



Duet 210

User Guide

Corded Phone

Welcome

to your Duet 210 Corded Phone

- 10 number quickdial memory – for ease of dialling your most important telephone numbers
- Mute – mutes your voice so you can talk to someone else in the room without your caller hearing you
- Last number redial – easy, one-touch dialling of the last number called
- Desk or wall mountable for your convenience

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

Getting started

Setting up

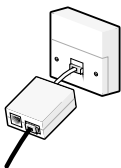
- 1 Plug the telephone line cord into the telephone wall socket.



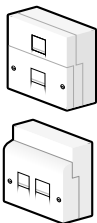
Using broadband on the same phone line?

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:



- 2 You can use your telephone on a desk or similar surface or it can be wall mounted:

To use on a desk

- i) Press the telephone line cord into the groove on the underside of the base to ensure the phone sits flat.

To wall mount your phone

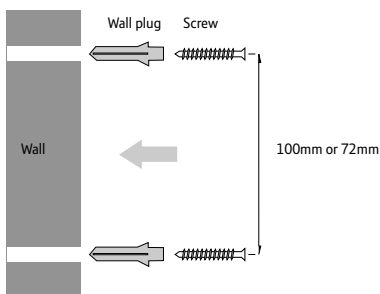
☆ Important

Before you wall mount, please check that:

- the wall can support the weight of the phone
- you are not drilling into any hidden wiring or plumbing
- the telephone line cord will reach the telephone socket

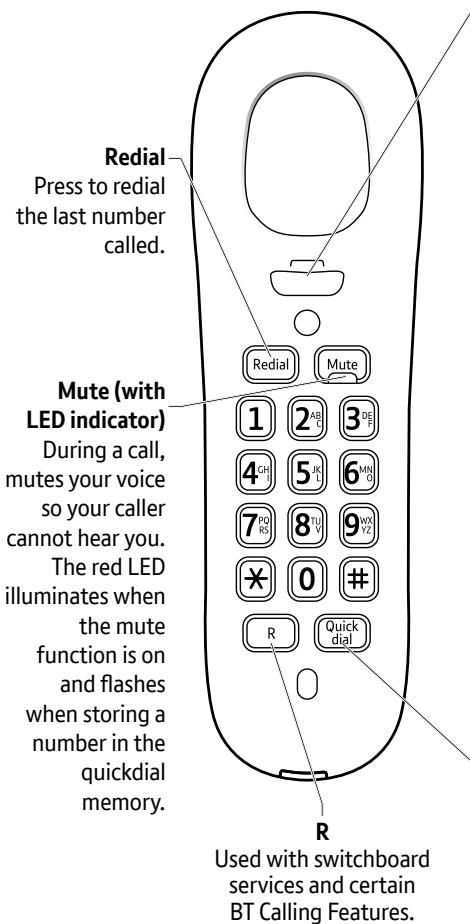
BT are not responsible for any damage/injury caused while attempting to wall mount your telephone.

- i) Drill two 4mm diameter holes in the wall either 100mm or 72mm apart according to your preference.



- ii) Insert wall plugs into the holes, and then insert a screw into each hole. Leave approximately 5mm of the screw head protruding from the wall to hold the base securely in place.
- iii) Position the telephone onto the screws. Drop down and secure into place.

Getting to know y



our phone

Hook switch

Press to make a follow-on call without replacing the handset. If wall mounted, allows your handset to rest securely on the base.

Ringer volume switch

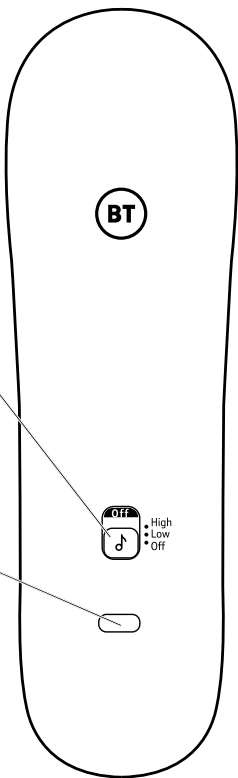
Use to select the ringer volume: high, low or off.

Incoming call LED indicator

Red LED flashes to indicate an incoming call.

Quick dial

Use to store and dial telephone numbers in the quickdial memory.



Using the phone

Make a call

- 1 Lift the handset and wait for the dial tone.
- 2 Enter the telephone number.


End a call

- 1 Replace the handset or press the hook switch if you want to make a follow-on call.

Receive a call

- 1 When you receive a call, the telephone rings and the red incoming call LED indicator will flash. Simply pick up the handset to answer the call.



Last number redial

- 1 Lift the handset and press the  button. The last number called will be redialled.

★ Tip

A redial number can only be 32 digits long. If the last number redialled was longer than 32 digits only the first 32 digits will be dialled out.

Mute

- 1 During a call, press and release the  button to mute the handset microphone. The red LED on the mute button will illuminate to indicate that the mute feature is on. Your caller now cannot hear you speak.
- 2 To switch mute off, press and release the  button again. The red LED will turn off and your caller will now be able to hear you.

☆ Important

The mute feature will automatically switch off if you replace the handset on the base.

Adjust the ringer volume

- 1 Adjust the switch on the front of the handset to the volume you want.



There are 3 volume levels: high, low or off. The default is high.

Quickdial memory

You can store 10 of your most frequently dialled telephone numbers under the quickdial memory buttons **0** to **9**. There is a quickdial memory card located on the base of the telephone so you can make a note of the number or the contact associated with the number you have stored. You'll need to lift the plastic plate up so you can write on the card.

☆ Tip

Quickdial 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.

Store a number in the quickdial memory

- 1 Lift the handset.
- 2 Press and hold the **Quick dial** button for 2 seconds until you hear a confirmation tone, then release. The red LED on the Mute button will flash.
- 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 **Quick dial** button. A confirmation tone will be heard.
- 6 Replace the handset.

★ Tip

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

Dial a quickdial memory number

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

Delete a number stored in the quickdial memory

- 1 Lift the handset.
- 2 Press and hold the **Quick dial** button until you hear a confirmation tone, then release. The red LED on the mute button will flash.
- 3 Press the quickdial memory location button **0** to **9** that you want to delete.
- 4 Press the **Quick dial** button. You will hear a confirmation tone. Replace the handset on the base.

General information



Important safety and care instructions.

Keep for future reference.

Your Duet 210 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Installation and location

- For indoor use only in UK and Ireland
- Position all parts 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 cables provided by BT for this specific device; contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices 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

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 this 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 phone could be damaged by an electrical storm. We recommend that you unplug the phone line cord during an electrical storm

Important

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

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 wheeled 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.

Guarantee

Your Duet 210 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 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 cables. You'll 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 Duet 210 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.


Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.


Switchboard external line access code

When connected to an internal switchboard, you may need to enter an access code e.g. 9 to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code. A Pause lasts 2.5 seconds.

To insert a pause

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

Recall

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

Duet 210 (03/22) Issue 5