



Bringing it all together

# BT Domus

## User Guide



# Welcome...

## to your BT Domus Digital Cordless Telephone Answering Machine

- Answering machine with up to 12 minutes digital recording time and helpful voice prompts.
- 255 Name and number phonebook to store all your contact numbers for easy dialling.
- SIM card reader – copy the phonebook from your mobile phone SIM card.
- Enhanced audio quality, providing a richer, fuller sound that's much easier on the ear.
- Send and receive text messages.<sup>1</sup>
- Caller Display lets you see who's calling and your phone stores details of the last 50 callers in a Calls list.<sup>2</sup>
- With Call Waiting, when you are on a call a soft beep alerts you to another waiting call.<sup>2</sup>
- Register up to 5 handsets to the base without the need for additional wiring.
- Make internal calls, transfer external calls, hold 3-way conversation between two internal callers and an external caller.

**Please note:** This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

1 You must subscribe to your network provider's Caller Display Service for text messaging to work and you must not withhold your telephone number. A quarterly fee may be payable. Some other network provider lines may not be compatible with this text messaging service.

2 You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee may be payable.

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

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

#### **Need help?**

If you have any problems setting up or using your BT Domus please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

#### **IMPORTANT**

**Only use the telephone line cord supplied.**

#### **Got everything?**

- BT Domus handset
- BT Domus base
- 1 x Li-ion rechargeable battery
- Mains power adaptor (item code 028771)
- Telephone line cord

**If you have purchased a BT Domus multiple pack you will also have the following items for each handset:**

- BT Domus additional handset
- BT Domus charger
- 1 x Li-ion rechargeable battery
- Small mains power adaptor for charger (item code 035929)

# In this guide

## Getting started

Location .....	7
Setting up .....	7
Handset battery .....	8
Setting up for multiple packs .....	8
Set date and time manually .....	9

## Getting to know your phone

Handset buttons .....	10
Standby screen and display icons .....	11
Base .....	12
Navigating the menus .....	13
Menu map .....	14

## Using the phone

Switch handset on or off .....	16
Make an external call .....	16
Preparatory dialling .....	16
End a call .....	16
Receive a call .....	17
Earpiece/handsfree volume .....	17
Secrecy .....	17
Make a handsfree call .....	18
Answer a call handsfree .....	18
Switch to handsfree during a call .....	18
Redial the last number called .....	19
Redial a number from the redial list .....	19

Save a number from the redial list to the phonebook .....	19
Delete a redial number .....	20
Delete all redial numbers .....	20
Keypad lock .....	20
Paging/Find handset .....	21

## Phonebook

Store a name and number .....	21
View an entry .....	22
Dial an entry .....	22
Edit a name and number .....	22
Delete an entry .....	23
Delete entire phonebook .....	23
Character map .....	24
VIP ringtone .....	25
Copy from SIM card .....	26

## Handset settings

Handset ringtone .....	27
Handset ringer volume .....	27
Receiver volume .....	27
Handset name .....	28
Language .....	28
Auto talk .....	28
Auto hangup .....	29
Key beep .....	29
Battery saver .....	29

Redial length .....	30
PABX access code .....	30
Switch PABX access code on or off .....	30

### Base settings

Base ringtone .....	31
Base ringer volume .....	31
System PIN .....	32
First ring .....	32

### Clock & alarm

Date & time .....	33
Set time .....	33
Time format .....	33
Set date .....	34
Set day .....	34
Set alarm .....	34
Stop alarm ring .....	35
Set alarm ringtone .....	35
Cancel an alarm call .....	35

### Calls lists

Caller Display and Calls list .....	36
View and dial new missed Calls .....	37
View and dial from the Calls list menu .....	37
Copy a Calls list number to the phonebook .....	38
Delete a Calls list entry .....	38
Empty calls list .....	39

Call Waiting .....	39
To use Call Waiting .....	40

### Answering machine

Switch the answering machine on / off ....	41
Play new messages .....	42
Message playback .....	42
Delete all old messages .....	43
Answer delay .....	43
Audible message alert .....	44
Switch message alert beep on / off .....	44
Outgoing messages (OGM) .....	44
Record your own outgoing message .....	45
Check or delete your outgoing message .....	45
Answer mode .....	46
Record a memo .....	46
Call screening .....	47
Remote access .....	48
Change the remote access security PIN ....	48
To check for messages .....	48
Operating your answering machine remotely .....	49

### Text messaging (SMS)

Subscribe to the text messaging service. ...	50
Cost of the fixed line service .....	50
Send a text message .....	51
Check messages in your Outbox .....	52

## 6 In this guide

Receiving and reading text messages .....	52
Read a new message .....	52
Read, reply, forward, delete, or save sender's number .....	53
Service Centre numbers .....	54
Add or change Service Centre numbers .....	54
Select Send Service Centre .....	55
Switch message alert melody on or off .....	55
Set message alert tone .....	56

### Using additional handsets

Registering an additional handset .....	57
Select a base .....	58
De-register a handset .....	59
Internal calls .....	59
Call another handset .....	59
Transfer a call .....	59
3-way conference call .....	60

<b>Help</b> .....	61
-------------------	----

### General information

Replacing the handset battery .....	68
Safety information .....	68
Cleaning .....	69
Environmental .....	69
Product disposal instructions .....	69
Guarantee .....	70
Returning your phone .....	70
How many telephones can I have? .....	71
R&TTE .....	71
Declaration of Conformance .....	71
Connecting to a switchboard .....	71
Inserting a pause .....	71
Recall .....	71

# Getting started

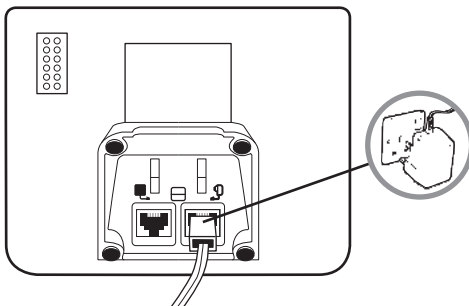
## Location


Place your BT Domus within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Domus works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

## Setting up



1. Plug the mains power cable into the socket marked  on the underside of the base and plug the other end into the mains power wall socket and switch the power on.


## WARNING

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

## Handset range

The BT Domus has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

## Signal strength

The  icon on your handset indicates when you are in range. When out of range of the base, the out-of-range tone will sound every minute. This tone is repeated until you move back into range.

## Which power adaptor?


If you have purchased a multiple pack, you should use the larger mains power adaptor for the base.

## IMPORTANT

The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power and telephone cables supplied with the product.

## 8 Getting started

### Battery low warning

If the  icon flashes in the external display you will need to recharge the handset before you can use it again. You also hear a low battery warning beep once every 60 seconds.

During charging, the  icon will scroll in the display.

### Battery performance

In ideal conditions, a fully charged battery should give up to 10 hours talk time or 80 hours standby time on a single charge.

If the battery is low, your BT Domus will automatically fast charge them, otherwise the battery is trickle charged.

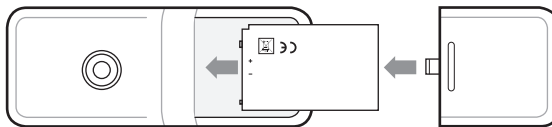
After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. The battery and handset may become warm during charging. This is normal.


Note that a new battery does not reach full capacity until it has been in normal use for several days.

To keep your battery in the best condition, leave the handset off the base for a few hours at a time.


Running the battery right down at least once a week will help it last as long as possible.

2. Insert the Li-ion rechargeable battery supplied into the handset. Then slide the compartment cover into place.



3. Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the  icon will be displayed.

The handset screen flashes **BASE 1** until it locks onto the base and changes to the standby screen.

4. After 24 hours, plug one end of the telephone line cord into the socket marked  on the underside of the base and the other end into the telephone wall socket.

**Only use the telephone line cord supplied.**

### Setting up for multiple packs

If you have purchased a BT Domus multiple pack, you will need to prepare any additional handsets and chargers for use. For each additional handset and charger:




1. Connect the small power adaptor to the charger and switch on.



2. Insert the Li-ion rechargeable battery supplied into the handset. Then slide the compartment cover into place.
3. Place the handset on the charger to charge for at least 24 hours.

Any additional handsets supplied as part of a multipack are pre-registered to the base so, once charged, are ready for use. The handset number is shown in the display.

### Set date and time manually

1. Press Menu and scroll  to Clock & Alarm then press Select.
2. Scroll  to Set Time and press OK.
3. Enter the time using the 12 hour clock and press OK to save.
4. Press Back and scroll  to Set Date. Press OK.
5. Enter the date, e.g. 22/09/2007 and press OK to save. Then press Back to return to standby.

If you wish to set the day now as well, please refer to page 34.

**Your BT Domus is ready for use.**

When charging the battery from flat, it will take about one minute for the handset display to power up.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Domus Helpline on 0870 605 8047.

For instructions on how to install a new battery, see page 8.

### Date and time

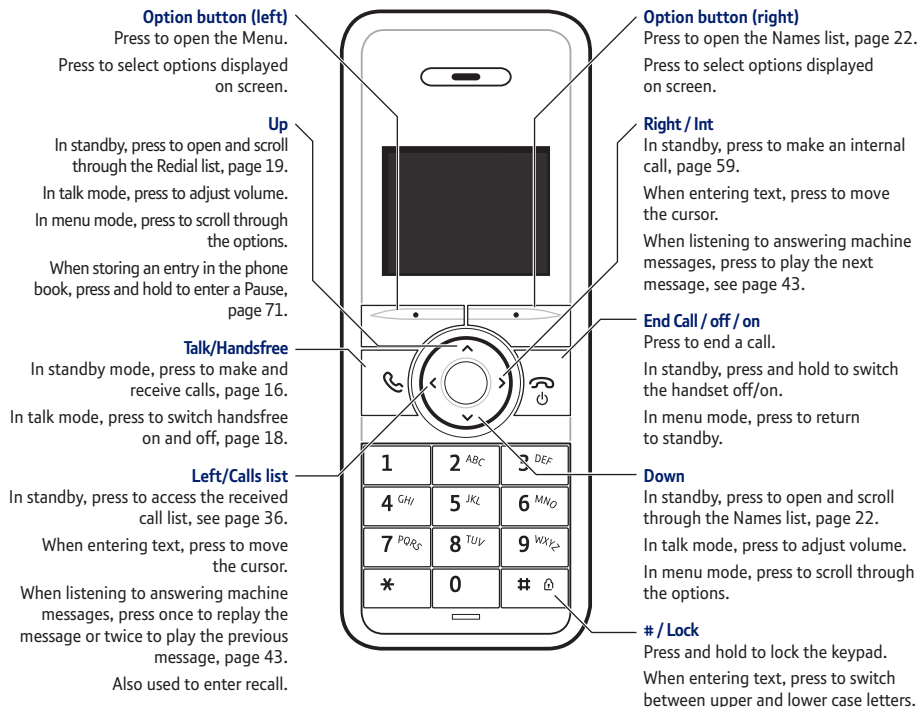
Providing you have subscribed to your network's Caller Display service, the date and time is set automatically for all handsets when you receive your first call. If you do not have a Caller Display service you can set the date and time manually.

The date and time is recorded with each answering machine message you receive.

To change between the 12 and 24 hour time format, see page 33.

# Getting to know your phone










## Handset buttons



## Standby screen



## Display icons

- |   |   |   |  |
|---|---|---|--|
|  | Handset battery status.<br>Scrolls when the handset is charging.  |  | Handset ringer is switched off.        |
|  | Displayed in standby mode to indicate handset is in range of the base.<br>Flashes if you move out of range. |  | Your answering machine is switched on. |
|  | An alarm is set.  |  | New missed calls.*                     |
|  | The keypad is locked.   |  | New text message.*                     |
|   |   |  | New answer machine message.            |

\* For this feature to work you must subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

## 12 Getting to know your phone

---

### Base (Top)

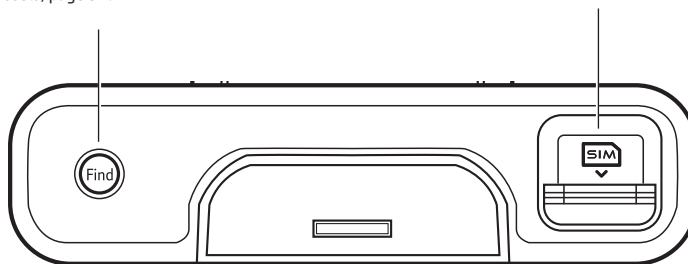
#### Page/Find handset

Press and release to page/find handset(s), page 21.

Press and hold to enter registration mode when registering handsets, page 57.

#### SIM card tray

Insert your mobile phone SIM card here to copy your contacts to your BT Domus phonebook.





## Navigating the menus

Your BT Domus has an easy to use menu system.

Each menu has a list of options, which you can see on the menu map on the following page.

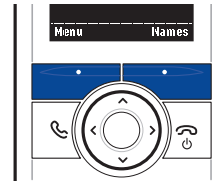
When the handset is switched on and in standby:

1. Press Menu to open the main menu.
2. Then use  or  buttons to scroll through the available options.
3. Press the Select option button to select a menu option or the Back option button to go back to the previous screen.

To exit a menu and return to standby, press and hold .

### Option buttons

Press to select the option displayed on the screen.







If no buttons are pressed for 20 seconds, the handset returns to standby automatically.

## 14 Getting to know your phone

### Menu map



 <b>Text Messaging</b>	 <b>Calls lists</b>	 <b>Handset Settings</b>	 <b>Base settings</b>
Write Message	Received Calls	Ringtone	Ringtone
Inbox	Missed Calls	Ringer Volume	Ringer Volume
Outbox	Dialled Calls	Receiver Volume	System PIN
Delete Messages	Delete Calls	Handset Name	First Ring
Text Settings		Language	
		Auto Talk	
		Auto Hangup	
		Key Beep	
		Battery Save	
		Redial Length	
		PABX Access Code	

**Press Names from the standby screen to open the phonebook:**

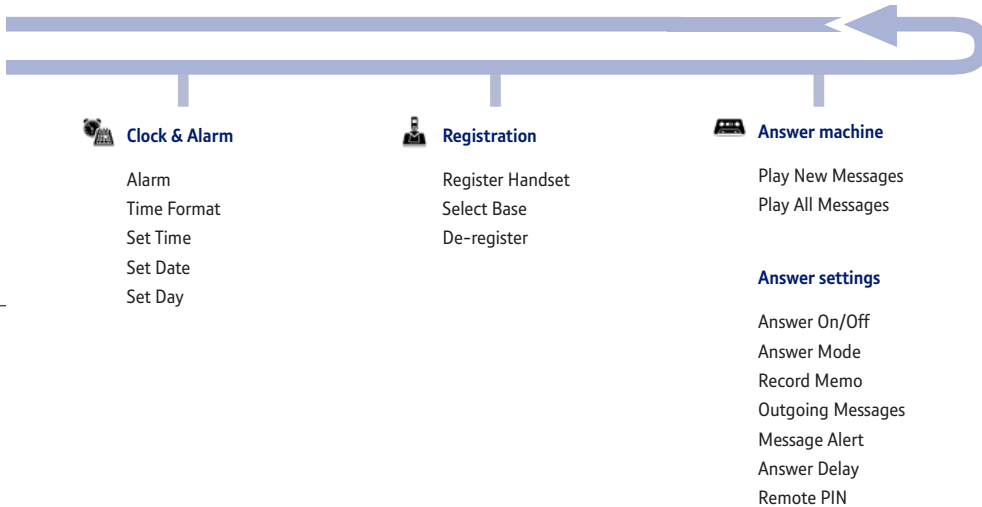
**If there are no entries in the phonebook:**

Add Entry  
Copy from SIM

**If there are entries in the phonebook, press Options:**

Add Entry  
Delete entry  
Copy from SIM  
Show Details  
Edit Entry  
Ringtone  
Clear Phonebook

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)




# Using the phone

## Call timer


Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

## Switch handset on or off


To switch off:

1. Press and hold .


To switch on:


1. Press and hold .

## Make an external call

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

## Preparatory dialling

1. Dial the number first. If you make a mistake press **Clear** to delete the last digit.
2. Press  to dial.

If you need to enter a pause when preparatory dialling, press and hold . The display shows P as part of the number.

## End a call

1. Press .



## Receive a call

When you receive a call, the phone rings. The display shows the caller's number if available or the caller's name if it matches an entry in the phonebook. If you do not have a Caller Display service, the screen shows **External Call**.

1. Press .

## Earpiece / handsfree volume

During a call you can adjust the volume of the earpiece or loudspeaker. There are 5 levels.


1. Press  or  to increase or decrease the volume.

## Secrecy

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

1. Press **Secrecy**. The display shows **Secrecy On** and your caller cannot hear you.
2. Press **Off** to return to your caller.

## Auto talk

As long as you have auto talk set to ON you can answer a call by lifting the handset off the base. If you have switched auto talk off, you will need to press  to answer the call. Auto talk ON is the default setting.

## Out of range warning

If the handset goes out of range of the base, the  icon will flash and the handset gives a warning beep.

If you are on a call, the line will hang up. Move back within range. The handset will automatically re-connect to the base.






## 18 Using the phone

### Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.



During a handsfree call, press  or  to change the volume.

### Make a handsfree call



1. Dial the number then press .
2. Press  again. The  icon is displayed and you hear your call over the handset loudspeaker.  
Press  to switch the call between the earpiece and the loudspeaker.
3. Press  to end the call.

### Answer a call handsfree



When the phone rings:

1. Press  to answer the call then press  again.  
The call is transferred to the loudspeaker.





### Switch to handsfree during a call

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





### Redial the last number called

1. Press  the last number you called is displayed.
2. Press  to dial.

### Redial a number from the redial list

1. Press  the last number you called is displayed.
2. Press  or  to scroll to the number you want.
3. Press  to dial.

### Save a number from the redial list to the phonebook

1. Press  then scroll  or  to the number you want.
2. Press **Options** and scroll  to **Save Number**.
3. Press **OK**. Use the keypad to enter a name.
4. Press **OK**. The number is displayed.
5. Press **OK**. The entry is saved. Press **Back** to return to standby.

#### Redial

Up to the last 20 telephone numbers called are saved in the redial list. You can then select any of the numbers to redial, delete or copy to the phonebook.

Redial numbers can be up to 32 digits long.

Press **Clear** to delete any unwanted digits and then enter new ones using the keypad.

Press and hold **Clear** to return to standby.

If the phonebook is full, the display shows **Phonebook Memory Full** and the number will not be saved. You will need to delete a number in the phonebook first, see page 23.

## 20 Using the phone







You can lock the keypad so that it cannot be used accidentally while carrying it around.

### WARNING






When the keypad is locked you will be able to dial emergency services 999, 112 and 9112.

When the keypad is locked you can still answer incoming calls and operate the handset as normal. When the call is ended, the keypad lock comes on again.

### Delete a redial number

1. Press . The last number dialled is displayed.
2. Scroll  or  to the number you want.
3. Press Options and scroll  or  to Delete Entry. Press OK. Press Yes to confirm.
4. Press  to exit and return to standby.

### Delete all redial numbers

1. Press Menu, scroll  to Calls Lists, press Select.
2. Scroll  to Delete Calls and press OK. Scroll  or  to Dialled Calls. Press OK.
3. Press Yes to confirm or No to cancel.
4. Press  call to exit and return to standby.

### Keypad lock

To lock the keypad:

1. Press and hold . The handset beeps and  is displayed.

To unlock the keypad:

1. Press Unlock. Display shows Unlock Confirm? Press Yes.

## Paging/Find handset

1. Press **Find** on the base. All handsets registered to the base will ring for up to 30 seconds.
2. Press **Find** on the base again to stop the ringing or press any button on the handset.

## Phonebook

You can store up to 255 names and numbers in the phonebook. Names can be up to 16 characters long and numbers up to 24 digits. You can also select different ring tones for phonebook entries.

### Store a name and number

1. From standby, press **Names**. The phonebook menu is displayed.
2. When storing the first entry: **Add Entry** is highlighted. Press **OK**.  
  
When storing further entries: The phonebook list is displayed, with the first entry highlighted. Press **Option**. **Add Entry** is highlighted. Press **OK**.
3. Enter the name and press **OK**.
4. Enter the number and press **OK**. Display shows **Saved**.
5. Press **Back** to return to standby.

Paging causes an alert tone to sound on every handset so you can alert a handset user that they are wanted or locate a missing handset.

If you want to speak to someone on another handset you must make an internal call, see page 59.

### Entering names

Use the keypad letters to enter names, e.g. to store TOM:

Press **7** once to enter T.

Press **6** three times to enter O.

Press **3** once to enter M.

### Writing tips

Press **Clear** to delete the last character or digit.

Press **<** or **>** to move backwards or forwards through character/digits.

Press and hold **⇄** to switch between upper and lower case.

Press **Space** to insert a space.

Use **0**, **1**, **2** and **3** for other punctuation characters, see page 24 for full character map.


You must enter a name to go with a number.

### To enter a pause in a phonebook number




When storing a number press and hold **⏸** and a P will be displayed. For more information on pauses, see page 71.

## 22 Using the phone




### Phonebook empty

If the phonebook is empty and you press , the display shows the phonebook options Add Entry and Copy from SIM. Once an entry has been stored, the full menu is displayed.





### To search alphabetically

Press the relevant keypad button, e.g. for the entries beginning with T press  once then scroll  or  through the entries.




### View an entry

1. Press **Names**. The first entry is displayed.
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Show Details**.
4. Press **OK** to display the number.
5. Press **Edit** to edit the entry or **Back** to return to the previous level.

### Dial an entry




1. In standby, press . The first entry is displayed.
2. Scroll  or  to the entry you want or search alphabetically.
3. Press  to dial.

### Edit a name and number



1. Press **Names**.
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Edit Entry** and press **OK**.
4. Press **Clear** to delete characters, use the keypad to enter new ones then press **OK**.

5. Press **Clear** to delete digits, use the keypad to enter a new number then press **OK** to save or **Back** to return to the previous menu level.

### Delete an entry

1. Press **Names**.
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Delete Entry** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press **Back** to return to standby.

### Delete entire phonebook

1. Press **Names**.
2. Press **Options** and scroll  or  to **Clear Phonebook** and press **Select**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to standby.

## 24 Using the phone

### Character map

Standard													
Button	Case (lower/upper)	Character											
1	-	.	,	:	;	!	?	ı	ç	'	"	1	
2	l	a	b	c	2	à	ä	å	æ	ç			
	u	A	B	C	Ä	Å	2						
3	l	d	e	f	3	è	é	%					
	u	D	E	F	3								
4	l	g	h	i	4	ı	_						
	u	G	H	I	4								
5	l	j	k	l	5	-							
	u	J	K	L	5								
6	l	m	n	o	6	ñ	ò	ö	ø	(			
	u	M	N	O	Ñ	Ö	6						
7	l	p	q	r	s	7	B	/					
	u	P	Q	R	S	7							
8	l	t	u	v	8	ù	ü	:					
	u	T	U	V	Ü	8							
9	l	w	x	y	z	9	)						
	u	W	X	Y	Z	9							
0	l	space	0	@	&								
	u	space	0	@	&								
*	STD	*	€	£	\$	¥							
		*	€	£	\$	¥							
#	STD	#											
		#											

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorpotech.com](mailto:bt.helpdesk@suncorpotech.com)








## Using the phone

25

### VIP ringtone

You can select a specific ringtone for an entry so you can recognise who is calling as soon as the phone rings.

1. Press **Names**.
2. Scroll  or  to the entry you want.
3. Press **Options** and scroll  to **Ringtone** and press **OK**.
4. Scroll  or  to the ringtone you want or choose **Default Ringtone** to use the ringtone currently set as the standard ringer melody. A sample of each ringtone is played when you highlight it.
5. Press **OK** to confirm.
6. Press **Back** to return to standby,

To use VIP ringtone you must subscribe to your network's Caller ID service.

## 26 Using the phone

Most SIM cards are supported, but if the SIM Card format is not compatible, the display shows **SIM Format Not Supported**.

If the SIM card is not properly inserted into the SIM drawer, the handset display shows **Please Insert SIM**.

If there are no entries on the SIM card, **No Entries On SIM** is displayed.

If you enter the wrong PIN twice, the display shows **Access Denied**. Put your SIM card back into your mobile phone to activate it again before trying to copy the phonebook again. The PIN number will be displayed as asterisks for security reasons.

If the number is already stored in the handset phonebook, the entry will be ignored, even if the name is different.

If a name is already in the handset directory but the number is different with the one on the SIM card, the entry from the SIM will be copied.

If the memory becomes full during copying from a SIM, the display shows **Memory Full Not All Copied** and the transfer will stop and the display goes back to the phonebook names list.

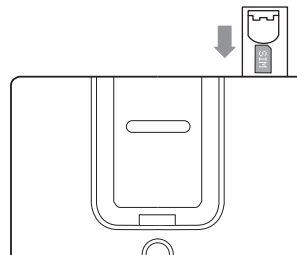
### Copy from SIM card


Make sure your mobile phone contacts are stored on your SIM card. If no contacts are found, it may be because they are stored on your mobile phone's internal memory.

1. Insert the SIM card into the SIM drawer on the base as shown on the drawer.

#### IMPORTANT

Ensure the SIM card clicks securely in place before closing the drawer.



2. Press **Names** then press **Options**.
3. Scroll  to **Copy from SIM** and press **OK**.




If asked to **Enter PIN Code**, enter your SIM PIN code and press **OK**.

4. For each entry, the handset displays the position of the entry in the SIM and the name being copied.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorpotech.com](mailto:bt.helpdesk@suncorpotech.com)

# Handset settings





## Handset ringtone

1. Press Menu, scroll  to Handset Settings and press Select.
2. Rinstone is highlighted. Press Select.
3. Scroll  or  to select the ringtone for External Calls or Internal Calls. Press OK.
4. Press OK to confirm.
5. Press Back to return to the previous menu level.

You can set different ringtones for external calls and internal calls.





Select from 10 handset ringtones.

## Handset ringer volume

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Ringer Volume and press Select.
3. Press  or  to display the volume level you want. Press OK to confirm.
4. Press Back to return to the previous menu level.

The handset has 5 ringer volume settings plus Off.

## Receiver volume

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Receiver Volume and press Select.
3. Press  or  to display the volume level you want. Press OK to confirm.
4. Press Back to return to the previous menu level.

This sets the standard volume level for the handset earpiece and handsfree. There are 5 levels to choose from.

## 28 Handset settings

You can give each handset a personalised name to easily distinguish between the handsets.

A name can be up to 8 characters long.

Press **Clear** to delete characters.  
Or Press and hold **Clear** to return to standby.

Press and hold **☐** to switch between upper and lower case.

The language options are English, French, Dutch and German.

If you set Auto Talk to ON, when you receive an incoming call you can answer it just by lifting it off the base. You do not need to press **☐**.

### Handset name

1. Press Menu, scroll **▼** to Handset Settings and press Select.
2. Scroll **▼** to Handset Name and press Select.
3. Press **Clear** to remove old name and use the keypad to enter the name then press OK.
4. Press Back to return to the previous menu level.





### Language


1. Press Menu, scroll **▼** to Handset Settings and press Select.
2. Scroll **▼** to Language and press Select.
3. Press **▲** or **▼** to select the required language, then press OK.
4. Press Back to return to the previous menu level.

### Auto talk





1. Press Menu, scroll **▼** to Handset Settings and press Select.
2. Scroll **▼** to Auto Talk and press Select.
3. Scroll **▲** or **▼** to On or Off then press OK.
4. Press Back to return to the previous menu level.

### Auto hangup

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Auto Hangup and press Select.
3. Scroll  or  to On or Off then press Select.
4. Press Back to return to the previous menu level.





If Auto Hangup is set to ON, you can end calls just by replacing the handset in the base. You do not need to press .

### Key beep

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Key Beep and press Select.
3. Scroll  or  to Off or On then press Select.
4. Press Back to return to the previous menu level.

When you press a button on the BT Domus handset you hear a beep. You can switch this on or off.

### Battery saver

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Battery Save and press Select.
3. Press  or  to select On or Off then press Select.
4. Press Back to return to the previous menu level.

When Battery Save is On – the screen backlight switches off completely when the handset goes into standby.

When Battery Save is Off, the screen backlight operates at 10% brightness when in standby.

The default setting is Off.

#### Important

When battery save mode is on, you will not be able to see the new message or missed calls indicators until you press a handset button and power up the display.

## 30 Handset settings

For security reasons you may not want long numbers which may contain bank account details, phonecard PIN number etc... to be added to the dialled calls list.





You can select to limit the number digits to 17 by selecting the Short redial length. This means that any number longer than 17 digits will not be stored in the Redial list.

If your BT Domus is connected to a switchboard, you may need to enter an access code in the dialing sequence to be able to connect to the outside line e.g. 9.



The code will automatically be dialled before any number from the phonebook.

You can stop your BT Domus from automatically dialling the switchboard access number by switching the access code off.





### Redial length

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to Redial Length and press Select.
3. Scroll  or  to Short or Long then press Select.
4. Press Back to return to the previous menu level.

### PABX access code





1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to PABX Access Code and press Select.
3. Set Code is highlighted, press Select.
4. Any current code is displayed. Press Clear to delete digits. Enter the code you want then press OK.
5. Press Back to return to the previous menu level.

### Switch PABX access code on or off

1. Press Menu, scroll  to Handset Settings and press Select.
2. Scroll  to PABX Access Code and press Select.
3. Press  or  to select On or Off then press Select.
4. Press Back to return to the previous menu level.

# Base settings

## Base ringtone





1. Press Menu, scroll  to Base Settings and press Select.
2. Scroll  to Ringtone and press OK.
3. Ringtone is highlighted. Press OK.
4. Scroll  or  to highlight the ringtone you want.

You will hear a sample ring for each one you highlight.

5. Press OK to confirm.
6. Press Back to return to the previous menu level.

Select from 5 base ringtones.

## Base ringer volume

1. Press Menu, scroll  to Base Settings and press Select.
2. Scroll  to Ringer volume and press OK.
3. Press  or  to display the volume level you want. Press OK to confirm.
4. Press Back to return to the previous menu level.

The base has 5 ringer volume settings plus Off.

## 32 Base settings

The System PIN is used when changing certain settings and registration / de-registration. The default setting is **0000**. You can change this to your own preferred 4-digit number.



If you make a mistake, press **Clear** to delete digits.

If you enter the incorrect PIN, the handset will sound an error beep and return to the base settings menu.





If you have subscribed to your network's Caller Display service, your BT Domus does not ring until the caller information has been received and displayed.

However, if you want your handset to ring without waiting for the caller information to be displayed, set **First Ring** to **On**. Please note that this will mean the first ring you hear will be the default ringtone. This will change to a ringtone you have set once the caller information is displayed for the caller's number.

### System PIN

1. Press **Menu**, scroll  to **Base Settings** and press **Select**.
2. Scroll  to **System PIN** and press **OK**.
3. Enter the old PIN (original setting 0000) and press **OK**.
4. Enter the new PIN and press **OK**.
5. **Retype PIN** is displayed. Re-enter the new PIN and press **OK**.

### First ring

1. Press **Menu**, scroll  to **Base Settings** and press **Select**.
2. Scroll  to **First Ring** and press **OK**.
3. Press  or  to **On** or **Off** then press **Select** to confirm.
4. Press **Back** to return to the previous menu level.





# Clock & alarm

## Date & time





If you subscribe to your network's Caller Display service, the base sets the date and time for all handsets whenever a call is received.

## Set time

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Scroll  to Set Time and press OK.
3. Enter the current time HH:MM using the 24 or 12 hour format set. Press OK to confirm.
4. Press Back to return to the previous menu level.

## Time format

Set the time format to 12 or 24 hour setting.


1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Scroll  to Time Format and press OK.
3. Press  or  to select 12 Hour or 24 Hour and press Select.
4. Press Back to return to the previous menu level.

## 34 Clock & alarm



You can use a handset to give you an alarm call. Each handset can have a different alarm setting.

**On Once** = a once only alarm call





**On Daily** = alarm rings at set time every day

When the alarm is set, the display shows the  icon.




### Set date

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Scroll  to Set Date and press OK.
3. Enter the date in dd/mm/yyyy format. Press OK to confirm.
4. Press Back to return to the previous menu level.

### Set day

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Scroll  to Set Day and press OK.
3. Press  or  to select the day. Press Select to confirm.
4. Press Back to return to the previous menu level.

### Set alarm

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Alarm is highlighted, press Select. On/Off is highlighted, press OK.
3. On Once is highlighted. Press  or  to select On Once, On Daily or Off and press OK.
4. Enter the time you want the alarm and press OK to save.
5. Press Back to return to the previous menu level.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)





### Stop alarm ring

When the alarm rings, the display shows Alarm.



1. Press any button to stop the alarm ringing.

### Set alarm ringtone

There are 4 alarm ringtones.

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Alarm is highlighted. Press Select. Scroll  to Set Alarm Tone and press OK.
3. Press  or  to highlight the Alarm Tone 1-4 you want. A sample is played. Press OK.
4. Press Back to return to the previous menu level.

### Cancel an alarm call

1. Press Menu, scroll  to Clock & Alarm and press Select.
2. Alarm is highlighted, press Select.
3. On/Off is highlighted, press OK.
4. Scroll  to select Off and press OK.
5. Press Back to return to the previous menu level.

If no button is pressed, the alarm rings for 60 seconds.

If the alarm was set to Once the  icon will disappear from the screen.

If set to On Daily the  icon will remain on the screen.

# Calls lists

## IMPORTANT

To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the dialling code in the phonebook.

The Calls list can hold numbers up to 24 digits and names up to 16 characters.

If the number is unavailable, **Unavailable** is displayed.

If the number has been withheld by the caller, **Withheld** is displayed.

If the call is from the operator, **Operator** is displayed.

If the call is from a payphone, **Payphone** is displayed.

If the call is from a callback request, **Callback** is displayed.

If the call is from an international number, **International** is displayed.


## Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

## Calls list

The Calls lists hold 50 missed and received calls, and 20 dialled calls. The date and time of each call is also stored if available for received calls.




Following a new unanswered call, the  icon will be shown and the handset displays **You have 1 new call**. Press **View** to see the list of missed calls.

If the caller's number is stored in the phonebook, the name assigned to it is displayed.






When the list is full, and a new call is received, the oldest entry will be deleted automatically.


### View and dial new Missed Calls

When you have missed calls the display show You have X new calls.

1. Press View the first entry is highlighted. New, unviewed calls are marked with a ★.
2. Press  or  to scroll through the list.
3. Press  to dial the call displayed or press Back to return to the previous menu level.



### View and dial from the Calls list menu

1. Press Menu, scroll  to Calls Lists press Select.
2. Scroll  or  to highlight the Calls list you want Missed calls, Received Calls or Dialed Calls.
3. Press OK to open the list. Scroll  or  through the list.

To see a caller's number: Press Options, scroll  to Show Details and press OK.

To dial the number: Press Call.

4. Press Back to return to the previous menu level.







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

## 38 Calls lists






See 'Entering names' and 'Writing tips' on page 21.

If you need to edit the number or name, press **Clear** to delete any unwanted characters, then enter new ones using the keypad.





### Copy a Calls list number to the phonebook

1. Press Menu, scroll  to Calls Lists press Select.
2. Scroll  or  to highlight the Calls list you want Missed calls, Received Calls or Dialed Calls.
3. Press OK to open the list. Scroll  or  to the entry you want to copy.
4. Press Options and scroll  to Save Number.
5. Press OK. Use the keypad to enter the name.
6. Press OK. The number is displayed. Press clear to edit number if required.
7. Press OK to save or press and hold Clear to cancel and return to standby.

### Delete a Calls list entry

1. Press Menu, scroll  to Calls Lists press Select.
2. Scroll  or  to highlight the Calls list you want Missed calls, Received Calls or Dialed Calls.
3. Press OK to open the list. Scroll  or  to the entry you want.
4. Press Options, Delete Entry is highlighted.
5. Press OK then Yes to confirm or No to cancel.

### Empty calls list

1. Press Menu, scroll  to Calls Lists press Select.
2. Scroll  to Delete Calls.
3. Scroll  or  to highlight the Calls list you want Missed calls, Received Calls or Dialled Calls.
4. Press OK. Display shows Delete?.
5. Press Yes to confirm or No to cancel.
6. Press Back to return to the previous menu level.

### Call Waiting

With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Directory) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.



Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

## 40 Calls lists



---

### To use Call Waiting

To answer the second call, without disconnecting from your first caller:

1. Press . The first caller will be put on hold.
2. Press  again to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call and take the waiting call:

1. Press  to end the call with the first caller. The handset will then ring.
2. Press  and continue your conversation with the second caller.



# Answering machine





Your BT Domus can digitally record up to 12 minutes of messages or up to 59 messages. Each message can last up to a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- the handset.
- remotely, from any other Touchtone™ telephone, see page 48.

Your BT Domus comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, but if you wish you can record your own.

## Switch the answering machine on / off

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Answer On/Off is highlighted. Press Select.
4. Scroll  or  to highlight On or Off and press Select.
5. Press Back to return to the previous menu level.

You will need to set the day, date and time (if you have not already done so) so that you will know when each message was received. If you have subscribed to your network's Caller Display service, the date and time is set automatically when you receive your first call. To set the date and time manually, see page 9. To set the day, see page 34.

The default day and time setting is Sunday 12.01 pm.

## Voice prompts

Your BT Domus answering machine has voice prompts to help you use its settings and features.


## 42 Answering machine

Each message is played back with the day and time of the call announced.


If there are no messages the display shows **No Messages**.


During playback, the message number is displayed on the screen.

### Play new messages

When you have new message the handset displays "You have X new messages" and .



1. Press **Play** to hear your messages.

When you press **Play**, your new messages are played via the handset loudspeaker. Press  to switch playback to the earpiece again.

2. Press **Back** to ignore and save your messages for later. The  remains on screen.

### Message playback


Use the menu to play new messages only or all your messages.

1. Press **Menu** and scroll  to **Answer Machine**. Press **Select**.
2. **Play New Messages** is highlighted. If required, scroll  to **Play All Messages**. Press **Select**.
3. The handset announces over the loudspeaker the number of messages and with each message announces the day and time it was received.

During playback, you have the following options:



to hear the message through the earpiece.

Press  again to play back over the loudspeaker.



to adjust the volume.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorpotech.com](mailto:bt.helpdesk@suncorpotech.com)



once to repeat the message or twice to play the previous message.



to play the next message.

Delete

to delete the current message. You hear and see the announcement “Message deleted”.







to cancel playback and return to standby.

At the end of playback the handset will return to standby. The messages are renumbered to take account of any deleted messages.

### Delete all old messages

1. At the end of playback, you will hear the announcement, “End of messages. To delete all messages, press Delete.
2. Press Delete. You have up to 8 seconds to press Delete to delete all messages. Then handset screen returns to standby.

### Answer delay

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  or  to Answer Delay and press Select.

New / unplayed messages cannot be deleted.



Answering Machine messages that are not deleted are automatically saved.

Answer delay sets the number of times your BT Domus will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2–9 rings or Time Saver. The default setting is 6 rings.

For information on Time Saver, see Switch your answering machine on remotely, page 48.






## 44 Answering machine

4. Scroll  or  to the setting you want and press **Select**.  
Display shows **Saved**.
5. Press **Back** to return to standby.

### Audible message alert

When you have new messages, with the audible message alert switched on, you will hear a beep every few seconds.








#### Switch message alert beep on / off

1. Press **Menu** and scroll  to **Answer Machine**. Press **Select**.
2. Scroll  to **Answer Settings** and press **Select**.
3. Scroll  to **Message Alert** and press **Select**.
4. Scroll  or  to highlight **On** or **Off** and press **Select**.  
Display shows **Saved**.
5. Press **Back** to return to the previous menu level.

### Outgoing messages (OGM)




The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note overleaf) or you can record your own.

### Record your own outgoing message

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  to Outgoing Messages and press Select.
4. Scroll  to Record and press Select.
5. Scroll  or  to Answer & Record or Answer Only and press Select.
6. You hear the announcement, "Please speak after the tone", this is also displayed on the screen.
7. After the tone, speak your outgoing message then press  to stop recording
8. Your message is then played back. If you want to delete it, press Delete during playback. If you press Back or wait for the message to play back, it will be saved.

### Check or delete your outgoing message

Deleting a personal outgoing message automatically reinstates the pre-recorded outgoing message.

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  to Outgoing Message and press Select.

### Answer and Record

The pre-set Answer and 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".

Your Answer and Record outgoing message can be up to 3 minutes long and will replace the prerecorded message.

### Answer Only



The pre-set Answer Only outgoing message, where callers hear an announcement but cannot 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 advise your caller that they will not be able to leave a message.

Your own Answer Only message will replace the pre-recorded message.






You cannot delete a pre-recorded message. If you delete your Personal OGM the pre-recorded OGM will be automatically reinstated as your outgoing message.

## 46 Answering machine




4. Play is highlighted. Press Select.
5. Scroll  or  to Answer & Record or Answer Only and press Select. Your message is played.
6. If you want to delete it, press Delete during playback. If you press Back or wait for the message to play back, it will be saved.

### Answer mode

Choose which outgoing message you want played to callers.

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  to Answer Mode and press Select.
4. Scroll  or  to highlight Answer & Record or Answer Only and press Select.
5. Press Back to return to the previous menu level.

### Record a memo

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  to Record Memo and press Select.

If the memory becomes full during recording, you hear the Memory Full announcement and the display shows Memory Full.

4. You hear the announcement, "Please speak after the tone", this is also displayed on the screen.
5. After the tone, speak your memo then press **# 0** to end recording.
6. Press **Play** to hear your memo and other messages or **Back** to return to the standby screen. Display shows **You have 1 new message** when the handset returns to idle mode.

## Call screening

When the answering machine is on and 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.

1. When your BT Domus rings, wait for the answering machine to take the call. When the caller begins leaving a message, the display shows **Recording**. Press **Screen** to hear the caller.
2. To interrupt and speak to the caller directly, press **☎**.  
Or, after the caller has hung up, and the display shows **You have 1 new message**, press **Play**.

While screening, you can adjust the volume by pressing **▲** or **▼**.

## 48 Answering machine

### IMPORTANT

You should change the security PIN from the original setting of 000.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

### Time saver

When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call.




You cannot use this feature if you have BT Answer 1571 or Call Minder active as the call will be intercepted before the 20 rings. Your handset will automatically return to standby if no button is pressed for 8 seconds or more.

If you have any new messages they will be played after you have entered your security PIN code.


## Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Domus and entering a 3 digit security code.

### Change the remote access security PIN

1. Press Menu and scroll  to Answer Machine. Press Select.
2. Scroll  to Answer Settings and press Select.
3. Scroll  to Remote PIN and press Select.
4. Enter the PIN you want and press OK. Display shows Saved.
5. Press Back to return to the previous menu level.

### To check for messages

1. Dial your phone number. When you hear your outgoing message, press . You will hear, "Please enter your security code".
2. Enter your 3 digit code. You will hear, "You have X new messages".



### Operating your answering machine remotely

When you have accessed your answering machine messages, you can press to hear the remote access main menu options.

Simply follow the instructions you hear:

“To play all messages, press 2”.

“To play new messages, press 3”.

“To skip back during messages, press 4”.

“To delete during messages, press 5”.

“To skip forward during messages, press 6”.

“To set answer on or off, press 7”

Press 7 and follow the spoken instructions.

“To play Outgoing message menu, press 8”.

Press 8 and follow the spoken instructions to set the answer mode and record or delete your outgoing message.

“To set a new security code, press 9”.

Press 9 and follow the spoken instructions to set a new remote access security code.

“To hear main menu again, press 1”.

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear “Incorrect security code” and your BT Domus will hang up.

If no button is pressed for 8 seconds or more, your BT Domus will hang up.

# Text messaging (SMS)

## IMPORTANT

You must subscribe to your Network Provider's Caller Display service so that you can use text messaging and you must not withhold your telephone number.

A quarterly fee may be payable, please contact your network provider for more details.

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

At any time, press **Back** to go back to the previous screen, or press and hold **⏏** to cancel and return to standby.

Welcome to the BT text messaging service on your BT Domus. Your BT Domus can send and receive text messages from participating mobile 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:  
<http://www.bt.com/terms/tor.htm>

## Subscribe to the text messaging service

When you send your first text message from your BT Domus you will automatically be registered for the service.

On receipt of your first text through the service, the system will send you a welcome text message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

## Cost of the fixed line service





There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website ([www.bt.com](http://www.bt.com)) to find out how much it costs to send a text message (depends upon your call package).

## Sending messages


### Send a text message

1. Press Menu. Text Messaging is highlighted. Press Select.
2. Write Message is highlighted. Press OK.
3. Use the keypad to enter your message.



Press Options and scroll  or  to:

- |               |   |
|---------------|---|
| Send To       | Press OK. Enter the phone number or press Search to scroll through the phonebook. Press OK then Send.   |
| Save          | Press OK to save the message in the Outbox for sending later.   |
| Insert Symbol | Press OK. The symbol screen is displayed. Press  or   or  to highlight the symbol you want then press OK. |
4. When sending a message, the display shows Sending Message then Message Sent.

### Writing tips


For text messages, your BT Domus uses T9 predictive text. When using predictive text you can use the  button to cycle through various word combinations corresponding to the characters used.


Press Clear to delete incorrect characters.

Press  or  to move the cursor to the point you want.

Use  or  to move the cursor to the beginning or end of the text.

### Upper & lower case

Press  to switch between predictive text upper and lower case – T9ABC (all capital), T9Abc (first word in capitals) or T9abc (no capitals) or non-predictive text ABC, Abc or abc.

Press and hold  to select number mode 123.

Maximum number of characters in a text message is 160. The display shows a character countdown from 160 down to 0.

If the text is not sent, the display shows Sending Failed.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

## 52 Text messaging

## Symbols

!	"	#	\$	%	&	'	(	)	*
+	,	-	.	/	:	;	<	=	>
?	@	[	\	]	^	_	{		}
~	€	£	¥	₹	₪				

**Do you have two text phone bases connected to the same phone line?**

If you have two text phone base stations plugged into one line, you are likely to experience problems receiving text messages. Normally, only one SMS enabled base unit (DECT or cordless) can be plugged into any line.


If you do want to use two base units and still receive written text you must delete receive service centre number from one of the base stations. To do this on your BT Domus, see page 54. This will allow you to send texts via either base station but texts will only be received on the product with the active receive centre number.

If the base unit with the active receive centre number is a DECT product then all BT Domus handsets registered to it will be able to receive text messages.

**Check messages in your Outbox**

1. Press **Menu**. **Text Messaging** is highlighted. Press **Select**.
2. Scroll **▼** to **Outbox**. Press **OK**.
3. Press **Read** and scroll **▲** or **▼** to the messages you want.
4. While reading a message press **Options** for **Edit**, **Send To** or **Delete**.
5. Press **Back** to return to the previous menu level.




**Receiving and reading text messages**

When you receive a new text message, the  icon is displayed with the message, **You have 1 new message**, and **Read** and a short melody is played.

**Read a new message**

1. Press **Read**. The **Inbox** is opened and the list of messages displayed.  
Or press **Back** to store the message in the **Inbox** for reading later.
2. Scroll **▲** or **▼** to the text you want to read and press **Select**.
3. Press **Back** to return to the previous menu level. If necessary scroll **▲** to see the most recent message or **▼** to older messages.
4. Press and hold **Back** at any time to return to standby


### Read, reply, forward, delete or save sender's number

1. To open the Inbox, press Menu. Text Messaging is highlighted. Press Select.
2. Scroll  to Inbox and press OK.
3. Scroll  or  to the message you want and press Read.

4. Press Options and scroll  or  to:

**Reply** – Press OK. Write your reply then press Options and press Send To. If required, press Clear to change the number. Press Send.

**Forward** – Press OK. The message is displayed. If required, edit the message. Press Options. Display highlights Send To. Press Select and enter a number then press Send.

**Delete** – Press OK. Scroll  to Delete and press Select. Display shows Delete? Press Yes to confirm or No to cancel.

**Save number** – Save the sender's number to the phonebook. Press OK. Enter a name (up to 16 characters) and press OK. Edit the number if required then press OK. The number is saved in the phonebook.

### Sent and saved texts are stored in the Outbox

Your BT Domus's outbox is like a redial list. It holds copies of sent and saved messages. When the Outbox is full, a new message replaces the oldest.

Your BT Domus can store up to a total 50 text messages in the Inbox and Outbox.

All unread messages in the Inbox are marked by ★.

## 54 Text messaging

To exit a menu and return to standby at any time, press  to exit and.

If you have more than one 'Service Centre' stored on your BT Domus you will need to select which one you want to use for sending (see next section).

### 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 Outgoing or Incoming Service Centre numbers you will need to re-enter them in order for your text Service to work.







You can enter up to 4 Service Centre numbers – two incoming and two outgoing.


The Outgoing Service Centre number is: 1470P1709400.

The Incoming Service Centre number is: 080058752.






The terminal number is: 9.

### Add or change Service Centre numbers






1. Press Menu. Text Messaging is highlighted. Press Select.
2. Scroll  or  to Text Settings and press OK.
3. Service Centres is highlighted press Select.
4. Scroll  or  to Send Centres or Receive Centres and press Select.
5. Scroll  or  to Send 1 / Send 2 OR Receive 1 / Receive 2 and press OK.
6. If necessary, press Clear to delete the current number. Enter the new service centre number and press OK.

7. Press **Back** to return to the previous menu level. Or press  to return to standby.

### Select Send Service Centre

1. Press **Menu**. **Text Messaging** is highlighted. Press **Select**.
2. Scroll  or  to **Text Settings** and press **OK**.
3. **Service Centres** is highlighted, press **OK**.
4. Scroll  to **Set Send Centre** and press **OK**.
5. Scroll  or  to **Send Centre 1** or **Send Centre 2** and press **OK**.
6. Press **Back** to return to the previous menu level.

### Switch message alert melody on or off

1. Press **Menu**. **Text Messaging** is highlighted. Press **Select**.
2. Scroll  or  to **Text Settings** and press **OK**.
3. Scroll  to **Message Alert** and press **OK**.
4. Scroll  or  to **On** or **Off** and press **OK**.
5. Press **Back** to return to the previous menu level.

#### Message alert







When you receive a text message:

- the message alert melody will sound at the handset. These beeps can be switched on or off.
- the new text message icon is shown on the handset display

If you have more than one new text message, the number of unread texts is displayed.

## 56 Text messaging

### Set message alert tone

1. Press Menu. Press Select.
2. Scroll  or  to Text Settings and press OK.
3. Scroll  to Message Alert and press OK.
4. Scroll  to Message Alert Tone and press OK.
5. Scroll  or  to the tone you want and press OK.
6. Press Back to return to the previous menu level.



# Using additional handsets

You can use up to five BT Domus handsets with your BT Domus base to extend your phone system without needing to install extension sockets for each new phone.

Your BT Domus handset can also be registered to up to 4 other bases. You can then select the base you would prefer to use.

If you have purchased a BT Domus multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT Domus base before it can be used.

In order to register to other bases or handsets, they must be GAP compatible. Only basic telephone functionality is expected if the base and handset are different models.

## Registering an additional handset

At the base:

1. Press and hold **Find** until the base gives a double-beep. You have up to 60 seconds to register the handset.

At the handset:

1. Press Menu and scroll **▲** or **▼** to Registration and press Select.
2. Register Handset is highlighted. Press OK.
3. The list of bases is displayed, scroll **▲** or **▼** to select the base number you want to register to. Any bases the handset is already registered with are marked with a star symbol.
4. Press OK.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

## 58 Using additional handsets

Default system PIN code = 0000

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.






5. Enter the system PIN and press OK.
6. The display shows Please wait... Once the handset is locked to the base it returns to the idle display.

The handset is automatically assigned the next available handset number.






### Select a base

If your BT Domus handset is registered to more than one base, you can select which base to use.

If you select Automatic your handset will automatically select the base with the best reception.

1. Press Menu, scroll  or  to Registration and press Select.
2. Scroll  to Select Base and press OK.
3. Base 1 is highlighted. Bases you have already registered to are marked by a star symbol. Scroll  or  to the base you want or Automatic and press Select.
4. The display shows Please wait... Once the handset is locked to the base it returns to the idle display.

### De-register a handset

1. Press Menu, scroll  or  to Registration and press Select.
2. Scroll  to De-register and press OK.
3. Enter the system PIN and press OK.
4. Scroll  or  to the handset you want to de-register and press OK. The display shows De-registered.
5. Press Back to return to the previous menu level.


Use one handset to de-register another. You cannot de-register the handset you are using.

Default PIN code = 0000

## Internal calls

### Call another handset

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

1. Press  then the number (1-5) of the handset you want to call.

#### Handset external display

When an internal call is received, the display shows Internal Call and the handset number.

### Transfer a call

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

During your call:

1. Press  then the handset number (1-5) you want.

## 60 Using additional handsets

If the other handset does not answer, press **END** to return to your original caller.

2. When the other handset answers you can announce the caller.
3. Press **TRANSFER** to complete the transfer or **SWITCH** to switch back and forth between both callers.

### 3-way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller.

During a call to an external caller:

1. Press **ADD** then the handset number (1-5) you want.
2. When the other handset answers you can announce the caller.
3. Press and hold **CONF** to begin the conference call.
4. Press **END** to hang up.

# Help

## Phone does not work

- Have you installed the battery correctly? See page 8.
- Check that the mains power is correctly connected.

## No dial tone

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

## Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The battery may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the battery and mains power for 10 minutes, then reconnect and try again.

## You have a dial tone, but the phone will not dial out

- If you are connected to a switchboard, check whether you need to dial an access code.

## Handset does not ring

- The ringer volume may be switched off, see page 27.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 57.

## 62 Help

---

### No display

- The battery may be flat, dead in battery save mode or incorrectly inserted.
- Recharge or replace the battery.

### icon flashes

- Is the handset registered correctly to the base, see page 57.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- The battery is low, place the handset on the base/charger to recharge.

### icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.
- The battery icon will stop scrolling when the battery is fully charged.

### You hear the busy tone when you press .

- Make sure the handset is in range of the base.
- Another handset registered to your BT Domus base may be on the line.

### Answering machine does not record any messages

- Answering machine may be set to Off or answer only.
- The memory may be full. Play and delete old messages, see page 42–43.

### Answering machine messages have the wrong date, time and day

- Have you set the date, time and day? See page 33–34.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorpotech.com](mailto:bt.helpdesk@suncorpotech.com)

### **Cannot access your messages from another phone**

- Have you changed the remote access security PIN code? See page 48. Always keep a note of the new PIN code in a safe place.
- Reset the remote access PIN, page 48.

### **No Caller Display number/name displayed**

- Have you subscribed to a Caller Display service from your network provider, see page 36.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

### **Cannot register a handset to a base**

- You can register a total of 5 handsets to your BT Domus base and you can register your BT Domus handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.
- The additional handset must be GAP compatible.

### **Base unit does not ring,**

- Ensure the line cord supplied is being used.
- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line.  
Call BT on 151 if you still experience problems.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

### **Buzzing noise on my phone or on other electrical equipment nearby**

- Sometimes your BT Domus can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Domus at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

### **Customer Helpline**

If you are still experiencing difficulties please call the BT Domus Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com).

## **Possible problems with text messaging**

### **Text messages cannot be sent and screen displays *Sending Failed***

- The base station power supply or telephone line cord might not be properly connected.
- Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the Service Centre number in error. See page 55 for instructions on how to enter the number.
- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.



### Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.

### Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

### Further help and advice for text queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

## 66 Help

---

### 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 are available from the Helpdesk on 0870 605 8047.

### Billing enquiries

- Refer to the telephone number shown on your telephone bill.

### Other functions and services available from the text messaging service

By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press Menu, Text Messaging is highlighted press Select.
2. Write Message is highlighted. Press Select.
3. Use the keypad to type in the following commands (depending upon what you want to do):

\* # # Opt out from receiving voice text messages.

# # # Turns off the opt out option.

\* 2 # \* Turns on permanent voice text message delivery to your phone.

All incoming text is delivered as voice text.

# # 2 # # Turns off permanent voice text message delivery.

4. Press Options. Display highlights Send to.
5. Enter the number 00000 then press Send.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorpotech.com](mailto:bt.helpdesk@suncorpotech.com)

### If you are sending a message from a fixed line phone to another fixed line phone

**\* 3<sup>rd</sup> #** Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text. This command is inserted at the start of the message and applies only to that message, e.g. **\* 3<sup>rd</sup> #** 'Hello I will be home late'.

### You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

# General information

## IMPORTANT

This equipment is not designed for making emergency telephone call 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 battery

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery will need replacing.

1. Open the battery compartment cover.
2. Take out the old battery and replace with a new 720mAh Li ion rechargeable battery.
3. Push the battery compartment cover back on until it clicks into place.

Spare rechargeable battery packs are available from the BT Domus Helpline 0870 605 8047.

## WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Domus by using any other types of batteries.

## Safety information

- Only use the power supply suitable for the BT Domus range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 028771.

If you have purchased a multiple pack the item code for the charger mains power supply is 035929.

- Use only the approved rechargeable battery supplied. Spare rechargeable batteries are available from the BT Domus Helpline on 0870 605 8047.
- Do not open the handset (except to replace the handset battery) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0870 605 8047 for all repairs.
- If the keylock is switched on, it is possible to make calls to the emergency numbers (999/112 and 9112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.

It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- 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.

## Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## 70 General information

### Guarantee

Your BT Domus 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 BT Domus or any component thereof, (other than the battery), 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 provided.
- 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.

#### Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 61 or contact them on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com) for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

#### 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 approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

#### Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. 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 battery. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

## 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 BT

Domus 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.

## R&TTE

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.

### Declaration of Conformance

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


The Declaration of Conformance for the BT Domus is published on the website:  
<http://www.suncorptech.com/bt>

### Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

### Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialing sequence.

Press and hold  to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

### Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

## Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2007.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.

Designed and produced by The Art & Design Partnership Ltd.  
Printed in China

BT Domus (08/07) Issue 2

