

BT Featureline & Embark Quick Start Guide



To make an external call using your Featureline simply press **9** followed by the telephone number, including the dialling code.

Before You Start

Please note, our telephone exchanges vary throughout the UK and work differently. You will need to establish whether you are served by a System X or Y exchange before you can use your Featureline service. To do this you just do the following:

Press * # 001 #

If you receive the message "Sorry, the service requested is not available" you are a System Y customer. If you receive any other message you are a System X customer.

Now you have established which type of exchange you are served by. You also need to know the line set up, i.e. is it a single line or part of a Hunt Group? You can check this by doing the following:

System Y Press * # 121 #

System X Press * # 003 #

If you receive the message "Sorry, the service requested is not available" you have a single line and are not part of a Hunt group.

Now you are ready to use your Featureline service.
Some features are activated differently for System X and System Y.
Please refer to the relevant X or Y column in the full user guide.

Call Transfer

Pass a call to another Featureline extension or any external number, including mobiles.

To transfer during a call - Wait for dial tone then dial:

either extension number
or **9** telephone number

If the destination phone is ringing:

either Replace your handset - this transfers your caller to a ringing phone
or Wait for the phone to be answered, announce caller, replace your handset - transfers your caller to the other person.

If the destination phone is answered but you decide you do not wish to transfer the call:

Wait for dial tone press **1**
Ends your call and returns you to original caller.

Call Pick Up

Answer a call that is ringing to another Featureline extension from your own phone

To pick up any ringing call * 52 #

NB Please see full guide for instructions on Call Pick Up from specific extensions

For more help or to download a full copy of the User Guide visit: www.bt.com/business/help/featurelinehelp

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Three-way Calling

Talk to two people at the same time. The other participants can be on a Featureline extension or an external line (which could be incoming or outgoing).

To set up a Three-way Call during an existing telephone call - Wait for dial tone then dial:

either extension number
or **9** telephone number

When they answer you can decide to:

either **Set up a Three-way Call**
Wait for dial tone press **3**
or **Switch between the two calls**
Wait for dial tone press **2**
or **End current call and return to original call**
Wait for dial tone press **1**

Call Waiting

Lets you know, while you're engaged on another call, that a caller is trying to contact you.

To switch on * 43 #
To check * # 43 #
To cancel # 43 #

To accept a call that is waiting:

either Wait for dial tone press **2**
This puts your current call on hold and lets you speak to the waiting caller
or Wait for dial tone press **1**
Ends the current call and connects you to the waiting caller.

To reject a call that is waiting:

Wait for dial tone press **0**
This rejects the waiting call and turns off the bleep.

Call Diversion

Redirect all incoming calls automatically to an internal or external number, including mobiles.

Diversion of all incoming calls:

To switch on * 21 *
then either extension number #
or **9** telephone number #
To check * # 21 #
To cancel # 21 #

Diversion on Busy:

To switch on * 67 *
then either extension number #
or **9** telephone number #
To check * # 67 #
To cancel # 67 #

Diversion on No Reply:

To switch on * 61 *
then either extension number #
or **9** telephone number #
To check * # 61 #
To cancel # 61 #

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