



User Guide

BT FREELANCE 101



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 Freelance 101, contact the Helpdesk on 0870 605 8047 or email bt.helpdesk@suncorptech.com. Alternatively, you may find the answer in ‘Help’ at the back of this guide.

Got everything?

- BT Freelance 101 handset
- BT Freelance 101 base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (item code 032763)
- Telephone line cord

If you have purchased a BT Freelance 101 multiple pack you will also have the following for each handset:

- BT Freelance 101 additional handset
- BT Freelance 101 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for charger (item code 032765)

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

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Getting started

Handset range

The strength of the handset signal depends on where you position the base. The BT Freeland 101 has a range of up to 300 metres outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the base and the handset, e.g. base indoors and handset either indoors or outdoors, the range could be reduced to 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 it flashes, you are out of range.

When you move out of range of the base, you will hear the out of range tone. This tone is repeated until you move back into range. If you do not move back into range the call may be disconnected.

Which socket?

 Power socket
 Telephone line socket

If you have purchased a BT Freeland 101 multiple pack please follow instructions A and B.

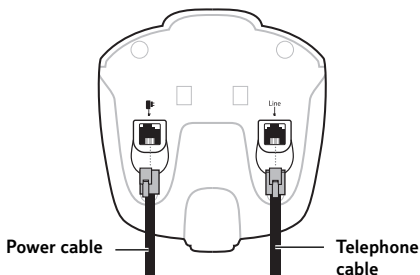
A Location

You need to place your BT Freeland 101 close enough to a mains power and telephone wall socket so that the cables will reach.

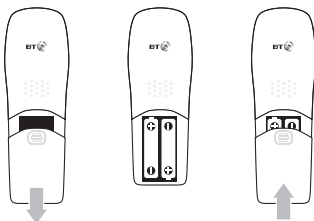
Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Do not place your BT Freeland 101 in the bathroom or other humid areas.

Setting up the base and handset

1. *At the base:* Plug the power adaptor and telephone cable into the relevant sockets on the underside of the base.

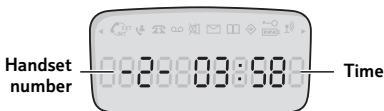


2. Plug the power adaptor into the mains wall socket and switch the power on. When connected correctly, you will hear a confirmation tone and the green Power/In Use light will come on.
3. *At the handset:* place the battery ribbon in the base of the battery compartment. Insert the 2 x AAA rechargeable batteries supplied observing the polarity (+ and -) markings. Then slide the battery compartment cover into place.



The  icon and ----- will flash in the display while the handset searches for the base.

When the handset links with the base, the display will go into standby mode:



IMPORTANT

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

Do not connect the telephone line at the telephone wall socket until the handset is fully charged.

Only use the cables provided with your product.

Talk/Standby time

In ideal conditions, the handset batteries should give up to 10 hours talk time or up to 250 hours standby on a single charge. Note that new batteries do not reach full capacity until they have been in normal use for several days.

Battery symbols

 Battery fully charged

 Battery half charged

 Battery low

6 Getting started

Battery low warning

If the battery charge becomes low during a call you will hear a warning beep every minute to alert you. If the battery runs out, your call will be disconnected. You will need to recharge the handset before using it again.

During charging, the  icon will scroll in the display.

Battery performance

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 Freeland 101 Helpline on **0870 605 8047** or email bt.helpdesk@suncorptech.com.

4. Place the handset in the base to charge, the red charging light on the base comes on, you hear a beep tone and the  icon begins scrolling in the handset display.

You should charge the handset for at least 24 hours on first charge.

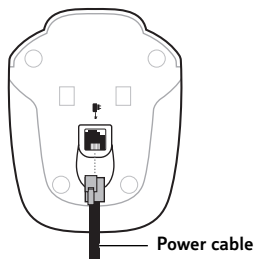
5. Once fully charged, plug the telephone line cord into the telephone wall socket.

BT Freeland 101 multiple pack owners only

For each additional handset:

You need to place your BT Freeland 101 charger close enough to a mains power socket so that the cable will reach.

1. Plug the power adaptor cable into the underside of the charger.



2. Plug the power adaptor into the mains wall socket and switch the power on.
3. Place the battery ribbon in the base of the battery compartment. Insert the two AAA rechargeable batteries supplied observing the polarity (+ and -) markings. Then slide the battery compartment cover into place.
4. Place the handset in the charger and charge the handset for at least 24 hours. The red Charging light on the charger comes on and the  icon begins to scroll.

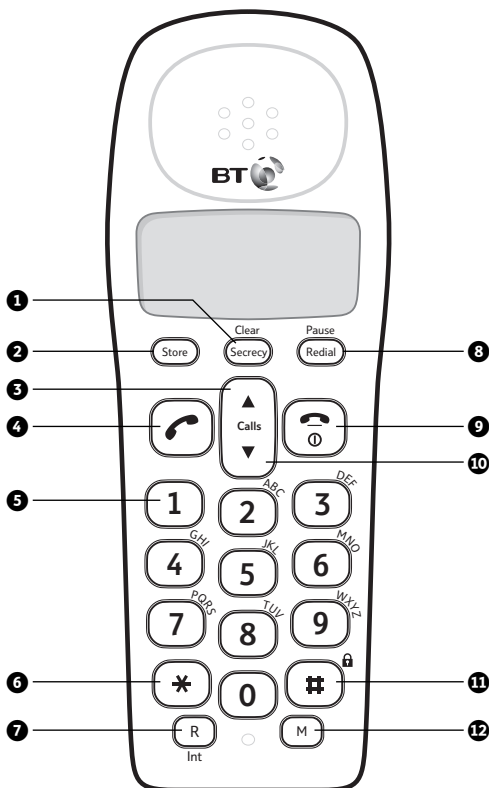
After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. Batteries and handset may become warm during charging, this is normal.

Handset numbers

Once registered with the base, each handset will display its handset number, 1, 2, 3, 4 and 5 respectively.

Getting to know your phone

Handset buttons



1 Clear/Secrecy

During a call, press to stop your caller hearing you, page 14.

Use to delete characters.

Use to delete Calls list and Redial list entries, page 16.

2 Store

In standby mode, press and hold to enter programming mode.

In programming mode, press to confirm a setting.

3 Scroll Up

During a call, press to raise the earpiece volume, page 13.

While the phone is ringing, press to raise the ringer volume, page 14.

In programming mode, press to scroll up through display options.

4 Talk

Press to make or receive a call, page 12.

5 1, 2 and 3

In standby mode, press and hold to dial the direct access numbers, page 18.

6 */Dial mode

In talk mode, press to temporarily switch from pulse to tone dialling, page 39.

7 R (Recall)/Int

In talk mode, use for Recall.

Used when connected to a switchboard/PBX (page 39) and for Call Waiting, page 24.

In standby mode, press and hold to make an internal call, page 30.

Or to transfer a call to an additional BT Freelance 101 handset, page 31.

8 Pause/Redial

In standby mode, press to enter the redial list, page 15.

In talk or programming mode, press to enter a pause in a number.

9 End Call/Power On/Off/ Cancel

Press to end a call, page 12.

In standby mode, press and hold to switch the handset power on/off, page 12.

In programming mode, press to exit and return to standby.

10 Calls list / Scroll Down

In standby mode, press to access the Calls list, page 21.

During a call, press to lower the earpiece volume, page 13.

While the phone is ringing, press to lower the ringer volume, page 14.

In programming mode, press to scroll down through display options.

11 #/Keypad lock

In standby mode, press and hold to switch key lock on, page 14.

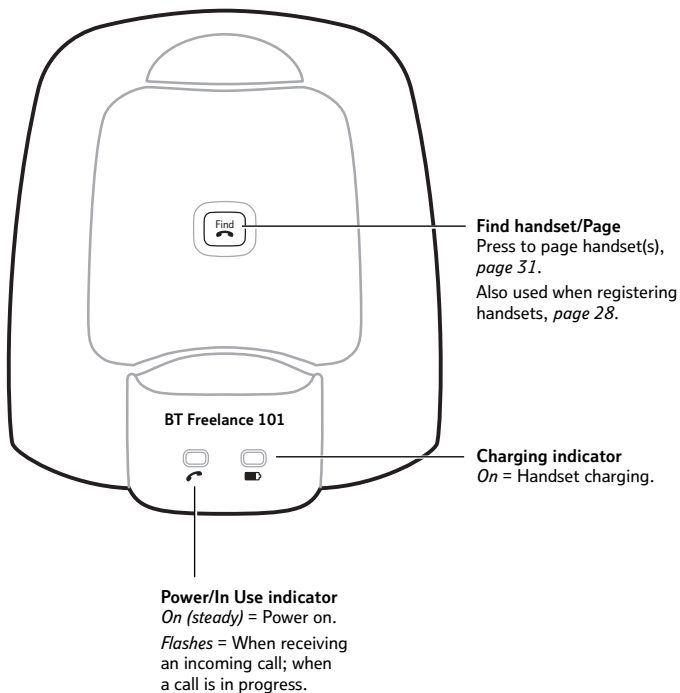
Press any button then # within 3 seconds to switch key lock off, page 15.

12 M – Direct access key

In standby mode, press and hold to dial the stored direct access number under the 1 button, page 18.

10 Getting to know your phone

Base buttons and LEDs



Sample screen – These are where the handset icons will appear.



Please note that the display is not backlit.



TALK

Indicates a call is in progress, *page 12*.



EXT

Flashes when you receive an external call. Stays on during the conversation, *page 12*.



INT

Flashes when you receive an internal call. Stays on during the internal conversation, *page 30*.



TELEPHONE

Flashes when you have new calls in the Calls list.

Stays on when viewing the Calls list, *page 21*.*



HANDSET/PERSON

When viewing the Calls list, indicates an answered call, *page 22*.*



PERSON

When viewing the Calls list, indicates an unanswered call, *page 22*.*



PHONEBOOK

Displayed when you are dialling or storing numbers in the phonebook, *page 19*.



MENU

Displayed when you are in programming mode.



FULL BATTERY

Indicates when the battery is fully charged, *page 5*.



EMPTY BATTERY

Indicates when the battery is low, *page 5*.



KEY

Indicates when the Key lock is on, *page 14*.



RANGE

Steady when handset is in range of the base.

Flashes when out of range of the base or not registered to the base.



Indicates hidden digits (when the displayed number is longer than 12 digits).



TAPE

Displayed when you have Voicemail messages waiting. Will depend on network compatibility.



MUTE

Displayed when the handset microphone is muted, *page 14*.

* For these features to work you must subscribe to your Network Provider's Caller Display* and/or Call Waiting* service.

Using the phone

Dialling numbers quickly

Numbers can also be dialled using the phonebook (page 20), and from the calls list (page 21).

You can enter a number up to 32 digits long, however only 12 digits can be displayed. If the number is longer than 12 digits, the ◀ symbol will be displayed to denote more digits.

To enter a pause in a number, press  where required, a P will be displayed.

Switching the handset power on/off

1. Press *and hold* the  button.

Make an external call

1. Press , listen for the dial tone then dial the number.

The display shows the  icon and the In Use light on the base flashes.

Preparatory dialling

1. Enter the telephone number first.
If you make a mistake, press  to delete the last digit.
2. Press  to dial.

End a call

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

Receiving calls

When you receive an incoming call, the base and handset will ring, and the In Use light on the base will flash. In the handset display the  and  icons flash and ----- are displayed.

If you have subscribed to your network's Caller Display service, the caller's number will flash alternately with the day and time in the display.

1. Press  to answer the call or, if the handset is on the base, simply lift it and speak.

Call timer

Your handset automatically times the duration of all calls, showing the time on the display during your call and for 5 seconds after it has finished.

Earpiece volume

There are 5 volume levels to select from. The default is 3. You can only adjust the earpiece volume *during a call*. You will hear a beep at the minimum and maximum volume levels.

1. Press  to increase or  to decrease the earpiece volume. The display shows the set volume, e.g. - 3 -.

Caller Display

For more information on Caller Display, see page 21.

Hearing aid user?

Please note that the BT Freelance 101 works by sending radio signals between the handset and base. These signals may interfere with some hearing aids, causing a humming noise.

The earpiece volume will remain at the level set for all calls until changed.

14 Using the phone

You can also adjust the handset ringer volume using the programming menu, see page 25.

The default setting is 5.

With the key lock on you can still use  to answer an incoming call. When you end the call the keypad will remain locked.

WARNING

While key lock is switched on, it is NOT possible to make calls, including to emergency numbers (999/112).

Handset ringer volume

You can adjust the handset ringer volume when the phone is ringing.

While the phone is ringing:

1. Press  to increase or  to decrease the ringer volume. The display shows the set volume.

Secrecy

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

1. During your call, press . The  symbol is displayed and your caller cannot hear you.
2. Press  again to resume your call.

Key lock on/off

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

To lock the keypad

1. Press and hold  until the  symbol is displayed.

To unlock the keypad

1. Press any key, the display shows 0000 for 3 seconds. *During the 3 seconds*, press  to unlock the keypad.

Redial

Your handset automatically saves the last 5 numbers you dialled into a redial list.

Redial the last number called

1. Lift the handset and press .
2. Press . The last number called is redialled.

Call a number from the redial list

1. Press .
2. Press  or  to scroll and display the number you want.
3. Press  to dial the number or press  to return to standby mode.

Each redial number can be up to a maximum of 32 digits long.

Only the first 12 digits of the number will be displayed. The ► icon will be displayed if there are more digits to view. Press  to view the remaining digits or to toggle between the first 12 digits and the remaining digits.

If there are no numbers saved in the redial list ----- will be displayed.

Press  at any time to return to standby mode.

Delete a redial number

With the name or number you want to delete displayed:

1. Press  . You will hear a confirmation beep.
2. Press  to return to standby.

Delete the entire redial list

With any number from the redial list displayed:

1. Press *and hold*  . You will hear a confirmation beep and the display will show -----.

Store a redial number to the phonebook

Your handset automatically saves the last 5 numbers you dialled into a redial list.

1. Press .
2. Press  or  to scroll and display the number you want.
3. Press *and hold*  until the display shows *n* - ----- (where *n* is the next available phonebook entry).

4. Press  or  to browse the phonebook for a suitable location.
5. Then select the required phonebook location by entering the number on the keypad. The redial number will be displayed alongside the location number.
6. The first digit will flash, edit the number if necessary. Press  to confirm.
7. Press  to exit and return to standby.

If the phonebook is full, the telephone number stored at location 0 will be displayed. You will need to delete an existing phonebook number before you can store the redial number, *see page 20*.

Use  to delete digits and the keypad to enter new ones.

Direct access memory

You can also access the number stored under button **1** by pressing the **M** button.

Edit a direct access number

Follow the instructions to store a number but use the **Clear** button to delete digits before entering a new number.

You can store 3 direct access memory numbers on buttons 1, 2 and 3 of your handset.

Store a direct access number

1. Press **Store** to enter the phonebook.
2. Press *and hold* **Store** until the display shows *n* - ----- (where *n* is the next available phonebook entry).
3. Press *and hold* one of the direct access number buttons (**1**, **2**, **3**), the display shows e.g. *S1*- followed by a flashing cursor.
4. Enter the telephone number you want to store using the keypad, then press **Store**. You will hear a beep to confirm the number is stored.
5. Press **End Call** to return to standby.

Dial a direct access number

1. Press *and hold* the direct access button you want (**1**, **2**, **3**) and the stored number will be automatically dialled.

Using the phonebook

You can use the phonebook to store up to 10 numbers for easy dialling. Each number can be up to 24 digits long.

Store a phonebook number

1. Press **Store** to enter the phonebook and view the first entry. The  symbol is displayed.
2. Press *and hold* **Store**, the display shows *n - -----*, with *n* flashing (where *n* is the next available phonebook entry).
3. Press  or  to browse the phonebook for a suitable location.
4. Then select the required phonebook location by entering the number on the keypad.
5. Enter the telephone number using the keypad. If you make a mistake, press  to delete incorrect digits.
6. Press **Store**. You will hear a beep to confirm the number is stored.
7. Repeat steps 3 and 4 to add more entries, or press  to exit and return to standby.

Using additional handsets

If you are using more than one handset, each handset has a separate phonebook, so you can store 10 numbers per handset.

Cancel storing

To exit and return to standby at any time press .

If the phonebook is full, the telephone number stored at location 0 will be displayed.

Inserting a Pause

To insert a Pause in the dialling sequence, press  where required, the display will show a P.

You may need to insert a pause if your phone is connected to an internal switchboard, *see page 39*.

If the stored number is more than 10 digits long, the first 10 digits and the ► symbol will be displayed.

Edit a phonebook number

Follow steps 1–5 of ‘Delete a phonebook number’, then enter a new number and press , then  to return to standby.

Dial a phonebook number

1. Press  to enter the phonebook and display the first phonebook entry.
2. Press  or  to select the phonebook entry you want.
3. Press  to dial the number.

Delete a phonebook number

1. Press  to enter the phonebook and display the first phonebook entry.
2. Press *and hold* , the display shows *n* – -----, with *n* flashing (where *n* is the next available phonebook entry).
3. Press  or  to browse the phonebook for a suitable location.
4. Then select the required phonebook location by entering the number on the keypad.
5. The first digit of the telephone number flashes. Use  to delete the digits of the stored number.
6. Press  to return to standby.

If you subscribe to a Caller Display service you can see your caller's number on your handset's display (unless it has been withheld) before you answer the call. As the phone rings, the caller's number and the date and time will flash alternately in the display.

Whether you answer a call or not, the caller's phone number is stored in the calls list.

When you have new entries in the calls list the  symbol will flash in the display.

When all the entries have been viewed, the  symbol will disappear.

Up to 10 phone numbers can be stored in the calls list. When the calls list is full, a new call replaces the oldest. Each stored number can be up to 20 digits long.

View and dial a calls list number

1. Press  to open the Calls list.
2. Press  or  *repeatedly* to scroll through the entries.

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's Calling Features, call BT on Freephone 0800 800 150.

Caller information not available

Occasionally the telephone number of the caller is not available and cannot therefore be displayed. In this case, your BT Freelance 101 will show ----.

22 Caller Display and the Calls list

What type of call?

The  icon will be displayed for calls that you answered.

The  icon will be displayed for unanswered calls.

If there are no numbers saved in the Calls list -- ---- will be displayed.

If the telephone number is longer than 12 digits, only the first 12 digits are displayed with the ► symbol to denote more digits to view, press  to view the extra digits.

When you reach the start or the end of the Calls list and there are no more calls to view, you will hear a long beep tone.

Using the calls list with additional handsets

If you are using more than one handset, each handset has a separate calls list. A call answered on one handset will show as unanswered on another.

3. When viewing an entry press  to toggle between the caller's number and the date and time the call was received.

4. Press  to dial the displayed number.

Or

Press  to exit the calls list and return to standby.

Delete a calls list number

1. Press  to open the calls list.
2. Press  or  repeatedly to scroll to the entry you want.
3. Press  . You will hear a confirmation tone.
4. Press  to return to standby.

Delete the entire calls list

With any number from the calls list displayed:

1. Press and hold  . You will hear a confirmation beep and the display will show -----.
2. Press  to return to standby.

Copy a calls list number to the phonebook

1. Press  to open the calls list.
2. Press  or  *repeatedly* to scroll to the entry you want to copy.
3. Press *and hold* , the display shows $n - \text{-----}$, with n flashing (where n is the next available phonebook entry).
4. Press  or  to select a phonebook location, or enter a location using the keypad. The Calls list number will be displayed alongside the location number.
5. The first digit will flash, edit the number if necessary. Press  to confirm.
6. Press  to exit and return to standby.

If the phonebook is full, the telephone number stored at location 0 will be displayed. You will need to delete an existing phonebook number before you can store the redial number, *see page 20*.

Use  to delete digits and the keypad to enter new ones.

Call Waiting

Providing you have subscribed to your network provider's Call Waiting service, you will hear a soft beep every 5 seconds if an incoming call arrives while you are already on the phone. This beep is not audible to the person you are speaking to. The second caller's number will appear on the handset display alternating with the date and time.

Instead of the engaged tone, the second caller will hear an announcement asking them to hold the line.

Speak to a second caller

Please note

The second caller is only charged from the second you answer, not while they are waiting to be connected.

1. Press  to answer the second call and put your current caller on hold. Press  again to return to your first caller and to switch between both callers.

Or

2. If you want to end the current call and pick up the waiting call, press . The handset will ring.

Press  again to connect to the waiting caller.

Phone settings

You can use the programming menu on your BT Freelance 101 to adjust the following settings:

- External call ringer melody and volume – choose from 5 melodies and 5 volume levels, plus OFF.
- Internal call ringer melody and volume – choose from 5 melodies and 5 volume levels, plus OFF.
- Display date and time.
- Dialling mode – 1 = Tone dialling, 2 = Pulse dialling
- Recall time – 1 or 2 for Time break recall.
- Base ringer melody and volume – choose from 5 melodies and 5 volumes, plus OFF.

To change the phone settings

1. Press *and hold* **Store** to enter the programming menu. The  symbol flashes in the display.
2. Press **Store**, the current external ringer melody is displayed and played. Select a new melody using keypad

To exit and return to the idle display at any time, press .

If you have subscribed to a Caller Display service via your network provider, the time will be automatically updated on receipt of your first incoming call.

Default phone settings

External ringer melody: 1

External ringer volume: 5

Internal ringer melody: 1

Internal ringer volume: 5

Time: 00:00

Dial mode: Tone

Recall Time:

Time Break Recall (1)

Base ringer melody: 1

Base ringer volume: 5

For all base and handset ringer melodies there are 5 volume settings, plus OFF.

26 Phone settings

If you do not want to change a setting, press  to move automatically to the next setting.

Press  at any time to exit the programming menu and return to standby mode.

buttons **1** to **5** and adjust the volume using  or  then press  to confirm.

3. The current internal ringer melody is displayed and played. Select a new melody using keypad buttons **1** to **5** and adjust the volume using  or  then press  to confirm.
4. The first digit of the date flashes in the display. Enter 2 digits for the day and 2 for the month, *e.g.* for 15th March, press , ,  and .
5. The first digit of the time flashes in the display. Enter 2 digits for the hour and 2 for the minute, *e.g.* for 5.35pm, press , , ,  and press  to confirm.
6. The current dialling mode setting flashes in the display. Use  or  to select the required dialling mode and press  to confirm.

Please check with your network or switchboard provider if you are unsure which dialling mode and recall time setting to use.

7. The current base ringer melody is displayed on the handset and played at the base. Select a new melody using keypad buttons **1** to **5** and adjust the volume using  or  then press  to confirm.

With all settings now saved, the display returns to standby mode.

Using additional handsets

IMPORTANT

You must choose a handset that is GAP compatible to use with your BT Freelance 101.

Please note

When a BT Freelance 101 handset is not registered to a base, the  and  symbols will flash and - will scroll from left to right on the display.

If you purchase a new handset to use with your BT Freelance 101 it will have to be registered to the base. You will need to do this before you can use it.

If you have purchased a BT Freelance 101 multiple pack any additional handsets come pre-registered to the base. With 2 or more handsets, you can make internal calls, page handsets and transfer external calls between your handsets.

You can register and use up to five handsets with your BT Freelance 101 base. Your BT Freelance 101 handset can only be used on one base at a time.

Registering a new BT Freelance 101 handset to your BT Freelance 101 base

To put the BT Freelance 101 base into registration mode:

1. Press *and hold*  for approximately 3 seconds, until the base beeps and the In use light flashes, then *release* the button. The handset will now remain in registration mode for 90 seconds.

At the new handset:

2. Press *and hold*  for approximately 5 seconds, until the display shows a single -. The - will move across the display and then show P1-.
3. Enter the 4-digit PIN code (default code 0000) and press . You hear a tone to confirm you have entered the correct code and the handset returns to standby mode.

Once registered, you will hear a confirmation tone and the next available handset number is allocated and shown in the display.

Registering a new GAP compatible handset to your BT Freelance 101 base

To put the BT Freelance 101 base into registration mode:

1. Press *and hold*  for approximately 3 seconds, until the base beeps and the In use light flashes, then *release* the button. The handset will now remain in registration mode for 90 seconds.

The default PIN code is 0000.

If you are in an environment where there is a lot of electrical interference you may experience difficulty registering to a base.

The handset number allocated to the new handset must be used when making internal calls.

Please note

The  symbols are displayed on both handsets during an internal call.

If you enter an invalid handset number your handset will return to standby.

At the new handset:

2. Follow the new handsets user guide to set the handset in registration mode.

Internal calls

Making internal calls

You can make internal calls between two BT Freelance 101 handsets.

1. Press *and hold*  until the  symbols are displayed.
2. Enter the number of the handset you want to call. The called handset will ring and show the calling handset's number.

If there is no response, press  to end the call at your handset.

Receiving internal calls

1. When the handset rings, press  to answer.
2. Press  to end the call.

Paging

You can alert handset users that they are wanted or locate a missing handset with the paging ring. Paging calls cannot be answered by a handset.

1. Press  on the base. The handset(s) will ring for 30 seconds and the display will show 0000.
2. Press any button on the handset(s), or press  again on the base to stop the paging ring.

Transferring calls

You can transfer an external call to another internal handset.

During an external call:

1. Press *and hold*  until the  symbol is displayed.
2. Enter the number of the handset you want to call. The external caller is put on hold. The called handset will ring.
3. When the handset answers, press  to hang-up and transfer the call.

If the other handset does not answer, press  to talk to the external caller again.

3-Way conference call

During an external call, you can invite another internal handset to join in a 3-way conversation.

During an external call:

1. Press and hold . The  symbol is displayed.
2. Enter the number of the handset you want to call. The external caller is put on hold. The called handset will ring.
3. When the internal handset answers, you can talk to the user with the external caller still on hold and then press  to begin the conference call.

If the other handset does not answer, press  to talk to the external caller again.

4. Either internal handset can press  at any time to leave the conference call.

Many common problems are caused by the telephone and power cables being incorrectly connected, not connected at all or, the power being switched off. Please check that your BT Freelance 101 has been correctly set up (*see page 4*) before ringing the BT Freelance 101 Helpline.

No display

- The batteries may be flat or dead.
- Recharge or replace the batteries, *see page 5*.

No dial tone

- Is the telephone line cord plugged into the telephone wall socket?
- Check that the base station is connected to the mains power and switched on.

You cannot link up with the base station

- Is the  icon flashing in the display?
- The mains power cable may not be connected at the base or switched on.
- Are you in range of the base? Move closer to the base.
- The batteries could be low or flat.
- Recharge or replace the batteries.

No ring on the handset

- Check that the base unit is plugged into the phone socket and that the mains power is switched on.
- The ringer volume may be set too low for you. *See page 25* to adjust the volume.

Buzzing noise on my radio, TV, computer or hearing aid

- Sometimes your BT Freelance 101 can interfere with other electrical equipment if it is placed too close.
- It is recommended that you place your BT Freelance 101 at least one metre away from such appliances to avoid any risk of interference.

The handset is not charging properly

- Check that the power adaptor is properly plugged into the base/charger.
- Make sure your handset has slotted correctly into the base/charger and is connecting with the charging contacts.
- Check the batteries are inserted correctly into the handset.
- Check the base is plugged in to a working mains power socket and that the power is switched on.
- Are you using the correct power adaptor?

Caller's number is not displayed even though you have subscribed to a Caller Display service

- The number has been withheld by the caller, is unavailable or is an international call, *see page 21*.

Safety

General

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 032763. If you have purchased a BT Freelance 101 multiple pack, the item code for the charger mains power supply is 032765.
- For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing.
- Recommended batteries should have a power rating of 550mAh 1.2V. Batteries are available from the BT Freelance 101 Helpline 0870 605 8047.
- Do not open the handset or base (other than to change batteries). This could expose you to high voltages or other risks. Contact the Helpline for all repairs.
- It is recommended that advice from a qualified medical 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

- Simply clean the handset and base/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 product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

- 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 conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm.

We recommend that you unplug the power and telephone line cord for the duration of the 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 minimise 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 Freelance 101 digital cordless telephone 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 Freelance 101, or any

component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

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

For your records

Date of purchase:

.....

Place of purchase:

.....

Serial number:

.....

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

Within the 12 month guarantee period:

- If you experience difficulty using the product, prior to returning it, please read the 'Help' section beginning on page 33, or contact the BT Freelance 101 Helpline on 0870 605 8047, or email bt.helpdesk@suncorptech.com.
- 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.

If you have to return your BT Freelance 101

- 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 you 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 other telephone line. Your BT Freelance 101 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.
- Only use the approved base mains power supply, item code 032763.
- Only use the approved charger mains power supply, item code 032765 (BT Freelance 101 multiple pack users only).
- Only use approved AAA NiMH rechargeable batteries.

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 Freelance 101 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
- The Declaration of Conformance for the BT Freelance 101 is published on the website: <http://www.suncorptech.com/bt>

Switchboard compatibility

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

Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

A Pause lasts 3 seconds. You can Pause dialling at any time by pressing the P button.

To insert a pause

1. Begin storing a number and press  where a pause is needed. P is shown in the display.

Please note

For more information on storing numbers see 'Store a phonebook number', on page 19.

Pause

You may also need to insert a pause when storing international dialling codes, charge card numbers and with other tele-banking facilities.

Recall

The  button is used when connected to certain switchboards, e.g. to transfer calls, and for some BT Calling Features or those services available via your network provider.

Dialling mode

For instructions on how to change the dialling mode, refer to the section *"To change the phone settings"* on page 25.

Temporary change to dialling mode

If you have set your BT Freelance 101 to Pulse dialling, you can temporarily switch to Tone dialling during a call.

1. Press , then press , then dial the number as normal.

Your BT Freelance 101 will switch to Tone dialling only for the duration of this call.

2. Press *and hold*  before you store the number in the phonebook.  is displayed.

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Offices worldwide

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