

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



User Guide

BT FREESTYLE 650



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



Welcome...

to your BT Freestyle 650
Digital Cordless Telephone
Answering Machine

- The big button keypad and large backlit display together with digital quality sound make the BT Freestyle 650 easy to use, see and listen to.
- 12 Minutes digital recording time with a capacity for up to 59 messages.
- Access your messages remotely from any other touchtone™ phone.
- Use Caller Display to see who is calling before you pick up the phone and keep track of incoming calls with the 30 number Calls list.*
- Use the phonebook to store and dial up to 30 of your most frequently used phone numbers.
- Handsfree operation for greater flexibility when on the phone.

* Feature requires subscription to a caller display service from your network provider. A quarterly fee may be payable.

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 Freestyle 650 please contact the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com. Alternatively, you may find the answer in ‘Help’ at the back of this guide.

Hearing aid?

The BT Freestyle 650 is fitted with an inductive coupler so it is compatible with hearing aids.

Got everything?

- BT Freestyle 650 handset
- BT Freestyle 650 base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (item code 005391)
- Telephone line cord

If you have purchased a BT Freestyle 650 multiple pack you will also have the following items for each handset:

- BT Freestyle 650 additional handset
- BT Freestyle 650 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for charger (item code 015124)

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Getting started

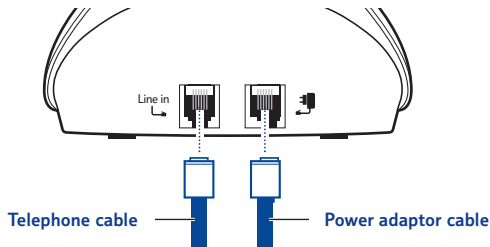
Location

You need to place your BT Freestyle 650 close enough to a mains power and telephone wall socket so that the cables will reach.

The strength of the handset signal depends on where you site the base. Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Do not place your BT Freestyle 650 in the bathroom or other humid areas.

Setting up the base and handset

1. Plug the power adaptor and telephone cable into the back of the base. Only use the cables provided with the product.



Handset range

The BT Freestyle 650 has a range of 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

IMPORTANT

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


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

Which socket?

 Power socket

 Telephone line socket

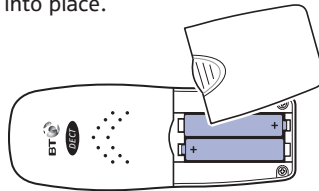
Signal strength

The  icon on your handset indicates when you are in range. When it flashes, you are out of range.

2. Plug the power adaptor into the mains wall socket and switch the power on. When connected correctly, you will hear two beeps and the green Power light and the red Messages light on the base will come on.


Your BT Freestyle 650 answering machine will announce, *“Answer On. Calls will be answered after 6 rings”*.


3. Place the battery ribbon in the base of the handset battery compartment. Insert the 2 x AAA rechargeable batteries supplied observing the polarity (+ and -) markings. Then slide the battery compartment cover into place.



With batteries installed the display will show:



The  icon will flash while the handset searches for the base.

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

When the handset has linked with the base the idle display will be shown:




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.

Set day and time

You will need to set the day and time so that you know when each answering machine message was received.

Once a message has been played back, the machine will announce, for example, *“Tuesday, four fifty, pm.”*

1. Press *and hold*  until you hear the current day setting.

Talk/Standby time

In ideal conditions, the handset batteries should give about 10 hours talk time or 100 hours standby on a single charge. The base must remain plugged in to the mains and switched on at all times.

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

Battery low warning

If the battery charge becomes low during a call you will hear a warning beep every minute (provided the battery warning beeps are set to on, see page 41). If the battery runs out you will be cut off. 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 Freestyle 650 Helpline on 0870 605 8047.

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










To scroll through days / hours / minutes rapidly, *press and hold*  or . After the desired setting is announced, *release* the  or  and press  to confirm.

Default day and time

The default date and time is Saturday, 12.01pm. If the power to the base is lost, the date and time will revert to this default setting. Your messages will be unaffected.

To check current day and time setting

Press and release the  button.

2. Press *and release*  or  *repeatedly* to scroll through the days. After the correct setting is announced press . The day is announced followed by the current hour setting.
3. Press *and release*  or  *repeatedly* to scroll through the hours. After the correct setting is announced press  to select. The day and hour are announced followed by the current minute setting.
4. Press *and release*  or  *repeatedly* to scroll through the minutes. After the correct setting is announced press  to select. The newly set day and time are announced.

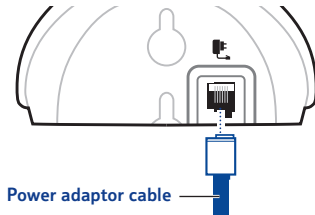
BT Freestyle 650 multiple pack owners only


For each additional handset:

You need to place your BT Freestyle 650 charger close enough to a mains power socket so that the cable will reach.

Setting up the charger and additional handset

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 handset battery compartment. Insert the 2 x 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.

Your BT Freestyle 650 is ready for use.

BT Freestyle 650 Additional Handset

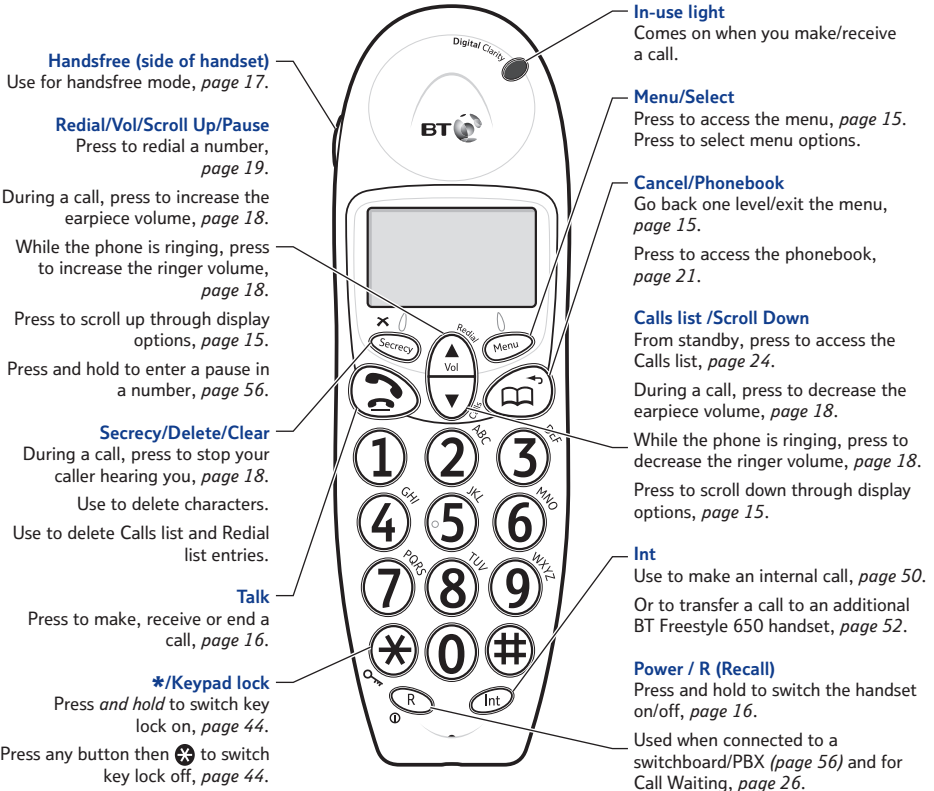
Your BT Freestyle 650 handsets are the same, so instructions throughout this guide apply to both.

Handset numbers

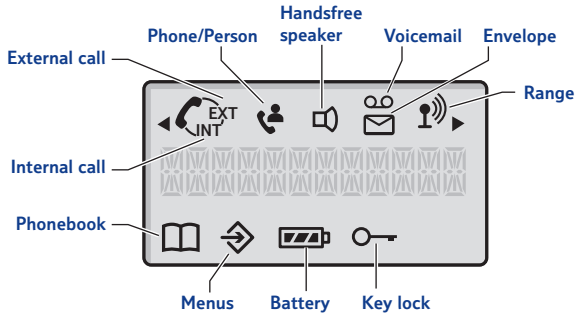
Once registered with the base, each handset will display its handset number, 1 and 2 respectively.
















Getting to know your phone

Handset buttons



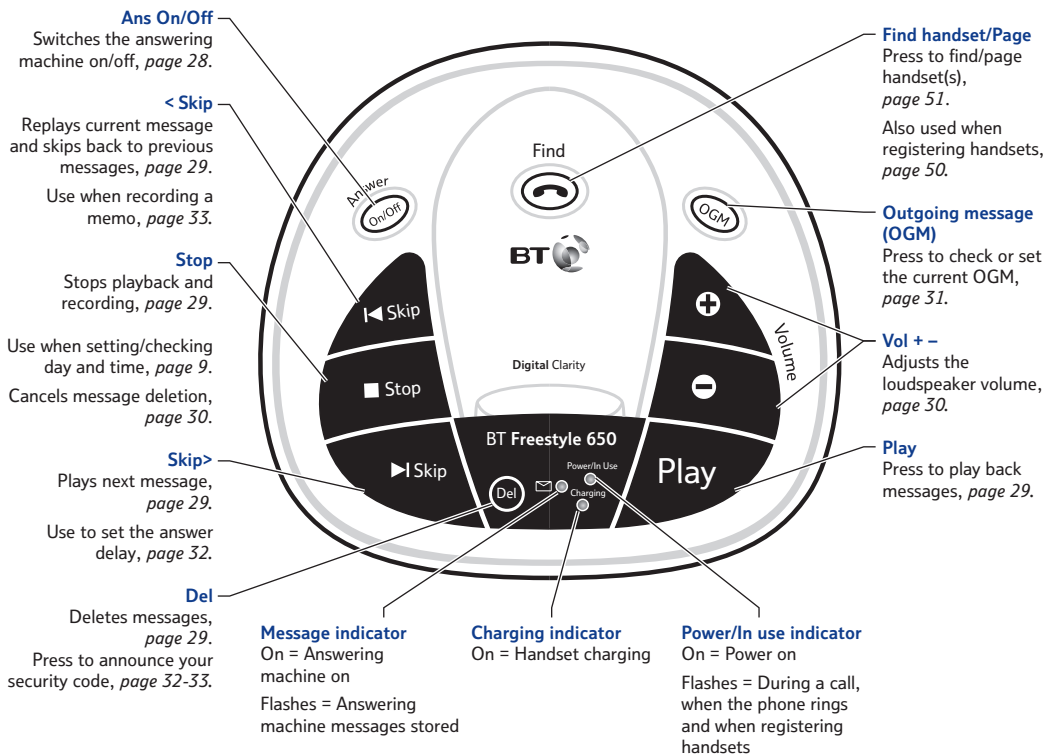
Handset display icons – These are the symbols you will see on your handset’s screen.



-  Indicates a call is in progress.
-  EXT icon flashes when you receive an external call. Stays on during the conversation.
-  INT icon flashes when you receive an internal call. Stays on during the internal conversation.
-  Displayed when you are using your phone in handsfree mode, *page 17*.
-  Flashes when you have new unanswered calls in the Calls list.*
-  When viewing the Calls list, indicates an answered call, *page 24*.*
-  When viewing the Calls list, indicates an unanswered call, *page 24*.*
-  Displayed when you are viewing the phonebook, *page 21*.
-  Indicates when the battery is fully charged, *page 9*.
-  Indicates when the battery is low, *page 9*.
-  Indicates when the Key lock is on, *page 44*.
-  Steady when handset is in range of the base. Flashes when out of range.
-  Displayed when you are using the menus.
-  Indicates hidden digits (when the displayed number is longer than 12 digits).
-  Voice mail message received.

* For these features to work you must subscribe to your Network Provider’s Caller Display* and/or Call Waiting* service. A quarterly fee may be payable.





Base buttons and LEDs



Navigating the menus

Your BT Freestyle 650 handset has a menu system to guide you through the handset and base options. Refer to the menu map below for the available options.

When the handset is displaying the idle screen:

1. Press  to open the main menu.
2. Use  and  to scroll through the menu list.
3. When the menu item you want is displayed, press  to select and view the sub-menus available.



Phonebook

Add Entry
Delete Entry
Modify Entry

Set Up

Base Volume
Base Melody
Del Handset
Pin Code
Dial Mode
Default

Handset

Beep
Int Ring Vol
Ext Ring Vol
Int Melody
Ext Melody
Auto Answer
Name
Language
Key Lock

Register

Select Base
Reg Base

Press  to exit a menu.

Keep pressing  to return to the idle screen at any time.

Using the phone


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

Dialling numbers quickly


Numbers can also be dialled in Handsfree mode (page 17), using the phonebook (page 21), and from the calls list (page 24).

When you receive a call, the In Use lights on the handset and on the base flash.


Auto-answer

If you have switched auto-answer off (see page 42) then you will need to press  after lifting the handset to take the call.

Switching the handset power on/off



Press *and hold* the  button.

Make an external call


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

The display shows the  and then the  icons.


Preparatory dialling


1. Enter the 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

The base and handset will ring, the  icon flashes and **CALL** is displayed.

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

If you have subscribed to your network's Caller Display service, the caller's number, or name (if an exact name/number match is found in the phonebook) will also be displayed, *See page 24* for more information.

Call timer


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


Handsfree calling

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

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

The display shows the  and then the  icons.

At any time during the call, to toggle between handsfree mode and normal mode (using the handset), press .

The  button is located on the left side of the handset rather than on the actual keypad.



To end a handsfree call, press .

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

The default setting is 3.

Earpiece volume

There are 5 volume levels to select from. The default is 3. You can only adjust the earpiece volume *during a call*.

1. Press  to increase or  to decrease the earpiece volume. The display shows the set volume, e.g. **EAR VOLUME 2**.

Handset ringer volume



There are 3 volume levels to select from, or you can set the volume to off.

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 . **MUTE** is displayed and your caller cannot hear you.
2. Press  *again* to resume your call.

Redial



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.

If a name/number match is found in the phonebook the name will be displayed instead of the number. Press

-  to toggle between the name and number.
3. Press  to dial the number.

Last number redial


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

Delete a redial number


With the name or number you want to delete displayed:

1. Press . **DELETE?** is displayed.
2. Press  to confirm.

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

Only the last 12 digits of the number will be displayed. The  icon will be displayed if there are more digits to view.

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

Press  to exit a menu. Keep pressing to return to the idle display at any time.










Delete the redial list

With any number from the redial list displayed.





1. Press *and hold* . **DELETE ALL?** is displayed.
2. Press  to confirm.

Store a phonebook entry

You can use the phonebook to store up to 30 names and numbers for easy dialling. Each number can be up to 20 digits and each name up to 12 characters long.

1. Press  to display **PHONE BOOK**.
2. Press  to confirm.
3. Display shows **ADD ENTRY**. Press  to display **NAME?**.
4. Enter a name using the keypad (*see character map, page 22*), then press .
5. Enter the telephone number, then press .
6. Select a ringer melody (1 to 3) using  or , then press .
7. Repeat steps 3 to 6 to add more entries, or keep pressing  to return to the idle display.

Dial a phonebook entry

1. Press .
2. Enter the first letter of the name you want using the keypad, then scroll to the exact entry using  or .
3. Press  to dial the number.

The  icon is displayed while you view the phonebook.

If you have Caller Display enabled on your line and your caller's details are matched to an entry in the phonebook then your handset will ring with the melody selected for that caller.


Using the phonebook with additional handsets

If you are using more than one handset, each handset has a separate phonebook, so you can store 30 entries per handset.

Deleting characters/digits

If you make a mistake, press .

Cancel storing

Press  once to return to **ADD ENTRY**.

Press  repeatedly to exit.

Entering names:

For example, to enter the name Tom:

Press  for T.

Press  three times for O.

Press  for M.

The maximum length for names is 12 characters.

You cannot store a name without a number.

Inserting a Pause

You can insert a Pause in the dialling sequence. This can be useful if your phone is connected to an internal switchboard, see page 56.










Character map

Button	Characters
1	BLANK - 1
2	A B C 2
3	D E F 3
4	G H I 4
5	J K L 5
6	M N O 6
7	P Q R S 7
8	T U V 8
9	W X Y Z 9
















Phonebook entries are listed alphabetically.

If the number has more than 12 digits, press  again to display the remaining digits.



Delete a phonebook entry

1. Press . Display shows **PHONE BOOK**.
2. Press  to confirm.
3. Press  or  to select **DELETE ENTRY**.
4. Press  to confirm.
5. Press  or  to select entry.
6. Press  to confirm. **CONFIRM?** is displayed.
7. Press  to confirm.

Edit a phonebook entry

1. Press . Display shows **PHONE BOOK**.
2. Press .
3. Press  or  to select **MODIFY ENTRY**. Press  to confirm.
4. Scroll to the entry you want using  or .
5. Press .
6. Use  or  to move through the name, and edit using  to delete and enter new characters using the keypad, then press .
7. Use  to delete digits and enter the new number using the keypad, then press .
8. Select a ringer melody (1 to 3), then press . You hear a confirmation beep.

To change individual characters

Use  or  to move the cursor underneath the letter you want to change, then overtype the correct letter.

Caller Display and the calls list

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 Freefone 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 Freestyle 650 will show one of the following explanatory messages:

WITHHELD

UNAVAILABLE

INTERNATIONAL

OPERATOR


PAYPHONE


RINGBACK

If the telephone number is longer than 12 digits, then only the last 12 digits will be displayed. The < icon will be displayed to the left of the number if there are more digits to view.

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. If you have stored the caller's name and number in the phonebook then they will be shown 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  icon will flash in the display.




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

Up to 30 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 and each name up to 12 characters long.

View and dial a calls list entry





1. Press  to open the Calls list.
2. Press  or  repeatedly to scroll through the entries. For each entry, the caller's number is displayed, or their name if a name/number match is found in the phonebook.

3. When viewing an entry press  repeatedly to view the details for the entry: 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 the idle screen.

Delete a calls list entry


1. Press  to open the Calls list.
2. Press  or  repeatedly to scroll to the entry you want.
3. Press . **DELETE?** is displayed.
4. Press  to confirm. The display will return to the idle screen.


Delete all calls list entries

1. Press  to open the Calls list.
2. Press *and hold*  until **DELETE ALL?** is displayed.
3. Press  to confirm (or  to cancel).

What type of call?

The  icon indicates a new call waiting to be viewed.

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 **EMPTY** will be displayed.

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.

You can edit the number (if required) using  or  and the keypad, then press .

A quarterly fee may be payable for this service.

Copy a calls list entry 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  *twice*. **ADD?** is displayed, press .
4. **NAME?** is displayed. Enter the name, then press .
5. The Calls list number is displayed, press .
6. Press  or  to select a ringer melody (1 to 3), then press . You will hear a confirmation beep.

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 (and name if stored in the phonebook) will appear on the handset display.

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

Speak to a second caller

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.

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

Using the answering machine

Ready to record

The answering machine is pre-set to ON, so it's ready to record messages as soon as the base is plugged in.

(Remember to charge the handset for at least 24 hours first).


Your BT Freestyle 650 answering machine uses voice prompts to guide you simply through its operation.

You can operate your answering machine from:

- the base
- remotely, from any other Touchtone® telephone, *see page 36*.

Before first using your answering machine you should set the correct day and time. If you have not done this already when you set up your product, please *see page 9*.

Switching the answering machine on/off

1. Press . The machine announces, “Answer on”, followed by the current outgoing message, or “Answer off”.

The Messages light comes on when the answering machine is switched on.

Listening to your messages

When you have messages recorded on your answering machine, the Messages light will flash.

Play all messages

1. Press **Play**. The total number of messages is announced. All messages are then played back, with the oldest message played back first. After each message the day and time of recording are announced.

Play new messages only

1. Press **and hold Play** until you hear “You have ‘n’ new messages.” Your new messages will be played.

During playback:

Play Pause/resume playback.

◀ Skip Once repeats the current message, *twice* plays the previous message.

▶ Skip Once plays the next message, *twice* plays the message after that.

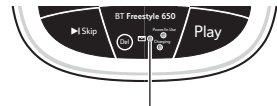
Del Deletes the current message and you hear “*Message deleted*”.

■ Stop Stops playback, machine goes back to Answer On.

At the end of playback:

The machine announces, “*End of messages. To delete all messages, press delete*”. The machine gives you 8 seconds during which you can press:

If no messages are stored on the answering machine, you will hear, “You have no messages”.




Message indicator



Message indicator

Flashes when there are answering machine messages.

Cancel operation

Press  to end any operation at any time.

Loudspeaker volume


You can adjust the base loudspeaker volume at any time. In standby, you hear a beep which gets louder or softer. A double beep signifies the highest or lowest setting. Use the  and  buttons.

Personalise your OGM

To record your own outgoing message, see 'Record your own outgoing message', *see page 31*.

The answering machine is pre-set to Answer and Record mode.

 to delete *all* messages; or

 to *cancel* message deletion. This will also restore any messages you have selected individually for deleting. Any messages not deleted are saved.

You will hear a beep to signal when 8 seconds have elapsed.

Outgoing messages

The outgoing message (OGM) is the greeting a caller hears when the answering machine picks up their call. Your BT Freestyle 650 gives you a choice of two pre-recorded outgoing messages, one for **Answer and Record** and one for **Answer Only**.




Answer and Record

Callers hear the announcement and are able 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

Callers hear an announcement but *cannot* 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 and play outgoing message


1. Press *and hold*  until you hear, “Please select outgoing message.”
2. For **Answer and Record**, press  or for **Answer Only** press . The selected message is played.

Record your own outgoing message(s)

1. Press *and hold*  until you hear, “Please select outgoing message.”
2. Press *and keep holding*  to select **Answer and Record** or press *and keep holding*  for **Answer Only**, until you hear, “Please speak after the tone. To end recording release the button.”
3. After the beep, record your message. Release the button to end recording. Your new outgoing message is played back.

Delete your outgoing message(s)

1. Press *and hold*  until you hear, “Please select outgoing message.”
2. Press  to select **Answer and Record** or press  for **Answer Only**. The selected message begins to play back.

If you only want to hear the current message just press the  button.

Your own outgoing message can be up to 3 minutes long.

Please ensure you speak into the microphone on the base when recording.

You can only delete your own outgoing message, not the pre-recorded message.

What is 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 (see 'Remote access', page 36).



If you have new messages, your answering machine answers after 2 rings. If you do not have new messages, it answers after 6 rings. This gives you a chance to hang up before the line is connected.

3. *During playback*, press . The machine will stop playing your outgoing message and will revert to and play the pre-recorded outgoing message.

Answer delay

Answer delay is the number of times your BT Freestyle 650 rings before the answering machine picks up calls and starts playing the outgoing message to callers. You can choose between 2–9 rings, or Time Saver. The default setting is 6 rings.











Adjust answer delay

1. Press . The machine announces, “*Calls will be answered after X rings.*”
2. Press *and hold* . The machine announces the settings in turn. *Release* the button when you hear the answer delay you want. The new setting is announced.

Security PIN

Your 3-digit PIN lets you access your answering machine remotely from another phone. For security reasons, it is recommended that you change the PIN from the original setting of 000.

Change the security PIN



1. Press *and hold* . The machine announces, “*Security code setting*”, and then, “*First digit*”, followed by the current first digit setting.
2. Press  or  to change the first digit and press  to confirm.
3. You then hear, “*Second digit*”. Press  or  to change the second digit and press  to confirm.
4. You then hear, “*Third digit*”. Press  or  to change the third digit and press  to confirm. Your machine announces, “*Your security code is...*”.

Check the security PIN

1. Press  on the base. The security PIN is announced.

Record a memo

You can record a message at the base which can be listened to and deleted just like any received message.

1. Press *and hold*  until you hear, “*Please speak after the tone.*”
2. Release  to end recording.

IMPORTANT

You should change the security PIN from the original setting of 000.

Please ensure you speak into the microphone on the base.

To listen to memos, see ‘Listening to your messages’, page 28.

When the answering machine memory is full the Message light on the base will flash steadily every half a second.

See 'Listening to your messages' on page 28 for instructions on how to delete messages.

Loudspeaker volume

Use the  and  buttons.

Memory full

When the recording memory has been used up or a maximum of 59 messages have been received, no more messages can be taken. The machine will switch to Answer Only mode and play future callers the message, *"Hello your call cannot be taken at the moment and you cannot leave a message, so please call later."*

You must delete existing messages before new ones can be recorded.


Memory full during a call

When there is approximately 30 seconds of recording memory left, the caller will hear, *"Please complete your call within 30 seconds."*

If the memory runs out or the maximum message length of 3 minutes is reached while a caller is leaving a message, they will hear, *"Thank you for calling"*, before the call is ended.

Call screening

When the answering machine is switched on, you can use the loudspeaker to listen to callers leaving their messages.

1. Press  to interrupt and speak to the caller. Any message they have already recorded will be kept.

Power failure

If the mains power is lost, your answering machine will keep many personalised settings when it is switched on.

The settings after a power failure will be:

Outgoing messageAs last set by you
Answer DelayAs last set by you
On/OffAs last set by you
Message indicatorFlashing, if any messages
 have been recorded
MessagesSaved
VolumeLevel 5
PINAs last set by you
 or 000 default
Day/time12:01 PM Saturday

Remote access

You can operate your answering machine from any modern Touchtone® phone by calling your BT Freestyle 650 and entering a 3-digit security PIN.

Using a PIN code prevents other people from accessing your machine without permission.

Switch on your answering machine from another phone

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

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.

Operating your answering machine from another phone

1. Call your BT Freestyle 650. When you hear the outgoing message, press ***0**.
2. The machine announces, *“Please enter your security code”*, use the phone’s keypad to enter your 3-digit PIN. The machine announces, *“You have ‘x’ new messages”*, and they are played.

The default PIN code is 000.

3. Using the phone's keypad you can replay, pause, skip or delete messages and adjust settings.

- ❶ To hear the menu options.
- ❷ To play/pause/restart your messages.
- ❸ To play new messages only.
- ❹ *Once* to repeat the current message; *twice* to skip back to previous messages.
- ❺ To delete the current message.
- ❻ *Once* to skip to the next message; *twice* to skip to the message after.
- ❼ To switch the answering machine on or off.
- ❽ To play the outgoing message menu, see 'Outgoing message menu' on the following page.
- ❾ To set a new security PIN. Follow the voice prompts.
- ❿ There are two options:

To *hear* the day and time, press **⊕**.

To *set* the day and time, press **⊗**. Follow the voice prompts, when you are asked to, "*Enter the Day and Time after the tone*":

Enter the day: 1= Sunday to 7 = Saturday.

If you make a mistake when entering your PIN you will hear, "*Incorrect security code, please enter your security code.*" Enter the correct PIN. The default PIN code is 000.

If you make a mistake again, you will hear, "*Thank you for calling*," and the machine will hang up.

If you leave the machine on pause for over 1 minute it will announce, "*Thank you for calling*," and hang up.

Delete all messages

To delete all messages, press **❺** when prompted at the end of playback.

Enter hours then minutes using the 24-hour clock, e.g. 1340 for 1:40pm.

4. Hang up the phone to end remote access.

Outgoing message menu

You can record an outgoing message (OGM) and set the message type from another telephone.












1. *During message playback*, press **8**. The machine announces, “*Outgoing message menu:*” which is:
 - 2 To play OGM.
 - 3 To record Answer and Record OGM.
 - 4 To record Answer Only OGM.
 - 5 To select Answer and Record OGM.
 - 6 To select Answer Only OGM.
 - 8 To hear OGM menu again.
 - 1 To hear main menu again.
2. When you have selected the option you want, follow the simple voice prompts.


You can choose a range of settings to suit your personal preferences.

Handset ringer melody and volume

You have a choice of 3 melodies and 3 volume levels (or OFF). You can change the external ringer (ring for an external incoming call) or the internal ringer (ring for an internal call).

To change the external ringer melody

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **EXT MELODY** is displayed then press . The current melody is played.
5. Press  or  to hear and select a melody then press . The handset gives a confirmation tone.
6. Press  repeatedly to return to the idle screen.












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

The default setting is 3.

You can also assign a different ringer melody to entries in your phonebook, see page 21.












The default setting is 3.

To change the external ringer volume












1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **EXT RING VOL** is displayed then press . The current setting is played.
5. Press  or  to select a volume then press . The handset gives a confirmation tone.
6. Press  repeatedly to return to the idle screen.

The default setting is 3.

To change the internal ringer melody

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **INT MELODY** is displayed then press . The current melody is played.
5. Press  or  to hear and select a melody then press . The handset gives a confirmation tone.
6. Press  repeatedly to return to the idle screen.

To change the internal ringer volume

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **INT RING VOL** is displayed then press . The current setting is played.
5. Press  or  to select a volume then press . The handset gives a confirmation tone.
6. Press  *repeatedly* to return to the idle screen.

The default setting is 3.

Key beeps

Your BT Freestyle 650 handset emits beeps to alert you to certain situations. You can set the handset to beep:









1. If the battery is low.
2. If you go out of range of the base.
3. To beep as confirmation each time a handset button is pressed.

These beeps can be switched ON or OFF.

However, beeps which confirm settings cannot be switched off.

The default setting for all key beeps is ON.





Switch beeps on/off

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press . Display shows **BEEP**. Press  to confirm.
4. Press  or  to display the type of beeps you want then press .


KEYTONE – for handset button beeps

LOW BATTERY – for low battery warning beeps












OUT RANGE – for out of range warning beeps

5. Press  or  to select **ON** or **OFF** then press . The handset gives a confirmation tone.
6. Press  repeatedly to return to the idle screen.

Auto Answer










When you receive a call, you can answer it by lifting the handset off the base station, this is called auto answer. When you switch auto answer off, all calls must be answered by pressing .

The default setting is ON.

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press  to confirm.
4. Press  or  until **AUTO ANSWER** is displayed then press  to confirm.
5. Press  or  to select **ON** or **OFF** then press  to confirm. The handset gives a confirmation tone.
6. Press  repeatedly to return to the idle screen.

Selecting a display language

You can select from 7 different display languages for your BT Freestyle 650.



1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **LANGUAGE** is displayed. Press  to confirm.
5. Press  or  until the language you require is shown.

Choose from **ENGLISH, FRANCAIS, DEUTSCH, ITALIANO, ESPANOL, NEDERL DK/NOR/SVE.**

The default setting is OFF.

WARNING








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


6. Press  to confirm. The handset gives a confirmation tone.
7. Press  repeatedly to return to the idle screen.

Key lock on/off


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

To switch key lock on:

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press  to confirm.
4. Press  or  until **KEY LOCK** is displayed then press  to confirm.

The  icon is displayed on the idle screen while the keypad is locked.

To switch key lock off:











1. Press any button and the display shows **PRESS ***.
2. Press  and the display returns to the idle screen.

Quick key lock

1. Press *and hold*  for 3 seconds.


Naming a handset

Each handset registered to the base is assigned a number. You can give a handset a name as well as a number to match the user or location e.g. **ANNE** or **OFFICE**. The name can be up to 10 characters long.

1. Press .
2. Press  or  until **HANDSET** is displayed.
3. Press .
4. Press  or  until **NAME** is displayed then press .
5. Use  to delete an existing name. Enter a new name using the keypad, then press . **NAME** is displayed until the product returns to standby and then the new name you have set will be displayed.
6. Press  *repeatedly* to return to the idle screen.

The new handset name will replace the handset name in the display. The handset number will be shown on the far right hand corner of the display.

Base settings

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

The default setting is 0000.

You can make a note of your new base PIN using the space provided on page 63.











Security PIN

Your BT Freestyle 650 has a security PIN code which you will need to change some of the base settings. The default setting is 0000. You may want to change this to prevent unauthorised changes to your settings.

To change the base PIN code

1. Press .
2. Press  or  until **SETUP** is displayed then press  to confirm.
3. Press  or  until **PIN CODE** is displayed then press  to confirm. **PIN?** is displayed.
4. Enter your old 4 digit PIN then press . **NEW PIN** is displayed.
5. Enter your new 4 digit PIN then press . **RETYPE** is displayed.
6. Enter your new 4 digit PIN again for verification then press . The handset beeps to confirm.
7. Press  *twice* to return to the idle screen.





De-register a handset from the base

1. Press .
2. Press  or  until **SETUP** is displayed then press  to select.
3. Press  or  until **DEL HANDSET** is displayed then press  to select.
4. **PIN?** is displayed, enter your 4 digit PIN then press . **HANDSET? is** displayed.
5. Enter the handset you want to de-register then press .
6. Press  twice to return to the idle screen.

Base ringer melody and volume

You have a choice of 3 melodies and 3 volume levels (or volume OFF).

To change the ringer melody








1. Press .
2. Press  or  until **SETUP** is displayed then press  to select.

You cannot de-register the handset you are using. One handset must remain registered to the base at any time.












If you enter a handset number that does not exist, you will hear a beep tone.

The default setting is 1.










The default setting is 3.

3. Press  or  until **BASE MELODY** is displayed then press . The current melody is played.
4. Press  or  to hear and select a melody then press  to select.
5. Press  *twice* to return to the idle screen.




To change the ringer volume

1. Press .
2. Press  or  until **SETUP** is displayed then press  to select.
3. Press  or  until **BASE VOLUME** is displayed then press  to select.
4. Press  or  to hear and select a volume then press . The handset gives a confirmation tone.
5. Press  *twice* to return to the idle screen.

Reset the handset and base

1. Press .
2. Press  or  until **SETUP** is displayed then press  to select.
3. Press  or  until **DEFAULT** is displayed then press  to select. **PIN?** is displayed.
4. Enter your 4 digit PIN then press . Display will show **CONFIRM?** Press  to select. Your BT Freestyle 650 will reset itself to the default settings.

Reset if you have forgotten your PIN code

1. Press *and hold*  to switch the handset off and remove the handset batteries.
2. Press *and hold*  as you replace the batteries. Wait until the display shows **DEFAULT**.
3. Press  to confirm. After a few seconds the base will beep and the handset and base will reset automatically.

WARNING

If you reset the handset and base, you will lose any names or numbers stored in the phonebook, redial list and calls list.


Using additional handsets

IMPORTANT

You must choose a handset that is GAP compatible to use with your BT Freestyle 650.

You can register up to 4 handsets to one BT Freestyle 650 base.

If the handset does not locate the base, the handset will return to the previous menu. Try to register again by using a different available base number. Ensure that you are in close vicinity of the base.

The  icon is displayed on both handsets during an internal call.

If you purchase a new handset to use with your BT Freestyle 650 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 Freestyle 650 multiple pack any additional handsets comes pre-registered to the base. With 2 or more handsets, you can make internal calls, page handsets and transfer external calls between your handsets.

Registering a new handset to your BT Freestyle 650 base

At the new handset:

1. Follow the new handset's user guide to set the handset in registration mode.

At the BT Freestyle 650 base:

2. Press *and hold* the base  button for at least 5 seconds, until you hear the validation tone (two beeps), then *release* the button.

Making internal calls



You can make internal calls between two BT Freestyle 650 handsets.

1. Press .

2. Enter the other handset number using the keypad (**1** or **2**). 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  again to end the call.

Find a handset/Paging



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


1. Press  on the base. The handset(s) and base will ring for 30 seconds.
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 the other handset.

During an external call:




1. Press  and the number of the other handset. Your caller is put on hold. The other handset will ring.
2. When the handset answers, press  to transfer the call.

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

3-Way conference call

During an external call you can invite another handset to join the conversation.

During your call:


1. Press . Your external caller is put on hold. The display shows **Handset:** then enter the handset number you want to call (e.g. **1-5**).
2. When the receiving handset answers, press *and hold* the  for approximately 2 seconds to begin the conference call.
3. Press  on either handset to leave the conference call. The second handset will remain connected to the external caller.

Using additional bases

Your BT Freestyle 650 handset can be registered to up to 4 other bases.








Registering your BT Freestyle 650 handset to another base

On the base:

1. Press *and hold*  to put the base into registration mode.

The base beeps and the In use light flashes while the handset is being registered.

On the handset:

2. Press .
3. Press  or  until **REGISTER** is displayed then press .
4. Press  or  until **REG BASE** is displayed then press .
5. **BASE 1 2 3 4** will be displayed. The base that you are currently registered to will flash.
6. Enter the number of the base you want to register to.
SEARCH 1 is displayed (where 1 is the base number you are searching for).

IMPORTANT


You can only register your BT Freestyle 650 handset to another base if it is GAP compatible

The default PIN code is 0000.

If registration is unsuccessful, after 1 minute, the handset will display the list of registered bases and you can try again or select another base to use.

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








When the base is located, you will hear a confirmation tone and **PIN?** will be displayed.

7. Enter the base PIN code and press . You hear a tone to confirm you have entered the correct code and the handset returns to idle mode.

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

Selecting a base to use

If your handset has been registered to more than one base you can select which one it uses.

1. Press .
2. Press  or  until **REGISTER** is displayed then press .
3. Press  or  until **SELECT BASE** is displayed then press .
4. All bases that your handset is registered to will be displayed, e.g. **BASE 1 2 3 4**.

The base that you are currently registered to will flash.

5. Enter the number of the base you want to use.

Or

Press  or  to select **AUTO**.

When the handset locates the selected base you will hear a confirmation tone.

If **AUTO** is selected the handset will automatically link to another base with a strong signal, if the signal it is currently receiving from its present base becomes very poor.

Switchboard use

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.

For more information on storing numbers see 'Store a phonebook entry' on page 21.


Pause

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


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  button.

To insert a pause

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












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

Your BT Freestyle 650 is set to tone dialling. If required you can switch it to pulse dialling.


1. Press .
2. Press  or  until **SETUP** is displayed then press .
3. Press  or  until **DIAL MODE** is displayed then press .
4. Press  or  to select either **TONE DIAL** or **PULSE DIAL** then press .
5. Press  *twice* to return to the idle screen.

Temporary change to tone dialling mode

If you have set your BT Freestyle 650 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 Freestyle 650 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.

Many common problems are caused by the telephone and power cables being incorrectly connected, not connected at all, or the power being turned off. Please check that your BT Freestyle 650 has been correctly set up, see page 7, before ringing the BT Freestyle 650 Helpline.

No display

The batteries may be flat or dead.
Recharge or replace the batteries, see page 8.

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 station 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 40 to adjust the volume.

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

Sometimes your BT Freestyle 650 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your BT Freestyle 650 at least one metre away from such appliances to avoid any risk of interference.

The handset charger is not working

Check that the power adaptor is properly plugged into the charger.

Make sure your handset has slotted correctly into the charger.

Check the batteries are fitted correctly into the handset.

Check the base is plugged into 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 24.

Caller's name is not displayed even though their number is stored in the Phonebook

When storing Phonebook numbers, you must remember to store the full number, including the dialling code. Only exact name/number matches will allow the name to be displayed.

Answering machine does not record any messages

The memory may be full. Play and delete old messages, *see page 29*.

Answering machine messages have the wrong date and time

Have you set the date and time? *See page 9*.

Cannot access your messages from another phone

Have you changed the remote access security PIN code? *See page 36*. Always keep a note of the new PIN code in a safe place.

Customer Helpline

Call the dedicated BT Freestyle Helpline on **0870 605 8047** or email bt.helpdesk@suncorptech.com.

- if you are having difficulties using your BT Freestyle 650.
- if you need replacement batteries or mains power lead.

Lines open

8.00am – 8.00pm, Monday to Saturday.
10.00am – 3.00pm, Sundays.

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 005391. If you have purchased a BT Freestyle 650 multiple pack, the item code for the charger mains power supply is 015124.
- 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 Freestyle 650 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.

Hearing aid?

Please note that the BT Freestyle 650 works by sending radio signals between the handset and base. These signals may interfere with some hearing aids, causing a humming noise.

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.

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 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 Freestyle 650 digital cordless telephone answering machine 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 650, 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.

Enter your base PIN here:

[/ / /]

(See *page 46* for more information)**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 58, or contact the BT Freestyle 650 Helpline on 0870 605 8047, 8am–8pm, Monday to Saturday and 10am–3pm, Sunday 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 Freestyle 650

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 Freestyle 650 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 015123.

Only use the approved charger mains power supply, item code 015124 (BT Freestyle 650 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 Freestyle 650 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freestyle 650 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.

Visit us at www.bt.com



Offices worldwide

The telecommunications 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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