



## BT Versatility Services

Contacting ToneTel Telecom:

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**ToneTel Telecom** can provide full installation services for the popular **BT Versatility** phone system, plus maintenance and faultfinding services, read more about our **BT Versatility** engineering services below:

### ✓ Software Upgrade:

*Older software versions that are often provided with BT Versatility system sold on the second-user market will not support the latest Add-on Modules (such as 8-Port Voicemail, PRI ISDN30, Broadband Voice etc) or some phone system features.*

*ToneTel Telecom can offer a software upgrade service to version 719 to support all the latest features as well as providing updated user documentation & Ovida Versatility Wizard PC software.*

### ✓ Hospitality Solution:

*The BT Versatility Hospitality solution provides a Hotel application for the system with guest check-in, call-logging, phone bill printing & customisable charge bands & call costs.*

*ToneTel Telecom can unlock this application & provide full documentation & training (software upgrade may be required).*

### ✓ Automated Attendant:

*The BT Versatility offers a basic single-level Auto-Attendant (voicemail module required) to offer callers the option to "press 1 for sales, press 2 for .... Etc", routing from the Attendant can be to voice mailboxes, announcement messages, extensions, ring groups or external telephone numbers.*

*ToneTel Telecom can advise you on what the Attendant can do and configure your BT Versatility to support it (software upgrade may be required).*

### ✓ Group Routing Options:

*The BT Versatility extension-groups are more customisable than you may think, incoming calls can try repeated extension-groups with a programmed delay settings before attempting another group or alerting the Operator. ToneTel Telecom have helped customise a number of customer sites for their required ringing options when the original installer had said it could not be done.*

### ✓ Alternate Routing (LCR):

*Routing tables on the BT Versatility do not just support the sending of your calls to single or multiple network call providers, they can also provide routing of chosen number prefixes (such as 07) to a premicell (mobile network access device) or send chosen numbers to a VoIP gateway, BT Featureline can also be accommodated so the '9' is automatically dialled for external outgoing calls.*

*Speak to ToneTel Telecom about your routing ideas and we can advise you whether they can be automatically implemented in your BT Versatility routing table.*

If you would like to know how much a **ToneTel Telecom** engineering visit will cost or if you need advise on what applications & features your **BT Versatility** phone system will support, contact us on:

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