



Big Button 200
Corded Phone with
hearing aid compatibility
and handsfree speaker
User Guide

Welcome

to your Big Button 200 telephone

- Large buttons – for easy, accurate and more comfortable dialling
- 3 one-touch memory buttons – for easy dialling of your 3 most important numbers
- 10 number quick dial memory – so you can store a further 10 useful telephone numbers
- Handsfree – make and receive calls without having to lift the handset
- Last number redial – easy, one touch dialling of the last number called
- Amplify feature – boost the incoming and outgoing handset sound levels
- One-touch 1571 button – for easy access to your network answering service
- Ringer volume and tone control options

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

If you need some help, call us on 0800 145 6789[†] or go to **bt.com/producthelp**

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

Before you make your first call you will need to set up your phone. Follow the simple instructions in ‘Getting started’, on the next few pages.

Hearing aid friendly

The Big Button 200 is fitted with an inductive coupler so it is compatible with hearing aids.

Need help?

If you have any problems setting up or using your Big Button 200, please refer to the Help section on page 19. Additional answers to Frequently Asked Questions are also available from **bt.com/producthelp**

Got everything?

Big Button 200
telephone with
handset attached

Telephone line cord
(pre-installed)

4 x AA batteries
(pre-installed)

Only use batteries of
same size and type

In this guide

Getting started

Location	5
Activate the batteries.....	5
Connect the telephone line.....	6

Getting to know your phone..... 7

Using the phone

Make a call	10
End a call	10
Receive a call	10
Adjust the handset volume.....	10
Handsfree.....	10
Make a call in handsfree mode.....	11
Answer a call in handsfree mode.....	11
Adjust the handsfree volume.....	11
Last number redial	11
Adjust the ringer volume.....	11
Adjust the ringer tone	12
Adjust the incoming and outgoing handset volume	12
Boost the incoming and outgoing handset volume	13
1571 Message waiting	13
To listen to your voice mail messages	14

One-touch memory

Store a one-touch number	15
Dial a one-touch number	16
Delete a one-touch number	16

Quick dial memory

Store a number in the quick dial memory.....	17
Dial a quick dial memory number.....	17
Delete a quick dial number	18

Help

General information

Important safety and care instructions	20
Installation and location	20
Care and maintenance.....	21
Warnings	21
Battery safety information	22
Disposing of your old electrical and electronic equipment.....	22
Guarantee.....	23
Connecting to a switchboard	25
Switchboard compatibility.....	25
To insert a pause	25
Recall.....	25

Getting started

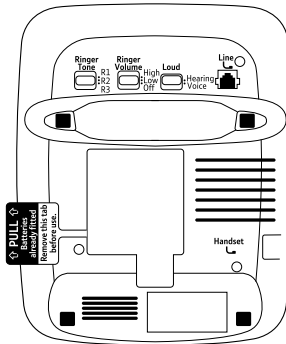
5

Location

You need to place your Big Button 200 within 3 metres of a telephone line socket so that the cable will reach.

Activate the batteries

1. Activate the batteries by pulling the plastic tab away from the underside of the phone.



Warning

Do not place your telephone in the bathroom or other humid areas.

Battery low warning

When the batteries are low and in need of replacing the Batteries low LED indicator on the top right of the base will flash.

Removing the batteries

If you ever need to remove the batteries, firstly ensure that the phone is disconnected from the phone line and then turn the phone over and remove the battery compartment cover by pressing in on the plastic clip and lifting the cover off. Pull the ribbon to remove the batteries.

6 Getting started

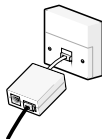
IMPORTANT

Only use the telephone line cord supplied otherwise your telephone may not work.

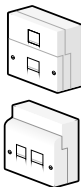
Using broadband on the same phone line?

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

If your main phone socket has a single socket, as shown, you'll need to use microfilters.

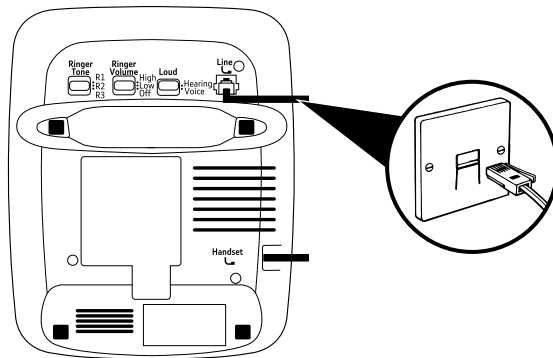


You don't need to use microfilters if your main phone socket has two separate sockets, like these:



Connect the telephone line

1. Plug the telephone line cord into the telephone wall socket.



If you need some help, call us on 0800 145 6789† or go to [bt.com/producthelp](https://www.bt.com/producthelp)

Getting to know your phone

7

Underside of base

Ringer Volume

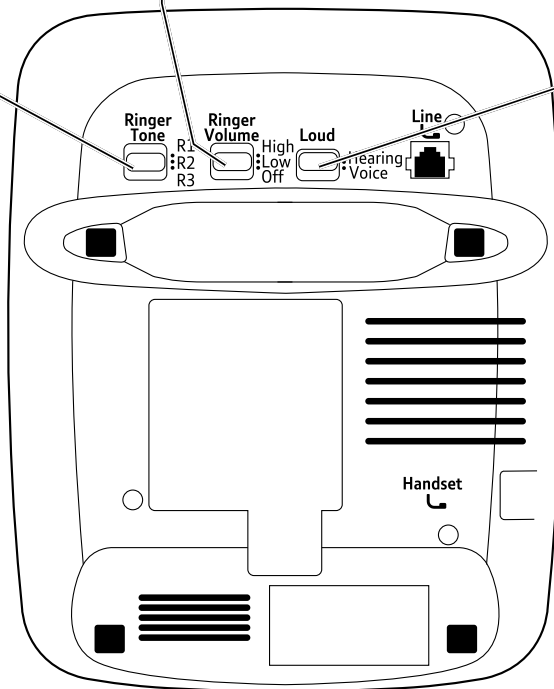
Lets you set the ringer volume:
High, Low or Off.

Ringer tone (R1, R2, R3)

Lets you set
the tone of the
ringer: High,
Mid or Low.

Loud

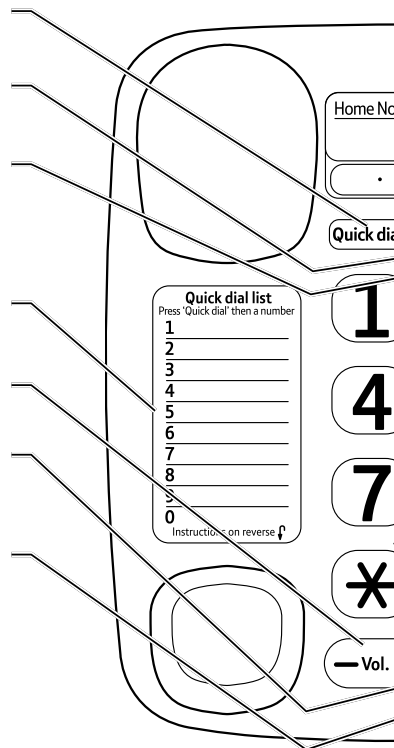
Use to increase
the handset
volume level
of your caller's
voice (Hearing)
or your
voice (Voice).



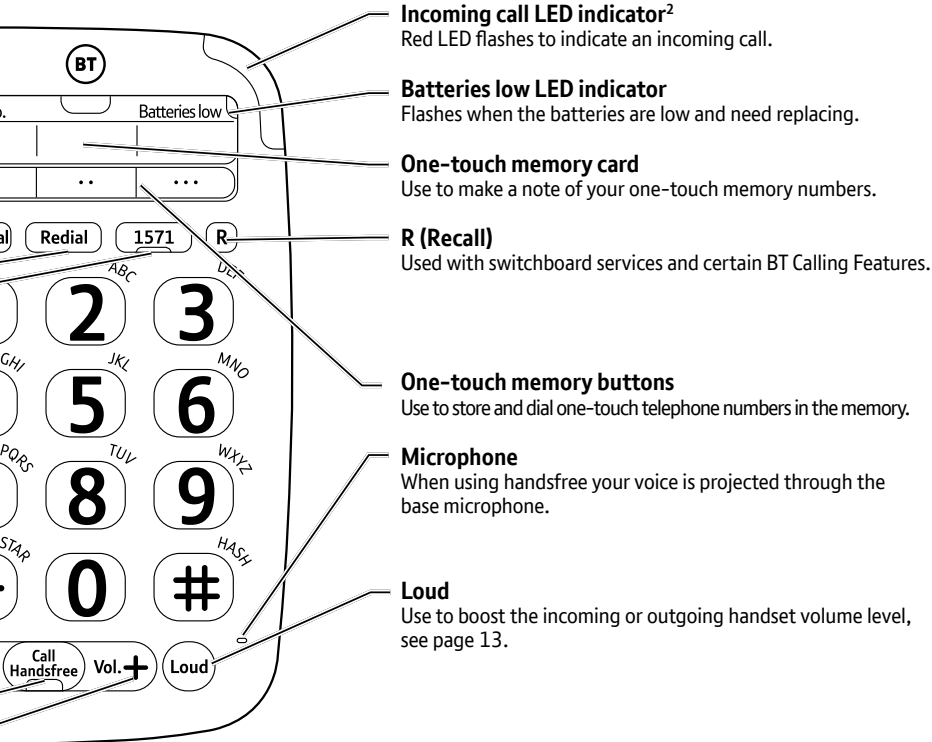
If you need some help, call us on 0800 145 6789[†] or go to bt.com/producthelp

8 Getting to know your phone

- Quick dial**
Use to store and dial telephone numbers in the memory.
- Redial**
Press to redial the last number called.
- 1571 (with LED indicator)¹**
Press to automatically dial 1571 to easily access your BT 1571 or Call Minder service. The green LED will flash when you have new messages waiting on your network's answering service.
- Quick dial memory card**
Use to make a note of your quick dial numbers.
- Vol**
Use to decrease the handset or loudspeaker volume.
- Call Handsfree (with LED indicator)**
Press to use handsfree mode. The green LED illuminates when the handsfree function is in use.
- Vol +**
Use to increase the handset or loudspeaker volume.



¹ To use the 1571 feature, you must subscribe to your network provider's network answering service and batteries must be installed.




² Please note that the Incoming Call LED indicator will flash once every time the telephone line is taken or released by your Big Button 200 or any other phone connected to the same phone line.

Using the phone


Please note that the Incoming Call LED indicator will flash once every time the telephone line is taken or released by your Big Button 200 or any other phone connected to the same phone line.

To adjust the handset volume the switch on the underside must be set to Hearing, see page 12.


Make a call

1. Lift the handset and wait for the dial tone (or if using handsfree mode, press the  button).
2. Enter the telephone number.



End a call

1. Replace the handset on the base (or if using handsfree mode, press the  button).

Receive a call

1. When you receive a call, the telephone rings and the red incoming call LED on the base will flash. Simply pick up the handset to answer the call (or press the  button to answer in handsfree mode).


Adjust the handset volume

Use the  **Vol.**  button to increase or decrease the handset volume.


Handsfree

Handsfree mode lets you talk to your caller without holding the handset. It also allows other people in the room to listen to your conversation over the loudspeaker. The green LED on the button will illuminate when handsfree mode is in use.


Make a call in handsfree mode

1. Press the  button and then enter the telephone number to be dialled.



Answer a call in handsfree mode

1. When the phone rings, press the  button to answer the call.

Adjust the handsfree volume

Use the  button to increase or decrease the loudspeaker volume.

Last number redial

1. Lift the handset (or press ) , then press the  button. The last number called will be redialled.

Adjust the ringer volume

There are 3 ringer volume levels to choose from: High, Low or Off. The default setting is High.

1. Adjust the switch on the underside of the base to the volume you want.



The loudspeaker has 5 volume levels. The default setting is 3.

12 Using the phone

There are 5 volume levels for hearing and 3 volume levels for speech.

Adjust the ringer tone

There are 3 tones to choose from: R1, R2 or R3. The default setting is R1.

1. Adjust the switch on the underside of the base to the ringer tone you want.





Adjust the incoming and outgoing handset volume

You can adjust the volume level of your caller's voice in the earpiece and the volume of your voice going out to your caller's earpiece.

1. Set the switch on the underside of the base to either Hearing (for your caller's voice) or Voice (for your voice).



2. During a call, use the  **Vol.**  buttons to increase or decrease the volume level.

Boost the incoming and outgoing handset volume

You can also boost the level of your caller's voice to 16dB louder than normal and you can boost the volume level of your voice to 15dB louder.

1. Set the switch on the underside of the base to either Hearing (for your caller's voice) or Voice (for your voice).

Loud



2. During a call, press the  button to boost the volume level.

1571 Message waiting

Providing you have subscribed to your network's answering service (e.g. BT Answer 1571 or Call Minder), callers can record messages if you do not answer your phone.

BT Answer 1571 and Call Minder are automated services located at your local telephone exchange which will take messages when you are out or engaged on another call.

You cannot boost the handsfree volume level.

The 16dB increase will override any vol+ changes.

14 Using the phone

The message waiting indicator is activated by a stuttered dial tone which you can hear when you pick up your phone. BT Calling Features, such as Call Diversion and Call Barring use a stuttered dial tone so therefore will cause the message waiting indicator to flash even if no messages have been left.

IMPORTANT

After an incoming call, or after lifting the handset, your Big Button 200 will check the line for any messages. You will experience at least a 2 minute delay before the message waiting indicator light flashes if messages have been left.




The 1571 light may continue to flash for a few minutes after you have listened to your messages.

To enable your Big Button 200 to let you know if you have messages you must first subscribe to a BT messaging service:

For BT Answer 1571 answering service, call BT on Freephone 0800 003 800.

For information on Call Minder, call BT on Freephone 0800 800 150.




To listen to your voice mail messages

1. If you have new messages, the green LED on the  button will flash.
2. To listen to your messages, lift the handset (or press ) , then press the  button.







If you need some help, call us on 0800 145 6789[†] or go to bt.com/producthelp

One-touch memory


15

You can store 3 of your most important telephone numbers under the one-touch memory buttons ,  and . There is a memory card located above the one-touch memory buttons so you can make a note of the number or contact associated with the number you have stored. You'll need to lift the plastic plate up so you can write on the card.

Store a one-touch number





1. Lift the handset or press .
2. Press and hold the  button for 2 seconds until a confirmation tone is heard, then release.
3. Press a button to assign a number: **M1** , **M2**  or **M3** . A confirmation tone will be heard.
4. Dial the number you want to store
5. Press and release the  button. A confirmation tone will be heard.
6. Replace the handset.

One-touch memory telephone numbers can be a maximum of 32 digits. If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.








If you wish to cancel storing a number, replace the handset on the base or press . The storing process will be cancelled and any number that was previously stored will be retained.

You can also store a further one-touch number under the 1571 button if you wish to. If you do, the new number will replace the 1571 automatic dial out feature. If you then decide to delete the number you store, the memory location will default back to 1571.

Dial a one-touch number

1. Lift the handset and wait for the dial tone, or press .
2. Press the one-touch button under which the number you want is stored, either: **M1** , **M2**  or **M3** . The number will be dialled out automatically.

Delete a one-touch number




1. Lift the handset or press .
2. Press and hold the  button for 2 seconds until a confirmation tone is heard, then release.
3. Press the one-touch button that you want to delete either: **M1** , **M2**  or **M3** .
4. Press the  button. You will hear a confirmation tone.
5. Replace the handset on the base or press .

Quick dial memory



17

You can store 10 of your most frequently dialled telephone numbers under the quick dial memory buttons **0** to **9**.


Store a number in the quick dial memory

1. Lift the handset or press .
2. Press and hold the  button for 2 seconds until a confirmation tone is heard, then release.
3. Press a button to assign a number: **0** to **9**.
A confirmation tone will be heard.
4. Dial the number you want to store
5. Press and release the  button. A confirmation tone will be heard.
6. Replace the handset.

Dial a quick dial memory number

1. Lift the handset and wait for the dial tone or press .
2. Press the  button.
3. Press the quick dial memory location button **0** to **9** under which the number you want is stored. The number will be dialled out automatically.







Quick dial memory telephone numbers can be a maximum of 32 digits. If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.

If you wish to cancel storing a number, replace the handset on the base or press . The storing process will be cancelled and any number that was previously stored will be retained.

There is a Quick dial memory card located under the handset so you can make a note of the number or contact associated with the number you have stored. You'll need to lift the plastic plate up so you can write on the card.

If you need some help, call us on 0800 145 6789[†] or go to **bt.com/producthelp**

Delete a quick dial number

1. Lift the handset or press .
2. Press and hold the  button for 2 seconds until a confirmation tone is heard, then release.
3. Press the quick dial memory location button  to  that you want to delete.
4. Press the  button. You will hear a confirmation tone.
5. Replace the handset on the base or press .

No dial tone

- Check that the telephone line cord is plugged into the phone socket on the base and plugged into the telephone line socket at the wall, see page 6.
- Only use the telephone line cord supplied with the phone.

Phone does not ring

- Check that the Ringer volume is not set too low or Off, see page 11.
- You may have too many phones, fax machines and/or answering machines plugged in that may be overloading the sockets, see 'How many telephones can I have?' on page 25.

General information



**Important safety and care instructions.
Keep for future reference.**

Your Big Button 200 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Important

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 cables 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 your Big Button 200 flat on its feet at all times. Not standing it as designed could cause overheating
- Keep device and cables out of young children's reach
- Only use cables and 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

If you need some help, call us on 0800 145 6789[†] or go to **[bt.com/producthelp](https://www.bt.com/producthelp)**

- 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 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 device. There are no serviceable parts and you risk an electrical shock
- There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplug the phone line cord during an electrical storm

If you need some help, call us on 0800 145 6789[†] or go to **bt.com/producthelp**

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.

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 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**

If you need some help, call us on 0800 145 6789[†] or go to **bt.com/producthelp**

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.

Guarantee

Your Big Button 200 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

If you need some help, call us on 0800 145 6789[†] or go to **bt.com/producthelp**

Within the 1 year guarantee period

Before returning your product, please take a look at the Help section on page 19 or contact the 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 and cables. 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.

How many telephones 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 Big Button 200 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.

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.

To insert a pause

1. When storing a number in the memory, press the **Redial** button in the place you want a pause inserted.

Recall

The **R** button is used when connected to certain switchboards e.g. to transfer calls and for some BT Calling Features or other services available from your network provider.



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

© British Telecommunications plc 2022.
Registered in England at One Braham,
Braham Street, London, E1 8EE, UK
(company number 1800000).

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

Big Button 200 (04/22) Issue 5

