BT

Premium Phone
with 100% nuisance call blocking
and mobile sync
Quick Set-up and User Guide

Digital Cordless Phone with Answer Machine

☆
You'll need a Caller Display service from your network provider to use
Call Blocking and other Caller Display enabled features, including accessing
your Calls list. Charges may apply.

Important – please read first

• Only use the line cord, power supply and rechargeable batteries that come with your phone.

• Make sure the power supply is connected to a socket that you know works.

• Connect your phone to the power supply and let the batteries charge for 16 hours before connecting your phone to the phone socket.

• The base should always be plugged in to the mains power supply.

What is BT Call Blocking?

BT Call Blocking puts you back in control by allowing you to choose the calls you want to take and those you want to block. This means that any caller not on your contact list or already blocked is required to announce their name prior to getting through, allowing you to choose which calls to accept or reject.

• If you turn BT Call Blocking off, all calls will be allowed through, even if they're already on your blocked list. See page 25 to change settings.

• You can customise BT Call Blocking to block certain types of call e.g. International, Number Withheld etc. See page 27 to change settings.

• It's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not using BT Call Blocking, and you want to use BT1571 or another voicemail service, then make sure the ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the ring delay to more than 5 rings. See page 38 to set the ring delay.

• Make sure you always add the full telephone number when you save a contact. If you have important numbers that will always need to get through e.g. doctors surgery, National Floodline, Carer Line numbers etc, make sure you've added them to your Contacts or Allowed list.

Powered by
trueCall
STOPS NUISANCE CALLS

The Premium Phone with 100% nuisance call blocking and mobile sync, powered by **trueCall's award winning technology**, offers you complete control over the calls you want to take and those you wish to block.

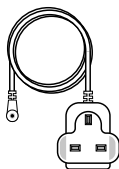# Check the box contents

Handset

Base

Phone line (this comes already installed)

Mains power adaptor (item code 090713)

Two rechargeable batteries, AAA NiMH 750mAh (already installed in the handset)

If you bought more than one handset you'll also get:
• Extra handset
• Charger
• Mains power adaptor (item code 090713)
• Two rechargeable batteries, AAA NiMH 750mAh (already installed in the handset)

☆
Important
Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your Premium Phone if you use any other type of batteries.

Quick set-up guide

1. Plug in

1. Plug the mains power adaptor into the base.

2. Plug the other end into your wall socket and switch it on.

3. The phone line cord is already fitted, but don't plug the other end into the wall socket yet.

☆
Important

• Don't connect the phone line to a phone socket until the handset is fully charged.

• The base station should be plugged into the mains power socket all the time.

Where to put your phone

• Place the base within 3 metres of a mains power socket and 3 metres of a phone socket so the cables will reach.

• Make sure it's at least a metre away from other electrical appliances to avoid interference.

• Don't place the phone or base in a bathroom or other humid area.

• The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.
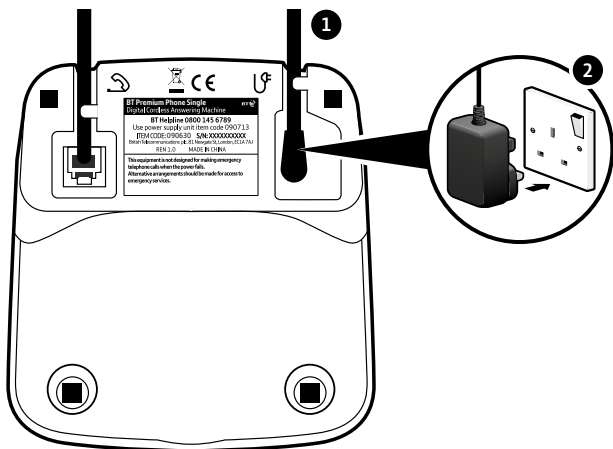
2. Charge

1. Activate the batteries by pulling the plastic tab away from the handset.

2. The BT logo, then the set-up wizard will appear. Before you start following it, place the handset on the base to charge for **16 hours**.

☆
Important
Charge the handset batteries for 16 hours or your phone might not work.

3. Plug the phone line cord into the phone socket.
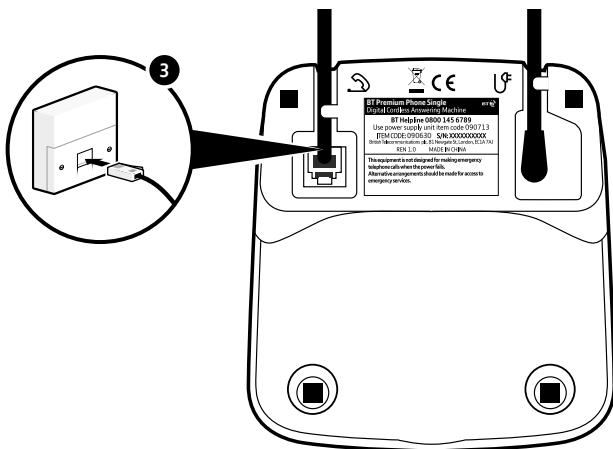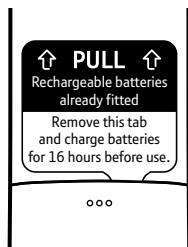
⇧ **PULL** ⇧
Rechargeable batteries
already fitted
Remove this tab
and charge batteries
for 16 hours before use.

Set up for additional handsets (multipacks only)

1. Plug the mains power adaptor into the underside of the charger and plug the other end into the mains wall socket and switch on the power.

2. Activate the batteries as explained on page 5.

3. Place the handset on the charger to charge for 16 hours.

BT Premium Phone Twin
Digital Cordless Answering Machine

BT Helpline 0800 145 6789
Use power supply
unit item code 090713
ITEM CODE: 090631
S/N:XXXXXXXXX
British Telecommunications plc,
81 Newgate St, London, EC1A 7AJ
MADE IN CHINA
REN 1.0
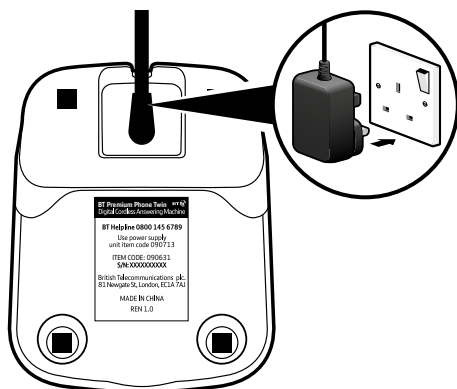
☆
Tip

If you need to take the batteries out, slide the battery cover down, then gently take the batteries out.

Using your Premium Phone on a line with broadband?

To avoid problems with your broadband or noise on your phone line, you might need to plug your telephone line cord into the wall socket via a microfilter (not supplied).

If your main phone socket has a single socket, you do need to use microfilters, like this:
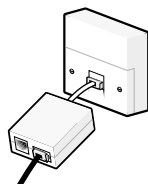
You'll need a microfilter for every phone socket where you've got equipment plugged in – up to a maximum of four per line – including alarm sytems and digital TV boxes.

You can get BT ADSL micro filters from bt.com/shop

You don't need to use microfilters if your main phone socket has two separate sockets, like these:
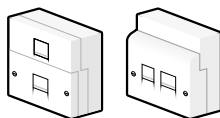
3. Follow set-up wizard

Follow the set up wizard to set the time and date, record your outgoing message for the answer machine, set up call blocking and add contacts. Keep following the prompts until you've completed the set up wizard.

☆
Tip
When prompted to select **OK** you can press the **OK** button in the centre of the keypad if you prefer.

Set the time and date
1. Select **OK** by pressing the **Left option button** — under the screen. The set up wizard will begin. Follow the prompts to complete the set up process.

2. Use the keypad to enter the time using the 12 hour clock format e.g. for **3:32 pm** you need to enter **03:32**.

3. Press **Calls** then press **Left** or **Right** to select **AM** or **PM**.

4. Press **Calls** enter the date in the format **DD/MM/YYYY**.

5. Press **Save**. **Saved** is displayed.

BT Call Blocking
6. Continue to read and follow the prompts you can choose to set Call blocking on now or turn it on later. After pressing **Now** or **Later**, you are given the option to set other features.

7. Press **Yes** or **No**. Once you have gone through all features you press **OK**.
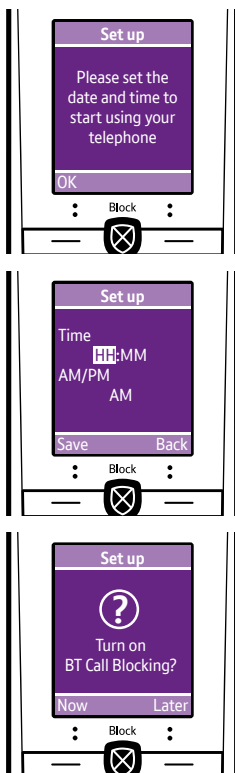
Syncing your mobile to your Premium Phone using Bluetooth

Using Bluetooth, you can sync all your contacts between your mobile and Premium Phone and make and take your mobile calls. When following the set-up wizard, you can only pair one mobile, but you can pair another later. You'll need the mobile handy when you're going through the steps.

Pair your phones using the Premium Phone set-up wizard

When following the set-up wizard to pair your phones with the Premium Phone, follow these steps.

1. On your mobile phone, go to the Bluetooth Settings menu. Wait for the list of available devices to load, then tap BT Premium to pair.
2. Select your Premium Phone phone name from the list of available devices on your mobile. Then type 0000 and press the relevant button on your mobile to start pairing.
3. A message will show on your Premium Phone's screen to let you know when it's done. If you want, you can change the display name for your mobile. This can be up to 10 characters long. Then press Save.

4. You'll be asked if you want to import your contacts from your mobile. Press Yes and the import will start. Press Stop at any time if you change your mind.
5. When it's finished, you'll get a message on your screen letting you know how many contacts have been imported. Only contacts with telephone numbers will be imported.

☆
Tip
On some mobile phones you may be required to give access to your BT Premium phone to access the contacts list. You'll need to allow this in order to import the contacts across.

4. Go!

Your Premium Phone is now ready for you to use
• For help setting the date and time, go to page 45.
• For instructions on making a call, go to page 20.
• For help personalising your phone's settings, go to page 41.
• For instructions on using the answer machine, go to page 35.

Or, you may find the answer in the Help section on page 62, or see our online frequently asked questions at bt.com/producthelp

If you need to call the Helpline, please read the Common questions section on pages 54 - 56 first. It contains troubleshooting tips for common problems and frequently asked questions. If you still need some help, call the Helpline on 0800 145 6789*.

☆
Tip
If you call the Helpline for advice, it's a good idea to call using another phone so you can follow any instructions using your Premium Phone.

*Calls made from within the UK mainland network and mobile networks are free. International call costs may vary.

Contents

Contents

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Contents

Getting to know your phone

Handset buttons

Block button
Gives you access to your call blocking features. See page 23.

Left option button
Use to select option displayed on the screen above the button.

Contacts
Gives you access to saved numbers.

Scroll left

Talk/Handsfree
Make and answer calls.
Press again during a call for handsfree.

OK
Access the main menu when the phone is idle.
If there are event reminders on the home screen, pressing OK will open the selected event.

✱ ♪
Press and hold to turn the handset ringer on or off.

Right option button
Use to select option displayed on the screen above the button.

Up navigation/Down navigation
Scroll up or down through menu options.

In idle, UP will adjust ringer volume and DOWN will enter the Calls list.

When you're on a call, turn the earpiece volume up or down.

When you're on a handsfree call, turn the speaker volume up or down.

Recall
Can be used with some calling features.

Scroll right

End call
End a call.

Exit from menu back to home screen.

Press and hold to turn handset on or off.

🔒
Press and hold to lock the phone.

Handset display

📱 Shows handset battery status. Scrolls when the handset is charging.

📱 Empty frame flashes when battery needs recharging.

📵 On – missed call(s) in the Calls list[1] with number of calls displayed.

📼 On – answer machine message(s) received with number of messages displayed.

💬 On – text message(s) received with number of messages displayed.

📼 On – answer machine on. Off – answer machine off.

🔔 On – alarm is set. Flashing – alarm time has been reached. Off – alarm off.

🔇 Handsfree is on.

🔒 The keypad is locked.

🔕 Handset ringer is switched off.

❋1 On idle screen, this indicates Bluetooth device 1 is connected.

❋2 On idle screen, this indicates Bluetooth device 2 is connected.

Calls list screen

⊞ Call matched to Bluetooth
   device 1 contacts list

⊞ Call matched to Bluetooth
   device 2 contacts list

⚡ Missed call

⚡ Incoming call

⚡ Outgoing call

⊡ Answer machine message
   received

⚡ Caller blocked

Calls List
⊞ **Edward Cullen**
⚡ **3.31pm Today**
Jacob Black
⚡ **2:45pm 15th**
Options   Back
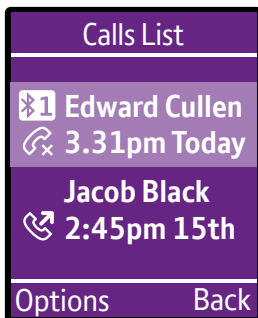
Please note the Calls list screen
will only be displayed if you've
subscribed to a Caller Display Service
from your network provider.

Finding your way around your phone

Your new phone's menu is easy to navigate. Each menu has a list of options, which you can see on page 57.

When the handset is switched on and at the home screen

1. Press Menu.

2. Use (○) to scroll through the available menu options.

3. When the menu you want is on the screen, press OK.

4. Use (○) to scroll through the available menu options.

To return to the home screen menu, press ☌. If you don't press anything for 60 seconds, the handset will automatically return to the home screen.

Left option button
Press to select the option displayed on the screen above the button or to confirm entry.

Right option button
Press to select the option displayed on the screen above the button or to go back a step.
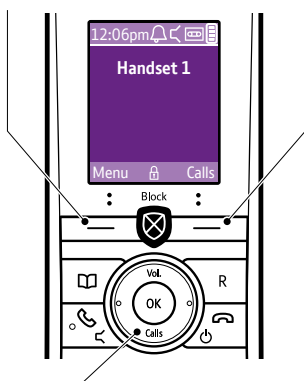
Navigation buttons
Scroll up or down through the menu options.

Base buttons

Delete
Press once to delete a message when you're playing it. In idle mode, press to delete all old messages. You'll hear, "To delete all old messages, press Delete". Press within 3 seconds to delete all old messages.

Answer on/off
Press to turn the answer machine on or off. When it's set to on, 'On' will light up.

– Volume +
Decrease or increase the base screening volume during base call screening mode and the playback volume during idle mode.

Find
Ring all registered handsets – helpful for finding missing handsets. There's more about this on page 22.

Skip<<
During playback, press once to return to the start of the message. Press twice to play the previous message.

Play
Green light on the button will flash when you have a new message.

Press to play messages.

Press to stop messages during playback.
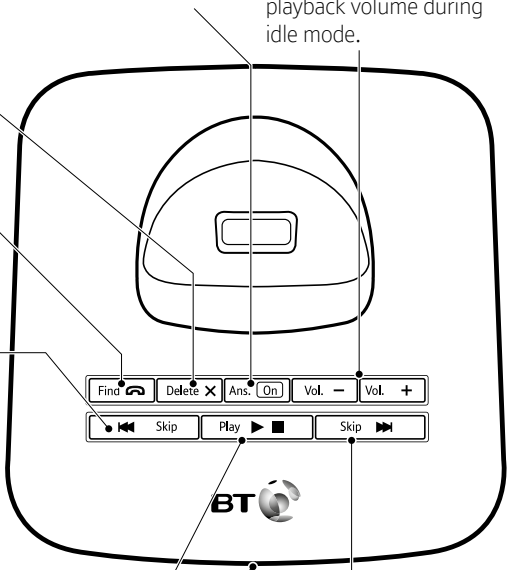
Base light
Lights up when the phone is on the base. Flashes when the handset is on a call.

Skip>>
During message playback, press to skip forward to the start of the next message.

Find ☎ Delete ✕ Ans. On Vol. – Vol. +
◄◄ Skip Play ► ■ Skip ►►

BT

Using the phone

Making calls
To make a call, press 📞, and then dial the number when you hear the tone.

Or, you can enter the number you want to dial and then press 📞.

If you've pre-dialled the number, or dialled from the phonebook, your Premium Phone will ask which device you want to use to make the call if you have paired it with another device via Bluetooth. Choose it and your call will begin from the device you selected. When you get incoming calls, the line it's coming in to will show on the digital display screen. To pick it up, press 📞.

Ending calls
Press 📵.

Or, press ⊗ to end the call and add the caller to the blocked numbers list.

Making a handsfree call
1. Type in the number then press 📞 twice, ⌁ is displayed. You'll hear your call on loudspeaker.
2. Press 📞 to switch the call between the earpiece and the loudspeaker.
3. Press 📵 to end the call.

Note: incoming calls from saved contacts or speed dial entries cannot be blocked.

20

Mute

1. During a call, select **Mute** by pressing the **Right** option button ——— . The display shows **Call muted** and your caller won't be able to hear you.

2. Select **Unmute** to return to your call.

Redial

Telephone numbers that you've called are saved in the Calls list. There isn't a separate redial list, all calls are saved in the Calls list. The Calls list holds up to 50 incoming (missed and answered) calls and 30 outgoing calls. There is no direct redial button, you need to enter the Calls list to redial a number.

Redial a number

1. Press the **Right** option button ——— or **Down** on the (○) button. to open the Calls list. You'll see your most recent call.

2. Use the (○) button to scroll to the entry you want to redial, press ⏻☎.

Changing the call volume

Press **Up** or **Down** on the (○) button.

Call Waiting

If you've got a call waiting service, your phone will let you know if you have a second incoming caller. When the second call comes in, you'll hear the call waiting tone and the number or contact will show on the handset display screen.

1. To answer the call, choose **Switch** by pressing **Left** option button ——— . Your first caller will be put on hold.

2. To switch back, press **Left** option button ——— again.

3. To end one of the calls, connect to it and press ⏻☎. The handset will then ring for the caller on hold.

Voicemail (BT 1571)

For compatibility with BT 1571 (or another voicemail service) it's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not, and you want to use BT1571 or another voicemail service, then make sure the ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the ring delay to more than 5 rings. See page 38.

Locking or unlocking the keypad

Press and hold # 🔒. You'll hear a confirmation tone and **Keypad locked** or **Keypad unlocked** will show on the display screen. If you've locked the keypad, the icon will also show on the display screen.

Turning the handset ringer on or off

To turn the ringer on or off, press and hold ✱ 🎵. Whichever option you've switched to will show on the display screen and if you've turned it off, the icon will show on the screen.

Finding the handset (Paging)

1. Press the **Find** button on the back of the main base. All handsets registered to the base will ring for up to two minutes.

2. To stop the ringing, press the **Find** button again.

Block nuisance calls

You need Caller Display
This will help you get the most out of your BT Call Blocking. You can get this from your phone service provider. Charges may apply.

BT Call Blocking lets you block nuisance calls by the press of a button.
When someone calls your Premium Phone they will hear a message that asks them to say their name and then press # ⌂ The phone will then ring through to you and announce the caller. You then need to follow the instructions in the announcement.

Your Premium Phone has four Blocking modes to help you manage incoming calls:

• **Announce** – All calls from operator, Ringback and those not in your Contacts, Allow or VIP List will hear, "Callers to this number are being screened by BT Call Blocking, please say your name after the tone then press # and wait to be connected". Those on your Blocked list hear, "Callers to this number are being screened by BT Call Blocking, the person you are calling is not accepting your call. Please hang up".

• **International** – international callers will need to say their name. All other calls will get through except those already on the block list.

• **Answer Phone** – any callers on your Blocked list or not in your contacts, Allowed or VIP lists are sent to the answerphone.

• **Custom** – lets you choose your own Blocking settings.

☆
Calls from Withheld and Unavailable numbers will be screened as the Call Blocker cannot identify them.

To switch BT Call Blocking on or off
1. Press ⊗ when you're on the home screen.

2. Follow any instructions on the screen asking you to confirm your PIN (the default PIN is 0000).

3. When you see **BT Call Blocking**, press **OK**.

4. Select **Blocking settings**, press **OK**. Use **Left** or **Right** to scroll between **On** or **Off**.

5. Press **Down** on the ⊙ button to **Blocking mode**, then use the **Left** or **Right** button to select the mode you want. When you've found it, press **Save**.

The Block button

The Block button can be used in three ways to block nuisance calls to your phone.

• **Incoming call** – when you get a call, it'll show on the display screen. Pick up the handset to hear the caller's announcement. If you don't want to take the call, press ⊗. The caller will be advised that their call is not accepted and the call will be disconnected.

• **During a call** – if you've already answered an unwanted call, press ⊗. If the number is displayed, you'll be asked if you want to block it from calling again. Pressing **Yes** will end the call and add the number to the Blocked list. Press **No** to go back to your caller.

• **In idle mode** – use ⊗ to get to the Call Control menu.

☆
Tip
The **Block** button cannot be used to block incoming calls from saved contacts or speed dial numbers.

How do I accept, block or send a call to the answer phone?

When a call comes through and is announced:

• To accept this call, press **1**.

• To always accept this call, press **2** ᴬᴮ꜀.

• To block this call, press **3** ᴰᴱꜰ.

• To send this call to the answer phone, press **4** ᴳᴴ.

• or if you don't want to take the call, press the red ☎ button.

Switching it on and off

When BT Call Blocking is switched on, it's on for whichever mode you've chosen. When it's off, all incoming calls will get through.

To switch BT Call Blocking off

1. Press ⊗ when you're on the home screen.

2. BT Call Blocking is PIN protected, so it'll ask you to set or confirm your PIN (the default PIN is 0000). When you've done that, press **OK**.

3. You'll see **BT Call Blocking**. Press **Select** or **OK**.

4. When **Blocking settings** is highlighted, press **Select** or **OK** again.

5. Use ⟲ to scroll between **On** and **Off**. Choose the option you want and press **Save**.

☆
Important
Call Blocking will not work on incoming calls via Bluetooth.

Call control settings

My Blocked and Allowed lists

Your Blocked and Allowed lists are the numbers that BT Call Blocking should either block or always let through to you. Your Premium Phone's saved contacts are automatically allowed. You can add numbers to a list as they come through or by using the Call Control menu. Here's how to do it:

1. When you're on the home screen, press ⊗.

2. You will need to enter your access PIN to access the Call control menu. The default access PIN is 0000, for security we recommend you change this, see page 27.

3. You'll see **BT Call Blocking**. Press **OK** again.

4. Use ⊙ to find either **Block numbers** to add a number to the Blocked list or **Allow numbers** for the Allowed list and press **OK**.

5. When **Add number** is displayed, press **OK**.

6. Then type the full number you want to Block or Allow and hit **Save**. You can delete the lists by following steps 1 to 4 above and then choosing **Delete all**. But if you do, any calls you previously blocked or allowed will have to go back through BT Call Blocking.

Do Not Disturb

When Do Not Disturb is switched on, your calls will get through and show on the screen but your handset won't ring and the handset display won't light up. Here's how to switch it on.

1. When you're on the home screen, press ⊗.

2. Type in your access PIN and then press **OK**.

3. Use ⊙ to scroll through to **Do Not Disturb** and press **Select**.

4. Use ⊙ to choose whether you want it on, off or timed. If you choose timed, you'll be asked to set the time.

5. Choose whether you want calls from VIP numbers to be allowed or barred and then press **Save**.

Outgoing call control

You can block outgoing calls by type. Here's how to do it:

1. Press ⊗ when you're on the home screen.

2. You'll be asked for your access PIN. Type it in and then press **OK**.

3. Use ⊙ to get to **Outgoing calls** and press **OK**.

4. You can then change the outgoing call control for all **Mobile calls**, **International**, **Premium rate** or **All dialled calls**. When you're done, press **Save**.

The VIP list (allows certain calls through on Do Not Disturb)
You can give your contacts VIP status. That means when Do Not Disturb is switched on, your phone will ring as normal when they call. It'll only work if you've got the VIP list set to **Allowed**. If you've got it set to **Barred**, their calls will ring silently.

1. To give VIP status to a contact, press ⊗ when your phone is on the home screen.

2. Type in your PIN and press **OK**. Then use the ⊙ to find the VIP list and press **OK**.

3. Follow the instructions on the screen by pressing **Info** and then **Yes**. Your contact list will show.

4. Find the contact you want and press **OK**. If you want to add more than one, repeat the steps above and on page 28 to find the contacts.

5. Press **Options** and then **Add selected**. Press **OK** and all the contacts you've picked will be added to the VIP list.

Change the access PIN
1. Press **Left** option button —— to open the main menu.
2. Press **Down** on the ⊙ button until you get to **Call Control**. Press **Left** option button ——.
3. Type in your current access PIN (0000 if you've not set one before). Press **Left** option button ——.
4. Press **Down** on the ⊙ button until you get to **Change PIN** and press **Left** option button ——.
5. Press **OK** and then follow the instructions to enter your old access PIN.
6. Type in your new access PIN, press **Left** option button —— and then type the PIN in again. Press **Left** option button —— and your new PIN will be saved.

☆
Tip
This PIN will also be used for Remote Access, but is different from your system PIN, which is used for handset registration.

Contacts

Adding a contact

1. When you're on the home screen, press 📖.

2. Choose **Options**. When you see **Add contact**, press **Left** option button ▬.

3. Type the contact name and press **Down** on the ⊙ button.

4. Then add the number and press **Down** on the ⊙ button.

5. You'll be asked if you want to add a work or a mobile number as well. Press **Left** option button ▬ to save when you've finished. **Contact saved** will show.

View/dial a contact

Within the phonebook you are able to access your home and imported contacts.

1. When you're on the home screen, press 📖 to open **Contacts**.

2. Use ⊙ to scroll right to the phonebook you want.

3. When you get to it, press 📞. If the contact has more than one number, choose the one you want to dial and press 📞 again.

For BT Call Blocking to work properly, make sure you enter the full dialling codes when saving contacts.

When storing international numbers, replace + with 00, then enter the rest of the number.

Any changes you make to the contacts list, including adding new numbers, will be copied to any other handsets you have registered to the base.

Your phone will come with some BT helpline numbers saved to it.

Editing your contacts

1. When you're on the home screen, press ▯.

2. Use ⊙ to scroll through to the contact you want to edit. Press **Left** option button ——.

3. Use the arrow buttons to scroll through to **Edit contact**. Press **Left** option button ——.

4. Edit the name using the keypad and clear buttons. When you're done, press **Left** option button ——.

5. Then do the same with the phone number and press **Left** option button —— to save.

Deleting contacts

1. Press ▯ to get to your contacts list.

2. Use ⊙ to scroll through to the name you want to delete and press **Left** option button ——.

3. Then press **Down** on the ⊙ button to scroll to **Delete**. Press **Left** option button ——.

4. When you've gone through the list, press **Left** option button —— for options and then again to choose **Delete Selected**.

5. You'll be asked to confirm, press **Left** option button ——.

Please note: There are three phonebooks in your Premium Phone: one for Home contacts and one for imported contacts from each paired mobile device. To search for a contact, navigate to the required phonebook (See 'View imported contacts' on the next page) before searching and then use the numeric keypad.

Bluetooth contacts

If you would like to know how to import your mobile phone contacts to your Premium Phone, please refer to the instructions on page 47.

To view previously imported contacts

1. When you're on the home screen, press 📖. This will display the Home phonebook.

2. To access the imported contacts phonebook, press **right** on the 🔘 button. Pressing it once will display contacts from Bluetooth paired device 1. Press it again to view contacts from paired device 2.

Contacts options

To access the various options related to contacts, press the **Left** option button ▬ in the relevant phonebook. The available options are:

Copy contacts

Copy previously imported contacts to the Home phonebook.

1. Select the **Copy contacts** option.

2. Select the contacts you would like to copy or press the **Left** option button ▬ for the option to select all contacts.

Please note: Copying or removing contacts can take some time to complete.

When importing or removing contacts and the process is complete, your Premium Phone will display a success message, but will still need to synchronise with the base and other handsets. As a result some functions may not be available until synchronisation is complete.

Remove all
Remove all previously imported
contacts for this paired device from
all handsets.

Memory Status
Display the number of contacts in
all contact lists i.e. Home phone and
both paired devices. Total number
of 'numbers' allowed are: 1000 for
each list. Please note this limit is for
phone numbers and not contacts as
some contacts may have multiple
phone numbers.

Speed dial

You can save numbers to speed dial by linking them with the 1-9 buttons on your handset.

Saving a speed dial entry

1. From the home screen, enter the phone number you want to store.

2. Then, either:
Press and hold the Speed dial button 1 to 9 you want to store the number under. (If you're replacing an existing speed dial number you'll need to press the Left option button ——).
Or,
From the home screen, use the ⊙ button to scroll until you see Speed Dial List and press Left option button ——.
Scroll to the number you want to save as speed dial and press Left option button ——. Your new speed dial will be saved.

Dialling a speed dial entry

From the idle screen, press and hold the speed dial number (1-9) to dial.

Alternatively:

1. Press Left option button ——, scroll through to Speed Dial List. Press Left option button ——.

2. Scroll to the entry you want to dial and press ✆ to begin your call.

Editing a speed dial entry

1. Press Left option button —— to open the menu and then use the ⊙ button to scroll until you get to Speed Dial List and press Left option button ——.

2. Use the ⊙ button again to get to the entry you want to change and press Left option button ——.

3. When you see Edit, press Left option button ——.

4. Edit the number and press Left option button —— to save. Save as speed dial x is displayed (where x is the speed dial location number).

Delete a speed dial entry

1. Press Left option button —— to open the main menu.

2. Using the ⊙ button, scroll through the menu until you see Speed Dial List, press the Left option button ——.

3. Press Down on the ⊙ button to scroll down to the speed dial entry you wish to delete and press Left option button ——.

4. Select the Delete option and press Left option button ——.

5. You'll be asked to confirm, press Left option button —— again.

# Caller Display and the Calls list

☆
Important
To get the most out of your Premium Phone, you'll need Caller Display from your network provider. A fee may be payable.

View and access options in the Calls list
You can view up to 50 incoming and 30 outgoing calls.

1. Press **Right** option button ⎯ or **Down** on the ⊙ button to open the **Calls list**. You'll see your most recent call.
2. Use the ⊙ button to scroll through and view the list.
3. To dial an entry, when the entry you want is highlighted, press 📞.

To play an answer message, when the entry you want is highlighted, select **Options**, **Play message** is highlighted, press **Select**. The message will be played. To send a text message to the caller, when the entry you want is highlighted, select **Options**, scroll down to **Send text**, press **Select** and follow the instructions to send a text as shown on page 50.

To block a Calls list number, when the entry you want is highlighted, either press ⊗ or select **Options**, scroll down to **Block number** and press **Select**. You'll be asked if you want to always block calls from this number, select **Yes**.
Added to blocked numbers will be displayed.

To allow or unblock a number, when the entry you want is highlighted, press **Options** and select **Allow number**. You'll be asked if you want to allow incoming calls from this number, select **Yes**.

Missed call notification
If you've missed a call, an icon will show on the display screen. You can clear it by viewing the calls list on any of the handsets you have registered to the base.

Calls list indicators

📞 outgoing call made
📞 incoming call received
📞 missed call
📼 caller left a voice message
📞 blocked caller
📶 call matched to Bluetooth device 1 contacts list

≈2 call matched to Bluetooth
device 2 contacts list

**Deleting an entry, or all of the
Calls list**
1. Press **Right** option button ——
or **Down** on the ⟨◎⟩ button to get to
the calls list.
2. Use the ⟨◎⟩ button to get to
the calls list entry you want, if you
only need to delete one. Press **Left**
option button —— to open the
Options menu.
3. Press **Down** on the ⟨◎⟩ button to
show either **Delete call** or **Delete all**
and press **Left** option button ——
to confirm.

**Saving a Calls list entry to
your contacts**
1. Press **Right** option button ——
or **Down** on the ⟨◎⟩ button to get
to the calls list. Then use the ⟨◎⟩
button to get to the calls list entry
you want to save.
2. Press **Left** option button —— .
Save number is displayed,
press **Select**.

3. To save as a new contact, select
New contact and press **Left** option
button —— then select the contact
type (Home, Mobile or Work) and
press **Left** option button —— .
Type in the contact name and
press **Save**.
4. Or, if you want to add the number
to an existing Contact, highlight
Add to contact and then press **Left**
option button —— . Scroll through
to the contact you want to add this
number to and press the **Left** option
button —— . Highlight the type of
number you want to save, **Home**,
Mobile or **Work** and press **Select**
to save.

Answer machine

Message playback using the handset

1. Press **Left** option button ——. When you see **Answer Phone**, press it again.

2. **View messages** will show on the display screen if there are messages. Press **Left** option button ——.

3. A list of your messages will be displayed on the screen, most recent first. Highlight the one you want to listen to using the ⊙ button. Press **OK** to play it.

4. If you want to listen to all of them on the messages list, press **Left** option button. Press **Left** option button —— to start playing them.

During playback you have the following options:

• Press **Up** or **Down** on the ⊙ button to adjust the playback volume.

• Press ✆ to switch between private and handsfree playback.

• Press **Left** on the ⊙ button once to repeat the current message playing from the beginning.

At the end of playback, you'll hear, "End of messages".

Deleting a message or delete all old (played) messages

1. Open the menu. When **Answer Phone** is displayed, press **Left** option button ——.

2. When you see **View messages**, press **Left** option button ——. Your answer phone messages will be displayed.

3. Press **Left** option button —— and then use the ⊙ button to get to **Delete message** or **Delete old msgs** and press **Left** option button ——.

4. You'll be asked to confirm, press **Left** option button —— to delete the messages.

Saving a number in the answer phone message list to your contacts

1. Press **Left** option button —— to open the main menu. When you see **Answer Phone**, press it again.

2. **View messages** is displayed, press **Left** option button ——.

3. Use the ⊙ button to get to the number you want to save and press **Left** option button ——. Scroll through to **Save Number** and press the **Left** option button ——.

4. To save as a new contact, press **New contact** and then **Left** option button ——.

Highlight the type of number you want to save, **Home**, **Mobile** or **Work** and press **Select** to save. Type in the contact name and press **Save**.

5. Or, if you want to add the number to an existing Contact, highlight **Add to contact** and then press **Left** option button ——. Scroll to the contact you would like to add this number to and press the **Left** option button —— to select. Highlight the type of number you want to save, **Home**, **Mobile** or **Work** and press **Select** to save.

Sending a text to a number in the answer phone message list

**1.** Press **Left** option button —— to show the menu. When you see **Answer Phone**, press it again.

2. **View messages** is displayed, press **Left** option button ——.

3. Use the button to get to the number you want to send a text message to and press **Left** option button ——.

4. Scroll through to **Send text** and press **Left** option button ——.

5. Type your message and then press **Left** option button ——.

Press the **Left** option button —— again to select **Send to**. The number will be pre-populated.

Press the **Left** option button —— to send.

You can find more on sending text messages on page 50.

Playing your messages through the base

Press **Play** ▶ ■ on the base to play your messages. Whilst they are playing, you can press **Delete** ✕ to delete them.

Delete all old (played) messages using the base

1. Press **Delete** ✕ on the base.

2. Press it again to delete all of your old messages.

Answer machine settings

Switching the answer machine on or off and setting the answer mode

1. Open the main menu and press **Left** option button —— when you see **Answer Phone**.

2. Press **Down** on the button to get to **Answer mode** and press **Left** option button ——.

3. Press **Left** or **Right** on the button to choose between switching the answerphone on or off.

4. Press **Down** on the button to highlight **Answer mode**. Press

Left or Right on the ⊙ button to choose between Ans. & Rec and Answer only. When you've made your choice, press Left option button ⎯ to save.

Outgoing messages

The outgoing message is the message a caller first hears when the answer machine picks up their call. There are two pre-recorded outgoing messages to choose from, one that lets callers leave a message (Answer & Record) and one that answers the call (Answer Only). You can also record your own.

Record your own outgoing message

1. Open the menu and press Left option button ⎯ when you see Answer Phone.

2. Press Down on the ⊙ button until you see Outgoing msg. Press Left option button ⎯.

3. Press Up or Down on the ⊙ button to highlight the outgoing message mode you want, Answer only or Ans. & record. Press Left option button ⎯ when Record message is highlighted.

4. The voice prompt will instruct you on what to do next. Follow it, then press Left option button ⎯ to save when you've finished.

Playing your current outgoing message

1. Open the menu and press Left option button ⎯ when you see Answer Phone.

2. Press Down on the ⊙ button until Outgoing msg is highlighted. Press Left option button ⎯.

3. Press Up or Down on the ⊙ button to choose the answer phone mode and press Left option button ⎯.

4. Press Down on the ⊙ button to highlight Play message and press Left option button ⎯ to hear it.

Going back to the pre-recorded outgoing message

1. Open the main menu and press Left option button ⎯ when you see Answer Phone on the display screen.

2. Press Down on the ⊙ button until Outgoing msg is highlighted. Press Left option button ⎯ again.

3. Press Up or Down on the ⊙ button to choose between the answer mode you want and press Left option button ⎯.

4. Press Down on the ⊙ button to get to Use default msg and press Left option button ⎯.

5. Use the (○) button to choose between **On** and **Off** and press **Down** on the (○) button to select either the male or female voice recording.

6. Press **Left** option button —— to save.

Record a memo

1. Open the menu and press **Left** option button —— when **Answer Phone** shows on the display screen.

2. Press **Down** on the (○) button to get to **Record memo**. Press **Left** option button ——.

3. Follow the voice prompts to complete your recording.

Ring delay

Ring delay setting sets how many times the phone will ring before the answer machine takes the call. The default setting is 5 rings.

Setting the Ring delay

1. Open the main menu and then the **Answer Phone** menu.

2. Press **Down** on the (○) button until you get to **Ring Delay** and press **Left** option button ——.

3. Press **Down** on the (○) button until you get to either **Answer only**

or **Ans. & record**, depending on which setting you want to change the ring delay for. Press **Left** option button ——.

4. When you see **Ring Delay**, use **Left** or **Right** on the (○) button to choose the ring delay and press **Left** option button —— to save.

Setting the maximum message length

1. Open the main menu and press **Left** option button —— to open the **Answer Phone** menu.

2. Press **Down** on the (○) button until you get to **Settings** and press **Left** option button ——.

3. Press **Down** on the (○) button until you get to **Ans. & record**. Press **Left** option button ——.

4. Press **Down** on the (○) button to get to **Max msg length**.

5. Use **Left** or **Right** on the (○) button to choose the length and press **Left** option button ——.

Turning the message alert on or off

1. Use the steps above to navigate to the **Answer Phone** menu and press **Left** option button ——.

2. Press **Down** on the (○) button until you see **Settings** and press **Left** option button ——.

3. Press **Down** on the ⊚ button to get to **Ans. & record** and press **Left** option button ━━.

4. Use the **Up** or **Down** on the ⊚ button to get to **Message alert**. Press **Left** or **Right** on the ⊚ button to switch between **On** and **Off**, then press **Left** option button ⟟━━━⟟ to save your change.

When the message alert is set to **On**, the base will beep at regular intervals. The default setting is **Off**.

Call screening via the handset or the base
When call screening is turned on and the answer machine takes a call, you can listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

Turn call screening on or off
1. Open the menu and press **Left** option button ━━ when you see **Answer Phone**.
2. Press **Down** on the ⊚ button to get to **Settings** and press **Left** option button ━━.
3. Use the ⊚ button again to get to **Call screening** and press **Left** option button ━━.

4. Use the ⊚ button to choose between the handset or the base and press **Left** option button ━━.
5. Press **Left** or **Right** on the ⊚ button to choose between on or off and then press **Left** option button ━━.

☆
Tip
To adjust the base call screening volume, go to the **Call screening** menu (as described in Step 4 opposite), choose **Base** and scroll through to find **Volume**. Scroll left or right to choose between different volumes and press the **Left** option button ━━ to save.

Remote access

With remote access you can operate your answer machine all the time, even if you forget to turn on your answer machine before you go out.

You'll need to set a remote access PIN first and then you'll need to turn remote access on. The PIN is also used for the Call Control PIN.

Setting the remote access PIN for the first time
1. Open the main menu and then press **Left** option button —— when you see **Answer Phone**.
2. Press **Down** on the ⊙ button to get to **Settings**. Press **Left** option button ——.
3. Press **Down** on the ⊙ button again until **Remote access** is highlighted. Press **Left** option button ——.
4. Follow the prompts on the display screen to set up your PIN.

Changing the remote access PIN
1. Follow steps 1-3 from the above section.
2. Press **Down** on the ⊙ button to get to **Change PIN** and then press **Left** option button ——.
3. Follow the instructions on the display screen to change your PIN.

Turning remote access on or off
You cannot turn remote access on until you have set a remote access PIN.

1. Open the main menu and press **Left** option button —— when you see **Answer Phone**.
2. Press **Down** on the ⊙ button until **Settings** is highlighted, press **Left** option button ——.
3. Press **Down** on the ⊙ button again to get to **Remote access** and press **Left** option button ——.
4. When you see **On/Off**, press **Left** option button ——.
5. Press **Left** or **Right** on the ⊙ button to choose between **On** or **Off**, then press **Left** option button ——.

If you forget to switch on your answer machine
You'll need to enable Remote Access first and then you can turn your Answer Phone on remotely too. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
Press * and enter your 4-digit remote access PIN. Listen to the remote access voice prompts instructions.

Settings

Changing the handset ringtone and volume

1. Open the main menu and then press **Down** on the ⊙ button until you get to **Settings**. Press **Left** option button ━━ .

2. When you see **Sounds**, press **Left** option button ━━ .

3. **Ringing** will be highlighted. Press **Left** option button ━━ .

4. Press **Left** or **Right** on the ⊙ button to choose between 15 melodies for both internal and external calls.

5. Press **Down** on the ⊙ button until you get to **Volume**. Press **Left** or **Right** on the ⊙ button to scroll between the different volumes and press **Left** option button ━━ to save.

Turning alert tones on or off

1. Open the main menu and press **Down** on the ⊙ button until you get to **Settings**. Press **Left** option button ━━ .

2. **Sounds** will be highlighted, press **Left** option button ━━ .

3. Press **Down** on the ⊙ button to get to **Alert tones**, then press **Left** option button ━━ .

4. Press **Left** or **Right** on the ⊙ button to choose **on** or **off** for **Voice** message alerts and **Text message**. Press **Left** option button ━━ to save.

Turn the handset tones on or off

1. Open the main menu and then press **Down** on the ⊙ button until you get to **Settings**. Press **Left** option button ━━ .

2. You'll see **Sounds**. Press **Left** option button ━━ .

3. Press **Down** on the ⊙ button until you get to **Handset tones**, press **Left** option button ━━ .

4. Press **Left** or **Right** on the ⊙ button to turn **Keypad tones** on or off.

5. Press **Down** on the ⊙ button and then press **Left** or **Right** on the ⊙ button to do the same for **Confirmation** tones.

6. Press **Left** option button ━━ to save.

Handset display options

1. Open the main menu, navigate to **Settings** and press **Left** option button ━━ .

2. Press **Down** on the ⊙ button until you get to **Display**. Press **Left** option button ━━ . You'll be able to change the **Colour theme**, **Wallpaper**, **Contrast** and **Screensaver**.

3. When you've finished making your changes, press **Left** option button ——.

Handset name

1. Open the main menu and then press **Down** on the ◎ button until you get to **Settings**. Press **Left** option button ——.

2. Press **Down** on the ◎ button until you get to **Handset name**. Press **Left** option button ——.

3. Edit the name using the keypad and press **Left** option button —— to save.

Call settings

1. When you've opened the main menu, press **Down** on the ◎ button to get to **Settings**. Press **Left** option button ——.

2. Press **Down** on the ◎ button to get to **Call settings**, then press **Left** option button ——.

3. You can then choose to switch Auto answer, Auto end call, Auto join calls and First ring on or off. See right for an explanation of each setting.

4. When you've finished, press **Left** option button —— to save.

Auto Join

• **On** (Default): When Handset 1 is busy on a call, if you press the ✆ on Handset 2, you will be given the option to join the call in progress on Handset 1.

• **Off:** When Handset 1 is on a call, if you press the ✆ key on Handset 2, you will not be given the option to join the call in progress on Handset 1.

First Ring

• **Off** (Default): When your Premium Phone receives a call on the landline, it will delay ringing, until the Caller ID (and hence any contact matching) has been displayed

• **On:** When your Premium Phone receives a call on the landline, it will start ringing straight away, the Caller ID (and hence any contact matching) will be displayed when it is received by your Premium Phone.

Auto Answer

• **Off** (Default): When your Premium Phone receives a call, lifting the handset from the base will not answer the call. You'll have to additionally press the ✆ button.

• **On:** When your Premium Phone receives a call, lifting the handset from the base will answer the call.

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Changing the base ringtone melody and volume

1. Open the main menu and then press **Down** on the ⟨◯⟩ button until you get to **Settings**. Press **Left** option button ——.

2. When you see **Base settings**, press **Left** option button ——.

3. **Ringing** will be highlighted. Press **Left** option button ——.

4. Press **Left** or **Right** on the ⟨◯⟩ button to choose between five melodies.

5. Press **Down** on the ⟨◯⟩ button until you get to **Volume**. Press **Left** or **Right** on the ⟨◯⟩ button to scroll between the different volumes and press **Left** option button —— to save.

PBX access code

If you're connected to a switchboard, you might need to enter an access code, like 9, before you dial a number. Your Premium Phone can store an access code to be automatically dialled before each number.

1. Open the main menu and then press **Down** on the ⟨◯⟩ button until you get to **Settings**. Press **Left** option button ——.

2. Press **Down** on the ⟨◯⟩ button until you get to **Base settings**, press **Left** option button ——.

3. Press **Down** on the ⟨◯⟩ button to highlight **PBX code** and press **Left** option button ——.

4. Type the number you want to use, then press **Left** option button —— to save.

Changing the system PIN (different to the Call control and Remote access PIN)

1. When you've opened the main menu and then the **Settings** menu, press **Down** on the ⟨◯⟩ button until you see **Change Sys. PIN**.

2. Press **Left** option button ——. Type your new PIN and press **Left** option button —— again.

3. You'll be asked to type your new PIN again. When you've done this, press **Left** option button —— again to save.

Resetting the handset or base settings

1. Open the main menu and find Settings by pressing Down on the ⊙ button. Press Left option button —.

2. Press Down on the ⊙ button again to get to Reset. Press Left option button —.

3. Then choose between resetting the H/set settings or Base settings and press Left option button —.

4. Press Left option button — to confirm you want to reset.

☆
Tip
If the handset or base settings are reset, the handset will restart automatically.

Clear the handset and base user data

1. Follow steps 1 and 2 above.

2. Press Down on the ⊙ button to get to Clear user data and press Left option button —.

3. Press Left option button — again to confirm.

☆
Tip
If you clear the handset and base user data all your contacts and the calls list will be deleted and your recorded outgoing messages and all received answer machine messages will be deleted.

Clock/Alarm

Setting the time format (12 or 24 hour), time and date

The default time format is 12 hour.

1. Open the main menu, then press **Down** on the ⟨○⟩ button until **Clock/Alarm** is highlighted. Press **Left** option button ━━.

2. Press **Down** on the ⟨○⟩ button to highlight **Time and date** or **Time format** and press **Left** option button ━━.

3. Follow the onscreen prompts to change your settings, then press **Left** option button ━━ to save.

Setting an alarm

1. Open the main menu and navigate through to **Clock/ Alarm**. Press **Left** option button ━━.

2. **Alarm** is displayed, press **Left** option button ━━.

3. Press **Left** or **Right** on the ⟨○⟩ button to choose between **Off, On once, On daily, Mon to Fri, Sat & Sun**.

4. Press **Down** on the ⟨○⟩ button and then use the keypad to set the time.

5. Press **Down** on the ⟨○⟩ button again to choose the alarm tone and then press **Left** option button ━━ to save.

Stopping the alarm when it goes off

When the alarm goes off, the tone will get louder and louder. The handset backlight will flash and the alarm time will show on your screen.

To snooze the alarm, press **Left** option button ━━.

To stop the alarm, press any other button.

BT Calling Features

☆
Important
You'll need to subscribe to BT Calling Features to use some of these services. You might have to pay a fee. Go to **bt.com/callingfeatures** for more info.

Changing BT Calling Features settings
Open the main menu and then press **Down** on the ⊙ button until you get to **BT Calling Features**, press the **Left** option button ——.
You can then change any of the below settings.

Call Diversion
1. Call Diversion is highlighted. Press **Left** option button ——.
2. Press **Up** or **Down** on the ⊙ button to get to the diversion option you want: **All calls**, **When busy** or **Not answered**. Press **Left** option button ——.
3. Use the ⊙ button to choose between **Set up**, **Cancel** or **Check status**. Press **Left** option button ——.
4. If you want to set up a diversion, you'll then be asked to type the number you want to divert to.

If you choose **Cancel** or **Check status**, the service will be called. Press **Left** option button ——.

Cancel Ringback
1. Press **Down** on the ⊙ button to highlight **Cancel Ringback**, press **Left** option button ——.
2. The service will be called and the display will show **Cancelling Ringback**. Follow the spoken instructions or listen for confirmation.

Call Waiting
1. Press **Down** on the ⊙ button until **Call Waiting** is highlighted. Press **Left** option button ——.
2. Use ⊙ to choose between **Turn on**, **Turn off** or **Check status** and press **Left** option button ——. Follow the voice prompts that follow.

Bluetooth®

Your Premium Phone has Bluetooth functionality that lets you pair your mobile and take and make calls using either.

You'll need to have your mobile close to your Premium Phone base to use this feature as the Bluetooth functionality is in the base of your new phone, not the handset.

Here's how to use it...

Pairing a new mobile and importing your contacts
It's essential to have your mobile phone unlocked throughout this process.

1. Open the main menu and press **Up** on the ⊙ button until you get to **Bluetooth**. Press **Left** option button ——. **Pair new device** will be highlighted. Press **Left** option button —— on your Premium Phone.

2. Then go to the Bluetooth settings menu on your mobile to look for your Premium Phone. It might take a few seconds for your Premium Phone to appear in the list. When it does, type in the access code you've set (or 0000 if you haven't chosen one yet).
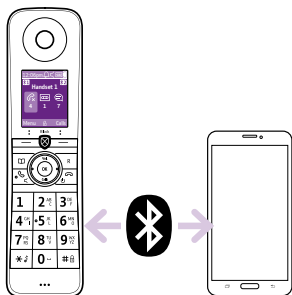
☆
Tip
Your Premium Phone can only pair with a mobile phone not with other Bluetooth devices.

☆
Tip
Only phone numbers stored to your mobile device will be transferred. Phone numbers stored on your SIM won't be transferred.

3. The devices will start pairing. When it's finished, **Paired with <device>** will show on the Premium Phone screen. On your mobile phone screen, Premium Phone will be shown paired and connected.

4. You'll then be asked if you want to edit the name of your mobile from Premium Phone. Make your changes and press **Left** option button ——.

5. Next you'll be given the option to **Import contacts from <mobile device name>**. To do this, press **Left** option button —— on your Premium Phone.

6. When the import is complete your Premium Phone will display a success message, but will still need to synchronise with the base and additional Premium Phone handsets. As a result some functions may not be available until synchronisation is complete.

Viewing already paired devices

1. Open the main menu, scroll to **Bluetooth**, press **Left** option button ——.

2. Paired devices will show, press **Left** option button ——. A list of paired devices will show on the display screen.

Please note: When your mobile is paired with Premium Phone it will always show in the paired devices menu. If it is paired and connected, i.e. within range of the Premium Phone base (with Bluetooth switched on), the Bluetooth icon will show on the home screen allowing you to use all the Bluetooth features.

Please note: Your mobile may ask you to allow Premium Phone to access your contacts. Importing may take a few minutes depending on the number of contacts, so you may want plug your mobile into a power source to avoid running out of battery during the process.

Removing a paired device
1. Open the main menu, scroll to Bluetooth, press Left option button ━━ .

2. Paired devices will show, press Left option button ━━ . A list of paired devices will show on the display screen.

3. Select the device your want to remove, press Left option button and select Delete device.

Reconnecting your mobile with Premium Phone
If you move in/out of range of the Premium Phone base, or switch your mobile's Bluetooth off/on, your mobile should automatically reconnect with your Premium Phone, allowing you to use all the Bluetooth features – unless you remove it from the paired devices list (as above) or your Premium Phone is removed from connected devices on your mobile.

Re-importing contacts
If you update contacts in your mobile phone and you would like to update the imported contacts phonebook in your Premium Phone to reflect those changes, you will need to re-import all contacts to your Premium Phone.

To do this:
1. When you're on the home screen, press 📖. This will display the Home phonebook.

2. To access the imported contacts phonebook, press **right** on the ⊙ button. Pressing it once will display contacts from Bluetooth paired device 1. Press it again to view contacts from paired device 2.

3. When in the required phonebook, press **Left** option button ━━ and select Import contacts.

Changing the Bluetooth PIN
The default PIN for your Premium Phone is 0000. Here's how to change it.

1. Open the main menu, scroll to Bluetooth, press Left option button ━━ .

2. Press **Down** on the ⊙ button to get to Bluetooth PIN. Press Left option button ━━ .

3. Follow the steps on your display screen to change your PIN. Press Left option button ━━ to confirm.

Text messaging

If you've got a compatible landline and network, your Premium Phone can send and receive text messages. Find out more about fees and compatibility at **bt.com/terms**

Changing text messaging settings

Open the main menu then press **Down** on the ⊙ button until you see **Text Messages**. Press **Left** option button ——. Then follow the steps below to change any Text Message settings.

Registering to the text messaging service

1. Press **Down** on the ⊙ button until **Settings** is highlighted. Press **Left** option button ——.

2. Press **Down** on the ⊙ button again to get to **Re-register**, then press **Left** option button ——.

3. When you see **Re-register to receive text messages**, press **Send**, then press **Send** again. The registration text will be sent.

Sending a text message

1. When you see **Write message**, press **Left** option button ——.

2. Use the keypad to write your text, then press **Left** option button —— to open the **Options**.

3. Send to will be highlighted. To send your message, press **Left** option button ——, type the phone number, then press **Left** option button —— again to send.

Other options

• To save your message to drafts, press **Down** on the ⊙ button to get to **Save**, then press **Left** option button ——.

• To add a symbol to your message, scroll through to **Insert symbol**, press **Left** option button ——, scroll through to the symbol you want, then press **Left** option button —— again.

• To use a template, scroll through to **Insert template** and press **Left** option button ——. Use the ⊙ button to find the template you want, then press **Left** option button —— to use it.

• To delete your message, press **Down** on the ⊙ button to get to **Delete message** and press **Left** option button ——. **Delete message?** will show on your display screen. Press **Left** option button ——.

Accessing the Inbox, Drafts folder or Sent folder

1. When you are in Text Messages, press **Down** on the ⊙ button to choose between **Inbox**, **Drafts** or **Sent folder**. Press **Left** option button ── when you get to the one you want to change.

2. Your list of messages will show. Press **Up** or **Down** on the ⊙ button to scroll through the list. Press **OK** to read the highlighted message.

Editing a template

1. When you are in Text Messages, press **Down** on the ⊙ button until you see **Templates**. Press **Left** option button ── .

2. Press **Up** or **Down** on the ⊙ button until you get to the template you want to edit. Press **Left** option button ── .

3. Use the keypad to edit the template, then press **Left** option button ── to save it.

Turning the new text message alert on or off

1. When you are in Text Messages, press **Down** on the ⊙ button until you see **Settings**. Press **Left** option button ── .

2. **Message alert** will be highlighted on your screen. Press **Left** option button ── .

3. Press **Left** and **Right** on the ⊙ button to choose between **On** and **Off** and press **Left** option button ── to save.

Changing the service centre numbers

1. When you are in Text Messages, press **Down** on the ⊙ button until you see **Settings**, then press **Left** option button ── .

2. Press **Down** on the ⊙ button sagain until you get to **Service centres**. Press **Left** option button ── .

3. Choose between either **Send centre** or **Receive centre**, then press **Left** option button ── to edit.

4. Type in your new number, then press **Left** option button ── to save.

☆
Tip
The default service centre numbers are:
Send centre number:
1470P17094009
Receive centre number:
0800587529

Using additional handsets

If you've bought a Premium Phone multiple pack, any additional handsets come pre-registered to the base. However, if you purchase an additional handset separately, you must register it to your Premium Phone base before it can be used. You can register a total of six handsets to the base.

Registering an additional handset

1. Open the main menu and then press **Down** on the ⊙ button until you get to **Settings**. Press **Left** option button ━━ again.

2. Press **Down** on the ⊙ button until **Registration** is highlighted, then press **Left** option button ━━.

3. When you see **Register**, press **Left** option button ━━ to select it.

4. Press and hold Find ⌒ button on the base, then wait to hear a beep.

5. Press **Left** option button ━━ on the handset. The handset will start registration.

6. You'll be asked to enter your system PIN if it was changed from the default 0000. When you've done this, press **Left** option button ━━ to complete.

You'll have two minutes to complete the registration process.

☆
Important
If you want to register another GAP compliant make of handset (i.e. not a Premium Phone handset) to your Premium Phone base you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown in point 4, 'Registering an additional handset' on this page). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

De-register a handset

1. Open the main menu and then press **Down** on the ⊙ button until you get to **Settings**. Press **Left** option button ━━ again.

2. Press **Down** on the ⊙ button until **Registration** is highlighted, then press **Left** option button ━━.

3. Press **Down** on the ⊙ button to highlight **De-register**. Press **Left** option button ━━.

4. Use the arrow buttons to find the handset you want to de-register, then press **Left** option button ——.

5. You'll be asked to enter your system PIN if it was changed from the default 0000. When you've done it, press **Left** option button ——.

Transfer a call

1. When you're on a call, press **Left** option button —— to open the options menu.

2. Press **Down** on the ⊙ button to get to **Transfer call** and press **Left** option button ——.

3. If you've only got one other handset, it'll ring. If you've got more than one, use the ⊙ button to highlight the one you want to send the call to, then press **Left** option button ——.

4. When the other handset answers, announce the call and press **Left** option button —— to transfer the call.

Hold a 3-way call

You can hold a 3-way call with two external callers. Or, you can hold a 3-way call between two internal handsets and one external caller.

1. When you're on a call, press **Left** option button ——. **Multi call** will be highlighted. Press **Left** option button ——.

2. Either type the number you want to call, or press the **Left** option button —— and scroll through to the internal handset you want to call and press **Left** option button ——.

3. When the second call is answered, the first caller will be put on hold. Press **Join** and all callers will be connected.

Common questions

How do I charge my phone?
To charge your Premium Phone, place it on the base.

I am unable to pair my mobile phone with your Premium Phone
• Check your mobile phone is close to the base.

• If 'Pairing failed. Try again?' message appears due to your Premium Phone timing out, press **Yes** or **Left** option button ⎯ and wait for your Premium Phone to appear on your mobile's Bluetooth devices list.

• Sometimes, it may take longer for your Premium Phone to appear in a mobile's Bluetooth devices list and it may initially appear with a different name.

I am unable to import my mobile phone contacts to your Premium Phone
• Check if your mobile phone is correctly paired and connected to your Premium Phone by checking if the Bluetooth icon (**⁑1**/**⁑2**) is present on the home screen.

• Your mobile phone may ask you to allow your Premium Phone to access your contacts, make sure it is unlocked throughout the importing process.

• Make sure the other Premium Phone handset is not busy on a Bluetooth call before starting the contact import process.

How do I add a contact?
1. When you're on the home screen, press 🕮.

2. Select **Options** and then **Add contact**.

3. Type your contact's name and press **Down** on the ⊙ button.

4. Then add their home, mobile or work number and press **Save**.

How many contacts can I save?
Your phone has three phone books and you can save 1000 contact numbers in each book.

How do I change my access PIN?
1. When you're on the home screen, press 🚫.

2. Type in your current PIN and press the **Left** option button ⎯ .

3. Then use ⊙ to get to **Change PIN** on the menu and press **OK**.

4. A message will pop up on the screen. Read it and then press **OK** again.

5. Type in your old PIN and press **OK**. Enter your new 4-digit PIN and

press the **Left** option button ——.
It'll ask you to type it in again. When
you've done that, press **OK** again
and your PIN will be saved.

**How do I play my answer phone
messages?**
Either press Play ► ■ on the base or
use the handset.

1. If you've got a message, open
the main menu and then use ⟨○⟩ to
scroll through to the **Answer phone**
icon and press **OK**.

2. When you see **View messages**,
press **Select**.

3. Your messages will show, with the
most recent at the top. Press **Up** or
Down on the ⟨○⟩ button to scroll
through the list and highlight the
one you want. Press **OK** to play it. Or
to play all your messages, press the
Left option button ——, **Play all** is
highlighted, press **Select**.

How do I set an ring delay?
You can set the number of times the
phone will ring before the phone
goes to the answer phone.

1. Pressing **Left** option button ——
to open the main menu.
2. Use ⟨○⟩ to scroll to **Answer
Phone** and press **Select**.

3. Use the ⟨○⟩ button again to
scroll to **Settings** and press **Select**.
4. Press **Up** or **Down** to select **Ring
Delay** and press **Select**.
5. Press **Up** or **Down** to select
Ans. & record or **Answer only** and
press **Select** again.

**For compatibility with
BT Answer 1571**
Make sure your ring delay is set for
your answer machine to pick up
the call before the voicemail service
does. For BT Answer 1571, don't
set your ring delay to more than five
rings. BT Call Blocking must be set to
Off for this service to work.

**How do I view, dial or save from
my calls list?**
You'll only be able to call from the
list of numbers that have called, or
been called on your home phone line
(and not your mobile). Here's how to
look at them.

1. Press **Down** on the ⊙ button or choose **Calls**. Then use **Up** and **Down** on the ⊙ button to scroll through the list of calls.

2. If you want to call the number, press ✆ when the number you want is highlighted.

3. To save it, press **Options** and then use the ⊙ button to find **Save number**. Press **Select**.

4. You can then save the number as a new contact or add to an existing one.

a. To save it as new, use the ⊙ button to find **New contact** and press **Select**.

b. To add to an existing contact, find **Add to contact** and press **Select**. Then use the ⊙ button to find the contact and press **Select** again, then follow the instructions on the screen.

How many numbers can I block?
You can block up to 1000 numbers.

What's the talk and standby time?
Under ideal conditions, the handset batteries should give you up to 21 hours of talk time, or 240 hours standby on a single charge.

Menu map

Answer Phone — View messages* — Messages

Outgoing msg ┬ Ans. & record ── Record message
             └ Answer only ──── Play message
                                Use default msg

Record memo

Answer mode ┬ Answer on/off ── On or Off
            └ Answer mode ──── Ans. & Rec or Answer only

Settings ── Ring Delay ┬ Answer only ──── Ring Delay ── (2-10 Rings or Time saver)
                       └ Answer & record ─ Ring Delay ── (2-10 Rings or Time saver)

Text alert ┬ On/Off
           └ Number to text

Ans. & record ┬ Max. msg length ── 1-3 minutes
              └ Message alert ┬ On
                              └ Off

Call screening ┬ Handset ──── On/Off
               └ Base ─────── On/Off

Auto on/off ┬ On/Off
            ├ On time ──── <Set time>
            └ Off time ─── <Set time>

Remote access ┬ On or Off
              └ Change PIN

Call control — BT Call Blocking ── Blocking settings ┬ On/Off
                                                         └ Blocking mode

Announce msg ┬ Record name
             ├ Play message
             └ Use default msg

Block numbers ┬ Add number
              ├ Area codes
              └ Delete all

Allow numbers ┬ Add number
              └ Delete all

*If a message has been left on the answer machine.

Menu map

Call control (cont.) — Do Not Disturb — On/Off
                                     └─ VIP calls

- Outgoing calls — Mobile calls
  - International
  - Premium rate
  - All dialled calls

- VIP list — Add VIPs
  - Remove VIPs
  - VIP ringtone

These options will only be offered if the VIP list is populated.

- Change PIN

Clock/Alarm — Alarm — Alarm
  - Time
  - AM/PM
  - Melody

- Time and Date — Time
  - AM/PM
  - Date

- Time format — 12 Hours or 24 Hours

Text Messages — Write message
- Inbox — Delete message
- Drafts — Reply
- Sent folder — Forward
- Templates — Save number
  - Delete msgs
- Settings — Message alert
  - Service centres — Send centre
    - Receive centre
  - Re-register

Menu map

Speed Dial List —— 1-9 – Empty by default

Calling Features —— Call Diversion —— All calls —— Set up
                                                            Cancel
                                                            Check status

                                         When busy —— Set up
                                                        Cancel
                                                        Check status

                                         Not answered —— Set up
                                                          Cancel
                                                          Check status

                  Cancel Ringback

                  Call Waiting —— Turn on
                                   Turn off
                                   Check status

Bluetooth —— Paired devices —— Rename
                 (only displayed if   Ringtone
                 there's a device paired) Delete device

              Pair new device
              Bluetooth name
              Bluetooth PIN

Menu map

```
Settings ─── Sounds ─────── Ringing ─────── External call
         │              │              ├── Internal call
         │              │              ├── Announced calls
         │              │              └── Volume
         │              │
         │              ├── Alert tones ──── Voice message
         │              │              └── Text message
         │              │
         │              └── Handset tones ── Keypad tones
         │                             └── Confirmation
         │
         ├── Display ─────── Colour theme
         │              ├── Wallpaper
         │              ├── Contrast
         │              └── Screen saver
         │
         ├── Handset name
         ├── Call settings ── Auto answer
         │              ├── Auto end call
         │              ├── Auto join calls
         │              └── First ring
         │
         ├── Base settings ── Ringing
         │              └── PBX Code
         │
         ├── S/ware version
         ├── Registration ── Register
         │              └── De-register
         │
         ├── Change Sys. PIN
         └── Reset ─────── H/set settings
                        ├── Base settings
                        └── Clear user data
```

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Menu map

Contacts
Accessed by pressing the 📖 button, then press the **Left** option button ⸺ for the sub menu options.

- Add contact
- Edit contact
- Delete
- Memory status

Calls list
Accessed by pressing the **Right** option button ⸺ or pressing Down on the ⊙ button on the idle screen.

- Play message*
- Save number
- Allow number
- Block number
- Delete call
- Send text
- Delete all

*If a message has been left on the answer machine.

Help

Cannot make calls or receive calls, phone does not ring or line cord error is displayed on the handset screen

This may be due to several factors. Please try the following tests in order.

• First, ensure that you are using the line cord that was supplied with the phone. Your existing line cord may not be suitable.

• Check that both ends of the supplied line cord are connected securely.

• Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.

• Ensure that the batteries are charged.

• Confirm that the ringer is not switched off on either the handset or the base. See pages 22 and 43.

• Check if call divert is activated on the line.

• Check your BT Call Blocking settings. See Page 23.

• Make sure that the handset is registered to the base. See page 52.

• Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.

If you have checked the above and still cannot make or receive calls, your phone does not ring or line cord error is displayed on your handset, please try the following tests in order:

• If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.

• Try connecting another known working telephone to the telephone line socket. If you cannot make or receive calls on another known working telephone either, please contact your service provider for the line to be checked.

• Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

Interference, noise or poor speech quality
This may be due to several factors. Please try the following tests in order:
• Ensure that your main base is not placed close to any electrical or metal appliances.
• If you have a broadband service, on most broadband lines, an adsl filter is required. Please try the phone with adsl filters installed in all the sockets that are in use. Please go to bt.custhelp.com/app/answers for instructions on installing adsl filters, or call **0800 111 4567**.
• If your phone is already atached to the filter, it may be that the filter is faulty. Please try another filter
• If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
• Try testing your telephone on a telephone line in a different property

(e.g a neighbour's or a friend's line). This will help verify whether the phone or line is at fault.

Phone does not seem to get a very good range
Conditions such as the construction of the building in which the base/handset is placed including the wall material and thickness of walls can affect the range. Please ensure that:
• your main base is not placed close to any electrical or metal appliances.
• the distance between the base and handset is obscured by as few walls as possible.
• try placing your base in another location of the property

Handset continually displays 'Searching' on the screen
If the handset displays 'Searching' on the screen, this indicates that the handset has lost its link with the base. Please try the following tests in order:
• Confirm that the power lead has not been inadvertently disconnected from the base.
• Ensure that the handset batteries are correctly installed and are fully charged.
• Ensure that the handset and base

are within range of each other.

• Disconnect the batteries and mains power, wait for 10 minutes, then reconnect and try again.

Answering machine does not record messages

• Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.

• Check that you have the answering machine turned on to receive messages.

• If you have BT 1571 or a voicemail service from your network provider, please make sure that answer delay on your answer machine is set to answer before the voicemail service.

• Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.

If you have checked the above and still your answering machine does not record messages, please try the following tests in order:

• If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.

• Try connecting another known working answering machine telephone to the telephone line socket. If your answer machine does not record messages on your other known working answering machine telephone either, please contact your service provider for the line to be checked.

• Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

General information

☆
Important
This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services. This product is intended for connection to analogue public switched phone networks and private switchboards in the United Kingdom.

Replacing the handset batteries
After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.
1. Open the battery compartment cover.
2. Lift the battery out and remove the batteries. Replace with two new AAA Ni-MH 750mAh rechargeable batteries.
3. Replace the battery compartment cover.

Caution
Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your Premium Phone by using any other types of batteries.
There is a risk of explosion if incorrect batteries are fitted.

Safety
• Only use the power supply suitable for the Premium Phone. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 090713. If you've bought a multiple pack, the item code for the charger mains power supply is 090713.
• Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available by calling Discom on 0800 9808 999*.
• Don't open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on **0800 145 6789*** for all repairs.

• Radio signal transmitted between the handset and base may cause interference to hearing aids.

• It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

• It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

• Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.

• It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

• Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

• Do not expose to direct sunlight.

• The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on any surface susceptible to heat damage.

• Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

• Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

• Do not expose your product to fire, explosive or other hazardous conditions.

• There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during an electrical storm.

How to recycle your equipment
The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground. You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Warning
You won't be able to call 999 from this phone if there's a power cut, so make sure you've got another way to call for help in an emergency.

Radio Equipment Directive Declaration of Conformity
Hereby, British Telecommunications plc declares that the radio equipment type Premium Phone Telephone (090630, 090631, 090632) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: bt.com/producthelp

EU Frequency band restriction
This device may be used in each member state.

Radio transmission information
Frequency range
1881.792 – 1897.344MHz
Max power
112.72mW 20.52dBm

Operating temperature
0°C to 40°C.

Bluetooth operating frequency
2.4gHz to 2.48gHz. Bluetooth output power uses class 2.

Guarantee
Your Premium Phone is guaranteed for 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Premium Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products

over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

Guarantee conditions
• The guarantee shall only apply to defects that occur within the 12 month guarantee period.
• Proof of purchase is provided.
• The equipment is returned to BT or its agent as instructed.
• This guarantee doesn't cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
• This guarantee does not affect your statutory rights.

Within the 12 month guarantee period
Prior to returning your product, please read the Help section beginning on page 62 or contact the Premium Phone Helpline on 0800 145 6789. Additional answers to frequently asked questions are available from bt.com/producthelp

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

Outside of the 12 month guarantee period
If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the phone network.
We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 or a local qualified repairer.

Returning your phone
If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

Technical details
How many phones can I have?
All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Premium Phone has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.
Any additional handsets and chargers that you register have a REN of 0.

Connecting to a switchboard
Switchboard compatibility
This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Recall (R)
Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider. The Premium Phone supports timed break recall but not earth loop recall.

BT

Offices worldwide

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 145 6789*.

* Calls made from within the UK mainland network and mobile networks are free. International call costs may vary.

Premium Phone (11/17) Issue 2

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