Essential Phone with easy call blocking 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

Your Answer Machine
Make sure the phone is set to Answer + Rec and that the ring delay is set to answer before any voicemail service does. The default setting is five rings. If you want to change it, take a look at page 38.

Where to put your phone
To make sure your handset gives you the best range and reception, avoid interference by placing it away from any large metal objects like fridge-freezers, microwave ovens, or electronic products such as computers and TVs.

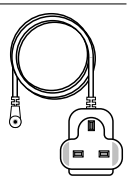
Check the box contents

Handset

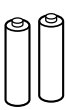
Base

Phone line (this comes already installed)

Mains power adaptor (item code 090713)



Two rechargeable batteries, AAA NiMH 550mAh (already installed in the handset)



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

- Extra handset
- Charger
- Mains power adaptor (item code 090713)
- Two rechargeable batteries, AAA NiMH 550mAh (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 Essential 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, with the cable clipped in the groove provided. Please use power supply unit item code 090713.

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

The phone line cord is pre-installed but don't plug the other end into the wall socket yet.

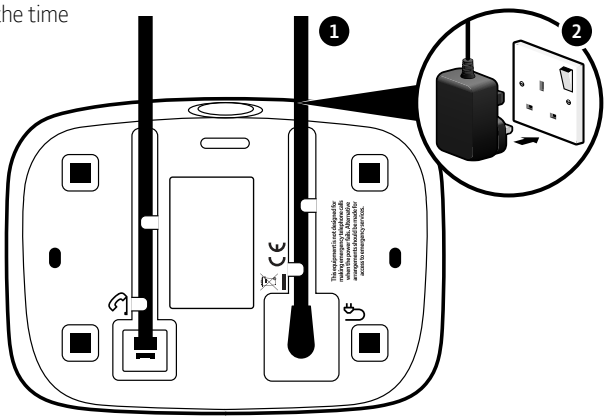
☆

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

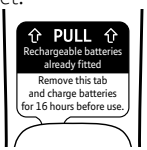
Where to put your phone

- Place the base within 3 metres of a mains power socket and 1.8 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 handset will then check for a link with the base station. When it's found it, follow the prompt to set the date and time on the phone. Place the handset on the base and let it charge for **16 hours**.

3. After **16 hours**, plug the phone line cord into the phone wall socket.

Tip

It's a good idea to set the date and time now, see page 49.

Talk/Standby time

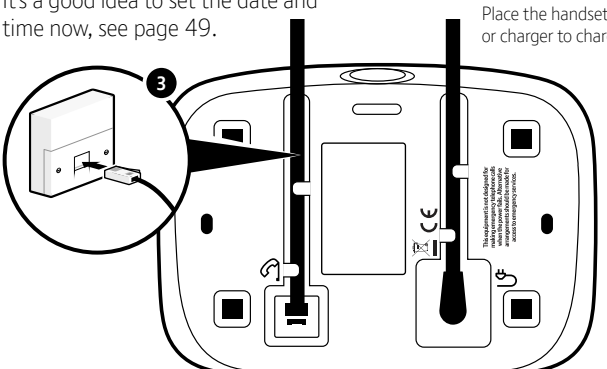
Under ideal conditions, the handset batteries should give up to 12 hours talk time or 120 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new Ni-MH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

Battery low warning

You will hear a warning beep every 2 minutes during a call and the icon will flash.

You must recharge the handset batteries before you can use the handset. If the charge completely runs out the handset will switch off. Place the handset on the base or charger to charge.

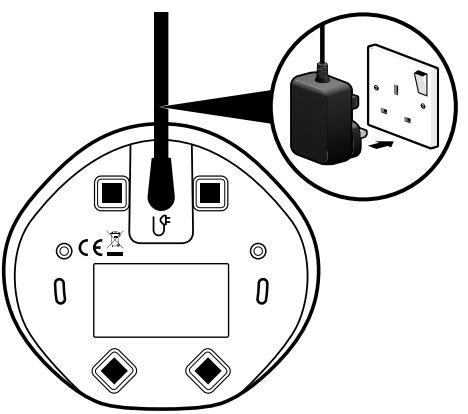


Set up for additional handsets (multipacks only)

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. Please use power supply unit item code 090713.

2. Activate the batteries as explained on page 5.

3. Place the handset on the charger to charge for 16 hours.



Tip

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

Battery performance

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time
- Running the batteries right down at least once a week will help them last as long as possible
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 8 hours
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call Discom on 0800 9808 999*

3. Go!

Your Essential Phone is now ready for you to use

• For help setting the date and time, go to page 49
• For instructions on making a call, go to page 17
• For help personalising your phone's settings, go to page 44
• For instructions on using the answer machine, go to page 35

Or, you may find the answer in the Help section on page 56 or see our online frequently asked questions at bt.com/producthelp.

If you need to call the Helpline, please read the Help section on pages 56 - 58 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*.

☆

Tip

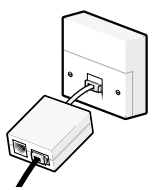
If you call the Helpline for advice, it's a good idea to call using another phone so you can follow any instructions using your Essential Phone.

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

Using your Essential 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).

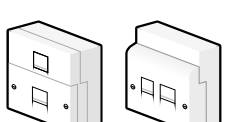
If your main phone socket has a single socket, you do need to use microfilters, like this:



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 sytems and digital TV boxes.

You can get BT ADSL micro filters from bt.com/shop

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



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Getting to know your phone

Handset buttons

Menu/Left option
Press to enter the main menu, access sub-menus and confirm options shown on the display above the button.

Up navigation button/Calls
Press to enter the Call Log and press up or down to enter the Call List or Answ Machine menu.
Move through menu options.
Increase volume.

Redial
Open redial list.

Talk
In standby mode make and receive calls.
In talk mode switch handsfree on or off.

Down navigation button/Phonebook
Access saved contacts.
Move down through menu options.
Decrease volume.

1 to 9 Speed dial buttons
In standby, press and hold to dial a saved speed dial number.

✳
Long press to make internal calls to other handsets registered to the base.

Call Block
In idle mode, press to enter the Call Block menu.
When receiving a call, press to send the call to the answer machine, or during a call, press to end the call. If you have subscribed to a Caller Display Service and the Caller ID is displayed, the number will be blocked and added to the blocked numbers list

Mute/Right option
Delete or go back to the previous screen.
Press during a call to mute your caller.

R (Recall)
Press and hold to enter a pause (P) when dialling.

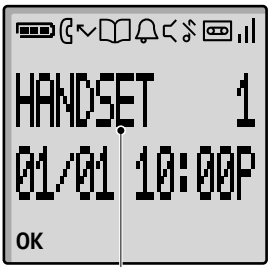
End call
End a call or press and hold to turn handset on or off.
Press to return to home screen when not on a call.

0
Add a space when typing.

#
Press and hold to toggle between uppercase and lowercase characters when typing.

Handset display

- Shows you how much charge is left on the handset.
- Will appear if you're on, or starting, a call.
- Flashes when a missed call has been received.
- Lets you know the Phonebook is open.
- Shows when you've set an alarm clock.
- Shows when handsfree is switched on.
- Lets you know the handset ringer is off.
- Lets you know the answer machine is on. Flashes if you have new answer machine messages.
- Lets you know the signal range from your new phone's base



Handset name

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 53.

When the handset is switched on and at the home screen

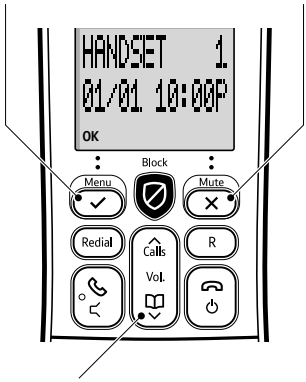
1. Choose menu by pressing Menu.
2. Use the Calls or buttons to scroll through the available menu options.
3. When the menu you want is on the screen, press the Menu.
4. Use Calls or to scroll through the available menu options.

To go back, press Mute.

To return to the home screen menu, press . If you don't press anything for 30 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 delete or go back to the previous screen.



Navigation buttons
Scroll up or down through the menu options.

Base buttons

- Volume +
Decrease or increase the speaker volume during playback and the call screening volume during idle mode.

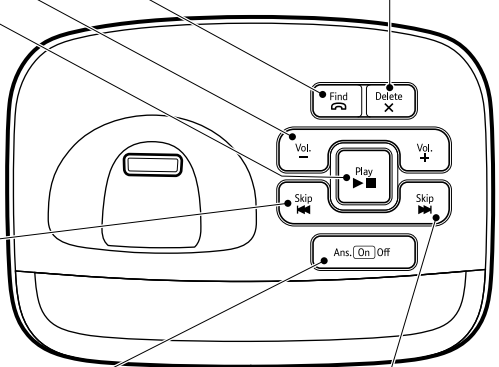
Find
Press to ring all registered handsets. This is helpful for finding missing handsets. There's more about this on page 21.

Delete
Press once to delete a message when you're playing it. When your phone is in idle mode, long press to delete all old messages.

Play
Green light on the button will flash when you have a new message.

Press to play messages.

Press to stop messages during playback.



Skip<<
During playback, press to skip back to previous message.

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

Base light
Lights up constantly 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

Switching the handset on and off

Press and hold until the handset turns on or off.

Making an external call

1. Press .
2. When you hear the dial tone, type the number. When the call begins, the light on the phone's base will flash.

Preparatory dialling

1. This lets you type in the number first, to avoid mistakes before the call is connected. If you make a mistake, press Mute to delete the last digit.
2. Press to dial.

End a call

Press .

Receiving a call

When you get a call, your phone will ring and the icon will flash on the display.

If you've got a caller display service, the caller's number will show on the display. Press to answer the call.

If you switch the phone off and on again, the phone will need to be charged for some time, before the true charge status can be recalculated by the phone and accurately displayed.

Call timer

Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call. When you make a call, the In use light on the base LED will flash.

Auto Hang-Up

If auto hangup is set to On you can end a call by placing the handset back in the base.

If Auto Hang-Up is set to Off, you'll need to press to end the call.

Auto Hang-Up On is the default setting.
See page 46.

Mute

When you're on a call, you can mute the microphone, so the person at the other end can't hear you.

1. During the call, press Mute to mute your microphone. Your display screen will show **Mute On**, so you'll know your caller can't hear you.
2. Press Mute again to unmute.

The display will go back to showing **Calling**, and the call length.

Incoming speech/ Handsfree volume

To turn the volume up or down during a call, use Calls and . Press to hear the volume change.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also means anyone in the room can listen to the call as well.

1. Type the number you want to call and then press twice. You'll hear your call on the loudspeaker. Press to switch between the earpiece and loudspeaker.
2. Press to end the call.

Auto Pick-Up

If Auto Pick-Up is set to On you can answer a call by lifting the handset off the base.

If Auto Pick-Up is set to Off, you'll need to lift the handset off the base and press too.

Auto Pick-Up Off is the default setting. See page 46.

Out of range warning

The icon on the handset display lets you know you're within range of the base.

If you go out of range the icon will disappear.

If you're on a call and go out of range, you'll hear a warning beep. You'll need to move back within range of the base.

If you do lose the connection, the handset will automatically re-connect to the base when you move back in range.

Answer a call using handsfree

When your phone rings, press after you've answered it. Your call will be transferred to the handset loudspeaker.

Switching to handsfree during a call

During a call, press to put it on loudspeaker. To switch handsfree off and go back to the earpiece, press again.

Redial

You can redial any of the last ten numbers you've called on your Essential Phone.

Redialling the last number

1. Press Redial. Your last dialled number will show on the display screen.
2. Press to call it.

Viewing and dialling a number in the redial list

1. Press Redial. The last number will show.
2. Press Calls or to get to the number you want.
3. Press to connect your call.

Saving a redial number to the phonebook

1. Press Redial, then use Calls and to get to the number you want to save.
2. Press Menu. You'll be asked if you want to save the number, press Menu.
3. Use the keypad to type in the name and press Menu.
4. If you need to, edit the number and press Menu to save.

Deleting a number from the redial list

1. Press Redial, then use Calls and to scroll through to the number you want to delete.
2. Press Menu and then to get to Delete. Press Menu.
3. You'll be asked to confirm. Press Menu again.

Deleting the entire redial list

1. Press Redial and then Menu.
2. Press until you see Delete All. Press Menu.
3. You'll be asked to confirm. Press Menu.

Turning the handset ringer on or off

1. Open the main menu by pressing Menu ✓, then scroll through to **Personal Set** using 📖 and press Menu ✓.
2. You'll see **Handset Tone** on the display screen, press Menu ✓.
3. **Ring Volume** is displayed, press Menu ✓.
4. Use Calls and 📖 again to scroll through to **Ringer off** and press Menu ✓.

Finding your handset (paging)

If you can't find a handset, you can ring it using the base. If you get a call while using paging, the call will take priority. If you've switched your ringer off, it'll be temporarily switched back on during paging to help you find your handset.

1. Press Find to ring all of the handsets registered to the base. The display screen on each handset will show **Paging** for up to 30 seconds.

When you've found your handset, press Find again to stop the ringing.

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.

The Essential Phone blocks numbers in two separate ways to help you avoid nuisance calls, firstly by type, e.g withheld or international, and also by your choice of specific numbers (you can store up to 100 numbers of your own choice).

Block calls by type or number
Press Block and enter your access PIN. The default access PIN is 0000, for security we recommend you change this, see page 25. Enter the PIN number and press Menu.

i) To block calls by type, select By Call Type, press Menu then scroll up or down using Calls and to choose each of the call types, press Menu to select, then scroll to **On** to block calls from selected call type or **Off** using Calls and and press Menu.

The call types are;
Intern'l
Withheld
Unavailable
Payphone

The default setting is **Off**, for all call types.

Tip
You have three options to block all incoming calls so you won't get disturbed. You can also choose to allow VIP calls to be received and customise the time period in which incoming calls can be blocked.

ii) To block calls by a specific number; Press Block enter access PIN, press Menu then scroll to **Blacklist**, press Menu, then scroll and select **Block number** press Menu then scroll until **Add new** is shown, enter number and press Menu. Numbers entered are saved in the Block List. You can also add numbers from the calls list to the block list.

Switch BT Call Blocking on/off

Block all calls

1. In idle mode, press Block.
2. Enter your access PIN and press Menu.
3. Press until **Blacklist** is shown, then press Menu. **Block mode** is displayed. Press Menu.
4. Press Calls or , **Block all** is shown.
5. **Always On** is displayed, press Menu.
6. Press Menu.

Switch BT Call Blocking off

Repeat steps above until **Off** is shown then press Menu.

Allow VIP Incoming calls

1. In idle mode, press Block.
2. Enter you access PIN and press Menu.
3. Press until **Blacklist** is shown, then press Menu. **Block mode** is displayed. Press Menu.
4. Press Calls or , **Allow VIP** is shown.
5. **Always On** is displayed, press Menu.
6. Press Menu.

Block numbers in the Block list

1. In idle mode, press Block.
2. Enter you access PIN and press Menu.
3. Press until **Blacklist** is shown, then press Menu. **Block mode** is displayed. Press Menu.
4. Press Calls or until **Block List** is shown, press Menu.
5. **Always On** is displayed, press Menu.
6. Press Menu.

Enter a start and end time for Block all, Allow VIP and the Block List

You can set your phone to block calls during certain times.

1. In idle mode, press Block.
2. Enter your access PIN and press Menu.

3. Press ▽ until **Blacklist** is shown, then press Menu ✓. **Block mode** is displayed. Press Menu ✓.

4. Press Calls ^ or ▽ to your chosen option.

5. Press Menu ✓.

6. Then scroll using Calls ^ or ▽ to **Start & end**, press Menu ✓ then using the keypad enter the start time press Menu ✓, then enter the end time and press Menu ✓.

Delete numbers from the Block List or to Unblock a number

1. In idle mode, press Block ⊘.
2. Enter your access PIN and press Menu ✓.
3. Press ▽ until **Blacklist** is shown and press Menu ✓. Press ▽ until **Block number** is shown, then press Menu ✓.
4. Scroll to **Delete**, press Menu ✓, then use Calls ^ or ▽ to select the number you want to delete.
5. Press Menu ✓, **Confirm?** is shown, press Menu ✓.

The Block button

The block call button can be used in 3 ways:

1. In idle mode

Press Block ⊘ as a shortcut to the Call Block menu.

2. Incoming call

When you have an incoming call, before pressing the ✆ to answer, look at the handset display and you can see who is calling. If you don't want to take the call press the Block ⊘ on the handset and the call will be transferred to the answering machine for the caller to leave a message.

The number will be blocked and added to the blocked calls list if Caller ID is displayed. If the number calls again your phone will just ring silently and the caller cannot leave another message.

If you listen to the caller's original message and decide that the caller is not a nuisance caller and you want to receive future calls from them, you can remove them from the blocked numbers list.

3. During a call

If you have already answered the call and you want to block the number press Block ⊘, if the number is displayed in the Caller ID, press Menu ✓ to block the number, it will then be added to the blocked numbers list and end the call.

Change the access PIN

1. Press Menu, scroll to **Call Block** and press Menu.
2. Enter the existing 4 digit access PIN. Press to highlight **Change PIN** and press Menu.
3. Press Menu then enter the existing 4 digit access PIN and press Menu.
4. Enter the new 4 digit access PIN and press Menu, then enter it again when prompted and press Menu. **Saved!** will be displayed.

Phonebook

You can save up to 100 numbers to your phonebook. Names can be up to 12 characters and numbers can be 24 digits.

Use the keypad buttons to type names, using the letters above each number. For example, if you wanted to write Tom, you would press **8** once for the '**T**', **6** three times for the '**o**' and **6** once to enter '**m**'.

Store a phonebook entry

1. When your handset is on the home screen, press Menu ✓ to open the menu.

2. You'll see **Phonebook**. Press Menu ✓. Use Calls and ▲▼ to find **New Entry**. Then press Menu ✓.

3. Type in the phonebook entry name using the keypad, then press Menu ✓.

4. Add the phone number and press Menu ✓.

5. You'll be asked if you want to add this number to the VIP list. If you do, press Menu ✓; if not, press Mute ✕. Your new entry will be saved.

6. The display will return to **New Entry**. Press ⏻ to exit the menu and return to home screen.

If you make a mistake, use the Mute ✕ to delete the last letter you typed. You can hold # A↑a to toggle between uppercase and lowercase letters. To add a space, press **0**␣.

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

☆

Tip

You can set some of your contacts to be VIPs, so that they can always get through when Call Blocking mode is set to Allow VIP.

Character map

0	Space . 0 , / : ; “ ‘ ! ¡ ? ¿ * + - % \ ^ ~ |
1	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § …
2	a b c 2
3	d e f 3
4	g h i 4
5	j k l 5
6	m n o 6
7	p q r s 7
8	t u v 8
9	w x y z 9
*****	*
#	Press and hold to change text entry mode sentence case, upper or lower.

Viewing/dialling a phonebook entry

1. When the handset is on the home screen, press ▼ The first entry will show.
2. Press Calls and ▼ to scroll through the entries.
3. When the phonebook entry you want shows on the screen, press ✆ to dial it.

Searching alphabetically for a phonebook entry

1. When the handset is on the home screen, press 📖.
2. Use the keypad buttons to search for the name. For example, to find a phonebook entry beginning with 'S', press **7** PQRS once and then use the Calls and 📖 to scroll through the entries until you find the one you need.

Editing a phonebook entry

1. When your handset is on the home screen, press 📖.
2. Use Calls and 📖 to scroll through to the phonebook entry you want to edit and select **OK** by pressing Menu ✓.
3. **Edit** is displayed, press Menu ✓.
4. Use the keypad to change the name if necessary, then press Menu ✓.
5. Use the keypad to change the number if necessary, then press Menu ✓.
6. You'll be asked if you want to add this number to the VIP list. If you do, press Menu ✓; if not, press Mute ✕.
7. **Saved!** will show and you'll hear the confirmation tone. Your new entry will be saved.

Adding a pause to a saved number

If your new phone is connected to a switchboard, you might need to add a pause to a stored number. A pause will normally be after the switchboard access code (for example 9). When storing a number, press and hold R and then continue typing it.

Viewing a phonebook entry during a call

1. Press Menu ✓. You'll see the first entry in the phonebook.
2. Type the first letter of your phonebook entry name using the keypad. Then scroll through the entries using Calls ^ and ▯ Press Menu ✓ to display the number.

Deleting a phonebook entry

1. When your handset is on the home screen, press ▯.
2. Use Calls ^ and ▯ to scroll through to the entry you want to delete and select it by pressing Menu ✓.
3. Press Calls ^ and ▯ again until you get to **Delete**. Press Menu ✓.
4. You'll be asked to confirm you want to delete the phonebook entry. Press Menu ✓. **Deleted** will show and you'll hear a confirmation tone.

Deleting the entire phonebook

When you Delete All of your phonebook entries, they'll be removed from each of the handsets.

1. Press Menu to open the menu. Press it again when you see **Phonebook**.
2. Use Calls and to get to **Delete All** and press Menu.
3. Press Menu to confirm.

Storing a speed dial number

You can assign numbers from your phonebook to the 1–9 buttons on your keypad, so you can call them quickly by just holding the number down. They're also called Direct Memory numbers.

1. When your handset is on the home screen, press Menu to get to the main Menu.
2. Press Menu when you see **Phonebook**.
3. Then use Calls and to get to **Direct Mem** and press Menu.
4. Press Calls and to scroll through to the button you want to save a speed dial number to and press Menu.
5. Press Menu. You'll see **Add**, then press Menu again.
6. Use Calls and to find the Phonebook entry you want to assign to the speed dial button and press Menu.

Dialling a speed dial entry

1. On the keypad, press and hold the speed dial number you've assigned your phonebook entry to. Their phone number will be dialled automatically.

Caller display and the Calls List

Caller display

You'll need to subscribe to a caller display service to get the most out of this feature. When you do, you'll be able to see your caller's number on your handset display, as long as it's not withheld.

If the number is unavailable (which can happen if the call is coming from overseas), the number will show as **Unavailable**. If you've requested a Ringback, that'll also show on the handset display screen.

If a number is stored in your handset, the caller's name will be displayed. If you haven't subscribed to a caller display service, **Calling** will show on the phone's display.

The Calls List

The Calls List is where you can find all missed and received calls. The most recent call will show at the top of the list, followed by the rest in chronological order. Your Calls List will store up to 50 calls. When it's full, the newest call will replace the oldest.

If you miss a call, ↖✓ will show on the handset display screen. To stop this from showing, just view the Calls List from any handset registered to the base.

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

For the caller's name to be displayed, make sure you've stored the full telephone number in your contacts list, including the dialling code.

There are some incoming calls where a number is not displayed and a network message is recorded instead:

Unavailable – number is unavailable

Withheld – number has been withheld

Intern'l – international number

Operator – call from the operator

Payphone – call from a payphone

Ringback – a ringback call

Viewing or dialling an entry in the Calls List

1. Press Calls to get to the **Calls List**. When you see **Calls List**, press Menu.
2. You'll see the most recent entry. If you haven't got any numbers stored to the Calls List, **List empty** will show.
3. Press Calls and ↓ to scroll through the list.
4. If you want to call a number from the list, when it shows on the screen, press ✆.

When the Calls List is open, press Calls to scroll from the newest call to the oldest, or press ↓ to scroll from the oldest call to the newest.

Saving a Calls List entry to your phonebook

1. Press Calls to get to your **Calls List**.
2. Press Menu or **OK** to enter **Calls List**.
3. Press Calls and ↓ to scroll through to the number you want to save.
4. When you get to it, select **OK** by pressing Menu.
5. **Save Number** will show on the display screen. Press Menu.
6. Type in the phonebook entry name, using the handset keypad. Press Menu.
7. The number you're saving will be displayed. Edit it if you need to, then press Menu to save the number. **Saved!** will show and you'll hear the confirmation tone.

Blocking a number from the Calls List

1. Press Calls to get to your **Calls List**.
2. Press Menu to enter **Calls List**.
3. Use the Calls and to scroll through to the number you want to block and press Menu.
4. Press until **Call Block** is displayed, press Menu.
5. The number you're blocking will be displayed, press Menu to save the number in your Block list. **Saved!** will be displayed.

Deleting an entry in the Calls List

1. Press Calls to get to your **Calls List**.
2. Press Menu to enter **Calls List**.
3. Use Calls and to scroll to the list entry you want to delete and press Menu, Press to scroll down to **Delete** and press Menu.
4. Press Menu and you will be asked to confirm, press Menu, **Deleted** will show and you'll hear the confirmation sound.
5. If you want to go back to the home screen, press .

Deleting all of the Calls List

1. Press Calls to get to your **Calls List**.
2. Press Menu to enter **Calls List**.

The most recent call will show first.

3. Press Menu.
4. Use Calls and to scroll through the menu until you get to **Delete All** and press Menu. You'll be asked to confirm. Press Menu to delete.

Answer machine

Your new Essential Phone comes with an answer machine that can record up to 59 messages within the 30 minutes recording time when it's switched on. Each message can be up to three minutes long.

Using the answer machine from the handset

Switching the answer machine on or off

1. Press Menu to get to the menu, then use the Calls and ▼ to find **Answ Machine**. Press Menu.
2. Press ▼ until you see **Answ On/ Off** and press Menu.
3. Use Calls and ▼ to choose between **On** or **Off**, then press Menu to confirm. You'll hear the confirmation tone.

Outgoing messages

Your outgoing message is what your callers hear when their call goes to the answer machine.

With the pre-recorded messages, you'll get two options. **Answer + Rec** lets callers leave a message; **Answer only** just answers your calls.

When the answer machine is switched On, the text 'On' will light up on the Ans. On Off button.

Answer + Rec
The pre-recorded Answer + Rec outgoing message that allows your caller to leave a message is, "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Answer Only
The pre-record Answer Only outgoing message, where callers hear an announcement but can't leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

Recording your own outgoing message

You can record either a Answer + Rec message or an Answer only message.

If you chose **Answer + Rec**, your caller will be able to leave a message. If you choose **Answer only**, they won't.

1. To record your own outgoing message, press Menu ✓ to get to the menu.
2. Press 📖 until you get to **Answ Machine**. Press Menu ✓.
3. Press Calls and 📖 to find **Answer Mode** and press Menu ✓.
4. Then choose **Answer + Rec** or **Answer only** and press Menu ✓.
5. Scroll through to **Personalized** and press Menu ✓. **Then use** Calls and 📖 to get to **Record**.
6. Press Menu ✓ to start recording your message. When you're done, press Menu ✓ again and your message will be played back to you.

Playing the current outgoing message

1. Press Menu ✓ to get to the menu.
2. Press Calls and 📖 to scroll to **Answ Machine**. Press Menu ✓.
3. Press Calls and 📖 until you find **Answer Mode**. Press Menu ✓.

4. Then choose between **Answer + Rec** or **Answer only** and press left option button.

5. Then select **Personalized** or **Predefined** by pressing Menu.

6. When you see Play on the display screen, press Menu. Your current message will be played back to you.

Recording a memo

When you record a memo, it's saved on your answer machine and can be played back by other users like a normal answer machine message.

1. Press Menu to bring up the handset menu.

2. Press Calls and to get to **Answ Machine** and press Menu.

3. Press until you see **Record Memo**. Press Menu.

4. Follow the onscreen prompt and record your memo. Press Menu when you're finished.

5. Your memo will then be played back to you.

Setting the Answer Mode

There are two answer machine types: **Answer + Rec** and **Answer only**. **Answer + Rec** lets users record messages to your answer machine. Answer only doesn't. Here's how to set it.

The default outgoing message is Answer + Rec.

1. Press Menu to display the handset menu. Use Calls and ▼ to get to **Answ Machine**. Press Menu.
2. Press ▼ until you get to **Answer Mode** and press Menu.
3. Press Calls and ▼ to choose the answer type you want and press Menu.
4. You'll then be asked to choose between your own outgoing message or the one that came with the phone. When you've decided, press Menu.

Setting the Ring delay

Ring delay is the number of times the phone will ring before the answer machine picks the call up for you. You can choose from two to nine rings and Time Saver.
If you've got Time Saver switched on, when you call in to check your answer machine messages remotely, if you have new messages your phone answers after 3 rings. If there are no new messages it will answer after 5 rings. That way, you won't get charged for the call if you haven't got any messages to check.

1. Press Menu. Press ▼ until you see **Answ Machine**, then press Menu.
2. Press ▼ until you get to **Answ Setting**, then press Menu.

3. When you see **Ring delay**, press Menu ✓.

4. Press Calls ^ and ▼ to get to the number of rings you want and press Menu ✓.

The default setting is call screening On.

While screening, you can adjust the volume by pressing Calls ^ or ▼ on the handset or − Volume + on the base.

Call screening

You have two Call screening options on the Essential Phone: **Handset screening** (Hs) and **Base screening** (Bs). When Base screening is switched on, you'll hear the caller leaving a message through the base. When Handset screening is on, you'll hear them through the handset, if you press Menu ✓ when a message is being left.

1. To turn it on or off, press Menu ✓ to display the menu. Use Calls ^ and ▼ to scroll through to **Answ Machine**. Press Menu ✓.

2. Press ▼ until **Answ Setting** appears on the screen. Press Menu ✓.

3. Press Calls ^ and ▼ again until you get to **Hs Screening** or **Bs Screening** and press Menu ✓.

4. Press Calls ^ and ▼ to choose between **On** or **Off** and press Menu ✓ to confirm.

Playing messages using the handset

When you get a new message ⌧ will flash on the display screen.

1. To play it, press Menu on your handset. Press to get to **Answ Machine**, then press Menu.

2. **Play** will show on the screen. Press Menu and your messages will be played in the order they were left, starting with the oldest. If you've got Caller Display, the date and time they left the message will be shown on the screen.

Message playback

When you're playing messages, you have the following options:

Calls and adjust the volume.

switches the playback from handsfree to earpiece.

1 plays the current message from the beginning.

4 GHI skips to the previous message.

6 MNO skips to the next message.

When your messages have finished playing, you'll be taken back to the Play messages screen and messages will be renumbered if you've deleted any.

Deleting all old played messages

1. Press Menu, and then use the Calls and ↓ to scroll through to **Answ Machine**. Press Menu.
2. Press ↓ until you get to **Delete All**. Press Menu.
3. You'll be asked to confirm. Press Menu.

Using the answer machine from the base

Switching the answer machine on or off at the base

To turn the answer machine on and off using the base, just press Ans. On Off. When the answer machine is On, On will be lit on the Ans. On Off.

Playing messages using the base

When you get a new message, Play ▶ ■ will flash on the base of your phone. Press it to play your new messages. If there are no new messages, all stored messages are played in the order they were left.

Message playback on the base

During playback, you can press:

Play ▶■	to stop playback.
Delete ✕	to delete the message being played.
Skip ▶▶	to skip to the next message.
Skip ◀◀	to skip to previous message.
Vol. − Vol. +	to turn the playback volume up or down.

Deleting all played messages

1. When the base isn't in use, press Delete and hold to delete all your old messages. You will hear a confirmation tone.

Remote access

With Remote access, you can listen to your answer machine messages from another phone. You'll need to set a PIN. The feature will need to be switched On for it to work.

Setting or changing the remote access PIN

1. Press Menu to open the menu. Press ▼ until you get to **Answ Machine**. Press Menu.
2. Press ▼ until you see **Answ Setting**, then press Menu again.
3. Press Calls and ▼ again until you see **Remote Acc.** and press Menu.
4. Press ▼ until you get to **Change PIN**. Press Menu.
5. Type your current PIN, press Menu.
6. Type in your new PIN and press Menu and then repeat this step. Your new PIN will be saved.

Memory full

The memory is full if there is less than 15 seconds of recording time left. When full, the ⌧ flashes quickly on the handset display and the machine will switch to Answer Only mode.

If the memory becomes full when a caller is leaving a message, they will hear a beep and the call will end.

You will need to delete messages before your answer machine will be able to record new ones.

Turning remote access on or off

1. Press Menu, then scroll to **Answ Machine** and press Menu.
2. Press Calls and ▼ until you get to **Answ Setting**, then press Menu.
3. Press Calls and ▼ again to find **Remote Acc.** and press .
4. Press Calls and ▼ to choose between **Activate** and **Deactivate**, then press Menu to confirm.

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

The default setting is Off.

Operating your answer machine remotely

1. Dial your number from another phone.
2. When you hear your outgoing message, press **#** and then your remote access PIN.
3. You can then:
   - **1** replay previous message
   - **2** play all messages
   - **3** play next message
   - **6** delete current message
   - **7** switch answer machine on
   - **8** stop playback
   - **9** turn answer machine off

Settings

Setting the handset ringtone

You can choose from ten ringtones.

1. To change it, press Menu and then press ↓ to find **Personal Set** and press Menu.
2. **Handset Tone** will show on your display screen. Press Menu.
3. Press Calls and ↓ to scroll through to **Ring Melody**. Press Menu.
4. Select the tone you want and then press Menu to save it.

Choose from 10 handset ringtones. The default external ringtone is Melody 1.

Setting the handset ringer volume

1. Open the menu by pressing Menu. Use Calls and ↓ to scroll through until you come to **Personal Set**. Press Menu.
2. **Handset Tone** will appear on the screen, then press Menu.
3. **Ring Volume** will show on your display screen. Press Menu, then use Calls and ↓ to scroll through the volume options and then press Menu.

There are 5 handset ringer volume levels, Low, Medium, High, Boost, Progressive and Ringer off.

If you turn the ringer off, the icon will be displayed on the home screen.

Turning the key tone on or off

Each time you press a button on your keypad, a tone will sound. You can turn these on or off. The default setting is **On**.

1. To change it, press Menu and press ↓ until you get to **Personal Set**. Press Menu.
2. **Handset Tone** is displayed, press Menu.
3. Then press ↓ to get to **Key Tone**. Press Menu.
4. Then use ↑ calls and ↓ to scroll between **On** and **Off** and press Menu.

Changing the handset name

You can personalise your handset name, using up to ten characters. You can change it back at any time by following the steps below and then deleting all of the characters and pressing Menu.

1. To change a handset name, press Menu and then press ↓ to find **Personal Set**. Press Menu.
2. Press ↓ until you get to **Handset Name**. Press Menu.
3. Type in the name you want to give your handset using the keypad and press Menu to save.

Turning the backlight on or off

1. Press Menu and then use Calls and the directory key to scroll through to **Personal Set**. Press Menu.
2. Press the directory key until you see **Backlight** and press Menu.
3. Press Calls and the directory key to scroll between **On** and **Off**, then press Menu to save.

Changing the call settings

You can set your Essential Phone to Auto Pick-Up and Auto Hang-Up. With Auto Pick-Up, you can answer a call by taking the handset off of the base when it's ringing, without having to press any buttons. If Auto Hang-Up is switched on, you'll be able to end a call by placing the handset back on the base.

1. To change these settings, press Menu and then press the directory key to scroll through to **Personal Set**. Press Menu.
2. Press Calls and the directory key again until you get to **Auto Hang-Up** or **Auto Pick-Up**, then press Menu.
3. Press Calls and the directory key again to go between **On** and **Off**. When you get to the option you want, press Menu and your changes will be saved.

Base settings

Setting the base ringtone

Choose from 5 base ringtones. The default base ringtone is Melody 1.

1. Press Menu and then scroll through to **Personal Set**. using the Calls and ↓ buttons. Press Menu.
2. Press ↓ until you get to **Base Tone** and press Menu.
3. **Base Melody** will show on the screen. Press Menu.
4. The base will play your current ringtone. Press Calls and ↓ to choose between five different ringtones, then press Menu.

Setting the base ringer volume

There are 4 base ringer volume levels, Low, Medium, High and Melody Off. The default is Medium.

1. Press Menu and then press ↓ to scroll through to **Personal Set**. Press Menu.
2. Press ↓ until you get to **Base Tone**, then press Menu.
3. Press ↓ to scroll through to **Base Volume**. Press Menu.
4. The base will ring at its current volume. Use Calls and ↓ to choose the volume you want.
5. When you've chosen the right volume, press Menu to save your changes.

Change the system PIN

To change some of the settings on your phone, you'll need to give your access PIN. This is a four-digit number and the default is set to 0000.

1. To change it, press Menu and then press Calls or to scroll through to **Advanced Set**. Press Menu.
2. Press until you see **PIN** on the display screen. Press Menu.
3. If you haven't set one before, you'll be prompted to set a four-digit PIN. When you've done it, press Menu. Or if you're changing a PIN you've already set, you'll be asked to type in the current PIN. Then follow the instructions on the screen to set a new one and press Menu.
4. Enter your new PIN again and press Menu. **Saved!** will show on the screen.

Reset

If you choose to do this, your Essential Phone will go back to the settings it had when it arrived.

Your phonebook will still be saved on your phone if you reset.

1. Press Menu and then press until you see **Advanced Set**. Press Menu.
2. Press until you get to **Reset** and then press Menu.
3. **Reset Confirm?** will show on the screen. Press Menu to confirm. When your handset has finished resetting, you'll hear a confirmation beep.

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

Clock/Alarm

Setting the date and time

1. Press Menu, then scroll to **Clock/Alarm**. Press Menu.
2. **Date & Time** is displayed press Menu.
3. Use the keypad to type in the date and press Menu. Enter the time in 12 hour format, then choose **AM** or **PM** by pressing Calls or to select **A** for **AM** or **P** for **PM**. Press Menu to save.

The clock on you Essential Phone is 12 hour format.

If you have subscribed to a Caller Display service the time and month may be set when you receive your first call but you will still need to set the year.

Setting an alarm

1. Press Menu, then scroll to **Clock/Alarm** and press Menu.
2. Press until you see **Set Alarm**, press Menu.
3. Press Calls and to choose how often you want the alarm to go off: **Off**, **On Once**, **On Daily**. Press Menu.
4. Using the keypad, type in the time you want to set the alarm for and press Menu. When you've set your alarm, the icon will show on the display screen.

Switching the alarm off

When the alarm goes off, the screen will light up, the alarm will ring at the progressive level and Alarm On and the will flash on the display. To switch it off, press Menu.

Using additional handsets

Registering an additional handset

If you bought your Essential Phone as a multipack, all the handsets that came with it will be registered at the base. If you buy new handsets separately, you'll need to register them before you can use them.

You can register up to four handsets and have to complete the registration process in two minutes.

At the base:

1. Press and hold Find until you hear a beep. You now have 2 minutes to register a handset.

At the handset:

1. Press Menu, then press down until you see **Advanced Set**. Then press Menu.
2. Press down until **Register** is displayed. Press Menu.
3. You'll be asked to confirm your PIN (default PIN is 0000). Type it in and then press Menu. When your handset is registered, it'll be given a handset number.

De-registering a handset

1. Press Menu, then press down to **Advanced Set**. Press Menu.
2. Press down until you come to **Unregister**. Press Menu.

You can register up to four GAP compliant handsets to your Essential Phone base to extend your phone system without needing to install telephone extension sockets for each new phone.

You have 2 minutes to complete the registration process.

If registration isn't successful the first time, please try again incase the base registration period ran out of time.

If there are already four handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.

3. Type your 4 digit PIN, then press Menu ✓.

4. Press Calls ^ or ▽ to select the handset you want to delete, then press Menu ✓. You'll hear a confirmation tone.

Making an internal call between handsets

If you've got more than one handset registered to your base, you can make internal calls between them.

1. Press and hold Intercom ✱, the handset will display all the registered handsets, use Calls ^ and ▽ to scroll through and press Menu ✓ to select the handset you want to call.

Transferring a call

You can transfer an external call from one handset to another registered to the base.

1. When you're on the call, press and hold Intercom ✱. Your caller will be put on hold.

2. Press Calls ^ and ▽ to get to the handset you want to send the call to. Press Menu ✓.

3. When the handset answers, announce the caller and then press ⏻ to transfer the call. If the handset doesn't answer, press and hold Intercom ✱ again to talk to your caller.

Registering another make of handset to your Essential Phone base

If you want to register another make of handset (i.e. not a Essential Phone handset) to your Essential 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 1 on page 50).

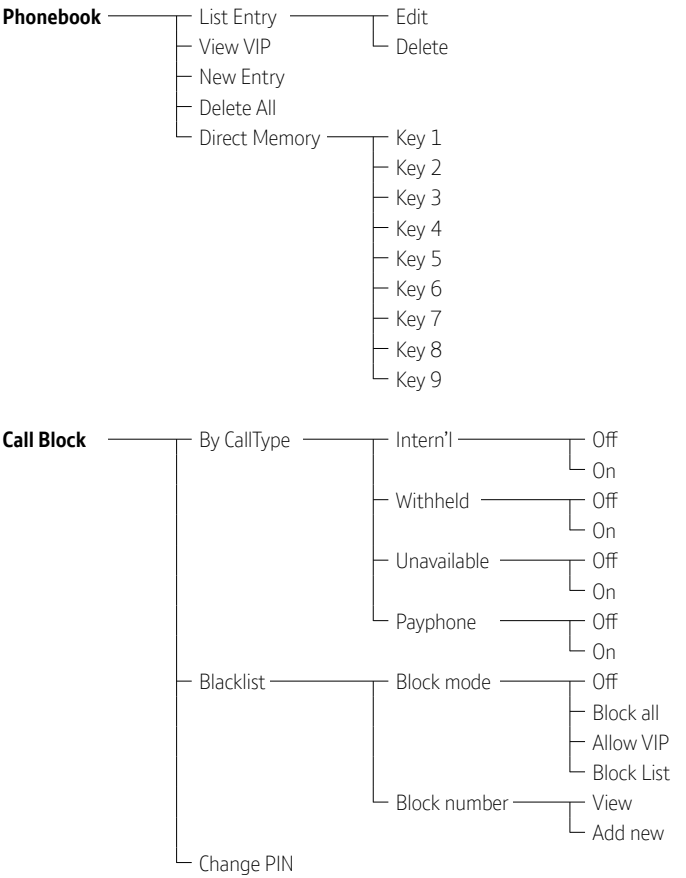
The additional handset may only be able to make and receive calls, and may not be able to perform other functions available on the Essential Phone.

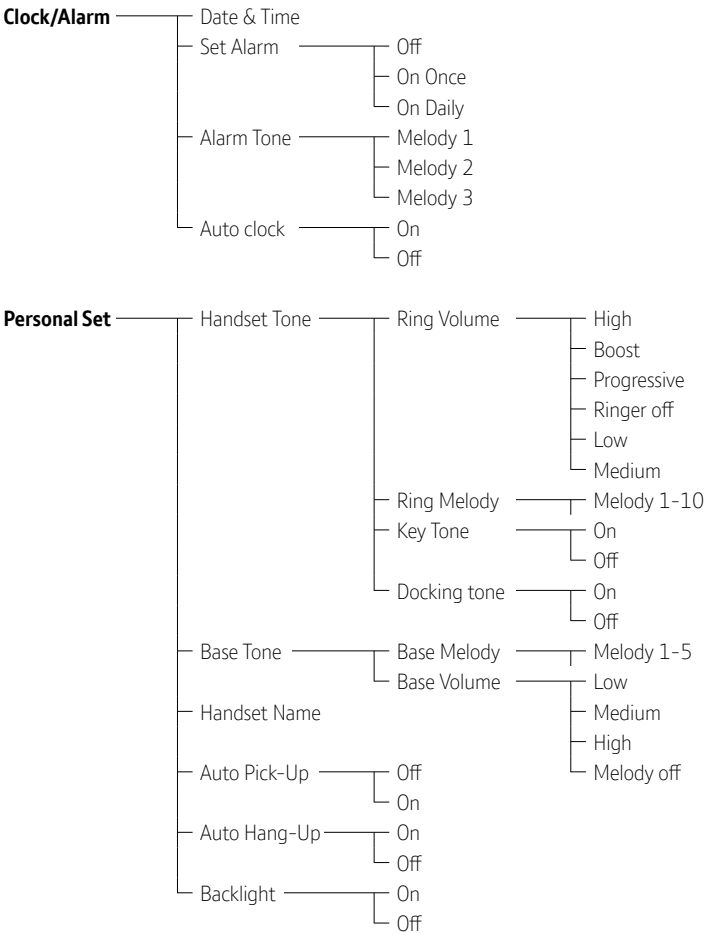
Holding a three-way call

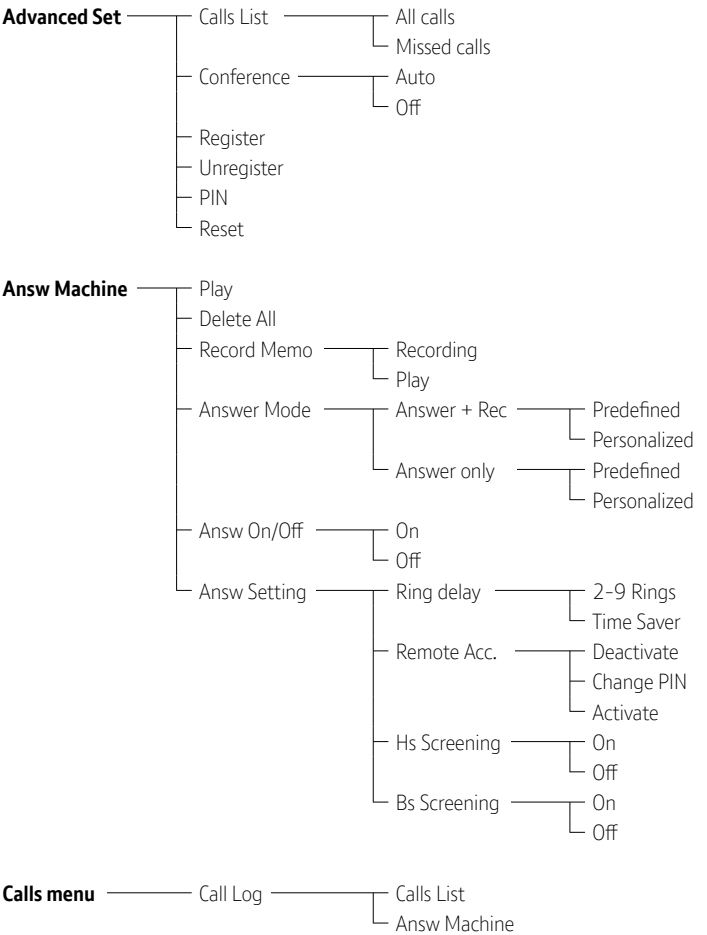
You can hold three-way calls with either two external callers or, if you've got more than one handset, two internal handsets and one external caller.

1. During a call, press and hold Intercom*. This will put your caller on hold.
2. Press Calls and ↓ to find the handset you want to add to the call.
3. When the other handset answers, you can announce the call and press Menu ✓ to connect the calls.
4. If the other handset doesn't answer, press and hold Intercom* to talk to your caller again.

Menu map


Phonebook
List Entry
Edit
Delete
View VIP
New Entry
Delete All
Direct Memory
Key 1
Key 2
Key 3
Key 4
Key 5
Key 6
Key 7
Key 8
Key 9
Call Block
By CallType
Intern'l
Off
On
Withheld
Off
On
Unavailable
Off
On
Payphone
Off
On
Blacklist
Block mode
Off
Block all
Allow VIP
Block List
Block number
View
Add new
Change PIN


Clock/Alarm
Date & Time
Set Alarm
Off
On Once
On Daily
Alarm Tone
Melody 1
Melody 2
Melody 3
Auto clock
On
Off
Personal Set
Handset Tone
Ring Volume
High
Boost
Progressive
Ringer off
Low
Medium
Ring Melody
Melody 1-10
Key Tone
On
Off
Docking tone
On
Off
Base Tone
Base Melody
Melody 1-5
Base Volume
Low
Medium
High
Melody off
Handset Name
Auto Pick-Up
Off
On
Auto Hang-Up
On
Off
Backlight
On
Off


Advanced Set
Calls List
All calls
Missed calls
Conference
Auto
Off
Register
Unregister
PIN
Reset
Answ Machine
Play
Delete All
Record Memo
Recording
Play
Answer Mode
Answer + Rec
Predefined
Personalized
Answer only
Predefined
Personalized
Answ On/Off
On
Off
Answ Setting
Ring delay
2-9 Rings
Time Saver
Remote Acc.
Deactivate
Change PIN
Activate
Hs Screening
On
Off
Bs Screening
On
Off
Calls menu
Call Log
Calls List
Answ Machine

Help

Cannot make calls or receive calls or phone doesn't ring

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

- First, ensure that you're 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 isn't switched off on either the handset or the base. See pages 21 and 47
- 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 50
- Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again

If you've checked the above and still cannot make or receive calls or your phone doesn't ring, please try the following tests in order:

- If the line cord isn't 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** for instructions on installing adsl filters, or call **0800 111 4567**
- If your phone is already atached 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 doesn't 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 doesn't 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've checked the above and still your answering machine doesn't record messages, please try the following tests in order:

• If the line cord isn't 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 doesn't 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 safety and care instructions.
Keep for future reference.
Your Essential Phone 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; no water or solvent

• Regularly check that objects don't cover any parts or any vents which 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

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 550mAh rechargeable batteries.

3. Replace the battery compartment cover.

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 wheelie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way. Here's the address:
WEEE Take Back Scheme,
BT Returns, BT DF, Darlington Road,
Northallerton, DL6 7ZY.
Website address: **bt.com/weee**

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to **recyclenow.com** to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

EU – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type Essential Phone (model number K55-F91 TAM) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: **bt.com/producthelp**

UK – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type Essential Phone (model number K55-F91 TAM) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at: **bt.com/producthelp**

The Essential Phone power efficiency information is available at the following internet address:
bt.com/producthelp

Radio transmission information
Frequency range
1881.792 – 1897.344MHz
Max power
135.83mW (21.33dBm)

Guarantee
Your Essential Phone is guaranteed for 1 year from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:
• The guarantee only covers problems found in the 1 year guarantee period
• You'll need your receipt or other proof of purchase
• Your product is returned to BT or one of our partners as instructed
• This guarantee doesn't cover any problems 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 doesn't affect your statutory rights

Within the 1 year guarantee period
Before returning your product, please take a look at the Help section beginning on page 56 or contact the Essential Phone Helpline on 0800 145 6789. Additional answers to frequently asked questions are available from bt.com/producthelp. If the helpdesk can't fix the problem, they'll let you know how to get a repair or a replacement. If you need to return your product please pack it in the original box if you still have it and make sure you include all the parts like batteries, cables and power supplies. You'll also need a fault reference number from the helpdesk. This does not affect your statutory rights.

Outside of the 1 year 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.

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 Essential 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 Essential Phone supports timed break recall but not earth loop recall.

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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(company number 1800000).

*Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

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