



Bringing it all together

# BT Freestyle 225

## User Guide



# Welcome...

to your BT Freestyle 225  
digital cordless telephone  
and answering machine

- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).
- Directory – lets you store up to 30 names and numbers for easy dialling.
- Caller Display – lets you see who's calling and your phone stores details of the last 10 callers in a Calls list.<sup>1</sup>
- Digital answering machine with up to 15 minutes recording time.
- Play, repeat and delete your messages from almost any other phone.

<sup>1</sup> Requires subscription to a Caller Display service. A quarterly fee may be payable.



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

You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

#### **Need help?**

If you have any problems setting up or using your BT Freestyle 225, contact the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

#### **Hearing aid?**

Please note that the BT Freestyle 225 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

#### **Got everything?**

- BT Freestyle 225 handset
- BT Freestyle 225 answering machine base
- 2 x NiMH AAA rechargeable batteries (already fitted)
- Battery compartment cover
- Mains power adaptor
- Telephone line cord

#### **If you have purchased a BT Freestyle 225 multiple pack you will also have the following for each handset:**

- BT Freestyle 225 handset
- BT Freestyle 225 charger
- Battery compartment cover
- 2 x AAA NiMH rechargeable batteries (already fitted)
- Mains power adaptor (for the charger)

# In this guide

## Getting started

Location .....	6
Setting up .....	6
Set the day and time .....	8
Setting up the charger .....	9

## Getting to know your phone

Handset .....	11
Handset display icons .....	12
Base & Charger .....	13
Navigating the menus .....	14
Handset menu map .....	15

## Using the phone

Make a call .....	16
Preparatory dialling .....	16
End a call .....	16
Receiving calls .....	16
Volume .....	17
Handsfree .....	17
Make a call in handsfree .....	17
Answer a call in handsfree .....	18
Switch to handsfree during a call .....	18
Secrecy .....	18
Redial .....	19
To copy a redial number to the directory ...	19
To delete a number from the redial list. ....	20
To delete the entire redial list .....	20
Keypad lock .....	21

Ringer volume on/off .....	21
Find the handset(s) .....	21
Making internal calls .....	22
Receiving internal calls .....	22
Transferring calls .....	22
3-Way conference calls .....	23

## Directory

Store a number .....	24
Entering names .....	24
Character map .....	25
Dial/view a number .....	26
Edit a directory entry .....	26
Delete a directory entry .....	27

## Handset settings

Ringer melody .....	28
Ringer volume .....	28
Handset tones on/off .....	29
Handset name .....	30
Registering handsets .....	30
De-registering a handset .....	31
Restore default settings .....	31
Default settings .....	32

## Base settings

Change PIN code .....	33
Mailbox number .....	33
Dial mode .....	34

Restore default settings . . . . .	35
Default settings . . . . .	35

### Caller Display

Calls list . . . . .	36
View/dial a number . . . . .	36
To copy a Calls list number to the directory . . . . .	37
Delete a number . . . . .	37
Delete the entire Calls list . . . . .	38

### BT Calling Features

BT Helpdesk . . . . .	39
BT Directory Enquiries . . . . .	39
Call Divert On . . . . .	40
Call Divert Off . . . . .	40
Check Divert . . . . .	40
Call Waiting On . . . . .	40
Call Waiting Off . . . . .	41
Check Call Waiting . . . . .	41
Add/edit a service . . . . .	42
Delete a service . . . . .	42

### Answering machine

Switch on/off . . . . .	43
Outgoing messages . . . . .	44
Answer and Record . . . . .	44
Answer only . . . . .	44
Select answer mode . . . . .	45

Record your own outgoing message . . . . .	45
Play/check outgoing message . . . . .	46
Reinstate pre-recorded outgoing messages . . . . .	46
Playing messages . . . . .	47
Adjust volume for message playback . . . . .	48
Delete all old messages . . . . .	48
Memory full . . . . .	48
Answer delay . . . . .	49
Remote access . . . . .	49
Change security PIN code . . . . .	50
Switch answering machine on . . . . .	50
Check for messages . . . . .	51
Remote access commands . . . . .	51

<b>Help</b> . . . . .	52
-----------------------	----

### General information

Safety . . . . .	54
Cleaning . . . . .	54
Environmental . . . . .	54
Product disposal instructions . . . . .	55
Switchboard compatibility . . . . .	55
Dialling mode . . . . .	55
Recall (R) . . . . .	55
Guarantee . . . . .	55
How many telephones can you have? . . . . .	57
R&TTE . . . . .	57

# Getting started

## WARNING

Do not place your BT Freestyle 225 in the bathroom or other humid areas.

## Handset range

The BT Freestyle 225 has a range of 300 metres outdoors when there is a clear line of sight between the base and the 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 **T** symbol on your handset screen indicates when you are in range. When you are out of range, the **T** symbol flashes, and the screen displays Searching. You should move closer to the base if this happens to ensure the full functionality of your phone.

## IMPORTANT

Do not connect the telephone line until at least one of the handsets is fully charged.

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

## Location

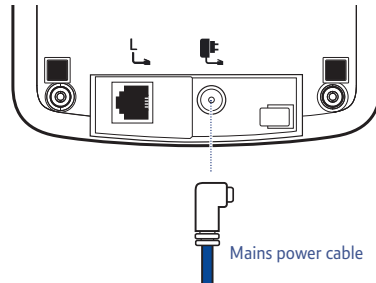
You need to place your BT Freestyle 225 base within 2 metres of a mains power and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.


Your BT Freestyle 225 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.

## Setting up

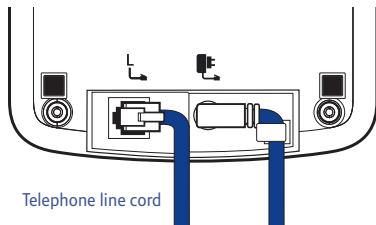
1. Plug the mains power cable into the power socket on the back of the base. Plug the other end into the mains socket and switch on.





- Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
- Place the handset on the base to charge the batteries for at least 16 hours.

The main handset is pre-registered to the base as –1– (Handset 1). This is shown on the display. When the handset is fully charged the display shows the  symbol.

- After 16 hours, connect the telephone line cord to the base and plug the other end into the wall socket.




#### Which socket?

-  Power socket
-  Telephone line socket

#### Talk/Standby time

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

#### Battery low warning

If the  symbol is flashing, you will need to recharge your handset before using it.

#### Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

New NiMH batteries do not reach full capacity until they have been in normal use for several days. Running the batteries right down at least once a week will help them last as long as possible.

#### IMPORTANT

Only use the power supply and telephone line cord supplied with your BT Freestyle 225 otherwise the telephone may not work.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Freestyle Helpline 0870 240 3962.

Batteries and handset may become warm during charging. This is normal.

Your BT Freestyle 225 uses the 24 hour clock.

If you have more than one handset registered to your base, you only need to set the date and time on one handset and the other handsets will be automatically updated.

## Set the day and time

If you subscribe to a Caller Display service the date and time will automatically be set when you receive a call. In some cases you may have to manually set the year, follow the instructions shown below.

1. Press **Menu** to open the main menu.
2. Press **A** or **▽** until the display shows **Date/Time** and press **Menu**.
3. The current year setting is displayed, enter the last 2 digits of the year (e.g. press **0** then **8** for 2008) and press **Menu**.
4. The current month setting is displayed, enter 2 digits for the date and 2 for the month (e.g. for 5th August, press **0** **5** **0** **8**) and press **Menu**.
5. The current time setting is displayed, enter 2 digits for the hour and 2 for the minute using the 24hr format (e.g. for 10.54pm, press **2** **ABC** **2** **ABC** **5** **JUL** **4** **CD**) and press **Menu**.  
**Stored** is displayed.
6. Press and hold **Clr** to return to standby.

**Your BT Freestyle 225 is now ready for use.**



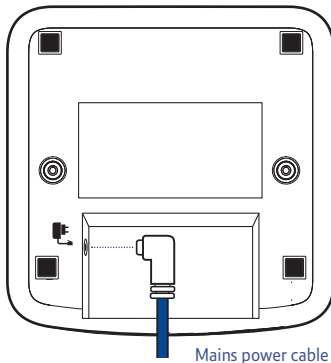
## BT Freestyle 225 multiple pack owners only

### Location

You need to place your BT Freestyle 225 charger close enough to a mains power socket so that the cable will reach.

### Setting up the charger

1. Plug the power adaptor cable into the underside of the charger, plug the other end into the mains wall socket and switch the power on.



Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a capacity of 600mAh or higher. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

### Helpline

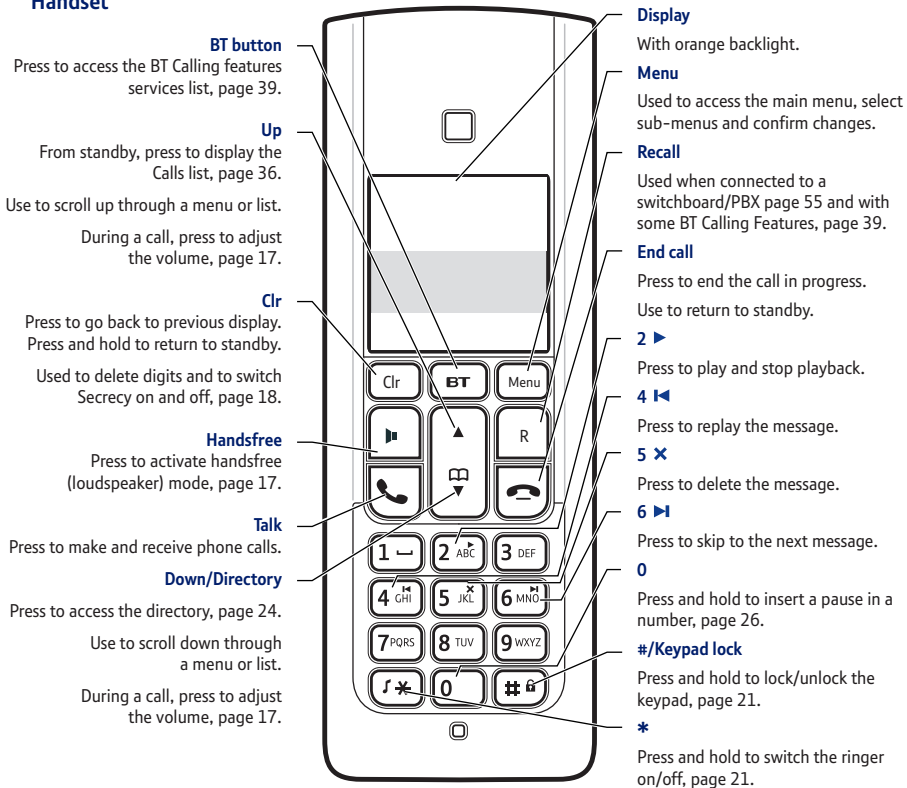
If you are having any difficulties setting up or using your BT Freestyle 225, please call the BT Freestyle Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

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2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
3. Place the handset on the charger and charge for at least 16 hours.

**Your BT Freestyle 225 multiple pack is now ready for use.**

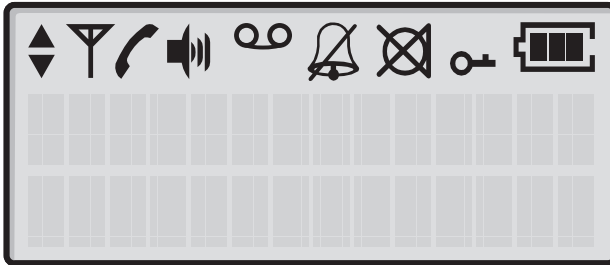
# Getting to know your phone


## Handset



## Handset display icons

These are the symbols you will see on your handset's display.




 **UP/DOWN**  
When scrolling through the menu.

 **ANTENNA**  
Steady when in range. Flashing when out of range.

 **HANSET**  
Handset in use Incoming call.

 **HANDFREE**  
Handsfree on.

 **TAPE**  
Answer machine on. Flashes when new messages are waiting on your answer machine.

 **CROSSED BELL**  
Ring volume off.

 **MUTE**  
Security on.

 **KEY**  
Keypad lock on.

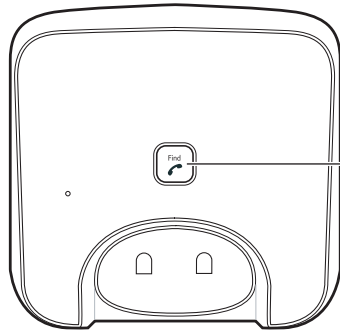
 **BATTERY**  
Battery empty.

 Battery low.

 Battery half full.

 Battery full.

## Base

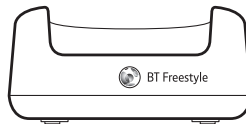


### Find

Press to page/locate a handset, see page 21.

## Charger



(For multiple pack users only)












## Navigating the menus

Your BT Freestyle 225 handset features an easy to use menu system. Have a look at the menu map on the next page.

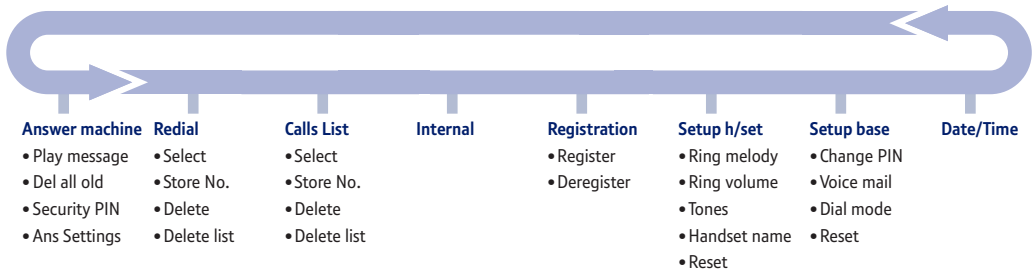
When the handset is switched on and in standby:

1. Press  to open the main menu and select the function you want by pressing the  or  button.



For example, to change the ringer melody:

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. **Ring melody** is displayed, press  to select. The current melody is played for 5 seconds.
4. Press  or  to select your preferred melody.
5. Press  to store. You hear a confirmation tone and **Stored** is displayed.
6. Press and hold  to return to standby.

## Handset menu map



## Menu navigation

Press  or  to scroll through the menu options.

Press  to select an option.

Press  to go back to the previous display screen.

Press and hold  to return to the standby display screen.

# Using the phone

## Call timer

Your handset automatically displays the duration of every external call. The call time will remain on the display until 2 seconds after the call has ended.

Press  to delete an incorrect digit.

If you have subscribed to a Caller Display service, your caller's number will also be shown. If the number is withheld the display will show **Withheld**. If an exact number match is found in the Directory, the name will be displayed instead of the number. See page 36 for more information.

## Internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

## Make a call

1. Press .


Enter the telephone number and the number is dialled.

## Preparatory dialling


Use preparatory dialling to see and check the number on the display before you dial out. The display can only show 12 digits at a time, if you enter a number with more than 12 digits, 3 dots will be displayed to the left of the number to indicate more digits.



1. Enter the number first then press  or  to dial.

## End a call

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

## Receiving calls

When you receive an incoming call, the telephone will ring and the  icon will flash. If the ringer is set to off, the phone will not ring but you will hear one short beep tone to alert you.

1. If the handset is not in the base/charger, press  or  to answer the call.



Or

If the handset is on the base/charger, lift the handset to answer the call.

## Volume

Adjust the volume during a call:

### To increase the volume

Press .



### To decrease the volume

Press .

## 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.


### Make a call in handsfree

1. Dial the number then press .
2. Press  to end the call.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.

The earpiece volume can only be changed when you are on a call.

### Range Indicator

The  icon on the display indicates when you are in range of the base. If Searching is displayed, you are out of range and will need to move closer to the base.




### Answer a call in handsfree

When the phone rings:

1. Press  and the call is transferred to the loudspeaker.




### Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press  to toggle between Handsfree and the handset.
3. Press  to end the call.








### Secrecy

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













1. Press . The display shows the  symbol and your caller cannot hear you.
2. Press  again to return to your caller.

## Redial

Your BT Freestyle 225 stores the details of the last 10 calls made into a redial list. Stored redial numbers can be up to 20 digits long.

1. Press , to open the main menu.
2. Press  to display Redial and press  to display the redial list.
3. Press  or  to select any of the last 10 numbers called.
4. Press  or  to dial the number displayed.

## To copy a redial number to the directory

1. Press , to open the main menu.
2. Press  or  to display Redial. Press  to display the redial list.
3. Press  or  to display the number you want and press  to select.
4. Press  or  to display Store No. and press  to select.
5. Name is displayed. Enter a name using the keypad and press  to confirm.
6. Stored is displayed. Press and hold  to return to standby mode.

If a redial number is stored in the Directory, the caller's name will be displayed instead of the number.

If there are no redial numbers stored, Empty will be displayed.

If you dial the same number on more than one occasion, only the most recent call details will be stored, any previous occurrence will be deleted.

For help with entering names see page 24.

### To delete a number from the redial list




1. Press **Menu**, to open the main menu.
2. Press **▲** or **▼** to display **Redial**. Press **Menu** to display the redial list.
3. Press **▲** or **▼** to display the number to be deleted and press **Menu**.
4. Press **▲** or **▼** to display **Delete** and press **Menu** to select.
5. **Delete?** is displayed, press **Menu** again to confirm.
6. **Deleted** is displayed. Press and hold **Cr** to return to standby mode.

### To delete the entire redial list



1. Press **Menu**, to open the main menu.
2. Press **▲** or **▼** to display **Redial**. Press **Menu** to display the redial list.
3. With any of the redial numbers displayed, press **Menu**.
4. Press **▲** or **▼** to display **Delete list** and press **Menu** to select.
5. **Delete list?** is displayed, press **Menu** again to confirm.
6. **Deleted** is displayed. Press **Cr** to return to standby mode.

## Keypad lock

You can lock the keypad to prevent accidentally dialling numbers while carrying the handset around.

1. Press and hold  for 1.5 seconds until the  icon is displayed.
2. To unlock the keypad, press and hold  again.




## Ringer volume on/off

1. Press and hold  for 1.5 seconds to switch the ringer on or off. If you switch the ringer off, the  icon will be displayed.

When you receive a call the handset will beep once instead of ringing.

## Find the handset(s)

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

1. Press  on the base. The handset(s) ring.
2. Press  on the base again or press  on the handset to stop the handset ringing.

When the keypad is locked incoming calls can still be answered. Once the call has ended, the keypad lock is re-activated.

### IMPORTANT

Emergency calls CANNOT be made when the keypad lock is on.






You cannot answer the ringing handset as you would a call.

Stopping the ring at a handset stops the ring at that handset only.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.

### Making internal calls

If you purchased a BT Freestyle 225 multi-pack, you can make internal calls between handsets.

1. Press  then  or  until the display shows Internal.
2. Press  and enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling. When the other handset answers hold your conversation as normal.
3. Press  to end the call.





### Receiving internal calls


When you receive an internal call, the calling handset number will be shown on the handset display.

1. Press  or  to answer the call,

### Transferring calls









If using a BT Freestyle 225 multi-pack, you can transfer an external call to the other handset.

1. During an external call, press .
2. Press  or  until the display shows Internal and press  to confirm.



3. Enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling. The external caller will be put on hold.
4. When the other handset answers, press  to transfer the call.

### 3-Way conference calls

If using a BT Freestyle 225 multi-pack, you can hold a 3-way conference call with an external caller and the other internal handset.

1. During an external call, press  then  or  until the display shows `INTERNAL`. Press  to confirm.
2. Enter the number of the other handset you wish to join the call. The other handset will ring.
3. The other handset answers the call by pressing .
4. Press , the display shows `CONFERENCE`. Press  to confirm. The external call, and the two internal handsets are all connected to the conference.
5. Any caller can leave the conference by pressing .

To put an external call on hold during a conference, press  `END CONF` will be displayed. Press  to confirm.

To take the external caller off hold, press . `CONFERENCE` will be displayed, press  to confirm.

# Directory

If there are no stored entries, **Empty** will be displayed.

If you try to store a new entry and the directory is full, you will hear an error tone and **Full** will be displayed.

Press **OK** to delete an incorrect digit.

If the number you store has more than 11 digits, the display shows three dots to the left of the number to indicate more digits ahead.

## Writing tips

If you make a mistake, press **OK** to delete the last character or digit.

Press **L** repeatedly to enter the following: SPACE 1 € £ \$ % & < >

Press **0** repeatedly to enter the following symbols: . , ? ! 0 + - : ' "

Press **#\*** repeatedly to enter the following symbols: # \* @ \ / \_ ( ) = §

Press **r\*** to toggle between lower and upper case.

If the next letter is on the same button that you have just pressed, wait until the cursor moves to the right before trying to enter it.

You can store up to 30 names and numbers in the directory of each of your BT Freestyle 225 handsets for quick and easy dialling. Numbers can be up to 20 digits long. Directory entries are stored alphabetically.

## Store a number

1. Press **CD** to open the directory. The first entry is displayed.
2. Press **Menu**, **NEW** is displayed, press **Menu** again to select.
3. **NUMBER** is displayed, enter the number for the entry using the keypad and press **Menu** to store.
4. **NAME** is displayed, enter a name for the entry using the keypad and press **Menu** to save.
5. **Stored** is displayed. Press and hold **CLR** to return to standby mode.

## Entering names

Use the keypad to enter the letters shown on the buttons, e.g. to store **TOM**:

1. Press **r\*** to change to upper case.
2. Press **8 TOV** once to enter T.
3. Press **6 MOO** three times to enter O.
4. Press **6 MOO** once to enter M.





## Character map

Key	Alphanumeric										Number
	(For Phone book & Service, including upper & lower case)										
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	
<b>1</b>	space space	1 1	€ €	£ £	\$ \$	% %	& &	< <	> >		1
<b>2<sup>acc</sup></b>	A a	B b	C c	2 2	Ä ä	Ç ç					2
<b>3<sup>sup</sup></b>	D d	E e	F f	3 3							3
<b>4<sup>sup</sup></b>	G g	H h	I i	4 4	Ë ë	İ ı					4
<b>5<sup>sup</sup></b>	J j	K k	L l	5 5							5
<b>6<sup>sup</sup></b>	M m	N n	O o	6 6	Ö ö						6
<b>7<sup>sup</sup></b>	P p	Q q	R r	5 5	7 7	Ş Ş					7
<b>8<sup>sup</sup></b>	T t	U u	V v	8 8	Ü ü						8
<b>9<sup>sup</sup></b>	W w	X x	Y y	Z z	9 9						9
<b>0</b>	.	,	?	!	0	+	-	:	'	"	0, P (Pause)
	.	,	?	!	0	+	-	:	'	"	
<b>#</b>	#	*	@	\	/	-	(	)	=	§	#
	#	*	@	\	/	-	(	)	=	§	
<b>f.*</b>	Toggle upper/lower case										*




### Insert a pause in a number



You may need to do this if you are connected to a switchboard. When entering a number, usually after entering the switchboard access code (e.g. 9) press and hold 0 until P appears in the display.






### Searching for a name

Example: To search for Oliver, press 6 three times to display the first entry beginning with O, then use  and  to scroll to Oliver.









### Dial/view a number

1. Press  to open the directory. The first entry is displayed.
2. Press  or  to scroll through the directory to the entry you want.

Or, search alphabetically, using the keypad to enter the first letter of the name you want, then scroll to the exact entry using the  or  buttons.

3. Press , then  to display **Select** and  to confirm.
4. The selected entry will be displayed ready to be dialled out. Press  or  to dial.

### Edit a directory entry

1. Press  to open the directory. The first entry is displayed.
2. Press  or  to scroll through the directory to the entry you want.
3. Press , then  to display **Change** and press  again to select.
4. The stored number is displayed followed by a flashing cursor. Edit the number using  to delete incorrect digits and enter new ones using the keypad, then press .

- The name is displayed followed by a flashing cursor. Edit the name using **Clr** to delete incorrect characters and enter new ones using the keypad, then press **Menu** to save.
- Stored** is displayed. Press and hold **Gr** to return to standby mode.

### Delete a directory entry

- Press **▼** to open the directory. The first entry is displayed.
- Press **▲** or **▼** to scroll through the directory to the entry you want.
- Press **Menu** then **Ⓜ** to display **Delete** and press **Menu** to select.
- Delete?** is displayed. Press **Menu** to confirm.
- Deleted** is displayed. Press and hold **Clr** to return to standby mode.










See page 24 for help with entering names.

If you have purchased a BT Freestyle 225 multiple pack, entries are only deleted on the handset you are using.

# Handset settings










## Ringer melody



There are 6 different ringer melodies to choose from.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. **Ring melody** is displayed, press  to select.  
The current melody is played for 5 seconds.
4. Press  or  to select your preferred melody.
5. Press  to store. You hear a confirmation tone and **Stored** is displayed.
6. Press and hold  to return to standby.

## Ringer volume















There are 6 different ringer volume levels to choose from.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. Press  or  until **Ring volume** is displayed, press  to select. The selected ringer melody is played at the current volume for 5 seconds.
4. Press  or  to select your preferred volume.

5. Press  to store. You hear a confirmation tone and **Stored** is displayed.
6. Press and hold  to return to standby.










### Handset tones on/off

Your BT Freestyle 225 has a series of tones designed to alert you to certain situations. A tone will sound: when the battery is low; when you move out of range of the base and there is no coverage; to confirm each button press (key beeps). You can switch the handset tones on or off.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup handset** and press .
3. Press  or  until **Tones** is displayed, press  to select.
4. Press  or  to select the tone you want and press  to select.
5. Press  or  to display either **On** or **Off** and press  to confirm.
6. You hear a confirmation tone and **Stored** is displayed.
7. Press and hold  to return to standby.








### Handset name

You can give each handset a name up to a maximum of 11 characters, for example “Kitchen”. It will still display its number.

1. Press  to open the main menu.
2. Press  or  until the display shows SETUP H/SET and press .
3. Press  or  until Hs Name is displayed, press  to select.
4. Press  to delete characters and use the keypad to enter the name you want, then press  to confirm.

### Registering handsets

If you have purchased a Twin, Trio or Quad, the handsets in these packs are already pre-registered to the main base.

1. Press  and  or  until REGISTRATION is displayed, then press .
2. REGISTER is displayed, press  and ENTER PIN will be displayed.
3. Enter the base PIN (original setting 0000) and press .
4. The handset will display Searching, press and hold the  button on the base.

5. The handset will temporarily display **Registered** then will display **Handset** and will be automatically assigned the next handset number.

### De-registering a handset





You can de-register any handset from a base using any of the handsets that are registered to it.

1. Press **Menu** and **▲** or **▼** until **REGISTRATION** is displayed, then press **Menu**.
2. Press **▲** or **▼** until **DEREGISTER** is displayed, press **Menu** and **Enter** PIN will be displayed.
3. Enter the base PIN (original setting 0000) and press **Menu**.
4. Use **▲** or **▼** to display the handset number you wish to de-register, then press **Menu**.
5. **DEREGISTER?** will be displayed, press **Menu** again to confirm.

### Restore default settings

You can reset your BT Freestyle 225 handset to its default (original) settings.

1. Press **Menu** to open the main menu.
2. Press **▲** or **▼** until the display shows **Setup handset** and press **Menu**.

3. Press  or  until **Reset** is displayed, press  to confirm.
4. **Reset ?** is displayed. Press . **Stored** is displayed.

### Default settings










Earpiece volume	3
Handsfree volume	3
External handset ringer melody	1
External handset ringer volume	5
Battery low tone	On
Out of range tone	Off
Key beeps	On
Keypad lock	Off
Redial list memory	Empty
Directory	Empty
Calls list	Empty




# Base settings

## Change PIN code

Your System PIN can help prevent unauthorised users from changing the settings on your phone.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. **Change PIN** is displayed, press  to select. **Enter PIN** is displayed.
4. Enter the existing PIN code using the keypad and press . **New PIN** is displayed.
5. Enter a new 4 digit PIN code using the keypad and press . **Repeat PIN** is displayed.
6. Re-enter the new PIN code and press . **Stored** is displayed.
7. Press and hold  to return to standby.

## Mailbox number

Your mailbox number is preset to 1571. This means that when you hold down  the phone will automatically dial BT's 1571 service. If you do not use 1571 you may want to change your mailbox number.












The default PIN setting is 0000.


If you change your PIN, keep a note of the new number by writing it in the space provided on page 56.

If you enter the wrong PIN code **Wrong PIN** will be displayed.

Tone is the default setting for the UK. You should only have to change this if connected to a switchboard that requires Pulse dialling.








### To change your mailbox number:





1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. Press  or  until the display shows **Voice mail** and press . **Mailbox No** is displayed press .
4. The current mailbox no. is displayed. Press  to delete the current number then enter your desired number.
5. Press . **Stored** will be displayed. Press and hold  to return to the idle screen.

Now when you hold down the  your phone will automatically dial the number you entered.

### Dial mode











Your BT Freestyle 225 is pre-set to tone dialling (DTMF). You can set the dial mode to pulse dialling if your switchboard requires.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. Press  or  until the display shows **Dial mode** and press  to select.

4. Press  or  to display either **Tone** or **Pulse** and press . You hear a confirmation tone and **Stored** is displayed.
5. Press and hold  to return to standby.

### Restore default settings

You can reset your BT Freestyle 225 base to its default (original) settings.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. Press  or  until **Reset** is displayed, press  to select.
4. **Enter PIN** is displayed. Enter the 4 digit PIN code using the keypad and press .
5. **Reset?** is displayed. Press  to confirm, **Stored** is displayed.
6. Press and hold  to return to standby.

The default PIN code is 0000.

### Default settings

PIN code	0000
Mailbox number	1571
Dial Mode	Tone

# Caller Display

## IMPORTANT

To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

For more information on BT Calling Features, call BT free on 0800 800 150.

If the caller has withheld their number the display shows **Withheld**.

If a call is received from an international number **INTERNATIONAL** is displayed.

## Caller Display

If you subscribe to Caller Display, you can see your caller's number (provided it is not withheld) on your handset display before you answer the call.




If you have stored a name for the calling number in your handset directory, the name will be displayed instead.





## Calls list

When a call is not answered or is picked up by the answering machine, the display shows **New Calls** and your caller's telephone number will be stored in the Calls list. The Calls list holds up to 10 missed calls. If your caller has withheld their number there is no indication of a missed call and the call will not appear in the calls list.












When the Calls list is full, the oldest call will be replaced by a new call, the most recent call will always be at the top of the list. If a caller rings again their number will move to the top of the list.

## View/dial a number




1. Press , to open the main menu.
2. Press  to display **Calls List** and press  to select.


3. The most recent missed call is displayed. Press  or  to scroll through the Calls list.
4. Press  or  to dial the number displayed.

### To copy a Calls list number to the directory

1. Press , to open the main menu.
2. Press  to display Calls List and press  to select. The most recent missed call is displayed.
3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display Store No. and press  to select.
5. Name is displayed. Enter a name using the keypad and press  to confirm.
6. Stored is displayed. Press and hold  to return to standby mode.









### Delete a number

1. Press , to open the main menu.
2. Press  to display Calls List and press  to select. The most recent missed call is displayed.













Instead of accessing the Calls list via the menu, you can press  from standby.

If a number is stored in the Directory, the caller's name will be displayed instead of the number.

If there are no Calls list numbers stored, Empty will be displayed.

3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display **Delete** and press  to select.
5. **Delete?** is displayed, press  again to confirm.
6. **Deleted** is displayed. Press and hold  to return to standby mode.

### Delete the entire Calls list

1. Press , to open the main menu.
2. Press  or  to display **Calls List** and press  to select. The most recent missed call is displayed.
3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display **Delete list** and press  to select.
5. **Delete list?** is displayed, press  again to confirm.
6. **Deleted** is displayed, then **EMPTY**. Press and hold  to return to standby mode.



# BT Calling Features

By pressing the **BT** button on the handset your BT Freestyle 225 gives you easy access to a range of pre-stored BT Calling Features.




These are:

Helpdesk	Divert Off	Call Wait Off
Dir Enquiries	Check Divert	Call Wait ???
Divert On	Call Wait On	

## BT Helpdesk




1. Press **BT**, Helpdesk is displayed. Press  or . The BT Helpdesk for this product will be automatically dialled.

## BT Directory Enquiries

1. Press **BT**, then scroll  to DirEnquiries and then  or .

## Call Divert On

Divert all incoming calls to another number of your choice.

1. Press **BT** then scroll  to Divert On.
2. Press  or  to dial the code.
3. Follow the spoken instructions.





BT Calling Features may require a subscription with a fee payable for the service. Please contact BT on 0800 800 150 for further details.

The BT Calling Features works in exactly the same way as the main name and number directory and can store up to 10 entries.





If you prefer, you can delete the pre-stored entries and replace them with your own numbers.

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)


### Call Divert Off

1. Press  then scroll  to Divert Off.
2. Press  or  to dial the code.
3. Listen for confirmation of your instructions.





### Check Divert

1. Press  then scroll  to Check Divert.
2. Press  or  to dial the code.
3. Listen to hear the status of your Call Divert.





### Call Waiting On

Call Waiting lets you know if another person is trying to contact you whilst on a call. If a second caller rings you will hear a beep in the handset. Pressing the  button allows you to switch between callers.







1. Press  then scroll  to Callwait On.
2. Press  or  to dial the code.
3. Listen for confirmation of your instructions.

### Call Waiting Off

1. Press  then scroll  to Callwait Off.
2. Press  or  to dial the code.
3. Listen for confirmation of your instructions.

### Check Call Waiting

1. Press  then scroll  to Callwait???.
2. Press  or  to dial the code.
3. Listen to hear the status of your Call Waiting.

For help with entering names, see page 24.

If you are not connected to the BT network, some of these services may not be available. Please contact your Network Provider.

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

### Add/edit a service

1. Press **BT** then scroll **▼** to the service you want to edit or to display **EMPTY** and press **Menu**.
2. **CHANGE** is displayed press **Menu**. If there is a previously stored number, this will be displayed.
3. If necessary edit the number, pressing **Clr** to delete any existing digits, then enter the new service number using the keypad and press **Menu**. If there is a previously stored name, this will be displayed.
4. If necessary edit the name, pressing **Clr** to delete any existing characters, then enter the new service name using the keypad and press **Menu**.
5. **Stored** is displayed. Press and hold **Clr** to return to standby mode.

### Delete a service

1. Press **BT** then scroll **▼** to the service you want and press **Menu**.
2. Scroll **▼** to display **Delete** and press **Menu**. **Delete?** is displayed.
3. Press **Menu** to confirm. **Deleted** is displayed. After 2 seconds the display shows **EMPTY**.
4. Press and hold **Clr** to return to standby mode.

# Answering machine

Your BT Freestyle 225 can digitally record up to 15 minutes of messages. Each message can be up to a maximum of 3 minutes long.

You can operate your BT Freestyle 225 from:

- the handset
- remotely from any external Touchtone™ telephone.





Your BT Freestyle 225 comes with two pre-recorded outgoing messages, one for Answer and Record mode and one for Answer Only mode. You can also record your own outgoing message.

Your BT Freestyle 225 gives clear voice prompts to help you when using the answering machine.

## Switch on/off

When first connected to the mains power, your BT Freestyle 225 is set to ON and Answer and Record.

When set to on, the  symbol is displayed.


1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed and press  to select.

The display shows **\*\*Listen\*\***. Listen to the voice prompt, "To hear the main menu, press 1".




If you have not already set the day and time, you will need to do this so that you will know when each message was received, see page 8.

### Call Screening

When a caller is leaving a message Screen? appears on the display.

Pressing  allows you to monitor the message being left without the caller hearing you.

You can then press  to accept the call or  to stop monitoring.

3. Press  to hear the menu choices.
4. Press  to switch the answering machine on or off. The machine confirms by announcing “Answer on” or “Answer off”.
5. Press and hold  to return to standby mode.

## Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT Freestyle 225 comes with two pre-recorded outgoing messages to choose from. You can also record your own outgoing messages.

### Answer and Record

This allows your caller to leave a message for you. The pre-recorded message is “Hello, your call cannot be taken at the moment, so please leave your message after the tone.”

### Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is “Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”

### Select answer mode

1. Press **Menu** twice to enter the answering machine mode.
2. Press **A** or **▼** until **Ans settings** is displayed and press **Menu** to select.

The display shows **Listen**. Listen to the voice prompt, “To hear the main menu, press 1”.

3. Press **7 (ANS)** until you hear the answer mode you want, either “Answer only is on” or “Answer and record is on”.

### Record your own outgoing message

Your message can be up to 2 minutes long. It replaces the pre-recorded outgoing message, but you can reinstate this later if you wish.

1. Press **Menu** twice to enter the answering machine mode.
2. Press **A** or **▼** until **Ans settings** is displayed and press **Menu** to select. Listen to the voice prompt, “To hear the main menu, press 1”.
3. Press **9 (REC)**. Speak your message clearly after the tone.
4. To end recording, press **##**. Your message is played back for checking.

### Play/check outgoing message


1. Press **Menu** twice to enter the answering machine mode.
2. Press **A** or **▼** until **Ans settings** is displayed. Press **Menu** to select. Listen to the voice prompt, “To hear the main menu, press 1”.
3. Press **8 FIV**. Your outgoing message is played back.

### Reinstate pre-recorded outgoing messages



This means deleting your own recorded outgoing message.

1. Press **Menu** twice to enter the answering machine mode.
2. Press **A** or **▼** until **Ans settings** is displayed. Press **Menu** to select. Listen to the voice prompt, “To hear the main menu, press 1”.
3. Press **8 FIV**. Your outgoing message begins to play.
4. During playback, press **5 HL**. The message stops and the pre-recorded outgoing message is played in its place.

## Message playback

When you have new messages stored on your BT Freestyle 225 answering machine the  icon will flash in the display.



### Playing messages


1. Press  twice to enter the answering machine mode. Play message is displayed.
2. Press . The machine announces, “You have (n) new messages”, and your new messages are played back.


The machine then announces, “You have (n) old messages”, and any old messages are played back. New messages will always be played back first.

During playback, you can choose any of the following options:

Press  to stop playback.



Press  to replay the current message. Press  again to go to the start of the previous message.

Press  to skip to the next message.






Press  to delete the current message.

3. Press and hold  at any time to return to standby mode.

### Adjust volume for message playback

1. During message playback, press  or , until you reach the required level.

### Delete all old messages

1. Press  twice to enter the answering machine mode.
2. Scroll  to Del all old and press .
3. Delete all? appears. Press  to confirm.  
All deleted is displayed.
4. Press and hold  to return to standby mode.

### Memory full

If the memory becomes full when a caller is leaving a message the machine announces “Memory full, thank you for calling” and hangs up.

When the memory is full, your answering machine will automatically switch to Answer Only mode. You must delete messages to allow for more messages to be recorded, see above.



## Answer delay

Answer delay sets the number of times your BT Freestyle 225 will ring before the answering machine picks up your call. The default setting is 6 rings. You can change this setting to 2-8 rings or to time saver mode.

1. Press **Menu** twice to enter the answering machine mode.
2. Press **A** or **OK** until **Ans settings** is displayed. Press **Menu** to select. Listen to the voice prompt, "To hear the main menu, press 1".
3. Press **1** to hear the menu choices.
4. Keep pressing **#8** until you hear the answer delay setting you want.
5. Press and hold **Gr** to return to standby mode.

## Remote access

You can operate your answering machine remotely from any Touchtone™ phone by calling your BT Freestyle 225 and entering a 4-digit security code.

### Time Saver

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages.

If your answering machine answers after 2 rings, you have new messages. If you have no new messages it will answer after 6 rings.

So if you hear a third ring, you can hang up before you are connected, saving you the cost of a call.

Keep a note of your remote access code by writing it in the space provided on page 56.

The default PIN setting is 0000.

### Change security PIN code

1. Press **Menu** to open the main menu. The display shows **ANS. MACHINE**.
2. Press **Menu** then **▲** or **▼** until **SECURITY PIN** is displayed.
3. Press **Menu** and **ENTER PIN** is displayed. Enter your existing PIN using the keypad and press **Menu**.
4. **NEW PIN** is displayed. Using the keypad enter your new four digit PIN and press **Menu**.
5. **REPEAT PIN** is displayed. Re-enter your new four digit PIN and press **Menu**. The display shows **STORED**.
6. Press and hold **Clr** to return to standby.

### Switch answering machine on

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

1. Dial your phone number and after 20 rings you will hear, "Please enter your security code". Enter your 4-digit code.
2. Press **0** to switch the answer machine on.

## Check for messages

1. Dial your phone number. When you hear your outgoing message, press **1\***. You will hear, “Please enter your security code”.
2. Enter your 4-digit code and your machine announces “You have (n) new messages”. The new messages are then automatically played back to you.

## Remote access commands

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The commands are:

- 1** Play remote access menu
- 2** ALL Play all messages
- 3** NEW Play new messages
- 4** PREV Skip back to previous message
- 5** DEL Delete current message
- 6** NEXT Skip forward to next message
- 7** ON/OFF Set answer only on/answer and record on
- 8** OUT Play outgoing message
- 9** MSG Record a new outgoing message
- 0** Set answer on/off

If you enter the incorrect PIN code, you will hear “Incorrect security code”. You have two chances to enter the correct remote access security code before your BT Freestyle 225 hangs up.

### Time saver

If you have set the answer delay to Time Saver, your answering machine will answer after 2 rings if you have new messages. If you do not have new messages it will answer after 6 rings. This enables you to hang up if you hear more than 2 rings before you are connected, saving you the cost of a call. See Answer delay, page 49.

If you do not press any button for 4 seconds, your BT Freestyle 225 announces “Thank you for calling” and then hangs up.

If you enter your security code incorrectly, after the second attempt, your BT Freestyle 225 will announce: “Thank you for calling” and will hang up.

# Help

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If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## Handset not registering?

Is **Searching** displayed on the handset?

Check that the base is plugged into the mains power and switched on.

Check that there are charged batteries in the handset and that they are fitted correctly.

## Forgotten your PIN number



Try entering the default PIN = 0000. If you have changed the number and cannot remember it, contact the BT Freestyle Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## No display


Check that the handset batteries are charged and correctly fitted.

If necessary, replace the batteries.

## Nothing happens when you press any button

Is the  symbol displayed? If so, the key lock is on, press and hold  for 1.5 seconds to unlock the keypad.

## No connection between handset and base

You may be out of range, is the  symbol flashing? If so, move closer to the base.

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

### **Handset is not charging properly**

Make sure the handset is placed properly on the base/charger. When charging, the battery symbol is shown filling up.



Clean the charging contacts with a soft, slightly damp (not wet) cloth.

### **Handset does not ring**

Check that the batteries are inserted correctly.

Check that the handset ringer has not been switched off, see page 21.

### **Your caller cannot hear you**

Is the  symbol displayed? If so, secrecy is switched on. Press the  button to speak to your caller again.

### **Incoming caller's number is not displayed even though you have Caller Display**

Caller has to allow their number to be sent. It has been withheld or is unavailable.

### **IMPORTANT**

The BT Freestyle 225 cordless telephone is not designed for making emergency telephone calls when the power fails.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

# General information

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## Safety information

Only use the power supply supplied with your BT Freestyle 225. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

Only use the telephone line cord supplied with your BT Freestyle 225, otherwise your telephone may not work correctly.

For the handset, use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 600mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.

If the keylock is switched on, it is NOT possible to make calls, including emergency numbers (999/112).

Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.

Radio signals 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.

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 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 BT Freestyle 225 handset may become warm when the batteries are being recharged. This is normal. 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 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 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.

## Connecting to a switchboard

### Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

### Dialling mode

Your BT Freestyle 225 is set to DTMF (Tone) dialling. Some switchboards may require Pulse dialling. To change the dialling mode, see Dial mode page 34.

### Recall (R)

Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider.

### Guarantee

Your BT Freestyle 225 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 Freestyle 225, 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.

**Within the 12 month guarantee period:**

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 52 or contact the BT Freestyle Helpdesk for assistance on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com).

In the unlikely event of a defect occurring, please follow the Helplines' 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 suggest that you call our recommended repair agents on 0870 240 5029.

**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, or your preferred carrier.

**Additional/Replacement Items**

For a full range of replacement items for the BT Freestyle 225 range please call 0870 240 3962.

**For your records**

Date of purchase:

Place of purchase:

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

Enter your system PIN here:

[ / / / ]

Enter your security PIN code here:

[ / / / ]



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## Technical information

### How many telephones can you have?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. The BT Freestyle 225 has a total REN of 1, i.e. for a base and up to 4 handsets. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. 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 approved power supply, item code 040371.

Only use approved AAA NiMH rechargeable batteries.

### Additional handsets

The BT Freestyle 225 is NOT GAP compatible. You can only register BT Freestyle 225 handsets to your BT Freestyle 225 base station.

### 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).

If you would like a copy of the Declaration of Conformity please visit:

[bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)





## 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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