



Block up to 100% of Nuisance Calls

Quick Set-up and User Guide



BT8500 Advanced Call Blocker
Digital Cordless Phone with Answering Machine

Powered by
trueCall
STOPS NUISANCE CALLS

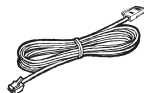
2 Check box contents



Handset



Base



Telephone line cord
(pre-installed)



Mains power adaptor
(item code 066270)



2 x AAA Ni-MH 750 mAh
rechargeable batteries
(already in handset)

Contents for each additional handset (multipacks only)



Handset



Charger



Mains power adaptor
(item code 066270)

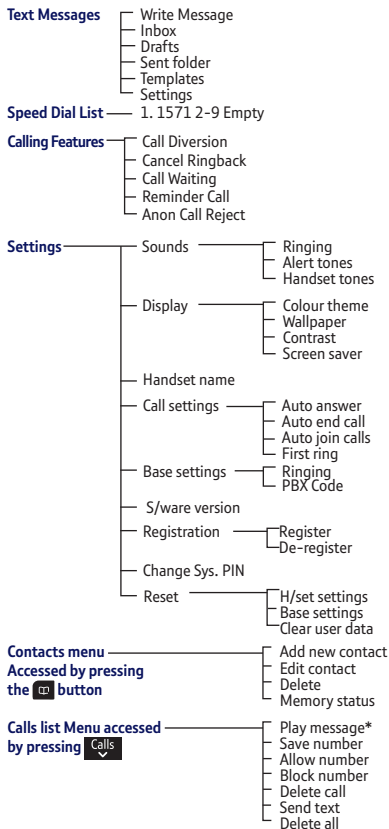
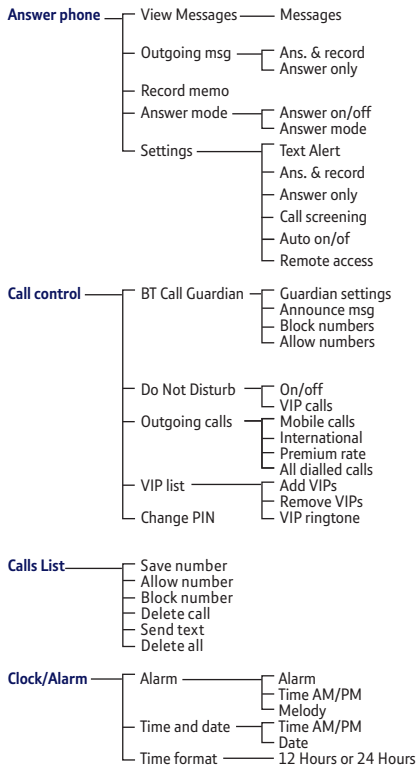


2 x AAA Ni-MH 750 mAh
rechargeable batteries
(already in handset)

! Important

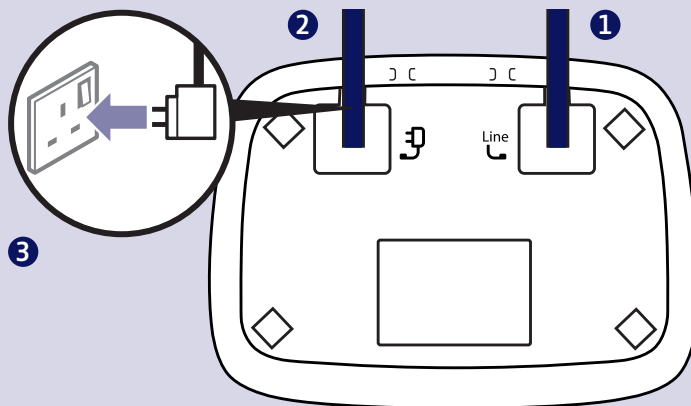
Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your BT8500 if you use any other type of batteries.

Menu map



4 Quick set-up guide

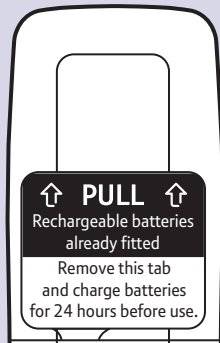
1 Plug in



- 1 The telephone line cord is already fitted but **don't** plug the other end into the wall socket yet.
- 2 Plug the mains power adaptor into the base, with the cable clipped in the groove provided.
- 3 Turn the cable when clipping into the groove so that the narrow part fits between the clips before turning the cable back to secure.
- 3 Plug the other end of the power adaptor into the wall power socket and switch on.

2 Activate the batteries

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



2. The start-up animation will appear on the screen and the handset will check for a link with the base station. Once found the screen will show **Please set the time and date.**

3 Charge

Place the handset on the base and leave to charge for **24 hours**.



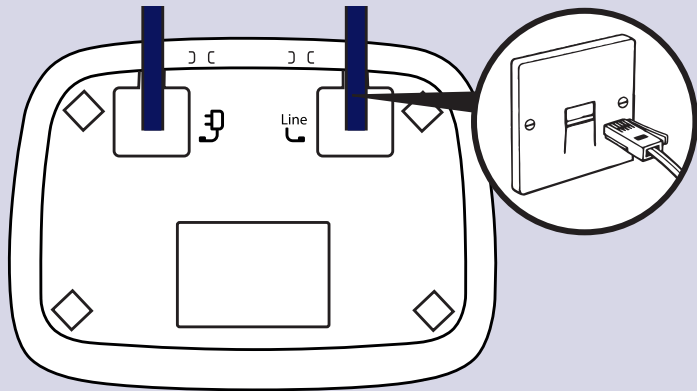
Important

Charge the handset batteries for 24 hours or your phone might not work.



4 Connect the phone line cord


After 24 hours, plug the phone line cord into the phone wall socket.









! If you ever need to remove the batteries, simply slide open the battery compartment cover and ease out the batteries.

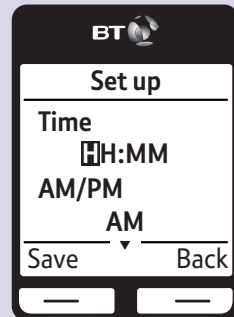
5 Follow the set up wizard

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.

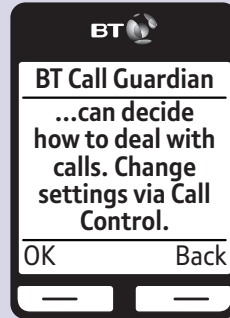
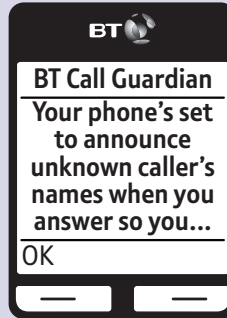
 **Tip:** when prompted to select **OK** you can press the  button in the centre of the keypad if you prefer.


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  press  or  to select **AM** or **PM**.
4. Press  enter the date in the format **DD/MM/YYYY**.
5. Press **Save**. **Saved** is displayed.



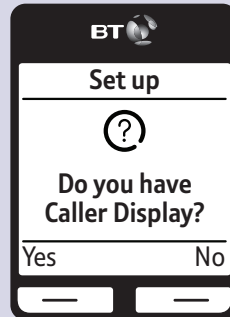
BT Call Guardian

6. Continue to read and follow the prompts.
7. Press **OK**.
8. Press **OK**.



 You need to have a Caller Display service from your network provider to use all the features available from BT Call Guardian, Visual Voicemail, Calls List, Text Messaging and other Caller Display enabled features. Charges may apply.

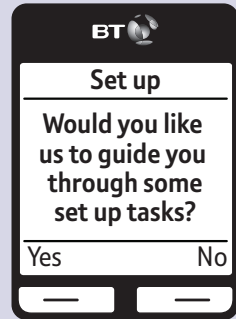
9. Select **Yes** or **No**, and follow the prompts.



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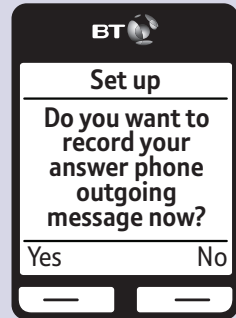
Complete the set up tasks

10. If you wish to continue following the set up wizard, select **Yes**. (If you don't want to follow the wizard, select **No** and you can start using your phone straight away. You can always set up tasks via the menu later).



Record your outgoing message

11. If you wish to complete this step, select **Yes** (or **No** to continue to the next step).
12. **Record message** is highlighted, press **Select**.
13. Follow the voice prompt and record your message into the phone after the tone.
14. Select **Save** when you've finished.
15. Your message will be played back to you.
16. Select **OK** (or **Delete** if you want to replace it).
17. Select **Done**, to continue with the set up wizard.








Add contacts

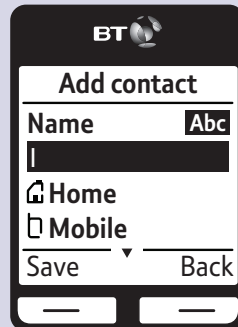
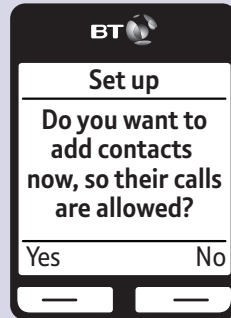
18. If you want to add some contact numbers now, select **Yes** (or select **No** to continue to next step).

By adding contacts, you will always know that their calls will get straight through to you, without the need to go through BT Call Guardian.

Please make sure you always add the full telephone number when you save a contact. If you have important numbers that will always need to get through e.g (National Floodline, Carer Line numbers etc.), make sure you've added them to your Contacts or Allowed list.

19. Enter the contact name using the keypad and press .
20. Enter the home phone number. You can then press  and enter a mobile number and then a work number if you want to. Press  then  or  to select a ringtone.
21. Select **Save** when you've finished.

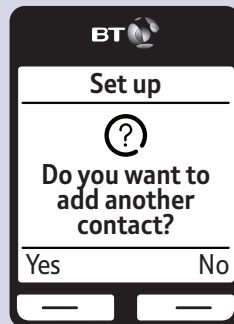
  Home
 Mobile
 Work



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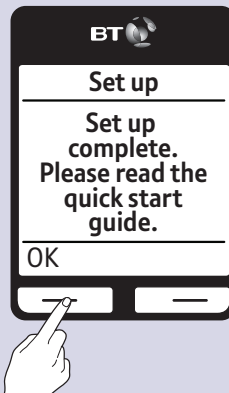
22. Select **Yes** if you want to enter more contacts or **No** if you don't want to for now.

Follow steps 19, 20 and 21 on page 11 for instructions on how to add a contact.



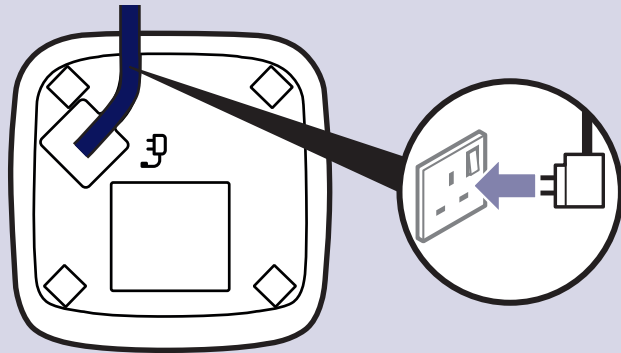
23. Select **OK** to complete the set up wizard. You can now start using your phone.

Please read the rest of this User Guide for instructions on how to use the most popular features of your BT8500 phone and look online at bt.com/producthelp.



6 Set up your additional handsets (multi packs 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 and they have all synchronised.
3. Place the handset on the charger to charge for 24 hours.

Getting to know your phone

Finding your way around your phone

Your BT8500 has an easy to use menu system.

When the handset is switched on and at the home screen:

1. Select **Menu** by pressing the Left option button  to open the main menu.
2. Use the  or  button to scroll through the available menu options.
3. When the menu you want is displayed, select by pressing the Left option button  or press .
4. Use the  or  button to scroll through the available sub menu options. When the sub menu you want is highlighted, select by pressing the Left option button  or press .

Select the **Back** option if you want to return to the previous screen.

To exit a menu and return straight to the home screen, press .

If no buttons are pressed for 60 seconds, the handset returns to the home screen automatically.

Handset buttons

Left option button

Opens up the Menu. See page 14.
In answer machine mode, deletes current message playing.

Up/Volume

Move up through menu options, increase volume, page 27.

Contacts

Access stored Contacts, page 30.

Talk/Handsfree

Make/receive calls, page 26.
Switch handsfree on/off, page 27.

Calls/Down

Enter calls list, page 34, decrease volume, page 27 and move down through menu options.

1 (Speed dial)

Press and hold to dial BT 1571 or a stored speed dial number.

Right option button

Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.

OK

From home screen, press to access a highlighted event e.g. missed calls, answer phone messages and text messages on the display.

R (Recall)

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

< / >

Left and right navigation buttons.
In text edit/entry mode, press to move cursor.

End call/on or off

End a call, page 26.
Press and hold to switch handset on/off.
In menu mode, press to return to home screen.

2-9 (Speed dial)

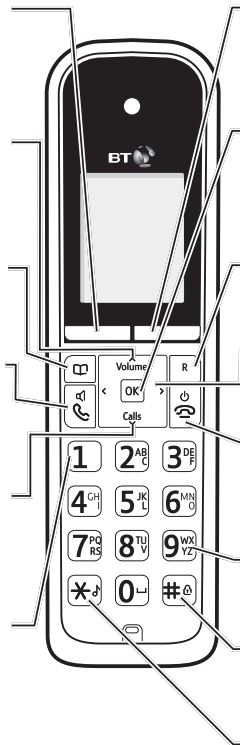
Press and hold buttons 2-9 to dial a stored speed dial number.

(Hash)

Press and hold to lock/unlock keypad.
Toggle between upper/lower case characters.

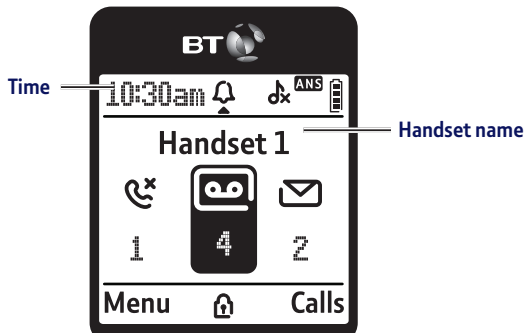
* (Star)

Press and hold to turn handset ringer on/off.



16 Getting to know your phone

Handset display



Handset display icons



Shows handset battery status.
Scrolls when the handset is 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.



Blocked call.



On – answer machine on.
Off – answer machine off.
Flashing – new answer machine message
Memory full displayed when the answer machine memory is full.

UnMute/Mute Indicates when Mute is on or off.



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



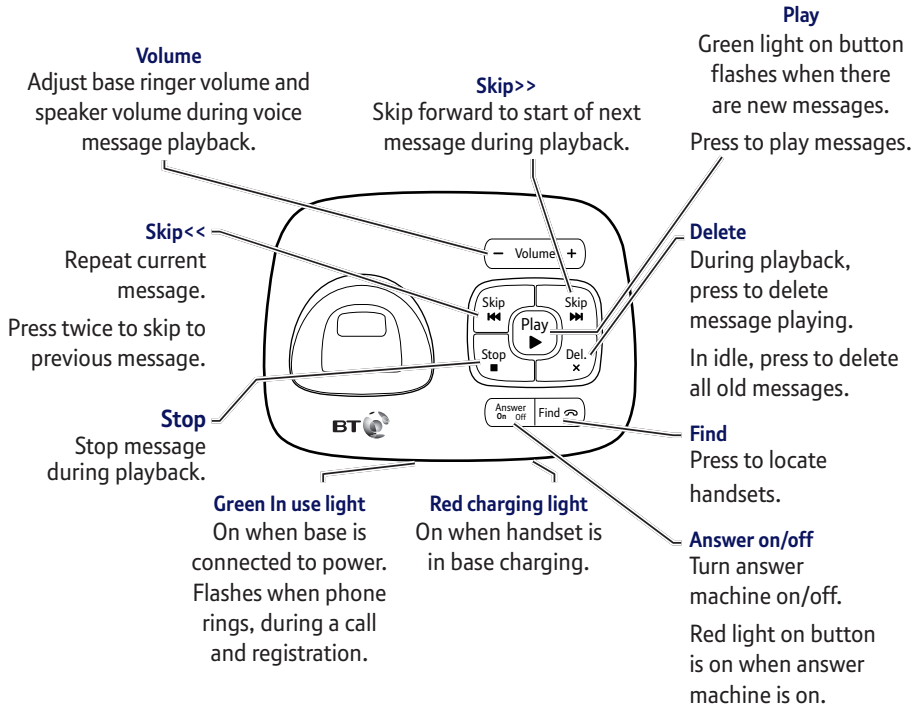
The keypad is locked.



Handset ringer is switched off.

* For full details of who has called you please make sure you have subscribed to Caller Display from your network provider. Charges may apply.

Base



BT Call Guardian

The best way to stop unwanted calls, is to know who's at the other end of the phone before you decide if you want to take it.

You need Caller Display

This will help you get the most out of your BT Call Guardian. You can get this from your phone service provider.







Your BT8500 has four Guardian modes that allow you to easily manage calls in different ways:

- **Announce** (All calls not in your Contacts, Allow or VIP list must say their name, those on your Blocked list hear, “Calls to this number are being screened by BT Call Guardian, 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, except those on your blocked list hear the message above and all other calls come straight through)
- **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 BT8500 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.


Record your announce message

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

1. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Guardian** is highlighted, press **Select** or .
4. Scroll to **Announce msg**, press **Select** or .
5. Press **Select**, or , on **Record name** and follow the voice prompt and press **Save**.
6. If you are happy with your recording, press .







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

1. BT Call Guardian answers a call for you and asks the caller to say (“announce”) who they are.
2. Your BT8500 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
 - 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)

 **Remember:** when a call starts ringing, you can block it straight away by pressing **Block** on the screen. That number will then be added to your blocked list.


How do I change the different BT Call Guardian modes?

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

1. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Guardian** is highlighted, press **Select** or .
4. Scroll  to Guardian mode and then use the  or  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 further. For example, you can choose announce, block, allow or answer phone for any of these types of calls: unknown numbers, international calls, withheld numbers, payphones, mobiles and CLI unavailable numbers. (CLI means caller line identification.)

 **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 Guardian settings.

1. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Guardian** is highlighted, press **Select** or .
4. Scroll  to **Guardian settings** and press **Select** or .
5. Scroll  to **Announce** then press  or  to find **Custom**.
6. Press **Save** and scroll to find the type of call that you want to want to change the settings for. You can change :
Blocked / Allowed / International / Withheld / Payphones / Mobile / Unavailable / All other numbers.
And for each of these, you have the choice to: Block / Ans.phone / Allow / Announce.
7. Select **Save**.

Switch BT Call Guardian on/off

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

1. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Call Guardian settings are PIN protected, so follow the instructions to set your PIN or enter your PIN and select **OK**.
3. **BT Call Guardian** is highlighted, press **Select** or .

4. **Guardian settings** is highlighted, press **Select** or **OK**.
5. Press **<** or **>** to switch BT Call Guardian on/off.
6. 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 24.

- 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 Guardian to look after any of these numbers, you'll need to remove them from your VIP list and then adjust your BT Call Guardian settings for that number.

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 24-25.

- 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 [Blocked call icon]. This means that BT Call Guardian 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 Guardian.

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. Select **Menu**, scroll  to **Call Control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Guardian** is highlighted, press **Select** or .
4. Scroll  to **Block numbers** and press **Select** or .
5. **Add number** is highlighted, press **Select** or .
6. Enter the telephone number you want to block (make sure you enter the full dialling code) and press **Save**.

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  to **Area codes**, press **Select** or .
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


1. Select **Menu**, scroll  to **Call control** and press **Select** or .
2. Follow the instructions to set your PIN or enter your PIN and select .
3. **BT Call Guardian** is highlighted, press **Select** or .
4. Scroll  to **Allow numbers** and press **Select** or .
5. **Add number** is highlighted, press **Select** or .
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 Guardian settings.

26 Using the phone

Make an external call


1. Press .
2. When you hear the dial tone, enter the number.

End a call

1. Press .

Receive a call

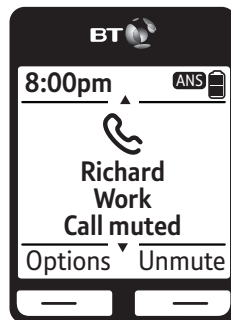
When you receive a call, the phone rings.

1. Press  to accept the call.




Mute



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

1. Press  or  to increase or decrease the volume.


Subsequent presses will change the volume, you will hear the volume level with each press.

-  From the home screen, you can press  to change the Ringer volume settings too.

Make a handsfree call

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

To switch the handset off/on


1. Press and hold  until the handset turns off or on.

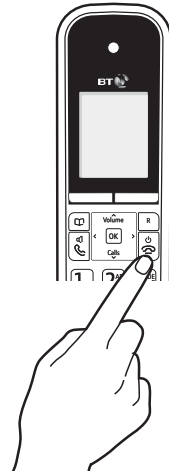


Call Waiting

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 59.

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. If its from someone already in your blocked list, the display will say "Call waiting is from a blocked number".
2. If you want to answer the call waiting, select **Switch** by pressing the **Left option button** and your first caller will be put on hold.
3. Select **Switch** to toggle between the two callers.
4. Press  to hang up the current call.



Voicemail (BT 1571)

1. If you have subscribed to BT Answer 1571 you can press and hold **1** to listen to your messages.

Lock or unlock the keypad

1. Press and hold **Ⓜ** for 2 seconds. The handset gives a confirmation tone and **Keypad locked** or **Keypad unlocked** is briefly displayed before returning to the idle screen. If locked, the **🔒** icon is displayed.

Turn the handset ringer on or off

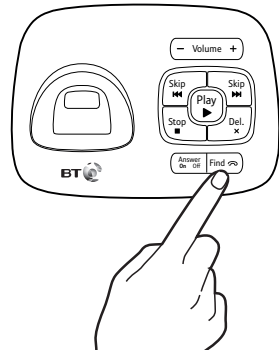
1. Press and hold **Ⓜ** for 2 seconds to turn the handset ringer on or off. The display will briefly show **Ringer on** or **off** before reverting to the idle screen with the **🔕** icon displayed if the ringer has been turned off.



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.








30 Contacts

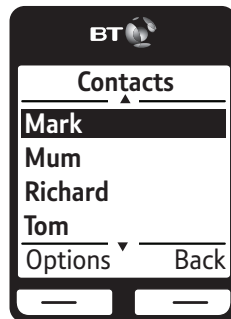
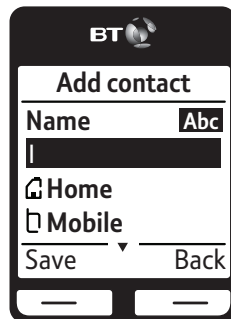
Store up to 200 contacts

1. From the home screen, press .
2. Select **Options**. **Add contact** is highlighted, press **Select**.
3. Enter the new contact name using the keypad 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**.

 To be sure that Call Guardian works properly, please make sure you enter the full dialling code for contacts that you save.

View/dial a contact








1. From the home screen, press  to open your contact list.
2. Press  or  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.





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 BT Product Helpline, BT 118500, 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.






Edit a contact

1. From the home screen, press .
2. Press  or  to scroll to the entry you want to edit and select **Options**.
3. Press  to highlight **Edit contact** and press **Select**.
4. Edit the name by pressing  or  button to move cursor left or right and **Clear** to delete characters and use the keypad to enter new ones, then press  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 home screen, press , then select **Options**.
2. Press , until the name that you want to delete is highlighted and press **Options**.

32 Contacts

3. Scroll  to **Delete** and press **Select**.
4. The Contacts list is displayed, with the name that you want to delete highlighted and a ✓.
5. If you want to delete more than one contact at once, you can then press  or  or  or  to highlight each contact that you want to delete and press **OK**.
6. Once you have selected all of the contacts that you want to delete, press **Options**. **Delete Selected** is highlighted.
7. Press **OK**.
8. You'll see a final confirmation screen. Press **Yes**.

Speed dial



You can allocate a name and number to each of the Speed dial buttons **1** to **9**^{vo}_{yz}. Button **1** is pre-programmed with 1571 but you can delete this and replace it with an entry of your choice.

Save a Speed dial entry

1. From the home screen, enter the telephone number you want to store.
2. Then, either:

Press and hold the Speed dial button from **1** to **9**^{vo}_{yz} that you want to store the number under.

Or,



Select **Options**, scroll  to highlight **Set speed dial** and press **Select**. Scroll  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**^{vo}_{yz} under which the entry you want to dial is stored.

Or, Select **Menu**, scroll  to display **Speed Dial List** and press **Select**.





Scroll  to highlight the entry you want then press . The number will be dialled automatically.

34 Speed dial

Edit a Speed dial entry

1. Select **Menu**, scroll  to display **Speed Dial List** and press **Select**.
2. Press  or  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  to display **Speed Dial List** and press **Select**.
2. Press  or  to highlight the entry you want to delete and select **Options**.
3. Scroll  to highlight **Delete** and press **Select**.
4. **Delete speed dial x?** is displayed, select **Yes**. **Speed dial x deleted** will be displayed.



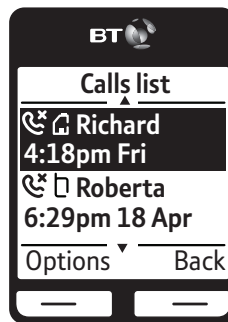
Remember: numbers that you store in speed dial are allowed straight through, without Call Guardian intercepting them.

Caller Display and the Calls list

To get the most out of your BT8500 and ensure that you block all of the unwanted calls that you may receive, you must have Caller Display. Having Caller Display will also provide Visual Voicemail, Text Messaging and other Caller Display enabled features. (Charges may apply).



View and dial from the Calls list (up to 50 incoming and 30 outgoing calls)

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 **Calls** or **Volume** to scroll through and view the list.
3. To dial an entry, when the entry you want is highlighted, press **Call**.
4. To access other options like: play an answer message, send a text, allow or block a number, select **Options** when the entry is highlighted.



36 Caller Display and the Calls list

Missed call notification

If an incoming call has been missed (i.e. not answered), the missed call icon will be displayed on the home screen with the number of missed calls displayed underneath it e.g. . 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.



Calls list indicators



= outgoing call made



= incoming call received



= missed call







= caller left a voice message



= blocked call

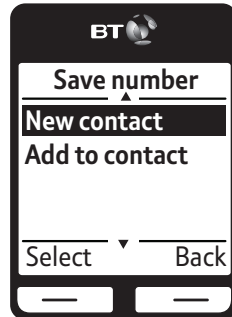
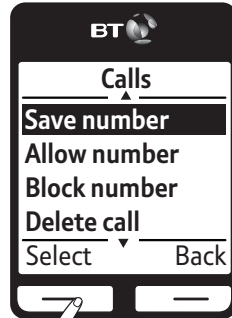
Delete an entry in the Calls list, or the whole list

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

Save a Calls list entry to your contacts

1. Press **Calls** or select **Calls**, then press **Calls** or **Volume** 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 (Home, Work or Mobile) and press **Select**.

These numbers will now get straight through when they call, without Call Guardian intercepting them.














38 Call control settings

! To enter the Call control menu you need to enter your remote access PIN. This will need to be set the first time you try and enter the 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 as this PIN is used for both Call control and Remote access.







Set-up Do not disturb

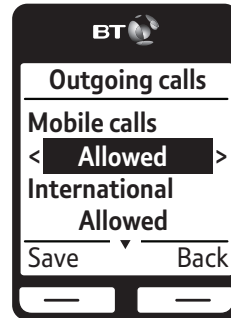
Do not disturb allows calls to be received silently with minimal notification. The default is off.


1. Select **Menu**, scroll  to **Call control** and press **Select**.
2. Enter the access PIN and select . Scroll  to **Do Not Disturb** and press **Select**.
3. Press  or  to select **On**, **Off** or **Timed**. If you select **Timed** you need to select the on and off times you want, press  and enter the on time, then  again and enter the off time. Press  to highlight whether you want VIP calls to be **Allowed** or **Barred** using  or , then press **Save**. The chosen setting will be displayed and you will hear a confirmation tone.

 When set to On, the idle screen will display **DO NOT DISTURB** instead of the handset name. For more information and general advice on handling unwanted calls please go to bt.com/unwantedcalls

Set Outgoing calls control

1. Select **Menu**, scroll  to **Call control** and press **Select**.
2. Enter the access PIN and select . Press  to highlight **Outgoing calls** and press **Select**.
3. **Mobile calls** is highlighted. Press  or  to select **Allowed** or **Barred** for **Mobile calls**, then press  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.







 If 'All dialled calls' is set to **Barred**, this will take precedence over the other settings except emergency numbers 999 and 112 which can still be dialled. If set to **Allowed**, the status of the other settings will manage which calls can be made. The default for all **Outgoing calls** settings is **Allowed**.

40 Call control settings



Assign VIPs


You can set whether calls from VIPs will still be allowed to ring or not when the Do not disturb feature is turned on. The default setting is Allowed. If set to Not Allowed all calls will be presented silently. If set to Allowed calls from VIPs will ring as normal.

1. Select **Menu**, scroll  to **Call control** and press **Select**.
2. Enter the access PIN and select **OK**. Press  to highlight **VIP list** and press **OK**.
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 . Select additional contacts if required by repeating above.
5. Select **Options**, **Add selected** will be highlighted, press **Select** 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.

Change the access PIN

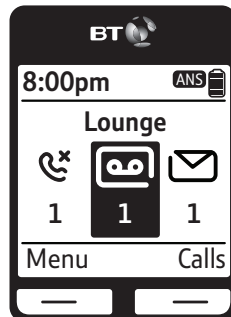
1. Select **Menu**, scroll  to **Call control** and press **Select**.
2. Enter the existing 4 digit remote access PIN. Press  to highlight **Change PIN** and press **OK**.
3. Once you've read the reminder message, select **OK** then enter the existing 4 digit access PIN and select **OK**.
4. Enter the new 4 digit access PIN and select **OK**, then enter it again when prompted and select **OK**. **Access PIN saved** will be displayed.

 **Remember:** this PIN is also used for Remote access, but it's different to the System PIN, see page 55.

42 Answer machine



Message playback using the handset


1. Highlight the answer phone icon on the home screen and press **OK**, 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 **Volume** or **Calls** to scroll through the list to highlight the message you wish to listen to and press **OK**.
 - 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:

 or  to adjust the playback volume.

 to switch private playback through the handset to handsfree playback.

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

4^{CH} or  twice within a second to skip back to the previous message.


6^{MB} or  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 home 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  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. (Or **No** to cancel).


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  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 save and select **Options**.
3. Scroll  to highlight **Send text** and press **Select**.
4. Enter and send your text message as per the instructions detailed on page 61.


Message playback using the base


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

During playback:

Press  to stop playback. The base will return to idle.

Press  to pause and resume playback.

Press  to delete the message being played.

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



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

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

Press  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 . The base will announce, “To delete all old messages, press Delete”, press  again within 3 seconds to delete all old messages. You will hear, “All old messages deleted.”

Switch the answer machine on or off

Press  to toggle between **On** and **Off**. The setting is announced. When On, the text ‘On’ will light up on the  button.

Answer machine settings




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

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. Press  until **Answer mode** is highlighted, press **Select**.
3. Press  or  to select **On** or **Off** then scroll  to set the answer mode, press  or  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  until **Outgoing msg** is displayed, press **Select**.
3. Press  or  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  until **Outgoing msg** is displayed, press **Select**.
3. Press  or  to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.
4. Press  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  until **Outgoing msg** is displayed, press **Select**.
3. Press  or  to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.
4. Press  to highlight **Use default msg** and press **Select**.
5. Press  or  to display **On**. Scroll  and then use  or  to display either **Female** or **Male** and select **Save**. **Saved** will be displayed.

48 Answer machine

Record a memo





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

 Memo messages are played back in exactly the same way as normal answer machine messages, see page 41 and 44.

Answer delay

The answer delay setting sets how many times the phone will ring before the answer machine takes the call. You can choose from 0-9 rings or Time saver. The default setting is 4 rings.






Set the answer delay

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight either **Ans. & record** or **Answer only** and press **Select**.
4. **Answer delay** is displayed, use  or  to display the number of rings you want (0-9 rings or Time saver) and select **Save**. **Saved** will be displayed.






For compatibility with BT 1571 (or another voicemail service)


Make sure the answer delay is set for your answer machine to answer before the voicemail service. Therefore, the answer delay should be less than on your voicemail service. For BT 1571 do not set the answer delay to more than 5 rings.

Set the maximum message length

1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Ans. & record** and press **Select**.
4. Press  to display **Max. msg length** and then press  or  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  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Ans. & record** and press **Select**.
4. Press  to display **Message alert** and then press  or  to select **On** or **Off** and select **Save**. **Saved** will be displayed.

 When the message alert is set to On, the base will beep at regular intervals. The default setting is On.

Call screening


The default is call screening off.

Turn call screening on or off

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Call screening**, press **Select**.
4. Press  or  to display **On** or **Off** and select **Save**. **Saved** will be displayed.

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.




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. The PIN is also used for the Call Control PIN.


Set the remote access PIN for the first time





1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. Read the message prompt, press  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**.

Change the remote access PIN


1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. Press  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**.

Turn remote access on or off

 You cannot turn Remote access On until you have set a remote access PIN. The default setting is Off.


1. Select **Menu, Answer Phone** is displayed, press **Select**.
2. Press  until **Settings** is displayed, press **Select**.
3. Press  to highlight **Remote access** and press **Select**.
4. **On/Off** is displayed, press **Select**.
5. Press  or  to display **On** or **Off** and select **Save**. **Saved** will be displayed.

If you forget to switch on your answer machine

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






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. You can play back your messages. If you do not choose to switch your answer machine On, it will switch off when the call is ended.

To change any Handset settings





1. Firstly, select **Menu**, scroll  to display **Settings** and press **Select**. Then choose the handset setting you want to change from the options below:

Handset ringtone and volume





Choose from fifteen handset ringtones. The default is external ringtone Melody 1 and internal ringtone Melody 2. There are five handset ringer volume levels plus Ringer Off. The default is Level 3.

2. **Sounds** is highlighted, press **Select**. **Ring** is highlighted, press **Select**.
3. Press  or  to select the external melody you want, press  to select the internal melody, then press  to select the announced calls melody.
4. Press  again to select the volume level and select **Save**.





Alert tones on or off

2. **Sounds** is highlighted, press **Select**. Press  to highlight **Alert tones** and press **Select**.
3. Press  or  to select **On** or **Off** for the Voice message alert and then press  to select **On** or **Off** for the Text message alert and select **Save**.


Turn the handset tones on or off

2. **Sounds** is highlighted, press **Select**. Press  to highlight **Handset Tones**, press **Select**.
3. Press  or  to select **On** or **Off** for Keypad tones, then press  to select **On** or **Off** for Confirmation tones and select **Save**.





Handset display options

2. Press  to highlight **Display**, press **Select**.
3. Press  or  to select the colour theme, press  and do the same steps for wallpaper, contrast level and screensaver, then select **Save**.


Handset name

2. Press  to highlight **Handset name**, press **Select**.
3. Edit the name by selecting **Clear** to delete the characters, then enter the new name and select **Save**.

Call settings





2. Press  to highlight **Call settings**, press **Select**.
3. Press  or  to select **On** or **Off** for Auto answer, then press  to select **On** or **Off** for Auto end call. Do the same steps for Auto join calls and First ring, then select **Save**.

To change any Base settings

1. Firstly, select **Menu**, scroll  to display **Settings** and press **Select**. Then choose the base setting you want to change from the options below:



Base ringtone melody and volume

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


2. Press  to highlight **Base settings**, press **Select**.
3. **Ringin**g is highlighted, press **Select**.
4. Press  or  to select the ringtone melody, then press  to select the volume level you want and select **Save**.

PBX access code



If you're connected to a switchboard, you might need to enter an access code (e.g. 9) before you dial a number. Your BT8500 can store an access code which is automatically dialled before each number. We cannot guarantee that all the BT8500 features will work when connected to a PBX.

2. Press  to highlight **Base settings**, press **Select**.
3. Press  to highlight **PBX code**, press **Select**. Enter the number you want (maximum four digits). If you wish to stop using a PBX access code, go into the PBX code menu and delete all the digits by selecting **Clear**, then select **Save**.



Change the system PIN (different to the Call control & Remote access PIN)

2. Press  to highlight **Change Sys. PIN**, press **Select**. If the current PIN is 0000, you'll be prompted to enter the new four digit PIN, then press **OK**.
If the current PIN is not 0000, you'll be prompted to enter the old (current) four digit PIN first and then select **OK**. Then follow the prompts and enter the new four digit PIN.
3. Enter the new four digit PIN again and select **OK**. The display will show **New system PIN saved**.


Reset the handset or base settings







2. Press  to highlight **Reset**, press **Select**.
3. **H/set settings** is highlighted. Press **Select** or press  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> settings...** is displayed while the reset takes place. Once finished, **<handset or base> settings reset back to default** is displayed.

Clear the handset and base user data






2. Press  to highlight **Reset**, press **Select**.
3. Press  to highlight **Clear user data**, press **Select**.
4. If the current system PIN is not 0000 you'll be prompted to enter the PIN then press **OK**. If it's 0000, you'll be taken 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.



Set the time format (12 or 24 hour), time and date

 The default time format is 12 hour. You must enter the full date: day, month and year.

1. Select **Menu**, scroll  to display **Clock/Alarm** and press **Select**.
2. Press  to highlight **Time and date** and press **Select**.
3. 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**.
4. Press  press  or  to select **AM** or **PM**.
5. Press  enter the date in the format **DD/MM/YYYY**.
6. Press **Save**. **Saved** is displayed.

Set an alarm


1. Select **Menu**, scroll  to display **Clock/Alarm** and press **Select**.
2. **Alarm** is highlighted, press **Select**.
3. Press  or  to display the alarm frequency you want: **Off**, **On once**, **On daily**, **Mon to Fri** or **Sat & Sun** then press  and enter the alarm time, (you will also need to select AM or PM if you have set 12 hour format), then press  and to select the melody you want. Select **Save**.


 When you've set an alarm, the  icon will appear on the home screen to confirm an alarm has been set.

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**.

-  If an incoming call is received while the alarm is going off, the alarm notification will immediately stop and the incoming call will be shown on the display. The alarm will not resume.






BT Calling Features

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.

To change any BT Calling Features settings

1. Firstly, select **Menu**, scroll  to display **Calling Features** and press **Select**. Then choose the Calling Feature you want from the options below:


Call Diversion

2. **Call Diversion** is highlighted, press **Select**.
3. Press  or  to highlight the diversion option you want: **All Calls, When busy** or **Not answered** and press **Select**.
4. Press  or  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.






Call divert takes precedence over Call Guardian and so all calls will be diverted.




Cancel Ringback

2. Press  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.




Call Waiting

2. Press  until **Call Waiting** is highlighted, press **Select**.
3. Press  or  to highlight either **Turn on**, **Turn off** or **Check status** and press **Select**. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Reminder call

2. Press  until **Reminder Call** is highlighted, press **Select**.
3. Press  or  to highlight either: **Set up**, **Cancel** or **Check status** and press **Select**. The service will be called. Follow the spoken instructions or listen for confirmation/status.


Anonymous Call Reject

2. Press  until **Anon. Call Reject** is highlighted, press **Select**.
3. Press  or  to highlight either **Turn on**, **Turn off** or **Check status** and press **Select**. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Text messaging



Your BT8500 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's no subscription charge (other than the subscription to Caller Display. A fee may be payable). 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.

To change any Text Messaging settings

1. Firstly, select **Menu**, scroll  to display **Text Messages** and press **Select**. Then choose what you want to do from the options below:

Register to the text messaging service


To register follow these instructions:


2. Press  until **Settings** is highlighted, press **Select**.
3. Press  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'll get a confirmation message in return.


62 Text messaging


Send a text message

2. When **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 (or press  select a number from your contacts and press **Select**) then select **Send**.




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

To insert a symbol in your message, scroll  to highlight **Insert symbol** and press **Select**. Use the navigation buttons to highlight the symbol you want then select **Use**.



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

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




Accessing the Inbox, Drafts folder or Sent folder

2. Press  to highlight either **Inbox**, **Drafts** or **Sent folder**, then press **Select**.
3. A list of the messages will be displayed, press  or  to scroll through the list. You can press **OK** to read a highlighted message or select **Options** to access the list of menu options.

Edit a template

2. Press  until **Templates** is highlighted, press **Select**.
3. Press  to highlight the template you want to edit and select **Options**.
4. Select **Clear** to delete characters and use the keypad to enter your new template text, then select **Save**.



Turn new text message alert on or off

2. Press  until **Settings** is highlighted, press **Select**.
3. Message alert is highlighted, press **Select**.
4. Press  or  to highlight **On** or **Off** and select **Save**.

Service centre numbers


To send and receive text messages you need the telephone number of your network's text centre. If you accidentally delete the send or receive service centre numbers you will need to re-enter them in order for your text service to work. The send and receive centre numbers are pre-populated for BT's PSTN text message service but you can change them to another service if you want to. BT's text message send service number is: 1470P17094009 and the receive service number is: 0800587529.

Change the service centre numbers

2. Press  until **Settings** is highlighted, press **Select**.
3. Press  until **Service centres** is highlighted, press **Select**.
4. Highlight either **Send centre** or **Receive centre** and select **Edit**.
5. Select **Clear** to delete the digits, then enter the new number and select **Save**.

Read messages




1. From the alert screen, select **Read** or from the home screen, highlight the icon then press **OK**.
2. A list of your received text messages will be displayed. To read a message, highlight it, then press **OK**, you can use **Volume** or **Calls** to scroll through the message if necessary.
3. You can then press **Back** to return to the message list to read other messages or select **Options** and scroll **Volume** or **Calls** to highlight one of the following:
 - Delete message.** Press **Select**. **Delete message?** will be displayed, select **Yes** (or **No**) to cancel.
 - Reply.** Press **Select**. Enter your message using the keypad, then select **Options**. Send to will be highlighted, press **Select**. The telephone number (or name) will be displayed, press **Send**.
 - Forward.** Press **Select**. The message will be displayed, select **Options**. Send to will be highlighted, press **Select**. Enter the telephone number (or press , select a number from your contacts and press **Select**) then select **Send**.
 - Save number.** Press **Select**. 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**. **Delete msgs**. Press **Select**. You now have two options: i) To select certain messages to delete, you need to highlight each message in turn and press **OK** to select the message for deletion – a (tick) in the box indicates it has been selected, then select **Options**. **Delete selected** will be displayed, select **OK**, then select **Yes**. ii) To delete all messages, press **Options**, scroll  to highlight **Select all** and select **OK**.


66 Using additional handsets

If you've bought a BT8500 multiple pack, any additional handsets come pre-registered to the base. However, if you purchase another additional handset separately, you must register it to your BT8500 base before it can be used. You can register up to five GAP compliant handsets to your BT8500 base.






Register an additional BT8500 handset

1. Select **Menu**, scroll  to display **Settings** and press **Select**.
2. Press  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  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 you have changed the system PIN from 0000 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.






 You have 2 minutes to complete the registration process. After 2 minutes the In use light on the base will stop flashing. If registration isn't successful the first time, please try again incase the base registration period ran out of time.


 The registration instructions on page 65 are for registering a BT8500 handset only. If you want to register another make of handset you'll need to follow the Registration instructions that came with the handset. Registering other types of handset will only provide limited compatibility.

De-register a handset





1. Select **Menu**, scroll  to display **Settings** and press **Select**.
2. Press  to highlight **Registration** and press **Select**.
3. Press  to highlight **De-register handset** and press **Select**.
4. Press  or  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


1. Press , then press  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, you will see **Handset not available** on your display.
3. Press  to end the call.



 You can also choose All handsets if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

Transfer a call

1. During a call, select **Options**, then press  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  or  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

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. Either enter the number you want to call or press  and scroll to the number you want or 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.

Problems using your BT8500 phone? Follow these steps

1. Check this guide's contents to see if there's anything that can help.
2. View the full user guide online at bt.com/producthelp.
3. Call us on **0800 145 6789**.

Help and advice about text messages on BT lines

1. BT residential customers – call **151** (BT business customers – call **152**)
2. Choose option 2
3. When prompted by the fault management service, select option 2
4. Enter your phone number on the handset
5. Wait to speak to a customer adviser.

If you're with another phone service providers (i.e. not BT), please contact their customer service team.

General sales enquiries

BT residential lines – call **150** (BT business lines – call **152**).

If you don't use a BT line, call **0800 800 150** (residential) or **0800 800 152** (business).

Additional handsets

If you'd like to get some more handsets, call us on **0800 145 6789**.

Questions about your bill

Please see the phone number shown on your BT bill.

Calls to 0800 numbers made from within the UK mainland network are free. Mobile and international call costs may vary.

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

Phone doesn't work

- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

No dial tone or line cord error message displayed on screen

- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Can't make or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Check that Outgoing calls control is not active – see page 38.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

You have a dial tone, but the phone won't dial out

- If you're connected to a switchboard, check whether you need to dial an access code, see page 54.

Handset doesn't ring

- The ringer volume may be switched off, see page 52.
- Check that the mains power is correctly connected.
- Do Not Disturb may be switched on, see page 37.
- Check your BT Call Guardian settings, see page 18.
- Make sure the handset is registered to the base, see page 65.

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General Information' section in the full user guide at bt.com/producthelp.

Guarantee

Your BT8500 is guaranteed for a period of 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 BT8500, 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.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.

This guarantee does not 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.

To find out what to do, if your phone is in or outside of the 12 month guarantee, please look in the full user guide at bt.com/producthelp.

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.

R&TTE Directive & Declaration of Conformity

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

For a copy of the Declaration of Conformity please refer to bt.com/producthelp.

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

For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit
bt.com/betterfuture

Offices worldwide

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* Calls made from within the UK mainland network are free.
Mobile and international call costs may vary.

BT8500 (08/14) Issue 2

