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User Guide



BT3550

Digital Cordless Phone With Answering Machine

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This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

Need help?

If you have any problems setting up or using your BT3550, please call our Helpline on Freephone 0800 218 2182*.

Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in the 'Help' section at the back of this guide or online at bt.com/producthelp.

Hearing aid?

Please note that the BT3550 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?

- BT3550 handset
- BT3550 answering machine base
- 2 x NiMH AAA 500mAh rechargeable batteries (already fitted)
- Battery compartment cover (already fitted)
- Mains power adaptor (item code 066771)
- Telephone line cord

If you have purchased a BT3550 multiple pack you will also have the following for each handset:

- BT3550 handset
- BT3550 charger with pre-fitted mains power adapter (item code 083050)
- Battery compartment cover (already fitted)
- 2 x NiMH AAA 500mAh rechargeable batteries (already fitted)

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

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Getting started

Location

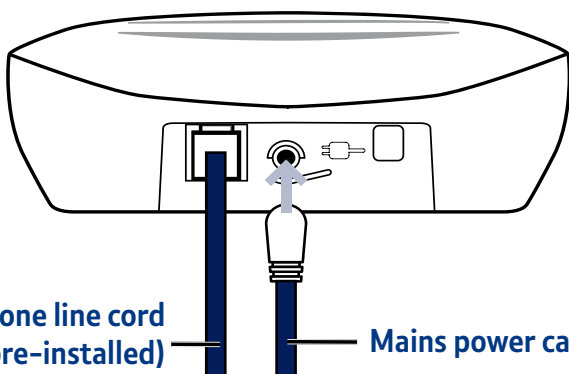
You need to place your BT3550 base within 2 metres of a mains power and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT3550 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

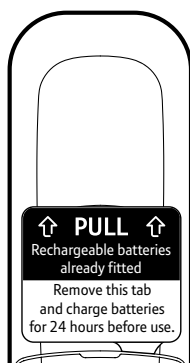
1. Plug the mains power cable with the blue ring on the connector (item code 066771) into the power socket marked  on the back of the base and secure the cable behind the retaining clip. Plug the other end into the mains socket and switch on.



Telephone line cord
(pre-installed)

Mains power cable

2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.



Warning

Do not place your BT3550 in the bathroom or other humid areas.

Handset range

The BT3550 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  symbol on your handset screen indicates when you are in range. When you are out of range, the  symbol flashes, and the screen displays SEARCHING. You should move closer to the base if this happens to ensure the full functionality of your phone.

Important

Do not connect the telephone line until at least one of the handsets is fully charged.

The base station must be plugged into the mains power at all times.

Which socket?

 : Power socket

 : Telephone line socket

Talk/Standby time

Under ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge.

3. Place the handset on the base to charge the batteries for at least 24 hours.

The main handset is pre-registered to the base as Handset 1. This is shown on the display. When the handset is fully charged the display shows the  symbol.

4. After 24 hours plug the telephone line cord into the telephone wall socket.

Note: If you ever need to remove the batteries, simply slide open the battery compartment cover and use the finger recess to take out the batteries.

Set the time format: 24 or 12hr

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press  **soft key**. DATE & TIME is displayed, press the  **soft key** again.
3. TIME FORMAT is displayed. Press the  **soft key** and the current format is displayed. Press  or  to change between 24hr and 12hr. Press the  **soft key**, you will hear confirmation beeps.
4. Press the  button to return to standby.

Battery low warning

If the  symbol is flashing, you will need to recharge your handset before using it.

If the battery icon is flashing and scrolling digits  the battery is very low and you will need to charge it for 24 hours before use to ensure maximum battery performance.

Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 24 hour charge).

New NiMH batteries do not reach full capacity until they have been in normal use for several days. Running the batteries right down at least once a week will help them last as long as possible.

IMPORTANT

Only use the power supply and telephone line cord supplied with your BT3550 otherwise the telephone may not work.

Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a capacity of 500mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT3550 Helpline 0800 218 2182*.

Batteries and handset may become warm during charging. This is normal. If you have more than one handset registered to your base, you only need to set the date and time on one handset and the other handsets will be automatically updated.

Set the date and time

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press the  **soft key**. DATE & TIME is displayed, press the  **soft key** again.
3. Press  or  until the display shows SET TIME and press the  **soft key**.
4. The current time setting is displayed, enter 2 digits for the hour and 2 for the minute using the 24hr format (eg for 10.54pm, press    ) and press the  **soft key**, you will hear confirmation beeps.
5. Press  and SET DATE is displayed. Press the  **soft key**.
6. The current date setting is displayed, enter 2 digits for the day, 2 for the month and 2 for the year using the dd-mm-yy format (eg for 23rd July 2015 press      ) and press the  **soft key**, you will hear confirmation beeps.
7. Press the  button to return to standby.

Your BT3550 is now ready for use.

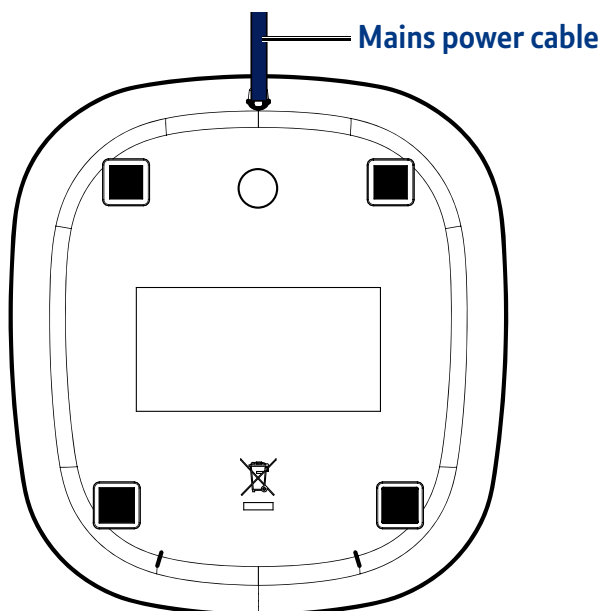
BT3550 multiple pack owners only

Location

You need to place your BT3550 charger close enough to a mains power socket so that the cable will reach.

Setting up the charger

1. Plug the power adaptor cable (item code 083050) into the mains wall socket and switch the power on.



2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.
3. Place the handset on the charger and charge for at least 24 hours.

Your BT3550 multiple pack is now ready for use.

Getting to know your phone

Handset

Up/Redial list

Press to display the Redial list, page 16 and to move up through menu options.

Use to increase the volume, page 16.

Left soft key/Menu

Use with icons displayed above the key.

Press to open the menu, page 12.

Press to select menu options.

Talk

In standby mode, press to make and receive phone calls, see page 15.

In talk mode, press to switch handsfree on and off, see page 16.

Down/Calls list

Press to display the Calls list, page 29, and to move down through menu options.

Use to decrease the volume, page 16.

4 ^{GH} Press to replay the message, page 35.

***j** Press and hold to turn the ringer on/off, page 18.

Recall

Used when connected to a switchboard/PBX page 49, and with some BT Calling Features.

Right soft key/Secrecy

Use with icons displayed above the key.

During a call press to mute your voice so your caller cannot hear you, page 16.

End call

Press to end the call in progress, page 15.

Press and hold for 5 seconds to turn the handset off, page 15.

2 ^{AB} _C Press to stop playback, page 35.

5 ^{JK} _L Press to delete the message, page 35.

6 ^{MN} _O Press to skip to the next message, page 35.

[△] Press and hold to lock/unlock the keypad, page 18.

0 Press and hold to insert a Pause in the number to be dialled, page 20.

Intercom Press to make an internal call, page 18.

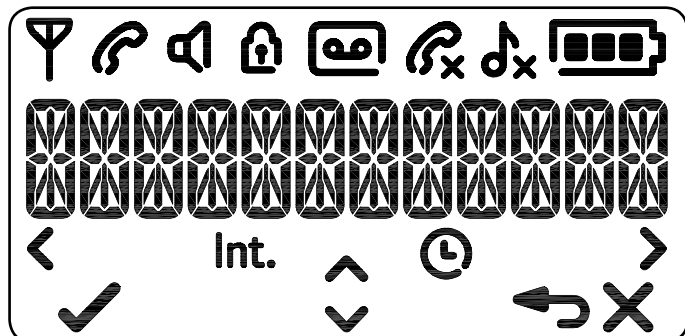
Phonebook

Press to open the phonebook, page 20.

The answer machine handset controls on buttons **2** ^{AB} _C, **4** ^{GH}, **5** ^{JK} _L and **6** ^{MN} _O will only work when a message is being played on the handset, page 35.

Handset display icons

These are the symbols you will see on your handset's display.



	Battery Battery full		Ringer Handset ringer turned off
	Battery 2/3 full		Antenna On – in range Flashing – edge of range
	Battery 1/3 full		Left/right There are characters off the display to the left/right Press #@ key to scroll through the number when in the Calls list
	Low battery, needs charging		Up/down Menu options exist above/below those shown on the display
	Handset Steady – handset in use Flashing – incoming call		Clear (Right soft key) Press to mute/unmute during a call Clears characters when in entry mode Stops the alarm
	On – a missed call has been received		Back (Right soft key) Return to previous menu Cancel current action
	Handsfree On - handsfree speaker in use		Menu (Left soft key) Open the main menu Press to confirm options
Int.	Int. Steady – internal calls connected Flashing – incoming internal call or on hold		
	Answer machine On – answer machine on Flashing – new message received Off – answer machine off		
	Alarm On – alarm set Flashing – alarm time reached		
	Keypad lock Keypad lock on		

Base

Message display shows number of messages and answering machine status.

Digits flash when there are new messages.

Find

Press to page/locate a handset.

Vol.+

Increase speaker volume during playback.

Ans. on/off

Switch answering machine on/off.

Delete

Delete messages during playback. Press and hold to delete all old messages.

Vol.-

Decrease speaker volume during playback.

⏮ Skip

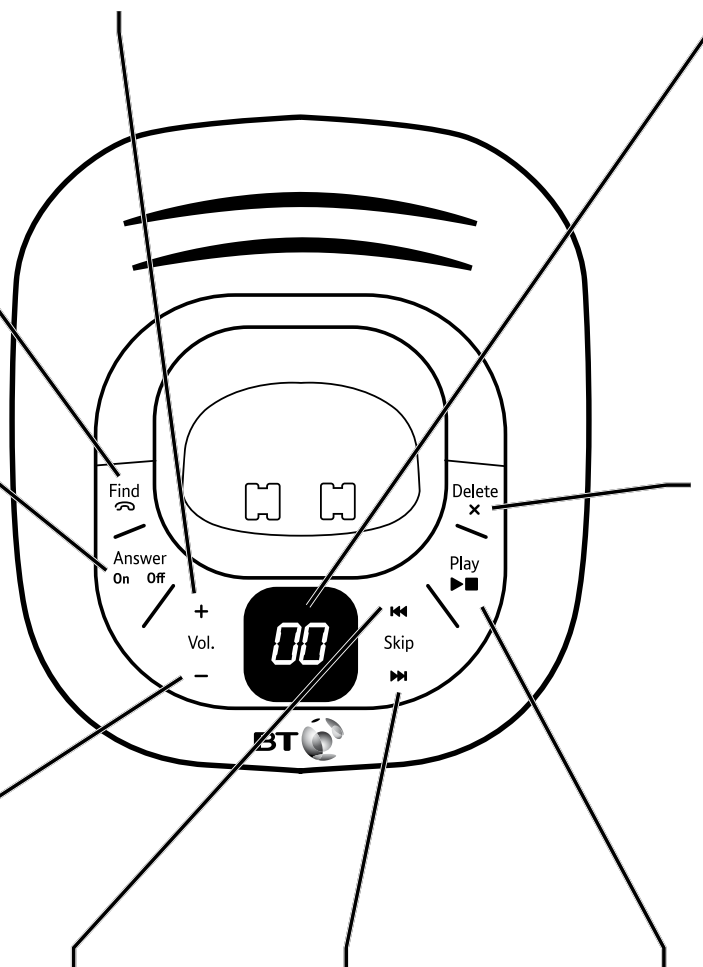
Repeat current message. Press twice to skip to previous message.

Skip ⏭

Skip forward during message playback.

Play/Stop

Play messages. Stop messages during playback.

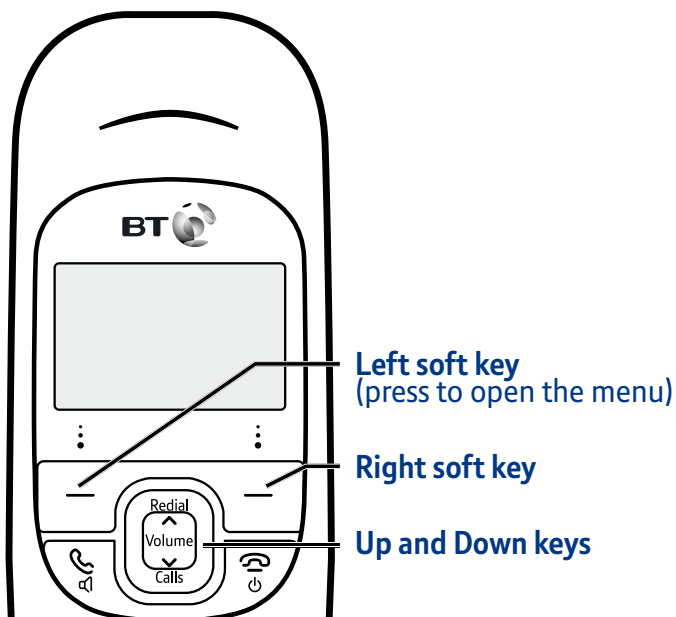


Navigating the menus

Your BT3550 handset features an easy to use menu system. Have a look at the menu map on the next page.

When the handset is switched on and in standby:

1. Press the **Left soft key Menu** to open the main menu.
Then press  or  to scroll through the menu options.



Menu navigation

Press  or  to scroll through the menu options.

Press **Left soft key**  to select a displayed option.

Press **Right soft key**  to go back to the previous display screen.

Press and hold **Right soft key**  or press the  to return to the standby display screen.

Press **Right soft key**  to delete characters or numbers.

Menu map

ANS MACHINE	PLAY MESSAGE DELETE ALL MEMO ANS ON/OFF ANS SETTINGS
CALL LIST*	DETAILS STORE NUMBER DELETE DELETE ALL
PHONEBOOK*	ADD VIEW EDIT DELETE DELETE ALL CAPACITY
BS SETTINGS	BASE RINGER RING VOLUME DELETE HS CHANGE PIN
HS SETTINGS	DATE & TIME ALARM RINGER TONES HS NAME DISPLAY AUTO ANSWER
BT SERVICES	HELPDESK BT 118500 DIVERT ON DIVERT OFF DIVERT CHECK C WAIT ON C WAIT OFF C WAIT CHK
REGISTRATION	
RESET	

*You will need to press the **Left soft key**  to open the sub menu.

Default

You can reset your BT3550 back to the default settings.

This will not delete your phonebook entries. To delete your phonebook, see page 22 “Delete all phonebook entries”.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows RESET and press .
3. PIN? is displayed, enter the PIN (default 0000) and press .
4. CONFIRM? is displayed, press .

Default settings table

Handset	Default Value	Base	Default Value
Redial List	EMPTY	System PIN (4-digit)	0000
Call List	EMPTY	Base Ringer Melody	MELODY 1
External Ringer Melody	MELODY 1	Ringer Volume	VOLUME 5
Internal Ringer Melody	MELODY 2		
Ringer Volume	VOLUME 5	Answer Machine	Default Value
Earpiece Volume	VOLUME 3	Answer Machine ON/OFF	ON
Handset Name	HANDSET	Answer Mode	ANS & REC
Key Beeps	OFF	OGM	PRE-RECORDED OGM
Low Battery Tone	ON	Answer Delay	5 RINGS
Out of Range Tone	ON	Message Record Time	3 MINUTES
Ringer On/Off	ON	Remote Access	OFF
Auto Answer On/Off	ON	Remote Access PIN (4-digit)	0000
Date	00/00/00		
Time Format	24 HR		
Time	00:00		
Alarm	OFF		
Key Lock	OFF		

Using the phone

Switch the handset on/off

1. Press and hold  for 5 seconds to switch the handset on and off.

Make a call

1. Press .

Enter the telephone number and the number is dialled.

Preparatory dialling

Use preparatory dialling to see and check the number on the display before you dial out. The display can only show 11 digits at a time, if you enter a number with more than 11 digits,  will be displayed to the left of the number to indicate more digits.

1. Enter the number first then press  to dial.

End a call

1. Press  or place the handset back on the base.

Receiving calls

When you receive an incoming call, the telephone will ring and the  icon will flash. The In use light on the base will also flash.

1. If the handset is not in the base/charger, press  to answer the call.

Or

If the handset is on the base/charger, lift the handset to answer the call.

2. To turn the handset ringer off when receiving a call press the **Right soft key** . The display will briefly show VOLUME OFF.

Call timer

Your handset automatically displays the duration of every external call.

The call time will remain on the display until 5 seconds after the call has ended.

Press **Right soft key**  to delete an incorrect digit when preparatory dialling.

If you have subscribed to a Caller Display service, your caller's number will also be shown. If the number is withheld the display will show WITHHELD. If an exact number match is found in the Phonebook, the name will alternate with the number in the display. See page 29 for more information.

Internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.

Earpiece volume

Adjust the volume during a call:

To increase the volume, press .

To decrease the volume, press .

The first press will show the current volume level, subsequent presses will adjust the level from 1-5.

Secrecy

During a call, you can talk to someone nearby without your caller hearing.

1. Press **Right soft key** . The display shows MUTE ON and your caller cannot hear you.
2. Press **Right soft key**  again to return to your caller.

Make a handsfree call

1. Enter the number then press  twice.  is displayed. You hear your call over the handset loudspeaker. Press  to switch the call between the earpiece and the loudspeaker.
2. Press  to end the call.

Answer a call handsfree

When the phone rings:

1. Press  after the call has been answered. The call is transferred to the handset loudspeaker.

Switch to handsfree during a call

1. During a call, press  to put the call on the loudspeaker. To switch handsfree off and return the call to the earpiece, press  again.

Redial

Your BT3550 stores the details of the last 10 calls made into a redial list. Stored redial numbers can be up to 20 digits long.

1. Press  to display the Redial list.
2. Press  or  to select any of the last 10 numbers called.
3. Press  to dial the number displayed.

The earpiece volume can only be changed when you are on a call.

There are 5 volume levels.

Handsfree

Handsfree lets you talk to your caller without holding the handset and means that other people in the room can listen to your conversation over the loudspeaker.

During a handsfree call, press  or  to change the volume.

If a redial number is stored in the phonebook, the caller's name will be displayed instead of the number.

If there are no redial numbers stored, LIST EMPTY will be displayed.

To copy a redial number to the phonebook

1. Press  to display the Redial list.
2. Press  or  to display the number you want and press **Left soft key**  to select.
3. STORE NUMBER is displayed, press **Left soft key**  to select.
4. NAME is displayed. Enter a name using the keypad and press **Left soft key**  to confirm.
5. The number is displayed, press **Left soft key**  to confirm.
6. Press  or  to select a ringtone to associate with the name/number and press  to confirm.
7. Press **Right soft key**  to return to standby.

To delete a number from the redial list

1. Press  to display the Redial list.
2. Press  or  to display the number to be deleted and press **Left soft key** .
3. Press  or  to display DELETE and press **Left soft key**  to select and the number will be deleted.
4. Press **Right soft key**  to return to standby.

To delete the entire redial list

1. Press  to display the Redial list.
2. With any of the redial numbers displayed, press **Left soft key** .
3. Press  or  to display DELETE ALL and press **Left soft key**  to select.
4. CONFIRM? is displayed, press **Left soft key**  again to confirm and delete the entire redial list.
5. LIST EMPTY is displayed. **Right soft key**  to return to standby mode.

The  icon is displayed when the phone number is too long to be fully shown on the screen. Press  to allow you to scroll through the rest of the numbers.

If you dial the same number on more than one occasion, only the most recent call details will be stored, any previous occurrence will be deleted.

For help with entering names see page 20.

Keypad lock

You can lock the keypad to prevent accidentally dialling numbers while carrying the handset around.

1. Press and hold  until the  icon is displayed.
2. To unlock the keypad, press and hold  again.

Handset ringer volume on/off

1. Press and hold  to switch the handset ringer on or off.

If you switch the ringer off, the  icon will be displayed.

Page the handset(s)

You can alert handset users that they are wanted or locate a missing handset.

1. Press  on the base. The handset(s) will beep and display PAGING.
2. Press  on the base again or press any button on the handset to stop the handset beeping.

Making internal calls

If you purchased a BT3550 multi-pack, you can make internal calls between handsets.

1. Press  and enter the number of the handset you want to call (or press  to call all handsets registered to the base). The other handset(s) will ring and display your handset number to let the handset user know who is calling. When the other handset answers hold your conversation as normal.
2. Press  to end the call.

Receiving internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

1. Press  to answer the call.

When the keypad is locked incoming calls can still be answered. Once the call has ended, the keypad lock is re-activated.

IMPORTANT

Emergency calls to 999/112 CAN be made while the keylock is on.

You cannot answer the beeping handset as you would a call.

Stopping the beep at a handset stops the beep on all handsets.

If you only have two handsets you do not need to enter the handset number to call.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted in the earpiece of both handsets and the incoming call details will be shown on the screen. The internal call has to be ended before the external call can be answered.

Transferring calls

If using a BT3550 multi-pack, you can transfer an external call to the other handset.

1. During an external call, press .
2. Enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling. The external caller will be put on hold and hear music.
3. When the other handset answers, press  to transfer the call.

3-Way conference calls

If you are using a BT3550 multi-pack, you can hold a 3-way conference call with an external caller and another internal handset.

1. During an external call, press .
2. Enter the number of the other handset you wish to join the call. The other handset will ring.
3. The other handset answers the caller by pressing .
4. Press and hold the  button for 2 seconds, the display shows CONFERENCE. The external caller, and the two internal handsets are all connected to the conference call.
5. Any caller can leave the conference by pressing .

If you only have two handsets you do not need to enter the handset number to call.

If you only have two handsets you do not need to enter the handset number to call.

Phonebook

You can store up to 50 names and numbers in the phonebook of each of your BT3550 handsets for quick and easy dialling. Numbers can be up to 20 digits and names up to 12 characters. Phonebook entries are stored alphabetically.

Store a number

1. Press  to open the phonebook. The first entry or EMPTY is displayed.
2. Press **Left soft key** , ADD is displayed, press  to select.
3. NAME is displayed, enter the name for the entry using the keypad (see 'Entering names' below if you need help). Press  to store.
4. NUMBER is displayed, enter the number for the entry using the keypad and press  to save.
5. Press  or  to select a ringtone to associate with the name/number and press **Left soft key**  to confirm.
6. Press **Right soft key**  to return to standby.

Entering names

Use the keypad to enter the letters shown on the buttons, e.g. to store DAN:

1. Press  once to enter D.
2. Press  once to enter A.
3. Press  twice to enter N.

Writing tips

If you make a mistake, press **Right soft key**  to delete the last character or digit.

Press  repeatedly to enter the following: SPACE – 1

Press  repeatedly to enter the following symbols: * ? / \ ()

Press  repeatedly to enter the following symbols: # & ' , -

If there are no stored entries, LIST EMPTY will be displayed.

If you try to store a new entry and the phonebook is full, you will hear an error tone and PB FULL will be displayed.

If the number you store has more than 11 digits, the display shows  to the left of the number to indicate more digits ahead. Press  or  to scroll backwards or forwards through the number.

Insert a pause in a number

You may need to do this if you are connected to a switchboard. When entering a number, usually after entering the switchboard access code (e.g. 9) press and hold  until P appears in the display.

If the next letter is on the same button that you have just pressed, wait until the cursor moves to the right before trying to enter it.

Dial/view a number

1. Press  to open the phonebook. The first entry is displayed.
2. Press  or  to scroll through the phonebook to the entry you want.

Or, search alphabetically, using the keypad to enter the first letter of the name you want, then scroll to the exact entry using the  or  buttons.

3. Press  if you want to dial the number.
4. Or press the **Left soft key** , then scroll  to VIEW and press  to display the number for an entry.

Edit a phonebook entry

1. Press  to open the phonebook. The first entry is displayed.
2. Press  or  to scroll through the phonebook to the entry you want.
3. Press **Left soft key** , then  or  to display EDIT and press  to select.
4. The stored name is displayed followed by a flashing cursor. Edit the name using the **Right soft key**  to delete incorrect characters and enter new ones using the keypad, then press .
5. The number is displayed followed by a flashing cursor. Edit the number using the **Right soft key**  to delete incorrect digits and enter new ones using the keypad, then press  to save.
6. The current ringtone is played and displayed. Use  or  to choose a new ringtone if required and press .
7. Press  to return to the standby screen.

Searching for a name

Example: To search for Jaime, press  once to display the first entry beginning with J, then use  or  to scroll to Jaime.

You can use the  or  button to move the cursor along the name or number if you only need to change a few digits.

See page 20 for help with entering names.

Delete a phonebook entry

1. Press  to open the phonebook. The first entry is displayed.
2. Press  or  to scroll through the phonebook to the entry you want.
3. Press **Left soft key**  then  or  to display DELETE and press  to select.
4. Press  to return to standby mode.

Delete all phonebook entries

1. Press  to open the phonebook. The first entry is displayed.
2. Press the **Left soft key**  then  or  to display DELETE ALL.
3. Press  and CONFIRM? is displayed. Press  then all phonebook entries will be deleted and LIST EMPTY is displayed.
4. Press  to return to standby mode.

If you have purchased a BT3550 multiple pack, entries are only deleted on the handset you are using.

Handset settings

Handset ringer melody

There are 5 different ringer melodies to choose from for both internal and external calls.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until RINGER is displayed and press .
4. Press  or  to select either INT RING or EXT RING for internal or external call ringer melody and press .
5. The current ringtone is played, use  or  to listen to the alternatives and press  to confirm your choice.
6. Press and hold  to return to standby.

Handset ringer volume

There are 5 volume levels and Ringer Off to choose from.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until RINGER is displayed, press  to select.
4. Press  or  until RING VOLUME is displayed, press  to select.
5. The current ringtone is played at the current volume setting. Press  or  to listen to new volume levels or off, press  to store.
6. Press and hold  to return to standby.

You can also turn the handset ringer off by pressing and holding the  button.

Handset tones on/off

Your BT3550 has a series of tones designed to alert you to certain situations. A tone will sound: when the battery is low; when you move out of range of the base and there is no coverage; to confirm each button press (key beeps). You can switch the handset tones on or off.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until TONES is displayed, press  to select.
4. Press  or  to select the tone you want: KEY BEEPS, BATTERY LOW or OUT OF RANGE and press  to select.
5. Press  or  to display either ON or OFF and press  to confirm. You hear confirmation beeps.
6. Press and hold  to return to standby.

Handset name

You can give each handset a name up to a maximum of 10 characters, for example KITCHEN. The handset will still display its number.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until HS NAME is displayed, press  to select.
4. Press  to delete characters and use the keypad to enter the name you want, then press  to confirm.
5. Press and hold  to return to standby.

Display

You can choose to display the handset name or the time in the standby screen.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until DISPLAY is displayed, press  to select.
4. Press  or  to select TIME or HANDSET NAME, then press  to confirm.
5. Press and hold  to return to standby.

Alarm

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  until ALARM is displayed and press  to select.
4. Press  or  to select ON or OFF and press .
5. If you select ON you should now enter the time in 24hr format, i.e. for 07.30am enter **07**  **30**  **00**, and press . The  icon will show on the standby screen to indicate that the alarm is set.
6. Press and hold  to return to standby.

Use any key to disable the alarm when it is activated.

When the alarm goes off

The alarm will only go off on the handset were it has been set (this is indicated by the  icon on the standby screen). Turn the alarm off by pressing any handset button, even if the keylock has previously been activated.

The alarm will sound even if the handset ringer has been set to off. The ringer will remain set to off after the alarm has sounded. The alarm will sound with the handset ringer melody that has been set and the screen will show ALARM ON.

If the alarm sounds during a call, you will hear a beep in the earpiece.

The alarm setting is for a single event, so once the alarm ringer has been deactivated the alarm time will need to be set to ON again if required.

Auto answer

If auto answer is on (set as default) you can answer a call by taking the handset out of the base, you do not have to press the  button to take the call.

The default setting is Auto answer ON.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press .
3. Press  or  until AUTO ANSWER is displayed and press .
4. Press  or  to select ON or OFF and press .
5. Press and hold  to return to standby.

Base settings

Base ringer melody

There are 5 different ringer melodies to choose from.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows BS SETTINGS and press .
3. BASE RINGER is displayed, press  to select and the current ringtone is played.
4. Press  or  to listen to the available ringtones and press  to select.
5. Press and hold  to return to standby.

Base ringer volume

There are 5 volume levels and ringer off to choose from.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows BS SETTINGS and press .
3. Press  to display RING VOLUME and press , the current ringtone is played.
4. Press  or  to adjust the volume setting or turn it off (VOLUME OFF), press  to select.
5. Press and hold  to return to standby.

Change PIN code

Your System PIN can help prevent unauthorised users from changing the settings on your phone.

1. Press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows BS SETTINGS and press .
3. Press  or  until CHANGE PIN is displayed, press  to select. OLD PIN? is displayed.
4. Enter the existing PIN code using the keypad and press . NEW PIN? is displayed.
5. Enter a new 4 digit PIN code using the keypad and press . CONFIRM? is displayed.
6. Re-enter the new PIN code and press . You hear confirmation beeps.
7. Press and hold  to return to standby.

Delete handset

1. To de-register a handset from the BT3550 base station, press the **Left soft key Menu** to open the main menu.
2. Press  or  until the display shows BS SETTINGS and press .
3. Press  or  to display DELETE HS and press .
4. PIN? is displayed, enter the PIN and press .
5. Press  or  to select the handset you wish to delete and press .
6. Press and hold  to return to standby.

The default PIN setting is 0000.

You cannot delete the handset you are using to carry out this action.

Default PIN is 0000.

Caller Display and the Call list

If you subscribe to Caller Display, you can see your caller's number (provided it is not withheld) on your handset display before you answer the call.

If you have stored a name for the calling number in your handset phonebook, the name and number will alternate in the handset display.

Call list

When a call is not answered or is picked up by the answering machine, the display shows **X NEW CALLS** (where X is the number of calls) and your caller's telephone number will be stored in the Call list. The Call list holds the last 40 incoming calls (missed and answered).

When the Call list is full, the oldest call will be replaced by a new call, the most recent call will always be at the top of the list.

View/dial a number

1. Press , the most recent missed call is displayed. New missed calls are shown with the  icon in the display.
2. Press  or  to scroll through the Call list.
3. Press  to dial the number displayed.

To copy a Call list number to the phonebook

1. Press  to display the Call list, then press  or  to scroll to the entry you want and press  to select.
2. Press  until **STORE NUMBER** is displayed then press .
3. **NAME** is displayed. Enter a name using the keypad and press  to confirm.
4. The number is displayed, press  to confirm.
5. Ringtone **MELODY 1** is played, press  or  to choose a ringtone to associate with the phonebook entry. Press .
6. Press  to return to standby mode.

IMPORTANT

To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

For more information on BT Calling Features, call BT free on 0800 800 150.

If the caller has withheld their number the display shows **WITHHELD**.

If a call is received from an international number **INTERNAT'L** is displayed.

If the caller display number is over 12 characters it cannot be displayed on one screen, but the other digits can be seen by pressing the  button.

If a number is stored in the phonebook, the caller's name will be displayed instead of the number.

If there are no Call list numbers stored, **LIST EMPTY** will be displayed.

When using the Ringback service the display will show **RINGBACK** followed by the number. **Ringback** will be stored in the Call List and the number can be viewed by pressing the  button.

View Call details

1. Press  to display the Call list, then press  or  to scroll to the entry you want and press  to select.
2. DETAILS is displayed press  to select.
3. The date and time details of the call will be displayed.
4. Press  to return to standby mode.

Delete a number

1. Press  to display the Call list, then press  or  to scroll to the entry you want and press  to select.
2. Press  or  to display DELETE and press  to select.
3. Press  to return to standby mode.

Delete the entire Call list

1. Press  to display the Call list and press .
2. Press  or  to display DELETE ALL and press  to select.
3. CONFIRM? is displayed, press  again to confirm.
4. LIST EMPTY is displayed. Press  to return to standby mode.

Answering machine

Your BT3550 can digitally record up to 60 minutes of messages. The default length for each message is a maximum of 3 minutes. This is the recommended setting, however you can change this, see page 36.

You can operate your BT3550 from:

- the handset
- the base
- remotely from any external Touchtone™ telephone.

Your BT3550 comes with two pre-recorded male and female outgoing messages each for Answer and Record and Answer Only mode. You can also record your own outgoing message.

Your BT3550 gives clear voice prompts to help you when using the answering machine.

If you have not already set the date and time, you will need to do this so that you will know when each message was received, see pages 6-7.

Operating the answer machine via the base

Switch answer machine on/off

1. Press . When the answer machine is off, the base counter will show —.

Playing messages

1. Press . The number of recorded messages will be shown on the message counter. If there are new messages, the total number of new messages will be shown and the counter display will flash.

During playback:

-  press once to repeat current message, twice to play previous message.
-  press to play next message.
-  press to delete current message.

Adjust volume

1. Press  or  to increase or decrease the volume.

Call screening

Via the base:

You can listen to a caller leaving a message via the base speaker. Once they start leaving a message if you decide you want to speak to the caller simply pick up the handset and answer the call.

Via the handset:

When a caller is leaving a message SCREENING? appears on the display.

Pressing  allows you to monitor the message being left through the handset earpiece without the caller hearing you.

You can then press  to accept the call or  to stop monitoring.

Operating the answer machine via the handset

Switch answer machine on/off

When first connected to the mains power, your BT3550 is set to ON and Answer and Record.

When set to on, the  icon is displayed on the handset screen.

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS ON/OFF** is displayed and press  to select.
3. Press  or  to select **ON** or **OFF**, then press  to confirm.
4. Press and hold  to return to standby mode.

Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT3550 comes with two pre-recorded male and female outgoing messages to choose from. You can also record your own outgoing messages.

Answer and Record

This allows your caller to leave a message for you. The pre-recorded message is “Hello, your call cannot be taken at the moment, so please leave your message after the tone.”

Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is “Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”

Select answer mode

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. The display shows **ANSWER MODE**, press .
4. Press  or  to select **ANS & REC** or **ANSWER ONLY** and press  to confirm.
5. Press and hold  to return to standby.

Select male or female outgoing message voice

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. Press  to display **OGM VOICE** and press .
4. Press  or  to select **MALE** or **FEMALE** and press .
5. Press and hold  to return to standby.

Record your own outgoing message

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.

Your personalised message can be up to 2 minutes long. It replaces the pre-recorded outgoing message, but you can reinstate this later if you wish.

3. Press  to display OUTGOING MSG and press .
4. Press  or  to select ANS & RECORD or ANSWER ONLY and press .
5. Press  or  to RECORD MSG and press  to record your message.

The voice prompt played through the earpiece will tell you when to start your message.

6. The display shows RECORDING, press  when you have finished speaking and your message will be played back.
7. Press and hold  to return to standby.

Play/check outgoing message

1. Press the **Left soft key Menu**, the display shows ANS MACHINE, press .
2. Press  or  until ANS SETTINGS is displayed and press  to select.
3. Press  to display OUTGOING MSG and press .
4. Press  or  to select ANS & RECORD or ANSWER ONLY and press .
5. PLAY MESSAGE is displayed, press  to listen to the message through the earpiece. The display will show PLAYING MSG.
6. Press and hold  to return to standby.

This means deleting your own recorded outgoing message.

Reinstate pre-recorded outgoing messages

1. Press the **Left soft key Menu**, the display shows ANS MACHINE, press .
2. Press  or  until ANS SETTINGS is displayed and press  to select.
3. Press  to display OUTGOING MSG and press .
4. Press  or  to select ANS & RECORD or ANSWER ONLY and press .
5. PLAY MESSAGE is displayed, press  and as soon as the message starts press . Your personal outgoing message will be deleted and the pre-recorded message reinstated.
6. Press and hold  to return to standby.

Message playback

When you have new messages stored on your BT3550 answering machine the  icon will flash in the display and the screen will show X NEW MSGS.

Playing messages via the handset

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press  .
2. **PLAY MESSAGE** is displayed, press  to start playback. The date and time of the message are announced, then the messages are played back. The date and time of the message are also shown on the handset screen.

The machine then announces, “You have (n) old messages”, and all old messages are played back. New messages will always be played back first.

During playback, you can choose any of the following options:

Press  to stop playback.

Press  to replay the current message.

Press  twice to go to the start of the previous message.

Press  to skip to the next message.

Press  to delete the current message.

3. Press and hold  at any time to return to standby mode.

Adjust volume for message playback

1. During message playback, press  or , until you reach the required level.

Delete all old messages

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press  .
2. Scroll  to **DELETE ALL** and press  .
3. **CONFIRM?** appears. Press  to confirm.
4. Press and hold  to return to standby mode.

To record a memo

You can record a memo on the answer machine for another member of your household.

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Scroll  or  to **MEMO** and press .
3. A voice prompt played through the handset earpiece will tell you when to start speaking. The display shows **RECORDING**. Press  when you have finished recording and the memo will be saved and played back to you. During playback you can press  to delete the memo.
4. Press and hold  to return to standby mode.

Memory full

If the memory becomes full when a caller is leaving a message the machine announces “Memory full, thank you for calling” and hangs up.

When the memory is full, your answering machine will automatically switch to Answer Only mode. You must delete messages to allow for more messages to be recorded, see previous page for instructions.

Recording time

Recording time allows you to set the amount of time that can be allocated to an incoming message. The default is 3 minutes. You can change this to 1 or 2 minutes, or Unlimited. When the allocated time is reached your BT3550 will announce “Thank you for calling” and then hang up.

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. Press  or  to display **RECORD TIME** and press .
4. Press  or  to select **1 MINUTE**, **2 MINUTES**, **3 MINUTES** or **UNLIMITED** and press .
5. Press and hold  to return to standby.

To playback a memo

A memo is played back as any other recorded message, see page 31 and 35.

Answer delay

Answer delay sets the number of times your BT3550 will ring before the answering machine picks up your call. The default setting is 5 rings. You can change this setting from between 2-9 rings or to time saver mode.

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. Press  or  to display **ANSWER DELAY** and press .
4. Press  or  to select the number of rings you want (2-9) or **TIME SAVER** and press .
5. Press and hold  to return to standby.

Remote access

Ensure that you have Remote Access turned on and that you have set a Remote Access PIN first if you want to use this feature.

When switched on, you can call in from another phone to listen to your messages and operate your answering machine. You are asked to enter your system PIN so that other people cannot ring up and listen to your messages. To change your System PIN, see page 38.

Switch remote access on/off

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. Press  or  to display **REMOTE ACC** and press .
4. Press  or  to choose either **ON** or **OFF** and press .
5. Press and hold  to return to standby.

If you have a voice mail service e.g. 1571 please ensure that the ring delay is set to answer before the voicemail service. Therefore, the ring delay should be less than on the voicemail if you want the BT3550 answer machine to answer calls.

Time saver

If you have set the answer delay to Time Saver, your answering machine will answer after 2 rings if you have new messages. If you do not have new messages it will answer after 6 rings. This enables you to hang up if you hear more than 2 rings before you are connected, saving you the cost of a call.

Change remote access security PIN code

1. Press the **Left soft key Menu**, the display shows **ANS MACHINE**, press .
2. Press  or  until **ANS SETTINGS** is displayed and press  to select.
3. Press  or  to display **CHANGE PIN** and press .
4. **OLD PIN?** is displayed, enter the current PIN and press .
5. **NEW PIN?** is displayed, enter your new PIN and press . Re-enter the new PIN when the display shows **CONFIRM?** and press .
6. Press and hold  to return to standby.

Switch answering machine on

If you forget to switch on your answering machine before leaving home, you can do it from another phone.

1. Dial your phone number and after 20 rings your BT3550 will answer. When the message starts press ***** and you will hear, "Please enter your security code". Enter your 4-digit code.
2. Press  to switch the answer machine on.

Check for messages

1. Dial your phone number. When you hear your outgoing message, press *****. You will hear, "Please enter your security code".
2. Enter your 4-digit code and your machine announces "To hear main menu, press 1. Press 1 to listen to menu options or press 2 to play all messages". The new messages are then automatically played back to you.

Keep a note of your remote access security PIN code.

The default PIN setting is 0000.

If you enter the incorrect PIN code, you will hear "Incorrect security code". You have two chances to enter the correct remote access security code before your BT3550 hangs up.

If you do not press any button for 4 seconds during Remote access, your BT3550 will hang up.

Remote access commands

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The commands are:

- 1**  Play remote access menu
- 2**  Play/Stop all messages
- 4**  Repeat/Skip back to previous message
- 5**  Delete current message
- 6**  Skip forward to next message
- 7**  Turn answer machine on
- 9**  Turn answer machine off

BT Services

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

There are also two empty entries so you can enter two important numbers of your choice, e.g. your doctor and dentist numbers.

- BT Helpdesk
- BT 118500 directory enquiries
- Call Divert on
- Call Divert off
- Check Call Divert
- Call Waiting On
- Call Waiting Off
- Check Call Waiting

BT Helpdesk

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. HELPDESK is displayed, press  to call the BT3550 product Helpdesk.

BT 118500 (Directory Enquiries)

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to BT 118500 and press  to call.

Call Divert on

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to DIVERT ON.
3. Press  to dial the service and then enter the number you want to divert calls to.

IMPORTANT

To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A quarterly fee may be payable.

For more details on BT's Calling Features, call BT free on 0800 800 150.

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features user guide supplied when you subscribe to the services of your choice.

When using the Ringback service the display will show RINGBACK followed by the number. **Ringback** will be stored in the Calls List and the number can be viewed by pressing the  button.

If you always divert your calls to the same number, you can change the service number for convenience.

Follow steps 1 and 2 opposite and press . Scroll to EDIT, press  twice and after the existing number enter in the number you usually divert to (do not delete any of the digits that are already there). Press  to confirm.

Then when you call 'Divert on', your divert will be set up without having to enter any additional digits.

Call Divert off/check

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to either DIVERT OFF or DIVERT CHECK.
3. Press  to dial the service. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Call Waiting on/off/check

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to either C WAIT ON, C WAIT OFF or C WAIT CHK.
3. Press  to dial the service. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Add an entry

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to EMPTY and press .
3. ADD is displayed, press .
4. Enter the name you want and press .
5. Enter the number you want and press . The entry is saved.

Dial a stored entry

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to the entry you want to dial and press .

Delete an entry or delete all entries

1. Press the **Left soft key Menu** and scroll  to BT SERVICES, press .
2. Scroll  to the entry you want to delete, press .
3. Scroll  to DELETE to delete the selected service entry or DELETE ALL to delete all the services and press .
4. Press  to confirm if required.

Call Divert will divert all incoming calls to another number of your choice.

Call Waiting lets you know if another person is trying to contact you while you are on a call. If a second caller rings you will hear a beep in the handset. Providing you have also subscribed to Caller Display, the screen will show the caller's details.

You can also scroll through the menu to EDIT, and edit any stored names or numbers.

If you accidentally delete all the service entries you can restore them by a phone reset, see page 14.

Registering additional handsets

You can use up to five BT3550 handsets with your BT3550 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If you have purchased a BT3550 multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT3550 base before it can be used.

Registering a handset

1. Press the **Left soft key Menu** then  or  until **REGISTRATION** is displayed, then press .
2. **PIN?** is displayed. Enter the base PIN (original setting=0000) and press .
3. The handset will display **SEARCHING**, press and hold the  button on the base until you hear a long beep.
4. The handset will temporarily display **REGISTERED** then will display **HANDSET**.

When the registration has succeeded, the handset is automatically assigned the next available handset number.

Registering another make of handset to your BT3550 base

If you want to register another make of handset (i.e. not a BT3550 handset) to your BT3550 base then 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 opposite from point 3). 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.

You have 60 seconds to complete the registration process.

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail. You must de-register (delete) another handset before you can register the new one. See page 28, "Delete handset" for instructions.

Help

If you experience any problems, please call the Helpline on 0800 218 2182*. Additional answers to Frequently Asked Questions can be found by visiting bt.com/producthelp

Handset not registering?

- Is **SEARCHING** displayed on the handset? You need to move closer to the base.
- Check that the base is plugged into the mains power and switched on.
- Check that there are charged batteries in the handset and that they are fitted correctly.

Forgotten your PIN number

- Try entering the default PIN = 0000. If you have changed the number and cannot remember it, contact the BT Helpline on 0800 218 2182*.

No display

- Check that the handset batteries are charged and correctly fitted. If necessary, replace the batteries.

Nothing happens when you press any button

- Is the  icon displayed? If so, the key lock is on, press and hold  to unlock the keypad.

No connection between handset and base

- You may be out of range, is the  icon flashing? If so, move closer to the base.

Handset is not charging properly

- Make sure the handset is placed properly on the base/charger. When charging, the battery symbol is shown filling up.
- Clean the charging contacts with a soft, slightly damp (not wet) cloth.

Handset does not ring

- Check that the batteries are inserted correctly.
- Check that the handset ringer has not been switched off, see page 23.

Your caller cannot hear you

- Check to see if the display says MUTE ON. If so, the secrecy feature is switched on. Press the **right soft key**  to speak to your caller again.

Incoming caller's number is not displayed even though you have Caller Display

- The caller has to allow their number to be sent. The number could be withheld or is unavailable.

General information

IMPORTANT

This equipment is not designed for making emergency telephone 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 telephone networks and private switchboards in the United Kingdom and Republic of Ireland.

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Slide open the battery compartment cover.
2. Use the finger recess to take out the old batteries and replace with 2 new AAA NiMH 500mAh batteries.
3. Press and push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 500mAh.

For details on how to obtain spare rechargeable batteries, contact the BT3550 Helpline on 0800 218 2182*.

WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT3550 by using any other types of batteries.

Safety information

- Only use the power supply suitable for the BT3550 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 066771.

If you have purchased a multiple pack the item code for the charger(s) mains power supply is 083050.

- Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT3550 Helpline on 0800 218 2182*.
- Do not 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 218 2182* for all repairs.

- If the keylock is switched on, it is still possible to make calls to the emergency numbers (999/112/9999/9112).
- 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 antique/veneered wood.
- 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 telephone 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.

Guarantee

Your BT3550 is guaranteed for a period of 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 BT3550, 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.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not 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:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 43 or contact the BT3550 Helpdesk for assistance on 0800 218 2182*. 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 telephone network. We suggest that you call our recommended repair agents Discount Communications Ltd on 0800 980 8999.

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.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Technical information

How many telephones 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 BT3550 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.

Only use approved base mains power supply, item code: 066771.

Only use approved rechargeable NiMH AAA 500mAh batteries.

These products are available from the BT3550 Helpline on 0800 218 2182*.

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Recall (R)

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

If you would like a copy of the Declaration of Conformity please visit: bt.com/producthelp

Declaration of Conformance

Hereby, BT declares that this BT3550 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit bt.com/producthelp

User Guide formats

This document is also available in other formats, such as Large print, Braille and Audio CD. If you would like a copy, please call 0800 218 2182*.

For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit
bt.com/betterfuture

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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† UK's No. 1 Phone Brand based on sales. Source: GfK RT UK, Landline Phone sales, volume and value sales, annually Jan 2000 – July 2015.

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