



# Premium Phone with Voice Control and answer machine Quick Set-up and User Guide

Digital Cordless Phone with Answer Machine



You'll need a Caller Display service from your network provider to use Call Blocking and other Caller Display enabled features, including accessing your Calls list. Charges may apply.

# Important – please read first

- Only use the line cord, power supply and rechargeable batteries that come with your phone.
- Make sure the power supply is connected to a socket that you know works.
- Connect your phone to the power supply and let the batteries charge for 16 hours before connecting your phone to the phone socket.
- The base should always be plugged in to the mains power supply.

## What is Voice Control?

You can use your Smartphone's personal voice assistant through your Premium Phone to ask the every day questions like "Call mum." or "What's the weather like today?". Find out more on page 50. You will need to pair your mobile to your Premium Phone first to use this feature, see page 8.

## What is BT Call Blocking?

BT Call Blocking puts you back in control by allowing you to choose the calls you want to take and those you want to block. This means that any caller not on your contact list or already blocked is required to announce their name prior to getting through, allowing you to choose which calls to accept or reject.

- If you turn BT Call Blocking off, all calls will be allowed through, even if they're already on your blocked list. See page 25 to change settings.

- You can customise BT Call Blocking to block certain types of call e.g. International, Number Withheld etc. See page 26 to change settings.

- It's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not using BT Call Blocking, and you want to use BT1571 or another voicemail service, then make sure the ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the ring delay to more than 5 rings. See page 38 to set the ring delay.

- Make sure you always add the full telephone number when you save a contact. If you have important numbers that will always need to get through e.g. doctors surgery, National Floodline, Carer Line numbers etc, make sure you've added them to your Contacts or Allowed list.

Powered by  
**trueCall**  
STOPS NUISANCE CALLS

The Premium Phone with voice control, 100% call blocking, mobile sync, powered by **trueCall's award winning technology**, offers you complete control over the calls you want to take and those you wish to block.

# Check the box contents

Handset



Base



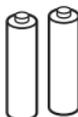
Phone line (this comes already installed)



Mains power adaptor (item code 077861)



Two rechargeable batteries, AAA NiMH 750mAh (already installed in the handset)



## If you bought more than one handset you'll also get:

- Extra handset
- Charger
- Mains power adaptor (item code 077861)
- Two rechargeable batteries, AAA NiMH 750mAh (already installed in the handset)



## Important

Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your Premium Phone if you use any other type of batteries.

# Quick set-up guide

## 1. Plug in

1. Plug the mains power adaptor into the base.
2. Plug the other end into your wall socket and switch it on.
3. The phone line cord is already fitted, but don't plug the other end into the wall socket yet.

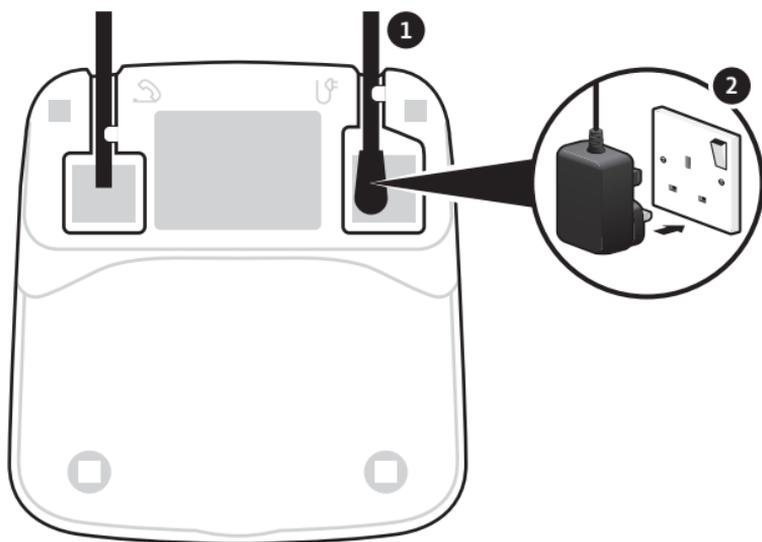


### Important

- Don't connect the phone line to a phone socket until the handset is fully charged.
- The base station should be plugged into the mains power socket all the time.

### Where to put your phone

- Place the base within 3 metres of a mains power socket and 3 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.



## 2. Charge

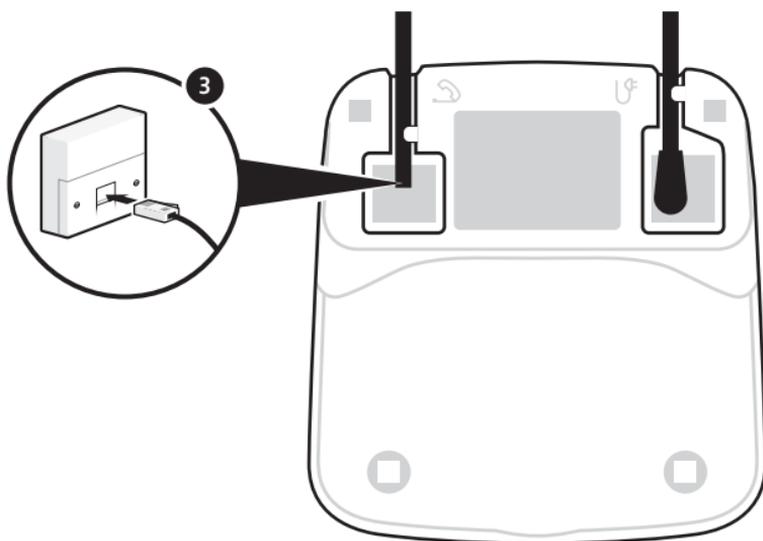
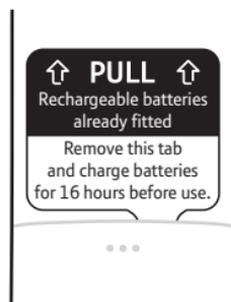
1. Activate the batteries by pulling the plastic tab away from the handset.
2. The BT logo, then the set-up wizard will appear. Before you start following it, place the handset on the base to charge for **16 hours**.



### Important

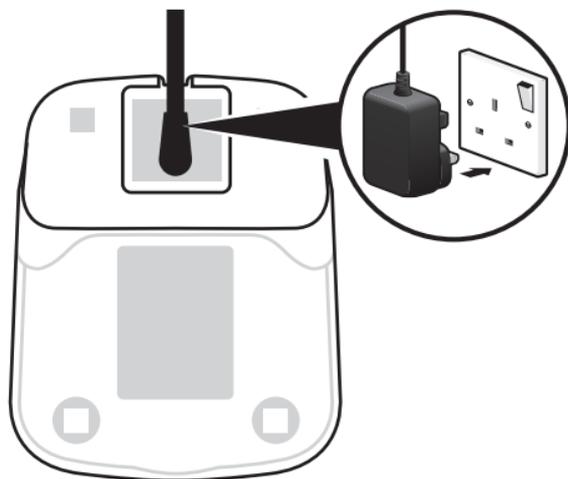
Charge the handset batteries for 16 hours or your phone might not work.

3. Plug the phone line cord into the phone socket.



### Set up for additional handsets (multipacks only)

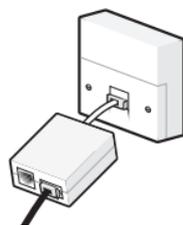
1. Plug the mains power adaptor into the underside of the charger and plug the other end into the mains wall socket and switch on the power.
2. Activate the batteries as explained on page 5.
3. Place the handset on the charger to charge for 16 hours.



### Using your Premium Phone on a line with broadband?

To avoid problems with your broadband or noise on your phone line, you might need to plug your telephone line cord into the wall socket via a microfilter (not supplied).

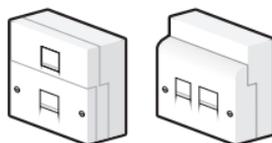
If your main phone socket has a single socket, you do need to use microfilters, like this:



You'll need a microfilter for every phone socket where you've got equipment plugged in – up to a maximum of four per line – including alarm systems and digital TV boxes.

You can get BT ADSL micro filters from [bt.com/shop](http://bt.com/shop)

You don't need to use microfilters if your main phone socket has two separate sockets, like these:



### Tip

If you need to take the batteries out, slide the battery cover down, then gently take the batteries out.

### 3. Follow set-up wizard

Follow the set up wizard to set the time and date, record your outgoing message for the answer machine, set up call blocking and add contacts. Keep following the prompts until you've completed the set up wizard.

#### Set the time and date

1. Select **OK** by pressing the **Left option button** — under the screen. The set up wizard will begin.

Follow the prompts to complete the set up process.

2. Use the keypad to enter the time using the 12 hour clock format e.g. for **3:32 pm** you need to enter **03:32**.

3. Press **Calls** then press **Left** or **Right** to select **AM** or **PM**.

4. Press **Calls** enter the date in the format **DD/MM/YYYY**.

5. Press **Save**. **Saved** is displayed.

#### BT Call Blocking

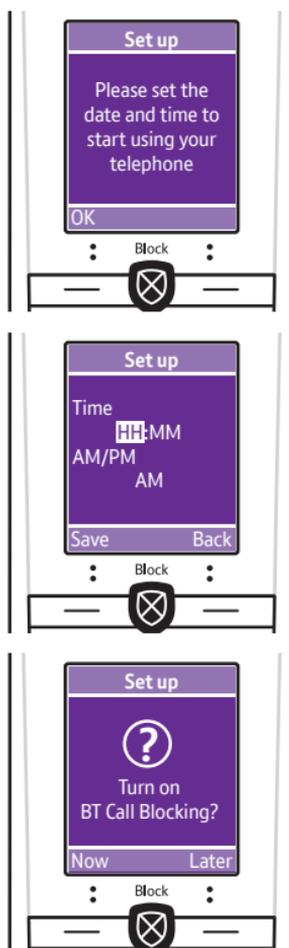
6. Continue to read and follow the prompts you can choose to set Call blocking on now or turn it on later. After pressing **Now** or **Later**, you are given the option to set other features.

7. Press **Yes** or **No**. Once you have gone through all features you press **OK**.



#### Tip

When prompted to select **OK** you can press the **OK** button in the centre of the keypad if you prefer.



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### Syncing your mobile to your Premium Phone using Bluetooth

Using Bluetooth, you can sync all your contacts between your mobile and Premium Phone and make and take your mobile calls. When following the set-up wizard, you can only pair one mobile, but you can pair another later. You'll need the mobile handy when you're going through the steps.

Once synced you also have access to the Voice Control feature, see page 50.

### Pair your phones using the Premium Phone set-up wizard

When following the set-up wizard to pair your phones with the Premium Phone, press **Left** option button , then follow the steps below.

1. On your mobile phone, go to the **Bluetooth Settings** menu. Wait for the list of available devices to load, then tap BT Premium to pair. It may take a few seconds for your mobile to display BT Premium.
2. Select your Premium Phone phone name from the list of available devices on your mobile. Then type **0000** and press the relevant button on your mobile to start pairing.

3. A message will show on your Premium Phone's screen to let you know when it's done. If you want, you can change the display name for your mobile. This can be up to 10 characters long. Then press **Save**.
4. You'll be asked if you want to import your contacts from your mobile. Press **Yes** and the import will start. Press **Stop** at any time if you change your mind.
5. When it's finished, you'll get a message on your screen letting you know how many contacts have been imported. Only contacts with telephone numbers will be imported.



#### Important

For Bluetooth connection to work effectively, place your mobile within 3 metres of the Premium Phone base. Only phone numbers stored to your mobile phone will be transferred. Phone numbers stored on your SIM won't be transferred.



#### Tip

On some mobile phones you may be required to give access to your BT Premium Phone so you can access the contacts list. You'll need to allow this in order to import the contacts across.

# 4. Go!

### **Your Premium Phone is now ready for you to use**

- For help setting the date and time, go to page 45.
- For instructions on making a call, go to page 20.
- For help personalising your phone's settings, go to page 41.
- For instructions on using the answer machine, go to page 35.
- For instructions on using Voice Control, go to page 50.



#### **Tip**

If you call the Helpline for advice, it's a good idea to call using another phone so you can follow any instructions using your Premium Phone.

\* Calls made from within the UK mainland network and mobile networks are free. International call costs may vary.

Or, you may find the answer in the Help section on page 63, or see our online frequently asked questions at [bt.com/premiumvc](https://bt.com/premiumvc)

If you need to call the Helpline, please read the Common questions section on pages 55 - 57 first. It contains troubleshooting tips for common problems and frequently asked questions. If you still need some help, call the Helpline on 0800 145 6789\*.

# Contents

## 4 Quick set-up guide

### 14 Getting to know your phone

- Handset buttons

### 16 Handset display

### 17 Calls list screen

### 18 Finding your way around your phone

- When the handset is switched on and at the home screen

### 19 Base buttons

## 20 Using the phone

- Making calls
- Ending calls
- Making a handsfree call

### 21 Mute

- Redial
- Redial a number
- Changing the call volume
- Call Waiting

### 22 Voicemail (BT 1571)

- Locking or unlocking the keypad
- Turning the handset ringer on or off
- Finding the handset (Paging)

## 23 Block nuisance calls

- You need Caller Display

- Your Premium Phone has four Blocking modes to help you manage incoming calls:

- To switch BT Call Blocking on or off

### 24 The Block button

- How do I accept, block or send a call to the answer phone?
- Switching it on and off

### 25 To switch BT Call Blocking off

## 26 Call control settings

- My Blocked and Allowed lists
- Do Not Disturb
- Outgoing call control

### 27 The VIP list (allows certain calls through on Do Not Disturb)

- Change the access PIN

## 28 Contacts

- Adding a contact
- View/dial a contact

### 29 Editing your contacts

- Deleting contacts

### 30 Bluetooth contacts

- To view previously imported contacts
- Contacts options
- Copy Contacts

### 31 Remove all

- Memory Status

## Contents

### 32 Speed dial

- Saving a speed dial entry
- Dialling a speed dial entry
- Editing a speed dial entry
- Delete a speed dial entry

### 33 Caller Display and the Calls list

- View and dial from the Calls list
- Missed call notification

### 34 Deleting an entry, or all of the Calls list

- Saving a Calls list entry to your contacts

### 35 Answer machine

- Message playback using the handset
- During playback you have the following options:
- Deleting a message or delete all old (played) messages
- Saving a number in the answer phone message list to your contacts

### 36 Sending a text to a number in the answer phone message list

- Playing your messages through the base
- Delete all old (played) messages using the base

- Answer machine settings

- Switching the answer machine on or off and setting the answer mode

### 37 Outgoing messages

- Record your own outgoing message
- Playing your current outgoing message
- Going back to the pre-recorded outgoing message

### 38 Record a memo

- Ring delay
- Setting the Ring delay
- Setting the maximum message length
- Turning the message alert on or off

### 39 Call screening via the handset or the base

- Turn call screening on or off

### 40 Remote access

- Setting the remote access PIN for the first time
- Changing the remote access PIN
- Turning remote access on or off
- If you forget to switch on your answer machine

## Contents

### 41 Settings

- Changing the handset ringtone and volume
- Turning alert tones on or off
- Turn the handset tones on or off
- Handset display options

### 42 Handset name

- Call settings
- Auto Join
- First Ring
- Auto Answer

### 43 Changing the base ringtone melody and volume

- PBX access code
- Changing the system PIN (different to the Call control and Remote access PIN)

### 44 Resetting the handset or base settings

- Clear the handset and base user data

### 45 Clock/Alarm

- Setting the time format (12 or 24 hour), time and date
- Setting an alarm
- Stopping the alarm when it goes off

### 46 BT Calling Features

- Changing BT Calling
- Features settings
- Call Diversion
- Cancel Ringback
- Call Waiting

### 47 Bluetooth®

- Pairing a new mobile and importing your contacts

### 48 Viewing already paired devices

### 49 Removing a paired device

- Reconnecting your mobile with Premium Phone
- Re-importing contacts
- Changing the Bluetooth PIN

### 50 Voice Control

- Activate Voice Control
- End Voice Control

### 51 Text messaging

- Changing text messaging settings
- Registering to the text messaging service
- Sending a text message
- Other options

## Contents

- 52 Accessing the Inbox, Drafts folder or Sent folder
  - Editing a template
  - Turning the new text message alert on or off
  - Changing the service centre numbers

### **53 Using additional handsets**

- Registering an additional handset
- De-register a handset

### **54 Transfer a call**

- Hold a 3-way call

### **55 Common questions**

### **58 Menu map**

### **63 Help**

### **66 General information**

# Getting to know your phone

## Handset buttons

### Block button

Gives you access to your call blocking features. See page 23.

### Left option button

Use to select option displayed on the screen above the button.

### Contacts

Gives you access to saved numbers.

### Scroll left

### Talk/Handsfree

Make and answer calls.  
Press again during a call for handsfree.

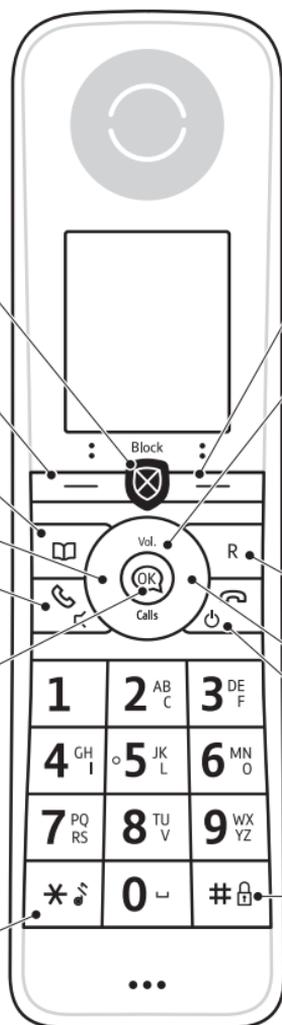
### OK

Access the main menu when the phone is idle.  
If there are event reminders on the home screen, pressing OK will open the selected event.

Long press to activate Voice Control.

### \* Ⓢ

Press and hold to turn the handset ringer on or off.



## Getting to know your phone

### Right option button

Use to select option displayed on the screen above the button.

### Up navigation/Down navigation

Scroll up or down through menu options.

In idle, UP will adjust ringer volume and DOWN will enter the Calls list.

When you're on a call, turn the earpiece volume up or down.

When you're on a handsfree call, turn the speaker volume up or down.

### Recall

Can be used with some calling features.

### Scroll right

### End call

End a call.

Exit from menu back to home screen.

Press and hold to turn handset on or off.

### #

Press and hold to lock and unlock the keypad.

## Getting to know your phone

### Handset display

-  Shows handset battery status. Scrolls when the handset is charging.
-  Empty frame flashes when battery needs recharging.
-  On – missed call(s) in the Calls list<sup>1</sup> with number of calls displayed.
-  On – answer machine message(s) received with number of messages displayed.
-  On – text message(s) received with number of messages displayed.
-  On – answer machine on.  
Off – answer machine off.
-  On – alarm is set.  
Flashing – alarm time has been reached.  
Off – alarm off.
-  Handsfree is on.
-  Voice Control is on.



-  The keypad is locked.
-  Handset ringer is switched off.
-  On idle screen, this indicates Bluetooth device 1 is connected.
-  On idle screen, this indicates Bluetooth device 2 is connected.

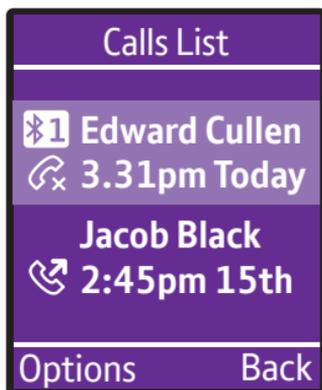
To conserve energy the handset display will dim when in standby mode.

## Getting to know your phone

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### Calls list screen

-  **1** Call matched to Bluetooth device 1 contacts list
-  **2** Call matched to Bluetooth device 2 contacts list
-  Missed call
-  Incoming call
-  Outgoing call
-  Answer machine message received
-  Caller blocked



### Finding your way around your phone

Your new phone's menu is easy to navigate. Each menu has a list of options, which you can see on page 58.

#### When the handset is switched on and at the home screen

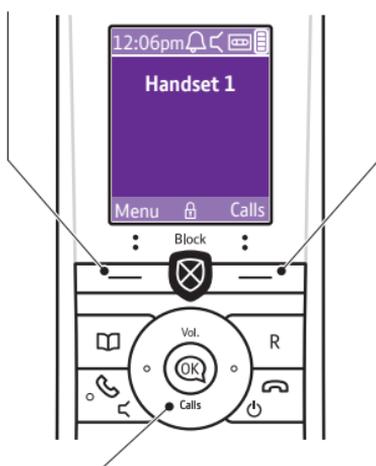
1. Press **Menu**.
2. Use  to scroll through the available menu options.
3. When the menu you want is on the screen, press **OK**.
4. To return to the home screen menu, press . If you don't press anything for 60 seconds, the handset will automatically return to the home screen.

#### Left option button

Press to select the option displayed on the screen above the button or to confirm entry.

#### Right option button

Press to select the option displayed on the screen above the button or to go back a step.



#### Navigation buttons

Scroll up or down through the menu options.

## Getting to know your phone

### Base buttons

#### Delete

Press once to delete a message when you're playing it. In idle mode, press to delete all old messages. You'll hear, "To delete all old messages, press Delete". Press within 3 seconds to delete all old messages.

#### Find

Ring all registered handsets – helpful for finding missing handsets. There's more about this on page 22.

#### Skip<<

During playback, press once to return to the start of the message. Press twice to play the previous message.

#### Play

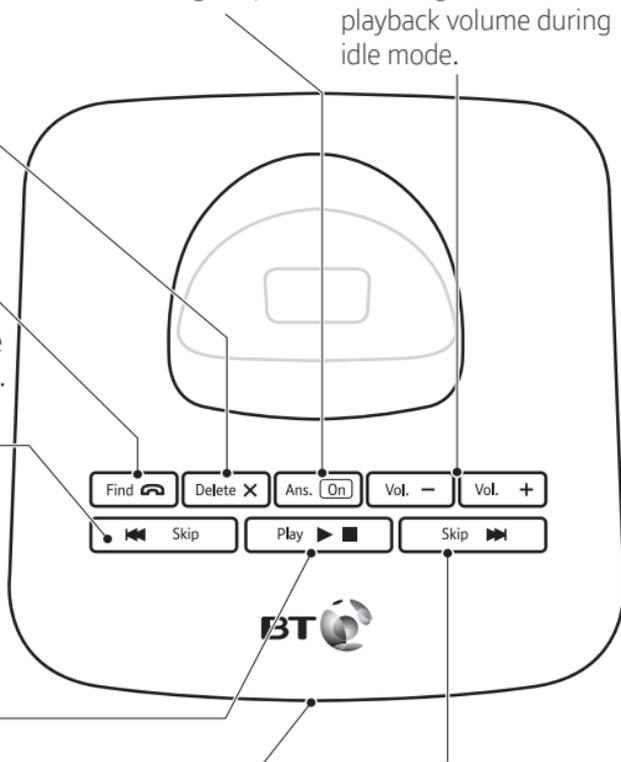
Green light on the button will flash when you have a new message. Press to play messages. Press to stop messages during playback.

#### Answer on/off

Press to turn the answer machine on or off. When it's set to on, 'On' will light up.

#### - Volume +

Decrease or increase the base screening volume during base call screening mode and the playback volume during idle mode.



#### Base light

Lights up when the phone is on the base. Flashes when the handset is on a call.

#### Skip>>

During message playback, press to skip forward to the start of the next message.

# Using the phone

## Making calls

To make a call, press , and then dial the number when you hear the tone.

Or, you can enter the number you want to dial and then press .

If you've pre-dialled the number, or dialled from the phonebook, your Premium Phone will ask which device you want to use to make the call if you have paired it with another device via Bluetooth. Choose it and your call will begin from the device you selected. When you get incoming calls, the line it's coming in to will show on the digital display screen. To pick it up, press .

**Note:** incoming calls from saved contacts or speed dial entries cannot be blocked.

## Ending calls

Press .

Or, press  to end the call and add the caller to the blocked numbers list.

## Making a handsfree call

1. Type in the number then press  twice,  is displayed. You'll hear your call on loudspeaker.
2. Press  to switch the call between the earpiece and the loudspeaker.
3. Press  to end the call.

## Using the phone

### Mute

1. During a call, select **Mute** by pressing the **Right** option button . The display shows **Call muted** and your caller won't be able to hear you.
2. Select **Unmute** to return to your call.

### Redial

Telephone numbers that you've called are saved in the Calls list. There isn't a separate redial list, all calls are saved in the Calls list. The Calls list holds up to 50 incoming (missed and answered) calls and 30 outgoing calls. There is no direct redial button, you need to enter the Calls list to redial a number.

### Redial a number

1. Press the **Right** option button  or **Down** on the  button to open the Calls list. You'll see your most recent call.
2. Use the  button to scroll to the entry you want to redial, press .

### Changing the call volume

Press **Up** or **Down** on the  button.

### Call Waiting

If you've got a call waiting service, your phone will let you know if you have a second incoming caller. When the second call comes in, you'll hear the call waiting tone and the number or contact will show on the handset display screen.

1. To answer the call, choose **Switch** by pressing **Left** option button . Your first caller will be put on hold.
2. To switch back, press **Left** option button  again.
3. To end one of the calls, connect to it and press . The handset will then ring for the caller on hold.

## Using the phone

### **Voicemail (BT 1571)**

For compatibility with BT 1571 (or another voicemail service) it's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not, and you want to use BT1571 or another voicemail service, then make sure the ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the ring delay to more than 5 rings. See page 38.

### **Locking or unlocking the keypad**

Press and hold **#**. You'll hear a confirmation tone and **Keypad locked** or **Keypad unlocked** will show on the display screen. If you've locked the keypad, the icon will also show on the display screen.

### **Turning the handset ringer on or off**

To turn the ringer on or off, press and hold **\* 5**. Whichever option you've switched to will show on the display screen and if you've turned it off, the icon will show on the screen.

### **Finding the handset (Paging)**

1. Press the **Find**  button on the main base. All handsets registered to the base will ring for up to two minutes.
2. To stop the ringing, press the **Find** button again.

# Block nuisance calls

## You need Caller Display

This will help you get the most out of your BT Call Blocking. You can get this from your phone service provider. Charges may apply.

BT Call Blocking lets you block nuisance calls by the press of a button.

When someone calls your Premium Phone they will hear a message that asks them to say their name and then press **#**. The phone will then ring through to you and announce the caller. You then need to follow the instructions in the announcement.

## Your Premium Phone has four Blocking modes to help you manage incoming calls:

- **Announce** – All calls from operator, Ringback and those not in your Contacts, Allow or VIP List will hear, “Callers to this number are being screened by BT Call Blocking, please say your name after the tone then press **#** and wait to be connected”. Those on your Blocked list hear, “Callers to this number are being screened by BT Call Blocking, the person you are calling is not accepting your call. Please hang up”.

- **International** – international callers will need to say their name. All other calls will get through except those already on the block list.
- **Answer Phone** – any callers on your Blocked list or not in your contacts, Allowed or VIP lists are sent to the answerphone.
- **Custom** – lets you choose your own Blocking settings.



Calls from Withheld and Unavailable numbers will be screened as the Call Blocker cannot identify them.

## To switch BT Call Blocking on or off

1. Press  when you're on the home screen.
2. Follow any instructions on the screen asking you to set or enter your PIN.
3. When you see **BT Call Blocking**, press **OK**.
4. Select **Blocking settings**, press **OK**. Use **Left** or **Right** to scroll between **On** or **Off**.
5. Press **Down** on the  button to **Blocking mode**, then use the **Left** or **Right** button to select the mode you want. When you've found it, press **Save**.

## Block nuisance calls

### The Block button

The Block button can be used in three ways to block nuisance calls to your phone.

- **Incoming call** – when you get a call, it'll show on the display screen. Pick up the handset to hear the caller's announcement. If you don't want to take the call, press . The caller will be advised that their call is not accepted and the call will be disconnected.
- **During a call** – if you've already answered an unwanted call, press . If the number is displayed, you'll be asked if you want to block it from calling again. Pressing **Yes** will end the call and add the number to the Blocked list. Press **No** to go back to your caller.
- **In idle mode** – use  to get to the Call Control menu.



### Tip

The **Block** button cannot be used to block incoming calls from saved contacts or speed dial numbers.

### How do I accept, block or send a call to the answer phone?

When a call comes through and is announced:

- To accept this call, press **1**.
- To always accept this call, press **2** <sup>AB</sup> <sub>C</sub>.
- To block this call, press **3** <sup>DE</sup> <sub>F</sub>.
- To send this call to the answer phone, press **4** <sup>GH</sup> <sub>I</sub>.
- or if you don't want to take the call, press the red  button.

### Switching it on and off

When BT Call Blocking is switched on, it's on for whichever mode you've chosen. When it's off, all incoming calls will get through.

## Block nuisance calls

### To switch BT Call Blocking off

1. Press  when you're on the home screen.
2. BT Call Blocking is PIN protected, so it'll ask you to set or enter your PIN. When you've done that, press **OK**.
3. You'll see **BT Call Blocking**. Press **Select** or **OK**.
4. When **Blocking settings** is highlighted, press **Select** or **OK** again.
5. Use  to scroll between **On** and **Off**. Choose the option you want and press **Save**.



### Important

Call Blocking will not work on incoming calls via Bluetooth.

# Call control settings

## My Blocked and Allowed lists

Your Blocked and Allowed lists are the numbers that BT Call Blocking should either block or always let through to you. Your Premium Phone's saved contacts are automatically allowed. You can add numbers to a list as they come through or by using the Call Control menu. Here's how to do it:

1. When you're on the home screen, press .
2. You will need to enter your access PIN to access the Call control menu. The access PIN can be changed, see page 27.
3. You'll see **BT Call Blocking**. Press **OK** again.
4. Use  to find either **Block numbers** to add a number to the Blocked list or **Allow numbers** for the Allowed list and press **OK**.
5. When **Add number** is displayed, press **OK**.
6. Then type the full number you want to Block or Allow and hit **Save**. You can delete the lists by following steps 1 to 4 above and then choosing **Delete all**. But if you do, any calls you previously blocked or allowed will have to go back through BT Call Blocking.

## Do Not Disturb

When Do Not Disturb is switched on, your calls will get through and show on the screen but your handset won't ring and the handset display won't light up. Here's how to switch it on.

1. When you're on the home screen, press .
2. Type in your access PIN and then press **OK**.
3. Use  to scroll through to **Do Not Disturb** and press **Select**.
4. Use  to choose whether you want it on, off or timed. If you choose timed, you'll be asked to set the time.
5. Choose whether you want calls from VIP numbers to be allowed or barred and then press **Save**.

## Outgoing call control

You can block outgoing calls by type. Here's how to do it:

1. Press  when you're on the home screen.
2. You'll be asked for your access PIN. Type it in and then press **OK**.
3. Use  to get to **Outgoing calls** and press **OK**.

## Call control settings

4. You can then change the outgoing call control for all **Mobile calls**, **International**, **Premium rate** or **All dialled calls**. When you're done, press **Save**.

### The VIP list (allows certain calls through on Do Not Disturb)

You can give your contacts VIP status. That means when Do Not Disturb is switched on, your phone will ring as normal when they call. It'll only work if you've got the VIP list set to **Allowed**. If you've got it set to **Barred**, their calls will ring silently.

1. To give VIP status to a contact, press  when your phone is on the home screen.
2. Type in your PIN and press **OK**. Then use the  to find the VIP list and press **OK**.
3. Follow the instructions on the screen by pressing **Info** and then **Yes**. Your contact list will show.
4. Find the contact you want and press **OK**. If you want to add more than one, repeat the steps above and on page 28 to find the contacts.
5. Press **Options** and then **Add selected**. Press **OK** and all the contacts you've picked will be added to the VIP list.

### Change the access PIN

1. Press **Left** option button  to open the main menu.
2. Press **Down** on the  button until you get to **Call Control**. Press **Left** option button .
3. Type in your current access PIN. Press **Left** option button .
4. Press **Down** on the  button until you get to **Change PIN** and press **Left** option button .
5. Press **OK** and then follow the instructions to enter your old access PIN.
6. Type in your new access PIN, press **Left** option button  and then type the PIN in again. Press **Left** option button  and your new PIN will be saved.



#### Tip

This PIN will also be used for Remote Access, but is different from your system PIN, which is used for handset registration.

# Contacts

## Adding a contact

1. When you're on the home screen, press .
2. Choose **Options**. When you see **Add contact**, press **Left** option button .
3. Type the contact name and press **Down** on the .
4. Select the contact type (Home, Mobile or Work) and enter the number. Press **Left** option button  to save when you've finished. **Contact saved** will show.

## View/dial a contact

Within the phonebook you are able to access your home and imported contacts.

1. When you're on the home screen, press  to open **Contacts**.
2. Use  to scroll right to the phonebook you want.
3. When you get to it, press .  
If the contact has more than one number, choose the one you want to dial and press  again.

For BT Call Blocking to work properly, make sure you enter the full dialling codes when saving contacts.

When storing international numbers, replace + with 00, then enter the rest of the number.

Any changes you make to the contacts list, including adding new numbers, will be copied to any other handsets you have registered to the base.

Your phone will come with some BT helpline numbers saved to it.

## Contacts

### Editing your contacts

1. When you're on the home screen, press .
2. Use  to scroll through to the contact you want to edit. Press **Left** option button .
3. Use the arrow buttons to scroll through to **Edit contact**. Press **Left** option button .
4. Edit the name using the keypad and clear buttons.
5. Then press **Down** on the  button to the number you want to edit. Edit the number and press **Left** option button  to save.

### Deleting contacts

1. Press  to get to your contacts list.
2. Use  to scroll through to the name you want to delete and press **Left** option button .
3. Then press **Down** on the  button to scroll to **Delete**. Press **Left** option button .
4. When you've gone through the list, press **Left** option button  for options and then again to choose **Delete Selected**.
5. You'll be asked to confirm, press **Left** option button .

**Please note:** There are three phonebooks in your Premium Phone: one for Home contacts and one for imported contacts from each paired mobile phone. To search for a contact, navigate to the required phonebook (See 'View imported contacts' on the next page) before searching and then use the numeric keypad.

## Contacts

### Bluetooth contacts

If you would like to know how to import your mobile phone contacts to your Premium Phone, please refer to the instructions on page 47.

#### To view previously imported contacts

1. When you're on the home screen, press . This will display the Home phonebook.
2. To access the imported contacts phonebook, press **right** on the  button. Pressing it once will display contacts from Bluetooth paired device 1. Press it again to view contacts from paired device 2.

### Contacts options

To access the various options related to contacts, press the **Left** option button  in the relevant phonebook. The available options are:

#### Copy contacts

Copy previously imported contacts to the Home phonebook.

1. Select the **Copy contacts** option.
2. Select the contacts you would like to copy or press the **Left** option button  for the option to select all contacts.

**Please note:** Copying or removing contacts can take some time to complete.

When importing or removing contacts and the process is complete, your Premium Phone will display a success message, but will still need to synchronise with the base and other handsets. As a result some functions may not be available until synchronisation is complete.

## Contacts

### **Remove all**

Remove all previously imported contacts for this paired device from all handsets.

### **Memory Status**

Display the number of contacts in all contact lists i.e. Home phone and both paired devices. Total number of 'numbers' allowed are: 1000 for each list. Please note this limit is for phone numbers and not contacts as some contacts may have multiple phone numbers.

# Speed dial

You can save numbers to speed dial by linking them with the 1-9 buttons on your handset.

## Saving a speed dial entry

1. From the home screen, enter the phone number you want to store.

2. Then, either:

Press and hold the Speed dial button 1 to 9 you want to store the number under. (If you're replacing an existing speed dial number you'll need to press the **Left** option button ).

Or,

From the home screen, press **Left** option button  then use the  to scroll until you see **Set speed dial** and press **Left** option button .

Scroll to the number you want to save as speed dial and press **Left** option button . Your new speed dial will be saved.

## Dialling a speed dial entry

From the idle screen, press and hold the speed dial number (1-9) to dial.

Alternatively:

1. Press **Left** option button , scroll through to **Speed Dial List**. Press **Left** option button .

2. Scroll to the entry you want to dial and press  to begin your call.

## Editing a speed dial entry

1. Press **Left** option button  to open the menu and then use the  button to scroll until you get to **Speed Dial List** and press **Left** option button .

2. Use the  button again to get to the entry you want to change and press **Left** option button .

3. When you see **Edit**, press **Left** option button .

4. Edit the number and press **Left** option button  to save. **Save as speed dial x** is displayed (where x is the speed dial location number).

## Delete a speed dial entry

1. Press **Left** option button  to open the main menu.

2. Using the  button, scroll through the menu until you see **Speed Dial List**, press the **Left** option button .

3. Press **Down** on the  button to scroll down to the speed dial entry you wish to delete and press **Left** option button .

4. Select the **Delete** option and press **Left** option button .

5. You'll be asked to confirm, press **Left** option button  again.

# Caller Display and the Calls list



## Important

To get the most out of your Premium Phone, you'll need Caller Display from your network provider. A fee may be payable.

## View and access options in the Calls list

You can view up to 50 incoming and 30 outgoing calls.

1. Press **Right** option button  or **Down** on the  button to open the **Calls list**. You'll see your most recent call.
2. Use the  button to scroll through and view the list.
3. To dial an entry, when the entry you want is highlighted, press .

To play an answer message, when the entry you want is highlighted, select **Options**, **Play message** is highlighted, press **Select**.

The message will be played.

To send a text message to the caller, when the entry you want is highlighted, select **Options**, scroll down to **Send text**, press **Select** and follow the instructions to send a text as shown on page 51.

To block a Calls list number, when the entry you want is highlighted, either press  or select **Options**, scroll down to **Block number** and press **Select**. You'll be asked if you want to always block calls from this number, select **Yes**.

**Added to blocked numbers** will be displayed.

To allow or unblock a number, when the entry you want is highlighted, press **Options** and select **Allow number**. You'll be asked if you want to allow incoming calls from this number, select **Yes**.

## Missed call notification

If you've missed a call, an icon will show on the display screen. You can clear it by viewing the calls list on any of the handsets you have registered to the base.

## Calls list indicators

-  outgoing call made
-  incoming call received
-  missed call
-  caller left a voice message
-  blocked caller
-  call matched to Bluetooth device 1 contacts list

## Speed dial

- 2** call matched to Bluetooth device 2 contacts list

### Deleting an entry, or all of the Calls list

1. Press **Right** option button  or **Down** on the  button to get to the calls list.
2. Use the  button to get to the calls list entry you want, if you only need to delete one. Press **Left** option button  to open the **Options** menu.
3. Press **Down** on the  button to show either **Delete call** or **Delete all** and press **Left** option button  to confirm.

### Saving a Calls list entry to your contacts

1. Press **Right** option button  or **Down** on the  button to get to the calls list. Then use the  button to get to the calls list entry you want to save.
2. Press **Left** option button . **Save number** is displayed, press **Select**.

3. To save as a new contact, select **New contact** and press **Left** option button  then select the contact type (Home, Mobile or Work) and press **Left** option button . Type in the contact name and press **Save**.
4. Or, if you want to add the number to an existing Contact, highlight **Add to contact** and then press **Left** option button . Scroll through to the contact you want to add this number to and press the **Left** option button . Highlight the type of number you want to save, **Home**, **Mobile** or **Work** and press **Select** to save.

# Answer machine

## Message playback using the handset

1. Press **Left** option button  . When you see **Answer Phone**, press it again.
2. **View messages** will show on the display screen if there are messages. Press **Left** option button  .
3. A list of your messages will be displayed on the screen, most recent first. Highlight the one you want to listen to using the  button. Press **OK** to play it.
4. If you want to listen to all of them on the messages list, press **Left** option button. Press **Left** option button  to start playing them.

## During playback you have the following options:

- Press **Up** or **Down** on the  button to adjust the playback volume.
- Press  to switch between private and handsfree playback.
- Press **Left** on the  button once to repeat the current message playing from the beginning.

At the end of playback, you'll hear, "End of messages".

## Deleting a message or delete all old (played) messages

1. Open the menu. When **Answer Phone** is displayed, press **Left** option button  .
2. When you see **View messages**, press **Left** option button  . Your answer phone messages will be displayed.
3. Press **Left** option button  and then use the  button to get to **Delete message** or **Delete old msgs** and press **Left** option button  .
4. You'll be asked to confirm, press **Left** option button  to delete the messages.

## Saving a number in the answer phone message list to your contacts

1. Press **Left** option button  to open the main menu. When you see **Answer Phone**, press it again.
2. **View messages** is displayed, press **Left** option button  .
3. Use the  button to get to the number you want to save and press **Left** option button  . Scroll through to **Save Number** and press the **Left** option button  .
4. To save as a new contact, press **New contact** and then **Left** option button  .

## Answer machine

Highlight the type of number you want to save, **Home**, **Mobile** or **Work** and press **Select** to save. Type in the contact name and press **Save**.

5. Or, if you want to add the number to an existing Contact, highlight **Add to contact** and then press **Left** option button . Scroll to the contact you would like to add this number to and press the **Left** option button  to select. Highlight the type of number you want to save, **Home**, **Mobile** or **Work** and press **Select** to save.

### Sending a text to a number in the answer phone message list

1. Press **Left** option button  to show the menu. When you see **Answer Phone**, press it again.
  2. **View messages** is displayed, press **Left** option button .
  3. Use the  button to get to the number you want to send a text message to and press **Left** option button .
  4. Scroll through to **Send text** and press **Left** option button .
  5. Type your message and then press **Left** option button .
- Press the **Left** option button  again to select **Send to**. The number will be pre-populated.

Press the **Left** option button  to send.

You can find more on sending text messages on page 51.

### Playing your messages through the base

Press **Play**   on the base to play your messages. Whilst they are playing, you can press **Delete**  to delete them.

### Delete all old (played) messages using the base

1. Press **Delete**  on the base.
2. Press it again to delete all of your old messages.

## Answer machine settings

### Switching the answer machine on or off and setting the answer mode

1. Open the main menu and press **Left** option button  when you see **Answer Phone**.
2. Press **Down** on the  button to get to **Answer mode** and press **Left** option button .
3. Press **Left** or **Right** on the  button to choose between switching the answerphone on or off.
4. Press **Down** on the  button to highlight **Answer mode**. Press

## Answer machine

**Left** or **Right** on the  button to choose between **Ans. & Rec** and **Answer only**. When you've made your choice, press **Left** option button  to save.

### Outgoing messages

The outgoing message is the message a caller first hears when the answer machine picks up their call. There are two pre-recorded outgoing messages to choose from, one that lets callers leave a message (**Answer & Record**) and one that answers the call (**Answer Only**). You can also record your own.

#### Record your own outgoing message

1. Open the menu and press **Left** option button  when you see **Answer Phone**.
2. Press **Down** on the  button until you see **Outgoing msg**. Press **Left** option button .
3. Press **Up** or **Down** on the  button to highlight the outgoing message mode you want, **Answer only** or **Ans. & record**. Press **Left** option button  when **Record message** is highlighted.
4. The voice prompt will instruct you on what to do next. Follow it, then press **Left** option button  to save when you've finished.

#### Playing your current outgoing message

1. Open the menu and press **Left** option button  when you see **Answer Phone**.
2. Press **Down** on the  button until **Outgoing msg** is highlighted. Press **Left** option button .
3. Press **Up** or **Down** on the  button to choose the answer phone mode and press **Left** option button .
4. Press **Down** on the  button to highlight **Play message** and press **Left** option button  to hear it.

#### Going back to the pre-recorded outgoing message

1. Open the main menu and press **Left** option button  when you see **Answer Phone** on the display screen.
2. Press **Down** on the  button until **Outgoing msg** is highlighted. Press **Left** option button  again.
3. Press **Up** or **Down** on the  button to choose between the answer mode you want and press **Left** option button .
4. Press **Down** on the  button to get to **Use default msg** and press **Left** option button .

## Answer machine

5. Use the  button to choose between **On** and **Off** and press **Down** on the  button to select either the male or female voice recording.

6. Press **Left** option button  to save.

### Record a memo

1. Open the menu and press **Left** option button  when **Answer Phone** shows on the display screen.

2. Press **Down** on the  button to get to **Record memo**. Press **Left** option button  .

3. Follow the voice prompts to complete your recording.

### Ring delay

Ring delay setting sets how many times the phone will ring before the answer machine takes the call. The default setting is 5 rings.

### Setting the Ring delay

1. Open the main menu and then the **Answer Phone** menu.

2. Press **Down** on the  button until you get to **Ring Delay** and press **Left** option button  .

3. Press **Down** on the  button until you get to either **Answer only**

or **Ans. & record**, depending on which setting you want to change the ring delay for. Press **Left** option button  .

4. When you see **Ring Delay**, use **Left** or **Right** on the  button to choose the ring delay and press **Left** option button  to save.

### Setting the maximum message length

1. Open the main menu and press **Left** option button  to open the **Answer Phone** menu.

2. Press **Down** on the  button until you get to **Settings** and press **Left** option button  .

3. Press **Down** on the  button until you get to **Ans. & record**. Press **Left** option button  .

4. Press **Down** on the  button to get to **Max msg length**.

5. Use **Left** or **Right** on the  button to choose the length and press **Left** option button  .

### Turning the message alert on or off

1. Use the steps above to navigate to the **Answer Phone** menu and press **Left** option button  .

2. Press **Down** on the  button until you see **Settings** and press **Left** option button  .

## Answer machine

3. Press **Down** on the  button to get to **Ans. & record** and press **Left** option button .

4. Use the **Up** or **Down** on the  button to get to **Message alert**. Press **Left** or **Right** on the  button to switch between **On** and **Off**, then press **Left** option button  to save your change.

When the message alert is set to **On**, the base will beep at regular intervals. The default setting is **Off**.

### Call screening via the handset or the base

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

#### Turn call screening on or off

1. Open the menu and press **Left** option button  when you see **Answer Phone**.

2. Press **Down** on the  button to get to **Settings** and press **Left** option button .

3. Use the  button again to get to **Call screening** and press **Left** option button .

4. Use the  button to choose between the handset or the base and press **Left** option button .

5. Press **Left** or **Right** on the  button to choose between on or off and then press **Left** option button .



#### Tip

To adjust the base call screening volume, go to the **Call screening** menu (as described in Step 4 opposite), choose **Base** and scroll through to find **Volume**. Scroll left or right to choose between different volumes and press the **Left** option button  to save.

# Remote access

With remote access you can operate your answer machine all the time, even if you forget to turn on your answer machine before you go out.

You'll need to set a remote access PIN first and then you'll need to turn remote access on. The PIN is also used for the Call Control PIN.

## Setting the remote access PIN for the first time

1. Open the main menu and then press **Left** option button  when you see **Answer Phone**.
2. Press **Down** on the  button to get to **Settings**. Press **Left** option button .
3. Press **Down** on the  button again until **Remote access** is highlighted. Press **Left** option button .
4. Follow the prompts on the display screen to set up your PIN.

## Changing the remote access PIN

1. Follow steps 1-3 from the above section.
2. Press **Down** on the  button to get to **Change PIN** and then press **Left** option button .
3. Follow the instructions on the display screen to change your PIN.

## Turning remote access on or off

You cannot turn remote access on until you have set a remote access PIN.

1. Open the main menu and press **Left** option button  when you see **Answer Phone**.
2. Press **Down** on the  button until **Settings** is highlighted, press **Left** option button .
3. Press **Down** on the  button again to get to **Remote access** and press **Left** option button .
4. When you see **On/Off**, press **Left** option button .
5. Press **Left** or **Right** on the  button to choose between **On** or **Off**, then press **Left** option button .

## If you forget to switch on your answer machine

You'll need to enable Remote Access first and then you can turn your Answer Phone on remotely too. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call. Press **\*** and enter your 4-digit remote access PIN. Listen to the remote access voice prompts instructions.

# Settings

## Changing the handset ringtone and volume

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button .
2. When you see **Sounds**, press **Left** option button .
3. **Ringing** will be highlighted. Press **Left** option button .
4. Press **Left** or **Right** on the  button to choose between 15 melodies for both internal and external calls.
5. Press **Down** on the  button until you get to **Volume**. Press **Left** or **Right** on the  button to scroll between the different volumes and press **Left** option button  to save.

## Turning alert tones on or off

1. Open the main menu and press **Down** on the  button until you get to **Settings**. Press **Left** option button .
2. **Sounds** will be highlighted, press **Left** option button .
3. Press **Down** on the  button to get to **Alert tones**, then press **Left** option button .
4. Press **Left** or **Right** on the  button to choose **on** or **off** for **Voice**

message alerts and **Text message**. Press **Left** option button  to save.

## Turn the handset tones on or off

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button .
2. You'll see **Sounds**. Press **Left** option button .
3. Press **Down** on the  button until you get to **Handset tones**, press **Left** option button .
4. Press **Left** or **Right** on the  button to turn **Keypad tones** on or off.
5. Press **Down** on the  button and then press **Left** or **Right** on the  button to do the same for **Confirmation tones**.
6. Press **Left** option button  to save.

## Handset display options

1. Open the main menu, navigate to **Settings** and press **Left** option button .
2. Press **Down** on the  button until you get to **Display**. Press **Left** option button . You'll be able to change the **Colour theme**, **Wallpaper**, **Contrast** and **Screensaver**.

## Settings

3. When you've finished making your changes, press **Left** option button .

### Handset name

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button .

2. Press **Down** on the  button until you get to **Handset name**. Press **Left** option button .

3. Edit the name using the keypad and press **Left** option button  to save.

### Call settings

1. When you've opened the main menu, press **Down** on the  button to get to **Settings**. Press **Left** option button .

2. Press **Down** on the  button to get to **Call settings**, then press **Left** option button .

3. You can then choose to switch **Auto answer**, **Auto end call**, **Auto join calls** and **First ring** on or off. See right for an explanation of each setting.

4. When you've finished, press **Left** option button  to save.

### Auto Join

- **On** (Default): When Handset 1 is busy on a call, if you press the  on Handset 2, you will be given the option to join the call in progress on Handset 1.

- **Off**: When Handset 1 is on a call, if you press the  key on Handset 2, you will not be given the option to join the call in progress on Handset 1.

### First Ring

- **Off** (Default): When your Premium Phone receives a call on the landline, it will delay ringing, until the Caller ID (and hence any contact matching) has been displayed

- **On**: When your Premium Phone receives a call on the landline, it will start ringing straight away, the Caller ID (and hence any contact matching) will be displayed when it is received by your Premium Phone.

### Auto Answer

- **Off** (Default): When your Premium Phone receives a call, lifting the handset from the base will not answer the call. You'll have to additionally press the  button.

- **On**: When your Premium Phone receives a call, lifting the handset from the base will answer the call.

## Settings

### Changing the base ringtone melody and volume

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button .
2. When you see **Base settings**, press **Left** option button .
3. **Ringling** will be highlighted. Press **Left** option button .
4. Press **Left** or **Right** on the  button to choose between five melodies.
5. Press **Down** on the  button until you get to **Volume**. Press **Left** or **Right** on the  button to scroll between the different volumes and press **Left** option button  to save.

### PBX access code

If you're connected to a switchboard, you might need to enter an access code, like **9**, before you dial a number. Your Premium Phone can store an access code to be automatically dialled before each number.

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button .

2. Press **Down** on the  button until you get to **Base settings**, press **Left** option button .
3. Press **Down** on the  button to highlight **PBX code** and press **Left** option button .
4. Type the number you want to use, then press **Left** option button  to save.

### Changing the system PIN (different to the Call control and Remote access PIN)

1. When you've opened the main menu and then the **Settings** menu, press **Down** on the  button until you see **Change Sys. PIN**.
2. Press **Left** option button . Type your new PIN and press **Left** option button  again.
3. You'll be asked to type your new PIN again. When you've done this, press **Left** option button  again to save.

### Resetting the handset or base settings

1. Open the main menu and find **Settings** by pressing **Down** on the  button. Press **Left** option button .
2. Press **Down** on the  button again to get to **Reset**. Press **Left** option button .
3. Then choose between resetting the **H/set settings** or **Base settings** and press **Left** option button .
4. Press **Left** option button  to confirm you want to reset.



#### Tip

If the handset or base settings are reset, the handset will restart automatically.

### Clear the handset and base user data

1. Follow steps 1 and 2 above.
2. Press **Down** on the  button to get to **Clear user data** and press **Left** option button .
3. Press **Left** option button  again to confirm.



#### Tip

If you clear the handset and base user data all your contacts and the calls list will be deleted and your recorded outgoing messages and all received answer machine messages will be deleted.

# Clock/Alarm

## Setting the time format (12 or 24 hour), time and date

The default time format is 12 hour.

1. Open the main menu, then press **Down** on the  button until **Clock/Alarm** is highlighted. Press **Left** option button .
2. Press **Down** on the  button to highlight **Time and date** or **Time format** and press **Left** option button .
3. Follow the onscreen prompts to change your settings, then press **Left** option button  to save.

## Setting an alarm

1. Open the main menu and navigate through to **Clock/ Alarm**. Press **Left** option button .
2. **Alarm** is displayed, press **Left** option button .
3. Press **Left** or **Right** on the  button to choose between **Off**, **On once**, **On daily**, **Mon to Fri**, **Sat & Sun**.
4. Press **Down** on the  button and then use the keypad to set the time.
5. Press **Down** on the  button, and then press **Left** or **Right** on the  button to choose between **AM** and **PM**.

6. Press **Down** on the  button again to choose the alarm tone and then press **Left** option button  to save.

## Stopping the alarm when it goes off

When the alarm goes off, the tone will get louder and louder. The handset backlight will flash and the alarm time will show on your screen.

To snooze the alarm, press **Left** option button .

To stop the alarm, press any other button.

# BT Calling Features



## Important

You'll need to subscribe to BT Calling Features to use some of these services. You might have to pay a fee. Go to [bt.com/callingfeatures](http://bt.com/callingfeatures) for more info.

## Changing BT Calling Features settings

Open the main menu and then press **Down** on the  button until you get to **BT Calling Features**, press the **Left** option button  . You can then change any of the below settings.

### Call Diversion

1. **Call Diversion** is highlighted. Press **Left** option button  .
2. Press **Up** or **Down** on the  button to get to the diversion option you want: **All calls**, **When busy** or **Not answered**. Press **Left** option button  .
3. Use the  button to choose between **Set up**, **Cancel** or **Check status**. Press **Left** option button  .
4. If you want to set up a diversion, you'll then be asked to type the number you want to divert to.

If you choose **Cancel** or **Check status**, the service will be called. Press **Left** option button  .

### Cancel Ringback

1. Press **Down** on the  button to highlight **Cancel Ringback**, press **Left** option button  .
2. The service will be called and the display will show **Cancelling Ringback**. Follow the spoken instructions or listen for confirmation.

### Call Waiting

1. Press **Down** on the  button until **Call Waiting** is highlighted. Press **Left** option button  .
2. Use  to choose between **Turn on**, **Turn off** or **Check status** and press **Left** option button  . Follow the voice prompts that follow.

# Bluetooth®

Your Premium Phone has Bluetooth functionality that lets you pair your mobile and import contacts stored on your mobile.



## Important

For Bluetooth connection to work effectively, place your mobile within 3 metres of the Premium Phone base.

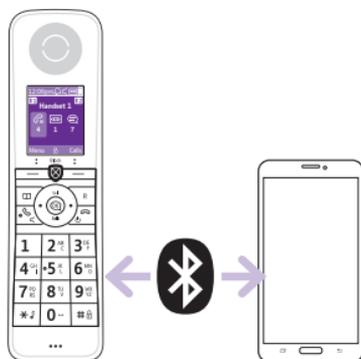
Here's how to use it...

## Pairing a new mobile and importing your contacts

It's essential to have your mobile phone unlocked throughout this process.

1. Open the main menu and press **Up** on the  button until you get to **Bluetooth**. Press **Left** option button . When you see **Pair new device** press **Left** option button  on your Premium Phone.

2. Then go to the Bluetooth settings menu on your mobile to look for your Premium Phone. It might take a few seconds for your Premium Phone to appear in the list. When it does, type in the access code you've set (or 0000 if you haven't chosen one yet).



## Important

Once paired you can only make or receive landline calls with your Premium Phone.



## Tip

Your Premium Phone can only pair with a mobile phone not with other Bluetooth devices.



## Tip

Only phone numbers stored to your mobile phone will be transferred. Phone numbers stored on your SIM won't be transferred. It may take your mobile a few seconds to display your Premium Phone name.

3. The devices will start pairing. When it's finished, **Paired with <device>** will show on the Premium Phone screen. On your mobile phone screen, Premium Phone will be shown paired and connected.

4. You'll then be asked if you want to edit the name of your mobile from Premium Phone. Make your changes and press **Left** option button .

5. Next you'll be given the option to **Import contacts from <mobile device name>**. To do this, press **Left** option button  on your Premium Phone.

6. When the import is complete your Premium Phone will display a success message, but will still need to synchronise with the base and additional Premium Phone handsets. As a result some functions may not be available until synchronisation is complete.

### Viewing already paired devices

1. Open the main menu, scroll to **Bluetooth**, press **Left** option button .

2. **Paired devices** will show, press **Left** option button . A list of paired devices will show on the display screen.

**Please note:** When your mobile is paired with Premium Phone it will always show in the paired devices menu. If it is paired and connected, i.e. within range of the Premium Phone base (with Bluetooth switched on), the Bluetooth icon  will show on the home screen allowing you to use all the Bluetooth features.

**Please note:** Your mobile may ask you to allow Premium Phone to access your contacts. Importing may take a few minutes depending on the number of contacts, so you may want plug your mobile into a power source to avoid running out of battery during the process.

### Removing a paired device

1. Open the main menu, scroll to **Bluetooth**, press **Left** option button  .
2. **Paired devices** will show, press **Left** option button  . A list of paired devices will show on the display screen.
3. Select the device you want to remove, press **Left** option button and select **Delete device**.

### Reconnecting your mobile with Premium Phone

If you move in/out of range of the Premium Phone base, or switch your mobile's Bluetooth off/on, your mobile should automatically reconnect with your Premium Phone, allowing you to use all the Bluetooth features – unless you remove it from the paired devices list (as above) or your Premium Phone is removed from connected devices on your mobile.

### Re-importing contacts

If you update contacts in your mobile phone and you would like to update the imported contacts phonebook in your Premium Phone to reflect those changes, you will need to re-import all contacts to your Premium Phone.

To do this:

1. When you're on the home screen, press  . This will display the Home phonebook.
2. To access the imported contacts phonebook, press **right** on the  button. Pressing it once will display contacts from Bluetooth paired device 1. Press it again to view contacts from paired device 2.
3. When in the required phonebook, press **Left** option button  and select **Import contacts**.

### Changing the Bluetooth PIN

The default PIN for your Premium Phone is 0000. Here's how to change it.

1. Open the main menu, scroll to **Bluetooth**, press **Left** option button  .
2. Press **Down** on the  button to get to **Bluetooth PIN**. Press **Left** option button  .
3. Follow the steps on your display screen to change your PIN. Press **Left** option button  to confirm.

# Voice Control

Use your smartphone's personal voice assistant through your Premium Phone to ask every day questions like "Call mum" or "What's the weather like today?".

To use Voice Control, firstly you must pair your mobile phone using Bluetooth, if you haven't already done so in the set-up wizard, follow the steps starting on page 47.



## Important

You must have your smartphone's voice assistant turned on and set to send audio responses. For Bluetooth connection to work effectively, place your mobile within 3 metres of the Premium Phone base. When Voice Control is activated on your Premium Phone, you will be unable to use the voice assistant on your mobile phone.

## To activate Voice Control

1. Long press the **OK** key.



## Tip

If you have two mobile phone devices paired, the handset will show the list of paired mobile phones. You can then use  to scroll to the mobile you want to connect to and press **OK**, your Premium Phone will connect directly to the mobile's voice app.

2. The Premium Phone handset will then show a Voice Control icon .

Should the connection fail, the handset will display an error message. When the screen returns to idle, return to Step 1 to start another Voice Control session.

3. Upon successful connection, the handset in LOUDSPEAKER mode, will play the confirmation tone from the mobile phone's voice app.

4. You can then start speaking towards the Premium Phone handset, and then wait for a response from the connected mobile phone's voice app.

You will need to long press the **OK** key again to start a new question.



## Tip

You can alternate the handset loudspeaker by turning the talk key  On or Off.

## To end Voice Control session

1. Just press either  or Right option button  on the Premium Phone handset. Sessions are restarted by following steps 1 – 3 above.

# Text messaging

If you've got a compatible landline and network, your Premium Phone can send and receive text messages. Find out more about fees and compatibility at [bt.com/terms](http://bt.com/terms)

## Changing text messaging settings

Open the main menu then press **Down** on the  button until you see **Text Messages**. Press **Left** option button . Then follow the steps below to change any Text Message settings.

## Registering to the text messaging service

1. Press **Down** on the  button until **Settings** is highlighted. Press **Left** option button .
2. Press **Down** on the  button again to get to **Re-register**, then press **Left** option button .
3. When you see **Re-register to receive text messages**, press **Send**, then press **Send** again. The registration text will be sent.

## Sending a text message

1. When you see **Write message**, press **Left** option button .
2. Use the keypad to write your text, then press **Left** option button  to open the **Options**.

3. **Send to** will be highlighted.

To send your message, press **Left** option button , type the phone number, then press **Left** option button  again to send.

## Other options

- To save your message to drafts, press **Down** on the  button to get to **Save**, then press **Left** option button .
- To add a symbol to your message, scroll through to **Insert symbol**, press **Left** option button , scroll through to the symbol you want, then press **Left** option button  again.
- To use a template, scroll through to **Insert template** and press **Left** option button . Use the  button to find the template you want, then press **Left** option button  to use it.
- To delete your message, press **Down** on the  button to get to **Delete message** and press **Left** option button . **Delete message?** will show on your display screen. Press **Left** option button .

## Text messaging

### Accessing the Inbox, Drafts folder or Sent folder

1. When you are in **Text Messages**, press **Down** on the  button to choose between **Inbox**, **Drafts** or **Sent folder**. Press **Left** option button  when you get to the one you want to change.
2. Your list of messages will show. Press **Up** or **Down** on the  button to scroll through the list. Press **OK** to read the highlighted message.

### Editing a template

1. When you are in **Text Messages**, press **Down** on the  button until you see **Templates**. Press **Left** option button .
2. Press **Up** or **Down** on the  button until you get to the template you want to edit. Press **Left** option button .
3. Use the keypad to edit the template, then press **Left** option button  to save it.

### Turning the new text message alert on or off

1. When you are in **Text Messages**, press **Down** on the  button until you see **Settings**. Press **Left** option button .

2. Message alert will be highlighted on your screen. Press **Left** option button .

3. Press **Left** and **Right** on the  button to choose between **On** and **Off** and press **Left** option button  to save.

### Changing the service centre numbers

1. When you are in **Text Messages**, press **Down** on the  button until you see **Settings**, then press **Left** option button .
2. Press **Down** on the  button again until you get to **Service centres**. Press **Left** option button .
3. Choose between either **Send centre** or **Receive centre**, then press **Left** option button  to edit.
4. Type in your new number, then press **Left** option button  to save.



#### Tip

**The default service centre numbers are:**

**Send centre number:**  
1470P17094009

**Receive centre number:**  
0800587529

# Using additional handsets

If you've bought a Premium Phone multiple pack, any additional handsets come pre-registered to the base. However, if you purchase an additional handset separately, you must register it to your Premium Phone base before it can be used. You can register a total of six handsets to the base.

## Registering an additional handset

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button  again.
2. Press **Down** on the  button until **Registration** is highlighted, then press **Left** option button .
3. When you see **Register**, press **Left** option button  to select it.
4. Press and hold **Find**  button on the base, then wait to hear a beep.
5. Press **Left** option button  on the handset. The handset will start registration.
6. You'll be asked to enter your system PIN if it was changed from the default 0000. When you've done this, press **Left** option button  to complete.

**You'll have two minutes to complete the registration process.**



## Important

If you want to register another GAP compliant make of handset (i.e. not a Premium Phone handset) to your Premium Phone base you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown in point 4, 'Registering an additional handset' on this page). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

## De-register a handset

1. Open the main menu and then press **Down** on the  button until you get to **Settings**. Press **Left** option button  again.
2. Press **Down** on the  button until **Registration** is highlighted, then press **Left** option button .
3. Press **Down** on the  button to highlight **De-register**. Press **Left** option button .

## Using additional handsets

4. Use the arrow buttons to find the handset you want to de-register, then press **Left** option button .

5. You'll be asked to enter your system PIN if it was changed from the default 0000. When you've done it, press **Left** option button .

### Transfer a call

1. When you're on a call, press **Left** option button  to open the options menu.

2. Press **Down** on the  button to get to **Transfer call** and press **Left** option button .

3. If you've only got one other handset, it'll ring. If you've got more than one, use the  button to highlight the one you want to send the call to, then press **Left** option button .

4. When the other handset answers, announce the call and press **Left** option button  to transfer the call.

### Hold a 3-way call

You can hold a 3-way call with two external callers. Or, you can hold a 3-way call between two internal handsets and one external caller.

1. When you're on a call, press **Left** option button . **Multi call** will be highlighted. Press **Left** option button .

2. Either type the number you want to call, or press the **Left** option button  and scroll through to the internal handset you want to call and press **Left** option button .

3. When the second call is answered, the first caller will be put on hold. Press **Join** and all callers will be connected.

# Common questions

## How do I charge my phone?

To charge your Premium Phone, place it on the base.

## I am unable to pair my mobile phone with your Premium Phone

- Check your mobile phone is close to the base.

- If 'Pairing failed. Try again?'

message appears due to your Premium Phone timing out, press **Yes** or **Left** option button  and wait for your Premium Phone to appear on your mobile's Bluetooth devices list.

- Sometimes, it may take longer for your Premium Phone to appear in a mobile's Bluetooth devices list and it may initially appear with a different name.

## I am unable to import my mobile phone contacts to your Premium Phone

- Check if your mobile phone is correctly paired and connected to your Premium Phone by checking if the Bluetooth icon () is present on the home screen.

- Your mobile phone may ask you to allow your Premium Phone to access your contacts, make sure it is unlocked throughout the importing process.

- Make sure the other Premium Phone handset is not busy on a Bluetooth call before starting the contact import process.

- Only phone numbers stored to your mobile phone will be transferred. Phone numbers stored on your SIM won't be transferred.

## How do I add a contact?

1. When you're on the home screen, press .

2. Select **Options** and then **Add contact**.

3. Type your contact's name and press **Down** on the  button.

4. Then add their home, mobile or work number and press **Save**.

## How many contacts can I save?

Your phone has three phone books and you can save 1000 contact numbers in each book.

## How do I change my access PIN?

1. When you're on the home screen, press  <sup>Block</sup>.

2. Type in your current PIN and press the **Left** option button .

3. Then use  to get to **Change PIN** on the menu and press **OK**.

4. A message will pop up on the screen. Read it and then press **OK** again.

## Common questions

5. Type in your old PIN and press **OK**. Enter your new 4-digit PIN and press the **Left** option button **←**. It'll ask you to type it in again. When you've done that, press **OK** again and your PIN will be saved.

### How do I play my answer phone messages?

Either press **Play** **▶** **■** on the base or use the handset.

1. If you've got a message, open the main menu and then use **⊙** to scroll through to the **Answer phone** icon and press **OK**.

2. When you see **View messages**, press **Select**.

3. Your messages will show, with the most recent at the top. Press **Up** or **Down** on the **⊙** button to scroll through the list and highlight the one you want. Press **OK** to play it. Or to play all your messages, press the **Left** option button **←**, **Play all** is highlighted, press **Select**.

### How do I set a ring delay?

You can set the number of times the phone will ring before the phone goes to the answer phone.

1. Pressing **Left** option button **←** to open the main menu.

2. Use **⊙** to scroll to **Answer Phone** and press **Select**.

3. Use the **⊙** button again to scroll to **Settings** and press **Select**.

4. Press **Up** or **Down** to select **Ring Delay** and press **Select**.

5. Press **Up** or **Down** to select **Ans. & record** or **Answer only** and press **Select** again.

### For compatibility with BT Answer 1571

Make sure your ring delay is set for your answer machine to pick up the call before the voicemail service does. For BT Answer 1571, don't set your ring delay to more than five rings. BT Call Blocking must be set to **Off** for this service to work.

### How do I view, dial or save from my calls list?

You'll only be able to call from the list of numbers that have called, or been called on your home phone line (and not your mobile). Here's how to look at them.

1. Press **Down** on the **⊙** button or choose **Calls**. Then use **Up** and **Down** on the **⊙** button to scroll through the list of calls.

## Common questions

2. If you want to call the number, press  when the number you want is highlighted.

3. To save it, press **Options** and then use the  button to find **Save number**. Press **Select**.

4. You can then save the number as a new contact or add to an existing one.

a. To save it as new, use the  button to find **New contact** and press **Select**.

b. To add to an existing contact, find **Add to contact** and press **Select**. Then use the  button to find the contact and press **Select** again, then follow the instructions on the screen.

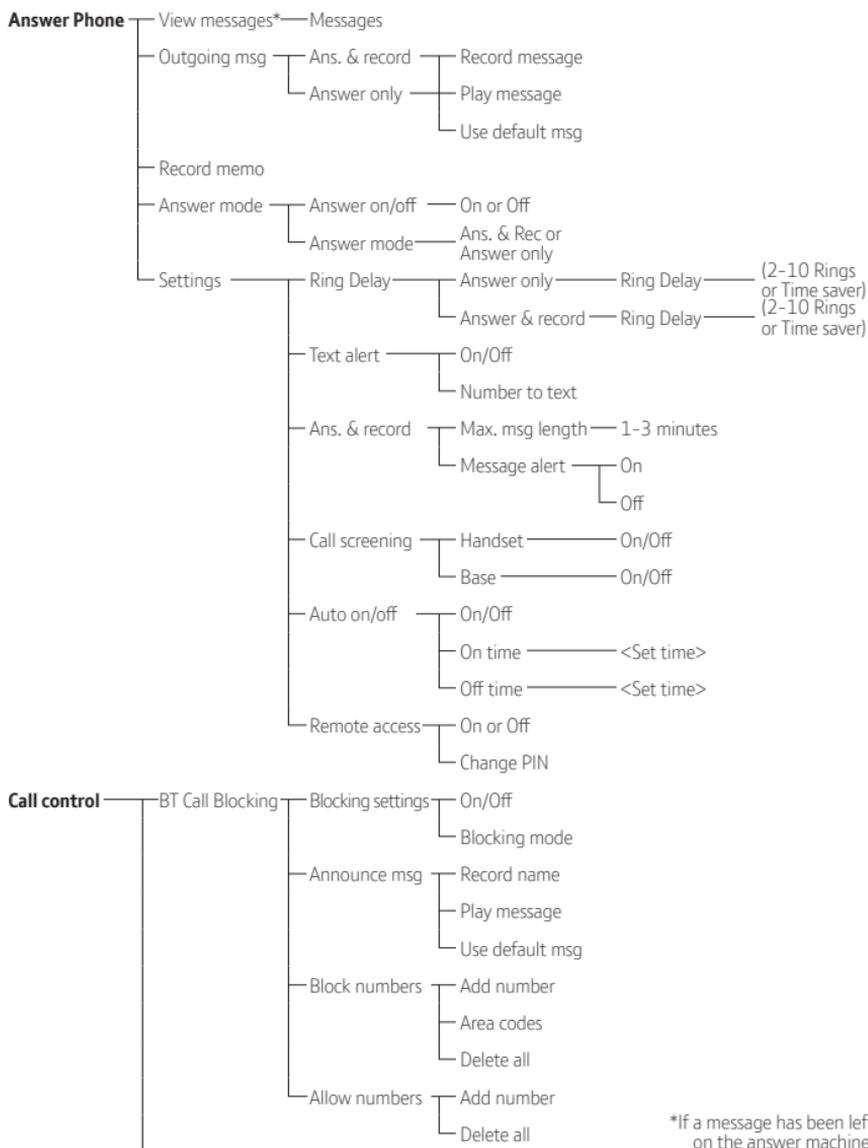
### **How many numbers can I block?**

You can block up to 1000 numbers.

### **What's the talk and standby time?**

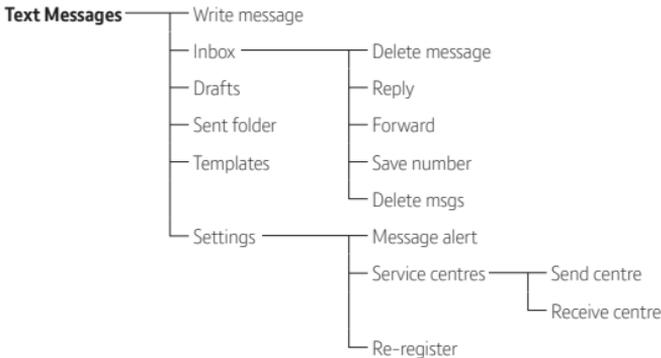
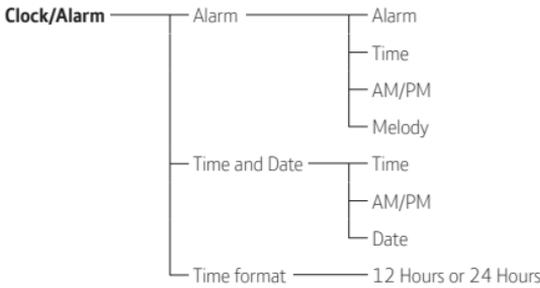
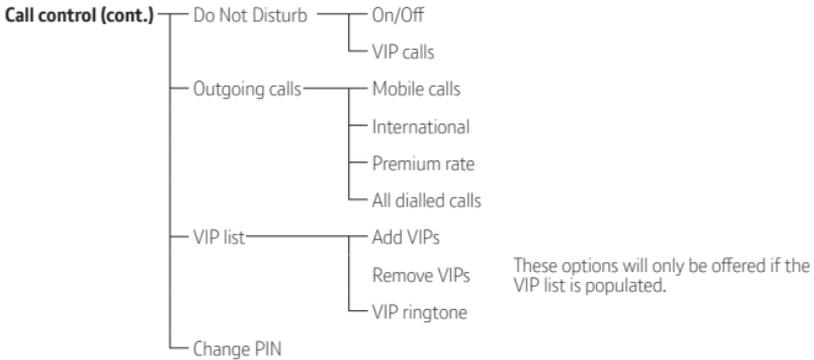
Under ideal conditions, the handset batteries should give you up to 21 hours of talk time, or 240 hours standby on a single charge.

# Menu map



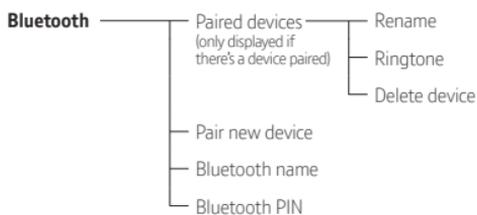
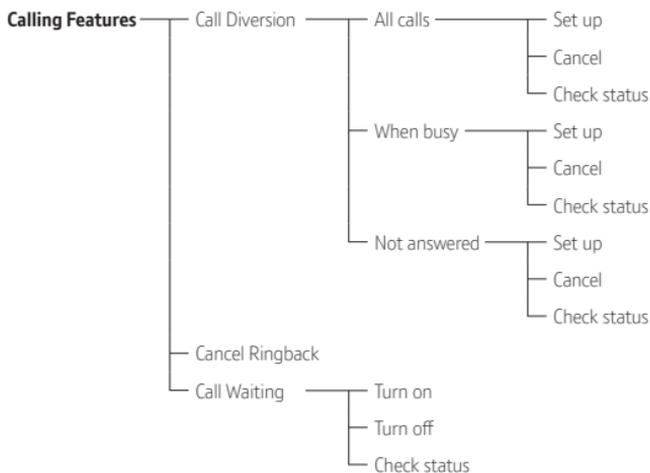
\*If a message has been left on the answer machine.

# Menu map

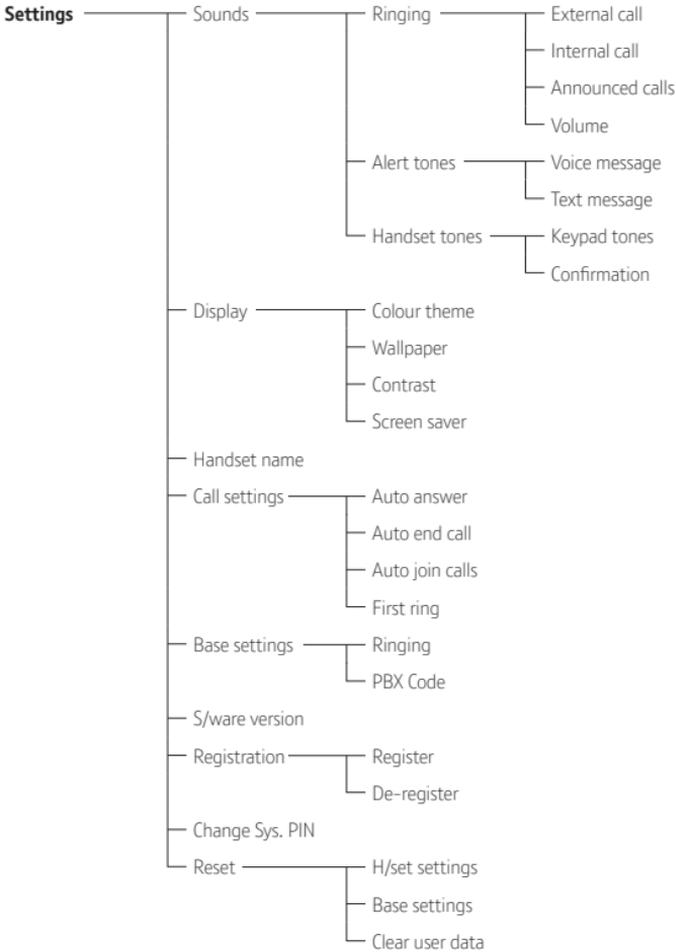


# Menu map

**Speed Dial List** — 1-9 – Empty by default



# Menu map



## Menu map

### Contacts

Accessed by pressing the  button, then press the **Left** option button  for the sub menu options.

- Add contact
- Edit contact
- Delete
- Memory status

### Calls list

Accessed by pressing the **Right** option button  or pressing Down on the  button on the idle screen.

- Play message\*
- Save number
- Allow number
- Block number
- Delete call
- Send text
- Delete all

\*If a message has been left on the answer machine.

# Help

## **Cannot make calls or receive calls, phone does not ring or line cord error is displayed on the handset screen**

This may be due to several factors. Please try the following tests in order.

- First, ensure that you are using the line cord that was supplied with the phone. Your existing line cord may not be suitable.
- Check that both ends of the supplied line cord are connected securely.
- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- Ensure that the batteries are charged.
- Confirm that the ringer is not switched off on either the handset or the base. See pages 22 and 43.
- Check if call divert is activated on the line.
- Check your BT Call Blocking settings. See page 23.
- Make sure that the handset is registered to the base. See page 53.
- Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.

If you have checked the above and still cannot make or receive calls, your phone does not ring or line cord error is displayed on your handset, please try the following tests in order:

- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try connecting another known working telephone to the telephone line socket. If you cannot make or receive calls on another known working telephone either, please contact your service provider for the line to be checked.
- Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

### **Interference, noise or poor speech quality**

This may be due to several factors. Please try the following tests in order:

- Ensure that your main base is not placed close to any electrical or metal appliances.
- If you have a broadband service, on most broadband lines, an adsl filter is required. Please try the phone with adsl filters installed in all the sockets that are in use. Please go to [bt.custhelp.com/app/answers](http://bt.custhelp.com/app/answers) for instructions on installing adsl filters, or call **0800 111 4567**.
- If your phone is already attached to the filter, it may be that the filter is faulty. Please try another filter
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try testing your telephone on a telephone line in a different property

(e.g a neighbour's or a friend's line). This will help verify whether the phone or line is at fault.

### **Phone does not seem to get a very good range**

Conditions such as the construction of the building in which the base/handset is placed including the wall material and thickness of walls can affect the range. Please ensure that:

- your main base is not placed close to any electrical or metal appliances.
- the distance between the base and handset is obscured by as few walls as possible.
- try placing your base in another location of the property

### **Handset continually displays 'Searching' on the screen**

If the handset displays 'Searching' on the screen, this indicates that the handset has lost its link with the base. Please try the following tests in order:

- Confirm that the power lead has not been inadvertently disconnected from the base.
- Ensure that the handset batteries are correctly installed and are fully charged.

- Ensure that the handset and base are within range of each other.
- Disconnect the batteries and mains power, wait for 10 minutes, then reconnect and try again.

### **Answering machine does not record messages**

- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
  - Check that you have the answering machine turned on to receive messages.
  - If you have BT 1571 or a voicemail service from your network provider, please make sure that answer delay on your answer machine is set to answer before the voicemail service.
  - Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.
- If you have checked the above and still your answering machine does not record messages, please try the following tests in order:
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
  - Try connecting another known working answering machine telephone to the telephone line socket. If your answer machine does not record messages on your other known working answering machine telephone either, please contact your service provider for the line to be checked.
  - Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

# General information



## Important

This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services. This product is intended for connection to analogue public switched phone networks and private switchboards in the United Kingdom.

## Replacing the handset batteries

After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Lift the battery out and remove the batteries. Replace with two new AAA Ni-MH 750mAh rechargeable batteries.
3. Replace the battery compartment cover.

## Caution

Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your Premium Phone by using any other types of batteries.

There is a risk of explosion if incorrect batteries are fitted.

## Safety

- Only use the power supply suitable for the Premium Phone. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 077861. If you've bought a multiple pack, the item code for the charger mains power supply is 077861.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available by calling Discom on 0800 9808 999\*.
- Don't open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 145 6789\* for all repairs.

## General information

- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.
- It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

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

### Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on any surface susceptible to heat 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 phone line cord during an electrical storm.

## General information

### How to recycle your equipment

The symbol shown here means this product is electrical or electronic equipment, so DO NOT put it in your normal rubbish.



Check with your retailer for how to recycle or if you're a householder you can use your local recycling centre.

Find out more about recycling electrical or electronic equipment on our website.

### Warning

You won't be able to call 999 from this phone if there's a power cut, so make sure you've got another way to call for help in an emergency.

### Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Premium Phone with Voice Control is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [bt.com/premiumvc](http://bt.com/premiumvc)

### Radio transmission information

#### Frequency range

1881.792 – 1897.344MHz

#### Max power

112.72mW 20.52dBm

### Operating temperature

0°C to 40°C.

### Bluetooth operating frequency

2.4GHz to 2.48GHz. Bluetooth output power uses class 2.

### Guarantee

Your Premium Phone is guaranteed for 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 Premium Phone 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.

## General information

### Guarantee conditions

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

### Within the 12 month guarantee period

Prior to returning your product, please read the Help section beginning on page 63 or contact the Premium Phone Helpline on 0800 145 6789. Additional answers to frequently asked questions are available from [bt.com/premiumvc](http://bt.com/premiumvc)

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

### 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 phone network.

We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 or a local qualified repairer.

### Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. 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.

## General information

### Technical details

#### How many phones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Premium Phone has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

#### 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.

#### Recall (R)

Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider. The Premium Phone supports timed break recall but not earth loop recall.





## Offices worldwide

The services we've described in this publication may not always be available and we may change them. Nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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We're registered in England at 81 Newgate Street,  
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Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 145 6789\*.

\* Calls made from within the UK mainland network and mobile networks are free. International call costs may vary.

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