Advanced Phone Z with 100% 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.

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

• If you turn BT Call Blocking off, all calls will be allowed through, even if they're already on your blocked list. See page 23 to change settings.

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

• It's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not using BT Call Blocking, and you want to use BT1571 or another voicemail service, then make sure the ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the ring delay to more than 5 rings. See page 37 to set the ring delay.

Powered by trueCall STOPS NUISANCE CALLS

The Advanced Phone Z Nuisance Call Blocker, powered by **trueCall's award winning technology**, offers you complete control over the calls you want to take and those you wish to block.

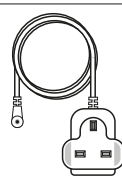
Check the box contents

Handset

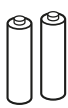
Base

Phone line (this comes already installed)

Mains power adaptor (item code 090713)



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



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

- Extra handset
- Charger
- Mains power adaptor (item code 090713)
- Two rechargeable batteries, AAA NiMH 750mAh (already installed in the handset)

☆

Important

Only use the mains power adaptors. Cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your Advanced Phone Z 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.

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

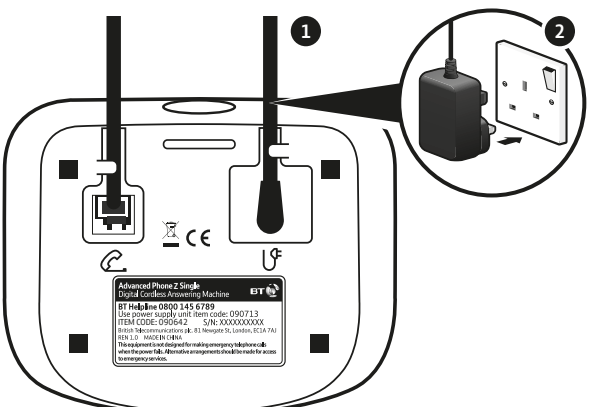
The phone line cord is pre-installed but don't plug the other end into the wall socket yet.

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.

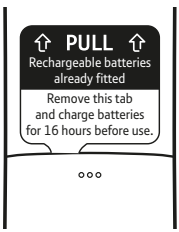
Where to put your phone

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



2. Charge

1. Activate the batteries by pulling the plastic tab away from the handset.



2. The BT logo will appear on the screen, followed by the set up wizard screen displaying **Please set the time and date to start using your telephone**. Don't follow these instructions yet. Place your handset on the base to charge first.

3. Place the handset on the base and leave to charge for **16 hours**.

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

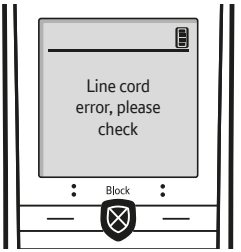
Talk/Standby time
Under ideal conditions, the handset batteries should give up to 22 hours talk time or 240 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

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
The ▭ icon will flash, you'll see the message **Battery low** in the display and hear a warning beep every minute, to indicate that you need to recharge your handset. You can remove the display message by selecting **Hide**. If the battery charge completely runs out, the display will show **Batteries flat**. **Please charge**.

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.

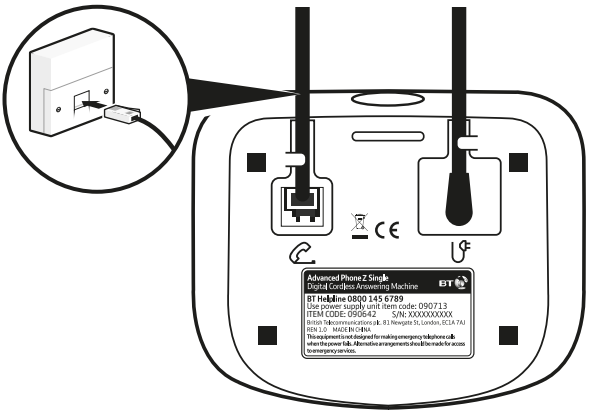
If the screen displays the message shown below, don't worry. This is normal and it will continue to be displayed until you connect the phone line cord in the next step.



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

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*.

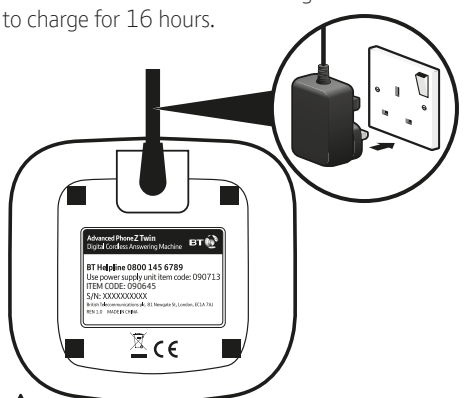


Set up for additional handsets (multipacks only)

1. For additional handsets and chargers: plug the mains power adaptor into the back of the charger and plug the other end into the mains wall socket and switch on the power.

2. Activate the batteries as explained on page 5. If you set the time and date on the first handset then it will be shared with all other handsets in your multi pack once you activate the batteries.

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



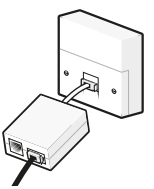
Tip

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

Using your Advanced Phone Z 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).

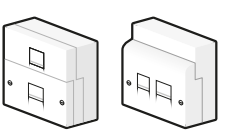
If your main phone socket has a single socket, you do need to use microfilters, like this:



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:



3. Follow the set up wizard

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

Set the time and date

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

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

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

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

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

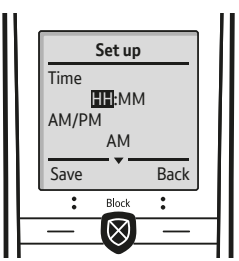
BT Call Blocking

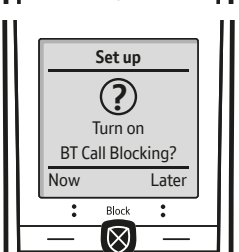
6. Continue to read and follow the prompts you can choose to set Call blocking on now or turn it on later. After pressing **Now** or **Later**, you are given the option to set other features.

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

Tip

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





4. Go!

Your Advanced Phone Z is now ready for you to use

• For instructions on making a call, go to page 19.
• For help personalising your phone's settings, go to page 44.
• For instructions on using the answer machine, go to page 36.
• For instructions on Call Blocking, go to page 23.

Or, you may find the answer in the Help section on page 59 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 59-61 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 Advanced Phone Z.

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

Contents

4 Quick set-up guide

14 Getting to know your phone
- Handset buttons

16 Handset display
- Calls list indicators

17 Finding your way around your phone

18 Base buttons

19 Using the phone
- To switch the handset off
- To switch the handset on
- Make an external call
- Preparatory dialling
- End a call
- Call timer
- Receive a call
- Call Waiting

20 Mute
- Incoming speech / Handsfree volume
- Make a handsfree call
- Answer a call handsfree
- Switch to handsfree during a call

21 Redial
- Redial a number
- For compatibility with BT 1571 (or another voicemail service)

22 Keypad lock
- Turn the handset ringer on or off
- Find handset (Paging)

23 Call control settings
- Block nuisance calls (BT Call Blocking)

24 Switch BT Call Blocking on/off
- Personalise your announce message

25 How do you accept, block or send a call to the answer phone?
- The Block button

26 How do I change the different BT Call Blocking modes?
- Custom mode
- Here's how to customise settings for certain types of call

27 What happens when you allow a number (caller)
- What happens to my VIP numbers?
- What happens when you block a number (caller)
- Calls that are always allowed
- How to add numbers straight to your Blocked and Allow lists

28 To add a number to the block list
- To block numbers by area code
- To add a number to the allow list or to unblock a number

- Deleting your blocked and allowed lists

29 Do not disturb
- Set-up Do not disturb
- Outgoing calls
- Set Outgoing calls control

30 Assign VIP status to a contact

31 Contacts
- Store a contact
- Character map
- Entering names
- View/dial a contact

32 Edit a contact
- Delete selected or all contacts
- View the contact memory status
- To enter a pause in a contact number
- To enter a recall in a contact number

33 Speed dial
- Save a Speed dial entry
- Dial a Speed dial entry
- Edit a Speed dial entry
- Delete a Speed dial entry

34 Caller display and the Calls List
- Caller Display
- Calls list
- Missed call notification
- View and access options in the Calls list

35 Save a Calls list entry to your contacts
- Delete an entry in or the entire Calls list

36 Answer machine
- Using the answer machine from the handset
- Switch the answer machine on or off and set the answer mode
- Outgoing messages
- Record your own outgoing message

37 Play the current outgoing message
- Reinstate the pre-recorded outgoing message
- Record a memo
- Ring delay
- Set the ring delay

38 For compatibility with BT 1571 (or another voicemail service)
- Set the maximum message length
- Set the message alert on or off

- Call screening via the handset or the base
- Turn call screening on or off

39 Using call screening
- Message playback using the handset

40 Delete a message or delete all old (played) messages
- Save a number in the answer phone message list to your contacts
- Send a text to a number in the answer phone message list

41 Using the answer machine from the base
- Switch the answer machine on or off
- Message playback using the base
- Delete all old (played) messages
- Remote access
- Set the remote access PIN for the first time

42 Change the remote access PIN
- Turn remote access on or off
- If you forget to switch on your answer machine

43 Operating you answer machine remotely

44 Settings
- Handset settings
- Turn the alert tones on or off
- Turn the handset tones on or off
- Change the handset display contrast
- Change the handset name

45 Change the call settings (Auto answer, Auto end call, Auto join and First ring)
- Base settings
- Set the base ringtone melody and volume
- PBX access code
- Set a PBX access code

46 Change the system PIN
- Reset the handset or base settings

47 Clear the handset and base user data

48 Alarm
- Set an alarm
- Stopping the alarm when it goes off

49 BT Calling Features
- Pre-stored numbers in the Calling Features menu

- Using Call Diversion: set up, cancel or check status
50 Cancel Ringback
- Using Call Waiting

51 Text messaging
- Register to the text messaging service
52 Send a text message
- Receiving text messages

53 Using additional handsets
- Register an additional handset
- Registering another make of handset to your Advanced Phone Z base
- De-register a handset
54 Make an internal call between handsets
- Transfer a call
- Hold a 3-way call

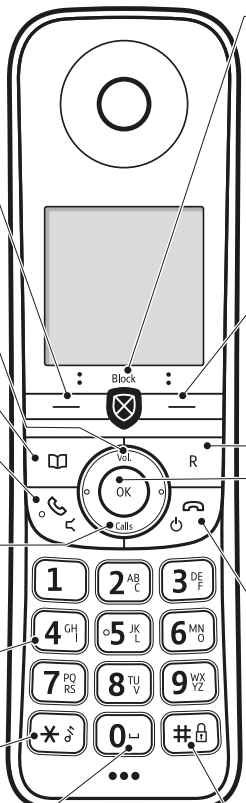
55 Menu map

59 Help

62 General information
- Replacing the handset batteries
- Safety
63 Cleaning
- Environmental
64 How to recycle your equipment
- Radio Equipment Directive Declaration of Conformity
- Guarantee
66 Technical details
- Recall (R)

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
Press to enter the ring volume control.
Move through menu options.
Increase volume.

Contacts
Press to access stored Contacts.

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

Down navigation button
Press to enter the Calls List.
Move through menu options.
Decrease volume.

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

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

0
Press to enter a space.

Call Block
In idle mode, press to enter the Call Control 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, see page 23.

Right option
Press to confirm the option displayed on the screen above the button, delete or go back to the previous screen.
In answer machine mode, deletes the current message playing.
From the home screen press to scroll through your calls history.

R (Recall)
For use with BT Calling Features and when connected to a switchboard/PBX.

OK
In idle mode, press to access a high-lighted event e.g. missed calls, answer phone messages and text messages on the display.

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

#
Press and hold to lock or unlock the keypad.

Handset display

Shows how much charge is left on the handset. Scrolls when charging.

Empty frame flashes when battery needs recharging.

On – missed call(s) in the Calls list with number of calls displayed.

On – answer machine message(s) received with number of messages displayed.

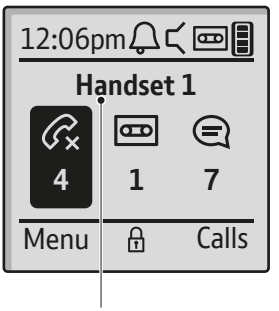
On – text message(s) received with number of messages displayed.

Mute/Unmute indicates when Mute is on or off.

On – alarm is set.
Flashing – alarm time has been reached. Off – alarm off.

The keypad is locked.

Handset ringer is switched off.



Calls list indicators

= outgoing call made
= incoming call received
= missed call
= caller left a voice message

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 55.

When the handset is switched on and at the home screen

1. Choose menu by pressing the Left option button —.

2. Use the Vol. or Calls buttons to scroll through the available menu options.

3. When the menu you want is on the screen, press the Left option button —.

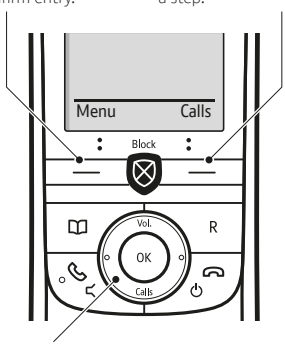
4. Use Vol. or Calls to scroll through the available menu options.

To go back, press the Right option button —.

To return to the home screen menu, press ↶. If you don't press anything for 60 seconds, the handset will automatically return to the home screen.

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

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



Navigation buttons
Scroll up or down through the menu options.

Base buttons

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

Play/Stop
Light on the button will flash when you have a new message.

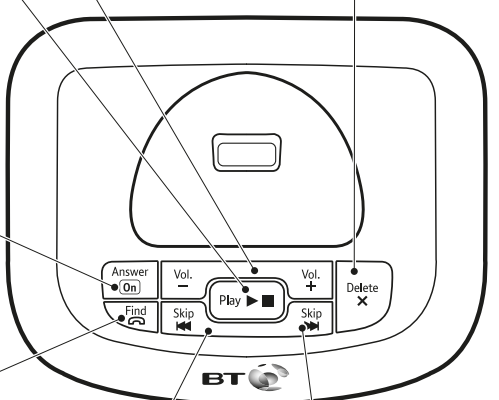
Press to play messages.

Press to stop messages during playback.

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

Find
Press to ring all registered handsets. This is helpful for finding missing handsets. There's more about this on page 22.

Delete
Press once to delete a message when you're playing it. If the Delete button is pressed in idle mode, the base will announce "To delete all old messages, press Delete". If Delete is pressed within 3 seconds then all old messages will be deleted.



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

Skip ⏭
During playback, press to skip forward to next message.

Using the phone

To switch the handset off
1. Press and hold until the handset turns off.

To switch the handset on
1. Press and hold until the handset turns on.

Make an external call
1. Press .
2. When you hear the dial tone, enter the number.

Preparatory dialling
1. Enter the number first. If you make a mistake select **Clear** by pressing the Right option button to delete the last digit.
2. Press to dial.

End a call
1. Press . Or, press Block to end the call and add the caller's number to the blocked numbers list, see page 30 (only blocks if the number is available and if you've subscribed to a Caller Display service).

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.

Receive a call
When you receive a call, the phone rings and the display shows **Incoming call** and . If you've got a caller display service, the display shows the caller's number if it's available or the caller's name if it matches an entry stored in your contacts list.
1. To accept the call press . Or to block the call, press Block, see page 25.

If you have subscribed to a Caller Display Service and if the number is displayed, the caller's telephone number will be added to the blocked numbers list.

Call Waiting
If you've got a call waiting service and it is switched on, your phone will alert you to a second incoming call if you're already engaged on an external call.
To switch your call waiting service on or off, see page 50.
1. You'll hear the call waiting tone and if you also have caller display the display will show the number of the caller, or the name if it matches an entry in your contacts.

2. Select **Switch** by pressing the Left option button to answer the new call and your first caller is put on hold.

3. Select **Switch** to toggle between the two callers.

4. Press to hang up the current call.

Mute

During a call, you can talk to someone nearby without your caller hearing.

1. During a call, select **Mute** by pressing the Right option button. The display shows **Call muted** and your caller can't hear you.

2. Select **Unmute** to return to your caller.

Incoming speech / Handsfree volume

During a call, you can adjust the handset incoming speech or loudspeaker volume. There are five levels. Incomimg speech default Level is 4 and loudspeaker default is Level 3.

1. Press **Vol.** or **Calls** to increase or decrease the volume. The first press will present the Call volume screen so you can see the current volume level. Subsequent presses will change the volume, you will hear the volume level with each press.

Make a handsfree call

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. Enter the number then press twice. is displayed. You hear your call over the handset loudspeaker. Press to switch the call between the earpiece and the loudspeaker.

2. Press to end the call.

Answer a call handsfree

When the phone rings:

1. Press after the call has been answered. The call is transferred to the handset loudspeaker.

If Auto Answer is set to off (the default setting), you will need to press twice.

Switch to handsfree during a call

1. During a call, press to put the call on the loudspeaker. To switch handsfree off and return the call to the earpiece, press again.

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

Redial a number
1. Press **Calls** or select **Calls**. The most recent entry is at the top of the list. If there are no entries **List empty** will be displayed.
2. Press **Vol.** or **Calls** to scroll to and highlight the number you want to redial, press .
You can also save a number you've called to your contacts, delete a number you've called or delete all numbers from the Calls list, see page 35.

For compatibility with BT 1571 (or another voicemail service)
It's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not, and you want to use BT1571 or another voicemail service, then make sure the Ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the Ring delay to more than 5 rings. See page 37.

Keypad lock

To lock the keypad

1. Press and hold # for 2 seconds. The handset gives a confirmation tone and **Keypad locked** is briefly displayed before returning to the idle screen with the icon displayed.

To unlock the keypad

1. Press and hold # for 2 seconds. The handset gives a confirmation tone and **Keypad unlocked** is briefly displayed before returning to idle.

You can lock the keypad so that it can't be used accidentally while you're carrying it around.

With the keypad locked, you can still call the emergency services on 999 and 112 using preparatory dialling and you can still answer incoming calls and operate the in call features as normal. When the call is ended, the comes on again.

Turn the handset ringer on or off

1. Press and hold * for 2 seconds to turn the handset ringer on or off. The display will briefly show Ringer on or off before reverting to the idle screen with the icon displayed if the ringer has been turned off.

If you get an incoming call or text message while you're paging a handset, the incoming call or message takes priority and paging will stop.

If the handset ringer is switched off on a handset, it will be temporarily switched back on so the handset can be found.

Find handset (Paging)

You can ring a handset to help find it.

1. Press Find on the base. All handsets registered to the base will ring and the screen will show Base searching for handsets for up to 2 minutes.

2. To stop the ringing, press Find on the base again or press on any handset.

Paging calls can't be answered by a handset.

Call control settings

Under the Call control menu are the features BT Call Blocking, Do Not Disturb, Outgoing calls and VIP list.

BT Call Blocking allows you to block calls in four different ways.

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

Outgoing calls allows you to control the type of outgoing calls that can be made, see page 29.

VIP list allows you to manage calls to and from your favourite/ important contacts, see page 30.

You will need to enter your access PIN to access the Call control menu.

The default access PIN is 0000, for security we recommend you change this, see page 46.

Enter the PIN number and select OK with either — or Block button.

Block nuisance calls (BT Call Blocking)

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.

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

Your Advanced Phone Z has four Blocking modes to help you manage incoming calls:

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

- **International** – All calls from International numbers must announce their name. All other calls come straight through, except those already on the block list, who will hear the message above.
- **Ans Phone** – All calls not in your Contacts, Allowed or VIP list are sent straight to the Answer Phone including those on your Blocked list.
- **Custom** – You choose how you'd like to handle all of your calls.

In **Announce mode** (default setting), the Advanced Phone Z will filter all first time calls from numbers that are not yet saved in your Contacts, or already on your allowed list. By doing this, you gradually build up these lists and your phone will know how to deal with the call the next time it comes in.

Switch BT Call Blocking on/off

When Call Blocking is set to On, it is On for whichever mode you're using (e.g Announce mode). If you turn Call Blocking Off, all calls will be allowed through, even if they are already on your blocked list.

1. In idle mode, press Block.
2. Call Blocking settings are PIN protected, so follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or **OK**.
4. **Blocking settings** is highlighted, press **Select** or **OK**.
5. Press **Left** or **Right** to switch BT Call Blocking on/off, then press **Save**.

Personalise your announce message

You can personalise the BT Call Blocking greeting, by adding your name to the Announce message.

1. Press Block button.
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or **OK**.
4. Scroll to **Announce msg**, press **Select** or .
5. Press **Select**, or **OK**, on **Record name** and follow the voice prompt and press **Save**.
6. The recording will play back, if you're happy with it, press **OK**.

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

1. BT Call Blocking answers a call for you and asks the caller to say ("announce") who they are.

2. Your Advanced Phone Z then rings you with the Announced call on the display and announces the caller's name when you pick up the phone. (e.g. "You have a call from Mark").

3. You now have the following choices:

- To accept the call, press 1
- To always accept their calls, press 2
- To block their calls, press 3 or press Block
- To send this call to the answer phone, press 4
- Or to ignore the call, just hang up (this call will then be sent straight to the answer phone)

Tip

When a blocked call is received, Blocked will be displayed with no backlight on the handset and the handset and the base will not ring.

The Block button

The block call button can be used in three ways:

1. In idle mode

Press Block as a shortcut to the Call Control menu. See page 23.

2. Incoming call

When you have an incoming call, the handset display will show 'Announced call'. When you pick up the handset you'll hear the caller announcement so you can decide whether to take the call. If you don't want to take the call, press Block on the handset and the caller will be advised that their call is not accepted and the call will be disconnected.

The number will be blocked and added to the blocked calls list if Caller ID is displayed. If the number calls again, the caller will hear, "Callers to this number are being screened by BT Call Blocking, the person you are calling is not accepting your call. Please hang up".

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 you have the option to select **Yes** and the number will be added to the blocked numbers list and the call will end. Or select **No** to go back to the caller.

☆

Tip

No PIN number is required when using the block call button when there is an incoming call or during a call.

How do I change the different BT Call Blocking modes?

You can change the default setting of Announce mode to International, Answer phone or Custom:

1. In idle mode, press Block.

2. Follow the instructions to set your PIN or enter your PIN and select **OK**.

3. **BT Call Blocking** is highlighted, press **Select** or **OK**.

4. **Block settings** is highlighted, press **Select** or **OK**.

5. Scroll down using the **Calls** button to **Blocking mode** and then use the **Left** or **Right** to select the one that you want to change (e.g. International) and press **Save**.

Custom mode

Once you get used to your phone, you might decide to customise your settings depending on the call type. For example, you can allow unknown numbers but block international numbers and send withheld numbers to the answer phone.

Remember: settings will be the same as the last mode you selected, unless you save your own custom options.

Here's how to customise settings for certain types of call

Take care when doing this, as it changes your phone's BT Call Blocking settings.

1. In idle mode, press Block.

2. Follow the instructions to set your PIN or enter your PIN and select **OK**.

3. **BT Call Blocking** is highlighted, press **Select** or **OK**.

4. **Block settings** is highlighted, press **Select** or **OK**.

5. Scroll down using the **Calls** button to **Blocking mode** then press **Left** or **Right** to find **Custom**.

6. Press **Save** and scroll to find the type of call that you want to change the settings for.
You can change: Blocked numbers / Allowed numbers / International / Withheld / Payphones / Mobile numbers / Unavailable /All other numbers.

And for each of these, you have the choice to: Block / Ans.phone / Allow / Announce.

7. Select **Save**.

What happens when you allow a number (caller)

Any numbers in your phone's Contacts are automatically allowed to come straight through to you to answer. To block a contact, see page 25.

- When you get an allowed call, you'll see the caller's number (if available) with the call type below it on your phone's screen.
- If you don't answer a call from an allowed number, it will go through to your answer phone (if it's on) or eventually it will hang up if unanswered.

Remember: if you've allowed a contact, all the numbers you have for a contact will also be allowed.

What happens to my VIP numbers?

These are always allowed to come through to you. If you want BT Call Blocking to look after any of these numbers, you'll need to remove them from your VIP list and then adjust your BT Call Blocking settings for that number. To add a VIP to your VIP list, see page 30.

What happens when you block a number (caller)

You can block a whole number or part of it (e.g. you can block by area codes).

To unblock or allow a blocked number, see page 28.

- A caller calling from a blocked number will hear a message telling them that their call has been blocked.
- You'll see the caller's number (if available) in the Calls list with . This means that BT Call Blocking is blocking the call without you having to do anything.

Remember: if you've blocked a contact, all the numbers you have for a contact will also be blocked.

Calls that are always allowed

'Ringback' calls and calls from the operator are always allowed, and you can't block these using BT Call Blocking.

How to add numbers straight to your Blocked and Allow lists

Aside from adding numbers to your Block and Allow list as calls come

through, you can also add numbers directly to the lists via your Call Control menu.

To add a number to the block list

1. In idle mode, press Block.
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or **OK** .
4. Scroll down using the **Calls** button to **Block numbers** and press **Select** or **OK**.
5. **Add number** is highlighted, press **Select** or **OK**.
6. Enter the telephone number you want to block (make sure you enter the full dialling code) and press **Save**.

Tip

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

To block numbers by area code

You can also block numbers by area code. This will mean that any calls beginning with that code, will be blocked. Follow the instructions above from 1 to 4 and then:

5. Scroll down using the **Calls** button to **Area codes**, press **Select** or **OK**.
6. On first use, you will see **No area codes stored. Add code?** Select **Yes**.
7. Add the area code (e.g. 01473) and press **Save**.

To add a number to the allow list or to unblock a number

1. In idle mode, press Block.
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Blocking** is highlighted, press **Select** or **OK**.
4. Scroll down using the **Calls** button to **Allow numbers** and press **Select** or **OK**.
5. **Add number** is highlighted, press **Select** or **OK** .
6. Enter the telephone number you want to allow (make sure you enter the full dialling code) and press **Save**.

Deleting your blocked and allowed lists

When in the Block and Allow number menu's above, you also have the choice to delete the whole list. Remember, if you do this, all calls previously blocked and allowed, will now come back through your BT Call

Blocking settings.
Parental control allows you to control the type of outgoing calls that can be made. You can also assign VIPs in your contacts to whom outgoing calls can still be made even if Parental control is turned on and calls can be received from as normal even if Do not disturb is turned on.
To enter the Call control sub menu you need to enter your remote access PIN. This will need to be set the first time you try and enter the sub menu, simply follow the on screen instructions. If you have already changed the remote access PIN when setting your remote access then you will not need to set it again. This remote access PIN is different to the system PIN.

Tip
For more information on handling unwanted calls please go to bt.com/unwantedcalls

Do not disturb

Set-up Do not disturb
1. In idle mode, press Block.
2. Follow the instructions to set your PIN or enter your PIN and select .
3. Scroll down using **Calls**.
4. **Do Not Disturb** is highlighted, press **Select**.
5. Press **Left** or **Right** to select **On**, **Off** or **Timed**. If you select Timed you need to select the on and off times you want, press **Calls** and enter the on time, then **Calls** again and enter the off time. Press **Calls** to highlight whether you want VIP calls to be **Allowed** or **Barred** using **Left** or **Right**, then press **Save**. The chosen setting will be displayed and you will hear a confirmation tone.

Outgoing calls
Outgoing calls allows you to control the type of outgoing calls that can be made from your Advanced Phone Z. You can choose **Allowed** or **Barred**.

Set Outgoing calls control
1. In idle mode, press Block.
2. Enter the access PIN and select **OK**. Press **Calls** to highlight Outgoing calls and press **Select**.
3. **Mobile calls** is highlighted. Press [left or right] to select **Allowed** or **Barred** for **Mobile calls**, then press **Calls** to **International** and follow

the same procedure for each option displayed and then select **OK**. The display will show **Outgoing calls settings saved**. You will then be prompted to add some VIPs if you haven't already assigned any.

Tip
You can set some of your contacts to be VIPs, so that they can always get through when BT Call Blocking or Do Not Disturb is switched on.

Assign VIP status to a contact

1. In idle mode, press Block.

2. Enter the access PIN and select **OK**. Press **Calls** to highlight **VIP list** and press **Select**.

3. Read the prompt and select **Info**, read the message and select **Yes** at the end. Your contacts list will be displayed.

4. To assign contacts as VIP, highlight the contact and press **OK**. Select additional contacts if required by repeating above.

5. Select **Options**, **Add selected** will be highlighted, press **OK** and the selected entries will be added to your VIP list.

If you've already added contacts to your VIP's, the list will be displayed when you enter the VIP list menu. You can then select **Options** to add further VIPs, remove VIPs or assign a VIP ringtone.

Contacts

You can store up to 200 entries in your list of contacts. For each contact you can save a home, mobile and work number. Contact entries will automatically be copied to any other handsets you have registered to the base. Any change made on one handset will be updated on all other handsets.

The handset will come with some special numbers pre-stored. These will include Your Product Helpdesk, All handsets (if you have more than two handsets registered) and a list of the handsets registered to the base according to their default name/ number (e.g. Handset 2 or 3 etc) or name if you have stored one.

Store a contact

1. From the idle screen, press 🕮.

2. Select **Options**. **Add contact** is highlighted, press **Select**.

3. Enter the new contact name using the keypad (see note opposite for help) then press 📞 and enter the home phone number. You can then press 📞 and enter a mobile number and then a work number if you want to. Select **Save** when you've finished. The display will show **Contact saved**.

Character map

0	space 0 + £ $ # *
1	& . , ' ? ! @ 1
2	a b c 2 à á â ã æ ç
3	3 d e f 3 è é ê ë
4	4 g h i 4 î ï ì í
5	5 j k l 5 £
6	6 m n o 6 ö ô ò ó õ ø ñ
7	p q r s 7 $ ß
8	t u v 8 ü ù ú û
9	w x y z 9
✱	& . , ' ? ! " + = - ; : # * £ $ € ¥ % ( ) @ / _ \ < > ~
#	Changes text entry mode sentence case, upper or lower)

Entering names

Use the keypad letters to enter names, e.g. to store Tom: Press **8** once to enter T. Press **6** three times to enter o. Press **6** once to enter m.

View/dial a contact

1. From the idle screen, press 🕮 to open your contact list.

2. Press **Vol.** or **Calls** to scroll through and view the entries.

3. To dial an entry, press 📞 when the entry is highlighted. If the entry has more than one number saved under it you will need to highlight

the number you want and then press ↩ again.

Edit a contact

1. From the idle screen, press 🕮.

2. Press **Vol.** or **Calls** to scroll to the entry you want to edit and select **Options**.

3. Press **Calls** to highlight **Edit contact** and press **Select**.

4. Edit the name by pressing **Left** or **Right** button to move cursor left or right and **Clear** to delete characters and use the keypad to enter new ones, then press **Calls** to move the cursor to edit any of the numbers you have stored, using **Clear** to delete digits and re-enter any new ones, then select **Save**. The display will show **Contact saved**.

Delete selected or all contacts

1. From the idle screen, press 🕮, then select **Options**.

2. Press **Calls** until **Delete contact** is highlighted and press **Select**.

3. You can now either:

Select which contact(s) to delete by scrolling to highlight the contact and pressing **OK**. A tick will mark the contact for deletion. Once all the contacts you want to delete have been marked, select **Options**. **Delete selected** will be highlighted, select **OK**, then select **Yes** to confirm. Or, to delete all contacts, select **Options** and scroll down using the **Calls** button to highlight **Select all**, then select **OK** then **Yes** to confirm.

View the contact memory status

1. From the idle screen, press 🕮, then select **Options**.

2. Press **Calls** until **Memory status** is highlighted and press **Select**.

3. The display will show the percentage of the contact memory used, e.g. **35% Full**.

To enter a pause in a contact number

When storing a number, press and hold **0**~ in the place where you want the pause.

To enter a recall in a contact number

When storing a number, press **R** in the place where you want the recall.

Speed dial

Save a Speed dial entry

1. From the idle screen, enter the telephone number you want to store.

2. Then, either:

Press and hold the Speed dial button **1** to **9** you want to store the number under.

Or,

Select **Options**, scroll down using the **Calls** button to highlight **Set speed dial** and press **Select**. Scroll down to the speed dial location number you want (1-9) and select **Save**.

The display will show **Saved as speed dial x** (x being the Speed dial button).

Dial a Speed dial entry

1. Either, press and hold the Speed dial button **1** to **9** under which the entry you want to dial is stored.

Or, Select **Menu**, scroll down using the **Calls** button to display **Speed Dial List** and press **Select**. Scroll down to highlight the entry you want then press . The number will be dialled automatically.

Edit a Speed dial entry

1. Select **Menu**, scroll down using the **Calls** button to display **Speed Dial List** and press **Select**.

2. Press **Vol.** or **Calls** to highlight the entry you want to edit and select **Options**.

3. **Edit** is highlighted, press **Select**.

4. **Edit** the number by selecting **Clear** to delete digits and then enter any new digits. Select **Save**. **Saved as speed dial x** will be displayed.

Delete a Speed dial entry

1. Select **Menu**, scroll down using the **Calls** button to display **Speed Dial List** and press **Select**.

2. Press **Vol.** or **Calls** to highlight the entry you want to delete and select **Options**.

3. Scroll down to highlight **Delete** and press **Select**.

4. **Delete speed dial x?** is displayed, select **Yes**. **Speed dial x deleted** will be displayed.

Caller display and the Calls List

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.

Caller Display
If you've subscribed to a Caller Display service, you'll be able to see your caller's number on your handset display (provided it's not withheld) before you answer a call. If your caller's name is stored in your contacts list and it matches the number calling, you'll see the caller's name and where they are calling from (i.e. Home, Mobile or Work) on the display instead. If you haven't subscribed to a Caller Display service **Incoming call** will be displayed when you receive a call. If you receive a call from a number you have stored in your Blocked calls list **Blocked** will be displayed under the name or number.

Calls list
The Calls list holds up to 50 incoming (missed and answered) calls and 30 outgoing calls. The date and time of the call is also stored. If you haven't subscribed to a Caller Display service, **No number** will be displayed in the Calls list for incoming calls but the time and date will still be recorded.

Calls are listed in chronological order with the most recently received/made call at the top of the list.

When the list is full and a new call is received/made, the oldest entry will be deleted automatically. The Calls list can hold numbers up to 20 digits and names up to 25 characters.

Missed call notification
If an incoming call has been missed (i.e. not answered), the missed call icon will be displayed on the idle screen with the number of missed calls displayed underneath it e.g. 1. You can clear the notification by viewing the calls list on any handset registered to the base. The icon will still be presented for missed calls in the calls list so you can differentiate between calls.
See Calls list indicators opposite.

View and access options in the Calls list
1. Press **Calls** or select **Calls**. The most recent entry is at the top of the list. (If there are no entries **List empty** will be displayed.
2. Press **Vol.** or **Calls** to scroll through and view the list.

3. To dial an entry, when the entry you want is highlighted, press .

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

To send a text message to the caller, when the entry you want is highlighted, select **Options**, scroll down to **Send text**, press **Select** and follow the instructions to send a text as detailed on page 52.

To block the number, when the entry you want is highlighted, either press Block or, select **Options**, scroll down to **Block number** and press **Select**.

To Allow or Unblock a number via Calls List, when the entry you want is highlighted, press **Options** and select **Unblock contact**. It will then ask if you wish to allow incoming calls from this number, select **Yes**.

If you haven't set up your access PIN yet, you will be prompted to follow the instructions.

If the access PIN has been set you will be prompted to enter the 4 digit PIN, then select **OK**.

The number you selected to block is highlighted, select **Save**. **Blocked number saved** will be displayed.

Save a Calls list entry to your contacts

1. Press **Calls** or select **Calls**, then press **Vol.** or **Calls** to highlight the entry you want and select **Options**.

2. Highlight **Save number** and press **Select**.

3. You now have two options:

i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight the type of number, then press **Select**. Enter the contact name and select **Save**.

ii) To add to an existing contact, highlight **Add to contact** and press **Select**. Scroll to highlight the entry you want and press **Select**. Highlight the number type where you want to save the number and press **Select**.

Delete an entry in or the entire Calls list

1. Press **Calls** or select **Calls**, then if you want to delete just one entry, press **Vol.** or **Calls** to highlight the entry and select **Options**. To delete the entire list, simply select **Options**.

2. Press **Calls** to display either **Delete call** or **Delete all** and press **Select**. **Call deleted** will be displayed if you have deleted one entry, if you chose to delete all then you will need to confirm by selecting **Yes**.

Answer machine

Your Advanced Phone Z can digitally record up to 30 minutes of messages. You can operate your answer machine from: the handset, the base remotely from any other Touchtone™ telephone.

If you receive a call from a number you have stored in your Blocked calls list, and Call Blocking is switched on, the caller will not be able to leave an answer phone message.

Using the answer machine from the handset

You'll need to set the date and time (if you've not already done so during set-up) so that the answer machine can correctly announce when each message was received.

Switch the answer machine on or off and set the answer mode

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Answer mode** is highlighted, press **Select**.

3. Press **Left** or **Right** to select **On** or **Off** then scroll down to set the answer mode, press **Left** or **Right** to highlight **Ans. & Rec** or **Answer only** and then select **Save**. **Answer mode saved** will be displayed and the current answer mode will be announced.

Outgoing messages

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

Record your own outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Outgoing msg** is displayed, press **Select**.

3. Press **Vol.** or **Calls** to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.

4. **Record message** is highlighted, press **Select**.

Follow the voice prompt to record your message and select **Save** when you've finished.

5. Your message will be played back to you. Select **OK** if you're

happy with it or you can delete it by selecting **Delete**.

Play the current outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Outgoing msg** is displayed, press **Select**.

3. Press **Vol.** or **Calls** to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.

4. Press **Calls** to highlight **Play message** and press **Select** to hear the outgoing message. If the current outgoing message being played is your recorded message you can delete it if you want to by selecting **Delete**.

Reinstate the pre-recorded outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Outgoing msg** is displayed, press **Select**.

3. Press **Vol.** or **Calls** to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.

4. Press **Calls** to highlight **Use default msg** and press **Select**.

5. Press **Left** or **Right** to display **On**. Scroll down and then use **Left** or **Right** to display either **Female** or **Male** and select **Save**. **Saved** will be displayed.

Record a memo

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Record memo** is displayed, press **Select**.

3. Follow the voice prompt to record your memo and select **Save** when you've finished.

4. Your memo will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

Ring delay

The Ring delay setting sets how many times the phone will ring before the answer machine takes the call. You can choose from 2–10 rings or Time saver. The default setting is 5 rings.

Set the ring delay

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Settings** is displayed, press **Select**.

3. Press **Calls** to highlight either **Ans. & record** or **Answer only** and press **Select**.

4. **Ring delay** is displayed, use **Left** or **Right** to display the number of rings you want (2–10 rings or Time saver) and select **Save**. **Saved** will be displayed.

For compatibility with BT 1571 (or another voicemail service)
It's advisable that you don't use BT1571 if you're using BT Call Blocking. If you're not, and you want to use BT1571 or another voicemail service, then make sure the Ring delay is set for your answer machine to answer before the voicemail service. For BT1571, don't set the Ring delay to more than 5 rings. See page 37.

Set the maximum message length
You can set the maximum length that an answer machine message can be: 1 minute, 2 minutes or 3 minutes. The default setting is 3 minutes.

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Settings** is displayed, press **Select**.

3. Press **Calls** to highlight **Ans. & record** and press **Select**.

4. Press **Calls** to display **Max. msg length** and then press **Left** or **Right** to select the length you want and select **Save**. **Saved** will be displayed.

Set the message alert on or off
1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Settings** is displayed, press **Select**.

3. Press **Calls** to highlight **Ans. & record** and press **Select**.

4. Press **Calls** to display **Message alert** and then press **Left** or **Right** to select **On** or **Off** and select **Save**. **Saved** will be displayed.

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

Turn call screening on or off
1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press **Calls** until **Settings** is displayed, press **Select**.

3. Press Calls until Call screening is displayed, press Select.

4. Press Calls to select either the handset or the base, then press Select.

5. Press Left or Right to display On or Off and select Save. Saved will be displayed.

Tip

To adjust the base call screening volume, go to the Call screening menu (as described in Step 3 above), choose Base and scroll through to find Volume. Scroll left or right to choose between different volumes and press the Left option button — to save.

Using call screening

When the phone rings, wait for the answer machine to take the call. When the caller begins to leave a message, the display will show Leaving a message, underneath the callers number (or name if you have added as a contact and a caller display service).

If you wish to listen to the message being recorded, press the left option key to select Listen or, if you wish to talk to the caller, press to take the call. Talking to the caller will stop the recording if it's started.

Message playback using the handset

1. Highlight the answer phone icon on the idle screen and press Select, or

i. Select Menu, Answer Phone is displayed, press Select.

ii. View Messages will be displayed, press Select.

2. A list of your answer phone messages will be displayed with the most recently received highlighted at the top.

3. Use Vol. or Calls to scroll through the list to highlight the message you wish to listen to and press .

i. If you have more than one message stored and want to listen to them all, select Options.

Play all will be highlighted, press Select.

4. As each message is played, the handset will display the number or the name if you have Caller Display and a name/number match and the time and date it was received. If you have any old (already listened to) messages these will be played after your new messages.

During playback you have the following options:

Vol. or Calls to adjust the playback volume.

to switch private playback through the handset to handsfree playback.

1 or **Left** once to repeat the current message playing from the beginning.

4 GHI or **Left** twice within a second to skip back to the previous message.

6 MNO or **Right** once to skip forward to the next message.

Delete or **3** DEF to delete the current message playing.

At the end of playback, you will hear, "End of messages," and the same message will be displayed. The answer phone icon on the idle screen will be renumbered to take into account any deleted messages.

Delete a message or delete all old (played) messages

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View Messages** will be displayed, press **Select**. A list of your answer phone messages will be displayed.

3. Select **Options** and scroll down to highlight either **Delete message** or **Delete all old msgs** and press **Select**.

4. A confirmation question will be displayed, select **Yes** to confirm deletion.

Save a number in the answer phone message list to your contacts

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View Messages** will be displayed, press **Select**. Highlight the number you want to save and select **Options**.

3. Scroll down to highlight **Save number** and press **Select**.

4. You now have two options:

i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight the type of number, then press **Select**. Enter the contact name and select **Save**.

ii) To add to an existing contact, highlight **Add to contact** and press **Select**. Scroll to highlight the entry you want and press **Select**. Highlight the number type where you want to save the number (Home, Work or Mobile) and press **Select**.

Send a text to a number in the answer phone message list

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View Messages** will be displayed, press **Select**. Highlight the number you want to send to and select **Options**.

3. Scroll down to highlight **Send**

text and press Select.

4. Enter and send your text message as per the instructions detailed on page 52.

Using the answer machine from the base

Switch the answer machine on or off

Press Answer On to toggle between On and Off.

The setting is announced.

Message playback using the base

Press Play ▶ ■. If you have messages they will be played, new (unplayed) messages first followed by old (played) messages.

During playback:

Press Play ▶ ■ to stop playback. The base will return to idle.

Press Delete ✕ to delete the message being played.

Press Skip ⏭ to skip forward to the start of the next message.

Press Skip ⏮ to skip back to the start of the current message.

Press Skip ⏮ twice to skip back to the start of the previous message.

Press Vol. − Vol. + to increase or decrease the playback volume level.

At the end of playback the base will return to idle mode and messages will be renumbered to take into account any deleted messages.

Delete all old (played) messages

1. In idle mode, press Delete ✕. The base will announce, "To delete all old messages, press Delete", press Delete ✕ again within 3 seconds to delete all old messages. You will hear, "All old messages deleted."

Remote access

With remote access you can operate your answer machine from any Touchtone™ phone, even if you forget to turn on your answer machine before you go out. You need to set a remote access PIN first and then you will need to turn remote access On if you want to use this feature.

Set the remote access PIN for the first time

1. Select Menu, Answer Phone is displayed, press Select.

2. Press Calls until Settings is displayed, press Select.

3. Press Calls to highlight Remote access and press Select.

4. Read the message prompt, press

Calls to read it all, then select Set PIN.

5. Enter a 4 digit PIN of your choice and select OK.

6. Enter the 4 digit PIN again to confirm and select OK. The display will show Access PIN saved.

Tip
The Remote Access PIN is also used for the Call Control PIN. You cannot turn Remote access On until you have set a remote access PIN. The default setting is Off.

Change the remote access PIN

1. Select Menu, Answer Phone is displayed, press Select.

2. Press Calls until Settings is displayed, press Select.

3. Press Calls to highlight Remote access and press Select.

4. Press Calls to highlight Change PIN and press Select. You will be reminded that the access PIN is used for both remote access and call control.

5. Enter your old 4 digit PIN and select OK.

6. Enter the new 4 digit PIN, select OK, then enter the new PIN again and select OK. The display will show New Access PIN saved.

Important
Remote Access must first be enabled to allow you to switch on the answer machine remotely.

Turn remote access on or off

1. Select Menu, Answer Phone is displayed, press Select.

2. Press Calls until Settings is displayed, press Select.

3. Press Calls to highlight Remote access and press Select.

4. On/Off is displayed, press Select.

5. Press Left or Right to display On or Off and select Save. Saved will be displayed.

If you forget to switch on your answer machine

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.

2. Press * and enter your 4 digit remote access PIN when prompted. Play back your messages as shown on page 43 in, 'Operating your

answer machine remotely'. If you do not choose to switch your answer machine On, it will switch off when the call is ended.

Operating you answer machine remotely

1. Dial your phone number.
2. When you hear your outgoing message, press * and enter your 4 digit remote access PIN.
3. Follow the voice prompts to:

1 To replay the current message

2 To play all messages

3 To delete during messages

4 To skip back during messages

5 To set Answer machine OFF, or ON

6 To skip forward during messages

7 Turn Text Alert OFF, or ON

8 To play your outgoing message

9 To record a new outgoing message

To set to Answer Only, or Answer & Record

0 To hear the main menu options

Settings

Handset settings
Set the handset ringtone for external or internal calls and the ringer volume

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. **Sounds** is highlighted, press **Select**. **Ringing** is highlighted, press **Select**.

3. Press **Left** or **Right** to highlight the external melody you want, then press **Calls** to select the internal melody you want from the 15 ringtones.

4. Press **Calls** again to select the volume level you want and select **Save** to save your choices.

Tip
If you turn the ringer off, the icon will be displayed on the idle screen. As a quick way to turn the handset ringer off, press and hold *.

Turn the alert tones on or off
1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press Select.

2. **Sounds** is highlighted, press **Select**. Press **Calls** to highlight **Alert tones** and press **Select**.

3. Press **Left** or **Right** to highlight **On** or **Off** for the Voice message alert and then press **Calls** to highlight **On** or **Off** for the Text message alert and select **Save**.

Turn the handset tones on or off
1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. **Sounds** is highlighted, press **Select**. Press **Calls** to highlight Handset Tones and press Select.

3. Press **Left** or **Right** to highlight **On** or **Off** for Keypad tones and then press **Calls** to highlight **On** or **Off** for **Confirmation tones** and select **Save**.

Change the handset display contrast
1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Display** and press **Select**.

3. Press **Left** or **Right** to select the level you want, then select Save.

Change the handset name
1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Handset name** and press **Select**.

3. Edit the name by selecting **Clear** to delete the characters, then enter the new name and select **Save**.

Change the call settings (Auto answer, Auto end call, Auto join and First ring)

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Call settings** and press **Select**.

3. Press **Left** or **Right** to highlight **On** or **Off** for Auto answer and then press **Calls** to highlight **On** or **Off** for Auto end call, follow the same procedure for Auto join calls and First ring, then select **Save**.

Base settings

Set the base ringtone melody and volume

Choose from 5 base ringtones. The default is Melody 1. There are 5 base ringer volume levels plus Ringer Off. The default is Level 3.

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Base settings** and press **Select**.

3. **Ringing** is highlighted, press **Select**.

4. Press **Left** or **Right** to highlight the ringtone melody you want, then press **Calls** to select the volume level you want and select **Save** to save your choices.

PBX access code

If you're connected to a switchboard, you might need to enter an access code (e.g.9) before each number is dialled. Your Advanced Phone Z can store an access code which is automatically dialled before each number.

Set a PBX access code

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Base settings** and press **Select**.

3. Press **Calls** to display **PBX Code** and press **Select**.

4. Enter the number you want (maximum of 4 digits) and select **Save**.

Change the system PIN

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Change Sys. PIN** and press **Select**.

3. If the current PIN is 0000, you will be prompted to enter the new 4 digit PIN, then press **OK**. (Or, if the current PIN is not 0000, you will be prompted to enter the old (current) 4 digit PIN first and then select **OK**. Then follow the prompts and enter the new 4 digit PIN).

4. Enter the new 4 digit PIN again and select **OK**. The display will show **New system PIN saved**.

The default system PIN is 0000. You can change this to your own preferred 4-digit code.

The system PIN is different to the call control PIN.

The system PIN is used when changing certain settings and for registration/ de-registration.

If you make a mistake, select **Clear** to delete a digit.

Reset the handset or base settings

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Reset** and press **Select**.

3. **H/set settings** is highlighted, press **Select** or press **Calls** to highlight **Base settings** and then press **Select**.

4. **Reset <handset or base> settings back to default?** is displayed, select **Yes**.

5. **Resetting <handset or base>**

If you reset the handset settings all the handset settings will return to their default settings, e.g. the handset name, ringer melody, all volume levels, display and alarm settings.

If you reset the base settings all the base settings will return to their default settings, e.g. the base ringer melody, all volume levels, PBX access codes and answer machine settings.

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

settings... is displayed while the reset takes place. Once finished, **<handset or base>** settings reset back to default is displayed.

Tip

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

Clear the handset and base user data

1. Select **Menu**, scroll up using the **Vol.** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Reset** and press **Select**.

3. Press **Calls** to highlight **Clear user data** and press **Select**.

4. If the current system PIN is not 0000 you will be prompted to enter the PIN then press **OK**. If it is 0000, you will continue straight to step 5.

5. **Delete data on all handsets and base?** is displayed, select **Yes**.

6. **Deleting all user data...** is displayed. Once finished, **All user data deleted** is displayed.

Alarm

If you didn't set the time and date when you first set-up your phone then you will need to do so before you can set an alarm. The clock will also be displayed on the handset screen in idle mode.

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

Set an alarm

1. Select **Menu**, scroll down using the **Calls** button to display **Clock/ Alarm** and press **Select**.

2. **Alarm** is highlighted, press **Select**.

3. Press **Left** or **Right** to display the alarm frequency you want: **Off**, **On once**, **On daily**, **Mon to Fri** or **Sat & Sun** then press **Calls** and enter the alarm time, (you will also need to select **AM** or **PM** if you have set 12 hour format), then press **Calls** and to select the melody you want. Select **Save**.

Stopping the alarm when it goes off

When the alarm goes off, the selected melody will play at an ascending volume, the handset backlight will flash and the display will show the alarm time. The alarm will sound for 30 seconds and then the handset will return to idle, if the alarm isn't stopped or set to snooze, it will sound once more after 1 minute.

To stop the alarm, press or select **Stop**.

To activate a ten minute snooze, select **Snooze** or any other button (except or **Stop**). You can set snooze as many times as you want until you select **Stop**.

BT Calling Features

You can easily access a number of BT Calling Features using the Calling Features menu.

Pre-stored numbers in the Calling Features menu

- Call Diversion
- Cancel Ringback
- Call Waiting

Using Call Diversion: set up, cancel or check status

1. Select **Menu**, scroll down using the **Calls** button to display **Calling Features** and press **Select**.

2. **Call Diversion** is highlighted, press **Select**.

3. Press **Vol.** or **Calls** to highlight the diversion option you want: **All calls**, **When busy** or **Not answered** and press **Select**.

4. Press **Vol.** or **Calls** to display either: **Set up**, **Cancel** or **Check status** and press **Select**.

5. If you selected **Set up**, you will need to enter the telephone number to divert to (or press and select the number from your contacts), then select **Set up**. If you chose **Cancel** or **Check status**, the service will be called, follow the spoken instructions or listen for confirmation/status.

You need to subscribe to the specific BT Calling Feature to be able to use some of these services. You might have to pay a fee.

For more details on BT's Calling Features, go to bt.com/callingfeatures, refer to the user guide supplied when you subscribed to the services of your choice or call BT free on 0800 800 150.

If you're not connected to the BT network, some of these features may not be available. Call diversion services might allow other divert options. Please contact your telephone network provider for details.

Call Diversion will divert incoming calls to another number of your choice. You can choose all calls to be diverted or calls only to be diverted when the line is busy or only calls that are not answered.

Cancel Ringback

1. Select **Menu**, scroll down using the **Calls** button to display **Calling Features** and press **Select**.

2. Press **Calls** to highlight **Cancel Ringback** press **Select**.

3. The service will be called and the display will show **Cancelling**. Follow the spoken instructions or listen for confirmation/status.

With the ring back feature you can get an automatic call back from an engaged number. No need to dial a busy number over and over again. Just dial 5, wait for a confirmation message and hang up. Your phone will keep trying the busy number for up to 45 minutes.

Using Call Waiting

1. Select **Menu**, scroll down using the **Calls** button to display **Calling Features** and press **Select**.

2. Press **Calls** until **Call Waiting** is highlighted, press **Select**.

3. Press **Vol.** or **Calls** to highlight either **Turn On**, **Turn Of**f or **Check status** and press **Select**. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Call Waiting lets you know if another person is trying to call you while you're on another call. If a second caller rings, you will hear a beep in the handset earpiece. If you've subscribed to Caller Display, the display will show the caller's details as well.

Text messaging

Your Advanced Phone Z can send and receive text messages from participating networks and compatible landline telephones in the UK. The fixed line text service is provided under BT's terms and conditions for telephone service. These can be found by visiting the bt.com website at **bt.com/terms**. There is no subscription charge (other than the subscription to Caller Display). Visit **bt.com** to find out how much it costs to send a text message, the cost will depend on your call package.

All messages in the inbox and sent folders are synchronised across all handsets registered to the base. Additions and deletions made on one handset are synchronised across all registered handsets. Draft messages remain local to each handset.

Important
You must subscribe to your network provider's Caller Display service to use text messaging and you must not withhold your telephone number. A fee may be payable, please contact your network provider for more details.

You may also send messages to landline phones that are NOT text compatible. Messages to non-compatible lines will be delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations should be used sparingly.

Register to the text messaging service
You need to register for the text messaging service under the text messages menu to use this feature. You can register following these instructions:

1. Select **Menu**, scroll down using the **Calls** button to display **Text messages** and press **Select**.

2. Press **Calls** until **Settings** is highlighted, press **Select**.

3. Press **Calls** until **Re-register** is highlighted, press **Select**. **Re-register to receive text messages** is displayed, select **Send**. A text message containing the word 'Register' will be sent to the number 00000 and you will receive a confirmation message in return.

Send a text message

1. Select **Menu**, scroll down using the **Calls** button to display **Text messages** and press **Select**.

2. **Write message** is highlighted, press **Select**.

3. Use the keypad to enter your message.

4. Select **Options**. **Send to** will be highlighted:

To send the message, press **Select** and enter the telephone number then select **Send**.

To save the message in the drafts folder, scroll down to highlight **Save** and press **Select**.

To insert a symbol in your message, press the * button then use the navigation buttons to highlight the symbol you want then select **Use**.

To insert a template, scroll down to highlight **Insert template** and press **Select**. Scroll to highlight the template you want then select **Use**.

To delete the message, scroll down to highlight **Delete message** and press **Select**. **Delete message?** will be displayed select **Yes**.

Receiving text messages

When you receive a text message the new message alert will sound (unless you've turned the alert off or you are using another audio feature like playing answer phone messages) and the new message alert screen will be presented for 4 seconds over the idle screen. The total number of messages received will be displayed on the screen e.g. for two messages the 7 icon is displayed with the number of text messages received underneath it.

Using additional handsets

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

Please note You cannot transfer contacts between handsets.

Register an additional handset

1. Select **Menu**, scroll down using the **Calls** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Registration** and press **Select**.

3. **Register** is highlighted, press **Select**.

4. **Press and hold Find button on base** is displayed.

5. Press and hold **FIND** on the base until you hear a beep and the In use light starts to flash.

6. Immediately, select **OK** on the handset. The handset will display Registering handset to indicate the base is in registration mode. If the system PIN is not 0000 then you will be prompted to enter it, then select **OK**.

7. Once registration is successful the handset will show **Handset x** registered (with X being the assigned handset number). The handset will then synchronise data with any other registered handsets, e.g. contacts, speed dials, handset names and text messages.

Registering another make of handset to your Advanced Phone Z base

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

De-register a handset

1. Select **Menu**, scroll down using the **Calls** button to display **Settings** and press **Select**.

2. Press **Calls** to highlight **Registration** and press **Select**.

3. Press **Calls** to highlight **De-register handset** and press **Select**.

4. Press **Vol.** or **Calls** to highlight the handset you wish to de-register and press **Select**.

5. If the system PIN is not 0000 then you will be prompted to enter it, then select **OK**. If it is 0000, you will continue straight to point 6.

6. The display will show **De-registering handset** and once successful the display will confirm the handset has been de-registered.

Make an internal call between handsets

If you have more than one handset registered to the base, you can make internal calls between two handsets.

1. Press 🕮, then press **Vol.** to scroll through and display the handset you want to call, then press 📞.

2. The receiving handset will ring and your handset name will be presented on the screen. To answer they need to press 📞. If it is not answered after 30 seconds, the call will end automatically.

Transfer a call

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

1. During a call, select **Options**, then press **Calls** to highlight **Transfer call** and press **Select**.

2. If you have one other handset it will ring, if you have more than one other handset you can press **Vol.** or **Calls** to highlight the handset you want, then select Call and it will ring. Your external call will be put on hold.

3. When the other handset answers you can announce the call and then select **Transfer** or press to transfer the call.

Hold a 3-way call

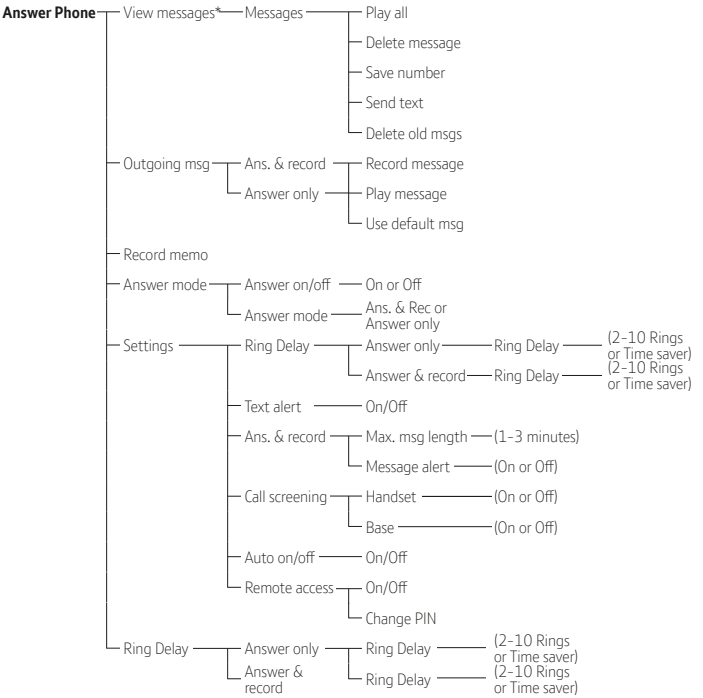
Using your handset, you can hold a 3-way call with two external callers. Or, you can hold a 3-way call between 2 internal handsets and 1 external caller. Once the 3-way call is in progress other handsets registered to the base can join the call by pressing 📞.

1. During a call, select **Options**. **Multi call** is highlighted, press **Select**.

2. Enter the number you want to call or press 🕮 and scroll to the internal handset you want and then press 📞 to call. When the second call is answered, the first external caller will be put on hold.

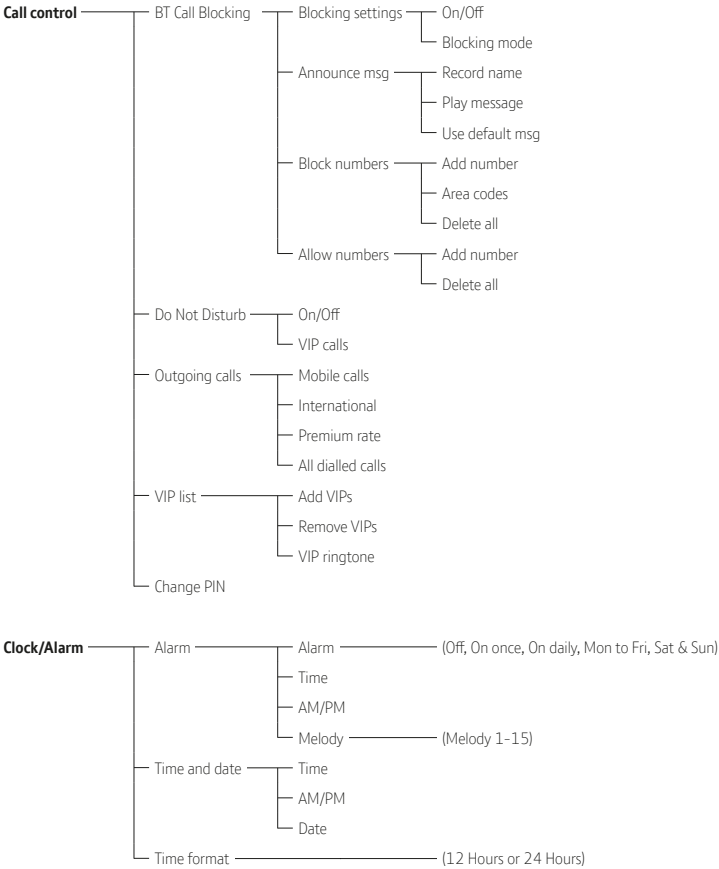
3. Select **Join** and all callers will be joined in a 3-way call.

Menu map

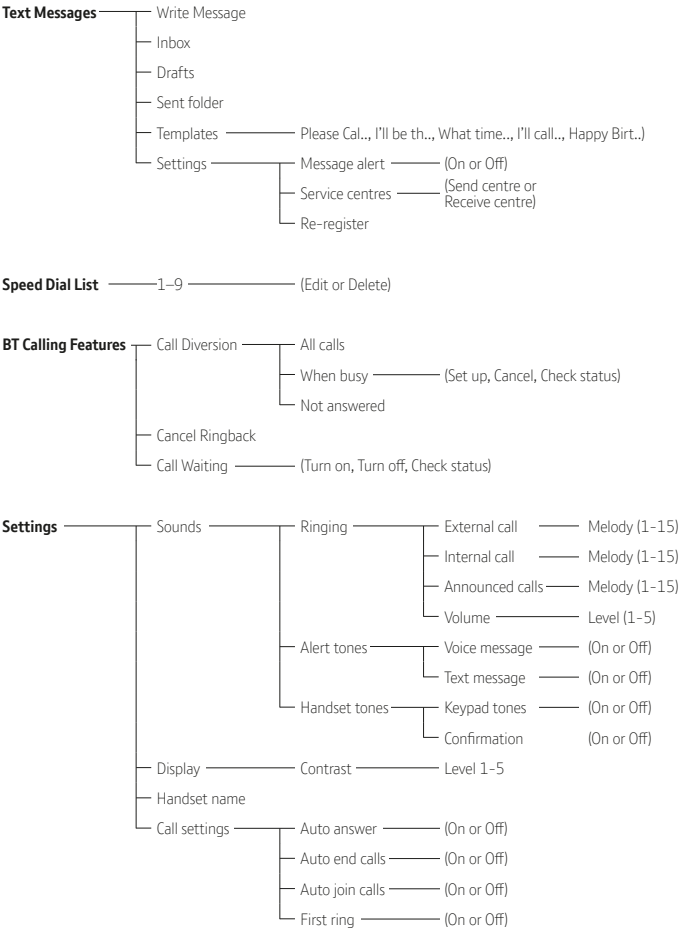


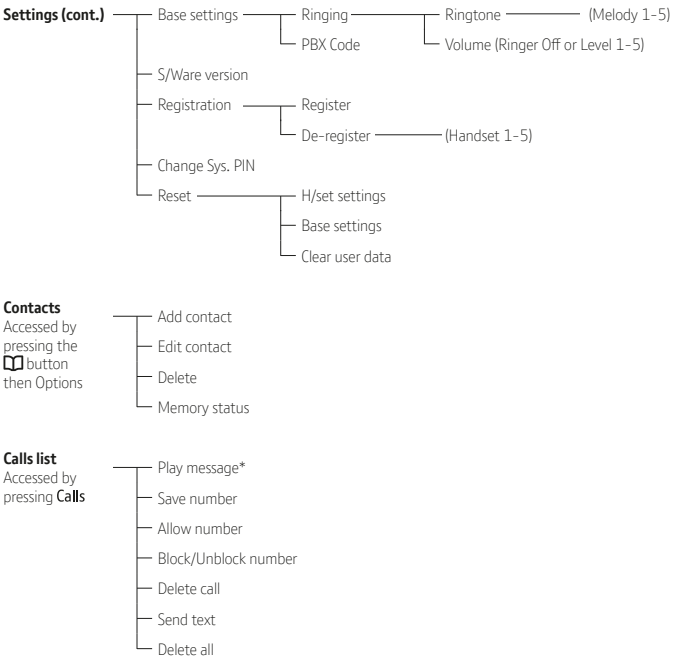
*If a message has been left on the answer machine.

Menu map


Call control
BT Call Blocking
Blocking settings
On/Off
Blocking mode
Announce msg
Record name
Play message
Use default msg
Block numbers
Add number
Area codes
Delete all
Allow numbers
Add number
Delete all
Do Not Disturb
On/Off
VIP calls
Outgoing calls
Mobile calls
International
Premium rate
All dialled calls
VIP list
Add VIPs
Remove VIPs
VIP ringtone
Change PIN
Clock/Alarm
Alarm
Alarm
(Off, On once, On daily, Mon to Fri, Sat & Sun)
Time
AM/PM
Melody
(Melody 1-15)
Time and date
Time
AM/PM
Date
Time format
(12 Hours or 24 Hours)

Menu map


Text Messages
Write Message
Inbox
Drafts
Sent folder
Templates
Please Cal.., I'll be th.., What time.., I'll call.., Happy Birt..)
Settings
Message alert
(On or Off)
Service centres
(Send centre or Receive centre)
Re-register
Speed Dial List
1–9
(Edit or Delete)
BT Calling Features
Call Diversion
All calls
When busy
(Set up, Cancel, Check status)
Not answered
Cancel Ringback
Call Waiting
(Turn on, Turn off, Check status)
Settings
Sounds
Ringing
External call
Melody (1-15)
Internal call
Melody (1-15)
Announced calls
Melody (1-15)
Volume
Level (1-5)
Alert tones
Voice message
(On or Off)
Text message
(On or Off)
Handset tones
Keypad tones
(On or Off)
Confirmation
(On or Off)
Display
Contrast
Level 1-5
Handset name
Call settings
Auto answer
(On or Off)
Auto end calls
(On or Off)
Auto join calls
(On or Off)
First ring
(On or Off)



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

Help

Cannot make calls or receive calls, phone doesn't ring or 'Line cord error' is displayed on the handset screen

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

- First, ensure that you'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 is not switched off on either the handset or the base. See pages 44 and 45.
- Check if call divert is activated on the line.
- Check your BT Call Blocking settings. See Page 23.
- Make sure the handset is registered to the base. See page 53.
- Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.

If you've checked the above and still cannot make or receive calls, your phone doesn't ring or 'Line cord error' is displayed on your handset, 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 attached to the filter, it may be that the filter is faulty. Please try another filter
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will help verify whether the phone or line is at fault.

Phone 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 does not record messages, please try the following tests in order:
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try connecting another known working answering machine telephone to the telephone line socket. If your answer machine 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
This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services.
This product is intended for connection to analogue public switched phone networks and private switchboards in the United Kingdom.

Replacing the handset batteries
After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.
1. Open the battery compartment cover.
2. Lift the batteries out and remove them. Replace with two new AAA Ni-MH 750mAh rechargeable batteries.
3. Replace the battery compartment cover.

Caution
Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your Advanced Phone Z by using any other types of batteries. There is a risk of explosion if incorrect batteries are fitted.

Safety
• Only use the power supply suitable for the Advanced Phone Z. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 090713. If you've bought a multiple pack, the item code for the charger mains power supply is 090713.
• Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available by calling Discom on 0800 9808 999*.
• Don't open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 145 6789* for all repairs.

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

Cleaning

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

Environmental

• Do not expose to direct sunlight.
• The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on any surface susceptible to heat damage.
• Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
• Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
• Do not expose your product to fire, explosive or other hazardous conditions.
• There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during an electrical storm.

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.
You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Warning

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

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Advanced Phone Z Telephone (090642, 090645, 090646, 090647) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:
bt.com/producthelp

Radio transmission information

Frequency range
1881.792 – 1897.344MHz
Max power
172.98mW 22.38dBm

Operating temperature

0°C to 40°C.

Guarantee

Your Advanced Phone Z is guaranteed for 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Advanced Phone Z or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

Guarantee conditions

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

Within the 12 month guarantee period

Prior to returning your product, please read the Help section beginning on page 59 or contact the Advanced Phone Z Helpline on 0800 145 6789. Additional answers to frequently asked questions are available from bt.com/producthelp

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

Outside of the 12 month guarantee period

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the phone network.
We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

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 Advanced Phone Z 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 Advanced Phone Z supports timed break recall but not earth loop recall.

Offices worldwide

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

© British Telecommunications plc 2017
We're registered in England at 81 Newgate Street, London EC1A 7AJ (company number 1800000).

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

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

Advanced Phone Z (10/17) Issue 1

CE