



Bringing it all together

BT Aqua

User Guide



Please note the Helpline number has changed to 0871 594 1200*

* Calls cost 6 pence plus 10 pence per minute from a BT residential landline. See www.bt.com/pricing for details. Mobile and other providers' costs may vary.

Welcome...

to your BT Aqua Digital Cordless Telephone Answering Machine

- Wall mountable freedom base – all handsets fully cordless for locating anywhere within range.
- 1.4" colour display.
- Slide up handset to answer and end calls.
- 250 Name and number phonebook .
- Copy phonebook entries between other handsets or your mobile phone SIM card.
- Screensaver clock display when handset is shut.
- Answering machine with 11 minutes digital recording time.
- Send and receive text messages.¹
- Caller Display shows you who's calling and see details of the last 30 callers in a Calls list.²
- Register up to 5 handsets to a single base and register each handset with up to 4 different bases.
- Make internal calls, transfer external calls, hold 3-way conversation between two internal callers and an external caller.

- 1 You must subscribe to your network provider's Caller Display Service for text messaging to work and you must not withhold your telephone number. A quarterly fee may be payable. Some other network provider lines may not be compatible with this text messaging service.
- 2 You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee may be payable.

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency.

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

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

Need help?

If you have any problems setting up or using your BT Aqua please call the Helpline on 0870 605 8047, or email bt.helpdesk@suncorpstech.com

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

IMPORTANT

Only use the telephone line cord supplied.

Got everything?

- BT Aqua handset & charger
- BT Aqua base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for the base (item code 028771)
- Small mains power adaptor for the charger (item code 036684)
- Telephone line cord
- Wall mounting screws and wall plugs

If you have purchased a BT Aqua multiple pack you will also have the following items for each handset:

- BT Aqua handset & charger
- 2 x AAA NiMH rechargeable batteries
- Small mains power adaptor for charger (item code 036684)

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Wall mounting template

Getting started


WARNING

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

Handset range

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

Signal strength

The  icon on your handset indicates when you are in range. When out of range of the base, the out-of-range tone will sound every minute. This tone is repeated until you move back into range.

Which power adaptor?

The larger mains power adaptor is for the large base unit and the smaller one is for the charger unit.

IMPORTANT

The base station must be plugged into the mains power at all times. Do not connect the telephone line cord into the wall socket until the handset is fully charged. Only use the power and telephone cables supplied with the product.

Location

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

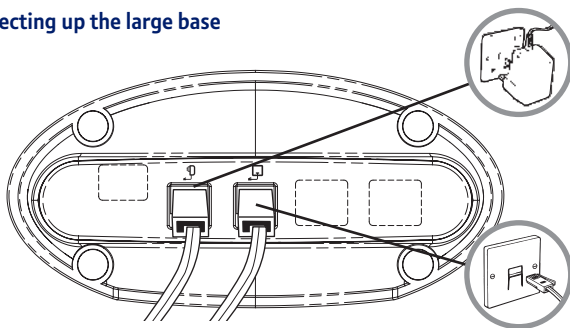
Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your BT Aqua works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.


To wall mount your BT Aqua base, see Wall Mounting template, page 87.

Setting up

Connecting up the large base


1.

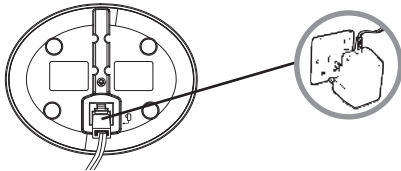



Plug the large mains power cable into the socket marked  on the underside of the base and plug the other end into the mains power wall socket and switch the power on.

Connecting the handset and charger

If you have purchased a multiple pack, this process will need to be carried out for all handsets and chargers:

1. Plug the small mains power cable into the socket marked  on the underside of the charger.



2. Insert the 2 x AAA NiMH batteries supplied into the handset. Then slide the compartment cover into place.
3. Place the handset on the charger to charge for at least 24 hours. When the handset is fully charged the  icon will indicate that it is fully charged.
4. After 24 hours, plug the telephone line cord from the large base into the telephone wall socket.

Battery low warning

If the  icon flashes in the external display you will need to recharge the handset before you can use it again.

During charging, the  icon will scroll in the display.

Battery performance

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

Note that new batteries do not reach full capacity until they have been in normal use for several days.

To keep your 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.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Aqua Helpline on 0870 605 8047.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. Batteries and handset may become warm during charging. This is normal.


Date and time

Providing you have subscribed to your network's Caller Display service, the date and time is set automatically for all handsets when you receive your first call.

The date and time is recorded with each answering machine message you receive.

If you do not have a Caller Display service you can set the date and time manually.

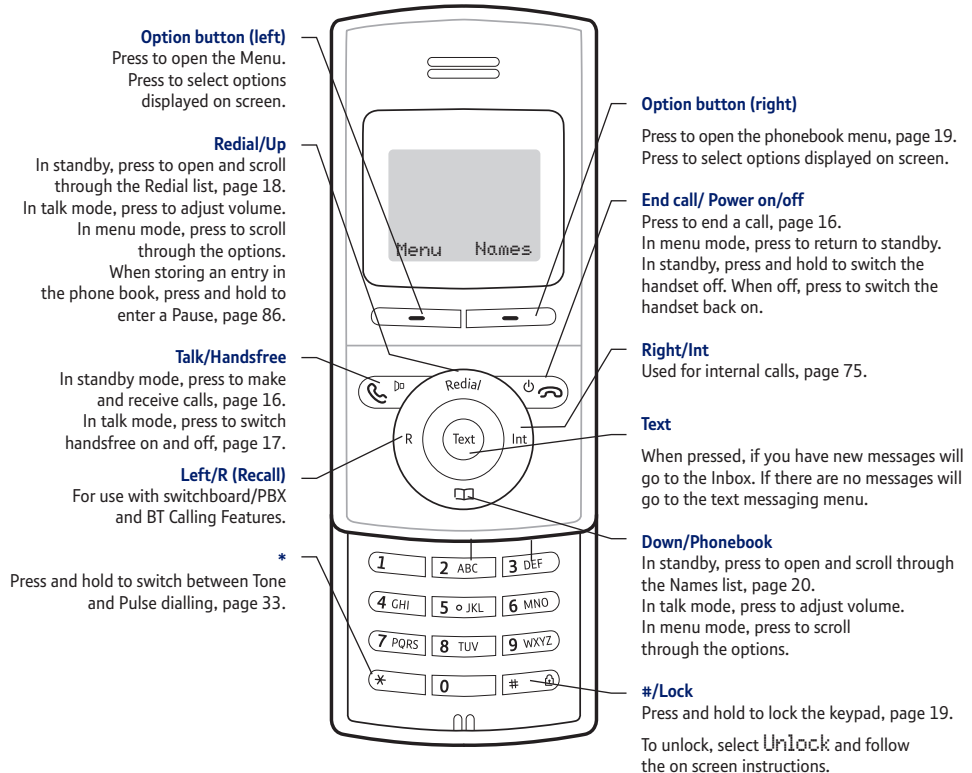
Set date and time manually

1. Press Menu and scroll ▲ or ▼ to Clock & Alarm then press Select.
2. Date & Time is highlighted. Press Select.
3. Enter the date using the format DD/MM/YY e.g. 09 06 07 for 9th June 2007. Enter the time, and you can select 12 or 24 hour time format, see page 37. Press Save.
4. Press  or Back until you return to standby.

Your BT Aqua is ready for use.

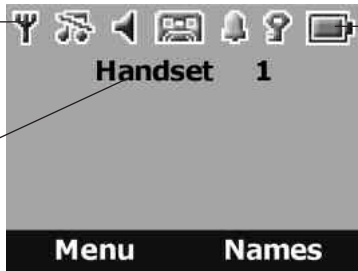
Getting to know your phone

Handset buttons



Standby screen

Range indicator
Flashes when out of range or not registered



Handset name/number

Battery status
Scrolls when charging

Charger



Display icons



Displayed in standby mode to indicate handset is in range of the base. Flashes if you move out of range.



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



Handset ringer volume is Off.



Displayed in handsfree talk mode.



Answering machine is On.



An alarm is set.



The keypad is locked.



You have answering machine messages.



You have SMS text messages.*



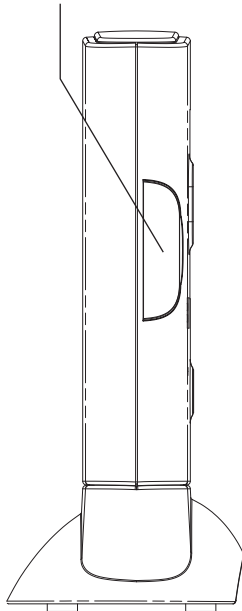
You have missed calls.*

* For this feature to work you must subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

Base (side)

SIM card tray

Insert your mobile phone SIM card here to copy to and from the phonebook.



Base (top)

Power / In Use LED

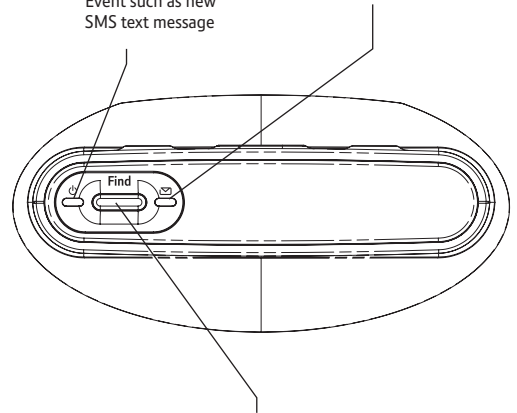
On Power on

Flashing In use
Incoming call
Event such as new
SMS text message

Answering Machine LED

On Answer On

Flashing New messages



Registration / Find handset

In standby, press to ring the handset(s), page 19.

Press and hold to enter registration mode when registering handsets, page 73.

Navigating the menus


Your BT Aqua has an easy to use menu system.

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

When the handset is switched on and in standby:

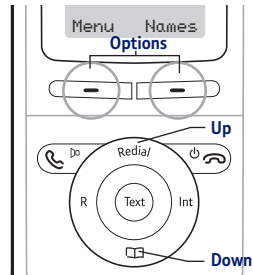
1. Press **Menu** to open the main menu.
2. Then use **▲** or **▼** buttons to scroll through the available options.
3. Press the **OK** option button to select a menu option or the **Back** option button to go back to the previous screen.

To return to the previous menu level, press **Back**.

To exit the menu and return to standby press  or slide the handset cover shut.

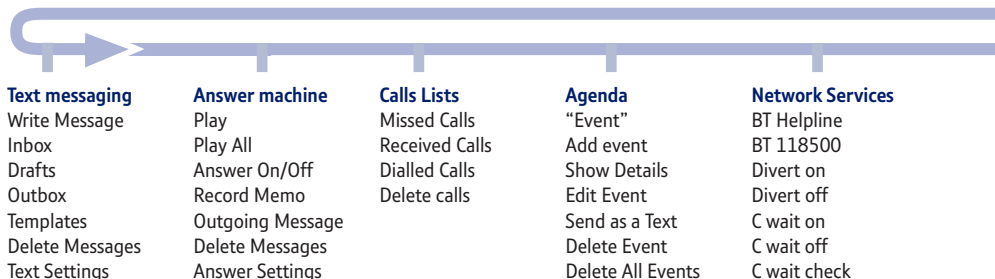
Option buttons

Press to select the option displayed on the screen.



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

Menu map



Character map

Key	Assigned characters and symbols
1	. , - ? ! ì ç ' @ : ; / 1
2	a b c 2 ä æ å à ç A B C 2 Ä Æ Å Ç
3	d e f 3 è é D E F 3 É
4	g h i 4 ì G H I 4
5	j k l 5 J K L 5
6	m n o 6 ö ø ò ñ M N O 6 Ö Ø Ñ
7	p q r s 7 ß P Q R S 7
8	t u v 8 ù ü T U V 8 Ü
9	w x y z 9 W X Y Z 9
0	0
*	bring up symbol table (in SMS edition mode)
#	short press to switch between Abc, abc, ABC and 123 mode



Clock & Alarm

Date & Time
Alarm
Time Format

Settings

Set Handset
Ringtone
Ringer Volume
Receiver Volume
Handset Name
Language
Wallpaper
Menu colour
Screensaver
Light Timeout
Display Contrast
Auto Talk
Key Beep
Redial Length
PABX Access Code

Set Base


Ringtone
Ringer Volume
Dialling Mode
Ring Priority
Recall Mode
First Ring
System PIN
Master Reset

Registration

Register Handset
Select Base
De-register

Names menu

From menu in standby:
Search
Add Entry
Copy Phonebook
Dialling Codes
Memory Status
Delete Phonebook

Press  in standby:
Phonebook list is displayed.
Show Details
Send Message
Edit Entry
Copy Entry
Ringtone
Delete Entry

Press Names during a call:
Phonebook list is displayed.
Add Entry
Show Details
Edit Entry
Delete Entry

Using the phone

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

If the number dialled matches an entry in the phonebook, the name is displayed.


Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.


During a call, you can open the phonebook by pressing **NAMEs**.

Auto answer

If auto answer is set to **ON** you can just slide open the handset to answer a call.

If you have switched it off, you will need to press  as well. Auto answer **ON** is the default setting. To switch Auto Talk on and off, see page 30.

Out of range warning


When the handset goes out of range of the base, the screen shows **Searching...** the  flashes and the handset gives a warning beep.

If you are on a call, the line will hang up. Move back within in range. The handset will automatically re-connect to the base.


Switch the handset on / off

1. In standby, press and hold  to switch the handset off. When off, press  to switch back on.

Make a call

1. Open the handset and press .
2. When you hear the dial tone, dial the number.

Preparatory dialling

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

End a call

1. Press  or shut the handset.

Receive a call

When you receive an external call, the phone rings. The display shows **External Call** and the caller's number or, if the number matches an entry stored in the phonebook, the name is displayed.

1. Open the handset to answer the call. Or, if the handset is already open, press .






Adjust the earpiece /receiver volume

1. During a call, press ▲ or ▼ to increase or decrease the volume. The display shows the level.

Secrecy

1. During a call, press **Secrecy**. The display shows **Secrecy On** and your caller cannot hear you.
2. Press **Off** to return to your caller.

Make a handsfree call

1. Dial the number then press .
2. Press  again. The  icon is displayed and you hear your call over the handset loudspeaker.
Press  to switch the call between the earpiece and the loudspeaker.
3. Press  or close the handset to end the call.

Answer a call handsfree

When the phone rings:

1. Open the handset and press  or press  twice to answer the call if the slide is closed.

Secrecy

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

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.



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

Redial



The last 20 telephone numbers called are saved to a redial list. You can then select any of the numbers to redial, delete or copy to the phonebook.

Redial numbers can be up to 32 digits long.





Switch to handsfree during a call

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

Redial the last number called

1. Press  the last number you called is displayed.
2. Press  to dial.

Redial a number from the redial lists

1. Press  the last number you called is displayed.
2. Press  or  to scroll to the number you want.
3. Press  to dial.



Save a number from the redial list to the phonebook

Please see page 43 for instructions, “Copy a Calls list number to the phonebook”, and select the **Dialled calls** option.


Delete a redial number/delete all redial

Please see page 45 for instructions and select the **Dialled Calls** option.



To lock the keypad

1. Press and hold **#** . The handset beeps and  is displayed.

To unlock the keypad:


1. Press **Unlock**. Display shows **Press # to Unlock Keys**.
2. Press **#** .

Paging/Find handset

1. Press **Find**  on the base. All handsets registered to the base will ring and display **Paging Call**.
2. Press **Find**  on the base again to stop the ringing or, on any handset, press **STOP** or any button on the handset to stop all handsets ringing.

250 Name and number phonebook

Store a name and number

1. From standby, press **Names**. The phonebook menu is displayed.
2. **Search** is highlighted. Scroll  to **Add Entry** and press **Select**.
3. Enter the name and press **OK**.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

Important


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.

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

Paging calls cannot be answered by a handset.

You can store up to 250 names and numbers in the phonebook. Names can be up to 12 characters long and numbers up to 24 digits. You can also select different ring tones for phonebook entries.

When storing a name the first character is upper case and the rest lower case.

To change the case manually, press **#** .

To store **Pause**, press and hold .

To store a **Recall**, press **R** .

Store a name and number

If you subscribe to a Caller Display Service and want the name of your caller displayed instead of the number service, enter the full telephone number including the dialling code .

You can store multiple entries with the same name but, to prevent unnecessary duplicates, only store the same number once.

Entering names

Use the keypad letters to enter

names, e.g. to store TOM:

Press **8 TUV** once to enter T.

Press **6 MNO** three times to enter O.

Press **6 MNO** 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 **a B** to switch between upper and lower case.

Press **0** to insert a space.

Use **0** or **1** for other punctuation characters.

You must enter a name to go with a number.

4. Enter the number and press **Save**.
5. Scroll **▲** or **▼** to the ringtone you want and press **Select**. The display shows <NAME> Saved and returns to the phonebook menu.
6. Press **Back** to return to the previous menu level or close the handset.







View an entry

1. Press **☐**. The first entry is displayed.
2. Scroll **▲** or **▼** to the entry you want or search alphabetically.
3. Press **Options**. The display highlights **Show Details**.
4. Press **Select** to display the name, number and ringtone.
5. Press **Dial** to call the number or **Back** to return to the previous level.







Dial an entry

1. In standby, press **☐**. The first entry is displayed.
2. Scroll **▲** or **▼** to the entry you want or search alphabetically.
3. Press **☎** to dial the displayed number.

Edit a name and number

1. Press .
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Edit Entry** and press **Select**.
4. Press **Clear** to delete characters, use the keypad to enter new ones then press **OK**.
5. Press **Clear** to delete digits, use the keypad to enter new ones then press **Save**.
6. Scroll  or  to the ringtone you want and press **Select** to save the entry.
7. Press **Back** to return to the previous menu level.

Edit ringtone

1. Press .
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Ringtone** and press **Select**.
4. Scroll  or  to the ringtone you want and select **OK** to save the entry.
5. Press **Back** to return to the previous menu level.

Search alphabetically

Press 

Or

Press **Names**.

Search is highlighted. Press **Select**. The list of entries is displayed.


Enter the first letter of the name you want. The first name beginning with that letter is displayed.

Scroll  to view any other entries beginning with that letter.

Open the phonebook during a call.

1. During your conversation, press **Names**.
2. Use the menu to select **Add Entry**, **Show Details**, **Edit Entry** or **Delete Entry**.


Delete an entry

1. Press .
2. Scroll ▲ or ▼ to the entry you want.
3. Press Options and scroll ▼ to Delete Entry and press Select.
4. Press Yes to confirm or No to cancel.
5. Press Back to return to the previous menu level.

Delete entire phonebook

1. Press Names.
2. Scroll ▲ or ▼ to Delete Phonebook and press Select.
3. Press Yes to confirm or No to cancel.
4. Press Back to return to the previous menu level.

Copy an entry to another handset

1. Press .
2. Scroll ▲ or ▼ to the entry you want.
3. Press Options and scroll ▼ to Copy Entry and press Select.
4. To Handset is displayed. Press Select.

When you have more than one handset registered to your BT Aqua base, you can copy entries between handsets.

5. Available handsets are displayed. Scroll ▲ or ▼ to the handset you want and press **Select**. **Copy Phonebook?** is prompted on the receiving handset. Press **Yes** to accept or **No** to cancel. When completed the display shows **1 Entry Copied**.
6. Press **Back** to return to the previous menu level.

Copy the entire phonebook to another handset

At the handset you are copying from:

1. Press **Names**.
2. Scroll ▼ to **Copy Phonebook** and press **Select**.
3. **To Handset** is displayed. Press **Select**.
4. Available handsets are displayed. Scroll ▲ or ▼ to the handset you want and press **Select**. When completed the display shows the number of entries copied.
5. Press **Back** to return to the previous menu level.

At the receiving handset:

1. The display shows **Copy Phonebook?** Press **Yes** to begin copying or **No** to cancel.

In just a few minutes, you can copy all your phonebook contacts to another handset.

Memory status

You can check how much of the phonebook memory is available.

1. Press **Names**.
2. Scroll ▼ to **Memory Status** and press **Select**.
3. Display shows the number of **Used** and **Free** entries.
4. Press **Back** to return to the previous menu level.

The PIN number will be displayed as asterisks for security reasons.

While copying to another handset or SIM card, any other handsets registered to the base can still make and receive phone calls as normal.

However, if an incoming call is received, the copying process is cancelled so that the call can taken.

If the memory becomes full during copying from a SIM , the display shows **Memory Full Not All Copied**.

Most SIM cards are supported, but if the SIM Card format is not compatible, the display shows **SIM Format Not Supported**.

Copy an entry to a SIM card

1. Insert the SIM card into the SIM READER slot on the side of the base.
2. Press ▼ to open the phonebook list then press Options.
3. Scroll ▼ to **Copy Entry** and press Select.
4. Scroll ▼ to **To SIM** and press Select.
5. If requested, enter your SIM PIN then press OK.
6. Display shows **Please wait...%** as it copies entries from the SIM. When completed the display shows **<NAME> Copied**.
7. Press Back to return to the previous menu level.

Copy all entries to or from a SIM card

1. Insert the SIM card into the SIM READER slot on the side of the base.
2. Press Names.
3. Scroll ▼ to **Copy Phonebook** and press Select.
4. Scroll ▼ to either **From SIM** or **To SIM** and press Select.
5. If requested, enter your SIM PIN then press OK.

6. Display shows **Copying** and the name of each entry. When completed the display shows the number of entries.
7. Press **Back** to return to the previous menu level.

Change the dialling code

1. Press **Names**.
2. Scroll ▼ to **Dialling Codes** and press **Select**.
3. Scroll ▼ to the part of the dialling code you need to change, **International**, **Country** or **Local** and press **Select**.
4. Enter the new code and press **Save**.
5. Press **Back** to return to the previous menu level.

When copying from a SIM only the first 12 characters of each name are copied and the first 24 digits in a number are copied.

If an entry with a duplicate number is found, the entry will not be copied.

Please Insert SIM Card will be displayed if you have not already inserted a SIM card into the base.

Local code

The **Dialling Codes** function automatically converts SIM entries beginning with international dialling codes to the local code. For example, on a SIM card, + is the international code and 44 is the country code. These will be replaced automatically by the local code 0 so that a number beginning +44207 will be converted to 0207.

You should not normally need to alter this setting if you are using your BT Aqua in the UK and your mobile to call UK numbers. If this is not the case, then please call the BT Aqua Helpline for assistance on 0870 605 8047.


Handset settings

You can set different ringtones for external calls and internal calls.

Select from 10 handset ringtones.

You will hear a sample ring for each one you highlight (if the ringer is not switched off).

The handset has 5 ringer volume settings plus Off.

If the volume is set to Off the  icon is displayed.

Handset ringtone

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Ringtone is highlighted. Press Select.
4. Press ▲ or ▼ to highlight External Call or Internal Calls. Press Select to confirm.
5. Scroll ▲ or ▼ to highlight the ringtone you want.
6. Press Select to confirm.
7. Press Back to return to the previous menu level or close the handset cover to return to standby.

Handset ringer volume

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Ringer Volume and press Select.
4. Press ▲ or ▼ to display the volume level you want. Press Select to confirm.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Receiver volume

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Receiver Volume and press Select.
4. Press ▲ or ▼ to display the volume level you want. Press Select to confirm.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Handset name

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Handset Name and press Select.
4. Use the keypad to enter the name and press Save.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Display language

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.

This sets the standard volume level for the handset earpiece. There are 8 levels to choose from.

If you are using more than one handset with your BT Aqua base, you can give each handset a personalised name to easily distinguish between the handsets.

A name can be up to 10 characters long.

The available languages include: English, Francais, Deutsch, Italiano and Espanol.

3. Scroll ▼ to Language and press Select.
4. Scroll ▲ or ▼ to the language you want and press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Wallpaper

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Wallpaper and press Select.
4. Scroll ▲ or ▼ to the Wallpaper you want and press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Menu colour

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Menu Colour and press Select.
4. Scroll ▲ or ▼ to select the colour you want: blue, orange or pink and press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Screensaver

If you switch the screensaver on you will need to open the handset in order to see any new event indications.

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. **Set Handset** is highlighted. Press **Select**.
3. Scroll ▼ to **Screensaver** and press **Select**.
4. Scroll ▲ or ▼ to set the Screensaver to **Clock** or **Off**.
5. Press **Select** to select **Clock**.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.


Light timeout

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. **Set Handset** is highlighted. Press **Select**.
3. Scroll ▼ to **Light Timeout** and press **Select**.
4. Scroll ▲ or ▼ to set the timeout period you want then press **Select**.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

When the screensaver is set to **Clock** an analogue clock is displayed.

The screensaver comes on when the screen backlight switches off in standby mode. To change the backlight timeout setting, see below.

Set how long the backlight stays on after the last button press.

If you set Auto Talk to ON, when you receive an incoming call you can answer it just by sliding open the handset. You do not need to press .

When you press a button on the BT Aqua handset you hear a beep. You can switch this on or off.

Display contrast

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Display Contrast and press Select.
4. Scroll ▲ or ▼ to Low, Medium or High then press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Auto talk

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Auto Talk and press Select.
4. Scroll ▲ or ▼ to On or Off then press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Key beep

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Key Beep and press Select.

4. Scroll ▲ or ▼ to Off or On then press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Redial length

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to Redial Length and press Select.
4. Scroll ▲ or ▼ to Short or Long then press Select.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

PABX access code

1. Press Menu, scroll ▼ to Settings and press Select.
2. Set Handset is highlighted. Press Select.
3. Scroll ▼ to PABX Access Code and press Select.
4. Scroll ▲ or ▼ to On, Off or Set Code then press Select.

If you select Set Code, enter the switchboard access code e.g. 9 then press Save.

5. Press Back to return to the previous menu level or close the handset cover to return to standby.

If your BT Aqua is connected to a switchboard, you may need to enter a 1 digit access code in the dialing sequence to be able to connect to the outside line.

The access code will be displayed at the beginning of a number on the screen.

The access code will not be used when you dial the number yourself (rather than for example from the phonebook). This allows you to make calls to other switchboard extensions.

Base settings

Select from 5 base ringtones.

You will hear a sample ring for each one you highlight (if the ringer is not switched off).

The base has 5 ringer volume settings plus Off.

Base ringtone

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. **Ringtone** is highlighted. Press **Select**.
4. Scroll ▲ or ▼ to highlight the ringtone you want.
5. Press **Select** to confirm.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Base ringer volume

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. Scroll ▼ to **Ringer Volume** and press **Select**.
4. Press ▲ or ▼ to display the volume level you want. Press **Select** to confirm.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Dialling mode

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. Scroll ▼ to **Dialling Mode** and press **Select**.
4. Press ▲ or ▼ to highlight **Pulse** or **Tone** then press **Select** to confirm.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Ring priority

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. Scroll ▼ to **Ring Priority** and press **Select**.
4. Press ▲ or ▼ to highlight **All Handsets** or **Select Handset** then press **Select**.

If you choose **Select Handset** all available handsets are displayed. Scroll ▲ or ▼ to highlight the handset you want then press **Select**.

Scroll ▲ or ▼ to the number of rings you want to set 2, 4 or 6 and press **Select**.

5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Your BT Aqua is pre-set to **Tone** dialling. You should not normally need to change this setting. The dial mode options are **Tone** (Time Break/Earth) or **Pulse** (Earth).

When you have more than one handset registered to your base, you can set one handset to ring before the other handsets. This allows one handset user to answer all incoming 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 two times before the others.

If you have subscribed to your network's Caller Display service, your BT Aqua does not ring until the caller information has been received and displayed.

However, if you want your handset to ring without waiting for the caller information to be displayed, set First Ring to On. Please note that this will mean the first ring you hear will be the default ringtone. This will change to any ringtone you have set once the caller information is displayed.

Recall mode

1. Press Menu, scroll ▼ to Settings and press Select.
2. Scroll ▼ to Set Base and press Select.
3. Scroll ▼ to Recall Mode and press Select.
4. Press ▲ or ▼ to highlight Timed Break or Earth then press Select to confirm.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

First ring

1. Press Menu, scroll ▼ to Settings and press Select.
2. Scroll ▼ to Set Base and press Select.
3. Scroll ▼ to First Ring and press Select.
4. Press ▲ or ▼ to On or Off then press Select to confirm.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

System PIN

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. Scroll ▼ to **System PIN** and press **Select**.
4. Enter the old PIN (original setting 0000) and press **OK**.
5. Enter the new PIN and press **OK**.
6. Re-enter the new PIN and press **OK**.
7. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Restore default settings

1. Press **Menu**, scroll ▼ to **Settings** and press **Select**.
2. Scroll ▼ to **Set Base** and press **Select**.
3. Scroll ▼ to **Master Reset** and press **Select**.
4. Select **Yes** to confirm or **No** to cancel.
5. Enter the system PIN (original setting 0000) then press **OK**.
The display will show **Reset Complete** then return to standby.

The System PIN is used when changing certain settings and registration / de-registration. The default setting is 0000. You can change this to your own preferred number up to 8 digits.

When you enter a PIN the digits are shown as ****.

You can restore your BT Aqua to its default (original) settings.

It will not affect the phonebook, calls list or user's data, including personal/recorded outgoing messages and answer machine messages. All handsets registered to the base will be retained.

All text, answer machine, handset and base settings will be reset.

Clock & alarm

You can set the time to either 12 or 24 hour format, see page 37.

When the alarm is set, the display shows the  icon.

Each handset can have a different alarm setting.

Date & time

If you subscribe to your network's caller display service, the base sets the date and time for all handsets whenever a call is received. You can manually set the time on an individual handset.

1. Press **Menu**, scroll ▼ to **Clock & Alarm** and press **Select**.
2. **Date & Time** is highlighted, press **Select**.
3. Enter the date using the format DD/MM/YY and press **Save**.
4. Enter the time and press **Save**.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Set alarm

1. Press **Menu**, scroll ▼ to **Clock & Alarm** and press **Select**.
2. Scroll ▼ to **Alarm** and press **Select**.
3. Press ▲ or ▼ to select **On** and press **Select**.
4. Press ▲ or ▼ to select **Once**, **Mon-Fri** or **On Daily** and press **Select**.
5. Enter the time you want the alarm and press **Save**.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Alarm on /off

1. Press Menu, scroll ▼ to Clock & Alarm and press Select.
2. Scroll ▼ to Alarm and press Select.
3. Press ▲ or ▼ to select On or Off and press Select.
4. Press Back to return to the previous menu level.

Time format

Set the time format to 12 or 24 hour setting.

1. Press Menu, scroll ▼ to Clock & Alarm and press Select.
2. Scroll ▼ to Time Format and press Select.
3. Press ▲ or ▼ to select 12 Hour or 24 Hour and press Select.
4. Press Back to return to the previous menu level.

Switch off alarm ring

1. When the alarm goes off, press Stop.

Once an alarm has been set, you can switch the setting on or off.

If the alarm was set to Once the will disappear from the screen.

If set to On Daily or Mon-Fri the will remain on the screen.

If you are using the handset to make a call when the alarm ring is due, the flashes and you hear a beep in the earpiece.

Set the time format to 12 or 24 hour setting.

Agenda

Use your BT Aqua to remind you of details of up to five events such as birthdays, anniversaries or appointments. The entry can be up to 24 characters long.

Up to 24 characters can be entered as the subject.

If you select a silent reminder, the event subject is displayed on screen but no alarm will sound.

When the event memory is full, the display shows **Memory Full**. You must delete an event before you can add a new one.

Add a new event

1. Press **Menu**, scroll **▼** to **Agenda** and press **Select**.
2. If no previous event is stored, **Add Event** is highlighted press **Select**.
Or
If events are already stored, they are listed. Press **Options**. **Add Event** is highlighted. Press **Select**.
3. Enter the subject and press **Save**.
4. Enter the date (DD/MM) and press **Save**.
5. Enter the time (HH:MM) and press **Save**. If the current time format setting is 12 hour, select am or pm.
6. Press **▲** or **▼** to select **Silent** or **Alarm** and press **Select**.
If you press **Alarm**:
Scroll **▲** or **▼** to select **Once** or **Annually** and press **Select**.
Scroll **▲** or **▼** to select when you want to receive the reminder **At event time** or **30 min before**, press **Select**.
Display shows **Saved**.
7. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Switch off agenda ring

1. The event is displayed. Press **View** to stop the alarm and see the details of the event. Or press **Back** to stop the alarm and return to the standby screen. If no button is pressed, the alarm stops after one minute.

Show agenda details

1. Press **Menu**, scroll ▼ to **Agenda** and press **Select**.
2. Stored events are displayed. If required, scroll ▼ to the event you want and press **Options**.
3. Scroll ▼ to **Show Details** and press **Select**. The description, date and time of the reminder are displayed.
4. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Edit agenda

1. Press **Menu**, scroll ▼ to **Agenda** and press **Select**.
2. Stored events are displayed. If required, scroll ▼ to the event you want and press **Options**.
3. Scroll ▼ to **Edit Event** and press **Select**.
4. Edit the subject and press **Save**.

5. Edit the date and time then press **Save**.
6. Press ▲ or ▼ to select **Silent** or **Alarm** and press **Select**.
If you press **Alarm**:
Scroll ▲ or ▼ to select **Once** or **Annually** and press **Select**.
Scroll ▲ or ▼ to select when you want to receive the reminder **At event time** or **30 min before**, press **Select**.
Display shows **Saved**.
7. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Send agenda as a text message

1. Press **Menu**, scroll ▼ to **Agenda** and press **Select**.
2. Stored events are displayed. Scroll ▼ to the event you want and press **Options**.
3. Scroll ▼ to **Send as a Text** and press **Select**.
4. The event is displayed. Press **Select** to select **Send** option and enter a destination number.

Delete agenda

1. Press Menu, scroll ▼ to Agenda and press Select.
2. Stored events are displayed. Scroll ▼ to the event you want and press Options.
3. Scroll ▼ to Delete Event and press Select.
4. Press Yes to confirm or No to cancel.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Delete all agendas

1. Press Menu, scroll ▼ to Agenda and press Select.
2. Stored events are displayed. Press Options.
3. Scroll ▼ to Delete All Events and press Select.
4. Press Yes to confirm or No to cancel.
5. Press Back to return to the previous menu level or close the handset cover to return to standby.

Calls lists

IMPORTANT

To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the dialling code in the phonebook.

If the caller's number is stored in the phonebook, the name assigned to it is displayed.

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

If the call is from an international number, **International** will be displayed.

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

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

If the call is from a ringback request, **Ringback** will be displayed.

Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.


If your caller's name and number are stored in the phonebook and a name/number match is found, you will see the caller's name on the display instead.

Calls lists



Each handset can hold details of up to 30 answered or unanswered calls and 20 dialled calls.

The caller's details are stored in a Calls list whether you answered the call or not. When the list is full, and a new call is received, the oldest entry will be deleted automatically.

New calls alert

When you have missed calls, the display shows **You have X new calls**. If you press **Back**, the screen returns to standby and the  icon is displayed.

View new missed calls

1. When you see the new calls alert, press **View**. You can now scroll  or  through the **Missed Calls list**.

2. Press **Options**. **Show Details** is highlighted. Press **Select** to see the number, date and time of the call.
3. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

View and dial from a Calls list

1. Press **Menu**, scroll ▼ to **Calls Lists** and press **Select**. **Missed Calls** is highlighted. Scroll ▲ or ▼ to choose **Missed Calls**, **Received Calls** or **Dialled Calls**.
2. Press **Select**. You can now scroll ▲ or ▼ through the list.
3. Press **Options**. **Show Details** is highlighted.
4. Press **Select** to see the caller's number, date and time of call.
5. Press **Dial** to call the number.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Copy a Calls list number to the phonebook

1. Press **Menu**, scroll ▼ to **Calls Lists** then press **Select**. **Missed Calls** is highlighted.
If required, scroll ▲ or ▼ to **Received** or **Dialled Calls** then press **Select**.
2. Scroll ▲ or ▼ to the entry you want and press **Options**.

See 'Entering names' and 'Writing tips' on page 20.

If you need to edit the number, use **Clear** to delete any unwanted digits, then enter new ones using the keypad.

See page 59 for more information on text messaging.

3. Scroll ▼ to **Save Number**. Press **Select**.
4. Enter a name then press **OK**. The number is displayed, press **Save**.
5. Scroll ▲ or ▼ to the ringtone you want and press **Select**.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Send a text message to a Calls list number

1. Press **Menu**, scroll ▼ to **Calls Lists** then press **Select**. **Missed Calls** is highlighted.
If required, scroll ▲ or ▼ to **Received** or **Dialled Calls** then press **Select**.
2. Scroll ▲ or ▼ to the entry you want and press **Options**.
3. Scroll ▼ to **Send Message**. Press **Select**.
4. Write the message then press **Options**.
5. **Send** is highlighted. Then press **Select**. (You can save, insert a symbol, emoticon or template).
6. The number is pre-entered on the **Send** to screen, press **Send** to send the message.
7. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Delete an entry

1. Press Menu, scroll ▼ to Calls Lists then press Select. Missed Calls is highlighted. If required, scroll ▲ or ▼ to Received or Dialed Calls then press Select.
2. Scroll ▲ or ▼ to the entry you want and press Options.
3. Scroll ▼ to Delete Call. Press Select.
4. Press Back to return to the previous menu level or close the handset cover to return to standby.

Delete all entries

1. Press Menu, scroll ▼ to Calls List then press Select. Missed Calls is highlighted. If required, scroll ▲ or ▼ to Delete Calls press Select.
2. Scroll ▲ or ▼ to highlight Missed Calls, Received Calls, Dialed Calls or All Calls. Press Select.
3. Press Yes to confirm or No to cancel.
4. Press Back to return to the previous menu level or close the handset cover to return to standby.


You can delete all entries in an individual Calls list or all entries from all Calls lists.

Call Waiting

You must subscribe to your network's Caller Display service for Call Waiting to work. A quarterly fee may be payable.

See page 48 – 49 for instructions on how to switch your Call Waiting service on or off.

Call Waiting

1. During a call, you hear a soft beep in the earpiece and the display shows the number of the caller or the name if it matches an entry in your phonebook. If these are not available, the display shows **Call Waiting**.
2. Press **R** to put your current caller on hold and speak to the new caller.
3. Press **R** again to switch between both callers.
4. Press  to finish the current call or close the handset cover to end both calls.

BT Services

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

Up to 22 entries are available in the Useful Numbers directory. The spare entries can be handy for storing important services such as the number of your Doctor or Dentist.

Pre-stored BT Services numbers:

- BT Aqua Helpline
- BT 118500
- Divert on
- Divert off
- Divert check
- C wait on
- C wait off
- C wait check

BT Aqua Helpline

1. Press Menu then scroll ▼ to Network Services and press Select.
2. BT Helpline is highlighted. Press Options.
3. Show Details is highlighted. Press Select
4. Press Dial to call.

IMPORTANT

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

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

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

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

BT 118500 (Directory Enquiries)

1. Press Menu then scroll ▼ to Network Services and press Select.
2. Scroll ▼ to BT 118500. Press Options.
3. Show Details is highlighted. Press Select.
4. Press Dial to call.

Call Divert on/off/check

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

1. Press Menu then scroll ▼ to Network Services and press Select.
2. Scroll ▼ to Divert on, Divert off or Divert check. Press Options.
3. Show Details is highlighted. Press Select.
4. Press Dial to call. Follow the spoken instruction, or listen for confirmation/status of your instructions.

Call Waiting on/off/check

1. Press Menu then scroll ▼ to Network Services and press Select.

See page 46 for instructions on how to use Call Waiting.

2. Scroll ▼ to **Call waiting**, **Call waiting off** or **Call waiting check**. Press **Options**.
3. **Show Details** is highlighted. Press **Select**.
4. Press **Dial** to call. Listen for confirmation of your instruction or hear the status of your **Call waiting**.

Add or edit an entry

1. Press **Menu** then scroll ▼ to **Network Services** and press **Select**.
2. Scroll ▼ to the entry you want. Press **Options**.
3. Scroll ▼ to **Edit Entry**. Press **Select**.
4. Enter the name you want and press **Save**.
5. Enter the number you want and press **Save**.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Dial a stored entry

1. Press **Menu** then scroll ▼ to **Network Services** and press **Select**.
2. Scroll ▼ to the entry you want and press **Options**.
3. **Show Details** is highlighted. Press **Select**.

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

You can edit existing entries or use an 'empty' slot to enter your own preferred number in the Useful Numbers directory.

Names can be up to 12 characters and number up to 24 digits long.

4. Press **Dial** to dial the number.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Delete an entry


1. Press **Menu** then scroll ▼ to **Network Services** and press **Select**.
2. Scroll ▼ to the entry you want and press **Options**.
3. Scroll ▼ to **Delete Entry** and press **Select**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Delete all entries

1. Press **Menu** then scroll ▼ to **Network Services** and press **Select**.
2. Press **Options**.
3. Scroll ▼ to **Delete All** and press **Select**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Answering machine

Switch the answering machine on / off

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Answer On/Off and press Select.
3. Scroll ▲ or ▼ to highlight On or Off and press Select. When switched on the handset display shows  in idle.

Answer delay

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Answer Settings and press Select.
3. Scroll ▲ or ▼ to Answer Delay and press Select.
4. Scroll ▲ or ▼ to the setting you want and press Select.
5. Press Back to return to the previous menu level.

Switch message alert tone on / off

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Answer Settings and press Select.
3. Scroll ▲ or ▼ to Message Alert and press Select.

Your BT Aqua can digitally record up to 11 minutes of messages or up to 59 messages. Each message can last up to a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- the handset.
- remotely, from any other Touchtone™ telephone, see page 56.

Your BT Aqua comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, but if you wish you can record your own.

You will need to set the date and time (if you have not already done so) so that you will know when each message was received, see page 36. The default day and time setting is Monday 12.01 pm.

Message alerts

When you have new messages, with the audible message alert switched on, you will hear an audible alert once at the handset. The default setting is Off.

Answer delay sets the number of times your BT Aqua will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2–9 rings or Time Saver. The default setting is 6 rings.

For information on Time Saver, see *Switch your answering machine on remotely*, page 58.

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 3 minutes long and will replace the prerecorded message.

4. Scroll ▲ or ▼ to highlight On or Off and press Select.
5. Press Back to return to standby.

On-screen alert

When you have new answering machine messages, the screen shows *You have X new messages*. All new messages are indicated by a blue dot.

1. Press Play. Or, scroll ▲ or ▼ the list of messages. Press Play to hear the highlighted message.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note right) or you can record your own.

Record your own outgoing message

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Outgoing Message and press Select.
3. Record is highlighted, press Select.

4. Scroll ▲ or ▼ to **Answer & Record** or **Answer Only** and press **Select**.
5. The display shows **Please speak** after the tone.
6. After the tone, speak your message clearly into the handset then press **Save** to end recording.
7. Your outgoing message is played back. If you want to delete it, press **Delete** during playback. If you press **Save** or wait for the message to play back, it will be saved.

Check or delete your outgoing message

1. Press **Menu**, scroll ▼ to **Answering Machine** and press **Select**.
2. Scroll ▼ to **Outgoing Message** and press **Select**.
3. Scroll ▼ to **Play** and press **Select**.
4. Scroll ▲ or ▼ to **Answer & Record** or **Answer Only** and press **Select**.
5. Press ▼ to **Personal OGM** and press **Select**.
6. The message is played. Press **OK** to stop playback or press **Delete** to delete a personal OGM.
7. Press **Back** to return to the previous menu level.

Answer Only

The pre-set Answer Only outgoing message, where callers hear an announcement but cannot 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 advise your caller that they will not be able to leave a message.

Your Answer Only message can be up to 11 minutes long (maximum recording length) and will replace the pre-recorded message.

However, you should try to keep your message short to allow time for recording memos, or incoming messages when using Answer and Record mode.

Deleting a personal outgoing message automatically reinstates the pre-recorded outgoing message.

You cannot delete a pre-recorded message.

Choose which outgoing message you want played to callers.

Memos can only be recorded via the handset.

Select outgoing message mode

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Answer Settings and press Select.
3. Answer Mode is highlighted, press Select.
4. Scroll ▲ or ▼ to Answer & Record or Answer Only and press Select.
5. If there is a personal OGM saved, press ▲ or ▼ to Default OGM or Personal OGM and press Select. Your selection is confirmed. If there is no personal OGM saved the default OGM will be selected.
6. Press Back to return to the previous menu level.

Record a memo

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Record Memo and press Select.
3. The display shows Please speak after the tone.
4. After you hear the tone, speak your memo then press Save to end recording.
5. Your memo is played back. If you want to delete it, press

Delete during playback. If you press Save or wait for the message to play back, it will be saved.

6. Press Back to return to the previous menu level.

Call screening

1. When your BT Aqua rings, wait for the answering machine to take the call. When the caller begins leaving a message, the display shows Recording. Press Screen to hear the caller.
2. To interrupt and speak to the caller directly, press Talk. Or, after the caller has hung up, and the display shows You have a new message, press Play to play new messages.
3. Press Back to return to the previous menu level.

Message playback

1. Press Menu and scroll ▼ to Answering Machine. Press Select.
2. Play is highlighted. Press Select to choose which messages you want to play or scroll ▼ to Play All and press Select to play all messages.
3. Press Talk to switch between the earpiece and handset loudspeaker.

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

While screening, you can adjust the volume by pressing ▲ or ▼.

Each message is played back with day and time of the call announced as well as the caller's number (if available) and name if stored in the phonebook.

When a memo is played back, the caller's name and number is displayed if available.

Keyboard shortcuts

During playback:

1 To pause

2 ABC To resume

3 DEF To repeat message

4 GHI To play previous message

5 JKL To delete current message

6 MNO To play next message

Answering Machine messages that are not deleted are automatically saved.

New / unplayed messages cannot be deleted.

Memory full

If the memory is within 10 seconds of becoming full while a caller is leaving a message, they will hear, "Please complete your message within 10 seconds". If they are still talking when the memory becomes full the caller hears, "Thank you for calling", and the machine will hang up.

The OGM will set to Answer Only. You must delete messages before your BT Aqua can record new messages.

During playback press **Options** then scroll **▲** or **▼** to: **Pause**, **Repeat Message**, **Skip Forward**, **Skip Backward**, **Delete**.

4. Press **Select** to choose the highlighted option. At the end of playback, press **Back** to return to the previous menu level.

Delete all old messages

1. Press **Menu**, scroll **▼** to **Answering Machine** and press **Select**.
2. Scroll **▼** to **Delete Messages** and press **Select**.
3. Display shows **Delete all old messages?** Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to the previous menu level.

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Aqua and entering a 4 digit security code.

Switch remote access PIN On or Off.

1. Press **Menu**, scroll **▼** to **Answering Machine** and press **Select**.

2. Scroll ▼ to Answer Settings and press Select.
3. Scroll ▲ or ▼ to Remote Access and press Select.
4. Scroll ▲ or ▼ to highlight On or Off and press Select.
5. Press Back to return to standby.

Change the remote access PIN

1. Press Menu, scroll ▼ to Answering Machine and press Select.
2. Scroll ▼ to Answer Settings and press Select.
3. Scroll ▲ or ▼ to Remote Access and press Select.
4. Scroll ▲ or ▼ to highlight Remote Access PIN and press Select.
5. Enter the Old 4-digit PIN and press Save.
(Default setting = 0000)
6. Enter the new 4-digit Pin and press Save.
7. Enter the new PIN again and press Save.
8. Press Back to return to standby.

Switch your answering machine on remotely

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

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

IMPORTANT

You should change the security PIN from the original setting of 0000.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

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 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call.

You cannot use this feature if you have BT Answer 1571 or Call Minder active as the call will be intercepted before the 20 rings.

Your handset will automatically return to standby if no button is pressed for 8 seconds or more.

If you have any new messages they will be played after you have entered your security PIN code.

If you enter an incorrect PIN code you will hear 'Incorrect security code. Please enter your security code'. You can try entering the code again. If it is still incorrect you will hear the voice prompt and your BT Aqua will hang up.

If no button is pressed for 8 seconds or

1. Dial your telephone number and let it ring. After 20 rings you will hear your outgoing message.
2. Press *****, then enter your security code. (Default setting = 0000)
3. Press **0** and your answering machine will switch on ready to answer incoming calls.

Play messages

1. Dial your phone number. When you hear your outgoing message, press *****.
2. Enter your 4 digit PIN.
3. Use the keypad to operate your answering machine:

- | | |
|----------|--|
| 1 | To hear main menu |
| 2 | To play messages |
| 3 | To play new messages |
| 4 | To skip back during messages |
| 5 | To delete during messages |
| 6 | To skip forward during messages |
| 7 | To set to answer only or answer and record |
| 8 | To record a new outgoing message |
| 9 | To set answer off |
| 0 | To set answer on |

Text messaging

Welcome to the BT text messaging Service on your BT Aqua. Your BT Aqua can send and receive text messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line text service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at:
<http://www.bt.com/terms/tor.htm>

Subscribe to the text messaging service

When you send your first text message from your BT Aqua you will automatically be registered for the service.

On receipt of your first text through the service, the system will send you a welcome text message back. You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

IMPORTANT

You must subscribe to your Network Provider's Caller Display service so that you can use text messaging and you must not withhold your telephone number.

A quarterly fee may be payable, please contact your network provider for more details.

You may also send messages to landline phones that are NOT text compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

Writing tips

Press **Clear** to delete incorrect characters.

Use **▲** or **▼** to move the cursor through the text, if you want to insert/delete text.

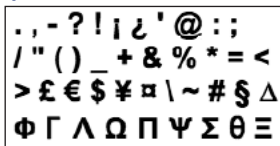
Upper & lower case

Press **ABC** to switch between upper case ABC, lower case abc letters and numbers.

Maximum number of characters in a text message is 160. The display shows a character countdown from 160 down to 0 (Unless message size is set to 612 characters).

If the text is unsuccessful, the message **Unable to send** will be displayed.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

Symbols**Emoticons****Send a text message**

1. Press **Text**.

Or

Press **Menu**, **Text Messaging** is displayed, press **Select**.

2. **Write Message** is highlighted. Press **Select**.

3. Use the keypad to enter your message.

4. Press **Options**.

Send is highlighted

Press **Select** to send the message. Enter the phone number or press **Search** to open the phonebook then scroll to the number you want and press **Select**. Now press **Send**.

Or scroll **▲** or **▼** to:

Save

Press **Select** to save the message in the **Drafts** folder.

Insert Symbol

Press **Select**. The symbol table is displayed. Press **▲** or **▼** to highlight the symbol you want then press **Insert**.

Insert Emoticon

Press **Select**. The Emoticon table is displayed. Press **▲** or **▼** to highlight the Emoticon you want

then press **Insert**.

Insert Template


Press **Select**. The list of templates is displayed. Press **▲** or **▼** to highlight the Template you want then press **Insert**.

- When sending a message, the display shows **Sending Message** then **Message Sent**.

Standard text entry

With standard text entry you can enter a word by pressing each letter button a number of times to display the character you want on the screen. For example, to write the word “Hello”, press **4** **GHI** twice, **3** **DEF** twice, **5** **JKL** three times, **5** **JKL** three times and **6** **MNO** three times.

Receiving and reading text messages

When you receive a new text message, the  icon is displayed along with **You have X new messages**.

Read a new message

- The Inbox is opened and the list of messages displayed. If you press **Back** the message is stored in the Inbox for reading later.

Do you have two text phone bases connected to the same phone line?

If you have two text phone base stations plugged into one line, you are likely to experience problems receiving text messages. Normally, only one SMS enabled base unit (DECT or cordless) can be plugged into any line.

If you do want to use two base units and still receive written text you must delete receive service centre number from one of the base stations. To do this on your BT Aqua, see page 66.

This will allow you to send text via either base station but texts will only be received on the product with the active receive centre number.

If the base unit with the active receive centre number is a DECT product then all handsets registered to will be able to receive text messages.

Total number of messages

Your BT Aqua can store up to a total of 50 short messages across all handset Outboxes, Drafts boxes and Inboxes.

Memory full alert

If the text mailboxes are full when you attempt to write a new message the display shows **Memory Full Delete Messages** for 2 seconds. You must delete messages before you can write and send a new one.

Templates

There are three pre-set templates

Please call

I'll be there at

What time will you be home?

You can edit the templates, up to a maximum of 32 characters.

Receiving a call while writing a text

If you are writing a text and you receive a call the text will be lost.


Sent texts are stored in the Outbox

Your BT Aqua's outbox is like a redial list. It holds a copies of up to 5 sent messages. When the Outbox is full, a new message replace the oldest.

Saved messages are stored in the Drafts box


If you save a message to complete or send later it will be stored in the Drafts box. Only one message can be saved in each user's Drafts box.

Received messages are stored in the Inbox.

2. In the Inbox scroll ▲ (to more recent messages) or ▼ (to earlier list of messages) through the list of messages.
3. Highlight the message you want to read and press **Read** or press **Back** to return to Text messaging menu.
4. Press  to return to standby.

Read, forward, delete, view and save numbers of texts in the Inbox

When you see the new message alert, if you press **Back** the message is stored in your Inbox so you can read it later.

1. To open the Inbox, press **Text** . If you have new messages you will go straight to the Inbox, if not scroll ▼ to **Inbox** and press **Select**.
2. Scroll ▲ or ▼ to the message you want and press **Read**. Scroll ▲ or ▼ through the message.
3. Press **Options** and scroll ▲ or ▼ to:

Reply

Press **Select**. Write your reply then press **Options** and select **Send**.

Forward

Press **Select**. The message is displayed. Press **Options**. Display highlights **Send**. Press **Select** and enter a number or search for the number then press **Send**.

Message Details	You can see who sent the message and then call them. Press Select the sender's number is displayed. Press Dial if you want to call the number.
Use Number	To call the sender, press Select . The display shows Call . Press Select to call the sender OR to save the number, scroll ▼ to Save and press Select . Enter a name and press OK , edit the number if required then press Save . Scroll ▲ or ▼ to the ringtone and press Select . The number is saved in the phonebook.
Delete	Press Select . Press Yes to confirm or No to cancel.

Edit or send texts in the Drafts box

1. To open the Drafts box, press **Menu**, **Text Messaging** is displayed. Press **Select**.
2. Scroll ▼ to **Drafts** and press **Select**.
3. Press **Edit** to edit your message content.
4. Press **Options** and scroll ▲ or ▼ to:

Send	Press Select to send the message. Enter the phone number or press Search to open the phonebook then scroll to the number you want and press Select . Press Send .
Save	Press Select to save the message in the Drafts folder.
Insert Symbol	Press Select . The symbol table is displayed. Press ▲ or ▼ to highlight the symbol you want then press Insert .
Insert Emoticon	Press Select . The Emoticon table is displayed. Press ▲ or ▼ to highlight the Emoticon you want then press Insert .
Insert Template	Press Select . The templates list is displayed. Press ▲ or ▼ to highlight the Template you want then press Insert .

6. When sending a message, the display shows **Sending Message** then **Message Sent**.


Forward or delete texts in the Outbox

1. To open the Outbox box, press **Menu**, **Text Messaging** is displayed. Press **Select**. Scroll **▼** to **Outbox** and press **Select**.
2. Scroll **▲** or **▼** to the message you want and press **Read**. Scroll **▲** or **▼** through the message.

3. Press **Options** and scroll ▲ or ▼ to:

Forward Press **Select**. The message is displayed.
Press **Options**. Display highlights **Send**.
Press **Select** and enter the number or press **Search** to search the phonebook. When the number is entered, press **Send**.

Delete Press **Select** then press **Yes** to confirm or **No** to cancel.

5. Press  to return to standby.

Edit templates

1. Press **Menu**, **Text Messaging** is displayed. Press **Select** scroll ▼ to **Templates** and press **Select**.

2. Scroll ▲ or ▼ to the template you want and press **Options**.

Edit Press **Select**. Press **Clear** to delete characters. Enter your template text and press **Save**.

Delete Press **Select**. Press **Yes** to confirm or **No** to cancel.

3. Press  to return to standby.

Edit templates

There are three pre-set templates

Please call

I'll be there at

What time will you be home?

You can change the templates to your preferred message, up to a maximum of 32 characters.

If you delete a template without replacing the text it is marked as **Empty**.

All templates are restored if you reset your BT Aqua to its default settings, see page 35.

Selecting **All messages** will delete all messages stored in your Inbox, Outbox and Drafts box.

If you have more than one 'Server Centre' stored on your BT Aqua you will need to select which one you want to use for sending (see next section).

Deleting texts

1. Press **Menu**, **Text Messaging** is displayed. Press **Select** scroll ▼ to **Delete Messages** and press **Select**.
2. Scroll ▲ or ▼ to **Inbox**, **Drafts**, **Outbox** or **All Messages** and press **Select**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to standby.

Service Centre numbers


To send and receive text messages you need the telephone number of your Network's text Centre. If you accidentally delete the Outgoing or Incoming Service Centre numbers you will need to re-enter them in order for your text Service to work. You can enter up to 4 Service Centre numbers – two incoming and two outgoing.

The Send Centre number is: 1470P1709400.

The Receive Centre is: 080058752.

Add or change Service Centre numbers

1. Press **Menu**, **Text Messaging** is displayed. Press **Select**, scroll ▲ or ▼ to **Text Settings** and press **Select**.
2. **Service Centres** is highlighted press **Select**.

3. Scroll ▲ or ▼ to Receive Centres or Send Centre and press Select.
4. Scroll ▲ or ▼ to Centre 1 or Centre 2 and press Select.
5. Enter the number for the centre and press Save.
6. Press Back to return to the previous menu level. To return to standby, close the cover or press .

Set send centre

1. Press Menu, Text Messaging is displayed. Press Select. Scroll ▲ or ▼ to Text Settings and press Select.
2. Service Centres is highlighted press Select.
3. Press Select again to choose Set Send Centre.
4. Scroll ▲ or ▼ to Receive Centre 1 or Receive Centre 2 or Send Centre 1 or Send Centre 2 and press Select.
5. Press Back to return to the previous menu level.

Message alert tone

1. Press Menu, Text Messaging is displayed. Press Select. Scroll ▼ to Text Settings and press Select.
2. Scroll ▼ to Message Alert and press Select.
3. Scroll ▲ or ▼ to On or Off and press Select.

When you receive a text message, the message alert tone will sound. These beeps can be switched on or off.

A standard text message is 160 characters long. You can set a message to be up to 612 characters and the message will be sent as up to 4 linked messages each up to 160 characters long.

4. Press **Back** to return to the previous menu level.

Set message size

1. Press **Menu**, **Text Messaging** is displayed. Press **Select**. Scroll ▼ to **Text Settings** and press **Select**.
2. Scroll ▼ to **Message Size** and press **Select**.
3. Scroll ▲ or ▼ to highlight 160 or 612 characters, then press **Select**.
4. Press **Back** to return to the previous menu level.

User areas

Your BT Aqua is pre-set to make all text messages available to every user, with all messages sent from and received at a 'Common Box'.

To keep your messages private, you can set up to 4 PIN protected personal user areas (sub-addresses). Each personal user area has its own Inbox and Outbox which are only accessible when the correct PIN is entered.

You can also keep a common box sub address for incoming messages that do not need to be kept private.

Add a user mailbox

1. Press **Menu**, **Text messaging** is displayed. Press **Select**. Scroll **▼** to **Text Settings** and press **Select**.
2. Scroll **▼** to **Users** and press **Select**.
3. **User 1** is highlighted. Scroll **▲** or **▼** to select another **User**.
4. Press **Options**. **Edit** is highlighted. Press **Select**.
5. Enter the user name (up to 8 characters) and press **Save**.
6. Use the single digit mailbox number displayed or enter your own single digit mailbox number then press **Save**.
7. Enter a 4-digit mailbox PIN and press **Save**.
8. Enter the password again and press **Save**.
9. Press **Back** to return to the previous menu level.

Open and read a mailbox text

Once mailboxes have been set, when you open the SMS text menu, the mailboxes in use will be displayed. You can open the General User Mailbox without any password but each user area requires you to enter the 4-digit password PIN.


1. The display shows **You have X new SMS**.
2. Press **Read**. The mailboxes are displayed. Mailboxes with new messages are marked with blue dots.

If you set-up personal user boxes you must tell people your user area number. They must put the relevant user area number at the end of your telephone number when they send you a text message. If they do not include the user area number, the messages will be stored in the common box and will be accessible to all users of your BT Aqua.

The mailbox number can only be any number from 0-9 but must not be the same as another user's mailbox number or the common or public box number.

3. Scroll ▼ to the mailbox you want and press **Select**.
4. Enter the mailbox 4-digit PIN and press **OK**.
5. Scroll ▲ or ▼ to the message you want and press **Read**.

Or

1. If you have previously pressed **Back**, the display shows .
2. Press **Menu**, the text icon is displayed. Press **Select**. Mailboxes with new messages are marked with blue dots.
3. Scroll ▼ to the mailbox you want and press **Select**.
4. Enter the mailbox 4-digit PIN and press **OK**.
5. Scroll ▼ to **Inbox** and press **Select**.
6. Scroll ▲ or ▼ to the message you want and press **Read**.

Edit a user mailbox

1. Press **Menu**, **Text Messaging** is displayed. Press **Select**. Scroll ▼ to the mailbox you want to edit and press **Select**.
2. Enter the 4 digit mailbox password PIN and press **OK**.
3. Scroll ▲ or ▼ to **Text Settings** and press **Select**.
4. Scroll ▲ or ▼ to **Users** and press **Select**.
5. Scroll ▲ or ▼ to the user mailbox you want to edit and press **Options**.

6. Edit is highlighted, press **Select**.
7. Enter the current mailbox PIN and press **Select**.
8. Enter the new name and press **Save**.
9. Enter the new one-digit mailbox number and press **Save**.
10. Enter the new 4-digit mailbox password and press **Save**.
11. Re-enter new 4-digit the password and press **Save**.
12. Press **Back** to return to the previous menu level or close the handset to return to standby.

Delete a user mailbox

1. Press **Menu**, **Text Messaging** is displayed. Press **Select**.
Scroll ▼ to the mailbox you want to edit and press **Select**.
2. Enter the 4 digit mailbox password PIN and press **OK**.
3. Scroll ▲ or ▼ to **Text Settings** and press **Select**.
4. Scroll ▲ or ▼ to **Users** and press **Select**.
5. Scroll ▲ or ▼ to the user mailbox you want to edit and press **Options**.
6. Scroll ▼ to **Delete** and press **Select**.
7. Press **Yes** to confirm or **No** to cancel.
8. Enter the current mailbox PIN and press **OK**.

9. Press **Back** to return to the previous menu level or close the handset to return to standby.

Set common mailbox sub address

The default sub-address setting is 9.

1. Press **Menu**, **Text Messaging** is displayed. Press **Select**.
2. Scroll **▲** or **▼** to **Text Settings** and press **Select**.
3. Scroll **▼** to **Mailbox Number** and press **Select**.
4. Enter the single digit mailbox number you want and press **Save**. If you enter a number already in use, you hear an error beep. Enter a different number.
5. Press **Back** to return to the previous menu level or close the handset to return to standby.

Using additional handsets

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

Your BT Aqua handset can also be registered to up to 3 other bases. You can then select the base you would prefer to use.

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

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

Registering an additional handset

At the base:

1. Press and hold **Find** for 3 seconds until the base Power / In use starts flashing. You have up to 60 seconds to register the handset.

At the handset:

1. If the handset is new and the display shows **Please Register**. Press **Menu**. The display shows **Registration**. Press **Select**.

Or

If the handset has already been registered to another base the standby display is shown. Press **Menu**, scroll **▲** or **▼** to **Registration** and press **Select**.

Default PIN code = 0000

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

If there are already 5 handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.

2. **Register Handset** is highlighted. Press **Select**.
3. Bases are displayed. If necessary, scroll ▲ or ▼ to a new base you wish to register your BT Aqua handset to and press **Select**.
4. Enter the system PIN and press **OK**.
5. The display shows **Searching Base X** (where X is the chosen base number) then **Handset Registered**.

The handset is automatically assigned the next available handset number.

Select a base

If your BT Aqua handset is registered to more than one base, you can select which base to use.

1. Press **Menu**, scroll ▲ or ▼ to **Registration** and press **Select**.
2. Scroll ▼ to **Select Base** and press **Select**.
3. All base numbers are displayed. (In use) is added to bases where the handset was previously registered to. Scroll ▲ or ▼ to the base you want and press **Select**.
4. Display shows **Searching Base...** then the standby display for that base.

De-register a handset

1. Press **Menu**, scroll **▲** or **▼** to **Registration** and press **Select**.
2. Scroll **▼** to **De-register** and press **Select**.
3. Enter the system PIN and press **OK**.
4. Scroll **▲** or **▼** to the handset you want to de-register and press **Select**.
5. Press **Yes** to confirm or **No** to cancel. The display confirms de-registration.
6. Press **Back** to return to the previous menu level or close the handset cover to return to standby.

Use one handset to de-register another. You cannot de-register the handset you are using.

Default PIN code = 0000

Internal calls

Call another handset

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

1. Press **Int** then the number (1-5) of the handset you want to call.
2. Press **OK** to dial.

Handset external display


When an internal call is received, the display shows **Internal Call Handset X** (where X is the calling handset) and the handset number.

If the other handset does not answer, press End to return to your original caller.

Transfer a call

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


During your call:

1. Press **Int** then the handset number (1-5) you want.
2. Press **OK** to dial or press **End** to cancel the calls request and return to the caller.
3. When the other handset answers you can announce the caller.
4. Press  to complete the transfer or **Int** to switch back and forth between both callers.

3-way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller.

During a call to an external caller:

1. Press **Int** then the handset number (1-5) you want.
2. Press **OK** to dial.
3. When the other handset answers you can announce the caller.
4. Press **Join** to begin the conference call. Display shows **Conference Call**.
5. Press  or close the handset cover to hang up.

Phone does not work

- Have you installed the batteries correctly?
- 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 to the base and to the handset charger(s).
- Only use the telephone cord supplied with the phone.

Cannot dial out 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 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse, see page 33.
- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 26.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 73.

No display

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

icon flashes

- Is the handset registered correctly to the base, see page 73.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- 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 BT Aqua base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see page 55.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 36.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 57.
Always keep a note of the new PIN code in a safe place.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 42.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Aqua base and you can register your BT Aqua handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are 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 experience problems.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Aqua can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Aqua at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you are still experiencing difficulties please call the BT Aqua Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com.

Possible problems with text messaging

Text messages cannot be sent and screen displays Message Sending Failed

- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 66 for instructions on how to enter the number.

Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.
- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

Further help and advice for text queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

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 0870 605 8047.

Billing enquiries

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the text messaging service

By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press Menu and scroll ▼ to Text Settings and press Select.
2. Write Message is highlighted. Press Select.
3. Use the keypad to type in the following commands (depending upon what you want to do):

* # # Opt out from receiving voice text messages.

Turns off the opt out option.



* 2 ABC * Turns on permanent voice text message delivery to your phone.

All incoming text is delivered as voice text.

2 ABC # Turns off permanent voice text message delivery.

4. Press Options. Display highlights Send.
5. Enter the number 00000 then press Send.

If you are sending a message from a fixed line phone to another fixed line phone

 Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text. This command is inserted at the start of the message and applies only to that message, e.g.  'Hello I will be home late'.

You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

General information

IMPORTANT

This equipment is not designed for making emergency telephone call 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.

Safety information

- Only use the power supply suitable for the BT Aqua range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 028771. The item code for the small mains power supply for the charger is 036684.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Aqua Helpline on 0870 605 8047.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0870 605 8047 for all repairs.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.

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

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

Cleaning

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

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

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



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

Product disposal instructions for residential users

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

Product disposal instructions for business users

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

Guarantee

Your BT Aqua 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 BT Aqua 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 provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 77 or contact the Helpline on 0870 605 8047 or email bt.helpdesk@suncorpotech.com for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

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 approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

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

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. 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. (Please note that we cannot take responsibility for goods damaged in transit). Please obtain and keep proof of posting from the Post Office.

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 BT Aqua 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.

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

The Declaration of Conformance for the BT Aqua is published on the website:
<http://www.suncorpotech.com/bt>

Connecting to a switchboard

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

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialing sequence.

Press and hold **Redial/** to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

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

Wall mounting template

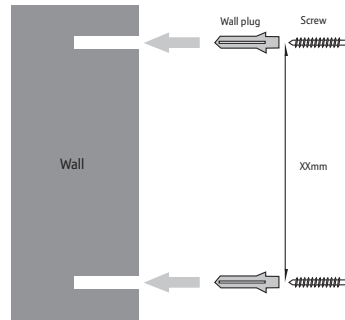
Wall mounting

Important

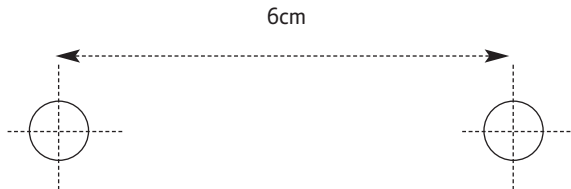
Before you wall-mount your BT Aqua, check that you are not drilling into any hidden wiring.

Before you drill, make sure the power and telephone line cables will reach the sockets.

1. Use the template to mark the drilling locations and drill two holes in the wall 6cm apart horizontally using an 8mm drill bit.
2. Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.



3. Pull the base out of the stand and slot the holes on the back of the base over the screw heads and gently pull the base down to make sure it is securely in place.



Offices worldwide

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

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