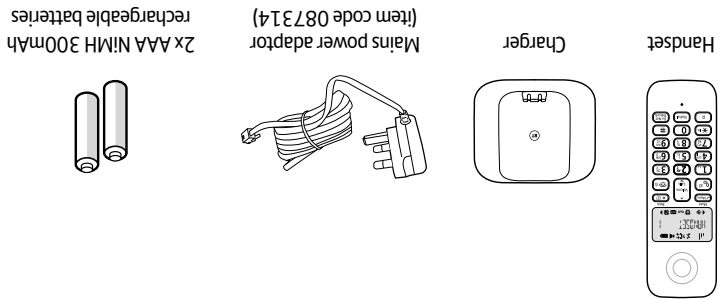
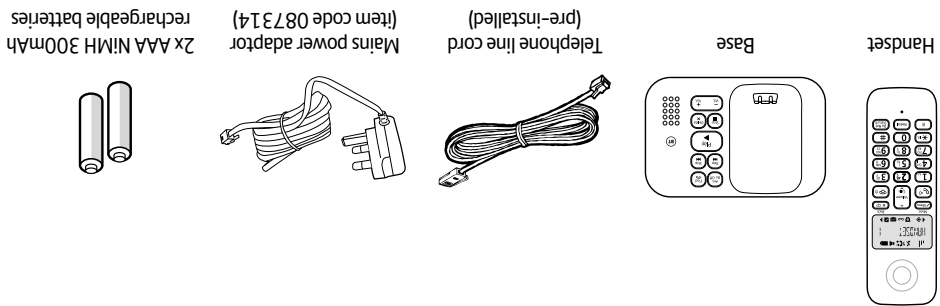


Only use the mains power adaptors, cables and rechargeable batteries supplied in this box, or this product may not work. Any replacement rechargeable batteries must be the same type. BT accepts no responsibility for damage caused to your phone by using any other type of batteries.

☆ Important



For each additional handset (if you've bought a multipack)



What's in the box

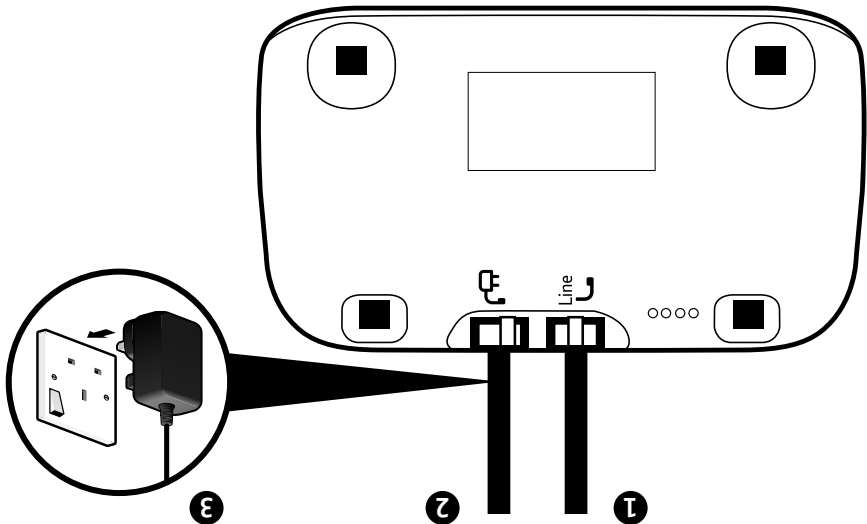


BT3960  
Digital Cordless Phone  
with Answer machine  
User Guide



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.

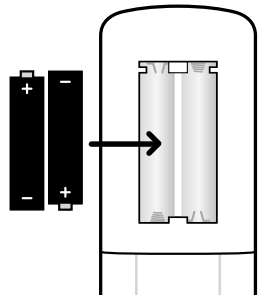
1 Plug in



- 1 The telephone line cord is already fitted, plug the other end into the wall socket. Please use power supply unit item code 087314.
- 2 Plug the mains power adaptor into the base, with the cable clipped in the groove provided.

- 3 Plug the other end of the power adaptor into the wall power socket and switch on.

2 Charge



- 1 Slide off the battery cover from the back of the handset and insert the two batteries supplied. Note the '+' and '-' markings inside the battery compartment. Then slide the battery cover back into place.
- 2 The handset will check for a link with the base station. Once found, you'll need to set the time and date.
- 3 Place the handset on the base and leave to charge the batteries for 16 hours. The handset gives a confirmation tone.

☆ Important

You should charge the batteries for 16 hours before using the handset for the first time.



Set up your additional handsets (if you've bought a multipack)

- 1 For each additional handset and charger: plug the mains power adaptor into the socket on the underside of the charger, secure the cable behind the retaining clip and plug the other end into the wall power socket and switch on. Please use power supply unit item code 087314.
- 2 Activate the batteries as shown above. Then place the handset on the charger to charge for 16 hours.

Your BT3960 is now ready to use.



Important safety and care instructions.

Keep for future reference.

Your BT3960 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Important

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

This product is intended for connection to analogue public switched telephone networks and private switchboards in the UK and Republic of Ireland.

Installation and location

- For indoor use only in UK and Ireland.
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- Only use power adapters and rechargeable batteries provided by BT for this specific device; contact our helpdesk if you need a replacement.
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required.
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- Designed for use at room temperatures between 0 and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; don't use water or solvent
- Regularly check that objects don't cover any parts or any vents that could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section of the user guide.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
- 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.
- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

Battery safety information

- Only use batteries of same size and type as advised in the set-up section of this guide.
- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut.
- Don't subject the product to extremely low air pressure as the battery may explode or leak flammable liquid or gas.

Other information

Radio transmission information

Frequency range	Max power in the range
1881.792 – 1897.344MHz	125.89mW 21.0dBm

EU – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type BT3960 (model number K51-E74 TAM) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [bt.com/producthelp](https://www.bt.com/producthelp)

UK – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type BT3960 (model number K51-E74 TAM) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at: [bt.com/producthelp](https://www.bt.com/producthelp)

The BT3960 power efficiency information is available at the following internet address: [bt.com/producthelp](https://www.bt.com/producthelp)

Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheellie bin symbol on it and it's similar to

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 145 6789\*.

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Registered in England at One Braham, Braham Street, London, E1 8EE, UK (company number 18000000).  
\* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.  
† Requires a subscription to a Caller Display service from your network provider. Charges may apply.  
BT3960 QSG (02/22) Issue 7





# 3 Using your telephone

## ☆ Important

You'll need Caller Display to get the most from your nuisance call blocker phone and for all the features to work, you'll need to subscribe to a Caller Display service from your network provider. Charges may apply.

## Making and receiving calls

### Make and end a call

Press green , enter phone number using keypad. Press red  to end the call.

### Answer a call

Press green  to answer the call.

### Mute

Press  during a call. Press  to return to your caller.





## View or dial a number in Calls list†

The Calls list stores details of the last 20 incoming calls.




- Press  to open the calls list and scroll to an entry.
- Press  to dial the number.  
Or to view call details, keep pressing  to see the date, time and caller's number.

## Nuisance Call Block

### Turn call blocking on to enable block list

- Press , scroll  to **CALL BLOCK** and press  again.
- Scroll  to **BY NUMBER** and press . Then scroll to **BLOCK MODE** and press .
- Scroll  to **ON** and press .

### Block incoming call number in your calls list





- Press , scroll to the entry and press .
- Scroll to **CALL BLOCK** and press . Display shows **SAVED!**

To view, delete or add numbers manually to the blocklist go to **CALL BLOCK** menu.





## Phonebook

### Store entry in phonebook (up to 50)

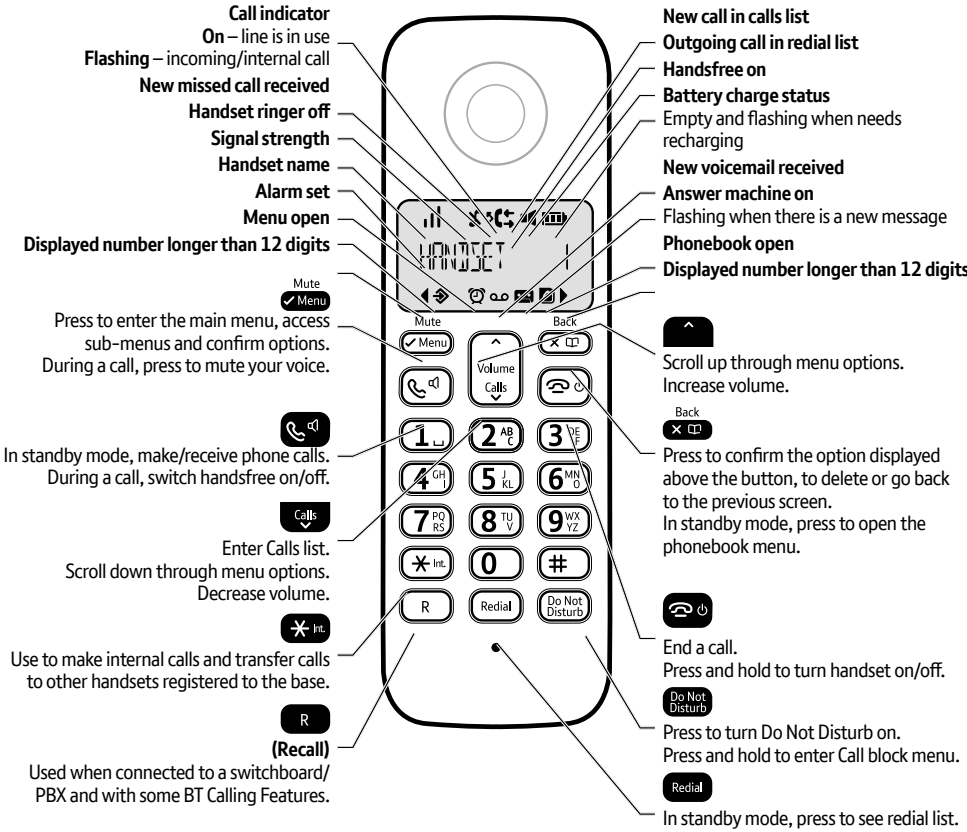
- In idle mode, press . **PHONEBOOK** is displayed. Press .
- Scroll  to **ADD NEW**, press . **ENTER NAME** is displayed.
- Enter name using keypad and press . **ENTER NUMBER** is displayed.
- Enter phone number and press  to save.

To save a number to your phonebook from the Calls list, press . Scroll to the entry and press . Scroll  to **SAVE NUMBER**, press . Then follow steps 3 to 4 above.

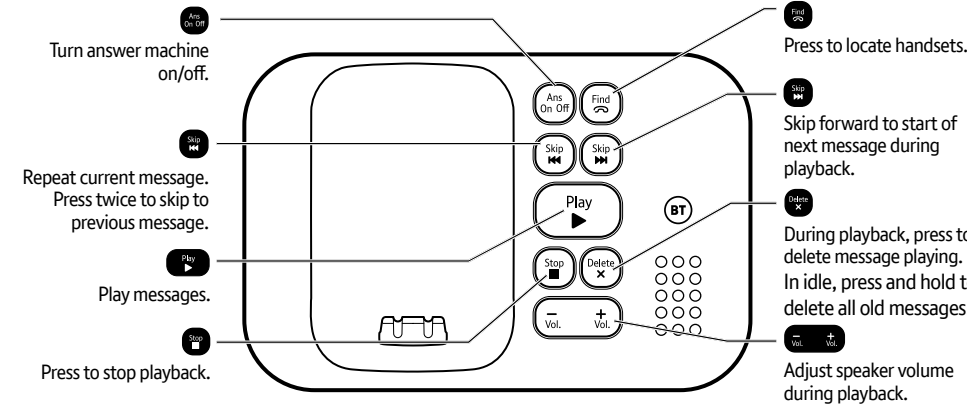
### Dial entry in phonebook

- In idle mode, press .
- Scroll  or  to display the entry and press  to dial.

## Handset buttons and display icons












## Base buttons



## Answer machine









Your answer machine is on and ready to record messages. You can control it using the buttons on the base (see above) or using the handset **ANSW MACHINE** menu.

### Record your own outgoing message










- Press , scroll  to **ANSW MACHINE** and press .
- Scroll  to **OGM SETTING**, press . Then scroll to **ANSWER + REC** and press .
- Scroll  to **RECORD** and press . After the beep, speak your message.
- Press  to stop recording and save your outgoing message.

### Set the answer delay

For compatibility with BT1571 or another voicemail service make sure the answer delay is set to answer before the service, e.g. for BT1571 do not set to more than 5 rings.



- Press , scroll  to **ANSW MACHINE** and press .
- Scroll  to **RING DELAY**, press . The current setting is displayed.
- Scroll  or  to select the number of rings. Press  to confirm.

## Using the menu









- Press  to open the main menu, scroll through menu items using  or .  
When the menu you want is displayed, press . Press  or  to scroll through the sub menus and press  to select.
- Use  to return to the previous menu level.
- Use  to exit a menu and return to standby.
- If no buttons are pressed for 30 seconds the handset will return to the idle screen.

## Handset volume and sounds










### Incoming speech volume

During a call, press  or  to increase or decrease the volume of your caller's voice.

### Handset ringer volume

- Press , scroll  to **PERSONAL SET**, press .
- Display shows **HANDSET TONE**, press .
- Display shows **RING VOLUME**, press .
- Press  or  to adjust the volume, press  to save.

### Handset ringtone


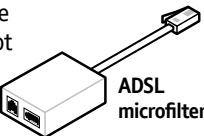
- Press , scroll  to **PERSONAL SET**, press .
- Display shows **HANDSET TONE**, press .
- Press  to **RING MELODY**, press .
- Press  or  to hear ringtones, press  to save.

## Using the keypad

- When entering letters you may need to press the same button a few times until the letter you want is displayed, e.g. press **2 AB** once for **A**, twice for **B**, three times for **C**.
- Enter a space, press **1**.
- Enter a pause when pre-dialling or storing a number, press and hold **#**.

## Help

Most problems can be fixed with a few simple checks.

Problem	Solution
No dial tone	Only use the cables and batteries supplied. Make sure both the power adaptor cable and telephone line cord are plugged into the correct sockets on the base. Make sure the power is switched on at the power wall socket and that the telephone line cord is plugged in correctly at the telephone wall socket.
Poor speech quality	Make sure the product is not located too close to other electrical appliances. This can also help improve the handset range from the base.
 Battery icon not full/ handset dead	Make sure you charge the batteries for 24 hours before use to ensure maximum battery performance.
Using broadband on the same phone line?	Make sure you plug the phone into the wall socket via an ADSL microfilter (not supplied), otherwise you may have problems with this product and your broadband service. 
What is the base default PIN?	Base default PIN = 0000

## Find out more

- Frequently Asked Questions and a full user guide are available online. **bt.com/producthelp**
- If you cannot find the answer to your question in the full online user guide, call our free Helpline. Our dedicated advisors are more likely to be able to help you than the retailer where you bought your phone **0800 145 6789\***