Designed to block nuisance calls

Quick Set-up and User Guide

BT4500
Big Button Cordless Phone with Answer Machine
Important – please read first

• Only use the line cord, power supply and rechargeable batteries supplied with your phone.

• Make sure that the power supply is connected to a known working socket.

• Connect your phone to the power supply and allow the batteries to charge for 24 hours before connecting the line cord to your telephone socket.

• To make sure you get the best range and reception from your handset, avoid interference by placing the base unit away from large metal objects such as fridge freezers and microwave ovens or electronic products such as computers and TVs.

Answer machine – handy hint
Make sure the telephone is set to Answer and record and that the Ring delay is set to answer before any voicemail service i.e. BT Answer 1571, or similar. The default setting is four rings. If you want to change this, please see page 42-43.

Inductive coupler
The BT4500 has an in-built inductive coupler for use with digital hearing aids.

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

Handset

Base

Telephone line cord (pre-installed)

Mains power adaptor (item code 066270)

2 x AAA Ni-MH 550 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 550 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 BT4500 if you use any other type of batteries.

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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.

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.

1 Plug in

1. Plug the mains power adaptor into the base.
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.

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2 Activate the batteries and follow the Set-up wizard

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

2. The Power on animation will start up and then the handset will check for a link with the base station, once found the screen will show **Set time and date**. The set-up wizard will take you through the steps for: setting the time and date, recording your outgoing message for the answer machine, using Caller Display, setting call blocking and adding contacts to your phonebook. Select **Yes** by pressing the Left option button if you want to follow the set-up wizard prompt or select **No** by pressing the Right option button to continue to the next prompt until set up is complete.

**Talk/Standby time**
Under ideal conditions, the handset batteries should give up to 16 hours talk time or 180 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 **Charge Batteries**! 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.

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Quick set-up guide

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 the helpline on 0800 145 6789*.

3. Once set-up is complete your handset will display Please check line cord, place the handset on the base to charge until step 4.

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

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

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.

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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 24 hours.

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

3 Go!

Your BT4500 is now ready for you to use

• For instructions on making a call, go to page 21.
• For help personalising your phone’s settings, go to page 53.
• For instructions on using the answer machine, go to page 39.

Using your BT4500 on a broadband line?
If so, you need to fit an ADSL microfilter between the phone line cord and the phone socket. You can get BT ADSL microfilters from bt.com/shop

If you use BT Infinity you will not need to use an ADSL microfilter. For other types of broadband, please check with your provider if a microfilter is required.

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Quick set-up guide

4 Block nuisance calls

The BT4500 can block calls from certain call types, e.g. international calls or from specific numbers to help prevent nuisance calls. You can store up to 10 specific blocked numbers. Calls from numbers stored in your blocked calls list cannot leave a message on your answer machine but calls blocked by call type can.

1. Select Menu, scroll Calls to Call control and press OK.

2. Press Calls until Block calls is displayed and press OK. You now have 2 choices:

   i) To block calls by type, when By call type is displayed, press OK. Press Vol. or Calls to display the call type you want: Int. national, Withheld numbers, No Caller ID or Payphone and press OK. Then press Vol. or Calls to display Allowed or Blocked and press OK to save.

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Please note, other products connected to the line are not compatible with this feature and will still ring.

You must subscribe to a Caller Display service from your network provider for the block nuisance calls feature to work. Charges may apply.
Quick set-up guide

ii) To block calls by a specific number, press \textbf{Calls} to display \textbf{By number} and press \textbf{OK}. You will enter the block calls list, select \textbf{Add} and enter the number you want to block (or you can select \textbf{Options} and select a number from the phonebook or calls list) and select \textbf{Save}.

For more information on Call control settings, go to page 27.

5 Help

Most problems can be fixed with a few simple checks, you may find the answer in the Help section on page 69 or see our online frequently asked questions at \texttt{bt.com/producthelp}
Alternatively, call the Helpline on 0800 145 6789*

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.
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Getting to know your phone

Handset buttons

Left option button
In idle mode, press to enter the main menu.
Also use to access sub menus and confirm options shown on the display above the button.

3.5mm Headset socket (on side of handset)

Up/Volume
From home screen, press to change the ringer volume, see page 53.
In talk mode, press to increase the incoming speech volume.
In menu mode, press to scroll up through the options.

Handsfree
In idle mode, press to make or receive calls handsfree, see page 23.

Talk
In idle mode, press to make and receive calls, see page 21.

Calls/Down
From home screen, press to open and scroll through the Calls list, see page 36.
In talk mode, press to decrease the incoming speech volume.
In menu mode, press to scroll down through the options.

1 (Speed dial)
From home screen, press and hold to dial BT 1571 or your stored speed dial number, see page 33.
When answer machine message is playing, press to repeat the message from the beginning.

4
When answer machine message playing, press to skip back to the previous message.

Press and hold to turn the handset ringer on or off.
When answer machine message playing, press to replay the message slowly.

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Red LED Indicator

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

Right option button
Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.
In answer machine mode, deletes the current message playing.

Amplify (on side of handset)
During a call, press to boost the incoming speech volume.

Phonebook
In idle mode, press to access your stored Contacts.

End call/on or off
Press to end a call.
In idle mode, press and hold to switch the handset on or off, see page 21.
In menu mode, press to return to home screen.

3
When answer machine message is playing, press to delete the message.

6
When answer machine message playing, press to skip forward to the next message.

2–9 (Speed dial)
From home screen, press and hold buttons 2–9 to dial a stored speed dial number, see page 33.

Record
Press and hold to lock or unlock the keypad.

Record
During a call, press to record the conversation. In idle mode, press to play recorded calls.

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Handset display

Handset display icons

- Shows handset battery status.
  Scrolls when the handset is charging.
- Empty frame flashes when battery needs recharging.
- Indicates when Mute is on or 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.

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Finding your way around your phone

Your BT4500 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the next page.

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 Vol. or Calls button to scroll through the available menu options.
3. When the menu you want is displayed, select OK by pressing the Left option button.
4. Use the Vol. or Calls button to scroll through the available sub menu options. When the sub menu you want is displayed, select OK by pressing the Left option button.

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

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

If no buttons are pressed for 30 seconds, the handset returns to the home screen automatically.

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

Right option button
Press to select the option displayed on the screen above the button.

Up and Down navigation buttons
Scroll up or down through the menu options.

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Menu map

**Answer Phone**
- Messages (x new) — Press Options
- Play all messages
- Delete old msgs
- Outgoing message — Answer & record
  - Answer only
- Record memo
- Ans. phone on/off — On
  - Off
- Answer mode — Answer & record
  - Answer only
- Answer settings — Answer and record
  - Answer delay
  - Play msg options
  - Maximum msg length
  - Message alert
  - Answer only
  - Call screening — On/Off
  - Remote access — Set remote access Pin

**Recorded calls**
**Call control**
- Do not disturb
- Block calls — By call type
  - By number
- On/Off
- Int. national
- Withheld numbers
- No Caller ID
- Payphone
  - Allowed
  - Blocked

**Clock/Alarm**
- Alarm
- Time & date — Set time and Set Date
- Time format — 12 Hours or 24 Hours

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## Getting to know your phone

### Speed Dial List
- 1. 1571
- 2-9 Empty

### Calling Features
- **Call diversion**
  - Divert all calls
  - Divert when busy
  - Divert if unanswered
- **Cancel Ringback**
- **Call waiting**
- **Reminder call**
- **Call barring**
- **Anon call reject**

### Settings
- **Sounds**
  - Ringing
  - External ringtone
  - Internal ringtone
  - Ringer volume
  - Tone adjustment
  - Handset tones
  - Keypad tones
  - Confirmation tone
- **Handset name**
  - Handset name
- **Display**
  - Contrast
  - Screen saver
- **Call settings**
  - Auto answer
  - Auto end call
  - Auto join calls
- **Base settings**
  - Ringing
  - Ringtone
  - PBX code
- **Software version**
- **Registration**
  - Register handset
  - Deregister HS
- **Change system PIN**
- **Reset**
  - Handset settings
  - Base settings
  - Delete user data

### Contacts menu
Accessed by pressing the **button, then Options**
- Add contact
- Edit contact
- Assign ringtone
- Delete contact
- Memory status
- Del all contacts

### Calls list Menu
Accessed by pressing **Call**, then Options.
- Play message*
- Save number
- Delete call
- Block number
- Delete all calls

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

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**Base**

**Answer on/off**
Press to turn the answer machine on or off. When set to On, the text ‘On’ will light up on the button.

**Vol-**
Decrease the speaker volume during playback, the call screening volume during idle and the base ringer volume.

**Vol+**
Increase the speaker volume during playback, the call screening volume during idle and the base ringer volume.

**Find Phone**
Press to ring all registered handsets, helpful for finding a missing handset, see page 26. Also used during the registration process, see page 65.

**Power In use light**
On when there is power to the base. Flashes when the line is in use or registration is taking place.

**Stop**
Press to stop message playback.

**Skip<<**
During playback, press once to skip back to the start of the current message. Press twice to skip back to the start of the previous message.

**Delete**
Press once to delete the message during playback. In idle mode, press to delete all old messages.

**Skip>>**
During playback, press to skip forward to the start of the next message.

**Play**
When you have new messages, the button will flash. Press once to play new messages. Press during playback to pause playback.

**Slow Play**
Press to play messages back slowly. If messages are already playing you can press this button to play them in slow play mode (to switch back to normal speed, press the button).

**Red charging light**
Battery charging light. On when the handset is in the base charging.

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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 📞.

Receive a call
When you receive a call, the phone rings and the display shows Incoming call. 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 phonebook’s contact list.
1. Press 📞 to accept the call. Or, to accept the call in handsfree mode, press Hands Free.

Call timer
Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call.

When you make a call, the green In use light on the base flashes.

Auto end
If auto end is set to On you can end a call by placing the handset back in the base. If auto end is set to Off, you’ll need to press 📞 to end the call. Auto end On is the default setting. See page 55–56.

Auto answer
If auto answer is set to On you can answer a call by lifting the handset off the base. If auto answer is set to Off, you’ll need to lift the handset off the base and press 📞 too. Auto answer On is the default setting. See page 55–56.

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Using the phone

You can also press $R$ to switch between calls.

**Out of range warning**
When the handset is out of range of the base, the display will show `Searching for base...`, the backlight will turn up to 100% to indicate the alert message and you will hear a warning tone. After 60 seconds the display will show `No base link. Check base`. You need to move back within range of the base station.

If you move out of range when you’re on a call, you’ll lose your connection. The handset will automatically re-connect to the base when you move back within range.

**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 62.

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.

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Using the phone

Incoming speech / Handsfree volume
During a call, you can adjust the handset incoming speech or loudspeaker volume. There are five levels. The default setting is Level 3.

1. Press \text{Vol} \uparrow or \text{Vol} \downarrow 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.

Amplify
During a call you can boost the incoming speech volume by pressing the \textit{Amplify} button on the side of the handset. To turn off, press the button again. The volume will only be boosted during the call, once the call has ended the incoming speech volume will return to the previously set level.

Make a handsfree call
1. Enter the number then press \text{Hands Free}. \(\text{Hands Free} \uparrow\) is displayed. You hear your call over the handset loudspeaker. Press \text{Hands Free} \downarrow to switch the call between the earpiece and the loudspeaker.

2. Press \(\text{Hands Free} \uparrow\) to end the call.

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Using the phone

Answer a call handsfree
When the phone rings:
1. Press Hands Free to answer the call. You will hear your caller over the loudspeaker.

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

Redial
Telephone numbers that you have called are saved in the Calls list. There is not 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.

To redial a number see, ‘View and access options in the Calls list’ on page 36. 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 37-38.

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

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Using the phone 25

Record a call
1. During a call, press \textbf{Record}. The \textcopyright{} icon will appear on the display next to the call timer to indicate that the call is now being recorded but there will be no audible notification given.
2. To stop recording, select \textbf{Stop} or press \textbf{Record}. \textit{Recorded call saved} will be displayed.

Play a recorded call
You can either, press \textbf{Record} when the handset is in idle mode or:
1. From the home screen, press \textbf{Menu}.
2. Press \textbf{Calls} \textsuperscript{\textdownarrow} until \textit{Recorded calls} is displayed and press \textbf{OK}.
3. Press \textbf{Vol.} \textsuperscript{\textuparrow} or \textbf{Calls} \textsuperscript{\textdownarrow} to scroll to the call you want to play and press \textbf{Options}.
4. Press \textbf{Vol.} \textsuperscript{\textuparrow} or \textbf{Calls} \textsuperscript{\textdownarrow} to display either \textit{Play call} or \textit{Play call slowly} and press \textbf{OK}. The call will be played. Press \textbf{Stop} to stop playback or \textbf{Delete} to delete it.

When recording a call, you will be notified if there is only 1 minute of recording time left in the memory by an error tone and the display will show \textit{Memory full in 1 minute}.

In the Recorded calls menu you can also delete a recorded call or delete all recorded calls.

If you need some help, call us on \textbf{0800 145 6789}* or go to \textbf{bt.com/producthelp}
26 Using the phone

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 keypad comes on again.

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.

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 on the base. All handsets registered to the base will ring and the screen will show Here I am! for up to 2 minutes.
2. To stop the ringing, press on the base again or select End or press on any handset.

If you get an incoming call while you’re paging a handset, the incoming call 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.

Paging calls can’t be answered by a handset.

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

Under the call control menu are the features Do not disturb and Block calls. Do not disturb allows calls to be received silently with minimal notification.

Set-up Do not disturb
1. Select Menu, scroll Calls to Call control and press OK.
2. Do not disturb is displayed, press OK.
3. Press Vol. or Calls to display On or Off and press OK to select. The chosen setting will be displayed and you will hear a confirmation tone.

Block nuisance calls
The BT4500 can block calls from certain call types, e.g. international calls or from specific numbers to help prevent nuisance calls. You can store up to 10 specific blocked numbers. Calls from numbers stored in your blocked calls list cannot leave a message on your answer machine but calls blocked by call type can.
1. Select Menu, scroll Calls to Call control and select OK.
2. Press Calls to display Block calls and press OK.

When set to On, the base and handset ringer volumes (on all handsets registered to the base) will be set to Off. The handset backlight will not come on when the phone rings and the only tones that the handset will emit are the battery low and out of range warnings. The base call screening volume and message alert will also be set to Off.

You can set Do not disturb to On or Off. The default setting is Off.

When set to On, the idle screen will display DO NOT DISTURB instead of the number of missed calls or the handset name if there are no missed calls presented.

Please note, other products connected to the line are not compatible with this feature and will still ring.

For more information and general advice on handling unwanted calls please go to bt.com/unwantedcalls

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

The default setting is Allowed for all call types.

If you select Allowed, calls from this type of number will ring as normal. If you select Blocked, calls from this type of number will be presented silently.

When you enter the block calls list you can also edit or delete numbers you’ve stored previously by selecting Options and then pressing \( \text{Vol.} \) or \( \text{Calls} \) to display either Edit number or Delete number and pressing OK.

You must subscribe to a Caller Display service from your network provider for the block nuisance calls feature to work. Charges may apply.

You now have 2 choices:

i) To block calls by type, when \( \text{By call type} \) is displayed, press OK. You can now select which types of call you want Allowed or Blocked by using \( \text{Vol.} \) or \( \text{Calls} \) to display the call type: Int’l calls, Withheld numbers, No Caller ID and Payphone, pressing OK, then using \( \text{Vol.} \) or \( \text{Calls} \) to display Allowed or Blocked and pressing OK to save.

ii) To block calls by a specific number, press \( \text{Calls} \) to display \( \text{By number} \) and press OK. If the block calls list is empty, press Add and use the keypad to enter the number (or press Options to select a number from your phonebook or calls list) and press Save. If there are numbers saved already, select Options. Add blocked number is displayed, press OK, enter the number (or press Options to select a number from your phonebook or calls list) and press Save.

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

You can store up to 100 entries in your list of phonebook contacts. 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.

Store a contact
1. From the home screen, press Phonebook.
2. Select Options. Add new contact is displayed, press OK.
3. Enter the new contact name using the keypad (see note opposite for help) then press Next and enter the number and press Save. The display will show Contact saved.

You must enter a name and a number for the contact to be stored.
Names can be up to 14 characters and numbers up to 24 digits.

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

Writing tips
To delete the last digit/character entered, select Clear.
Press # to switch between text entry modes: sentence case (Abc), upper case (ABC), lower case (abc) or numeric (123).
Press 0 to insert a space.

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 and hold R in the place where you want the recall.

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

<table>
<thead>
<tr>
<th>1</th>
<th>&amp; . , ' ? ! @ 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>a b c 2 à á â ã è é ê ë</td>
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<td>3</td>
<td>d e f 3 è é ê ë</td>
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<td>0</td>
<td>space 0 + £ $ # *</td>
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<tr>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>#</td>
<td>Changes text entry mode (sentence case, upper, lower or numeric)</td>
</tr>
</tbody>
</table>

Assign a ringtone to a contact

You can assign a specific ringtone to a contact you have saved so the ringtone will play when that contact calls you.

1. From the home screen, press Phone Book. Press or Calls to display the contact you want to assign a specific ringtone to and then select Options.
2. Press Calls until Assign ringtone is displayed and press OK.
3. Press or to scroll through and listen to the available ringtones (Normal, Melody 1-15) and press OK to select the one you want. Ringtone save will be displayed.

There are 15 melodies to choose from (Melody 1-15) or Normal which is the standard ringtone that is first assigned when you save a contact in your phonebook.

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

1. From the home screen, press 📞 **Phone Book** 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 displayed.

**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 display **Edit contact** and press OK.
4. Edit the name by pressing **Clear** to delete characters and use the keypad to enter new ones. Then press ▼ to display the number and edit if necessary, using **Clear** to delete unwanted digits and enter any new ones, then select **Save**. The display will show **Contact saved**.

**Searching alphabetically**

You can alpha search for contact names by entering multiple characters, the search will be carried out on the beginning of the name only. E.g. enter Ja and names beginning with these two letters will be filtered. You can then scroll through the filtered list.

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

You cannot delete the special contact entries that are pre-programmed in the contacts list.

Delete a contact
1. From the home screen, press PhoneBook, then select Options.
2. Press Calls until Delete contact is displayed and press OK.
3. Delete from all h/sets? will be displayed, press Yes to confirm (or No to cancel). Contact deleted will be displayed.

Delete all contacts
1. From the home screen, press PhoneBook, then select Options.
2. Press Calls until Del all contacts is displayed and press OK.
3. Delete from all h/sets? will be displayed, press Yes to confirm. All contacts deleted will be displayed.

View the contact memory status
1. From the home screen, press PhoneBook, then select Options.
2. Press Calls until Memory status is is displayed and press OK.
3. The display will show how many contacts have been saved and the maximum number that can be saved e.g. 4 contacts (100 max.).

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
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 1 to 9 that you want to store the number under.
   Or,
   Select Options, scroll to display Set as speed dial and press OK. 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 under which the entry you want to dial is stored.
   Or, Select Menu, scroll to display Speed Dial List and press OK. Scroll to display the entry you want then press . The number will be dialled automatically.

You can allocate a name and number to each of the Speed dial buttons 1 to 9. Button 1 is pre-programmed with 1571 but you can delete this and replace it with an entry of your choice. Once a Speed dial entry has been stored you can simply press and hold the Speed dial button to automatically dial the number stored under it.

When you save a Speed dial entry it is individual to the handset you are saving it on, it will not be copied to any other handsets you have registered to the base.

If you try to save a Speed dial entry under a Speed dial button that has already been populated, the display will show Replace number? and you will hear an error tone. You can either overwrite the existing entry by selecting Yes or you can press and hold a different Speed dial button or select No.

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

Edit a Speed dial entry
1. Select Menu, scroll Calls to display Speed Dial List and press OK.
2. Press Vol. or Calls to display the entry you want to edit and select Options.
3. Edit speed dial is displayed, press OK.
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 Calls to display Speed Dial List and press OK.
2. Press Vol. or Calls to display the entry you want to delete and select Options.
3. Scroll Calls to display Delete speed dial and press OK.
4. Are you sure? is displayed, select Yes. Speed dial x deleted will be displayed.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
**Caller Display and the Calls list**

**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 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 shown on the top line of the display when you view the call in the calls list.

**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.

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.

To make sure the caller’s name is displayed, make sure you’ve stored the full telephone number in your contacts list, including the dialling code.

You can store more than one number for the same caller.

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

- **Unavailable** = number is unavailable
- **Withheld** = number has been withheld
- **International** = international number
- **Operator** = call from the operator
- **Payphone** = call from a payphone
- **Ringback** = a ringback call

If you need some help, call us on **0800 145 6789** or go to **bt.com/producthelp**
36 Caller Display and the Calls list

**Calls list indicators**

Displayed on top line:
- **Missed** = missed incoming call
- **Answered** = incoming call received and answered
- **Dialed** = outgoing call made
- **Blocked** = blocked call (for incoming calls only)

Displayed next to the time:
- ☕ = caller left a voice message
- ® = some part of the call was recorded

When the Calls list is open, press ☻ or ☻ to scroll from the newest call to the oldest, or press ☻ to scroll from the oldest call to the newest.

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 24 digits and names up to 14 characters.

**Missed call notification**

If an incoming call has been missed (i.e. not answered), the handset display will indicate this with the message 1 new call. You can clear the notification by viewing the calls list on any handset registered to the base. The Missed notification will still be presented on the top line of the display 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 ☻. The most recent entry is at the top of the list. (If there are no entries Calls list empty will be displayed.
2. Press ☻ or ☻ to scroll through and view the list.
3. To dial an entry, when the entry you want is displayed, press ☻.
   To play an answer message, when the entry you want is highlighted, select Options, Play message is displayed, press OK. The message will be played.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
To block the number, when the entry you want is displayed, select Options, scroll to Block number and press OK. Blocked number saved will be displayed.

The number you selected to block is highlighted, select Save.

**Save a Calls list entry to your contacts**

1. Press Calls then press Vol. or Calls to display the entry you want and select Options.
2. Save number is displayed (or press Calls to display Save number if needed), press OK.
3. Enter the contact name and press Next.
4. The number will be displayed, (edit if necessary by selecting Clear to delete digits and enter any new ones). Select Save to save the entry.

**Delete an entry in or the entire Calls list**

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

For more information and general advice on handling unwanted calls please go to bt.com/unwantedcalls

If you have more than one handset registered to the base, all data is synchronised across handsets. Therefore, if you save a calls list entry to your contacts it will be saved on all handsets.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
Caller Display and the Calls list

If you have more than one handset registered to the base, data is synchronised across all handsets. Therefore, if you delete a calls list entry on one handset it will be deleted on all handsets.

2. Press \( \text{Calls} \) to display either Delete call or Delete all calls and press OK. 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.

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

Your BT4500 can digitally record up to 60 minutes of messages. You can operate your answer machine from: the handset, the base (see page 48) or remotely from any other Touchtone™ telephone (see page 50).

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

Using the answer machine from the handset

Switch the answer machine on or off

1. Select Menu, Answer Phone is displayed, press OK.
2. Press Calls until Ans. Phone on/off is displayed, press OK.
3. Press Vol. or Calls to display On or Off and press OK to select. Ans. Phone on or Ans. Phone off will be displayed and announced to you.

Set the answer mode

1. Select Menu, Answer Phone is displayed, press OK.
2. Press Calls until Answer mode is displayed and press OK.

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. To set the date and time manually, see page 59.

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

The default answer mode is Answer & Record using the female voice.
Answer machine

**Answer & Record**
The pre-recorded Answer & Record outgoing message that allows your caller to leave a message is, “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.

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

When recording your Answer Only message, remember to let your caller know that they won’t be able to leave a message.

The default outgoing message mode is Answer & Record using the female voice.

3. Press ↑ or ↓ to select Answer & record or Answer only and press OK. Saved will be displayed and the 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 OK.
2. Press Calls until Outgoing message is displayed and press OK.
3. Press ↑ or ↓ to display the outgoing message mode you want: Answer & record or Answer only and press OK.
4. Record message is displayed, press OK. 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 OK.
2. Press \( \text{Calls} \) until Outgoing message is displayed, press OK.
3. Press \( \text{Vol.} \) or \( \text{Calls} \) to display the outgoing message mode you want: Answer & record or Answer only and press OK.
4. Press \( \text{Calls} \) to display Play message and press OK 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 OK.
2. Press \( \text{Calls} \) until Outgoing message is displayed, press OK.
3. Press \( \text{Vol.} \) or \( \text{Calls} \) to display the outgoing message mode you want: Answer & record or Answer only and press OK.

Reinstating the pre-recorded outgoing message will not delete your recorded outgoing message. It will be retained incase you want to use it in the future.
42 Answer machine

You can record a memo message on the answer machine for other users to hear when they listen to messages. You can only record memos using the handset. Memo messages are played back in exactly the same way as normal answer machine messages, see page 45 and 48.

4. Press Call to display Use default message and press OK.
5. Press Vol. or Vol. to display On and press OK. Press Calls or Calls to display Female voice or Male voice and press OK. Saved will be displayed.

Record a memo
1. Select Menu. Answer Phone is displayed, press OK.
2. Press Calls until Record memo is displayed, press OK.
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.

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.

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

1. Select **Menu**, **Answer Phone** is displayed, press **OK**.
2. Press **Calls** until **Answer settings** is displayed, press **OK**.
3. Press **Vol.** or **Calls** to display either **Answer & record** or **Answer only** and press **OK**.
4. **Answer delay** is displayed, press **OK**. Press **Vol.** or **Calls** to display the number of rings you want (2-10 rings or Time saver) and press **OK**. **Saved** will be displayed.

**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 **OK**.
2. Press **Calls** until **Answer settings** is displayed, press **OK**.
3. **Answer and record** is displayed, press **OK**.
4. Press **Calls** to display **Maximum msg length** and press **OK**. Press **Vol.** or **Calls** to select the length you want and press **OK**. **Saved** will be displayed.

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**Time saver**

When you ring in to access your answer machine remotely, if you have set Time saver as the answer delay and you have new messages it will answer after 10 seconds. If you don’t have new messages it will answer after 20 seconds. This means you can hang up knowing that you have no new messages, saving you the time and the cost of the call.

**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.

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

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

Set the message alert on or off
1. Select Menu, Answer Phone is displayed, press OK.
2. Press Calls until Answer settings is displayed, press OK.
3. Answer and record is displayed, press OK.
4. Press Calls to display Message alert and press OK. Then press Vol. or Calls to display On or Off and press OK. Saved will be displayed.

Call screening
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 OK.
2. Press Calls until Answer settings is displayed, press OK.
3. Press Calls to display Call screening and press OK.
4. Press Vol. or Calls to display On or Off and select OK. Saved will be displayed.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
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 **Screening?** If you want to talk to the caller, press **Talk** to take the call. This will stop the recording if it’s started.

Message playback using the handset
1. From the home screen, select **Play**.
   Or
   Select **Menu**, **Answer Phone** is displayed, press **Ok**
   Press **Calls** to display **Play all messages** and press **Ok**.
2. Your messages will start to play and 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.
3. During playback, you can select **Delete** to delete the message or **Stop** to stop message playback.

While screening, you can adjust the volume by pressing **Vol** or **On** on the handset or **Volume** on the base.
You can also stop a caller leaving a message by pressing **Stop** on the base during message recording. The caller will hear, “Thank you for calling”, and the call is automatically ended.

When you receive new messages, the home screen will display the number of messages stored. The **Play** button on the base will flash and the message alert on the base will beep.

The number of messages displayed includes all messages stored, new and old (played). When a message is deleted the display message will be updated accordingly.

Each message is played back with the day, date and time it was received announced.
Answer machine

New (unplayed) messages are played first (oldest to most recent) and then old (played) messages (oldest to most recent).

If the memory is full, the answer phone icon on the home screen will display Full underneath it. You can still enter the answer phone menu and playback your messages, however, you will see a warning message Memory full. No messages can be left before you enter the menu and Memory full will be announced before new or old messages are played back.

Message playback is stopped if you receive an incoming call.

You can toggle between private playback through the handset and handsfree playback by pressing the Hands Free button. The default is private playback.

You can’t delete messages that you’ve not played yet.

Unless you delete a message, it’s automatically saved.

During playback you have the following options:

agnitude or Calls to adjust the playback volume.

Hands Free to switch private playback through the handset to handsfree playback.

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

3 DEF to delete the message.

4 or Vol. twice within a second to skip back to the previous message.

6 MNO or Calls once to skip forward to the next message.

Press to replay the message slowly.

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
1. Select Menu, Answer Phone is displayed, press OK.
2. Messages <x new> is displayed, press OK.
3. Press Vol. or Calls to display the message you want to delete then press Options.
4. Press Calls to display Delete message and press OK. Are you sure? will be displayed if it's an old message or Without listening if it's a new message, press Yes to confirm.

Delete all old (played) messages
1. Select Menu, Answer Phone is displayed, press OK.
2. Press Calls to display Delete old msgs and press OK.
3. Are you sure? is displayed, select Yes to confirm (or No to cancel).

Save a number in the answer phone message list to your contacts
1. Select Menu, Answer Phone is displayed, press OK.
2. Messages <x new> is displayed, press OK. Press Vol. or Calls to display the number you want to store then press Options.
3. Press Calls to display Save number and press OK.

To cancel deletion, when you see the confirmation question, select No.

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

When the answer machine is switched On, the text ‘On’ will light up on the button.

Memory full
If there is only 10 seconds of memory capacity left when a caller is leaving a message they will hear, “Please complete your message within 10 seconds.” If a caller is still leaving a message when the memory expires they will hear, “Memory full. Thank you for calling”, and the call will be ended.

4. Enter the contact name and press Next.
5. The number will be displayed, (edit if necessary by selecting Clear to delete digits and enter any new ones). Select Save to save the entry.

Using the answer machine from the base

Switch the answer machine on or off
Press Answer On/Off to toggle between On and Off. The setting is announced.

Message playback using the base
Press Play or Slow Play to play messages back slowly. If you have messages they will be played, new (unplayed) messages first followed by old (played) messages.

During playback:
Press Stop to stop playback. The base will return to idle.

Press Play to pause and resume playback.
Press Delete to delete the message being played.

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

If your answer machine memory becomes full and it is set to Answer and record it will automatically switch to Answer only mode. Once messages have been deleted and there is memory available again, the machine will revert to Answer and record mode (unless you have changed the mode yourself to Answer only using the handset menu).

You will need to delete messages before your answer machine will be able to record new ones. To delete old (played) messages, see page 47 and 49.

If you don’t press \Delete\ within 3 seconds you will hear, “Messages saved”.

If you need some help, call us on **0800 145 6789** or go to [bt.com/producthelp](http://bt.com/producthelp)
50 Answer machine

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 OK.
2. Press \( \text{Calls} \) until Answer settings is displayed, press OK.
3. Press \( \text{Calls} \) to display Remote access and press OK.
4. Set remote access Pin is displayed, press OK.
5. New PIN is displayed. Enter a 4 digit PIN of your choice and select OK.
6. Confirm PIN is displayed. Enter the 4 digit PIN again and select OK. The display will show Access PIN saved.

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

1. Select Menu, Answer Phone is displayed, press OK.
2. Press \( \text{Calls} \) until Answer settings is displayed, press OK.
3. Press \( \text{Calls} \) to display Remote access and press OK.
4. Press \( \text{Calls} \) to display Change PIN and press OK.
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 PIN saved.

**Turn remote access on or off**

1. Select Menu, Answer Phone is displayed, press OK.
2. Press \( \text{Calls} \) until Answer settings is displayed, press OK.
3. Press \( \text{Calls} \) to display Remote access and press OK.
4. On/Off is displayed, press OK.
5. Press \( \text{Vol.} \) or \( \text{Calls} \) 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.

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

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

Remote Access must first be enabled to allow you to switch on the answer machine remotely.
2. Press * and enter your 4 digit remote access PIN when prompted. Play back your messages as shown below 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**: Play main Menu
   - **2**: Play all messages
   - **3**: Skip back during playback
   - **5**: Delete a message during playback
   - **6**: Skip forward during playback
   - **7**: Turn answer machine on
   - **9**: Turn answer machine off

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

Handset settings

**Set the handset ringtone for external or internal calls**

1. Select **Menu**, scroll **Vol.** to display **Settings** and press **OK**.
2. **Sounds** is displayed, press **OK**. **Ringing** is displayed, press **OK**.
3. Press **Vol.** or **Calls** to display either **External ringtone** or **Internal ringtone** and press **OK**.
4. Press **Vol.** or **Calls** to display and listen to the melodies and press **OK** to select your choice. **Saved** will be displayed.

**Set the handset ringer volume**

1. Select **Menu**, scroll **Vol.** to display **Settings** and press **OK**.
2. **Sounds** is displayed, press **OK**. **Ringing** is displayed, press **OK**.
3. Press ** Calls** to display **Ringing volume** and press **OK**. Press **Calls** to increase the volume or **Vol.** to decrease or turn the ringer off. Press **OK** to save.

Choose from 15 handset ringtones: 10 polyphonic and 5 standard. The default external ringtone is Melody 1 and the internal ringtone is Melody 2.

There are 5 handset ringer volume levels plus Ringer Off. The default setting is Level 3. If you turn the ringer off, the icon will be displayed on the home screen.

As a quick way to turn the handset ringer off, press and hold .

If you need some help, call us on [0800 145 6789*](tel:08001456789) or go to [bt.com/producthelp](http://bt.com/producthelp)
Settings

There are two handset tones: keypad tones and confirmation tones. You can turn these on or off, the default setting is On.

Keypad tones: when turned on, you will hear a beep after each button press.

Confirmation tones: when turned on, you will hear a tone after each successful action or after an error has occurred. This does not include the battery charging tone when the handset is placed on the base/charger, low battery or out of range warnings or tones used in calls such as Call Waiting or Call Intercept.

Adjust the handset ringer tone

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Press Vol. to display Tone adjustment and press OK.
3. Press or to display either Standard, Increase treble or Increase bass and press OK. Saved is displayed.

Turn the handset tones on or off

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Press Vol. to display Handset tones and press OK.
3. Press or to display Keypad tones or Confirmation tone and press OK.
4. Press or to display Tones on or Tones off and press OK. Saved is displayed.

Change the handset display contrast

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Vol. to display Display and press OK.

There are 5 contrast levels to choose from. The default setting is Level 3.
3. **Contrast** is displayed, press OK.
4. Press Vol. or Calls to select the level you want, then select OK.

**Turn the screensaver on or off**
1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Display and press OK.
3. Press Calls to display Screensaver and press OK.
4. Press Vol. or Calls to display On or Off and press OK to save.

**Change the handset name**
1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Handset name and press OK.
3. Edit the name by selecting Clear to delete the characters, then enter the new name and select Save.

**Change the call settings**
1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Call settings and press OK.

A handset name can be a maximum of 12 characters. If you name your handset, the handset number will be removed, e.g. instead of saying Kitchen 1 the name would just be Kitchen. To revert back to the default handset name (Handset x), delete all the characters and select Save.

The default setting for all call settings is On.
Settings

If Auto answer is set to On you can answer a call by lifting the handset off the base. If it's set to Off, you’ll need to lift the handset off the base and then press \( \text{Select} \). If Auto end is set to On you can end a call by placing the handset back in the base.

If Auto end is set to Off, you'll need to press \( \text{Select} \) to end the call.

With Auto join calls set to On you can automatically join an existing call from another registered handset without being invited to join the call, you can simply press \( \text{Select} \) to join.

3. Press \( \text{Select} \) or \( \text{Calls} \) to display either Auto answer, Auto end call, Auto join calls or First ring and press \( \text{OK} \).

4. Press \( \text{Vol.} \) or \( \text{Calls} \) to display On or Off and press \( \text{OK} \) to save.

Base settings

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

1. Select Menu, scroll \( \text{Vol.} \) to display Settings and press \( \text{OK} \).

2. Press \( \text{Calls} \) to display Base settings and press \( \text{OK} \).

3. Ringing is displayed, press \( \text{OK} \).

4. Rington is displayed, press \( \text{OK} \). Press \( \text{Vol.} \) or \( \text{Calls} \) to display and listen to the melodies and press \( \text{OK} \) to save your choice.

Set the base ringer volume
There are 5 base ringer volume levels plus Ringer off. The default is Level 3.

1. Select Menu, scroll \( \text{Vol.} \) to display Settings and press \( \text{OK} \).

2. Press \( \text{Calls} \) to display Base settings and press \( \text{OK} \).

3. Ringing is displayed, press \( \text{OK} \).

4. Press \( \text{Vol.} \) to display Ringing volume and press \( \text{OK} \). Press \( \text{Vol.} \) to increase the volume or \( \text{Calls} \) to decrease or turn the ringer off. Press \( \text{OK} \) to save.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
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 BT4500 can store an access code which is automatically dialled before each number.

Set a PBX access code
1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Base settings and press OK.
3. Press Calls to display PBX code and press OK.
4. Enter the number you want (maximum of 4 digits) and select Save.

Change the system PIN
1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Change system PIN and press OK.
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.

With First ring set to Off, an incoming external call will be displayed visually before the handset(s) start to ring for the second burst of ringing.

If you wish to revert to not using a PBX access code, you need to go into the PBX code menu and delete all the digits by selecting Clear, then select Save.

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

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.

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

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 you delete 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.

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**Reset the handset or base settings**

1. Select **Menu**, scroll **▼ Menu** to display **Settings** and press **OK**.
2. Press **▼ Vol** to display **Reset** and press **OK**.
3. **Handset settings** is displayed, press **OK** or press **▼ Calls** to display **Base settings** and then press **OK**.
4. **Handset settings?** or **Base settings?** is displayed, select **Yes**.
5. **Resettings settings** is displayed while the reset takes place. Once finished **(Handset or Base) settings reset** is displayed.

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**Delete the handset and base user data**

1. Select **Menu**, scroll **▼ Menu** to display **Settings** and press **OK**.
2. Press **▼ Vol** to display **Reset** and press **OK**.
3. Press **▼ Calls** to display **Delete user data** and press **OK**.
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 from all h/sets?** is displayed, select **Yes** to confirm (or **No** to cancel).
6. **Deleting user data...** is displayed. Once finished, **All user data deleted** is displayed.

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If you need some help, call us on **0800 145 6789*** or go to **bt.com/producthelp**
Clock/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 the time format (12 or 24 hour)
1. Select Menu, scroll to display Clock/Alarm and press OK.
2. Press to display Time format and press OK.
3. Press or to display either 12 Hours or 24 Hours and press OK. Saved is displayed.

Set the time and date
1. Select Menu, scroll to display Clock/Alarm and press OK.
2. Press to display Time & date and press OK.
3. Enter the time and select Next. Enter the date and select Save. Saved is displayed.

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

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

**Set an alarm**

1. Select **Menu**, scroll **Calls** to display Clock/Alarm and press **OK**.
2. **Alarm** is displayed, press **OK**.
3. Press **Vol.** or **Calls** to display the alarm frequency you want: Off, On once, On daily, Monday to Friday or Saturday & Sunday then press **OK**.
4. Enter the alarm time and select **Save**. Press **Vol.** or **Calls** to select the alarm melody and press **OK**. **Alarm on <time>** is displayed.

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

If you need some help, call us on **0800 145 6789** or go to **bt.com/producthelp**.
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      Reminder call
Ringback           Anonymous Call Reject
Call Waiting

Using Call Diversion: set up, cancel or check status

1. Select Menu, scroll to display Calling Features and press OK.
2. Call Diversion is displayed, press OK.
3. Press or to display the diversion option you want: Divert all calls, Divert when busy or Divert if unans., and press OK.
4. Press or to display either: Set up diversion, Cancel diversion or Check diversion and press OK.
5. If you selected Set up diversion, 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 diversion or Check diversion, 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.

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

Cancel Ringback
1. Select Menu, scroll to display Calling Features and press OK.
2. Press display Cancel Ringback and press OK.
3. The service will be called and the display will show Cancelling. Follow the spoken instructions or listen for confirmation/status.

Using Call Waiting
1. Select Menu, scroll to display Calling Features and press OK.
2. Press until Call waiting is displayed, press OK.
3. Press or to display either Turn on, Turn off or Check and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

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

1. Select Menu, scroll to display Calling Features and press OK.
2. Press until Reminder Call is displayed, press OK.
3. Press or to display either: Set up reminder, Cancel reminder or Check reminder and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Using call barring

1. Select Menu, scroll to display Calling Features and press OK.
2. Press until Call barring is displayed and press OK.
3. Press or to display either: Set up barring, Cancel barring or Check barring and press OK.
4. If you selected Set up barring you will need to press or to display the type of calls you want to bar then press OK. If you selected Cancel or Check barring the service will be called. Follow the spoken instructions or listen for confirmation/status.

Reminder call lets you book an alarm call. Like an alarm clock, except it lets you book an alarm call days in advance. Set repeat reminders every day or as a one-off call to remind you of a specific event.

The type of calls you can bar are: All outgoing calls, Int'l. Nat & Mobile calls, Bar Int'l calls, Operator calls & texts, * and # calls and Premium rate calls.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
Anonymous call reject blocks calls from withheld or anonymous numbers. If a caller withholds their number, they won’t be able to get through to you.

For more information and general advice on handling unwanted calls please go to bt.com/unwantedcalls

Using Anonymous Call Reject
1. Select Menu, scroll to display Calling Features and press OK.
2. Press until Anony call Reject is displayed, press OK.
3. Press or to display either: Turn on, Turn off or Check and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

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

If you’ve bought a BT4500 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 BT4500 base before it can be used.

Register an additional handset

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Registration and press OK.
3. Register handset is displayed, press OK.
4. Press & hold ‘Find Phone’ 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. 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 and handset names.

You can register up to five GAP compliant handsets to your BT4500 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If a handset becomes un-registered it will need to be registered to the base again. Please register this handset will be displayed, select OK then follow the instructions starting from point 4 below.

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.

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

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

Registering another make of handset to your BT4500 base
If you want to register another make of handset (i.e. not a BT4500 handset) to your BT4500 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 on page 65). 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 Calls to display Settings and press OK.
2. Press Calls to display Registration and press OK.
3. Press Calls to display Deregister HS and press OK.
4. Press Vol. or Calls to display the handset you wish to de-register and press OK.
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 Please wait... and once successful De-registered.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
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 \[Phone Book\], 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, you will see Handset unavailable on your display.

3. Press \[Phone Book\] to end the call.

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 display Transfer call and press \[OK\].

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 display the handset you want, then select \[Call\] and it will ring. Your external call will be put on hold.
68 Using additional handsets

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 displayed, press ✅.

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.

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

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 product call barring is not active – see page 63.
• 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 57.

Handset doesn’t ring
• The ringer volume may be switched off, see page 53.
• Check that the mains power is correctly connected.
• Do Not Disturb may be switched on, see page 27.
• Block nuisance calls may be switched on, see page 27.
• Make sure the handset is registered to the base, see page 65.

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

No display
• The batteries may be flat, dead or incorrectly inserted.
• Recharge or replace the batteries.

Range icon flashes
• Make sure the handset is registered to the base, see page 65.
• Check that the mains power is correctly connected to the base.
• Check that the handset is within range of the base.
• If the batteries are low, place the handset on the base/charger to recharge.

You hear the busy tone when you press 📞
• Make sure the handset is in range of the base.
• Another handset registered to your BT4500 base may be on the line and Auto Join is switched off, please see page 55.

Answering machine doesn’t record any messages
• The memory may be full. Play and delete old messages, pages 45–46 and 48–49.

Answering machine messages have the wrong date and time
• Have you set the date and time? See page 59.

Can’t access your messages from another phone
• Have you changed the remote access PIN? See page 51. Always keep a note of the new PIN in a safe place.
• Has Remote access been turned off? To turn remote access on, see page 51.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider? See page 35.
- The caller may have withheld their number.
- Network may not have the callers number information.
- An exact name/number match was not found in your contacts. Check that you’ve stored the full STD dialling code.

Can’t register a handset to a base

- You can register up to five handsets to your BT4500 base and you can register your BT4500 handset to up to four bases. Check that you’ve not exceeded the limits.
- Check that you’ve entered the correct system PIN number (default PIN 0000).
- Check that you’re at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Do Not Disturb may be switched on, see page 27.
- Block nuisance calls may be switched on, see page 27.
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line.
  If you are a BT customer then please call 0800 800 151 or your network provider if you still have problems.

If you need some help, call us on 0800 145 6789* or go to bt.com/producthelp
Buzzing noise on my phone or on other electrical equipment nearby
• Sometimes other electrical equipment can interfere with your BT4500 if it’s placed too close. We recommend that you place your BT4500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline
If you’re still having problems, call us on 0800 145 6789* or go to bt.com/producthelp

General sales enquiries
• BT Residential lines – call 150. BT Business lines – call 152.
• For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).
• Additional handsets available to purchase from the Helpdesk on 0800 145 6789*.

Billing enquiries
Please see the phone number shown on your BT bill.
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 telephone 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 battery out and remove the batteries.
   Replace with two new AAA Ni-MH 550mAh 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 BT4500 by using any other types of batteries. There is a risk of explosion if incorrect batteries are fitted.

Safety information
• Only use the power supply suitable for the BT4500. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 066270. If you’ve bought a multiple pack, the item code for the charger mains power supply is 066270.
• Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT4500 Helpline on 0800 145 6789*.
• 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.
• If the keypad is locked, it is still possible to make calls to 999 and 112 emergency numbers by dialling the number then pressing ☎️.
• 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.

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

- 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 telephone 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.
Guarantee

Your BT4500 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 BT4500 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 69 or contact the BT4500 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 telephone 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.

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

How many telephones can I have?
All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT4500 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 BT4500 supports time break recall but not earth loop recall.

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


Declaration of Conformance
Hereby, BT declares that this BT4500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit bt.com/producthelp

For your records

Date of purchase:
Place of purchase:
For guarantee purposes, proof of purchase is required, so please keep your receipt.

Enter your base system PIN here:
[ / / / ]

Enter your remote access PIN here:
[ / / / ]

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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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 are free.
  Mobile and international call costs may vary.

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