



UK's best selling phone brand†

## Quick Set-up and User Guide



**BT5510**  
Digital Cordless Phone with Answering Machine

# Important – please read first

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- Only use the line cord, power supply and 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.

## **Answering machine – handy hint**

Make sure that the telephone is set to Answer and record and that 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 53.

# Check box contents



Handset



Base



Telephone line cord  
(pre-installed)



Mains power adaptor  
(item code 048611)



2x AAA Ni-MH 600mAh  
rechargeable batteries  
(already in handset)

## Contents for each additional handset (multipacks only)



Handset



Charger



Mains power adaptor  
(item code 048610)



2x AAA Ni-MH 600mAh  
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 BT5510 if you use any other type of batteries.

# Quick set-up guide

## Where to put your phone

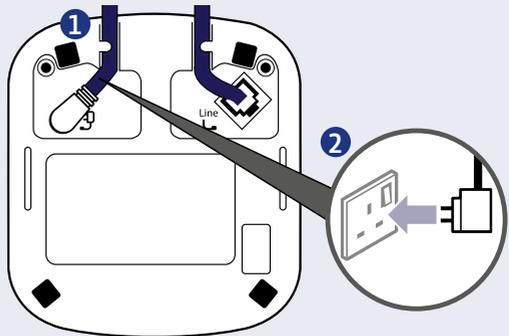
- Place the base within 3 metres of a mains power socket and 2 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending 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 with the blue ring on the connector into the base, with the cable clipped in the groove provided.
2. Plug the other end of the power adaptor into the wall power socket and switch on.



The telephone line cord is pre-installed 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

Charge the handset batteries for 24 hours or your phone might not work.

### 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 NiMH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

### Battery low warning

If the  icon is flashing in the display and you hear a warning tone every minute during a call, you'll need to recharge your handset before you can use it.

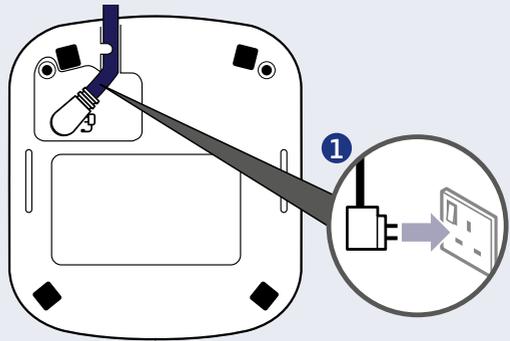
## 6 Quick set-up guide

### Battery performance

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- 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 help team on 0800 218 2182\*.

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

1. For additional handsets and chargers: plug the mains power adaptor connector 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 BT5510 is now ready for you to use

- For help setting the date and time, go to page 35.
- For instructions on making a call, go to page 18.
- For help personalising your phone's settings, go to page 35.
- For instructions on using the answer machine, go to page 50.

Or, you may find the answer in the Help section on page 63 or see our online frequently asked questions at [bt.com/producthelp](https://bt.com/producthelp)

Alternatively, call the Helpline on 0800 218 2182\*

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

#### Using your BT5510 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](https://bt.com/shop)

# In this guide

## Getting to know your phone

Handset buttons .....	12
Handset display / display icons .....	14
Base.....	15
Finding your way around your phone	16
Menu map.....	17

## Using the phone

Switching the handset on or off .....	18
Making an external call .....	18
Preparatory dialling .....	18
Ending a call.....	18
Receiving a call.....	18
Call Waiting .....	19
Earpiece volume .....	19
Mute.....	20
Handsfree .....	20
Making a handsfree call.....	20
Answering a call handsfree .....	20
Switch to handsfree during a call .....	21
Redial list .....	21

Redial a number .....	21
Store a number from the redial list to your contacts.....	22
Delete a number from the redial list ..	22
Delete the entire redial list.....	22
Voicemail (BT 1571).....	23
Keypad lock.....	23
Handset ringer on/off .....	24
Finding a handset (paging).....	24

## Contacts

Store a name and number .....	25
Character map .....	25
View an entry .....	26
View contacts capacity .....	26
Dial an entry.....	26
Edit an entry.....	27
Delete an entry.....	27
Delete all entries.....	28
Edit a call group name.....	28
Change a call group ringtone.....	29

Speed dial .....	29	Screensaver .....	36
Copy a contact entry to a speed dial button .....	29	Contrast .....	37
Delete a speed dial entry .....	30	Select base .....	37
Edit a speed dial entry .....	31	Auto answer .....	37
Dial a speed dial entry .....	31	Reset handset.....	38
<b>Sound</b>		Handset ring priority.....	38
Handset ringer melody for external calls .....	32	Change system PIN .....	39
Handset ringer melody for internal calls .....	32	PBX access code .....	39
Setting the ringer volume.....	33	Reset base.....	40
Setting quiet mode .....	33	<b>Alarm clock</b>	
Handset tones on/off.....	34	Setting an alarm .....	41
Base ringer melody .....	34	Stopping the alarm when it rings .....	42
<b>Settings</b>		<b>Calls lists</b>	
Handset settings.....	35	Caller Display.....	43
Set the date and time format .....	35	Calls list.....	43
Set the date and time.....	35	Viewing call details .....	43
Main menu display format.....	36	Dial from the Calls list.....	44
Handset name .....	36	Copy a Calls list number to your contacts.....	44
		Delete an entry in the Calls list .....	44

## 10 In this guide

---

Delete entire Calls list .....	45	Outgoing messages.....	51
Calls list type .....	45	Recording your own outgoing message .....	51
New call alert .....	45	Checking or deleting your outgoing message .....	51
<b>BT Services</b>		Select male or female outgoing message voice .....	52
Pre-stored BT Services numbers .....	46	Recording a memo.....	52
Calling the BT5510 helpdesk .....	46	Answer settings .....	53
Calling BT 118 500 (Directory Enquires) .....	46	Answer delay.....	53
Using Call divert.....	47	Setting the recording time for messages .....	54
Using Call Waiting .....	47	Call screening .....	54
Using Anonymous call reject.....	48	Turn call screening on/off .....	54
Using Ring back.....	48	New message alert on/off .....	55
Using Reminder call .....	48	Message playback using the handset	56
View/edit a BT services number .....	49	Delete all old messages .....	57
Enter a new service number.....	49	Using the answering machine at the base .....	57
<b>Answering machine</b>		Switching on or off .....	57
Using the answering machine from the handset.....	50		
Switching the answering machine on or off.....	50		

Playing back messages .....57

Operating the answer machine with  
Remote access.....58

Turning remote access on or off .....58

Operating your answering  
machine remotely .....59

**Using additional handsets**

Registering an additional handset.....60

De-register a handset .....61

Making internal calls  
between handsets.....61

Transferring a call.....62

3-Way conference call.....62

**Help** .....63

**General information**

Safety information .....67

Cleaning.....68

Environmental.....68

How to recycle your equipment .....68

Guarantee .....69

Technical information.....70

Connecting to a switchboard .....70

Recall (R).....70

R&TTE .....70

Declaration of Conformance .....70

For your records.....70

# Getting to know your phone

## Handset buttons

### (Up) Redial

In standby, press to open and scroll through the Redial list, see page 21.  
 In talk mode, press to increase the earpiece volume.  
 In menu mode, press to scroll up through the options.

### Left option button

Press to open the option displayed on the screen.  
 In answering machine mode, deletes the current message.

### OK

Press to accept current selection.

### Talk

In standby mode, press to make and receive calls, see page 18  
 or press twice to activate handsfree mode.  
 In talk mode, press to switch handsfree on and off, see page 21.

### Left

When entering text, press to move the cursor left.  
 Press to scroll left on the main menu screen.

### 1

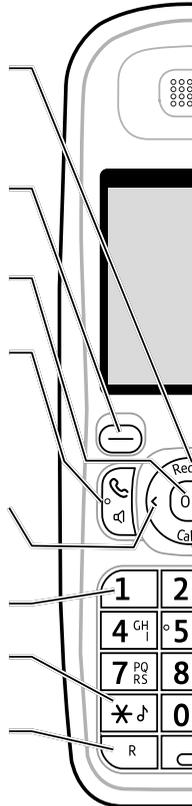
In standby, press and hold to dial BT 1571 or your network's voicemail service.

### \*

Press and hold to turn the ringer on or off.

### R (Recall)

For use with some BT Calling Features and when connected to a switchboard/PBX.



**Right option button**

In standby, press to enter the **Contacts** menu.

In sub-menus, press to open the option displayed on the screen.

In answering machine mode, stops message playback.

**End call / on or off**

Press to end a call.

In standby, press and hold to switch the handset on or off, see page 18.

In menu mode, press to return to standby.

**Right**

When entering text, press to move the cursor right.

Press to scroll right on the main menu screen.

**(Down) Calls**

In standby, press to open and scroll through the **Calls** list, see page 43.

In talk mode, press to decrease the earpiece volume.

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

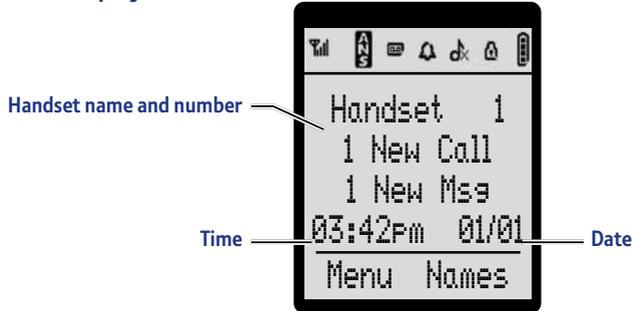
**#**

Press and hold to lock or unlock the keypad.

**Intercom**

Use to make internal calls, see page 61.

## Handset display

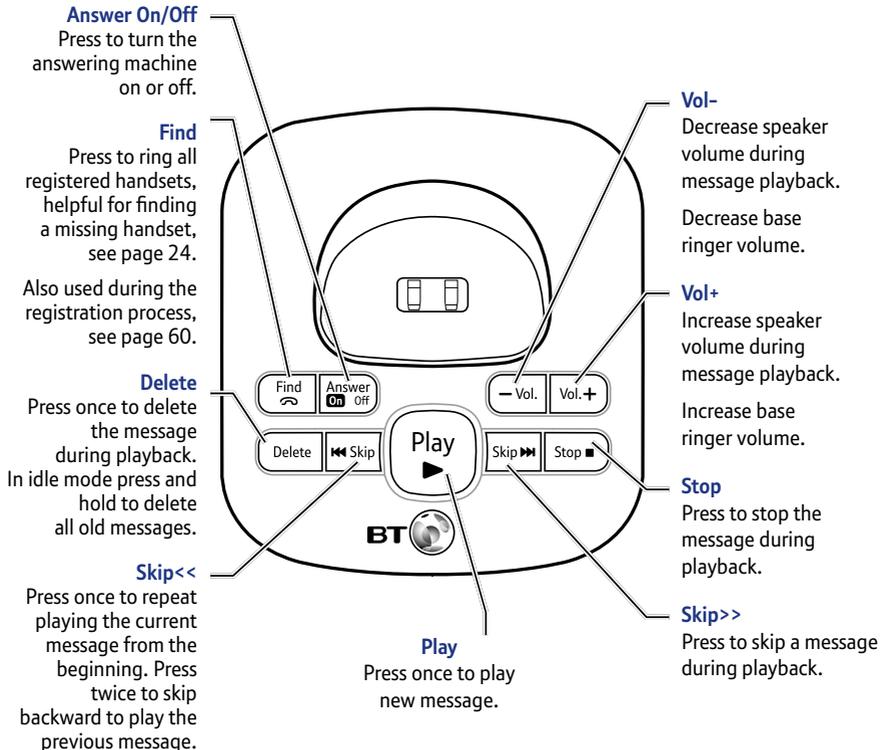


## Handset display icons

-  Shows handset battery status. More bars means more charge.  
Scrolls when the handset is charging.
-  Empty frame flashes when it needs recharging.
-  Shows signal strength. More bars mean better signal.  
Flashing – to warn you are moving out of range.  
Off – out of range or cannot connect to the base selected.
-  On – during a call.  
Flashing – incoming call.
-  On – missed call in the Calls list.\*
-  On – handsfree speaker on.
-  On – voicemail (BT 1571) message received.
-  On – answering machine on.  
Off – answering machine off.
- Memory full shows if memory is full
-  Mute on
-  On – alarm is set.  
Flash – alarm time has been reached.  
Off – alarm off.
-  The keypad is locked.
-  Handset ringer is switched off.

\* You need Caller Display for this to work and you must subscribe to your network provider. A fee may be payable.  
Find out more at [bt.com/callingfeatures](http://bt.com/callingfeatures)

## Base



## Finding your way around your phone

Your BT5510 has an easy to use menu system.

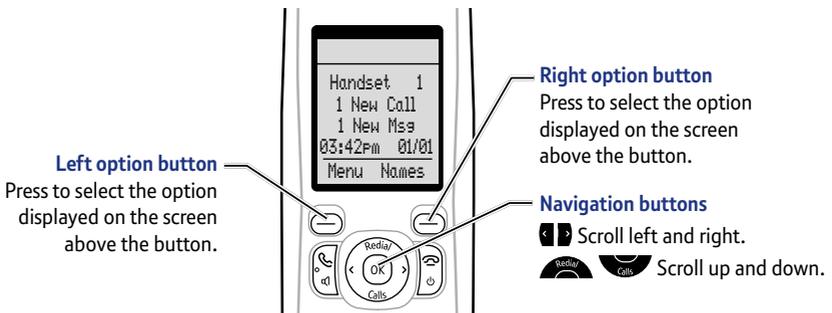
Each menu has a list of options, which you can see on the menu map opposite.

### When the handset is switched on and in standby:

1. Press the **Menu** option button to open the main menu.
2. Use , ,  or  buttons to scroll through and highlight the available options.
3. When the menu you want is highlighted, press the **OK** option button to select or the **Back** button to return to the previous screen.

To exit a menu and return to standby, press .

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



## Menu Map



### Contacts

**If empty:** New Entry

Capacity

**If entries:** <New Entry>

Entries listed  
alphabetically



### Alarm clock

Alarm 1

Alarm 2

Alarm 3

Alarm 4

Alarm 5



### Answer machine

Play Messages

Delete Old Msgs

Answer On/Off

OGM Voice

Outgoing Message

Record Memo

Answer Settings



### Settings

Date & Time

Display

Handset

Base



### Sound

Handset Ringer

Base Ringer

Advisory Tones

### BT BT Services

Helpdesk

BT118500

Diverts

Call Waiting

Anon Call Rej

Ringback

Reminder Call

<Empty>

<Empty>

<Empty>

# Using the phone

When you make a call, the light on the base flashes.

## Call timer

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

## Out of range warning

When the handset is out of range of the base, the  icon flashes.

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.

## Switching the handset on or off

### To switch off

1. Press and hold . You will be prompted to switch off handset. Press **Yes** to switch the handset off.

### To switch on

1. Press and hold .

## Making an external call

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

## Preparatory dialling

1. Dial the number first. If you make a mistake press **Clear** to delete the last digit.
2. Press  to dial.

## Ending a call

1. Press .

## Receiving a call

When you receive a call, the phone rings. If you've got a Caller Display service, the display shows the caller's number if it's available or the caller's name if it matches an entry in your contacts list.

If you don't have a Caller Display service, the screen shows External call.

1. Press  to accept the call.

### Call Waiting

If you've got a Call Waiting service and it is switched on, your BT5510 will alert you to a second incoming call if you're already engaged on an external call.

1. You'll hear the call waiting tone and the display will show the number of the caller, or the name if it matches an entry in your contacts.
2. Press  to answer the new call and your first caller is put on hold.
3. Press  to toggle between the two callers.
4. Press  to hang up the current call.

### Earpiece volume

During a call, you can adjust the handset earpiece volume. There are five levels.

1. Press  or  to increase or decrease the volume.

### Auto answer

If auto answer's set to ON you can answer a call by lifting the handset off the base.

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

Auto answer ON is the default setting. See page 37.

To switch your call waiting service on or off, see page 47.

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

## Mute

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

1. During a call, press **Mute**. The display shows **Mute On** and your caller can't hear you.
2. Press **Mute Off** to return to your caller.

## 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.

## Making a handsfree call

1. Dial 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.

## Answering a call handsfree

When the phone rings:

1. Press . The call is transferred to the handset loudspeaker.

### Switching 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 list

Up to the last 20 telephone numbers called are saved in the redial list. Once 20 numbers are stored and another number is entered, the oldest number in the list is deleted. You can choose any of the numbers in the redial list to call, delete or store in your contacts.

### Redial a number

1. Press  and a list of the most recent numbers called is displayed.
2. Press  to highlight the number you want and press .
3. Scroll  to highlight Call Number then press OK. The number will be dialed.

To view the details of the number, press , Details is highlighted, press OK.

For help with entering names, see page 25.

If you make a mistake when naming storing a number from the redial list, press **Clear**.

### Store a number from the redial list to your contacts

1. Press . Scroll  to highlight the number you want and press **Option**.
2. Scroll  to highlight **Store Number** and press **OK**.
3. Enter the name for the contact using the keypad and press **Save**. The display will show  **Saved** and the entry will now be saved in your contact lists.

### Delete a number from the redial list

1. Press . Scroll  to highlight the number you want to delete and press **Option**.
2. Scroll  to highlight **Delete Entry** and press **OK**.
3. The display shows **Delete?** Press **Yes** to confirm. The number will be deleted.

### Delete the entire redial list

1. Press . Scroll . The last number you dialled is highlighted. Press **Option**.
2. Scroll  to highlight **Delete All** and press **OK**.
3. The display shows **Delete All?** Press **Yes** to confirm. The number will be deleted.

## Voicemail (BT 1571)

1. If you have subscribed to the BT Answer 1571 service 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 Keypad Locked is briefly displayed before returning to standby, with the  icon displayed.

### To unlock the keypad:

1. Press and hold  until Keypad Unlocked is briefly displayed before returning to standby.

The  icon is displayed if a voicemail message has been received.

With the keypad locked, you can still call the emergency services on 999 and 112.

When the keypad is locked you can still answer incoming calls and operate the handset as normal. When the call is ended, the keypad lock comes on again.

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

Paging calls can't be answered by a handset.

### Handset ringer on/off

1. Press and hold **\*#\*** to turn the handset ringer on or off. If you switch the ringer off, the  icon will be displayed.

### Finding a handset (Paging)

You can ring a handset to help find it.

1. Press **Find**  on the base. All handsets registered to the base will ring and the screen will show **Find** for up to 30 seconds.
2. Press **Find**  on the base again to stop the ringing or press any button on any handset.

# Contacts

You can store up to 250 names and numbers in your list of contacts. Names can be up to 16 characters long and numbers up to 24 digits. You must store a name and number in order to save a contact.

## Store a name and number

1. From standby, press **Names**.
2. **New Entry** is highlighted, press **OK**.
3. Enter the new contact name (see note opposite for help). Press .
4. **Number** is displayed. Enter the number. Press .
5. **Group** is displayed. If you wish to add the entry to a call group, scroll  or  to highlight a group and press **OK**. Display shows **Saved** (if you don't want to use this feature, simply select **No Group**). The display shows  **Saved**.

## Character map – press to switch between upper, lower or sentence case

1	1 @ _ # = < > ( ) & £ \$ ¥ € [ ] { } ¢ §
2	A B C 2 Å Á Â Ã Ä Å Æ Ç
3	D E F 3 È É Ê Ë Ì Í Î Ï
4	G H I 4 Ñ Ò Ó Ô Õ Ö ×
5	J K L 5 λ
6	M N O 6 Ö Ø Ó Õ Æ Ñ
7	P Q R S 7 ß π θ Σ
8	T U V 8 Ù Ú Û Ü
9	W X Y Z 9 Ý ÿ Ω Ξ Ψ
0	SPACE . 0 , / : ; " ' !   ? ¿ * + - % \ ^ ~

## Entering names

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

## Writing tips

Press **Clear** to delete the last character or digit.  
 Press  or  to move backwards or forwards through character/digits.  
 Press  to switch between upper, lower or sentence case.  
 Press **0**  to insert a space.

## The Call group options are:

No group  
 Family  
 Friends  
 Business  
 VIP  
 Utilities  
 Others  
 General

## To enter a pause in a contact number

When storing a number press and hold **0**  in the place where you want the pause.

### Searching alphabetically

Press the relevant keypad button, e.g. for the entries beginning with T press **8**  once then scroll  or  through the entries.

### View an entry

1. Press **Names**. The first entry is displayed.
2. Scroll  or  to the entry you want.
3. Press **Option** and scroll  to **View Entry**.
4. Press **Select** to view the details.

### View contacts capacity

1. Press **Names**. The first entry is displayed.
2. Scroll  to any entry.
3. Press **Option** and scroll  to **Capacity**.
4. Press **OK** to view the number of entries, e.g. 57/250.

### Dial an entry

1. Press **Names**. The first entry is displayed.
2. Scroll  or  to the entry you want.
3. Press  to dial.

### Edit an entry

1. Press **Names**. Scroll  or  to the entry you want.
2. Press **Option** and scroll  to **Edit Entry** and press **OK**.
3. **Name** is displayed. Use the keypad to amend and press **OK**.
4. **Number** is displayed. Use the keypad to amend and press **OK**.
5. **Group** is displayed. Press  or  to select a group and press **OK**.

### Delete an entry

1. Press **Names**. Scroll  or  to the entry you want.
2. Press **Option** and scroll  to **Delete Entry**.
3. Press **OK**. Display shows **Delete?**
4. Press **Yes** to confirm deletion or **No** to cancel.

When editing a name or number, press **Clear** to delete characters and digits.

Call group names cannot exceed 10 characters.

### Delete all entries

1. Press **Names**. Scroll  to any entry and press **Option**.
2. Scroll  to **Delete All** and press **OK**.
3. Display shows **Delete Whole Contacts?**
4. Press **Yes** to confirm deletion or **No** to cancel.

### Edit a call group name

1. Press **Names**. Scroll  to any entry and press **Option**.
2. Scroll  to **Edit Call Group** and press **OK**.
3. Display highlights **Rename Group**, press **OK**.
4. Press **Clear** to delete the current name and enter a new name.
5. Press **OK** to save.

## Change a call group ringtone

You can set different ringtones for each call group so you will know when someone from a certain call group is phoning you.

1. Press **Names**. Scroll  to any entry and press **Option**.
2. Scroll  to **Edit Call Group** and press **OK**.
3. Scroll  to **Set Ringtone** and press **OK**.
4. Press  or  to choose the ringtone. A sample of each is played. Press **OK** to save.

## Speed dial

You can allocate a name and number from the phonebook to each of the Speed dial buttons  to . Then you can simply press and hold the Speed dial button to automatically dial the number stored under it.

### Copy a contact entry to a Speed dial button

1. Press **Names**. Press **Option** and scroll  or  to **Speed Dial** and press **OK**.
2. Scroll  or  to the Speed Dial button you want (button  to ) and press **OK**.

3. If a name and number is already allocated to the Speed dial button you have chosen they will be displayed. To re-use this Speed dial button see, “Edit a Speed dial entry”, on page 31.
4. If the Speed dial is empty No number is displayed and then the screen shows all your contacts. Scroll  or  to the entry you want to select and press OK to save.

### Delete a Speed dial entry

1. Press Names. Press Option and scroll  or  to Speed Dial and press OK.
2. Scroll  or  to select the Speed dial button number you want to delete and press OK.
3. The name and number is displayed, press Option and scroll  or  to Delete, press OK.
4. Delete? is displayed, press Yes to confirm.  
 Deleted is displayed.

### Edit a Speed dial entry

1. Press **Names**. Press **Option** and scroll  or  to **Speed Dial** and press **OK**.
2. Scroll  or  to the **Speed Dial** button you want to edit and press **OK**.
3. The name and number is displayed, press **Option** and **Edit** is displayed.
4. Press **OK** to confirm, and then scroll  or  to the entry in your contacts you want and press **OK** to save.
5. This new name and number from your contacts will replace the old name and number for this Speed dial button.

### Dial a Speed dial entry

1. Press and hold the Speed dial button (**2<sup>AB</sup>** to **9<sup>WXY</sup>**) that holds the number you wish to dial.
2. The display shows the  icon and the number being dialled.

# Sound

Choose from 10 polyphonic and 5 standard ringer melodies.

## Important

Changing the handset ringer melody will only change the ringer melody you hear when callers stored under **No Group** in your contacts or callers whose numbers are not stored in your contacts call you. To change the ringer melody for callers stored under different call groups, see page 29 or for more information on call groups, see the notes on page 25.

## Handset ringer melody for external calls

1. Press Menu, scroll to  and press OK.
2. Handset Ringer is highlighted. Press OK.
3. External Call is highlighted. Press OK and you'll hear the current melody.
4. Scroll  or  to hear different melodies and press OK to save your choice.  Saved will be shown.

## Handset ringer melody for internal calls

1. Press Menu, scroll to  and press OK.
2. Handset Ringer is highlighted. Press OK.
3. Scroll  to Internal Call. Press OK and you'll hear the current melody.
4. Scroll  or  to hear different melodies and press OK to save your choice.  Saved will be shown.

### Setting the ringer volume

1. Press **Menu**, scroll to  and press **OK**.
2. **Handset Ringer** is highlighted. Press **OK**.
3. Scroll  to **Volume**. Press **OK** and you'll see the current setting.
4. Scroll  or  to select the volume level 1-5 or off and press **OK** to save your choice.  **Saved** will be shown.

### Setting quiet mode

When quiet mode is enabled, regardless of the base and handset ringer settings, when there is an incoming call, the handset will beep once.

1. Press **Menu**, scroll to  and press **OK**.
2. **Handset Ringer** is highlighted. Press **OK**.
3. Scroll  to **Quiet Mode**. Press **OK**.
4. Scroll  or  to turn select **Beep** or **Off** and press **OK** to save your choice.  **Saved** will be shown.

The handset has 5 ringer volume settings plus off.

The  icon will be displayed in the idle screen when the ringer is set to **Off**.

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

If you switch the handset and base ringer off you can still hear a tone when you receive an incoming call by changing the **Quiet Mode** setting to **Beep**.

## 34 Sound

Your handset can give a key beep to each button press. It can also give a tone to confirm a successful action such as storing a new phonebook entry. You can switch these tones on or off individually.

You can choose from five base ringtones.

### Handset tones on or off

1. Press Menu, scroll to  and press OK.
2. Handset Ringer is highlighted. Scroll  to Advisory Tones. Press OK.
3. Key Tone is highlighted, press OK or scroll  to either Confirm Tone, Low Battery or No Coverage and then press OK.
4. Scroll  or  to select On or Off and press OK to save your choice.  Saved will be shown.

### Base ringer melody

1. Press Menu and scroll to  and press OK.
2. Scroll  to Base Ringer and press OK.
3. Ringer is highlighted, press OK.
4. Use the  or  buttons to choose the ringer melody 1-5 and press OK.  Saved will be shown.

# Settings

## Handset settings

### Set the date and time format

1. Press Menu, scroll to  and press OK.
2. Date & Time is highlighted, press OK.
3. Time/Date Format will be highlighted. Press OK.
4. Time Format will be highlighted. Press OK and use the  or  buttons to choose 12 or 24 Hour display.
5. Press OK and  saved will be displayed and you'll be taken back to the Time/Date screen.
6. Scroll  to Date Format and press OK.
7. Use the  or  buttons to choose the date format either DD.MM.YY or MM.DD.YY and press OK.
8.  Saved will be displayed and you'll be taken back to the Time/Date screen.

### Set the date and time

1. Press Menu, scroll to  and press OK.
2. Date & Time is highlighted, press OK.
3. Time/Date Format will be highlighted, scroll  to Set Time/Date and press OK.
4. Enter the time using the keypad and press OK.
5. Enter the date using the keypad and press OK.
6.  Saved will be displayed.

### Date and time

If you've signed up for your network's Caller Display service, the date and time will be set automatically for all handsets when you get your first call.

The date and time is recorded with each answering machine message you get so it's important to set the date and time.

If you don't have a Caller Display service, you can set the correct date and time manually, see opposite.

## 36 Settings

If you change the display format to *Single Item* it will change the format of the main menu screen. Instead of all icons displayed on one screen, they will be saved as one icon per screen. So you will need to scroll through the menu screen by screen using the  and  buttons.

A handset name can be a maximum of 10 characters.

### Main menu display format

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Display** and press **OK**.
3. **Display Mode** will be shown, press **OK**.
4. Use the  or  buttons to choose **Multiple** or **Single Item** and press **OK**.  **Saved** will be shown.

### Handset name

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Display** and press **OK**.
3. Scroll  to **Handset Name** and press **OK**.
4. Press **Clear** to remove the current name.
5. Use the keypad to enter a new name and press **Done**.  **Saved** will be shown.

### Screensaver

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Display** and press **OK**.
3. Scroll  to **Screensaver** and press **OK**.
4. Use the  or  buttons to select **On** or **Off** press **OK**.  **Saved** will be shown.

## Contrast

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Display** and press **OK**.
3. Scroll  to **Contrast** and press **OK**.
4. Use the **←** or **→** buttons to change the screen contrast press **OK**.  Saved will be shown.

## Select base

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Handset** and press **OK**.
3. **Select Base** is highlighted. Press **OK**.
4. Use the **←** or **→** buttons to choose the base and press **OK**.  Saved will be shown.

## Auto answer

1. Press **Menu** and scroll to  and press **OK**.
2. Scroll  to **Handset** and press **OK**.
3. Scroll  to **Auto Answer** and press **OK**.
4. Use the **←** or **→** buttons to select **On** or **Off** and press **OK**.  Saved will be shown.

Adjust the display contrast to suit different lighting conditions.

There are eight levels.

You can use the Select base feature if you have registered your handset to more than one base. You can register your handset to up to 4 bases.

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

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

Auto answer **On** is the default setting.

Resetting your handset restores its factory settings. This won't affect your contacts or the Calls list.

When you have more than one handset registered to your base, you can set one handset to ring before the others. This allows one handset user to answer all incoming calls first, like a receptionist.

Choose **All Handsets** if you want all handsets to ring at the same time or **Select Handset** to nominate a handset to ring before the others.

Ring delay options; 2, 4, 6 or 8 rings.

### Reset handset

1. Press **Menu** and scroll to **X** and press **OK**.
2. Scroll **Calls** to **Handset** and press **OK**.
3. Scroll **Calls** to **Reset handset** and press **OK**.
4. Enter the 4 digit system PIN (default 0000) and press **OK**.
5. Press **Yes** to confirm.  **Saved** will be shown.

### Handset ring for priority

1. Press **Menu**, scroll to **X**. Press **OK**.
2. Scroll **Calls** to **Base**. Press **OK**.
3. Scroll **Calls** to **Ring Priority**. Press **OK**.
4. **All** is highlighted. Press **OK** for all handsets to ring together.

Or

Scroll **1** or **2** to select the handset you want to ring first. Press **OK**. The ring delay option is highlighted. Press **1** or **2** to set the number of rings before the other handsets ring. Press **OK**.

 **Saved** will be shown.

## Change system PIN

1. Press **Menu** and scroll to **✂** and press **OK**.
2. Scroll **☰** to **Base** and press **OK**.
3. Scroll **☰** to **Change System PIN** and press **OK**.
4. Enter the old 4 digit PIN (default=0000) and press **OK**.
5. Enter the new 4 digit PIN and press **OK**.
6. Enter the new 4 digit PIN again and press **OK**.  
 Saved will be shown.

## PBX access code

If you're connected to a switchboard, you might need to enter an access code (e.g. 9) before each number is dialled. Your BT5510 can store an access code which is automatically dialled before each number.

### Setting the PBX access code

1. Press **Menu**, scroll to **✂** and press **OK**.
2. Scroll **☰** to **Base** and press **OK**.
3. Scroll **☰** to **PBX Access**. Press **OK**.
4. Enter the number you want (single digit only) and press **OK**.  Saved will be shown.

The System PIN is used when changing certain settings and registration / deregistration. The default setting is 0000. You can change this to your own preferred 4-digit number.

If you make a mistake, press **Clear** to delete.

If an extension number of six digits or fewer, or a local number without the dialling code, is entered in your contacts, then an access code and Pause will prefix the number when it's dialled out.

## 40 Settings

If you reset the base it will return to its factory settings.

### Reset base

1. Press **Menu** and scroll to **X1** and press **OK**.
2. Scroll  to **Base** and press **OK**.
3. Scroll  to **Reset base** and press **OK**.
4. Enter the 4 digit system PIN (default=0000) and press **OK**.
5. Press **Yes** to confirm the change.  **Saved** will be shown.

# Alarm clock

Once you've set the date and time on your phone you can set up alarms.

If you haven't got Caller Display and didn't set the date and time when you first set up your phone, see page 35.

## Setting an alarm

1. Press **Menu** and scroll to  and press **OK**.
2. **Alarm 1** will be highlighted. Press **OK**.
3. Use the  or  buttons to turn the alarm **On**.
4. Press  and enter the alarm time.
5. Press  and use the  or  buttons to choose the frequency of the alarm.
6. Press  and use the  or  buttons to choose the alarm melody and press **OK**.  **Saved** will be shown.
7. Press **Back** to return to the previous menu.  
To set other alarms, highlight another alarm at step 2 above then follow the same steps.

You can set up to five alarms, each with its own melody.

You can set a different frequency for each alarm: **Once, daily, Monday-Friday, Monday to Saturday and Saturday to Sunday.**

You must set the alarm activation to **On** for the alarm to ring.

You can select melody 1-15 for the alarm ringtone.

### Stopping the alarm when it rings

When the alarm rings, both the alarm icon  and Alarm will flash in the display. Press any button to turn off the alarm even if the keypad is locked.

If an alarm is reached during a call, the alarm icon  will flash but the ring will be disabled.

# Calls lists

## 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 and it matches the number calling, you'll see the caller's name on the display as well.

## Calls list

The Calls list holds up to 50 numbers. The date and time of the call is also stored if available. The calls are listed in date order and, 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 16 characters.

## Viewing call details

1. Press , the most recent entry is at the top of the list. (or, **Settings** is displayed if there are no entries).
2. Press  or  to scroll through the list.
3. When an entry is highlighted, press **Option**. Details is highlighted, press **OK**.
4. The display shows the phone number (and name if stored in your contacts) date and time of the call.

You'll need to sign up for 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, including the dialling code. You can store more than one number for the same caller.

### Indicator for received calls

The following icons next to the telephone number or name indicate:

- A new call received
  - A viewed call
- No dot = a dialled number

If the number is unavailable, **Unavailable** is displayed.

If the number has been withheld by the caller, **Withheld** is displayed.

If the number calling is from abroad, **International** is displayed.

If the call is from the operator, **Operator** is displayed.

If the call is from a payphone, **Payphone** is displayed.

If the caller is a ringback call, **Ringback** is displayed.

To clear **X New calls** message, browse through the **Calls** list and view the details of unread calls.

If you need to edit the number or name, press **Clear** to delete any unwanted characters, then use the keypad to enter new ones.

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.

### Dial from the Calls list

1. Press .
2. Scroll to the entry you want and press **Option**.
3. Scroll  to **Call Number** and press **OK** to call the number.

### Copy a Calls list number to your contacts

1. Press .
2. Scroll to the entry you want and press **Option**.
3. Scroll  to **Store Number** and press **OK**.
4. Enter the new contact's name using the keypad and press **Save**.
5. The number will be displayed, edit if necessary and press **OK**.  **Saved** will be shown.
6. **Group** is displayed, press **←** or **→** to select a group and press **OK**.

### Delete an entry in the Calls list

1. Press .
2. Scroll to the entry you want to delete and press **Option**.
3. Scroll  to **Delete Entry** and press **OK**.
4. Press **Yes** to delete the entry.  **Saved** will be shown.

### Delete entire Calls list

1. Press .
2. Scroll to any entry and press Option.
3. Scroll  to Delete All and press OK.
4. Press Yes to delete all entries.  Saved will be shown.

### Calls list type

1. Press .
2. Press Option and scroll  to Settings and press OK.
3. Calls List Type is displayed, press  or  to choose either All Calls or Missed Calls and press OK.  will be shown.

### New call alert

1. Press .
2. Press Option and scroll  to Settings and press OK.
3. Calls List Type is displayed, press . New Call Alert is displayed, press  or  to choose either On or Off and press OK.  will be shown.

### Calls List Type

All Calls will list answered and missed calls in the Calls list. Missed Calls will only list unanswered calls.

### New call alert

The new call alert will cause the handset to beep when a missed call is received in the calls list and has not been viewed yet. The default setting is Off.

If you turn the new call alert Off and the beeping continues, you may need to clear all calls in the calls list to stop it.

# BT Services

You need to subscribe to BT Calling Features 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) or call BT free on **0800 800 150**.

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

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

You can easily call a range of useful pre-stored numbers and BT Calling Features through the BT Services menu. There are 2 empty entries in the menu where you can enter your own numbers if you wish.

## Pre-stored BT Services numbers

BT Helpdesk	Ringback
BT 118500	Reminder call
Diverts	Empty
Call Waiting	Empty
Anonymous Call Rej	

## Calling the BT5510 helpdesk

1. Press **Menu**, scroll to **BT** and press **OK**.
2. **Helpdesk** will be highlighted. Press  to call.

## Calling BT 118500 (Directory Enquiries)

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **BT118500** and press  to call.

## Using Call divert

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **Diverts** and press **OK**.
3. Scroll to choose when you want Call divert to apply: **All Calls**, **When Busy** or **No Answer**.
4. Press **OK**.
5. Scroll to choose either **Set up**, **Check** or **Cancel** and press  to call and follow the spoken instructions, or listen for confirmation/status of your instructions.

## Using Call waiting

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **Call Waiting** and press **OK**.
3. Scroll to choose either **Call Wait on**, **Call Wait off** or **Call Wait check** and press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

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're on a call. If a second caller rings you will hear a beep in the handset. If you've also subscribed to Caller Display, the screen will show the caller's details.

Anonymous call reject blocks calls from withheld or anonymous numbers. If a caller withholds their number, they won't be able to get through to you.

With Ring back you can get an automatic call back from an engaged number. No need to dial a busy number over and over again. Just dial 5, wait for a confirmation message and hang up. Your phone will keep trying the busy number for up to 45 minutes.

Reminder call lets you book an alarm call. Like an alarm clock, except it lets you book an alarm call days in advance. Set repeat reminders every day or as a one-off call to remind you of a specific event

### Using Anonymous call reject

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **Anon Call Rej** and press **OK**.
3. Scroll to choose either **Setup**, **Check** or **Cancel** and press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

### Using Ring back

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **Ring back** and press **OK**.
3. Scroll to choose either **Setup**, **Check** or **Cancel** and press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

### Using Reminder call

1. Press **Menu**, scroll to **BT** and press **OK**.
2. Scroll  to **Reminder Call** and press **OK**.
3. Scroll to choose either **Set Reminder**, **Check Reminder** or **Cancel Reminder** and press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

### View/edit a BT Services number

1. Press **Menu**. Scroll to **BT** and press **OK**.
2. Scroll to highlight the entry you want and press **OK** (or if you've chosen **Helpdesk** or **BT 118500**, press **Options**).
3. **View Entry** is highlighted, press **OK** to view the number or scroll  to highlight **Edit Entry** and press **OK**.
4. Press **Clear** to delete a number and use the keypad to enter new numbers. Press **OK** to save.  **Saved** will be shown.

### Enter a new service number

1. Press **Menu**. Scroll to **BT** and press **OK**.
2. Scroll  to **Empty** and press **Edit**.
3. You can now enter a new name and number, press **OK** to save.  **Saved** will be shown.

To reset the BT Services numbers back to the pre-stored numbers you can reset the handset to its original factory default settings, see page 38.

# Answering machine

You'll need to set the date and time (if you've not already done so) so that you'll know when each message was received. If you've signed up for to your network's Caller Display service, the date and time will be set automatically for all handsets when you get your first call. To set the date and time manually, see page 35.

## Voice prompts

Your BT5510 answering machine has voice prompts to help you use its settings and features.

Your BT5510 can digitally record up to 15 minutes of messages.

You can operate your answering machine from:

- the handset.
- the base, see page 57.
- remotely, from any other Touchtone™ telephone, see page 58.

Your BT5510 comes with two pre-recorded outgoing messages, one that allows callers to leave a message and one that simply answers the call. And you can record your own message.

## Using the answering machine from the handset

### Switching the answering machine on or off

1. Press Menu and scroll to . Press OK.
2. Scroll  to Answer On/Off. Press OK.
3. Scroll  or  to highlight On or Off and press OK. Answer Machine On  Saved will be shown.

## Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are two pre-recorded outgoing messages to choose from (see note on the left) or you can record your own.

### Recording your own outgoing message

1. Press Menu and scroll to . Press OK.
2. Scroll  to Outgoing Message and press OK. Play OGM is highlighted, scroll  to Record OGM and press OK.
3. Scroll  or  to highlight Answer & Record or Answer Only and press OK.
4. Follow the voice prompts to record your message and press Save.
5. Your message is then played back. If you want to delete it, press Delete during playback.

### Checking or deleting your outgoing message

1. Press Menu and scroll to . Press OK.
2. Scroll  to Outgoing Message and press OK.
3. Scroll  to Play OGM and press OK.

### Answer and record

The pre-set Answer and 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”.

Your Answer and Record outgoing message can be up to 1 minute long and will replace the pre-recorded message.

### Answer only

The pre-set 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 callers know that they won't be able to leave a message.

## 52 Answering machine

To reinstate the pre-recorded messages, delete your own recorded outgoing message, see opposite.

You can't delete a pre-recorded message. If you delete your personal OGM, the pre-recorded OGM will be automatically reinstated as your outgoing message.

4. Scroll  or  to choose Answer & Record or Answer Only press OK to listen.
5. To delete the message, press Delete when it is playing.

### Select male or female outgoing message voice

If you want to use the pre-recorded outgoing message, you can choose either the male or female voice. The default setting is female.

1. Press Menu and scroll to . Press OK.
2. Scroll  to OGM Voice and press OK.
3. Scroll  or  choose either Female or Male and press OK.  Saved will be shown.

### Recording a memo

1. Press Menu and scroll to . Press OK.
2. Scroll  to Record Memo and press OK.
3. Follow the voice prompts to record.  
To end recording, press Save.
4. Your memo is then played back. If you want to delete it, press Delete during playback.

## Answer settings

### Answer mode

Choosing which outgoing message you want played to callers.

1. Press **Menu** and scroll to . Press **OK**.
2. Scroll  to **Answer Settings** and press **OK**.
3. **Answer Mode** is highlighted, press **OK**.
4. Use **←** or **→** buttons to highlight **Answer & Record** or **Answer Only** and press **OK**.  **Saved** will be shown and the screen will return to the previous menu.

### Answer delay

Setting how soon the answer machine picks up calls

1. Press **Menu** and scroll to . Press **OK**.
2. Scroll  to **Answer Settings** and press **OK**.
3. Scroll  to **Answer Delay** and press **OK**.
4. Use **←** or **→** buttons to set the number of rings (1-9 rings or **Time Saver**) before the answer machine picks up calls and press **OK**.  **Saved** will be shown and the screen will return to the previous menu.

### Time saver

When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 10 seconds, if you do not have any new messages, it will answer after 20 seconds. This means you can hang up knowing you have no new messages, saving you time and the cost of the call.

For compatibility with BT 1571 (or another voicemail service) do not set the ring delay to more than 6 rings.

## 54 Answering machine

### Recording time

The maximum message time can be 30 seconds, 1 minute, 2 minutes or unlimited.

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

### Setting the recording time for messages

1. Press **Menu** and scroll to . Press **OK**.
2. Scroll  to **Answer Settings** and press **OK**.
3. Scroll  to **Recording Time** and press **OK**.
4. Use **Left** or **Right** buttons to set the recording time and press **OK**.  **Saved** will be shown and the screen will return to the previous menu.

### Call screening

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

### Turn call screening on or off

1. Press **Menu** and scroll to . Press **OK**.
2. Scroll  to **Answer Settings** and press **OK**.
3. Scroll  to **Call Screening** and press **OK**.
4. Use **Left** or **Right** buttons to select **On** or **Off** and press **OK**.  **Saved** will be shown and the screen will return to the previous menu.

When your BT5510 rings, wait for the answer machine to take the call. When the caller begins leaving a message, the display shows **Screening?**. If you want to talk to the caller, press  to take the call. This will stop the recording if it's started. Press  to stop screening without talking to the caller.

### New message alert on/off

1. Press **Menu** and scroll to . Press **OK**.
2. Scroll  to **Answer Settings** and press **OK**.
3. Scroll  to **New Mss Alert** and press **OK**.
4. Use **←** or **→** buttons to select **On** or **Off** and press **OK**.
5.  **Saved** will be shown and the screen will return to the previous menu.

When New message alert tone is on, the base will beep at regular intervals.

You can play back messages with the answer machine turned on or off.

Each message is played back with the day and time of the call announced.

New messages will be played before any old messages, with a beep to show the end of new messages and the beginning of playback of old messages

If there are no messages the display shows **No messages.**

You can't delete messages that you've not yet played.

Unless you delete a message, it's automatically saved.

## Message playback using the handset

1. Press **Menu** and scroll to . Press **OK**.
2. **Play Messages** is highlighted. Press **OK**. You will hear if you have messages or not, if you do they will be played.
3. The handset displays the number and name of the caller if available, the date and time it was received and whether the message is new (not been listened to) or old (already listened to). The message is played automatically.

### During playback you have the following options:

-  or  to adjust the volume.
- 4**  once to repeat the message.
- 6**  to play the next message.
- Delete** or **5**  to delete the current message.  
Display shows **Deleted**.
- Stop** or **2**  to stop playback.
-  to cancel playback and return to standby.

At the end of playback the handset will return to standby. The messages are renumbered to take account of any deleted messages.

### Delete all old messages

1. Press  and scroll to . Press OK.
2. Scroll  to Delete Old Mses and press OK.  
If there are no old (unplayed) messages, the display shows No Old Mses.  
If there are old messages the display shows Delete Old Messages? Press Yes to confirm or No to cancel.
3. The screen will return to the previous menu level.

## Using the answering machine at the base

### Switching on or off

Press . The setting will be announced.

### Playing back messages

1. Press . New messages are played first.

### During playback:

Press  to delete the current message.

Press  once to repeat the message.

Press  twice to play the previous message.

Press  to play the next message.

### Memory full

If the caller's still talking when the memory becomes full the caller hears "Thank you for calling" and the machine will hang up.

You must delete messages before your machine will be able to record new ones. To delete old (played) messages, see opposite or page 58 for instructions.

Press  to pause and resume playback.

Press  to stop playback.

Press  or  to adjust the speaker volume during playback.

At the end of playback press  and follow the voice prompt to press  again to delete all old messages.

## Operating the answer machine with Remote access

With Remote access, you can operate your answering machine from any Touchtone™ phone, even if you forget to turn on your answer machine before you go out.

### Turning remote access on or off

1. Press  and scroll to . Press OK.
2. Scroll  to Answer Settings and press OK.
3. Scroll  to Remote Access and press OK.
4. Use  or  buttons to turn select On or Off and press OK.  Saved will be shown and the screen will return to the previous menu.

The default setting is Off.

### If you forget to switch on your answering machine

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
2. Press \* and enter your system PIN when prompted. Play back your messages as shown below in 'Operating your answering machine remotely'. If you do not choose to switch your answering machine On, it will switch off when the call is ended.

### Operating your answer machine remotely

1. Dial your phone number.
2. When you hear your outgoing message, press \* and enter your 4 digit system PIN.
3. Follow the voice prompts to:
  - 1 Play main menu
  - 2 Play all messages
  - 4 Skip back during playback
  - 5 Delete a message during playback
  - 6 Skip forward during playback
  - 7 To turn answer machine on
  - 9 To turn answer machine off

When Remote access is enabled, you can call in from another phone to listen to your messages and operate your answering machine. You should set a 4 digit system PIN so that other people can't ring up and listen to your messages.

When Remote access is turned off, the 4 digit system PIN is automatically re-set to 0000.

You should change the 4 digit system PIN from the original setting of 0000 and keep it somewhere safe. To change your system PIN see page 39.

If you enter the system PIN incorrectly three times, the call will end automatically.

# Using additional handsets

You can use up to five BT5510 handsets with your BT5510 base to extend your phone system without needing to install telephone extension sockets for each new phone.

You have 60 seconds to complete the registration process.

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

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.

If you've bought a BT5510 multiple pack, any additional handsets come pre-registered to the base. If you've bought an additional handset separately, you must register it to your BT5510 base before it can be used.

## Registering an additional handset

1. Press **Menu**, scroll to **X3** and press **OK**.
2. Scroll  to **Handset** and press **OK**.
3. Scroll  to **Register Handset** and press **OK**.
4. Use the **←** or **→** buttons to select the base you want and press **OK**.
5. Enter the 4 digit system PIN (default=0000) then press **OK**.
6. The display shows **Press and Hold Find Button**. Press and hold the  button on the base until the base beeps, then release.
7. Immediately, press **OK** on the handset to confirm. The base will go into registration mode for 90 seconds and will beep when successful. The handset will automatically be assigned the next available handset number and registration is now complete.

## De-register a handset

1. Press , scroll to  and press OK.
2. Scroll  to De-register and press OK.
3. Use the  or  buttons to select the handset you want to de-register and press OK.
4. Enter the 4-digit system PIN (default=0000) and press OK.
5. Display shows De-register? Press Yes to confirm or No to cancel.

## Call another handset

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

## Making internal calls between handsets

1. Press  and if you have one other handset it will ring.
2. If you've extra handsets, press  then scroll to the handset you want to call and press OK.
3. Press  to end the call.

## Registering another make of handset to your BT5510 base

If you want to register another make of handset (i.e. not a BT5510 handset) to your BT5510 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 in point 6 on page 60). 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.

### Transferring a call

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

1. During your call, press **Intercom**. Your external caller is put on hold.
2. If you've one other handset it will ring. If you have extra handsets, scroll to the handset you want to call and press **OK**.
3. When the other handset answers you can announce the caller.
4. Press **Switch** to switch between the two callers.

If the other handset doesn't answer press **Back** to return to your original caller.

### 3-Way conference call

You can hold a 3-way conference call between two internal callers and one external caller

1. During your call, press **Intercom**. Your external caller is put on hold.
2. If you have one other handset it will ring. If you have extra handsets, press **Intercom** then scroll to the name of the handset you want to call and press **OK**.
3. When the other handset answers you can announce the call.
4. Press **Conf** to join all callers.

## 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 of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the 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.

## You have a dial tone, but the phone won't dial out

- If you're connected to a switchboard, check whether you need to dial an access code, see page 40.

## Handset doesn't ring

- The ringer volume may be switched off, see page 24.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 60.

### **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 60.
- 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.
- 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 BT5510 base may be on the line.

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

- The memory may be full. Play and delete old messages, see page 56-57.

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

- Have you set the date and time? See page 35.

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

- Have you changed the system PIN code? See page 39.  
Always keep a note of the new PIN code in a safe place.
- Has Remote access been disabled? To enable Remote access, see page 58.

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

- Have you subscribed to a Caller Display service from your network provider?  
See page 43.
- 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 BT5510 base and you can register your BT5510 handset to up to four bases. Check that you've not exceeded the limits.
- Check that you've entered the correct PIN number (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

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

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still have problems.

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

- Sometimes your BT5510 can interfere with other electrical equipment if it's placed too close. We recommend that you place your BT5510 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](https://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

This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched 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 600mAh rechargeable batteries.
3. Replace the battery compartment cover.

Battery	Manufacturer	Model	Rating
	GP	GN75AAAHC	600mAH

## 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 BT5510 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 BT5510. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 048611. If you've bought a multiple pack, the item code for the charger mains power supply is 048610.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT5510 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 NOT possible to make calls, except 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.

## 68 General information

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- 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.

## Guarantee

Your BT5510 is guaranteed for a 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 BT5510 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 63 or contact the BT5510 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 BT5510 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 BT5510 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 BT5510 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 code 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\*

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

† UK's No.1 Phone Brand based on sales. Source GfK RT UK,  
Landline Phone sales, Jan 2000–May 2013.

BT5510 (05/14) Issue 1

