

# ascocom

## BERKSHIRE MR20

### USER GUIDE

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Thank you for choosing a Berkshire MR20 Telephone. You have selected a carefully designed telephone which incorporates the latest technology to provide a stylish telephone which will

provide many years of excellent service. This booklet has been provided to help ensure you obtain the best use of your telephone. Please refer to it if you have any difficulty.

## 1 PREPARING TO USE YOUR BERKSHIRE MR20 TELEPHONE

### INITIAL CHECK

Unpack your telephone and check that there are no visible signs of damage. Although all our products are thoroughly checked and carefully tested and leave our factory in perfect condition, it is possible for damage to have occurred in transport.

### TELEPHONE NUMBER LABEL

The Berkshire MR10 telephone incorporates a memory label underneath the clear plastic cover set into the top of the telephone for recording telephone numbers stored in the telephone's memory. In addition, there is an address label underneath the handset for recording the telephone number, extension number etc.

### MEMORY LABEL

To remove the cover, place a thumb at the bottom of the cover, press firmly and push thumb towards the back of the phone until the cover buckles and can be removed.

Fill in the relevant names for the numbers you are going to store. Check that the memory ON/OFF switch is set to ON.

To replace the cover, insert the two short tabs at the end of the cover into the slots at the top of the recess, bend the cover and slip into place.

### ADDRESS LABEL

To remove the cover, insert a thin narrow blade in the central slot at the top or bottom of the cover and lever out of the recess.

**NOTE:** Please take care to avoid damaging the telephone body whilst doing this.

Fill in your telephone number, extension number (if necessary) and BT emergency call number (999) together with any outside line access code required in the spaces provided.

Please use the additional spaces provided to note any useful numbers for ease of reference whilst dialling.

Replace the label in the recess and replace the cover by inserting the top edge into the recess and snapping the bottom edge into place.

### CONNECTION

The Berkshire MR20 can be connected either to a Direct Exchange Line extension socket or as an extension

to a compatible company exchange (PABX).

- Plug the telephone line cord terminating plug into a new style telephone socket. Ensure the plug is securely inserted all the way into the socket.

- Lift the handset and listen for Dial Tone. Your Berkshire MR20 telephone is now ready for use.

If you do not hear Dial Tone or find that you are unable to make calls or have other difficulties, please refer to the HELP section of this guide.

If you do not have a new style socket suitable for the plug fitted at the end of the telephone line cord, ask your telephone system supervisor for advice if connected to a company exchange or use the attached form to ask BT to fit a suitable socket if you are using a Direct Exchange Line connection.

### WALL MOUNTING

A wall mounting kit is available which provides a useful storage facility for excess line cord. The bracket can also be used to angle the telephone on a desk if required. Full instructions are provided with the kit.

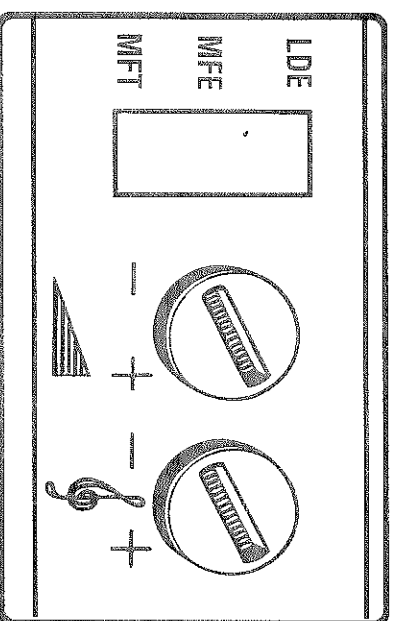
## 2 USING YOUR BERKSHIRE MR20 TELEPHONE

### RECEIVING CALLS

Incoming calls are signalled by the tone caller and flashing Visual Call Indicator lamp. To answer a call, simply pick up the handset.

### VISUAL CALL INDICATOR

The Berkshire MR20 provides a visual indication when calls are received. When the telephone rings the VISUAL CALL INDICATOR (see illustration) flashes.



If you have a special version of the Berkshire MR20 which is designed to connect to telephone exchanges that provide a MESSAGE WAITING facility, this light is "ON" when messages have been left for collection.

### ADJUSTING THE TONE CALLER VOLUME

The tone caller volume control is situated in a recess in the base of the telephone (see illustration). Turn the control until the required volume is reached.

**NOTE:** The minimum volume is approx 25% of the maximum volume. The volume is set to maximum when the set leaves our factory.

### ADJUSTING THE TONE CALLER PITCH

The tone caller pitch control is located in the recess in the base of the set as shown in the illustration. Turn the control until the desired pitch is obtained.

1. It will be helpful in setting the volume and pitch controls if a friend rings you so that the necessary adjustments can be made. Since both volume and pitch are continuously variable, a wide selection of sounds is available to help with identification in open plan offices.
- 2.

### MAKING CALLS

To make a telephone call

- Pick up the handset
- Listen for Dial Tone
- Dial the number required
- At the end of the call, replace the handset on its rest.

### LAST NUMBER REDIAL

If the last number dialled on the keypad was engaged or there was no answer or you simply wish to dial the same number again, it can be re-dialled by

- Pick up the handset
  - Listen for Dial Tone
  - Press the LR button twice
- The Berkshire MR20 will then redial the number for you.

1. If the number was dialled from store the LR button cannot redial it for you. It will dial the last number dialled on the keypad.
- 2.

If you are using a company exchange and have difficulties see the "OLD EXCHANGES" section of this guide.

## DIALING FROM THE MEMORY

To make a call using one of the stored telephone numbers

- Pick up the handset
- Listen for dial tone
- Press the button alongside the name required
- The Berkshire MR20 will then dial the required telephone number for you.

**NOTE:** Numbers dialled from the memory will not be available for redialling using the Last Number Redial (LR Button) facility.

## MICROPHONE MUTE

If you want to speak to another person without the other party to the telephone call being able to hear what is said, press the "S" button and hold it down whilst you speak. When you release the button, the other party to the call will hear you again.

## 3 STORING TELEPHONE NUMBERS

The Berkshire MR20 can store up to 20 numbers of 24 digits. You can then dial any of the numbers stored by simply pressing the button alongside the record of the number stored.

## MEMORY SWITCH

The Berkshire MR20 provides a memory ON/OFF switch underneath the memory number label. This is provided so that unintentional changes to the memories can be prevented by setting the switch to OFF once the required memory numbers have been stored.

**ENSURE THE SWITCH IS SET TO "ON" BEFORE ATTEMPTING TO STORE NUMBERS IN THE MEMORY.**

## TO STORE NUMBERS

- Pick up the handset
- Press the SET button
- Press the button chosen for storing the telephone number
- Dial the number you wish to store on the keypad
- Press the SET button

- Enter the name of the number in the space provided alongside the button chosen for the number.

## PLEASE NOTE:

- If you try to store numbers with more than 24 digits, the store cannot take more than 24 digits and the store will be cleared once the 25th digit is pressed on the keypad
- Numbers larger than 24 digits will have to be stored in more than one store and each section of the number can be dialled by pressing each store button in turn once the first store digits are dialled
- On older company exchanges which require a pause after the outside line code, do not store the outside line access code (usually a 9) before the telephone number. See the section on OLDER EXCHANGES for dialling details. If in doubt, please ask your telephone system supervisor for guidance
- When the dial selector switch is set to MFE or MFT, the \* and # symbols can be stored in the memory when needed for exchange special features
- When moving the telephone from one point to another, **ENSURE THAT THE HANDSET IS KEPT ON ITS REST ON THE TELEPHONE.** This will ensure that you have at least 5 minutes to move the telephone and plug back into the line again before losing your stored telephone numbers, including Last Number Redial

## 4 USING THE BERKSHIRE MR20 ON A COMPANY EXCHANGE

### RECALL

The R button allows you to use the "recall" facility which is necessary for various exchange features. Check with your telephone system supervisor or the exchange maintainer to find out more about these features.

\* AND#

These symbols are used on modern telephone exchanges as part of the "facilities code" for various exchange features. Check with your telephone system supervisor or the exchange maintainer for further information.

## 5 OLDER EXCHANGES

### DIAL SELECTION

Older exchanges may need the DIAL SELECTOR switch set to the LDE position in order for the Berkshire MR20 to dial telephone numbers.

If you have trouble dialling numbers with the DIAL SELECTOR switch set in the MFE position, reset the switch to the LDE position.

The Berkshire MR20 will work perfectly and the switch can be reset to MFE or MFT when the exchange is replaced by a modern one.

If you need to use Tone (MT) dialling when using the Berkshire MR20 in the LDE DIAL SELECTOR position, just press the "\*" button when you want to change to Tone Dialling. This will be necessary when using some of the new bank from home or advanced telephone system features if you are connected to an older exchange.

Any digits dialled on the keypad after this change to Tone Dialling will not be stored in the Last Number Redial store.

### PAUSE

Some older exchanges need a pause in dialling numbers after the outside line access code is dialled (usually a 9). If this is the case with your exchange, please follow the following method for dialling.

### LAST NUMBER REDIAL/MEMORY DIALLING

- Dial the outside line access code (usually a 9)
- Listen for dial tone
- Press the LR button twice and the Berkshire MR20 will redial the rest of the number
- or
- Press the button alongside the name required to dial a stored number.

## 6 HELP

If you have problems with making or receiving calls when you first try using your Berkshire MR20 telephone, the following simple checks may help to identify the problem.

### NO DIAL TONE

- Check that the telephone plug is fully inserted in the socket
- Check that the handsets on any other telephones are properly on the phones
- If the problem persists, try connecting the Berkshire MR20 into another socket if available. If the Berkshire MR20 works in the new socket, the original socket is faulty.
- If another telephone is available, plug it into the socket being used for the Berkshire MR20. If the other telephone works properly, the Berkshire MR20 must be faulty. See the Guarantee Section for guidance.

### DIAL TONE IS HEARD, BUT TELEPHONE NUMBERS CANNOT BE OBTAINED

- Check the position of the DIAL SELECTOR switch on the underside of the Berkshire MR20. If the switch is in either the MFE or MFT positions, change it to the LDE position and try dialling again. If this is successful, then you are connected to an older type of exchange and the DIAL SELECTOR switch must be left in the LDE position until the exchange is changed.
  - If this is not successful, the Berkshire MR20 may be faulty. See the Guarantee section for advice.
- ALL OPERATION SEEM SATISFACTORY, EXCEPT THE R BUTTON**
- Check the DIAL SELECTOR switch. If it is in the MFE or LDE position, change it to the MFT position
  - Check the R button operation. If problem persists, consult your telephone system supervisor or the exchange maintainer

### RINGING DIFFICULTIES

If the Berkshire MR20 will not ring or rings intermittently when calls are received, you may have too many phones plugged in, or perhaps telephone answering machines or fax machines too.

Every item connected to a telephone line has a "RINGER EQUIVALENCE NUMBER" or REN. In most cases, the maximum total of all the REN's connected to a line without producing ringing problems is 4. The Berkshire MR20 has a REN of 1. All other equipment for connection to a telephone line should have its REN shown on the base of the item. If no REN is shown, it may be assumed to have a REN of 1.

Even with a REN of no more than 4, it is possible for different types of telephone or other equipment to give ringing problems when connected to a telephone line all together. Check with the supplier of your telephone or Ascorn direct if you have difficulties with ringing.

## 7 CARE

A few simple precautions will ensure your Berkshire MR20 keeps its initial good looks for many years.

- Do not leave it in direct sunlight. This will eventually cause the colour to fade
- Do not use abrasives or spray to clean it. Abrasives will scratch the high gloss finish and sprays may enter the telephone and damage the circuitry.
- We recommend that a damp soft cloth is used to wipe the telephone occasionally to maintain your Berkshire MR20's good looks.
- It can be dangerous to use telephones near a full bath or sink. All electrical items should be kept away from water.

## 8 SPECIFICATION AND APPROVAL INFORMATION

The Berkshire MR20 may be connected to the following types of installations

- Direct Exchange lines providing either Loop Disconnect (LD) or Multifrequency (MF) signalling and Earth or Timed Break Recall.

- Extensions to Direct Exchange Lines using the new plug and socket connection system
- Compatible Private Automatic Branch Exchanges (PABX's) which do or do not return secondary proceed indication. Please contact your Berkshire MR20 supplier to confirm compatibility.
- A payphone extension socket
- Berkshire MR20 is not suitable for connection to:
  - Shared service (party) lines
  - DC "Code C" switchboards
  - British Telecom cordless switchboards in the range 2 exchange lines, 6 extension capacity up to 5 exchange line, 25 extension capacity
  - A 1+1 carrier system

The Berkshire MR20 is approved for use with the following facilities:

- Simple telephone facility
- Calls to the BT emergency service (999 calls)
- Automatic storage of Last Number dialled
- Storage of telephone numbers
- Abbreviated dialling of stored telephone numbers
- Loop Disconnect and MF tone dialling
- Earth Loop and Time Break Recall
- Visual Call Indication
- Message Waiting facility (versions 1/127/Y21 to 1/127/Y25 and 1/127/Y28, Y29 and Y31 Versions 1/127/Y28 and Y31 are only approved for connection to suitable PABXs.
- Operation in the absence of proceed indication

**APPROVED** for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them.

Any other usage will invalidate the approval of the instrument if, as a result, it then ceases to conform to the standards against which approval was granted.

1/127/021/610 ISSUE 3.