

# Welcome

This Quick Start Guide provides all the information you need to get your product up and running. Please fully unfold this guide and follow the numbered steps below. If you need more detailed instructions, a full user guide is available to download in PDF format from [www.bt.com/help/userguides](http://www.bt.com/help/userguides)

We haven't printed a full user guide as we're working to make our products greener, so please consider the environment before printing.

If you cannot find the answer to your problem in the full online user guide, then please call the Helpline on 0871 594 1200\* or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

BT is a **sustainability leader**


To find out how we're making our products greener visit

[bt.com/betterworld/products](http://bt.com/betterworld/products)

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




## 1 Getting started

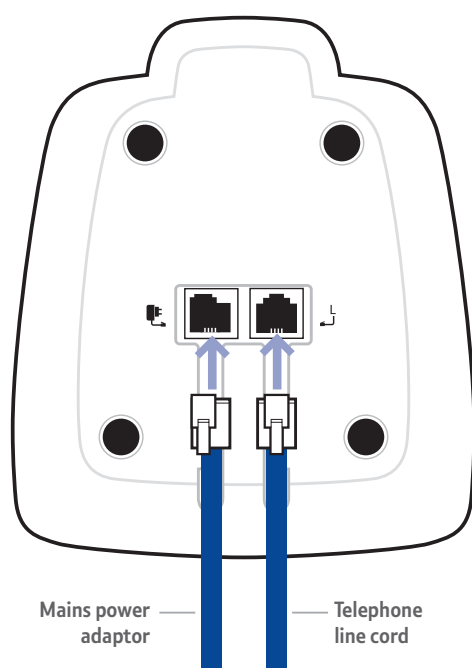
Place your BT Freelance XD5100 close enough to a mains power and telephone socket so that the cables will reach.

The handset range is up to 300 metres outdoors and 50 metres indoors (in ideal conditions). The  icon in the handset display indicates when you are in range. It flashes and you will hear a warning beep when you go out of range, in which case you will need to move closer to the base.

Try to position the phone at least 1 metre away from other electrical appliances to avoid interference and help maximise the handset range.

### Setting up

1. Plug the mains power adaptor into the socket marked  on the back of the base and plug the other end into the mains power socket and switch the power on. The green Power/In Use light will come on.
2. Plug the telephone line cord into the socket marked . **Only use the cables provided with the product.**
3. Insert the 2 x AAA rechargeable batteries supplied into the handset, taking note of the + and - markings inside the battery compartment, and slide the battery compartment shut.
4. Place the handset in the base to charge. The red Charging light will come on. **Charge the handset for at least 24 hours before first use.**
5. When the handset is fully charged the  icon will be displayed. Now you can plug the telephone line cord into the telephone wall socket.



### Set up your additional handsets (2, 3 and 4-Pack owners only)

For each additional handset and charger:






1. Plug the power adaptor into the socket on the underside of the charger and plug the other end into the wall socket and switch the power on.
2. Insert the batteries into the handset and charge the handset batteries for at least 24 hours as detailed in points 3 and 4 above.

Additional handsets supplied as part of a multipack are pre-registered to the base so, once charged, are ready for use. Each handset will display its handset number: 1, 2, 3 etc.


Your BT Freelance XD5100 is now ready for use.

## 2 Navigating the menus

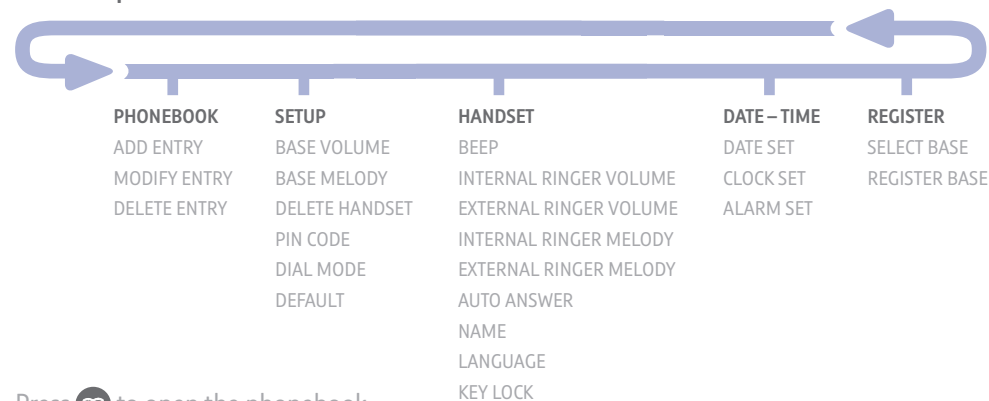
All your phone's functions and settings can be accessed through the main menu. The menu map below shows all options you can choose from.

1. Press  to open the main menu.
2. Use the  and  buttons to scroll to the menu or option you want and press  to confirm, or press  to go back to the previous menu.

### Exit a menu

To exit a menu or cancel an operation at any time you can press and hold  to return to the standby screen.

### Menu map



Press  to open the phonebook.

Press  to open the redial list.



Press  to open the calls list.

## 3 Making and receiving calls

### Make/end a call



1. Press , listen for the dialling tone, then dial the number. To end the call, press  again.

### Preparatory dialling



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

### Secrecy

You can mute the handset microphone and talk without your caller hearing you.




1. **During a call**, press . **MUTE** is displayed and you can talk without your caller hearing you. Press  again to switch secrecy off and resume your call.

### Receiving calls

1. When the phone rings, press  to answer the call. Or if the handset is on the base or charger, simply lift the handset to answer the call. (If you would rather press  after lifting the handset to receive a call, you will need to switch Auto-answer off, see page 29 of the main online user guide.)

### Handsfree

Handsfree switches on the handset loudspeaker so you can talk to your caller without holding the handset. It also enables other people in the room listen to both sides of your conversation.

1. **During a call**, press  to switch the call between the earpiece and the handset speaker. Use the  and  buttons to adjust the earpiece or speaker volume during the call.





## 4 Special features

Your BT Freelance XD5100 has some special features including a 10 number redial list, 50 number phonebook and Caller Display with calls list.








### Redial

Your BT Freelance XD5100 stores the last 10 numbers you have dialled. You can then select any of the numbers to redial, delete or copy to the phonebook.








#### Redial a number from the redial list

1. Press , the most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Press  and  to scroll through the list and press  to redial the number displayed.

#### Delete numbers from the redial list

1. Press , then scroll  or  to the entry you want to delete.
2. Either press  once to delete the individual entry displayed, or press and hold  to delete the entire redial list. Then press  to confirm deletion or  to cancel.

#### Copy a redial number to the phonebook

1. In the redial list, scroll to the entry you want to copy and press . The displays shows **ADD**. Press  again.
2. Use the keypad to enter the name (see 'Phonebook' section overleaf for help entering names), then press . Edit the number if necessary, then press .
3. Use  and  to select a ringtone and press  to confirm. The entry is stored.

## Phonebook

You can store up to 50 names and numbers in the phonebook to make dialling quick and easy. You can also assign different ringtones to particular numbers, eg. family or work numbers (requires Caller Display, see below).

### Add a new phonebook entry

1. Press , scroll to **PHONE BOOK** and press .
2. The display shows **ADD ENTRY**. Press .
3. The display shows **NAME ?**. Using the letters on the keypad, enter the name then press . You may need to press the same button a few times until the letter you want is displayed. For example, press **2** once for **A**, or twice for **B**. If the next letter you want to enter is on the same button, wait a moment then press the button. If you make a mistake, press .
4. The display shows **NUMBER ?**. Use the keypad to enter the full phone number and press .
5. Press or to select the ringtone you want to assign to the entry and press to confirm. **ADD ENTRY** is displayed. Continue adding entries or press and hold to return to standby.

### Dial a phonebook entry

1. Press . Entries are displayed alphabetically. Press to alternate the display between the name and phone number.
2. Scroll or through the phonebook, or search alphabetically by entering the first letter of the name using the keypad. Press to dial the selected number.

## Caller Display and the calls list

You must subscribe to a Caller Display service for this feature to work. Your network provider may charge you for this service.

Caller Display allows you to see the number of the person calling you before you answer the phone. The calls list holds details of your last 40 callers, including the phone number and date and time of the call. If a number matches a stored phonebook entry, the caller's name will alternate with the number.

The calls list also alerts you to unanswered calls. When you have unanswered or 'new calls', the icon will flash in the display.

### View the calls list

1. Press to open the calls list. If there are no calls in the list, the display shows **EMPTY**.
2. Press or to scroll through the list. If the icon is displayed, the call was unanswered; if the icon is displayed, the call was answered.
3. Press to see the caller's number, press again to see the time and date of the call, press again if you want to add the number to your phonebook.

### Dial a number in the calls list

1. Press , scroll or through the list to the entry you want to dial and press .

## Multi-handset functions

If you have bought a multiple pack and therefore have more than one handset registered to the base, you can: make internal calls, transfer an external call from one handset to another, hold a conference call and make an internal call between two handsets while a third is on an external call.

For a full explanation of features and instructions, please see the main user guide online at [www.bt.com/help/userguides](http://www.bt.com/help/userguides)

# Troubleshooting

Most problems are caused by something very simple and can be fixed with a few simple checks:

- Make sure both the mains power adaptor cable and telephone line cord are plugged into the correct sockets and plugged in at the wall.
- Make sure you use all the cables and batteries that came in the box, not those from a previous product.
- If you experience poor speech quality or interference, make sure the product is not located too close to other electrical appliances. This can also help improve the handset range from the base.
- Make sure you charge the batteries for at least 24 hours before first use to ensure maximum battery performance. The charge capacity of the batteries will decrease over time.

### Using your BT Freelance XD5100 on a broadband Internet enabled line?

Remember to plug the phone into the wall socket via an ADSL microfilter if you have broadband Internet on your phone line, otherwise you may have problems with this product and your broadband service. Additional BT ADSL microfilters can be purchased from [www.shop.bt.com](http://www.shop.bt.com)

## General information

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

### Guarantee

Your BT Freelance XD5100 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 XD5100, 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 further information within and outside the 12 month guarantee, please refer to the full user guide at [www.bt.com/help/userguides](http://www.bt.com/help/userguides)

### 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.

### R&TTE Directive & Declaration of Conformity

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).

The Declaration of Conformity is published on the website <http://www.suncorptech.com/bt>

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### Offices worldwide

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Bringing it all together



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