



UK's best selling phone brand†

## Quick Set-up and User Guide



### BT3920

Digital Cordless Phone with Answering Machine

# Important – please read first

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- Only use the line cord, power supply (item code 066773) and the rechargeable batteries supplied with your phone.
- Make sure that the power supply is connected to a known working socket.
- Connect your phone to the power supply and allow the batteries to charge for 24 hours before connecting the line cord to your telephone socket.
- To make sure you get the best range and reception from your handset, avoid interference by placing the base unit away from large metal objects such as fridge freezers and microwave ovens or electronic products such as computers and TVs.

## **Answer machine – handy hint**

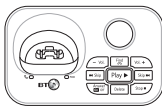
Make sure that the telephone is set to Answer and record and that the number of rings on the ring delay is set to answer before any voicemail service i.e. BT Answer 1571, or similar. The default setting is five rings. If you want to change this, please see page 38.

# Check box contents

3



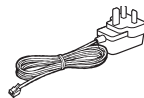
Handset



Base



Telephone line cord  
(already fitted)



Mains power adaptor  
(item code 066773)



2 x AAA 500mAh  
rechargeable batteries  
(already in handset)

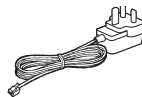
## Contents for each additional handset (multipacks only)



Handset



Charger



Mains power adaptor  
(item code 066773)



2 x AAA 500mAh  
rechargeable batteries  
(already in 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 BT3920 if you use any other type of batteries.

# Quick set-up guide

## Where to put your phone

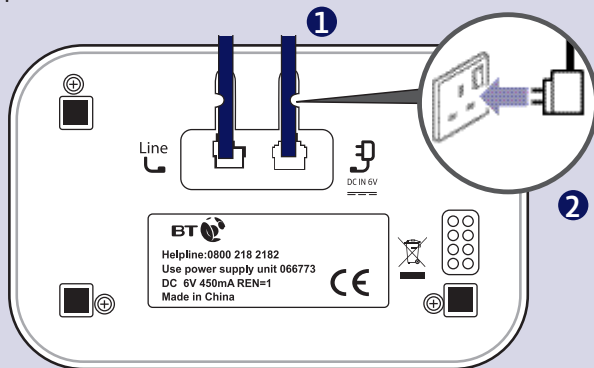
- Place the base within 3 metres of a mains power socket and 2 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending 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.

## 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.

## 1 Plug in

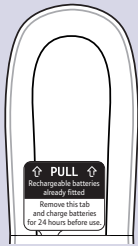
1. Plug the mains power adaptor (item code 066773) into the base, with the cable clipped in the grooves provided.
2. Plug the other end of the power adaptor into the wall power socket and switch on.



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

## 2 Charge

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



2. Place the handset on the base to charge.
3. After 24 hours, plug the phone line cord into the phone wall socket.



### IMPORTANT


We recommend that you charge the handset batteries for 24 hours before first use.

### Talk/Standby time

Under ideal conditions, the handset batteries should give up to 12 hours talk time or 120 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new Ni-MH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

### Battery low warning

The  icon will flash and you will hear a warning beep every minute, to indicate that you need to recharge your handset before you can use it.

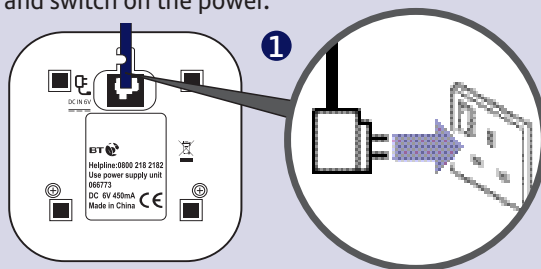
## 6 Quick set-up guide

### Battery performance

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call the helpline on 0800 218 2182\*.

### Set up your additional handsets (multipacks only)

1. For additional handsets and chargers: plug the mains power adaptor into the back 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 24 hours.



If you ever need to remove the batteries, simply slide open the battery compartment cover and ease out the batteries.

## 3 Go!

### Your BT3920 is now ready for you to use

- For help setting the date and time, go to page 44–45.
- For instructions on making a call, go to page 18.
- For help personalising your phone's settings, go to page 44.
- For instructions on using the answer machine, go to page 32.

Or, you may find the answer in the Help section on page 60 or see our online frequently asked questions at **bt.com/producthelp**

Alternatively, call the Helpline on 0800 218 2182\*.

#### Using your BT3920 on a broadband line?

If so, you need to fit an ADSL microfilter between the phone line cord and the phone socket. You can get BT ADSL microfilters from **bt.com/shop**

If you use BT Infinity you will not need to use an ADSL microfilter. For other types of broadband, please check with your provider if a microfilter is required.

If you cannot find the answer to your problem in this user guide, then please call our free Helpline on 0800 218 2182\*.

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

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# Getting to know your phone

## Handset buttons

### Home screen

### Left option button

Press to enter the main menu, access sub menus and confirm options shown on the display above the button.

### Redial/Vol/Up

From the home screen, press to enter the redial list, see page 20.

In talk mode, press to increase the earpiece volume.

In menu mode, press to scroll up through the options.

### Contacts

Press to access your stored Contacts.

### Talk

From the home screen, press to make and receive calls, see page 18.

### Calls/Down

From the home screen, press to enter the Calls list, see page 29.

In talk mode, press to decrease the earpiece volume.

In menu mode, press to scroll down through the options.

### 1 (Speed dial)

From the home screen, press and hold to dial BT 1571 or your network's voicemail service.

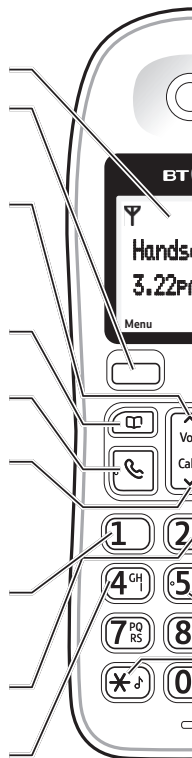
### 2

Press to stop playback.

### 4

Press to replay the message from the beginning.  
Press twice to skip back to the previous message.

The answer machine handset controls on buttons **2**, **4**, **5** and **6** will only work when a message is being played on the handset, see page 40.



**Right option button**

Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.

**R (Recall)**

R (Recall) for use with some BT Calling Features and when connected to a switchboard/PBX.

**End call/on or off**

Press to end a call.

From the home screen, press and hold to switch the handset on or off, see page 18.

In menu mode, press to return to standby.

**2-9 buttons (Speed dial)**

From the home screen, press and hold buttons 2-9 to dial a stored speed dial number, see page 27.

**6**

Press to skip to the next message.

**5**

Press to delete the message.

**\* ⏮**

Press and hold to turn the ringer on or off.

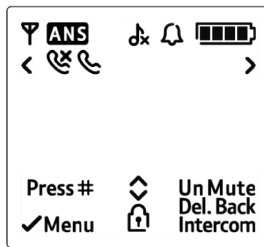
**# 🔒**

Press and hold to lock or unlock the keypad.

When entering characters press to toggle between upper and lower case.

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### Handset display and icons



#### Battery

- Battery full
- Battery 3/4 full
- Battery 1/2 full
- Battery 1/4 full
- Low battery, needs charging

#### Handset

- Steady – handset in use
- Flashing – incoming call

#### ANS Answer machine

- On – answer machine is on
- Flashing – new message received
- Off – answer machine is off

#### Alarm

- On – alarm set
- Flashing – alarm time reached

#### Keypad lock

- On – keypad lock on



#### Ringer

- Handset ringer turned off



#### Antenna

- On – handset is in range of the base
- Flashing – edge of range
- Off – handset is out of range of the base



#### Left/right

- Characters off the display to the left/right
- Press key to scroll through the number



#### Up/down

- Menu options exist above/below those shown on the display



#### Calls list

- Shown to indicate missed calls in the calls list

#### Del. (Right soft key)

- Press to clear a character when in entry mode or to stop the alarm

#### Back (Right soft key)

- Press to go back to the previous menu level or cancel the current action

#### Mute/Unmute (Right soft key)

- During a call, press to mute/unmute the call

#### Intercom (Right soft key)

- From the home screen, press to make an internal call or access the intercom list

#### ✓ (Left soft key)

- Press to confirm options

#### Menu (Left soft key)

- Press to select menu options

- Press # Press to see more details about the call

## Base

### Green In use light

On when the base is connected to the power. Flashes when the phone rings, during a call and during registration.

### Red charging light

On when the handset is in the base charging.

### Volume -

Adjust speaker volume during playback.

### Find

Press to page/locate a handset, also used for registering new handsets to the base.

### Volume +

Adjust speaker volume during playback.

### Skip ►►

Skip forward during message playback.

### ◀◀ Skip

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

### Answer on/off

Turn answer machine on/off. Red light on the button is on when the answer machine is on.

### Play

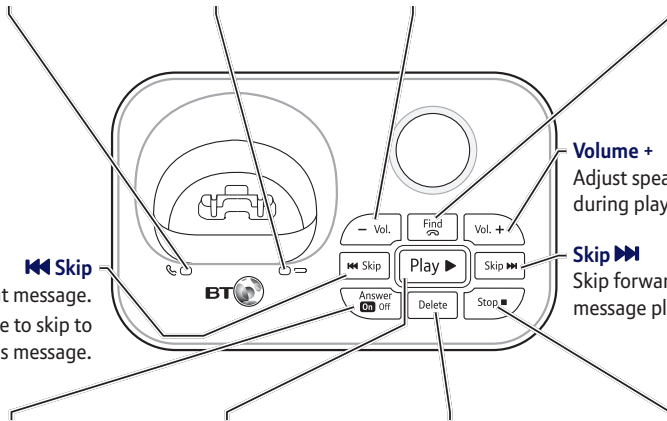
Green light on the button flashes when there are new messages. Press to play messages.

### Delete

During playback, press to delete the message playing. In idle, press and hold to delete all old messages.

### Stop

Stop message during playback.





## Finding your way around your phone

Your BT3920 has an easy to use menu system.

Each menu has a list of options, which you can see on the menu map on the next page.

### When the handset is switched on and at the home screen:

1. Select the **Menu** option by pressing the Left option button to open the main menu.
2. Use the  or  button to scroll through the available options.
3. When the menu you want is displayed, select ✓ by pressing the Left option button or the **Back** option by pressing the Right option button to return to the previous screen.

To exit a menu and return to the home screen, press .

If no buttons are pressed for 30 seconds, the handset returns to the home screen automatically.





# Menu map

17


|                     |  |                     |  |
|---------------------|--|---------------------|--|
| <b>Answer phone</b> | Play message<br>Delete all old messages<br>Memo<br>Answer on/off<br>Ans settings | <b>HS settings</b>  | Date and time<br>Alarm<br>Ringer<br>Tones<br>Handset name<br>Auto answer<br>Select base  |
| <b>Call list*</b>   | Details<br>Store number<br>Delete<br>Delete all                                  | <b>BT services</b>  | Helpdesk<br>BT 118500<br>Divert on<br>Divert off<br>Divert check<br>Call wait on<br>Call wait off<br>Call wait check<br>Empty<br>Empty |
| <b>Contacts*</b>    | Add<br>View<br>Edit<br>Delete<br>Delete all<br>Capacity                          | <b>Registration</b> | Enter PIN  |
| <b>BS settings</b>  | Base ringer<br>Ring volume<br>Delete handset<br>Change PIN                       | <b>Reset</b>        | Enter PIN  |

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



# Using the phone

## Call timer

Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call.

When you make a call, the green  In use light on the base comes on.

## Out of range warning


The  icon on the display indicates when you are in range of the base. When the handset is out of range of the base, the  icon flashes and the display shows *Searching*. You need to move back within range of the base station.

If you move out of range when you're on a call, you'll lose your connection. The handset will automatically re-connect to the base when you move back within range.


## Switch the handset on or off

1. Press and hold  until the handset switches On/Off.

## Make an external call

1. Press .
2. When you hear the dial tone, enter the number.


## Preparatory dialling

1. Enter the number first. If you make a mistake select *Del.* by pressing the Right option button to delete the last digit.
2. Press  to dial.

## End a call

1. Press .

## Receive a call




When you receive a call the phone rings, the  icon will flash and Incoming call will be displayed. The In use light on the base will also flash. If you've subscribed to a caller display service, the display shows the caller's number if it's available and also the caller's name if it matches an entry stored in your contacts list.

1. Press  to accept the call.

### Call Waiting – instructions

If you've got a call waiting service and it is switched on, your phone will alert you to a second incoming call if you're already engaged on an external call.

To switch your call waiting service on or off, see page 54.


1. You'll hear the call waiting tone and if you also have caller display the display will show the number of the caller and the name if it matches an entry in your contacts.
2. Press  or select **Switch** by pressing the Left option button to answer the new call and your first caller is put on hold.
3. Press  or select **Switch** to toggle between the two callers.
4. Press  to hang up the current call.

### Incoming speech volume

During a call, you can adjust the handset incoming speech volume. There are five levels. The default setting is Level 3.

### Auto answer

If auto answer is set to On you can answer a call by lifting the handset off the base.

If auto answer is set to Off, you'll need to lift the handset off the base and press  too.

If you wish to turn the handset ringer off when the phone is ringing, select **Mute** by pressing the right option button. The display will show **Ringer mute**.

Numbers in the redial list are arranged in date/time order with the most recent at the top of the list.

If a redial number is stored in your Contacts, the name will be displayed instead of the number.

The ➤ icon is displayed when the number is too long to be shown fully. Press **# @** to scroll through the rest of the number.

1. During a call, press **Vol.** or **Call** to increase or decrease the volume. The first press will present the call volume screen so you can see the current volume level. Subsequent presses will change the volume, you will hear the volume level with each press.

### Mute

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

1. During a call, select **Mute** by pressing the Right option button. The display shows **Mute** and your caller can't hear you.
2. Select **Un Mute** to return to your caller.







### Redial

Telephone numbers that you have called are saved in the Redial list. The Redial list holds up to 20 numbers.







#### View or dial a number in the redial list

1. Press **Vol.** to open the redial list.
2. Press **Vol.** or **Call** to scroll through the list.
3. To dial a number, when it is highlighted, press **☎**.


### Copy a redial number to your contacts


1. Press  to open the redial list.
2. Press  or  to scroll through to the number you want and select **Menu** by pressing the Left option button.
3. Store number is displayed, select .
4. Name is displayed. Enter a name and select .
5. The number is displayed, select  to confirm.

### Delete a number in the redial list





1. Press  to open the redial list.
2. Press  or  to scroll through to the number you want to delete and select **Menu**.
3. Press  to display **Delete** and select .
4. **Delete?** is displayed, select  to confirm deletion.

For help entering a name , see page 24.


When you press  to confirm a selection, you will hear a confirmation tone.

With the keypad locked, you can still call the emergency services on 999 and 112 and you can still answer incoming calls and operate the in call features as normal. When the call is ended, the  comes on again.

### Delete the entire redial list

1. Press  to open the redial list.
2. With any number in the redial list displayed, select **Menu**.
3. Press  to display **Delete All** and select .
4. **Delete all?** is displayed, select  to confirm deletion of the entire list, **List empty** is shown.

### Voicemail (BT 1571)

1. If you have subscribed to BT Answer 1571 you can press and hold  to listen to your messages.



### Keypad lock

You can lock the keypad so that it can't be used accidentally while you're carrying it around.

### To lock the keypad



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

### Turn the handset ringer on or off

1. Press and hold  to turn the handset ringer on or off. The  icon will be displayed when the ringer is off.

### Find handset (Paging)

You can ring a handset to help find it.

1. Press  on the base. All handsets registered to the base will ring and display **PAGING**.
2. To stop the ringing, press  on the base again or press any button on any handset. This will stop all handsets ringing.

If you get an incoming call while you're paging a handset, the incoming call takes priority.

If the handset ringer is switched off on a handset, it will be temporarily switched back on so the handset can be found.

Paging calls can't be answered by a handset.

# Contacts

If you try and store a contact when the contact list is full you will hear an error tone and **Contact list full** will be displayed. You will need to delete an entry before another can be stored.

## Entering names

Use the keypad letters to enter names, e.g. to store Tom: Press **8<sup>TU</sup>** once to enter T. Press **6<sup>MN</sup>** three times to enter o. Press **6<sup>MN</sup>** once to enter m.

## Writing tips

To delete the last digit/character entered, select **Del** by pressing the Right option button.

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.

Press **#** to switch between text entry modes: sentence case (Abc), upper case ABC, lower case (abc) or numeric (123).

Press **0<sup>W</sup>** to insert a space.

You can store up to 50 names and numbers in your list of contacts. Names can be up to 14 characters and numbers up to 24 digits.

## Store a contact name and number






1. From the home screen, press **☰**. The first entry or **List empty** will be displayed.
2. Select **Menu** by pressing the Left option button. **Add** is displayed, select **✓**.
3. **Name** is displayed. Enter the name (see note opposite for help) and select **✓**.
4. **Number** is displayed. Enter the phone number and select **✓** to save. You will hear the confirmation tone.

## Character map









|   |   |
|---|---|
| 1 | & . , ' ? ! @ 1                                       |
| 2 | a b c 2 à á â ã ä æ ç                                 |
| 3 | d e f 3 è é ê ë ì                                     |
| 4 | g h i 4 î ï ð   |
| 5 | j k l 5 £   |
| 6 | m n o 6 ö ò ó ô õ ø ñ                                 |
| 7 | p q r s 7 \$ %  |
| 8 | t u v 8 ü ù ú û                                       |
| 9 | w x y z 9   |
| 0 | space 0 + £ \$ % *                                    |
| * | *   |
| # | Changes text entry mode (upper, lower, sentence case) |




### View/dial a contact

1. From the home screen, press . The first entry will be displayed.
2. Press  or  to scroll through and view the entries.
3. To dial an entry, press  when the entry is highlighted.
4. To view the number for an entry, select  when the entry is displayed.


### Edit a contact entry

1. From the home screen, press . The first entry will be displayed.
2. Press  or  to scroll to the entry you want to edit and select .
3. Press  to display Edit and select .
4. Edit the name by selecting **Del.** to delete characters and use the keypad to enter new ones, then select .
5. Edit the number using **Del.** to delete characters and use the keypad to enter new ones, then select  to save.

### To enter a pause in a contact number




When storing a number, press and hold  in the place where you want the pause.

### To enter a recall in a contact number

When storing a number, press and hold  in the place where you want the recall.

### Searching alphabetically





Press the relevant keypad button, e.g. to search for a contact beginning with S, press

  four times, then scroll .



For help entering names see notes on page 24.

When you delete all contacts they will only be deleted on the handset you are using. If you have more than one handset registered to the base and wish to delete all contacts from them all you will need to manually follow the “Delete all contacts” procedure using each handset.



### **Delete a contact entry**

1. From the home screen, press . The first entry will be displayed.
2. Press  or  to scroll to the entry you want to delete and select ✓.
3. Press  until **Delete** is displayed and select ✓.
4. **Delete?** is displayed, select ✓ to confirm.

### **Delete all contacts**

1. From the home screen, press . The first entry will be displayed, select ✓.
2. Press  until **Delete all** is displayed and select ✓.
3. **Delete all?** is displayed, select ✓ to confirm.

### **View the contact memory status**

1. From the home screen, press . The first entry will be displayed, select ✓.
2. Press  until **Capacity** is displayed and select ✓.
3. The display will show the total number of contacts stored and the total amount of contacts that can be stored, e.g. 22/50 used.

# Speed dial

You can allocate a phone number to each of the Speed dial buttons **1** to **9<sup>WX YZ</sup>**. Button **1** is pre-programmed with 1571 but you can replace it with an entry of your choice. Once a Speed dial entry has been stored you can simply press and hold the Speed dial button to automatically dial the number stored under it. To delete or edit a Speed dial entry, simply follow the instructions to store a new number and this will overwrite the old entry.

## Save or edit a Speed dial entry

1. From the home screen, enter the phone number you want to store.
2. Press and hold the Speed dial button **2<sup>AB C</sup>** to **9<sup>WX YZ</sup>** you want to store the number under. You will hear a confirmation tone once the number has been successfully stored.
3. To change any of the numbers that you have stored, just repeat 1 and 2 above.

## Dial a Speed dial entry

1. Press and hold the Speed dial button **1** to **9<sup>WX YZ</sup>** under which the entry you want to dial is stored. The number will be dialled automatically.

# Caller Display and the Calls list

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

To make sure the caller's name is displayed, make sure you've stored the full telephone number in your contacts list, including the dialling code.

There are some incoming calls where a number is not displayed and a network message is recorded instead:

Unavailable = number is unavailable

Withheld = number has been withheld

International = international number

Operator = call from the operator

Payphone = call from a payphone

Ringback = a ringback call

## Caller Display

If you've subscribed to a Caller Display service, you'll be able to see your caller's number on your handset display (provided it's not withheld) before you answer a call. If your caller's name is stored in your contacts list and it matches the number calling, you'll see the caller's name and number on the display. If you haven't subscribed to a Caller Display service Incoming call will be displayed when you receive a call.

## Calls list





The Calls list holds up to 50 numbers. The date and time of the call is also stored if available. Both answered and unanswered calls are stored.

Calls are listed in chronological order with the most recently received call at the top of the list. When the list is full and a new call is received, the oldest entry will be deleted automatically. The Calls list can hold numbers up to 24 digits and names up to 14 characters.






## Missed call notification



When incoming calls have been missed the number of new calls will be shown e.g. 3 new calls. The notifications can be cleared by viewing all of the handsets registered to the base. The ☎ will still be presented for missed calls in the calls list, so that you can differentiate between calls in the calls list.

## View/dial an entry in the Calls list





1. Press  button to display Calls list.
2. The most recent entry is at the top of the list. (If there are no entries List empty will be displayed).
3. Press  or  to scroll through and view the list.
4. When the entry you want is displayed, press .

## View the call details





1. Press  button to display Calls list.
2. Press  or  to scroll through to the entry you want and select Menu.
3. Details is displayed, select . Details of the date and time of the call will be displayed.
4. Press  to see more details about the call.

When the Calls list is open, press  to scroll from the newest call to the oldest, or press  to scroll from the oldest call to the newest.



### Save a Calls list entry to your contacts

1. Press  button to display Calls list.
2. Press  or  to scroll through to the entry you want and select **Menu**.
3. Press  to display Store number.
4. Name is displayed. Enter a name and select ✓.
5. The number is displayed, select ✓ to confirm.

### Delete an entry in the Calls list


1. Press  button to display Calls list.
2. Press  or  to scroll through to the entry you want to delete and select **Menu**.
3. Press  to display Delete and select ✓.
4. Delete? is displayed, select ✓ to confirm.


### Delete the entire Calls list


1. Press  button to display Calls list.
2. With any entry displayed, select Menu.
3. Press  to display Delete all and select ✓.
4. Delete all? is displayed, select ✓ to confirm.

# Answer machine

You'll need to set the date and time (if you've not already done so) so that the answer machine can correctly announce when each message was received. To set the date and time manually, see page 44-45.

When the answer machine is switched On, the red light on the  button will light up and the **ANS** icon will be displayed on the handset screen.

When you receive new messages you will be notified by a message on the handset display, the **ANS** icon on the display will flash and the green light on the  button on the base will flash.


If there are no messages (new or old) when you press , you will hear, "You have no messages".

Each message is played back with the date and time it was received announced.


Your BT3920 can digitally record up to 20 minutes of messages. You can operate your answer machine from: the handset, the base or remotely from any other Touchtone™ telephone (see page 41).

## Using the answer machine from the base


### Switch the answer machine on or off


Press  to toggle between On and Off. The setting is announced.


### Message playback using the base

Press . If you have messages they will be played, new (unplayed) messages first followed by old (played) messages.


During playback:


Press  to stop playback. The base will return to idle.


Press  to delete the message being played.

Press  to skip forward to the start of the next message.



Press  Skip to skip back to the start of the current message.

Press  Skip twice to skip back to the start of the previous message.


Press  to increase or decrease the playback volume level.

At the end of playback the base will return to idle mode and messages will be renumbered to take into account any deleted messages.

## Memory full

If the answer machine memory becomes full when a caller is leaving a message, your caller will hear, “Memory full, thank you for calling”. The answer machine will automatically switch to Answer only mode. You must delete messages to allow for new messages to be recorded, see page 32 and 40.

## 34 Answer machine

When the answer machine is switched On, the red light on the  button will light up and the **ANS** icon will be displayed on the handset screen.

### Answer & Record

The pre-recorded Answer & Record outgoing message that allows your caller to leave a message is, “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.




### Answer Only

The pre-record Answer Only outgoing message, where callers hear an announcement but can't leave a message, is “Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later”.

When recording your Answer Only message, remember to let your caller know that they won't be able to leave a message.

## Using the answer machine from the handset




### Switch the answer machine on or off

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Answer on/off is displayed and select ✓.
3. Press  or  to display On or Off then select ✓ to save. The chosen setting will have a \* next to it.





### 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 allows callers to leave a message (Answer & Record) and one that simply answers the call (Answer Only) or you can record your own. You have the choice of either a male or female voice for these messages.

### Set the answer mode (Answer & Record or Answer Only)

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Answer mode is displayed, select ✓.
4. Press  or  to display the outgoing message mode you want: Ans & Record or Answer only and select ✓.

### Select male or female outgoing message voice

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until OGM voice is displayed and select ✓.
4. Press  or  to display Male or Female then select ✓ to save.







The default outgoing message mode is Answer & Record using the female voice.

## 36 Answer machine





If you record your own outgoing message it will replace the pre-recorded outgoing message but you can delete it and reinstate the pre-recorded message later if you want to.

When recording your Answer Only message, remember to let your caller know that they won't be able to leave a message.

### Record your own outgoing message





1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Outgoing msg is displayed and select ✓.
4. Press  or  to display the outgoing message mode you want: Ans & Record or Answer only and select ✓.
5. Press  or  to display Record msg and select ✓. Follow the voice prompt in the handset earpiece to record your message and select ✓ when you've finished. Your message will be played back to you.

### Play the current outgoing message

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Outgoing msg is displayed and select ✓.
4. Press  or  to display the outgoing message mode you want: Ans & Record or Answer only and select ✓.

5. Play message is displayed, select ✓ to listen to the current outgoing message set through the handset earpiece.

### Reinstate the pre-recorded outgoing message

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Outgoing msg is displayed and select ✓.
4. Press  or  to display the outgoing message mode you want: Ans & Record or Answer only and select ✓.
5. Play message is displayed, select ✓. When the outgoing message starts to play, select **Del**. The outgoing message you recorded will be deleted and the pre-recorded message will be reinstated.

This will delete the outgoing message you recorded.

## 38 Answer machine

### Time saver

When you ring in to access your answer machine remotely, if you have set Time saver as the answer delay and you have new messages it will answer after 2 rings. If you don't have new messages it will answer after 6 rings. This means you can hang up knowing that you have no new messages, saving you the time and the cost of the call.





### For compatibility with BT 1571 (or another voicemail service)

Make sure the answer delay is set for your answer machine to answer before the voicemail service. For BT 1571 do not set the answer delay to more than 5 rings.





The default setting is 3 minutes. When the allocated time is reached your caller will hear, "Thank you for calling" and the answer machine will hang up.

### Set the answer delay





The answer delay setting sets how many times the phone will ring before the answer machine takes the call. You can choose from 2-9 rings or Time saver. The default setting is 5 rings.

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Answer delay is displayed and select ✓.
4. Press  or  to display the number of rings you want (2-9) or Time saver and select ✓.


### Set the maximum message length

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Message length is displayed and select ✓.
4. Press  or  to display the length you want 1, 2 or 3 minutes or Unlimited and select ✓.


### Turn call screening on or off





1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Screening is displayed and select ✓.
4. Press  or  to display On or Off and select ✓.


### Using call screening

When the phone rings, wait for the answer machine to take the call. You will hear the caller leaving their message over the base loudspeaker, the handset display will also show Screening. If you want to talk to the caller, press  to take the call. This will stop the recording if it's started.

### Record a memo

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Memo is displayed and select ✓.
3. The voice prompt in the handset earpiece will tell you when to start speaking. The display will show Memo recording. Select ✓ when you have finished and the memo will be saved and played back to you.

While screening, you can adjust the volume by pressing  or  on the handset or   on the base.

You can also stop a caller leaving a message by pressing  on the base during message recording. The caller will hear, "Thank you for calling" and the call is automatically ended

You can record a memo message on the answer machine for other users to hear when they listen to messages. You can only record memos using the handset. Memo messages are played back in exactly the same way as normal answer machine messages, see page 32 and 40.

## 40 Answer machine

When you receive new messages you will be notified by a message on the handset display, the **ANS** icon on the display will flash and the green light on the **Play ▶** button on the base will flash.

If there are no messages (new or old) when you press **Play ▶**, you will hear, “You have no messages”.

Each message is played back with the date and time it was received announced.

### Message playback using the handset

1. Select **Menu**, **Answer Phone** is displayed, select ✓.
2. **Play message** is displayed, select ✓ to start message playback. New (unplayed) messages are played first (oldest to most recent) and then old (played) messages (oldest to most recent).

During playback you have the following options:

- ▲ Vol.** or **Calls ▼** to adjust the playback volume
- 2 <sup>AB</sup> C** to stop playback
- 4 <sup>CH</sup> I** once to repeat the current message playing from the beginning
- 4 <sup>CH</sup> I** twice to skip back to the previous message
- 6 <sup>MN</sup> O** to skip forward to the next message
- 5 <sup>IT</sup> C** to delete the current message playing

### Delete all old (played) messages





1. Select **Menu**, **Answer Phone** is displayed, select ✓.
2. Scroll **Calls ▼** until **Del old mss's** is displayed and select ✓.
3. **Del old mss's. Confirm?** is displayed, select ✓ to confirm.



## Remote access



With remote access you can operate your answer machine from any Touchtone™ phone by calling your phone and entering a 4 digit security PIN, even if you forget to turn on your answer machine before you go out.

### Turn remote access on or off

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Remote access is displayed and select ✓.
4. Press  or  to display On or Off and select ✓.

The default setting is remote access Off.

### Change the remote access security PIN

1. Select **Menu**, Answer Phone is displayed, select ✓.
2. Scroll  until Ans settings is displayed and select ✓.
3. Scroll  until Change PIN is displayed and select ✓.
4. Old PIN? is displayed, enter the current PIN and select ✓.

The default PIN setting is 0000.

If you enter the incorrect security PIN you will hear, “Incorrect security code. Please enter your security code”. You have 2 chances to enter the correct code before your answer machine hangs up”.

#### Time saver feature

If you have set the answer delay to Time saver, your answer 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 therefore saving you the cost of a call. See “Set the answer delay” section on page xx.

If you do not choose to switch your answer machine On, it will switch off when the call is ended.

5. New PIN? is displayed, enter your new 4 digit PIN and select ✓. Confirm? is displayed, enter your new PIN again and select ✓

#### If you forget to turn on your answer machine before leaving home

1. Call your number from another phone and let it ring. After 20 rings the machine will turn on and answer your call.
2. Press \* and enter your 4 digit security PIN when prompted. Press 7 to turn the answer machine On.

#### Check for messages

1. Call your number from another phone. When you hear your outgoing message, press \* and enter your 4 digit security PIN when prompted.
2. The machine will announce, “ To hear main menu, press 1”. Press 1 to listen to the menu options or press 2 to play all messages.

### Remote access menu




When you've accessed your answer machine you can operate it using the keypad buttons on the phone you are using:

- 1** To hear the remote access menu
- 2<sup>AB</sup>** To play all messages
- 4<sup>CH</sup>** To skip back to previous message
- 5<sup>R</sup>** To delete current message
- 6<sup>MR</sup>** To skip forward to next message
- 7<sup>PG</sup>** To turn the answer machine on
- 9<sup>WA</sup>** To turn the answer machine off







# Handset settings

The default time format is 24 hour.















## Set the time format

1. Select **Menu**, scroll  to HS settings and select ✓.
2. Date and time is displayed, select ✓.
3. Time format is displayed, select ✓.
4. Press  or  to display either 12 hour or 24 hour and select ✓ to confirm. You will hear a confirmation tone.

## Set the time




















1. Select **Menu**, scroll  to HS settings and select ✓.
2. Date and time is displayed, select ✓.
3. Press  to display Set time and select ✓.
4. The current time set is displayed and the cursor will blink at the first digit. Enter the time in 24 hour format, 2 digits for the hour and 2 for the minute (e.g. for 10.54pm, press , , , ) then select ✓. You will hear a confirmation tone.

### Set the date

1. Select **Menu**, scroll  to **HS settings** and select .
2. **Date and time** is displayed, select .
3. Press  to display **Set date** and select .
4. The current date set is displayed and the cursor will blink at the first digit. Enter the date in dd-mm-yy format, 2 digits for the day, 2 for the month and 2 for the year (e.g. for 5th January 2013, press (, , , , , , , ) then select . You will hear a confirmation tone.


### Set an alarm or turn on or off

If you didn't set the time and date when you first set-up your phone then you will need to do so before you can set an alarm, see page 44-45.

1. Select **Menu**, scroll  to **HS settings** and select .
2. Press  to display **Alarm** and select .
3.  or  to display either **On** or **Off** and select .
4. If you select **On**, enter the time in 24 hour format (e.g. for 7.30am press (, , , , , , ) and select .
5. You now have the option to turn the Snooze function on or off, press  or  to display **On** or **Off** and select . The  will be displayed on the idle screen to indicate that the alarm has been set.


If you turn the snooze function on, when the alarm sounds and you press any button to stop it, the alarm will turn off for 10 minutes and then sound again after 10 minutes.


### Stopping the alarm when it goes off

When the alarm goes off, it will sound at the handset volume level set. If the handset ringer has been set to Off, the alarm will still sound at level 3. The  icon and Alarm On will flash on the display.

To stop the alarm, press any button on the handset (even if the keypad lock has been turned on).











If snooze has been turned on and you press any button to stop the alarm, snooze will be activated for 10 minutes, it will sound again at the end of the snooze period.

To stop the alarm and the snooze function, press and hold .











If an alarm goes off during a call, the  icon and Alarm On will flash on the display and you will hear a beep in the earpiece. The alarm will not sound during ringing or paging.

The alarm is set for a single event only, so once the alarm has been stopped the alarm time will need to be set again if required.

### Set the handset ringtone for external or internal calls


1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Ringer and select .
3. Press  or  to display either External ring or Internal ring and select . The current ringtone will be played.
4. Press  or  to hear the different ringtones and select  to save your choice. You will hear a confirmation tone.


### Set the handset ringer volume

1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Ringer and select .
3. Press  or  to display Ringer volume and select . The current ringtone will be played at the current volume setting.
4. Press  or  to display and hear the different volume levels or Off and select  to save your choice. You will hear a confirmation tone.

Choose from 5 handset ringtones. The default external ringtone is Melody 1 and the internal ringtone is Melody 2.

There are 5 handset ringer volume levels plus Volume Off. The default setting is volume level 5.

If you turn the ringer off, the  icon will be displayed on the standby screen.

As a quick way to turn the handset ringer off, press and hold .

## 48 Handset settings

There are three handset tones: Key beeps, Battery low and Out of range. You can turn these on or off, the default setting is On.














Key beeps: when turned on, you will hear a beep after each button press.

Battery low: when turned on, you will hear a tone when the battery is low.






Out of range: when turned on, you will hear a tone when the handset is out of range with the base.

A handset name can be a maximum of 12 characters. If you name your handset, the handset number will still be displayed on the idle screen.

### Turn the handset tones on or off








1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Tones and select .
3. Press  or  to display Ringer volume and select .
4. Press  or  to select the tone you want: Key beeps, Battery low or Out of range and select .
5. Press  or  to display either On or Off and select  to confirm. You will hear a confirmation tone.

### Change the handset name








1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Handset name and select .
3. The current handset name is displayed. Select **Del.** to delete characters and use the keypad to enter the new name, then select . You will hear a confirmation tone.




### Turn auto answer on or off

1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Auto answer and select .
3. Press  or  to display either On or Off and select  to confirm. You will hear a confirmation tone.

### Select a base

1. Select **Menu**, scroll  to HS settings and select .
2. Press  to display Select base and select . The current base in use will have a \* next to it.
3. Press  or  to display the base you want and select  to confirm.

If auto answer is set to On you can answer a call by lifting the handset off the base. If it's set to Off, you'll need to lift the handset off the base and then press .

The default setting is Auto answer On.







# Base settings

Choose from 5 base ringtones.








The default base ringtone is Melody 1.

There are 5 base ringer volume levels plus Volume Off. The default setting is volume level 5.

## Set the base ringtone









1. Select **Menu**, scroll  to BS settings and select .
2. Base ringer is displayed, select . The current ringtone will be played.
3. Press  or  to hear the different ringtones and select  to save your choice. You will hear a confirmation tone.

## Set the base ringer volume








1. Select **Menu**, scroll  to BS settings and select .
2. Press  to display Ring volume and select . The current ringtone will be played at the current volume setting.
3. Press  or  to display and hear the different volume levels or Off and select  to save your choice. You will hear a confirmation tone.

## Delete a handset

Deleting a handset will de-register it from the BT3920 base station. For more information on using additional handsets and to register a handset, see page 56.


1. Select **Menu**, scroll  to BS settings and select .
2. Press  to display Delete handset and select .
3. Enter PIN? is displayed. Enter the 4 digit system PIN and select .
4. All handsets registered to the base will be displayed. Press  or  to select the handset you want to delete and select .

## Change the system PIN

1. Select **Menu**, scroll  to BS settings and select .
2. Press  to display Change PIN and select .
3. Old PIN? is displayed. Enter the existing 4 digit PIN and select .
4. New PIN? is displayed. Enter a new 4 digit PIN and select .
5. Confirm? is displayed. Enter the new PIN again and select . You will hear a confirmation tone.

The default 4 digit system PIN is 0000.

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

Once a handset is deleted it will be removed from the list of registered handsets and the  icon will disappear from the display and Register will be shown.

The default 4 digit system PIN is 0000.






If you enter a digit incorrectly, select **Del.** to delete it.

The default 4 digit system PIN is 0000.

If you enter a digit incorrectly, select Del to delete it.

### Reset your BT3920

You can reset your BT3920 back to the factory default settings. All settings will be reset but it will not delete your stored contact entries.

1. Select **Menu**, scroll  or  to **Reset** and select .
2. Enter PIN is displayed. Enter the 4 digit system PIN and select .
3. **Reset settings?** is displayed, select  to confirm. The display will return to the idle screen and your BT3920's default settings will be restored.




# BT Services

You can easily call a range of useful pre-stored numbers and BT Calling Features using the BT Services menu. There are two empty entries in the menu where you can store your own numbers if you wish to.

## Pre-stored numbers in the BT Services menu

|              |               |
|--------------|---------------|
| Helpdesk     | Call wait on  |
| BT 118500    | Call wait off |
| Divert on    | Call wait chk |
| Divert off   | Empty         |
| Divert check | Empty         |

## Call the BT3920 Helpline

1. Select **Menu**, scroll  to BT services and select .
2. Helpdesk is displayed, press  to call the BT3920 Helpline.

## Call BT 118500 (Directory Enquiries)

1. Select **Menu**, scroll  to BT services and select .
2. Press  to display BT 118500 and press  to call.

You need to subscribe to the specific BT Calling Feature to be able to use some of these services. You might have to pay a fee.

For more details on BT's Calling Features, go to [bt.com/callingfeatures](http://bt.com/callingfeatures), refer to the user guide supplied when you subscribed to the services of your choice or call BT free on 0800 800 150.




If you're not connected to the BT network, some of these features may not be available. Call diversion services might allow other divert options. Please contact your telephone network provider for details.

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




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 select ✓. Scroll to Edit, select ✓ twice and after the existing number enter the number you usually divert to followed by # (do not delete any of the digits that are already there). Select ✓ to confirm. Then, when you call 'Divert on', your divert will be set up without having to enter any additional digits.

Call Waiting lets you know if another person is trying to call you while you're on another call. If a second caller rings, you will hear a beep in the handset earpiece. If you've subscribed to Caller Display, the display will show the caller's details as well.




### Call Divert on

1. Select **Menu**, scroll  to BT services and select ✓.
2. Press  to display Divert on and press  to call the service and then enter the number you want to divert calls to.



### Call Divert off/check

1. Select **Menu**, scroll  to BT services and select ✓.
2. Press  to display either Divert off or Divert check and press  to call the service. Follow the spoken instructions or listen for confirmation/status of your instructions.




### Call Waiting on/off/check

1. Select **Menu**, scroll  to BT services and select ✓.
2. Press  to display either Call wait on, Call wait off or Call wait chk and press  to call the service. Follow the spoken instructions or listen for confirmation/status of your instructions.




### Store a new service number

1. Select **Menu**, scroll  to BT services and select ✓.
2. Press  to display **Empty** and select ✓.
3. **Add** is displayed, select ✓.
4. Enter the name you want and select ✓.
5. Enter the number you want and select ✓.  
The number is saved.

### Dial a service number

1. Select **Menu**, scroll  to BT services and select ✓.
2. Scroll  to display the entry you want to dial and press .

### Delete a service number or all service numbers

1. Select **Menu**, scroll  to BT services and select ✓.
2. Scroll  to display the entry you want to delete (or any entry if you want to delete all entries) and select ✓.
3. Press  to display either **Delete** or **Delete All** and select ✓. If prompted, select ✓ again to confirm.

You can also scroll down to display either **View** or **Edit** to view and edit stored service numbers.

If you accidentally delete all the service numbers you can restore them by resetting the phone, see page 52.

# Using additional handsets

If there are already five handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one, see “Delete a handset” on page 51 for instructions.

The default 4 digit system PIN is 0000.

If you enter a digit incorrectly, select **Del.** to delete it.









You have 2 minutes to complete the registration process.

If registration isn't successful the first time, please try again incase the base registration period ran out of time.

You can register up to five GAP compliant handsets to your BT3920 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If you've bought a BT3920 multiple pack, all additional handsets come pre-registered to the base. However, if you purchase an additional handset separately, you must register it to your BT3920 base (as shown on Page 6) before it can be used. If a handset becomes un-registered it will need to be registered to the base again.

## Register an additional handset

1. Select **Menu**, scroll  or  to **Registration** and select .
2. Scroll  or  to select the base you want and select .
3. Enter PIN is displayed. Enter the 4 digit system PIN and select . The handset will display **Please wait**.
4. Press and hold the  button on the base for approximately 5 seconds until you hear a long beep and the green **In use** light begins to flash.
5. Once registration is successful the handset will display **Handset x** (with x being the assigned next available handset number).



### Make an internal call between handsets

If you have more than one handset registered to the base, you can make internal calls between two handsets.

1. From the home screen, select **Intercom** by pressing the Right option button. If you only have one other handset registered to the base, the other handset will be called automatically. If you have more than one handset registered all handset numbers will be displayed. Enter the handset number you want to call or to call all handsets, press **9%**.
2. The other handset(s) will ring and display your handset number so they know who is calling. When a handset answers hold your conversation as normal.
3. Press **9%** to end the call.

### Registering another make of handset to your BT3920 base

If you want to register another make of handset (i.e. not a BT3920 handset) to your BT3920 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 3 on page 56). 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.





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 handset display. The internal call has to be ended before the external call can be answered.

If you only have one other handset registered to the base, the other handset will be called automatically.

If the other handset is unavailable your handset will display Handset not available and you will be returned to the external caller.






### Transfer a call

You can transfer an external call to another handset registered to the base.

1. During an external call, select **Menu**, by pressing the Left option button then scroll  until Intercom is displayed and select .
2. All handset numbers registered will be displayed. Enter the handset number you want to transfer the call to or press **9**  to call all handsets. The other handset(s) will ring and display your handset number. Your external caller will be put on hold and hear music.
3. When the other handset answers, press  to transfer the call.

### Make a conference call

Using your handset, you can hold a conference call with an external caller and other internal handsets registered to the base. Or, you can hold an internal conference call between all the handsets registered to the base.

1. During an external call, select **Menu**, by pressing the Left option button then scroll down until **Intercom** is displayed and select .
2. All handset numbers registered will be displayed. Enter the handset number you want to join the conference call or press  to call all handsets. The other handset(s) will ring and display your handset number. Your external caller will be put on hold and hear music.
3. The other handset(s) should answer by pressing .
4. Press and hold  for 2 seconds, the display will show **Conference**. Your external caller and internal handset(s) will all be connected to the conference call.
5. Any caller can leave the conference by pressing .

# Help

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## **Phone doesn't work**

- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

## **No dial tone**

- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with this phone.

## **Can't make or receive calls**

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

## **Handset doesn't ring**

- The ringer volume may be switched off, see page 47.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 56.

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### **No display**

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

### **icon flashes**

- Make sure the handset is registered to the base, see page 56.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- If the batteries are low, place the handset on the base/charger to recharge.

### **icon not scrolling**

- Try cleaning the charging contacts, see page 65.
- Check that the mains power is correctly connected.

### **You hear the busy tone when you press**

- Make sure the handset is in range of the base.
- Another handset registered to your BT3920 base may be on the line.

### **Answer machine doesn't record any messages**

- The memory may be full. Play and delete old messages, see page 32 and 40.

### **Answer machine messages have the wrong date and time**

- Have you set the date and time? See page 44-45.

### **Can't access your messages from another phone**

- Have you changed the remote access security PIN? See page 41. Always keep a note of the new PIN in a safe place.
- Has Remote access been turned off? To turn Remote access on, see page 41.

### **No Caller Display number/name displayed**

- Have you subscribed to a Caller Display service from your network provider? See page 28.
- The caller may have withheld their number.
- An exact name/number match was not found in your contacts. Check that you've stored the full STD dialling code.

### **Can't register a handset to a base**

- You can register up to five handsets to your BT3920 base and you can register your BT3920 handset to up to four bases. Check that you've not exceeded the limits.
- Check that you've entered the correct system PIN (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

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### Base unit does not ring, but the lights are on

- Have you connected the telephone line cord correctly?
- Is the base ringer set to off? See page 50.
- You may have a faulty line or socket. Try using another socket or line.  
If you are a BT customer then please call 0800 800 151 or your network provider if you still have problems.

### Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT3920 can interfere with other electrical equipment if it's placed too close. We recommend that you place your BT3920 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

### Customer Helpline

If you're still having problems, call us on **0800 218 2182\*** or go to **bt.com/producthelp**

### General sales enquiries

- BT Residential lines – call **150**. BT Business lines – call **152**.
- For non BT line customers, call **0800 800 150** (residential) or **0800 800 152** (business).
- Additional handsets are available from the Helpdesk on **0800 218 2182\***.

### Billing enquiries

Please see the phone number shown on your BT bill.

# General information

## Important

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.

This product is intended for connection to analogue public switched telephone 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 500mAh rechargeable batteries.
3. Replace the battery compartment cover.

|         | Manufacturer | Model        | Rating |
|---------|--------------|--------------|--------|
| Battery | Corun        | NI-MHAAAJ500 | 500mAh |
|         | GPI          | VT50AAAHC    | 500mAh |

## 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 BT3920 by using any other types of batteries.

There is a risk of explosion if incorrect batteries are fitted.

## Safety information

- Only use the power supply suitable for the BT3920. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 066773 . If you've bought a multiple pack, the item code for the charger mains power supply is 066773.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT3920 Helpline on 0800 218 2182\*.
- 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 218 2182\* for all repairs.
- If the keypad is locked, it is still possible to make calls, to 999 and 112 emergency numbers.
- 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.

## Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

When you have no further use for this phone, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Guarantee

Your BT3920 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 BT3920 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 60 or contact the BT3920 Helpline 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 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 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 BT3920 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 BT3920 supports time break recall but not earth loop recall.

## 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).

## Declaration of Conformance

Hereby, BT declares that this BT3920 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](http://bt.com/producthelp)

## For your records

Date of purchase:

Place of purchase:

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

Enter your base system PIN here:

[ / / / ]

Enter your remote access security PIN here:

[ / / / ]

## 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](http://bt.com/betterfuture)

### Offices worldwide

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If you would like a copy, please call 0800 218 2182\*.

† UK's No. 1 Phone Brand based on sales. Source GFK RT UK,  
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\* Calls made from within the UK mainland network are free.  
Mobile and international call costs may vary.

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