



Block up to 100% of Nuisance Calls


## Quick Set-up and User Guide



# BT8610 Premium Nuisance Call Blocker

Digital Cordless Phone with Answering Machine

Powered by  
**trueCall**  
STOPS NUISANCE CALLS

 You need a Caller Display service from your network provider to use Call Blocking and other Caller Display enabled features. Charges may apply.

# Top Tips

## What is BT Call Blocking?

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

- If you turn BT Call Blocking off, all calls will be allowed through, even if they're already on your blocked list. See page 19 to change settings.
- You can customise BT Call Blocking to block certain types of call e.g. International, Number Withheld etc. See page 22 to change settings.
- 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.
- Visit [bt.com/producthelp](https://bt.com/producthelp) for more information and Troubleshooting tips.

## BT Call Blocking



### To switch BT Call Blocking on/off

When BT Call Blocking is set to On, it is On for whichever mode you're using (e.g. Announce mode). If you turn Call Blocking Off, all calls will be allowed through, even if they are already on your blocked list.

1. In idle mode, press .
2. **On/Off** is displayed. Press **OK** and then scroll and select either **On** or **Off** and press **OK**.

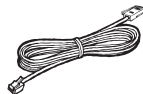
# Check box contents



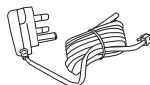
Handset



Base



Telephone line cord  
(pre-installed)



Mains power adaptor  
(item code 066270)



2 x AAA Ni-MH 750 mAh  
rechargeable batteries  
(already in handset)

## Contents for each additional handset (multipacks only)



Handset



Charger



Mains power adaptor  
(item code 066270)



2 x AAA Ni-MH 750 mAh  
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 BT8610 if you use any other type of batteries.

# Contents

<b>Menu map.....</b>	<b>6</b>	<b>Call control settings .....</b>	<b>25</b>
<b>Quick set up guide .....</b>	<b>8</b>	Set-up Do not disturb .....	25
<b>Getting to know your phone .....</b>	<b>16</b>	Set Outgoing calls control .....	25
Handset buttons .....	16	Assign VIP status to a contact.....	26
Base .....	17	Change the access PIN.....	26
Finding your way around your phone.....	18	<b>Using the phone .....</b>	<b>27</b>
<b>BT Call Blocking .....</b>	<b>19</b>	Making calls.....	27
Switch BT Call Blocking on/off .....	19	Make an external call.....	27
Personalise your announce message .....	20	End a call .....	27
How do you accept, block or send a call to the answer phone?.....	20	Receive a call .....	27
The Block button.....	21	Mute .....	27
How do I change the different BT Call Blocking modes?.....	22	Incoming speech / Handsfree volume .....	28
Custom mode.....	22	Make a handsfree call.....	28
Here's how to customise settings for certain types of call .....	22	Make an internal call between handsets (if you have more than one handset) .....	28
What happens when you allow a number (caller).....	23	Transfer a call .....	29
What happens to my VIP numbers? .....	23	Hold a 3-way call .....	29
What happens when you block a number (caller).....	23	Contacts .....	29
How to add numbers straight to your Blocked and Allow lists.....	24	Store a contact (up to 200) .....	29
To add a number to the block list .....	24	Edit a contact .....	30
To block numbers by area code .....	24	Delete selected or all contacts .....	30
To add a number to the allow list .....	24	View/dial a contact .....	30
Deleting your blocked and allowed lists .....	24	Speed dial.....	31
		Save a Speed dial entry.....	31
		Dial a Speed dial entry.....	31

Edit a Speed dial entry.....	31
Delete a Speed dial entry.....	31
<b>Caller Display and the Calls list .....</b>	<b>32</b>
Missed call notification.....	32
View and dial from the Calls list (up to 50 incoming and 30 outgoing calls) .....	32
Save a Calls list entry to your contacts.....	32
Delete an entry in the Calls list, or the whole list	33
<b>Clock/Alarm .....</b>	<b>33</b>
Set the time and date.....	33
Set an alarm.....	33
<b>Answer machine .....</b>	<b>34</b>
Message playback using the handset .....	34
Delete a message or delete all old (played) messages .....	35
Switch the answer machine on or off and set the answer mode .....	35
Record your own outgoing message .....	36
Record a memo .....	36
Set the answer delay .....	36
Set the message alert on or off .....	37
Remote access .....	37
Set the remote access PIN for the first time.....	37
Change the remote access PIN .....	37
Turn remote access on or off .....	38
If you forget to switch on your answer machine	38

<b>BT Calling Features .....</b>	<b>38</b>
Call Diversion .....	39
Cancel Ringback.....	39
Call Waiting.....	39
<b>Settings .....</b>	<b>39</b>
Handset ringtone and volume .....	40
Alert tones on or off .....	40
Handset display options .....	40
Handset name.....	40
Call settings .....	40
Base ringtone melody and volume .....	41
PBX access code.....	41
Change the system PIN (different to the Call control & Remote access PIN) .....	41
Reset the handset or base settings .....	41
Clear the handset and base user data .....	42
<b>Help .....</b>	<b>42</b>
<b>General information.....</b>	<b>43</b>
Guarantee.....	43
How to recycle your equipment .....	43
Radio Equipment Directive Declaration of Conformity .....	43

# Menu map



## Answer Phone

- View messages — Messages
- Outgoing msg —
  - Ans. & record —
    - Record message
    - Play message
    - Use default msg
  - Answer only —
    - Record message
    - Play message
    - Use default msg
- Record memo
- Answer mode —
  - Answer on/off
  - Answer mode
- Settings —
  - Text alert
  - Ans. & record —
    - Answer delay
    - Max. msg length
    - Message alert
  - Answer delay
  - Call screening
  - Auto on/off
  - Remote access —
    - On/Off
    - Change PIN



## Call Control

- BT Call Blocking —
  - Blocking settings —
    - On/Off
    - Blocking mode
  - Announce msg —
    - Record name
    - Play message
    - Use default msg
  - Block numbers —
    - Add number
    - Area codes
    - Delete all
  - Allow numbers —
    - Add number
    - Delete all
- Do Not Disturb —
  - On/Off
  - VIP calls
- Outgoing calls —
  - Mobile calls
  - International
  - Premium rate
  - All dialled calls
- VIP list —
  - Add VIPs
  - Remove VIPs
- Change PIN —
  - VIP ringtone



## Calls List

- Save number
- Allow number
- Block number
- Delete call
- Send text
- Delete all



## Clock/Alarm

- Alarm —
  - Alarm
  - Time
  - AM/PM
  - Melody
- Time and date —
  - Time
  - AM/PM
  - Date
- Time format —
  - 12 Hours
  - or 24 Hours



## Text Messages

- Write Message
- Inbox
- Drafts
- Sent folder
- Templates
- Settings



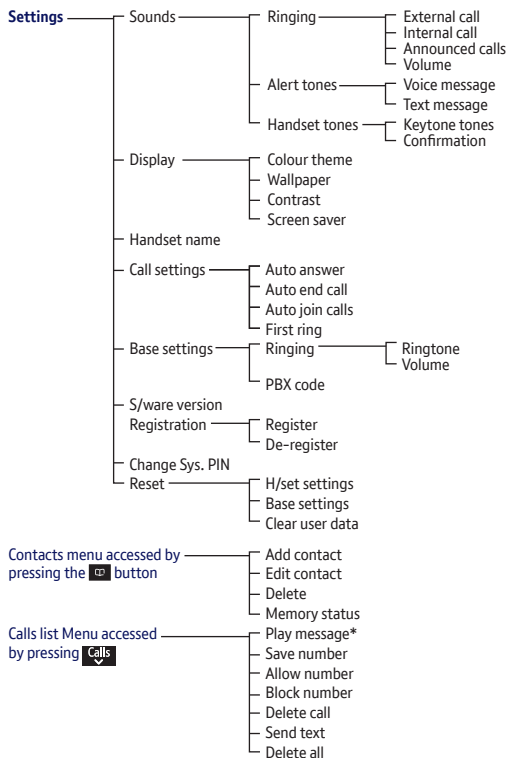
## Speed Dial List

- 1. 1571, 2-9 Empty



## Calling Features

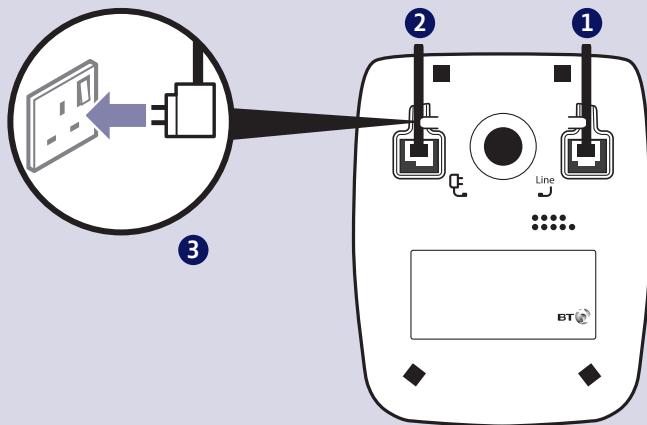
- Call Diversion —
  - All calls
  - When busy
  - Not answered
- Cancel Ringback
- Call Waiting —
  - Turn on
  - Turn off
  - Check status



\* Only offered if caller left a message on the answer machine.

# Quick set up guide

## 1 Plug in

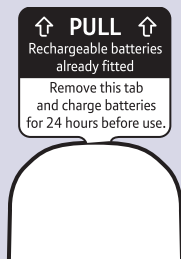


- 1 The telephone line cord is already fitted but **don't** plug the other end into the wall socket yet.
  - 2 Plug the mains power adaptor into the base, with the cable clipped in the groove provided.
  - 3 Plug the other end of the power adaptor into the wall power socket and switch on.
- ! If you bought a multipack you can use either power adaptor.



## 2 Activate the batteries

1. Activate the batteries by pulling the plastic tab away from the bottom of the handset. Remove the protective plastic from the screen.



2. The BT logo will appear on the screen, followed by the set up wizard screen displaying **Please set the time and date to start using your telephone**. Place your handset on the base to charge first.

## 3 Charge

Place the handset on the base and leave to charge for **24 hours**.

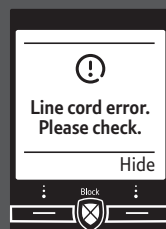


### Important

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

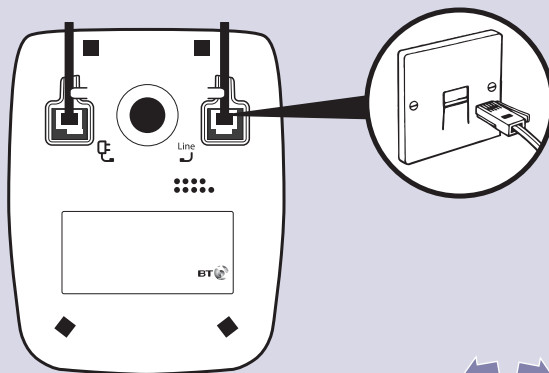


If your screen displays this message, don't worry. This is normal and will continue to be displayed until you connect the phone line cord in Step 4.

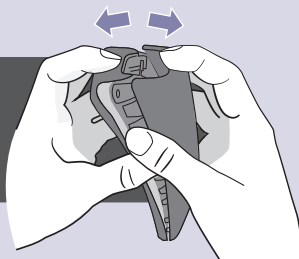


## 4 Connect the phone line cord

After 24 hours, plug the phone line cord into the phone wall socket.






If you ever need to remove the batteries, place your fingers in the groove at the bottom of the handset and lift the cover up to release it. Then, gently ease the batteries out.







# 5 Follow the set up wizard


## Set the time and date

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

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

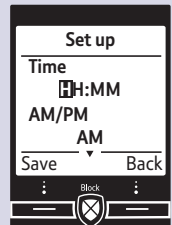
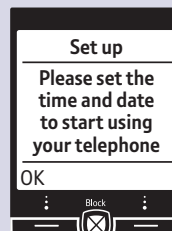


2. Use the keypad to enter the time using the 12 hour clock format e.g. for **3:32 pm** you need to enter **03:32**.
3. Press  press  or  to select **AM** or **PM**.
4. Press  enter the date in the format **DD/MM/YYYY**.
5. Press **Save**. **Saved** is displayed.

 You need to have a Caller Display service from your network provider to use all the features available e.g. Call Blocking, Visual Voicemail, Calls List, Text Messaging and other Caller Display enabled features. Charges may apply.


## BT Call Blocking

6. Continue to read and follow the prompts. Call Blocking is already set to **On**. If you wish to switch it **Off**, see page 23.
7. Press **OK**.



## 12 Quick set up guide

### 8. Press **OK**.

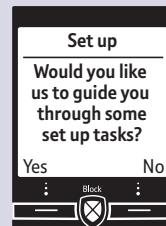
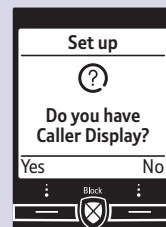
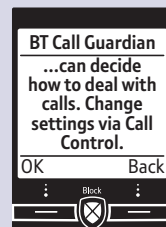
-  To allow calls from a contact/ number to ring as normal, follow the instructions on page 24 to add a number to your Allow list.

To allow a number to bypass Call Blocking and Do Not Disturb mode, add it to your VIP list. See page 26 for instructions.

### 9. Select **Yes** or **No**, and follow the prompts.

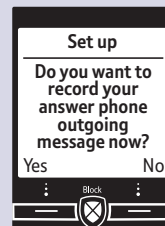
#### Complete the set up tasks

10. If you wish to continue following the set up wizard, select **Yes**. (If you don't want to follow the wizard, select **No** and you can start using your phone straight away. You can always set up tasks via the menu later).



### Record your answer phone outgoing message

11. If you wish to complete this step, select **Yes** (or **No** to continue to the next step).
12. **Record message** is highlighted, press **Select**.
13. Follow the voice prompt and record your message into the phone after the tone.
14. Select **Save** when you've finished.
15. Your message will be played back to you.
16. Select **OK** (or **Delete** if you want to replace it).
17. Select **Done**, to continue with the set up wizard.



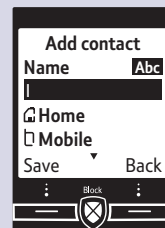
### Add contacts

18. It's a good idea to add your contact numbers now so their calls are allowed to go straight through to you, otherwise these callers will have to go through Call Blocking. Select **Yes** (or select **No** to continue to next step).



Please make sure you always add the full telephone number when you save a contact. If you have important numbers that will always need to get through e.g Doctors surgery, National Floodline, Carer Line numbers etc, make sure you've added them to your Contacts or Allowed list. You can also make any of your contacts a VIP, see page 26.

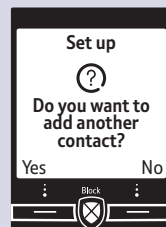
19. Enter the contact name using the keypad and press **Calls**.
20. Enter the home phone number. You can then press **Calls** and enter a mobile number and then a work number if you want to. Press **Calls** then **<** or **>** to select a ringtone.
21. Select **Save** when you've finished.



## 14 Quick set up guide

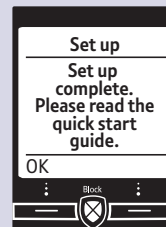
22. Select **Yes** if you want to enter more contacts (or **No** if you don't want to for now). Follow steps 19, 20 and 21 on page 13 for instructions on how to add a contact.

 If you want to add contacts at a later time, see page 39 for instructions.



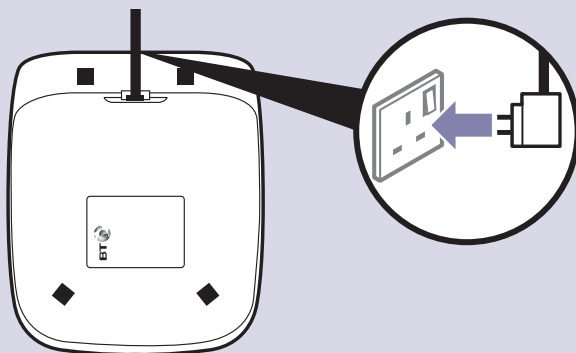
23. Select **OK** to complete the set up wizard. You can now start using your phone.

**Please read the rest of this User Guide for instructions on how to use the most popular features of your BT8610 phone.**



## 6 Set up your additional handsets (multi packs only)

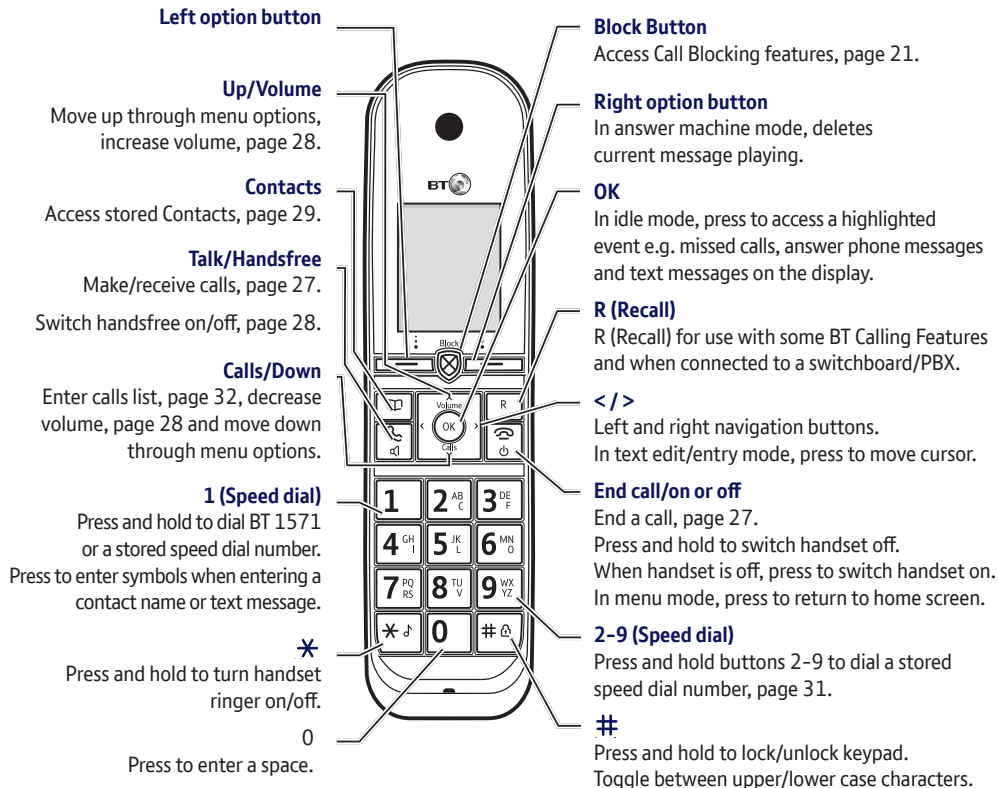
1. For additional handsets and chargers: plug the mains power adaptor into the back of the charger and plug the other end into the mains wall socket and switch on the power.



2. Activate the batteries as explained on page 9. Once you've set the time and date on the first handset then it will be shared with all other handsets in your multi pack after you activate the batteries.
3. Place the handset on the charger to charge for 24 hours.

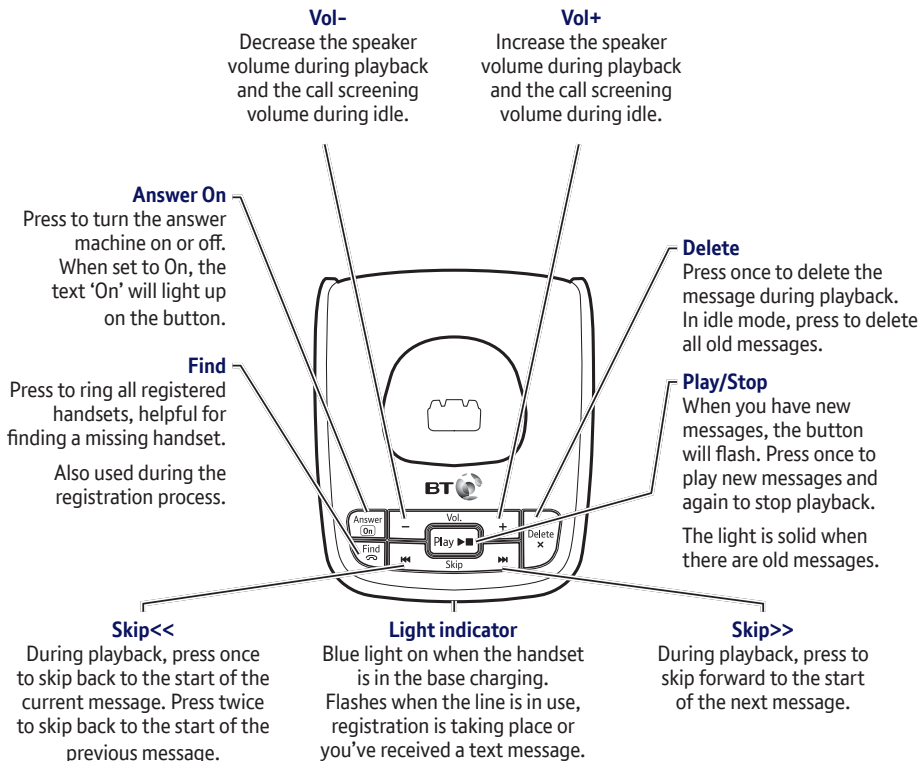
# Getting to know your phone

## Handset buttons





## Base












## 18 Getting to know your phone

---


### Finding your way around your phone

Your BT8610 has an easy to use menu system.

When the handset is switched on and at the idle screen:

1. Select **Menu** by pressing the Left option button  to open the main menu.
2. Use the  or  button to scroll through the available menu options.
3. When the menu you want is displayed, select by pressing the Left option button  or press .
4. Use the  or  button to scroll through the available sub menu options. When the sub menu you want is highlighted, select by pressing the Left option button  or press .

Select the **Back** option if you want to return to the previous screen.

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

If no buttons are pressed for 60 seconds, the handset returns to the home screen automatically.

Use the  to access the BT Call Blocking settings.

# BT Call Blocking



## You need Caller Display

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

### Your BT8610 has four Blocking modes that allow you to easily manage incoming calls in different ways:






- **Announce** – All calls not in your Contacts, Allow or VIP list must say their name. Those on your Blocked list hear, “Callers to this number are being screened by BT Call Blocking, the person you are calling is not accepting your call. Please hang up”.
- **International** – All calls from International numbers must announce their name. All other calls come straight through, except those already on the block list, who will hear the message above.
- **Ans Phone** – All calls not in your Contacts, Allowed or VIP list are sent straight to the Answer Phone including those on your Blocked list.
- **Custom** – You choose how you’d like to handle all of your calls.



In **Announce mode** (default setting), the BT8610 will filter all first time calls from numbers that are not yet saved in your Contacts, or already on your allowed list. By doing this, you gradually build up these lists and your phone will know how to deal with the call the next time it comes in.






## Switch BT Call Blocking on/off

When Call Blocking is set to On, it is On for whichever mode you’re using (e.g Announce mode). If you turn Call Blocking Off, all calls will be allowed through, even if they are already on your blocked list.


1. In idle mode, press .
2. Call Blocking settings are PIN protected, so follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or .
4. **Blocking settings** is highlighted, press **Select** or .
5. Press  or  to switch BT Call Blocking on/off, then press **Save**.

### Personalise your announce message

You can personalise the BT Call Blocking greeting, by adding your name to the Announce message.

1. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or .
4. Scroll to **Announce msg**, press **Select** or .
5. Press **Select**, or , on **Record name** and follow the voice prompt and press **Save**.
6. The recording will play back, if you're happy with it, press .


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

1. BT Call Blocking answers a call for you and asks the caller to say ("announce") who they are.
2. Your BT8610 then rings you with the Announced call on the display and announces the caller's name when you pick up the phone. (e.g. "You have a call from Mark").
3. You now have the following choices :
  - To accept the call, press 1
  - To always accept their calls, press 2
  - To block their calls, press 3 or press 
  - To send this call to the answer phone, press 4
  - Or to ignore the call, just hang up (this call will then be sent straight to the answer phone)

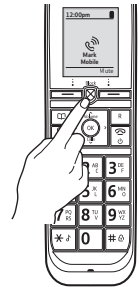
## The Block button

The block call button can be used in 3 ways:


### 1. Incoming call

When you have an incoming call, the handset display will show 'Announced call'. When you pick up the handset you'll hear the caller announcement so you can decide whether to take the call. If you don't want to take the call, press  on the handset and the caller will be advised that their call is not accepted and the call will be disconnected.

The number will be blocked and added to the blocked calls list if Caller ID is displayed. If the number calls again, the caller will hear, "Callers to this number are being screened by BT Call Blocking, the person you are calling is not accepting your call. Please hang up".

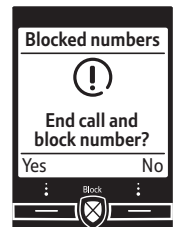
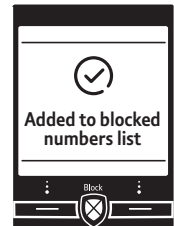


### 2. During a call

If you have already answered the call and you want to block the number press . If the number is displayed you have the option to select **Yes** and the number will be added to the blocked numbers list and the call will end. Or select **No** to go back to the caller.

### 3. In idle mode







Press  as a shortcut to the Call Control menu. See page 25.



## 22 BT Call Blocking


### How do I change the different BT Call Blocking modes?

You can change the default setting of Announce mode to International, Answer phone or Custom:

1. In idle mode, press .
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or .
4. **Block settings** is highlighted, press **Select** or .
5. Scroll  to **Blocking mode** and then use the  or  to select the one that you want to change (e.g. International) and press **Save**.








### Custom mode

Once you get used to your phone, you might decide to customise your settings depending on the call type. For example, you can allow unknown numbers but block international numbers and send withheld numbers to the answer phone.

 **Remember:** settings will be the same as the last mode you selected, unless you save your own custom options.

### Here's how to customise settings for certain types of call

Take care when doing this, as it changes your phone's BT Call Blocking settings.

1. In idle mode, press .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Blocking** is highlighted, press **Select** or .
4. **Block settings** is highlighted, press **Select** or .
5. Scroll  to **Blocking mode** then press  or  to find **Custom**.
6. Press **Save** and scroll to find the type of call that you want to change the settings for. You can change: Blocked numbers / Allowed numbers / International / Withheld / Payphones / Mobile numbers / Unavailable / All other numbers. And for each of these, you have the choice to: Block / Ans.phone / Allow / Announce.
7. Select **Save**.

### What happens when you allow a number (caller)

Any numbers in your phone's Contacts are automatically allowed to come straight through to you to answer. To block a contact, see page 20.

- When you get an allowed call, you'll see the caller's number (if available) with the call type below it on your phone's screen.
- If you don't answer a call from an allowed number, it will go through to your answer phone (if it's on) or eventually it will hang up if unanswered.




**Remember:** if you've allowed a contact, all the numbers you have for a contact will also be allowed.

### What happens to my VIP numbers?

These are always allowed to come through to you. If you want BT Call Blocking to look after any of these numbers, you'll need to remove them from your VIP list and then adjust your BT Call Blocking settings for that number.

### What happens when you block a number (caller)

You can block a whole number or part of it (e.g. you can block by area codes). To unblock or allow a blocked number, see page 24.

- A caller calling from a blocked number will hear a message telling them that their call has been blocked.
- You'll see the caller's number (if available) in the Calls list with . This means that BT Call Blocking is blocking the call without you having to do anything.



**Remember:** if you've blocked a contact, all the numbers you have for a contact will also be blocked.



### Calls that are always allowed

'Ringback' calls and calls from the operator are always allowed, and you can't block these using BT Call Blocking.







## 24 BT Call Blocking

---

### How to add numbers straight to your Blocked and Allow lists



Aside from adding numbers to your Block and Allow list as calls come through, you can also add numbers directly to the lists via your Call Control menu.

#### To add a number to the block list







1. In idle mode, press .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Blocking** is highlighted, press **Select** or .
4. Scroll  to **Block numbers** and press **Select** or .
5. **Add number** is highlighted, press **Select** or .
6. Enter the telephone number you want to block (make sure you enter the full dialling code) and press **Save**.

#### To block numbers by area code

You can also block numbers by area code. This will mean that any calls beginning with that code, will be blocked. Follow the instructions above from 1 to 4 and then:

5. Scroll  to **Area codes**, press **Select** or .
6. On first use, you will see **No area codes stored. Add code?** Select **Yes**.
7. Add the area code (e.g. 01473) and press **Save**.

#### To add a number to the allow list

1. In idle mode, press .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Blocking** is highlighted, press **Select** or .
4. Scroll  to **Allow numbers** and press **Select** or .
5. **Add number** is highlighted, press **Select** or .
6. Enter the telephone number you want to allow (make sure you enter the full dialling code) and press **Save**.

#### Deleting your blocked and allowed lists

When in the Block and Allow number menu's above, you also have the choice to delete the whole list. Remember, if you do this, all calls previously blocked and allowed, will now come back through your BT Call Blocking settings.













# Call control settings

25

- ❗ To enter the Call control menu you need to enter your access PIN. This will need to be set the first time you try and enter the menu, simply follow the on screen instructions. If you have already changed the remote access PIN when setting your remote access then you will not need to set it again as this PIN is used for both Call control and Remote access.







## Set-up Do not disturb

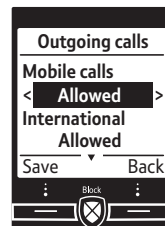
Do not disturb allows calls to be received silently with minimal notification. The default is off.

1. In idle mode, press .
2. Enter the access PIN and select . Scroll  to **Do Not Disturb** and press **Select**.
3. Press  or  to select **On**, **Off** or **Timed**. If you select **Timed** you need to select the on and off times you want, press  and enter the on time, then  again and enter the off time. Press  to highlight whether you want VIP calls to be **Allowed** or **Barred** using  or , then press **Save**. The chosen setting will be displayed and you will hear a confirmation tone.

- ☰ When set to On, the idle screen will display **DO NOT DISTURB** instead of the handset name. For more information and general advice on handling unwanted calls please go to [bt.com/unwantedcalls](http://bt.com/unwantedcalls)

## Set Outgoing calls control

1. In idle mode, press .
2. Enter the access PIN and select . Press  to highlight **Outgoing calls** and press **Select**.
3. **Mobile calls** is highlighted. Press  or  to select **Allowed** or **Barred** for **Mobile calls**, then press  to **International** and follow the same procedure for each option displayed and then select **OK**. The display will show **Outgoing calls settings saved**. You will then be prompted to add some VIPs if you haven't already assigned any.







## 26 Call control settings

If 'All dialled calls' is set to **Barred**, this will take precedence over the other settings except emergency numbers 999 and 112 which can still be dialled. If set to **Allowed**, the status of the other settings will manage which calls can be made. The default for all **Outgoing call** settings is **Allowed**.



### Assign VIP status to a contact

You can assign VIP status to any of your contacts which means when Do not disturb is switched on, these calls will ring through as normal. The default Do not disturb setting is **Allowed**. If set to **Allowed**, calls from VIPs will ring as normal, if set to **Barred**, all calls including the VIPs will ring silently, see page 26. You can also still make calls to VIP contacts when Outgoing Call Control is switched on.

1. In idle mode, press .
2. Enter the access PIN and select **OK**. Press  to highlight **VIP list** and press **Select**.
3. Read the prompt and select **Info**, read the message and select **Yes** at the end. Your contacts list will be displayed.
4. To assign contacts as VIP, highlight the contact and press . Select additional contacts if required by repeating above.
5. Select **Options**, **Add selected** will be highlighted, press **OK** and the selected entries will be added to your VIP list.


 If you've already added contacts to your VIP's, the list will be displayed when you enter the VIP list menu. You can then select **Options** to add further VIPs, remove VIPs or assign a VIP ringtone.

### Change the access PIN

1. In idle mode, press .
2. Enter the existing 4 digit remote access PIN. Press  to highlight **Change PIN** and press **Select**.
3. Once you've read the reminder message, select **OK** then enter the existing 4 digit access PIN and select **OK**.
4. Enter the new 4 digit access PIN and select **OK**, then enter it again when prompted and select **OK**. **Access PIN saved** will be displayed.


# Using the phone

27



-  In **Announce mode** (default setting), the BT8610 will filter all first time calls from numbers that are not yet saved in your Contacts, or already on your allowed list. By doing this, you gradually build up these lists and your phone will know how to deal with the call the next time it comes in.

## Making calls


### Make an external call


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

### End a call

1. Press . Or, press  to end the call and add the caller's number to the blocked numbers list.

### Receive a call

When you receive a call, the phone rings and the display shows **Incoming call** and . If you've got a caller display service, the display shows the incoming call, caller's number (if available) or the caller's name.

1. Press  to accept the call.

### Mute

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

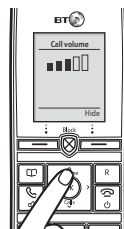


## 28 Using the phone

### Incoming speech / Handsfree volume

1. Press **Volume** or **Calls** to increase or decrease the volume.  
Subsequent presses will change the volume, you will hear the volume level with each press.

From the idle screen, you can press **Volume** to change the Ringer volume settings too.




### Make a handsfree call

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

### Make an internal call between handsets (if you have more than one handset)

1. From the idle screen, press **Call List** to open your contact list.
2. Press **Volume** to scroll through and display the handset you want to call, press **Call**.
3. The receiving handset will ring and your handset name will be displayed on the screen. To answer, they need to press **Call**. The call will be presented for 30 seconds.
4. Press **End Call** to end the call.



 You can also choose All handsets if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

## Transfer a call

1. During a call, select **Options**, then press **Calls** to highlight **Transfer call** and press **Select**.
2. If you have one other handset it will ring, if you have more than one other handset you can press **Volume** or **Calls** to highlight the handset you want, then select **Call** and it will ring. Your external call will be put on hold.
3. When the other handset answers you can announce the call and then select **Transfer** or press **Call** to transfer the call.

## Hold a 3-way call

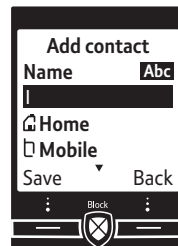
You can hold a 3-way call with two external callers. Or, you can hold a 3-way call between 2 internal handsets and 1 external caller. Once the 3-way call is in progress other handsets registered to the base can join the call by pressing.


1. During a call, select **Options**. **Multi call** is highlighted, press **Select**.
2. Either enter the number you want to call or press **Call** and scroll to the number you want or the internal handset you want and then press **Call** to call. When the second call is answered, the first external caller will be put on hold.
3. Select **Join** and all callers will be joined in a 3-way call.

## Contacts

### Store a contact (up to 200)

1. From the idle screen, press **Call**.
2. Select **Options**. **Add contact** is highlighted, press **Select**.
3. Enter the new contact name using the keypad then press **Calls** and enter the home phone number. Press **Calls** and enter a mobile number and then a work number if you want to. Press **Calls** then **<** or **>** to select a ringtone. Select **Save** when you've finished. The display will show **Contact saved**.



 To add a contact as a speed dial you need to enter the speed dial menu from the idle screen, see page 31.

## 30 Using the phone

### Edit a contact

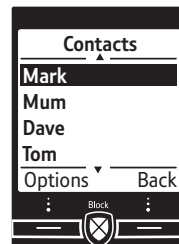
1. From the idle screen, press **☰**.
2. Press **Volume** or **Calls** to scroll to the entry you want to edit and select **Options**.
3. Press **Calls** to highlight **Edit contact** and press **Select**.
4. Edit the name by pressing **<** or **>** button to move cursor left or right and **Clear** to delete characters and use the keypad to enter new ones, then press **Calls** to move the cursor to edit any of the numbers you have stored, using **Clear** to delete digits and re-enter any new ones, then select **Save**. The display will show **Contact saved**.

### Delete selected or all contacts

1. From the idle screen, press **☰**.
2. Press **Calls**, until the name that you want to delete is highlighted and press **Options**.
3. Scroll **Calls** to **Delete** and press **Select**.
4. The Contacts list is displayed, with the name that you want to delete highlighted and a ✓.
5. If you want to delete more than one contact at once, you can then press **Volume** or **Calls** to highlight each contact that you want to delete and press **OK**. Press **OK** again to unselect or untick.
6. Once you have selected all of the contacts that you want to delete, press **Options**. **Delete Selected** is highlighted.
7. Press **OK**.
8. You'll see a final confirmation screen. Press **Yes**.

### View/dial a contact

1. From the idle screen, press **☰** to open your contact list.
2. Press **Volume** or **Calls** to scroll through and view the entries.
3. To dial an entry, press **☎** when the entry is highlighted. If the entry has more than one number saved under it you will need to highlight the number you want and then press **☎** again.



## Speed dial

You can allocate a name and number to each of the Speed dial buttons **1** to **9**. Button **1** is pre-programmed with 1571 but you can delete this and replace it with an entry of your choice.

### Save a Speed dial entry

1. From the idle screen, enter the telephone number you want to store.
2. Then, either: Press and hold the Speed dial button from **1** to **9** that you want to store the number under. Or, Select **Options**, scroll **Calls** to highlight **Set speed dial** and press **Select**. Scroll **Calls** to the speed dial location number you want (1-9) and select **Save**.

The display will show **Saved as speed dial x** (x being the Speed dial button).

### Dial a Speed dial entry

1. Either, press and hold the Speed dial button **1** to **9** under which the entry you want to dial is stored. Or, Select **Menu**, scroll **Calls** to display **Speed Dial List** and press **Select**. Scroll **Calls** to highlight the entry you want then press **☎**. The number will be dialled automatically.

### Edit a Speed dial entry

1. Select **Menu**, scroll **Calls** to display **Speed Dial List** and press **Select**.
2. Press **Volume** or **Calls** to highlight the entry you want to edit and select **Options**.
3. **Edit** is highlighted, press **Select**.
4. Edit the number by selecting **Clear** to delete digits and then enter any new digits. Select **Save**. **Saved as speed dial x** will be displayed.

### Delete a Speed dial entry

1. Select **Menu**, scroll **Calls** to display **Speed Dial List** and press **Select**.
2. Press **Volume** or **Calls** to highlight the entry you want to delete and select **Options**.
3. Scroll **Calls** to highlight **Delete** and press **Select**.
4. **Delete speed dial x?** is displayed, select **Yes**. **Speed dial x deleted** will be displayed.



**Remember:** numbers that you store in speed dial are allowed straight through, without Call Blocking intercepting them.


## Caller Display and the Calls list

! For Block Calls, Caller Display and the Calls list, you must subscribe to a Caller Display service for these features to work. Your network provider may charge you for this service.

### Missed call notification


If an incoming call has been missed (i.e. not answered), the missed call icon will be displayed on the home screen with the number of missed calls displayed underneath it e.g. 1. You can clear the notification by viewing the calls list on any handset registered to the base. The icon will still be presented for missed calls in the calls list so you can differentiate between calls. See Calls list indicators below.

! Calls list indicators

 = outgoing call made





 = missed call

 = blocked call

 = incoming call received

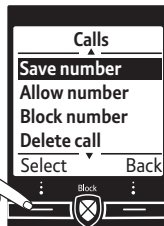
 = caller left a voice message

### View and dial from the Calls list (up to 50 incoming and 30 outgoing calls)

1. Press  or select **Calls**. The most recent entry is at the top of the list. (If there are no entries **List empty** will be displayed.)
2. Press  or  to scroll through and view the list.
3. To dial an entry, when the entry you want is highlighted, press .

### Save a Calls list entry to your contacts

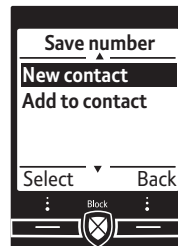
1. Press , then press  or  to highlight the entry you want and select **Options**.
2. Highlight **Save number** and press **Select**.





3. You now have two options:

- i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight the type of number, then press **Select**. Enter the contact name and select **Save**.
- ii) To add to an existing contact, highlight **Add to contact** and press **Select**. Scroll to highlight the entry you want and press **Select**. Highlight the number type where you want to save the number (Home, Work or Mobile) and press **Select**.



### Delete an entry in the Calls list, or the whole list

1. Press **Calls** or select **Calls**, then if you want to delete just one entry, press **Calls** or **Volume** to highlight the entry and select **Options**. To delete the entire list, simply select **Options**.
2. Press **Calls** to display either **Delete call** or **Delete all** and press **Select**. **Call deleted** will be displayed if you have deleted one entry, if you chose to delete all then you will need to confirm by selecting **Yes**.

## Clock/Alarm

### Set the time and date

1. Select **Menu**, scroll **Calls** to display **Clock/Alarm** and press **Select**.
2. Press **Calls** to highlight **Time and date** and press **Select**.
3. Enter the digits for the time, (you will also need to select AM or PM if 12 hour format has been set using **<** or **>**). Then press **Calls** and enter the date. Select **Save**.

### Set an alarm

1. Select **Menu**, scroll **Calls** to display **Clock/Alarm** and press **Select**.
2. **Alarm** is highlighted, press **Select**.

## 34 Using the phone

- Press **<** or **>** to display the alarm frequency you want: **Off**, **On once**, **On daily**, **Mon to Fri** or **Sat & Sun** then press **Calls** and enter the alarm time, (you will also need to select AM or PM if you have set 12 hour format), then press **Calls** to select the melody you want. Select **Save**.

To stop the alarm, press **Stop** or select **Stop**.

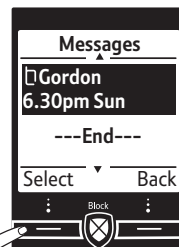
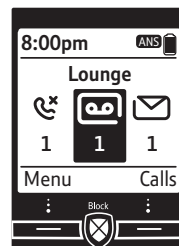
To activate a ten minute snooze, select **Snooze** or any other button (except **Stop** or **Stop**). You can set snooze as many times as you want until you select **Stop**.

If an incoming call is received while the alarm is going off, the alarm notification will immediately stop and the incoming call will be shown on the display. The alarm will not resume.

## Answer machine

### Message playback using the handset

- Highlight the answer phone icon on the idle screen and press **OK**, or
  - Select **Menu**, **Answer Phone** is displayed, press **Select**.
  - View Messages** will be displayed, press **Select**.
- A list of your answer phone messages will be displayed with the most recently received highlighted at the top.
- Use **Volume** or **Calls** to scroll through the list to highlight the message you wish to listen to and press **OK**.
  - If you have more than one message stored and want to listen to them all, select **Options**. **Play all** will be highlighted, press **Select**.
- As each message is played, the handset will display the number or the name if you have Caller Display and a name/number match and the time and date it was received. If you have any old (already listened to) messages these will be played after your new messages.




### During playback you have the following options:


 or  to adjust the playback volume.

 to switch private playback through the handset to handsfree playback.

**1** or **<** once to repeat the current message playing from the beginning.


**4**  or **<** twice within a second to skip back to the previous message.

**6**  or **>** once to skip forward to the next message.



**Delete** or **3**  to delete the current message playing.

At the end of playback, you will hear, “End of messages,” and the same message will be displayed. The answer phone icon on the idle screen will be renumbered to take into account any deleted messages.

### Delete a message or delete all old (played) messages

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. **View Messages** will be displayed, press **Select**. A list of your answer phone messages will be displayed.
3. Select **Options** and scroll  to highlight either **Delete message** or **Delete all old msgs** and press **Select**.
4. A confirmation question will be displayed, select **Yes** to confirm deletion. (Or **No** to cancel).




### Switch the answer machine on or off and set the answer mode

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. Press  until **Answer mode** is highlighted, press **Select**.
3. Press **<** or **>** to select **On** or **Off** then scroll  to set the answer mode, press **<** or **>** to highlight **Ans. & Rec** or **Answer only** and then select **Save**. **Answer mode saved** will be displayed and the current answer mode will be announced.


## 36 Using the phone

---





### Record your own outgoing message

1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Outgoing msg** is displayed, press **Select**.
3. Press  or  to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.
4. **Record message** is highlighted, press **Select**. Follow the voice prompt to record your message and select **Save** when you've finished.
5. Your message will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

### Record a memo

1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Record memo** is displayed, press **Select**.
3. Follow the voice prompt to record your memo and select **Save** when you've finished.
4. Your memo will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

### Set the answer delay






1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight either **Ans. & record** or **Answer only** and press **Select**.
4. **Answer delay** is displayed, use  or  to display the number of rings you want (2-10 rings or Time saver) and select **Save**. **Saved** will be displayed.




### 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. Therefore, the answer delay should be less than on your voicemail service. For BT 1571 do not set the answer delay to more than 5 rings.

### Set the message alert on or off




1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Ans. & record** and press **Select**.
4. Press  to display **Message alert** and then press  or  to select **On** or **Off** and select **Save**. **Saved** will be displayed.

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




## Remote access

With remote access you can operate your answer machine from any Touchtone™ phone, even if you forget to turn on your answer machine before you go out. You need to set a remote access PIN first and then you will need to turn remote access On if you want to use this feature. The PIN is also used for the Call Control PIN.

### Set the remote access PIN for the first time

1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. Read the message prompt, press  to read it all, then select **Set PIN**.
5. Enter a 4 digit PIN of your choice and select **OK**.
6. Enter the 4 digit PIN again to confirm and select **OK**. The display will show **Access PIN saved**.


### Change the remote access PIN





1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. Press  to highlight **Change PIN** and press **Select**. You will be reminded that the access PIN is used for both remote access and call control.

## 38 Using the phone


5. Enter your old 4 digit PIN and select **OK**.
6. Enter the new 4 digit PIN, select **OK**, then enter the new PIN again and select **OK**. The display will show **New Access PIN saved**.

### Turn remote access on or off

 You cannot turn Remote access On until you have set a remote access PIN. The default setting is Off.

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. **On/Off** is displayed, press **Select**.
5. Press  or  to display **On** or **Off** and select **Save**. **Saved** will be displayed.

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

 Remote Access must first be enabled to allow you to switch on the answer machine remotely.

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 4 digit remote access PIN when prompted. You can play back your messages. If you do not choose to switch your answer machine On, it will switch off when the call is ended.






## BT Calling Features


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.

### To change any BT Calling Features settings


1. Firstly, select **Menu**, scroll  to display **Calling Features** and press **Select**. Then choose the Calling Feature you want from the options opposite:

## Call Diversion




2. **Call Diversion** is highlighted, press **Select**.
3. Press  or  to highlight the diversion option you want: **All Calls**, **When busy** or **Not answered** and press **Select**.
4. Press  or  to display either: **Set up**, **Cancel** or **Check status** and press **Select**.
5. If you selected **Set up**, you will need to enter the telephone number to divert to (or press  and select the number from your contacts), then select **Set up**.  
If you chose **Cancel** or **Check status**, the service will be called, follow the spoken instructions or listen for confirmation/status.

 Call divert takes precedence over Call Blocking and so all calls will be diverted.

## Cancel Ringback

2. Press  to highlight **Cancel Ringback**, press **Select**.
3. The service will be called and the display will show **Cancelling**. Follow the spoken instructions or listen for confirmation/status.

## Call Waiting

2. Press  until **Call Waiting** is highlighted, press **Select**.
3. Press  or  to highlight either **Turn on**, **Turn off** or **Check status** and press **Select**.  
The service will be called. Follow the spoken instructions or listen for confirmation/status.




## Settings

### To change any Handset settings



1. Firstly, select **Menu**, scroll  to display **Settings** and press **Select**. Then choose the handset setting you want to change from the options overleaf:

### Handset ringtone and volume



Choose from fifteen handset ringtones. The default is external ringtone Melody 1 and internal ringtone Melody 2. There are five handset ringer volume levels plus Ringer Off. The default is Level 3.

2. **Sounds** is highlighted, press **Select**. **Ringing** is highlighted, press **Select**.
3. Press **<** or **>** to select the external melody you want, press  to select the internal melody, then press  to select the announced calls melody.
4. Press  again to select the volume level and select **Save**.

### Alert tones on or off

2. **Sounds** is highlighted, press **Select**. Press  to highlight **Alert tones** and press **Select**.
3. Press **<** or **>** to select **On** or **Off** for the Voice message alert and then press  to select **On** or **Off** for the Text message alert and select **Save**.


### Turn the handset tones on or off

2. **Sounds** is highlighted, press **Select**. Press  to highlight **Handset tones**, press **Select**.
3. Press **<** or **>** to select **On** or **Off** for Keypad tones, then press  to select **On** or **Off** for Confirmation tones and select **Save**.



### Handset display options

2. Press  to highlight **Display**, press **Select**.
3. Press **<** or **>** to select the colour theme, press  and do the same steps for wallpaper, contrast level and screensaver, then select **Save**.

### Handset name


2. Press  to highlight **Handset name**, press **Select**.
3. Edit the name by selecting **Clear** to delete the characters, then enter the new name and select **Save**.

### Call settings

2. Press  to highlight **Call settings**, press **Select**.
3. Press **<** or **>** to select **On** or **Off** for Auto answer, then press  to select **On** or **Off** for Auto end call. Do the same steps for Auto join calls and First ring, then select **Save**.







## To change any Base settings

1. Firstly, select **Menu**, scroll  to display **Settings** and press **Select**.  
Then choose the base setting you want to change from the options below:



### Base ringtone melody and volume

Choose from five base ringtones. The default is Melody 1. There are five base ringer volume levels plus Ringer Off. The default is Level 3.


2. Press  to highlight **Base settings**, press **Select**.
3. **Ringing** is highlighted, press **Select**.
4. Press  or  to select the ringtone melody, then press  to select the volume level you want and select **Save**.

### PBX access code

If you're connected to a switchboard, you might need to enter an access code (e.g. 9) before you dial a number. Your BT8610 can store an access code which is automatically dialled before each number. We cannot guarantee that all the BT8610 features will work when connected to a PBX.

2. Press  to highlight **Base settings**, press **Select**.
3. Press  to highlight **PBX code**, press **Select**. Enter the number you want (maximum four digits).  
If you wish to stop using a PBX access code, go into the PBX code menu and delete all the digits by selecting **Clear**, then select **Save**.

### Change the system PIN (different to the Call control & Remote access PIN)

2. Press  to highlight **Change Sys. PIN**, press **Select**. If the current PIN is 0000, you'll be prompted to enter the new four digit PIN, then press **OK**.  
If the current PIN is not 0000, you'll be prompted to enter the old (current) four digit PIN first and then select **OK**. Then follow the prompts and enter the new four digit PIN.
3. Enter the new four digit PIN again and select **OK**. The display will show **New system PIN saved**.

### Reset the handset or base settings

2. Press  to highlight **Reset**, press **Select**.
3. **H/set settings** is highlighted. Press **Select** or press  to highlight **Base settings** and then press **Select**.



## 42 Using the phone

---

4. **Reset <handset or base> settings back to default?** is displayed, select **Yes**.
5. **Resetting <handset or base> settings...** is displayed while the reset takes place. Once finished, **<Handset or Base> settings reset back to default** is displayed.

**Note:** If Reset Base settings is selected. When reset completes, the base will restart and the setup wizard is presented on the handset(s).

### Clear the handset and base user data

2. Press  to highlight **Reset**, press **Select**.
3. Press  to highlight **Clear user data**, press **Select**.
4. If the current system PIN is not 0000 you'll be prompted to enter the PIN then press **OK**. If it's 0000, you'll be taken straight to step 5.
5. **Delete data on all handsets and base?** is displayed. Select **Yes**.
6. **Deleting all user data...** is displayed. Once finished, **All user data deleted** is displayed.

**Note:** The handset(s) and base will restart. The handset(s) will display the setup wizard.

---

## Help

### Phone doesn't work

- Have you activated the batteries correctly? See page 9.
- Check that the mains power is correctly connected.

### No dial tone or line cord error message displayed on screen

- 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 the phone.

### Can't make or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Check that product call barring is not active – see Outgoing Call Control settings on page 25.

- 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 41.

### Handset doesn't ring

- The ringer volume may be switched off, see page 28.
- Check that the mains power is correctly connected.
- Do Not Disturb may be switched on, see page 25.
- Check your BT Call Blocking settings, see page 19.
- Make sure the handset is registered to the base.

# General information

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General Information' section in the full user guide at [bt.com/producthelp](http://bt.com/producthelp)

## Guarantee

Your BT8610 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT8610, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

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

To find out what to do, if your phone is in or outside of the 12 month guarantee, please look in the full user guide at [bt.com/producthelp](http://bt.com/producthelp)

## 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.

## 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 BT8610 by using any other types of batteries.

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

- Use only the approved rechargeable batteries supplied.
- Never dispose of batteries in a fire. there is a serious risk of explosion and/or the release of highly toxic chemicals.

## Warning

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

## Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type BT8610 Telephone (084025, 084026, 084027, 084028) is in compliance with Directive 2014/53/EU.

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

## Radio transmission information

Frequency range 1881.792 – 1897.344MHz  
Max power 105.93mW 20.25dB

## 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

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

© British Telecommunications plc 2017.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Printed in China.

Designed by The Art & Design Partnership.

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

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

BT8610 (05/17) Issue 5

