Berkshire 200 Android Phone Quick Reference Guide

ICT Training & Development

Warwickshire County Council

Using your Berkshire 200 with the handset

Receiving calls

Incoming calls will be announced by the audible ringer and flashing LED. To answer the call, simply lift the handset.

Adjusting your ringer volume

The ringer volume is controlled by a three-position switch located at the rear of the telephone and indicated by the word 'RINGER'. Moving through the settings from left to right they are HIGH, MID and LOW.

Adjusting your ringer pitch

The ringer pitch control is also a three-position switch located at the rear of the telephone and indicated by the words 'RINGER PITCH'. Settings from left to right are HIGH, MID and LOW.

Making a call via handset

• Pick up the handset and listen for dial tone.

• Dial the required telephone number. (Note: making external calls from a company exchange requires the number to be prefixed by an access digit, '9')

Using your Berkshire 200 with a headset

Connecting the headset

To connect the headset, insert the plug on the headset cord into the socket marked HEADSET on the left hand side of the telephone. Please note, headsets used with this telephone must comply with the standard EN60950.

Receiving calls

When your telephone rings, the default path for the call is to the handset. To receive it on the headset, press the HEADSET button once the call is switched to the headset. This action will be confirmed by LED indication within the headset button. At the end of the call, press the HEADSET button a second time to turn the headset off. **Making calls**

Press the HEADSET button to turn the headset on and dial as normal. When you have finished the call, press HEADSET to turn the headset off.

Adjusting the volume

You can adjust the volume to the headset, by moving the sliding switch on the right hand side of the telephone.

Transferring calls

From handset to headset If you have taken a call on the handset and wish to transfer it to your headset, press HEADSET and replace the handset.

From headset to handset

If you wish to transfer a call from your headset to the handset, simply pick up the handset. This action will switch off the headset.

Hot desk phones

Logging in to a hotdesk phone:

- Pick up the receiver and wait for a dial tone.

- Dial

  *#46<site number><your 4 digit extension number>#
  If you are logging in from your own site you don't need to
  include the site number.
  E.g.To log in to 01926 418131 (a Warwick number) on a phone
  in Warwick you would dial ***#468131#**

Logging out of a hotdesk phone:

- **Dial #*46#**

Conference Calls

Conference calls can be held with up to 5 internal extensions and 1 external
caller.

Each caller can use a separate desk phone or, if a number of people are sat
in the same room, a Polycom Voice Station can be used.

To set up the conference call:

1. Dial the first extension number.
2. When answered, press '**Transfer**' then dial the second number.
3. Press '**Transfer * 4** to connect the calls together.
4. Repeat steps 2 and 3 until all callers are connected.

To end the conference call:

- Everyone hangs up.

Features and facilities

Transfer key (recall)

Berkshire 200 telephones are provided with a Transfer key, required by modern public and private exchanges in order to gain access to various features such as 'transferring a call'. For this, the two-position selector switch at the rear of the telephone must be set to the 'T' (Time Break Recall) or 'E' (Earth Leg Recall) position, to suit your system requirements.

Redial key

If you wish to redial the last number you dialled, you can do so by lifting the handset and pressing the REDIAL button.

Mute key

The microphone in the handset / headset can be turned off (mute) in order for you to refer to a colleague without your caller hearing you.

• Pressing the MUTE button turns off the microphone and gives visual LED indication within the mute button.

• Pressing the MUTE button again turns the microphone back on and the LED is turned off.

Help

If the telephone appears to be faulty when first connected, a few simple checks may help to identify some possible problems as listed below:

No dial tone

- Check that the telephone plug is fully inserted in the socket.

- If it is, try connecting the telephone into another socket, if available. If dial tone is now heard, the original socket is faulty.

- Alternatively, try connecting another telephone into your socket. If this telephone gives a dial tone, then your new telephone is probably faulty.

Operations seem satisfactory except the transfer button

- Change the recall selector switch setting (TIE). If the transfer operation is now satisfactory, the problem is resolved.

For further help and advice please contact the ICT service desk

via email at **ictservicedesk@warwickshire.gov.uk**,

online at **https://itsm.warwickshire.gov.uk/selfservice/**

or by phone on **01926 414141**

ISDX

AIDE MEMOIRE CARD

Automatic callback	R # 1
to cancel	# # 1
Busy extn divert	# 0 # destn. no.
cancel	# # 0 #
Call diversion	# 9 destn. no.
cancel from own no.	# # 9
cancel from destn. no.	# 9 ✳ own no.
Call diversion - Follow me	
change dest. no.	# 9 # own no. ✳
remote extn.	new no. #
cancel from remote	# 9 ✳ own no.
Call diversion - Ring on no reply	
	# 0 ✳ destn. no
cancel	# # 0 ✳
Call park; on own no.	R ✳ 9
reconnect	✳ 1
recon. (handset off)	R ✳ 1
Call pk; on another no.	R ✳ 6 other no.
reconnect	✳ 1

Conference	R extn. no. R ✳ 4
Diversion over-ride	R ✳ 5 extn. no.
Enquiry call	
internal	R extn. no,
external	R access code
	requ. no.
reconnect	R ✳ ✳ 1 external
	R ✳ 1 internal
alternate betwn. calls	R ✳ 1
Extension pick-up	✳ 3 extn. no.
Group pick-up	✳ ✳ 3
Personal short code dialling	
store	# # 3 short code
	requ. no.
use	# 3 short code
Save and use number dialled	
save	R # 4
use	# 7
System short code dialling	
	# 6 short code
Transfer a call	R extn. no.
reclaim	R ✳ 1

R = Recall

For more information on available courses

(and more hints, tips and FAQs) visit:

warwickshire.learningpool.com

For support please contact the
ICT Service Desk
using the 'Service Desk Online' icon
on your PC desktop or,
if you have a problem to report,
call on **01926 41 41 41**

Last updated: October 2016

Review: October 2017

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