

COMPLIANCE NOTES	3
Safety Statement	3
INTRODUCTION	4
BASIC USER GUIDE	6
Making a call – using the handset	6
Making a call – using the hands-free feature (without headset)	6
Making a call – using the headset	6
Answering a call – using the handset	7
Answering a call – using the hands free feature	7
Answering a call – using the headset	7
STANDARD FEATURES GUIDE	8
Transfer.	8
Memories	8
Mute.	9
Redial.	9
Time & Date.	9
VOLUME CONTROLS	10
USER-PROGRAMMABLE FEATURES GUIDE	11
USING THE FEATURE CODE BUTTONS	11
Using PICK-UP Button	11
Using RING-BACK Button	11
Using DND (Do Not Disturb) Button	12
Using DIVERT Button	12
Using VOICE-MAIL Button	12
AUTOMATIC PROGRAMMING OF FEATURE CODES	14
MANUAL PROGRAMMING OF FEATURE CODES	14
Programming PICK-UP Button	15
Programming RING BACK Button	16
Programming DO NOT DISTURB Button	17
Programming DIVERT Button	18
Manual Programming of Additional Facility Codes	20
Programming Access Digit	21
CLI FEATURES GUIDE.	22
Internal / External Caller Name Display	22
CLI Header	22
Callers log	22
Calls/Message-Waiting indicator	23
WARRANTY	24

COMPLIANCE NOTES

The Berkshire MR51 and MR61 may only be connected to the following types of installations:

- Connect to a standard BT master or slave socket.
- Direct Exchange Lines.
- Private Automatic Branch Exchanges (PABX).
- Centrex lines.

Disclaimer

The information contained in this document is supplied without liability for errors or omissions. ATL Telecom Limited reserves the right to make changes to this document at any time without notice.

Power Rating Information – AC Plug Top Adapter

- Input: 230V~240V.@ 25mA ,50Hz.
- Output: 9V@100mA

Safety Statement

The connecting plug at the end of the line cord, the data and headset ports meet the requirements of the Telecommunications Network Voltage (TNV3) as specified in BS EN 60950:2000. The plug top power supply dc input jack meets the requirements of the Telecom Network Voltage (TNV1) as specified in BS EN 60950:2000.

The plug top power supply serves as the disconnect device, therefore a socket outlet shall be installed near the equipment and shall be easily accessible. Disconnect the line cord before attempting to remove the plug top power supply dc input jack.

**Manufacturers Declaration***

ATL Telecom Limited declares that this product is in conformity with the essential requirements of the 'R&TTE directive 1999/5/EC'.

* A copy of the Declaration of Conformity is available upon request from ATL Telecom Ltd.

INTRODUCTION

The Berkshire MR51 and 61 are Business Telephones designed for use with PABX and Centrex systems. This versatile range of telephones offers two-button call control via its unique feature code programmability. With its Calling Line Identification (CLI) capability, headset and loud-speaking functionality, the Berkshire MR51 and 61 telephones are ideal business partners that complement today’s dynamic business environments.

In today’s business world where communication is so important, we need the ability to contact people at the touch of a button. The Berkshire MR51 and 61 are there to help, with the MR51 offering 24 programmable permanent memories, and the MR61 offering no less than 60 memories. Combine that with your system feature codes such as call pickup, transfer, and divert, and what you have is an efficient easy to use communication tool.

Dedicated Feature Buttons

MR51/61 Feature Button	Standard Feature	User Programmable
TRANSFER	✓	✓
HANDSFREE/HEADSET	✓	
SHIFT (Memory)	✓	
RING-BACK	✓	✓
MUTE	✓	
REDIAL	✓	
VOICE-MAIL	✓	✓
DO NOT DISTURB	✓	✓
PICK-UP	✓	✓
DIVERT (All, On-busy, On no Reply)	✓	✓
Receive Volume Control	✓	
Ringer Volume & Pitch Control	✓	
Time & Date display	✓	✓

MR51 & 61 Combined Features

- Internal and external Caller Name Display¹
- Time & Date log of last 25 callers¹
- Calls/Message-Waiting indicator lamp¹
- Line-powered (Under mains failure conditions)
- Permanent memories (Independent of line or mains)
- No batteries
- Compact plug top power supply unit

In addition to the above features, the MR61 has:

- 60 permanent memories (i.e. 30 + SHIFT 30) for the all-important contacts.

Whereas the MR51 has:

- 24 permanent memories (i.e. 12 + SHIFT 12).

¹ Features which require Calling Line Identity from the exchange

BASIC USER GUIDE

The Berkshire MR51/61 you have purchased can be connected either to a Direct Exchange Line, Centrex Line or PABX Extension Line. To connect your Berkshire MR51/61 telephone to an appropriate telephone line you must perform all of the following actions:

- Plug the AC Adaptor into the telephone and then into a mains socket. Note – for full functionality the AC Adaptor must remain connected to the telephone at all times.
- Plug the telephone cord-terminating plug into the telephone line socket.
- Check that the display is showing the Time and Date, and lift the handset to listen for a Dial Tone. Your Berkshire MR51/61 telephone is now ready for use.

Making a call – using the handset

Lift the handset, **READY NOW** will appear on the display. Using the keypad manually dial the required number. Alternatively press one of the direct memory buttons that has been pre-programmed (page 7). If the Centrex access digit has been pre-programmed (page 19), the numbers dialed from memory will be prefixed by this digit.

Making a call – using the hands-free feature (without headset)

There are three methods by which a hands free call can be initiated;

- Press the (DIAL/HEADSET) key on the telephone and use the keypad to dial the selected number.
- Pre-construct the number for the call via the keypad, then press the (DIAL/HEADSET) key.
- Press a pre-programmed memory button, the telephone will automatically initiate the call. If the Centrex 'access digit' has been pre-programmed (page 19), this digit will prefix the numbers dialed from memory.

Making a call – using the headset

With a headset connected via the H/SET socket located at the rear of the telephone, the hands free mode is disabled, and the (DIAL/HEADSET) key will now control the headset operation. Making a call is identical to the hands free mode as described in the previous section.

Answering a call – using the handset

To answer a call when your phone is ringing: Lift handset and speak; there is no need to press any buttons.

Answering a call – using the hands free feature

To answer a call when your phone is ringing: Press the (HEADSET) key and speak, as the call will be answered in hands free mode.

Answering a call – using the headset

Answering a call in headset mode is identical to that of hands free mode as described above. Pressing the (HEADSET) key will answer the call and the headset will be active.

STANDARD FEATURES GUIDE

Transfer.

The transfer function is generally referred to as 'recall', and is activated by pressing the (R) key, then dialing the extension to which the call is to be transferred. After pressing the (R) key you can also press a memory button to achieve the same result.

Memories

The Berkshire MR51/61 has a number of user-programmable direct and indirect memories.

To program a memory button, press (▼) key followed by (Set) key, the display will respond with **STORE OR ITEM** : Press the memory button (or (SHIFT) key, memory button) and the display will respond with **ENTER NUMBER** : Type in the telephone number to be stored.

Note : For external calls, the full national number must be entered e.g.029 20500700. Do not prefix the entered number with the access digit for your PABX or Centrex switch e.g. "9". This is to allow CLI-matching with the name you assign to it. The exception to this rule is external numbers which do not start with '0', such as the speaking clock (123), which must be stored as 'Access Digit'+123'.

On completing the number entry, press the (Set) key and the display will respond with **ENTER NAME** . Use buttons 2 to 9 to select the required letters, e.g. press 5 twice to select the letter K. After each letter, press the ►(#) key to move one place to the right. To insert a space, press ►(#) again. To correct letters, use the ◀(*) or ►(#) to select the incorrect letter, then key in the correct letter, or press 1 to replace the letter with a space.

Numbers can also be entered by continuing to press the selected key until it scrolls around eg. A,B,C,2,A,B,C,2, etc.

To complete the sequence press the (Set) key and the display will respond with **SAVING MEMORY**.

On the memory label, write with pencil or ballpoint, the personalised name alongside the memory button, using the lower shaded area for SHIFT names. (Note: Each memory can hold up to 20 digits and up to 13 letters.)

Alternatively you may wish to create this text with a PC, if so give our Tech. Support people a call and they will be happy to email a copy of the Microsoft template that makes this possible (also available from our website – look under Teamlink products)

To read the stored information in a memory, type in the following sequence;

(▼), (Info), memory button, or (▼), (Info), (SHIFT), memory button

If the information includes a name, this will be shown first; to see the number, press (Info) key. If the number is more than 13 digits, press (Up) to see the latter part, and (down) to see the former. Press (Cancel) to end the enquiry.

Mute.

With a call in progress, press the S button. The adjacent LED will light and your microphone will become inoperative. To return to the conversation, press the S button again.

Redial.

Lifting the handset and pressing the redial button once will call the last number dialed. However, leaving the handset on hook will allow you to scroll through the last five numbers dialed, using the redial button. Once you have selected the desired number, press the (DIAL) key.

Time & Date.

To set the time/date Press (▼), (Set), (▼), (Clock). The first 'hours' digit will flash. Key the first digit for the 24-hour clock; the display flash will move on to the next digit. Repeat for minutes, day and month. (Months are keyed using 1 to 9 = JAN to SEPT, 0 (zero) = OCT, * = NOV, and # = DEC). Press (Set) again to confirm setting.

VOLUME CONTROLS

Handset (Receiver) Volume Control

The handset volume can be adjusted when off-hook (2 volume levels available). Simply press (▼) key followed by the (up) or (down) keys accordingly.

Hands Free Loudspeaker Volume Control

The loudspeaker can be adjusted when the handset is on-hook (several volume levels available) and the (DIAL) key has been pressed. To adjust, press (▼), followed by (Down) or (Up) keys repeatedly.

Headset Volume Control

Headset volume is controlled in the same manner as the 'Hands Free Loudspeaker' control above.

Ringer-Volume Control

The phone must be either on-hook or actually ringing. To adjust, press (▼), followed by (Down) or (Up) keys repeatedly (4 levels).

Ringer-Pitch Control.

When the handset is on-hook and the (DIAL) key has been pressed: press (▼), (Set), (▼), (Pitch), followed by (Down) or (Up) keys repeatedly. You will hear 11 different sounds, to select your choice press (Set).

USER-PROGRAMMABLE FEATURES GUIDE

The telephone is capable of performing the features as outlined below;

MR51/61 Feature Button	User Programmable
PICK-UP	✓
RING- BACK	✓
DO NOT DISTURB	✓
DIVERT (All, On-busy, On no Reply)	✓
VOICE-MAIL	✓

Note: The feature buttons mentioned above need to be programmed with the codes that suit your particular type of PABX or Centrex switch. Usually this would be carried out by your supplier/installer, and you should check with your supervisor that this is the case. Alternatively you can try the operation of the feature buttons as described in the following section. If you find that these features are not working, follow the programming procedure given in the Automatic/Manual programming sections that follow the next chapter.

USING THE FEATURE CODE BUTTONS

Using PICK-UP Button

With a colleague’s extension ringing, press the (PICK-UP) key, enter the colleague’s extension number and either press the (DIAL) key for ‘Hands Free’ mode, or lift the handset. If your colleague’s number is pre-programmed in a memory, simply press the (PICK-UP) key, followed by the memory button, your Berkshire MR51/61 will automatically initiate the call sequence for ‘Directed Pick-up’ of your colleague’s call. To perform ‘Group Pick-up’ press the SHIFT then PICK-UP key.

Using RING-BACK Button

If a colleague’s extension you require is busy, press the (RING-BACK) key. The telephone will dial the RING-BACK feature code, and the display responds with **RING BACK**. As soon as your colleague’s extension becomes free, the PABX or Centrex switch will call your extension followed by your colleague’s extension. If you wish to cancel the Ring-Back function before the switch has performed this, press the (RING-

BACK) key again. Your Berkshire MR51/61 will go on line, dial the 'Cancel Ring-Back' feature code, and go off line automatically. During this sequence of events the display will respond with **CANCEL RNG BK**.

Using DND (Do Not Disturb) Button

Press the (S/DND) button whilst off line. The display will show **DO NOT DISTURB** (alternating with TIME & DATE), and the adjacent light next to the S key will flash continually to warn you that the feature has been enabled. To cancel the feature and return to normal operation, press the S button whilst off line, your Berkshire MR51/61 will go on line, dial the Cancel DND feature code and go off line automatically.

Note: This is not offered by all PABX or Centrex systems, however, DIVERT ALL CALLS has a similar effect.

Using DIVERT Button

The divert function allows you to tell the exchange to divert calls made to your number to a different extension. This can be for ALL calls, or calls when your phone is BUSY, or calls where you make NO REPLY after 15 seconds.

To make use of the Divert feature using your MR51/61, press the (DIVERT) key whilst off line until the correct divert function is selected (DIVERT ALL/DIVERT BUSY/DIV NO RPLY). When the option you want is displayed, press the memory button (or VOICEMAIL) that you want your calls diverted to. Alternatively, you may dial the number with the keypad, ending it with '#'. The display will alternate between the divert settings selected and TIME & DATE. When a DIVERT ALL is set, the light adjacent to the S key also flashes continually as a warning.

To cancel diverts, press (▼), (Cancel), the display will respond with **CANCEL DIVERT** for a short period of time.

Using VOICE-MAIL Button

When you first install your Berkshire MR51/61, it is necessary to store the number for retrieving voicemail as follows

(▼), (Set), (SHIFT), (VOICE-MAIL), enter number, (Set)

Note: If necessary the 'number' entered should be preceded by the

Centrex / PABX switch access digit (usually 9). This may also be followed by as many one second pauses as are necessary. Pauses are inserted by pressing the (VOICE-MAIL) button once for each second.

It will also be necessary to program a second memory location for the purpose of call diversion to voicemail. For most systems this will require entering the same voicemail number again. However, there are other systems such as BT Featureline, that require a different number be entered for calls diverted to Voicemail.

(▼), (Set), (DIVERT), (VOICE-MAIL), enter number , (Set)

Pressing the (VOICE-MAIL) button allows you to call the voice-mail service at a single touch. Your telephone company may indicate the presence of un-read messages for you by special interrupted dial-tone, or (where CLI is available from the exchange) by flashing the 'Msg. Wtg.' light and displaying MESSAGE .

When you want to divert your incoming calls to your voice-mail, just press the (DIVERT) button and select DIVERT ALL , DIVERT BUSY or DIV NO RPLY in the display, then press (VOICE-MAIL) button.

AUTOMATIC PROGRAMMING OF FEATURE CODES

Your MR51/61 comes pre-programmed to work with most major switch manufactures and cable company code sets. Each set of feature codes is assigned a profile number. This allows automatic selection of your correct feature codes, in just a few keystrokes.

Refer to the 'Table of Profiles' document that came with the MR51/61 telephone and select the switch type, service provider and location that applies to this current installation. This will now indicate a profile number (1~32), which can be used to configure the telephone for use with the selected switch.

Details of how to turn off the 'factory lock' are also on the 'table of profiles' document, or refer to the next chapter. The lock must be disabled before proceeding with the following.

▼, (Set), *#981, (Set), (enter profile number),(Set)

This process has now programmed the Pick-up, Ring Back, Divert feature codes, and various other settings. If you cannot find a profile number that matches your installation, it will be necessary to program these codes manually

MANUAL PROGRAMMING OF FEATURE CODES

In order to protect the user programmable feature keys from being over written by accident, a 'factory lock' is provided. Before programming, the lock must be disabled, and on completion the lock must be enabled.

Disabling Factory Lock

You Type	Display
(▼), (Set)	STORE OR ITEM
*#7591, (Set)	FCTY LOCK OFF

Enabling Factory Lock

You Type	Display
(▼), (Set)	STORE OR ITEM
*#7592, (Set)	FCTY LOCK ON

Programming PICK-UP Button

The (PICK-UP) button is a dedicated memory button that can be pre-programmed with your switches' feature code, the procedure for which is as follows;

You Type	Display
(▼), (Set)	STORE OR ITEM
*#954 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	PICK UP
(Set)	SAVING FUNCTN

Note : Generally a PICK-UP sequence requires the dialing of a terminator (usually #) to complete the operation. EG. *XY (extension number) #, where *XY represents the pick up code, and # is the terminator needed to complete the sequence.

Programming 'PICK-UP' Terminator

You Type	Display
(▼), (Set)	STORE OR ITEM
*#965 (Set)	TERM IS OFF
(Terminator Code), (Set)	SAVING FUNCTN

Programming RING BACK Button

The RING-BACK button is a dedicated 2 level memory button that can be programmed with your switches' RING-BACK 'On' and 'Cancel' feature codes, the procedure for which is as follows;

Programming 'RING BACK' On

You Type	Display
(▼), (Set)	STORE OR ITEM
*#952 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	RING BACK
(Set)	SAVING FUNCTN

Programming 'RING BACK' Cancel

You Type	Display
(▼), (Set)	STORE OR ITEM
*#953 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	CANCEL RNG BK
(Set)	SAVING FUNCTN

Programming DO NOT DISTURB Button

This is a feature provided on your PABX or Centrex switch that prevents your telephone receiving calls. In order to take advantage of this feature your Berkshire MR51/61 has to be pre-programmed with both the Do Not Disturb (DND) 'On' and 'Cancel' feature codes, the procedure for which is as follows;

Programming 'DND' On

You Type	Display
(▼), (Set)	STORE OR ITEM
*#950 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	DO NOTDISTURB
(Set)	SAVING FUNCTN

Programming 'DND' Cancel

You Type	Display
(▼), (Set)	STORE OR ITEM
*#951 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	CANCEL DND
(Set)	SAVING FUNCTN

Programming DIVERT Button

The Divert function is a feature provided on your PABX or Centrex switch that allows you to control incoming calls. There are usually 3 types of Divert; 'Divert All', 'Divert on Busy', and 'Divert on No Reply'. You can programme your Berkshire MR51/61 to take full advantage of these PABX / Centrex features using the following procedure;

Programming 'DIVERT ALL'

You Type	Display
(▼), (Set)	STORE OR ITEM
*#956 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	DIVERT ALL
(Set)	SAVING FUNCTN

Programming 'DIVERT ON BUSY'

You Type	Display
(▼), (Set)	STORE OR ITEM
*#957 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	DIVERT BUSY
(Set)	SAVING FUNCTN

Programming 'DIVERT ON NO REPLY'

You Type	Display
(▼), (Set)	STORE OR ITEM
*#958 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	DIV NO RPLY
(Set)	SAVING FUNCTN

Programming 'DIVERT ALL' Cancel

You Type	Display
(▼), (Set)	STORE OR ITEM
*#959 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	CANCEL DIVERT
(Set)	SAVING FUNCTN

Programming 'DIVERT BUSY' Cancel

You Type	Display
(▼), (Set)	STORE OR ITEM
*#960 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	CANCEL DIVERT
(Set)	SAVING FUNCTN

Programming 'DIVERT ON NO REPLY' Cancel

You Type	Display
(▼), (Set)	STORE OR ITEM
*#961 (Set)	ENTER NUMBER
(Type Feature Code), (Set)	CANCEL DIVERT
(Set)	SAVING FUNCTN

Programming Divert Terminator

As with the call 'pick-up' feature code, the Divert feature code may have a terminator; the procedure for pre-programming the terminator is as follows;

You Type	Display
(▼), (Set)	STORE OR ITEM
*#964 (Set)	TERM IS OFF
(Terminator Code), (Set)	SAVING FUNCTN

Note: If you type in the incorrect terminator, press the (Cancel) key to reset the display to TERM IS OFF and enter the terminator once more.

Manual Programming of Additional Facility Codes

In the event that any other facility codes or values require changing, the procedure is basically the same as above. At first remember the basic sequence when specifying an MR51/61 memory address location.

▼, (Set), *(Memory Address), (Set)

The next step would be to enter the facility code, pause time or value required for the address in question, followed be the 'SET' key to save.

Factory Lock - Enable

It is important to remember that on completion of programming the factory lock be turned back on;

▼, (Set), *#7592, (Set)

MR51/61 Memory Address Profile Notes

968 Dial Pause - Time delay between line ownership and commencement of dialling (100~1200ms.) default = 1000ms.

969 Extension Pause – Time between groups of digits such as an extension that follows a Pick-up command. This is to overcome some exchanges not being fast enough to process the data. (100~1200ms.) default =500ms.

970 Disc Pause – Before a line self terminates it is sometimes necessary to allow time for the switch to announce that a feature has been enabled. Eg. Divert, DND. (1~12 sec.) default = 5 sec.

971/976 V/M Divert – Usually left unprogrammed unless used with a Nokia switch (Optional use of special short codes).

977 CLIP / Call Line Identity Presentation³ – Allows for the display to show a callers Name - default = on

978 Cable CLI¹ – Selection of FSK formats :
Bell Core (Cable) only = on
Bell Core (Cable) + BT SIN242 = off.

981 Current Active Profile – Selection of facility codes/switch (1~32)
default = 01

983 ELR/TBR selection¹ – default = TBR

989 TBR timing – default = 100 ms. (100 ~1200ms.)

990 ELR timing – default = 400 ms. (100 ~1200ms.)

Programming Access Digit

(▼), (Set), (SHIFT), (▼), (Calls), (Access Digit), (Set)

Note: If you want to cancel; press the (Cancel) key instead of digit.

³ Press Cancel to Toggle between ON and OFF

CLI FEATURES GUIDE.

The following additional features are available where the exchange provides CLI (Calling-Line Identity)

Internal / External Caller Name Display

Calling Line Identity is displayed as the caller's name for internal and external callers whose name is stored under a memory button. For all other callers their number is displayed.

CLI Header

Where CLI is available, the MR51/61 telephone is able to display the digits that represent any given extension, (when part of a Centrex 'pick-up group') without showing the full national number. For example, if an extension were to receive an internal number of 1642 87 8839, the CLI 'header' would be 1642 87. The purpose of identifying the CLI header is to strip off the common, or leading part of the DDI number sent internally on the Centrex system. MR51/61 will then match the 4 digit extension number stored within its memory and display it. To program the CLI header, enter the following;

▼, (set), RING BACK, ▼, (calls), (header), (set)

Callers log

The phone will store the Time & Date log of the last 25 callers. You can choose to log all calls, or just the unanswered ones. To change from one to the other use the following key sequence;

(▼), (Set), (▼), (Calls), (Cancel), (Set).

To read the log, press (▼), (Calls).

The display then shows name if any (or the number), and the Answered/Unanswered icon.

Press (Info) repeatedly to see the Number, Time & Date and how many times the person called.

If you want to call the person back: with their details on the display, just press the (DIAL) key.

To scroll through the list: press (Up) or (Down) keys.

To clear an entry from the list, press the (Cancel) key twice.

To clear ALL entries from the list, press the (Cancel) key and hold it down for 2 seconds.

To end the enquiry press: (Calls) key.

Calls/Message-Waiting indicator

When the 'Calls,Msg.Wtg' light starts flashing, it means either:

- A new unanswered call is in the log, to view press (▼), (Calls).
- A new message is in your VOICE-MAIL as shown by 'Message' on the display. If preprogrammed, press the (VOICE-MAIL) key to listen to your messages.

WARRANTY

ATL Telecom Limited guarantee your Berkshire MR51 or MR61 telephone for a period of ten years from date of purchase against defects due to faulty material or workmanship. The guarantee applies to the UK only and is not transferable.

The terms and conditions under which the guarantee will be valid are as set out below.

1. Misuse or any modification carried out to the TeamLink telephone, or operation other than in accordance with the instructions supplied, will invalidate the guarantee.
2. The line cord and handset cord are not covered by the warranty.
3. Any phone returned must be accompanied by a description of the fault, if no description is attached and there is no fault found, then ATL reserve the right to charge for repair work carried out.
4. Damage arising from incorrect installation, accidental damage and consequential loss however so arising, are not covered under the guarantee.
5. The liability of ATL Telecom Limited will be limited to the cost of repair or complete replacement of the defective unit, at the discretion of the company.
6. The terms of this guarantee do not affect your statutory rights.

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