigned call forwarding rules so calls are not queued for too long, calls can overflow to another extension, another group, the operator or a department voice mailbox. During night service or when the last agent logs out, the group can automatically have its calls forwarded to voicemail, another group, operator or to an external telephone number or message service.

Automatic CLI Routing & Log

Incoming calls are stored in the 'System CLI Log' with a time/date stamp so missed calls can be monitored and called back at a touch of a button, CLI Logs can be assigned to a central operator or to individual users. Regular callers can have their name programmed in place of their telephone number to give callers the personal touch, additionally programmed names can be automatically routed to a specific extension or department.

SMDR Call Logging

Call-Logging can be implemented to track incoming and outgoing calls for later analysis, the ability to log calls is included as standard with the BT Versatility, just an RS-232 connection to a PC is needed.



Internet Module

The optional Internet Module includes an integral firewall to prevent unwanted intrusions to your data network. The built-in router includes Local Area Network (LAN) functionality with 4 switched Ethernet ports, all PCs on the LAN can access the Internet through a Broadband ADSL connection.

Options Module

The Options Module provides an input for external Music-on-Hold (via CD player etc) so you can play your own choice of music or announcements, the module also includes a central bell port.

Plus Hospitality/Hotel Solution

Ideal for serviced offices or hotels/guesthouses, guest check-in & check-out, message waiting, wake-up calls, room status, phone bill & customisable call charges and charge bands.

Versatility Featurephones

The BT Versatility supports standard analogue telephones, DECT and fax machines etc, including passing through caller display name/number but to make the most of the system the Versatility featurephone has to be used.

Versatility V8 Featurephone

The V8 standard featurephone for the Versatility has a large interactive display offering easy-to-use menus and 8 programmable keys giving one-touch access to a range of features. Fully handsfree with a message waiting light.



Versatility V16 Featurephone

The V16 executive featurephone offers all of the features of the V8 phone plus it has 16 programmable keys. The display is backlit and the V16 can also connect to the XP DSS Console.



Versatility XP DSS Console

When connected to the V16 featurephone, the XP DSS console provides an extra 32 keys, ideal for operators or receptionists to monitor other extensions or lines.

Versatility V-Phone

A standard analogue telephone specially designed for the BT Versatility supporting caller display with a loudspeaking monitor key.

Versatility Voicemail

Voicemail for the BT Versatility is easy to add and easy to use, with the display menu of the featurephones prompting you to listen and control your messages. Standard telephones are also supported as the Versatility system will periodically remind standard telephone users that new messages are waiting.

The Voicemail module is available as a 2-Port (2-Hour), 4-Port (4-Hour) or 8-Port (20-Hour) version. Voicemail allows you to assign a personal voice mailbox not only to all extension users but also to department groups, virtual extensions for field-based staff and a centralised system answer machine. Additionally you can setup a call-queuing/courtesy message or basic auto-attendant facilities, so that incoming callers are greeted with a pre-recorded announcement.

