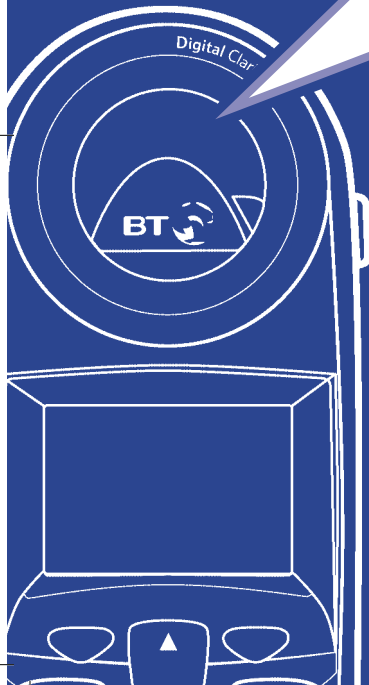**BT**

User Guide

HOME PHONE PACK
BT FREESTYLE 4500

Welcome…

to your BT Freestyle 4500 digital cordless telephones and answering machine

Depending on which BT Freestyle 4500 product you have purchased you will have either or all of these handsets:

■ Kitchen – with a wipe clean keypad and rubber grips.

■ Bedroom – with built-in torch.

■ Lounge – stylish design and colour to fit in with most decors.

Digital Clarity

BT

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

You must first set up your product before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

■ **Need help?**

If you have any problems setting up or using your BT Freestyle 4500 please contact the Helpline on **0870 240 3962**.

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

Got everything?

BT Freestyle 4500
- BT Freestyle 4500 base
- BT Freestyle 4500 Lounge handset
- 2 x NiMH AAA rechargeable batteries
- 1 x mains power adaptors
- 1 x belt clips
- Telephone line cord

BT Freestyle 4500 Twin
- BT Freestyle 4500 base
- BT Freestyle 4500 charger
- BT Freestyle 4500 Lounge handset
- BT Freestyle 4500 Bedroom handset
- 4 x NiMH AAA rechargeable batteries
- 2 x mains power adaptors
- 2 x belt clips
- Telephone line cord

BT Freestyle 4500 Trio
- BT Freestyle 4500 base
- 2 x BT Freestyle 4500 chargers
- BT Freestyle 4500 Lounge handset
- BT Freestyle 4500 Bedroom handset
- BT Freestyle 4500 Kitchen handset
- 6 x NiMH AAA rechargeable batteries
- 3 x mains power adaptors
- 3 x belt clips
- Telephone line cord

BT Freestyle 4500 Quad
- BT Freestyle 4500 base
- 3 x BT Freestyle 4500 chargers
- BT Freestyle 4500 Lounge handset
- 2 x BT Freestyle 4500 Bedroom handsets
- BT BT Freestyle 4500 Kitchen handset
- 8 x NiMH AAA rechargeable batteries
- 4 x mains power adaptors
- 4 x belt clips
- Telephone line cord

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Getting started

WARNING
Do not place your BT Freestyle 4500 base in the bathroom or other humid areas.

Handset range
The handset reception range from the base is up to 300m outdoors and up to 50m indoors.

Signal strength
The Y symbol on your handset screen indicates when you are in range. When you are out of range, it flashes and the screen displays OUT OF RANGE and there is a beep.

IMPORTANT
Do not connect the telephone line until at least one of the handsets is fully charged.

The base station must be plugged into the mains power at all times.

Which socket?

Power socket

Telephone line socket

Location

You need to place your BT Freestyle 4500 base station close enough to a mains power 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 Freestyle 4500 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 power adaptors into the base and any chargers that come with your product.
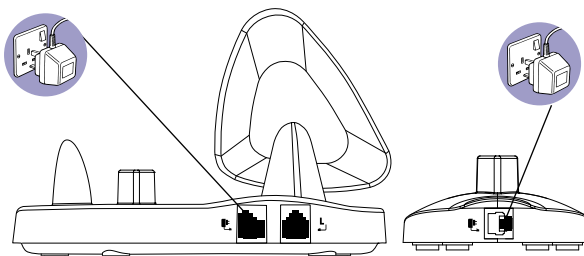
2. Plug the telephone line cord into the base.
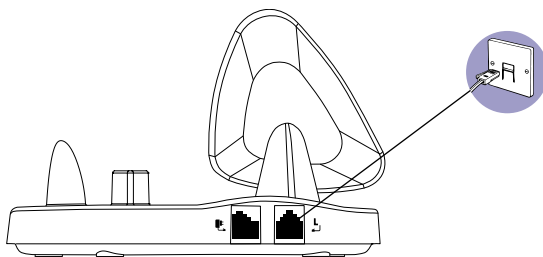
Do **not** connect the other end to the wall socket until at least one handset is fully charged.

3. Plug the power adaptors into the mains wall socket and switch the power on. The green POWER/IN USE light on the base comes on. The display alternates between 0 and CL. The answering machine is set to ON.

4. Install 2 X NiMH AAA batteries supplied into each handset. Then slide the battery compartment cover into place.
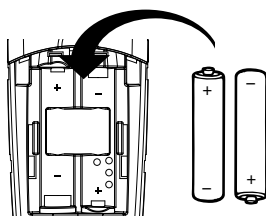
Talk/Standby time
Under ideal conditions, the handset batteries should give about 12 hours talk time or 120 hours standby on a single charge. (The base must remain plugged into the mains at all times).

Please note that new NiMH batteries do not reach full capacity until they have been run down and recharged a few times.

Battery low warning
When the handset battery symbol is empty and flashing, you will need to recharge the handset battery before using it.

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Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

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

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 Freestyle Helpline on 0870 240 3962.

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

If you remove and replace batteries at anytime, the battery icon in the display will always show that the batteries are empty irrespective of their actual state of charge. After 1 hour on charge the actual battery state will be shown. Alternatively, switch the handset off then on *(see page 18)* and the true battery state will be shown immediately.

5. Charge the handsets for at least 16 hours by placing the handset on the base. The red CHARGING light comes on. The handsets are pre-registered to the base.

   If you have purchased either the BT Freestyle Twin, Trio or Quad products the additional handsets will come pre-registered to the base.

6. After 16 hours charging, plug the telephone line cord into the wall socket.

Attach the belt clips (optional)
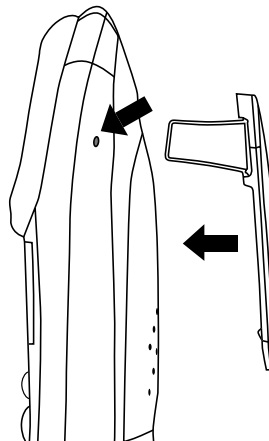
Getting to know your phone

Handset buttons

Scroll
Up/Down/Volume/Redial/Calls list
Lets you scroll through menu options.
During a call, adjusts the earpiece and handsfree volume, *page 19*.
Up also displays the Redial list *page 20*.
Down also opens the Calls list *page 33*.

Menu (in standby mode)
Press to open the on-screen Menu and select the displayed option *page 13*.

Talk
Press to make and receive calls, *(page 18)*, lets you switch to Handsfree *(page 19)* and also switches the handset on *(page 18)*.

Star
Mutes the handset ringer.

Recall
Used with some BT Calling Features.

Incoming call light
Flashes when the handset is ringing.

Directory (in standby mode)
Press to open the Directory and select from up to 100 names and numbers you can program into the handset, *page 24*.

End call
Press to end a call, *page 18*.
Press *and hold* to switch the handset off, *page 18*.

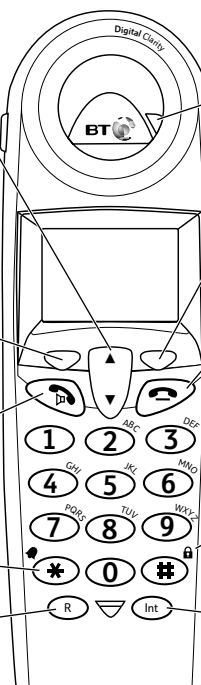**Torch control**
(bedroom handset only)
Press *and hold* to switch on the beam.

Keypad lock
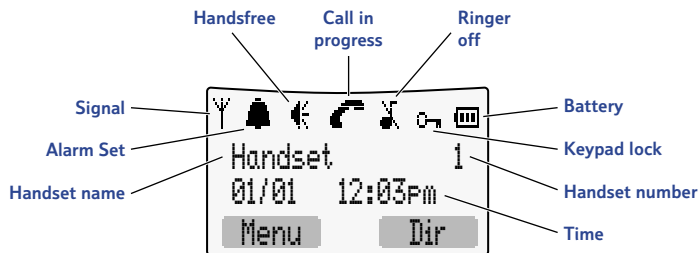Prevents accidentally dialling numbers when carrying the handset around, *page 23*.

Int
Lets you make internal calls between handsets, *page 23*.

12   Getting to know your phone

Sample standby screen – This is where the handset icons will appear.

Handsfree   Call in progress   Ringer off

Signal   Battery

Alarm Set   Keypad lock

Handset name   Handset number

Handset   1
01/01   12:03pm
Menu   Dir

Time

Handset display icons – These are the symbols you will see on your handset's screen.

In range signal
Steady when handset is in range of the base. Flashes when out of range of the base or not registered to the base.

Alarm set
Indicates that the alarm has been set.

Handsfree on
Indicates that handsfree is being used.

Call in progress
Indicates a call is in progress.

Ringer off
Indicates that the ringer is switched off.

Keypad locked
Indicates when the keylock is on.

Battery status
Indicates when battery is fully charged.

Battery low
Indicates when the battery is low.

You have missed new calls*
Displayed when you have unanswered calls in the Calls list (appears in the third line of the display instead of the time and date).

You have new text messages*
Indicates that you have received a text message(appears in the third line of the display instead of the time and date).

Voice message
Displayed when you have messages stored in the answering machine (appears in the third line of the display instead of the time and date).

* For these features to work you must subscribe to your Network Provider's Caller Display Service.
  For SMS to work you must not withhold your telephone number.

Navigating the menus...

Your BT Freestyle 4500 handsets have a menu system which is easy to use. In most cases, each menu leads to a list of options. Have a look at the menu map on the following page.

When the handset is switched on and in standby, press **MENU** to open the main menu and use the 🔘 button to scroll to the menu option you want. Press **OK** to open the list of options.

... and selecting menu options

Once the menu list you want is open, use the 🔘 button to scroll through the options then press **OK** to select the option you want.

For example to change the handset ringer volume:

1. Press **MENU** to open the main menu then ▼ to display HANDSET SETTINGS. Press **OK** then ▼ to display RINGER VOLUME.

2. Press **OK**. The volume options are displayed and the current selection is heard. Press 🔘 to scroll through the options and each setting is played. Press **SAVE** to confirm the option you want. Display shows SAVED and returns to standby.

As you get deeper into the menu you will find that multiple options are shown in the handset display. The highlighted option will be selected when you press **OK**.

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Go back one level

You can go back to the previous menu level by
pressing **BACK**.

Exit menu

If you want to exit a menu or the phone book, press
BACK. If you want to go straight to the standby screen
press the ☎ button.

```
┌─────────────────────────┐
│ ¥                    ▥   │
│                          │
│ Handset            1     │
│ 01/01   12:03pm          │
│  Menu           Dir      │
└─────────────────────────┘
```

Press the **MENU** button to access menus or the **DIR**
button to open the directory.

Scroll to display menu options. Then press **OK** to select.

Menu map

SMS Text messaging
Write message •Inbox •Drafts •Outbox •Templates •SMS Settings

Answer Machine
Play messages •Delete all messages •Answer On/Off •Answer settings •Record memo

Handset settings
Ringer melody •Ringer volume •Name handset •Call groups •Key beeps on/off •Auto talk on/off
•Display contrast •Backlight on/off •Select base

Base settings
Ringer melody •Ringer volume •Handset priority •Dial mode •Recall mode •Change system PIN

Time & Date settings
Set date & time •Set day •Alarm

Registration
Register handset •De-register handset

Game
Adder game

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Base

Power/In use
ON = standby
Flashes = during a call and during
registration when the phone rings.

Charging light
ON = Handset charging.

Display
Shows the status of the answering
machine

Page
Lets you page the
handsets, page 22.
Used when
registering handsets,
page 74.

Answer On/Off
Switch answering
machine on/off,
page 57.

Messages
Press to play
messages,
page 57.

SMS text message light
Flashes = when there
are unread messages in
the inbox.

Skip >
Play next message,
page 58.

Stop
Stops playback, page 58.
Cancels other answering
machine operations.

Vol - +
Adjusts the loudspeaker volume,
page 57.

<Skip
Repeat current message,
skip back to previous
messages, page 58.

Delete
Deletes messages and memos,
page 58.

Using the phone

Dialling numbers quickly

Numbers can be dialled direct from the Directory (page 24), the Calls list (page 32) or the redial list (page 20)

Call timer

Your handset automatically times the duration of every call. The time is shown during the call and for a few seconds after the call has ended.

Auto-answer

You can answer a call just by lifting the handset off the base. If you would rather press 🕿 to receive a call when the handset is on the base, you need to switch Auto-talk off, page 65.

Backlit display

When you press any button or receive a call/message, the display lights up. If no button is pressed for 10 seconds, the light is switched off.

You can disable the backlight if you wish, see page 64.

Switch handset on/off

1. Press *and hold* 📞 to switch handset off.

2. Press *and release* 📞 to switch it on.

Make an external call

1. Press 📞, listen for the dial tone then dial the number.

Preparatory dialling

1. Enter the number first. If you make a mistake press **CLEAR** to delete. Press 📞 to dial.

End a call

1. Press 📞 or place the handset back on the base.

Receiving calls

When the telephone rings the display may show the number or name of the calling party.

Or show External Call if Caller Display is not subscribed to.

Or Handset X calling if it is an internal call where X is the number of the handset calling.

The handset icon will also flash.

1. Press 📞 to answer the call, or if the handset is on the base or charger, simply lift it up to speak.

   If you have subscribed to a Caller Display Service your caller's number (and name if stored in the Directory) will be shown. See page 32 for more information.

Handsfree

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

Switch to handsfree before a call.

1. Press 📞. Display shows 🖝 press 📞 *again*. Display shows 🔊 and you can hear the dial tone over the handset speaker.

2. Press 📞 to switch handsfree off.

Switch to handsfree during a call.

1. Press 📞. To switch handsfree off, press 📞 *again*.

Earpiece and handsfree volume

You can adjust the earpiece and the handsfree loudspeaker volume.
There are 5 levels to choose from.

Earpiece and handsfree volume are independent of each other but instructions for adjusting are the same for both.

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During a call:

1. Use the 🔘 button to select volume 1-5. The current
   setting is shown. When you end the call the setting will
   remain at the last selected level.

Secrecy

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

1. During the call press **SECRECY**. Display flashes Secrecy
   on. Your caller cannot hear you.

2. Press **OFF** to return to your caller.

Redial

You can redial up to 20 of the last numbers called. If you
have stored a name in the Directory to go with the
number, the name will be displayed instead, see page 24.

Redial the last number

1. Press ▲ to open the Redial list. The last number dialled
   is highlighted. Press 📞 to dial the number.

Redial a number from the list

1. Press △ to open the Redial list, the last number called is highlighted. Press △ or ▽ to scroll through the list. When the number you want is highlighted, press 📞

Empty

If there are no numbers in the Redial list, the display shows Redial List Empty.

Copy a number from the redial list

You can copy a number from the redial list into the directory. The redial list holds up to 20 of your most recently dialled numbers.

1. Press △ to open the redial list. Scroll △ or ▽ to the number you want and press **OPTION**.

2. Scroll ▽ to highlight SAVE NUMBER. Press **OK**.

3. Display shows ENTER NAME. Use the keypad to enter a name (see page 24 for entering text) and press **SAVE**. Display shows EDIT NUMBER.
If necessary, use the keypad to change the number, then press **SAVE** to confirm.

If the number is already in the directory the **SAVE** option will not be shown.

22   Using the phone

Deleting a redial entry

1. Press ▲ to open the redial list. Scroll to the entry you want. Press **OPTION**. DELETE ENTRY is highlighted. Press **OK**.

Delete entire redial list

1. Press ▲ to open the redial list. Press **OPTION**. DELETE ENTRY is highlighted. Press ▼ to highlight DELETE ALL. Press **OK**. Press **DELETE** to confirm or **SAVE** to cancel.

Paging

You can alert handset users that they are wanted or locate a missing handset by paging the handsets, (paging calls cannot be answered by a handset).

Pressing ☎ will stop that handset only.

1. Press ▰Page▰ on the base. The handsets ring. Display flashes PAGING CALL. Press ▰Page▰ *again* to stop the handsets ringing or press ☎ on the handset.

Keypad lock

You can lock the keypad so that you don't dial numbers accidentally while carrying the handset around.

1. Press *and hold* 🔘 . Display confirms KEYPAD LOCKED and then reverts to the standby screen and displays 🔒 .

2. Press **UNLOCK**, then press 🔘 whilst Press # To Unlock Keys is shown in the display.

While the keypad is locked you can still answer incoming calls and make **999** or **112** calls to the emergency service. But you cannot call other numbers or use the menus.

Internal calls

You can call the other handsets registered to your BT Freestyle 4500 base.

1. Press 🔘 , The other handset numbers are displayed. Press 🔽 to highlight the handset number you want, then press **OK**.

2. To end the call, press 📞 .

If you are making an internal call, and you receive an external call, any handset not in use will ring.

The handsets that are being used will beep in the earpiece. To take the call, press 📞 to finish the internal call then press **TALK** to take the new call.

Directory

24

You can store up to 100 names and numbers in the directory of each handset. Each entry contains a name and phone number. Names can be up to 15 characters long and numbers up to 24 digits.

Entering names

When there are no entries in the directory the display shows NEW ENTRY.

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

2. Press **8** once to enter T.

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

4. Press **6** once to enter M.

Writing tips

 # button
When entering text, if you press the **#** button the following characters are available: (space), (.), (,), (#) and (*).

1. If you make a mistake, press **CLEAR** to delete the last character or digit.

2. Press **0** *once* to insert a space.

   Available characters are displayed at the bottom of the screen, keep pressing the button to scroll through the characters.

   The cursor automatically moves to the next space after a couple of seconds.

When entering names you can select upper case, lower case or numerics by pressing ✱.

An A, a or 1 will appear in the display to indicate the current selection.

Add a new directory entry

When the phone is in standby:

1. Press **Dir**. Any entries are displayed in alphabetical order. Press **OPTION**. Display highlights NEW ENTRY. Press **OK**. Display shows ENTER NAME.

2. Use the keypad to enter a name, then press **SAVE**. Display shows ENTER NUMBER.

3. Enter the number you want and press **SAVE**. Display shows ENTRY SAVED. You can now add another entry. Or press **BACK** to go back to the previous menu level.

Dial from the directory

1. Press **Dir**. Entries are displayed in alphabetical order.

2. Either scroll ▲ or ▼ through the directory to highlight the entry you want, then press 📞. The number is displayed and dialled.

26   Directory

Or you can search alphabetically by pressing the relevant button, e.g. to find TOM press **8** and scroll through entries under T, then press 📞 to dial.

View an entry

You can display a name and number together.

1. Press **DIR**. Scroll ▲ or ▼ to highlight the entry you want, then press **OPTION**. Scroll ▼ to SHOW NUMBER and press **OK**.

Edit an entry

2. Press **DIR**. Scroll ▲ or ▼ to highlight the entry you want, then press **OPTION**. Scroll ▼ to EDIT ENTRY and press **OK**.

3. Display shows the name and EDIT NAME. Use **CLEAR** and the keypad to change the name then press **SAVE**.

4. Display shows EDIT NUMBER. Use **CLEAR** and the keypad to change the number and press **SAVE** to confirm.

Delete entries

You can delete individual entries or the entire directory.

1. Press **DIR**. Scroll ▲ or ▼ to highlight the entry you want, then press **OPTION**. Scroll ▼ to DELETE ENTRY or DELETE ALL and press **OK**.

2. Display asks you to confirm. Press **DELETE** to confirm or **SAVE** to cancel.

Copying directory entries

Save time adding entries by copying from one handset to another. So you only have to enter names and numbers once!

While copying entries between two handsets if you press the 🔴 button copying will be stopped.

When the whole directory is copied, it will overwrite any existing entries on the other handset.

If the directory on the handset you are copying to becomes full, the receiving handset displays DIRECTORY FULL. The sending handset displays COPY DIRECTORY ENTRY FAILED for 2 seconds.

28   Directory

Copy an entry to another handset

You can copy individual entries or the whole directory
from one handset to another providing both handsets are
registered to your base.

1. Press **DIR** and then scroll ▲ or ▼ to select the entry
   you wish to copy. Press **OPTION**. Scroll ▼ to COPY
   ENTRY. Press **OK**.

2. Display shows COPY TO HANDSET and the available
   handset numbers. Press ▲ or ▼ to select the handset
   you want.

3. Press **OK**. Display shows COPYING TO HANDSET X.
   The receiving handset shows RECEIVE DIRECTORY ENTRY?
   If you press **YES** the entry is copied. If you press **NO**
   then the copying is aborted. When copying is finished,
   the display returns to standby.

Copy directory from one handset to another

1. Press **DIR**, then **OPTION**. Scroll ▼ to COPY DIRECTORY.
   Press **OK**.

2. Display shows COPY TO HANDSET and the available
   handset numbers. Press ▲ or ▼ to select the handset
   you want.

3. Press **OK**. Display shows COPYING TO HANDSET X.
   The receiving handset shows RECEIVE DIRECTORY? If you
   press **YES** the directory is copied. If you press **NO** then
   the copying is aborted. When copying is finished, the
   display returns to standby.

   Incoming call while copying

   An incoming call cancels copying. If you're copying the
   whole directory, any entries transferred before a call
   interrupts will be stored.

   If the other handset is in use

   Your handset's display shows NOT AVAILABLE when you
   select a copy option before returning to standby.

   If any handset is in use you cannot use the copy function.

30   Directory

Set groups

You can create ringing groups by selecting entries from
your directory. For example if you create a group for
family members and assign a ringer melody to that
group when one of that family group calls you will be
able to identify which group from the ringer melody.

You can create up to 3 groups.

1. Press **DIR**. Scroll ▲ or ▼ to highlight the entry you
   want to store in a group. Press **OPTION**.

2. Scroll ▼ to SET CALL GROUP and press **OK**.
   Scroll ▼ to highlight the group you want.
   Press **OK**. The display shows ADDED TO GROUP X.
   Select NO GROUP to remove a name from a group.

Name and set melody for a group

You can rename a group and change the melody.

1. Press **MENU** then ▼ to display HANDSET SETTINGS.
   Press **OK**.

2. Scroll ▼ to CALL GROUPS and press **OK**.
   Press ▲ or ▼ to highlight the group you want and
   press **OK**.

3. If required, use ▲ or ▼ to select SET MELODY (see
   page 66 for selecting melody options) or EDIT GROUP
   NAME. Press **OK**.

4. Press **CLEAR** to delete the existing name then enter the
   new name and press **SAVE**.

5. Press **BACK** to return to standby.

Caller Display

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Caller information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed.

In this case your BT Freestyle 4500 provides you with some explanatory information:

UNAVAILABLE – The number is unavailable.

WITHHELD – The caller has withheld their number.

RINGBACK – Ringback call.

OPERATOR – The call has been made via the operator.

PAYPHONE – The caller is ringing from a payphone.

INTERNATIONAL – International call.

Using Caller Display

If you subscribe to a Caller Display service, you can see your caller's number (provided it is not withheld) on your handset display before you answer the call.

When a call is received your caller's telephone number will be stored in a Calls list. The Calls list holds up to 40 calls. When the Calls list is full, the oldest call will be replaced by a new call, but the latest call will always be at the top of the list.

Each call is numbered:

01 = the oldest call in the Calls list. So in a full Calls list, 40 would be the most recent call.

Ringback calls will display the number dialled when you requested the ringback service.

Sample Calls list screen

Missed = call information has not been viewed before

Date and time of call

Calling number (or Directory name if it matches a stored number)

Call number 5 of 8 (the higher the number the newer the call)

```
03/10  02:14pm
012346789
                05/08
  Back       Option
```

Caller's number (if available)
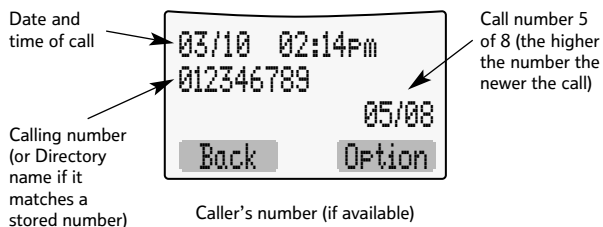
To view / dial a number the Calls list

1. Press ▼ to open the Calls list. Details of your most recent call are displayed.

2. Scroll ▲ or ▼ through the list. Press 📞 to dial the number displayed.

If you have any unanswered calls in the list a 📵 icon will be shown on the handset display.

The icon will disappear when you have viewed the missed calls in the Calls list.

Save a Calls list number to the directory

1. Press ▼. If necessary, scroll ▲ or ▼ to the entry you want.

2. Press **OPTION**. Display highlights SAVE NUMBER. Press **OK**.

3. Use the keypad to enter a name. Press **SAVE**. If necessary use the keypad to change the number. Press **OK**. Display shows ENTRY SAVED.

Delete an entry in the Calls list

1. Press ▼. If necessary, scroll ▲ or ▼ to the entry you want.

2. Press **OPTION**. Display highlights DELETE CALL. Press **OK**.

Delete the entire Calls list

1. Press ▼. Press **OPTION**. Scroll ▼ to highlight DELETE ALL. Press **OK**.

2. Press **DELETE** to confirm or **SAVE** to cancel.

SMS texting

Welcome to the BT Text Service on your BT Freestyle 4500. The SMS Service is provided by BT.

Your BT Freestyle 4500 can send and receive messages to any mobile phone from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS 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

To subscribe to the SMS text messaging service

When you send your first SMS text message from your BT Freestyle 4500 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS 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) to find out how much it costs to send a text message (depends upon your call package).

SMS stands for **S**hort **M**essaging **S**ervice.

IMPORTANT
You must subscribe to your Network Provider's Caller Display Service so that you can use SMS text messaging. A quarterly fee may be payable, please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect.

You may also send messages to landline phones that are NOT SMS 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.

Some other network provider lines may not be compatible with this SMS service.

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You can send and receive SMS text messages of up to 160 characters.

If your BT Freestyle 4500 is connected to a switchboard, you may not be able to use text message services.

Send an SMS text message

1. Press **MENU**, then **OK** *twice*.

2. Use the keypad to write your message then press **OPTION**.

3. You can now scroll ▲ or ▼ to chose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory then scroll to the entry you want. Now press **SEND**.

   SAVE – you can save a text in the Draft Messages box for sending later. Press **OK** to save.

   USE TEMPLATE – these are pre-stored messages. Press **OK** and scroll to the message you want and press **OK**. The template message is added to your text at the cursor. When ready, press **OPTION**. These three choices are displayed again.

4. When sending a message the display briefly shows TRANSFERRING SMS before returning to standby.

   If there is a problem, the display shows MESSAGE FAILED and the message is stored in the outbox. Press **CLEAR** to return to the standby display or press **READ** to open the message and send again.

Sent messages are stored in the Outbox

Your BT Freestyle 4500's outbox is like a redial list. It holds a copy of the last 5 messages sent. If your message did not get through, a copy is stored in the outbox so you can send it later. The newest messages replace the oldest messages in the outbox.

When the outbox is full the newest messages replace the oldest messages in the outbox.

All handsets use the same inbox, outbox and drafts folder.

Saved messages are stored in the Drafts folder

If you want to save a message to complete and/or send later you can store it in the drafts folder. Your BT Freestyle 4500's drafts folder can store up to 5 messages.

Entering text

1. Use the keypad letters to write, e.g. to write TOM:

2. Press **8** once to enter T.

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

4. Press **6** once to enter M.

Special characters

When writing texts the **1** and **0** button let you add punctuation.

1	.	,	'	?	!	"	1	–	(	)	@	/	:	;
0	space	0	+	&	_	$	£	€	¥	<	>	=	#	*
#	space	.	,	#	*									

Writing tips

If you make a mistake, press **CLEAR** to delete the last character or digit to the left of the cursor.

1. Press **0** to insert a space.

2. Press **▲** to move the cursor left.

3. Press **▼** to move the cursor right.

4. Press **✱** to change between upper, lower case and numeric characters.

   Available characters are displayed at the bottom of the screen, keep pressing the button to scroll through the characters.

   The cursor automatically moves to the next space after a couple of seconds.

SMS template messages

Use a template to add pre-set statements to make your texts easier to write.

The templates are:

■ Please call

■ I'll be back at

■ Happy Birthday

There is one spare template shown as EMPTY for you to write your own message. You can also change or delete the pre-set ones.

Edit SMS templates

You can overwrite the existing templates with your own messages.

1. Press **MENU** then **OK** and scroll ▼ to TEMPLATE and press **OK**. The available templates are displayed. Scroll to the template you want and press **OK**.

2. Display highlights EDIT TEMPLATE. Press **OK** and write your own template. Use **CLEAR** to delete any existing text you don't want, then press **SAVE**. You can now insert the new template into any text message.

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Delete SMS templates

1. Press **MENU** then **OK** and scroll ▼ to TEMPLATE and press **OK**. The available templates are displayed. Scroll to the template you want and press **OK**.

When you delete a template it is shown in the display as EMPTY.

2. Press ▼ to highlight DELETE TEMPLATE and press **OK**. Press **DELETE** to confirm or **SAVE** to cancel.

Read, edit and send draft SMS text messages

If you have saved a message you have written for sending later, you can view, edit and send it from the Draft Messages box.

1. Press **MENU**, then **OK**. Scroll ▼ to DRAFTS and press **OK**. The date and time of the latest draft message is displayed. Press **READ**.

2. The message is displayed. Press **OPTION**.

3. You can now scroll ▲ or ▼ to choose between:

If you are editing a message which has already been assigned a number you will be asked if you want to edit the number already entered.

SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory then scroll to the entry you want. Now press **SEND**.

SAVE – you can save it again to send later. Press **OK** to save.

USE TEMPLATE – these are pre-stored messages.

Press **OK** and scroll to the message you want and press **OK**. The template message is added to your text. When ready, press **OPTION**. These three choices are displayed again.

DELETE – deletes current message.

DELETE ALL – deletes all messages in the Draft messages box.

Read, edit and send messages from your outbox

You can check on the last 5 messages you have sent. Your outbox will also store messages that did not get though, giving you a chance to send them again later. The oldest stored message is automatically replaced with the newest.

1. Press **MENU** then **OK**. Scroll ▼ to OUTBOX and press **OK**. The display indicates messages NOT SENT if the message previously failed or SENT if the message was sent successfully.

2. Scroll ▲ or ▼ to the message you want and press **READ**. Press **OPTION**.

3. You can now scroll ▲ or ▼ to choose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory the scroll to the entry you want. Now press **SEND**.

SAVE – you can save a text in the Draft Messages box for sending later. Press **OK** to save.

USE TEMPLATE – these are pre-stored messages. Press **OK** and scroll to the message you want and press **OK**. The template message is added to your text. When ready, press **OPTION**. These three choices are displayed again.

USE NUMBER – ring the sender's number.

DELETE – deletes current message.

DELETE ALL – deletes all messages in the Outbox.

Incoming call

If you are writing a text message and receive a call, your handset will let you answer the call. When your conversation is finished, the display shows CONTINUE WRITING SMS MESSAGE?. Press **YES** to continue where you left off or **NO** to delete your message.

Reading SMS texts

When you receive a new text message, the display shows
NEW SMS MESSAGE. To read it later, press **CLEAR**. The
display returns to standby and shows ✉ instead of the
date and time.

1. Press **MENU**. Display shows SMS TEXT MESSAGING.
Press **OK**.

2. Scroll ▼ to INBOX then press **OK**. Now scroll ▲ or ▼
to the message you want. Press **READ**.

3. Scroll ▲ or ▼ to read through the message.

If you have no messages in your delete text inbox, the
handset display shows NO MESSAGES.

You can now press **OPTION** and scroll to:

DELETE – deletes current message.

REPLY – write a reply to the message.

FORWARD – forward the message to another number.

USE NUMBER – press the 🕿 button to ring the
sender's number.

SAVE NUMBER – save number to the directory (if the
number is already stored, this is not displayed.

DELETE ALL – delete all messages in the Inbox.

You will not be able to receive text
messages until you have first sent
a message. The first sent message
registers you with the text service.

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4. Follow the on screen prompts to save, write, send or delete the messages. Or press **BACK** to go back to the previous menu level.

Received messages are stored in the Inbox

All handsets use the same inbox, outbox and drafts folder.

Your BT Freestyle 4500's inbox can store up to 40 received text messages. The oldest message is listed as 01. 40 would be the most recent message. The inbox is in the base not the handset.

Delete an SMS text message

1. Press **MENU** then **OK**. Scroll to either INBOX, DRAFTS or OUTBOX and press **OK**.

2. If necessary, scroll to the message you want then press **READ** to display the message then **OPTION**. Scroll ▼ to **DELETE** and press **OK**. Confirm by pressing **DELETE**.

Delete all SMS text messages in a box

1. Press **MENU** then **OK**. Scroll to either INBOX, DRAFTS or OUTBOX and press **OK**.

2. Press **READ** then **OPTION**. Scroll ▼ to DELETE ALL and press **OK**. Confirm by pressing **DELETE**.

Switch SMS text alert on/off

1. Press **MENU** then **OK**. Scroll ▼ to SMS settings and press **OK**.

2. Scroll ▼ to SMS ALERT ON/OFF and press **OK**. A ✔ indicates the current setting. Press ▲ or ▼ to highlight ON or OFF then press **OK**.

SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of your Network's SMS Centre.

If you accidentally delete the SEND or RECEIVE SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The SEND SMS Service number is: **1470P17094009**.

The RECEIVE SMS Service number is: **0800587529**.

Adding or changing a Send Service number

1. Press **MENU** then **OK**. Scroll ▼ to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.

2. *Either* press ▲ or ▼ to display SMS SENDING SERVICE CENTRES. Press **OK**.

When you enter a new number it must be prefixed by 1470P (P=Pause, press *and hold* the ⓪ button to enter a pause).

Example, if the new number is 0123456789, then you should enter 1470P0123456789.

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3. Scroll ▲ or ▼ to highlight the option you want and press **OK**. The pre-set number (1470P17094009) is stored under Send 1.

4. You can now enter a new number or edit an existing number. Press **SAVE**.

Adding or changing a Receive Service number

You can store up to 3 numbers of SMS Service Centres that you receive messages from. You need to have these numbers stored in your BT Freestyle 4500 so that it can recognise that an incoming call is a text message (otherwise it will ring and the message will not be received). SMS Receive 1 is pre-set to the BT number (0800587529). You can add two others and edit all numbers.

1. Press **MENU** then **OK**. Scroll ▼ to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.

2. *Either* press ▲ or ▼ to display SMS RECEIVING SERVICE CENTRES. Press **OK**.

3. The pre-set number is stored under SMS Receive 1. Scroll ▲ or ▼ to highlight the option you want and press **OK**.

4. You can now enter a new number or edit an existing number. Press **SAVE**.

   In some cases the numbers for the provider's SMS transmission and reception centre will be the same.

Selecting a Send Service number

   If you have two Service Centre numbers stored you can choose which one you use to send a message.
   Your BT Freestyle 4500 is pre-set to send using **Send 1**.

1. Press **MENU** then **OK**. Scroll ▼ to SMS SETTINGS and press **OK**. Display shows SELECT SMS SEND SERVICE CENTRE.

2. Press **OK**. A ✔ indicates the current provider.

3. Scroll ▲ or ▼ to highlight the provider you want and press **OK**.

4. Any messages sent will go via the selected provider.

Answering machine

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You can operate your BT Freestyle 4500 answering machine from:

■ the base

■ the handset

■ Remotely from any external Touchtone™ telephone.

The factory setting for the answering machine is ON.

Until you change your outgoing message, your callers will be greeted with the pre-recorded message *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

Day, date and time

An announcement of day, date and time of recording will be added automatically to each message and memo. If you do not set the day *and* the date and time the base display will flash CL to remind you that it has not been set. The date and time is also displayed on each handset. The day, date and time are set using a handset.

If you subscribe to your network provider's Caller Display service, the date and time are set automatically when your BT Freestyle 4500 receives its first call, but you will also need to set the day using a handset.

Setting day, date and time using a handset

1. Press **MENU**. Scroll to TIME AND DATE SETTINGS and press **OK**. Display shows SET DATE & TIME. Press **OK**.

2. Use the keypad to enter the date, e.g. **0** **3** **0** **6** = 3rd June. Press **Save**.

3. Enter the time e.g. **1** **5** **3** **0** = 3.30pm. Press **Save**.

4. Press ▼, display shows Set Day. Press **OK**.

5. Scroll ▲ or ▼ until the current day is highlighted then press **Save**.

   The new time will not appear on the other handsets until they go on-line or a call is received.

Operating the answering machine from a handset

You can use any registered BT Freestyle 4500 handset to switch your answering machine on and off, hear your messages and adjust the answering machine settings.

Switch on/off

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

2. Scroll ▲ or ▼ to ANSWER ON/OFF and press **OK**. Press ▲ or ▼ to highlight the setting you want. The current setting is ticked. Press **OK**.

Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT Freestyle 4500 comes with two pre-recorded outgoing messages to choose from.

Answer & Record

This allows your caller to leave a message for you.

The pre-recorded message is "Hello, your call cannot be taken at the moment, so please leave your message after the tone."

Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is "Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later."

Record your own outgoing message

During operation via the handset, you will hear prompts that guide you through each step.

During recording, rA flashes on the base display.

Your message can be up to 2 minutes long. It replaces the pre-recorded outgoing message, but you can reinstate this at any time.

1. On the handset, press **MENU**, scroll ▼ to ANSWER
   MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼
   to OUTGOING MESSAGE. Press **OK**. Display shows RECORD
   OUTGOING MESSAGE. Press **OK**.

3. Press ▲ or ▼ to select ANSWER & RECORD or
   ANSWER ONLY. Press **OK**. Display shows RECORDING.

4. Speak your message after the announcement. Press **SAVE**
   to end recording. Your message is played back. Press **OK**
   to stop the playback.

Play outgoing message

1. On the handset, press **MENU**, scroll ▼ to ANSWER
   MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼
   to OUTGOING MESSAGE. Press **OK**.
   Scroll ▼ to PLAY OUTGOING MESSAGE. Press **OK**.

3. Press ▲ or ▼ to select ANSWER & RECORD or ANSWER
   ONLY. Press **OK**. Display shows PLAYING and your
   message is played.

4. Press **OK** to hear it again or **BACK** to return to the
   previous level.

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Select answer mode

Set your answering machine to Answer & Record or
Answer Only.

1. On the handset, press **MENU**, scroll ▼ to ANSWER
   MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**.
   Display shows ANSWER MODE. Press **OK**.

3. Press ▲ or ▼ to highlight the setting you want -
   ANSWER & RECORD or ANSWER ONLY. The current setting
   is ticked.

4. Press **SAVE** to choose the highlighted setting or **BACK**
   to return to the previous level.

Reinstate a pre-recorded outgoing message

This means deleting your own recorded outgoing
message.

1. On the handset, press **MENU**, scroll ▼ to ANSWER
   MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼
   to OUTGOING MESSAGE. Press **OK**. Scroll ▼ to PLAY
   OUTGOING MESSAGE and press **OK**.

3. Press ▲ or ▼ to select ANSWER & RECORD or ANSWER
   ONLY. Press **OK**. Display shows PLAYING.

4. Whilst the display shows PLAYING, press **DELETE**.
   The pre-recorded message is reinstated and played.

Answer delay

Answer delay sets the number of times your BT Freestyle
4500 will ring before the answering machine picks up
your call. The default setting is 6 rings. You can change
this setting to 2, 4, 6, 8 rings or time saver.

Time Saver can save you the cost of a call when you want
to ring in to find out if you have new messages. If your
answering machine answers after 2 rings, you have new
messages. If you have no new messages it will answer
after 6 rings. So if you hear a third ring, you can hang up
before you are connected, saving you the cost of a call.

Check and set answer delay

1. On the handset, press **MENU**, scroll ▼ to ANSWER
   MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼
   to ANSWER DELAY. Press **OK**.

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3. Press ▲ or ▼ to highlight the option you want. The current setting is ticked.

4. Press **SAVE** to confirm or **BACK** to return to the previous level.

Audible message alert

When this feature is switched On, your BT Freestyle 4500 will beep every 10 seconds to indicate new messages. The default setting is Off.

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼ to MESSAGE ALERT. Press **OK**.

3. Press ▲ or ▼ to highlight the setting you want. The current setting is ticked.

4. Press **SAVE** to choose the highlighted setting or **BACK** to return to the previous level.

Play, repeat, delete and skip

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

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2. Display shows PLAY MESSAGES. Press **OK**. Your messages are played. Screen shows details of the message being played. You can now press:

4 or **PREV** *once* to replay the current message or *twice* to hear the previous message.

6 or **NEXT** to hear the next message.

5 to delete the message being played.

A message marked NEW has not been played back before.

A message marked OLD has already been played back.

Delete all messages

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

2. Scroll ▼ to DELETE ALL MESSAGES. Press **OK**. Press **DELETE** to confirm or **SAVE** then **BACK** to cancel.

Record a memo

You can record a message for other users. It is played back just like a normal message.

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

2. Scroll ▼ to RECORD MEMO. Press **OK** and speak your memo message. Press **SAVE** to end recording.

Memos can be any length up to the available recording capacity (max. 15 minutes). Memos are stored in the same way as incoming messages and the message counter on the base will increase by 1.

3. Press **OK** to record another memo or **BACK** to return
   to standby.

Call screening

You can listen while your answering machine takes a call
via the handset or the base speaker. This lets you identify
the caller and decide whether to take the call yourself.

Call screening using a handset

1. When the answering machine takes a call, press **SCREEN**
   to hear your caller leaving their message. If you want to
   talk to your caller, press 📞 . Recording stops
   automatically.

Call screening at the base

1. When the answering machine takes a call press ▬▬ to
   set the required volume so that you can hear your caller
   leaving their message. If you want to talk to your caller,
   press 📞 on a handset. Recording stops automatically.
   You can also adjust the speaker volume when the
   machine is idle, the current setting is shown in the
   display. To switch call screening off set the volume to 00.

Using the answering machine at the base

Switch on/off

1. Press ● . The machine announces On or Off.

Adjust loudspeaker volume

Volume for message playback ranges from 01-05 and call screening ranges from 00-05. 00 = Off and 05 = Maximum.

1. **Message Playback**
   During message playback on the base, press ▬▬ or ▬▬ to set the desired volume.

2. **Call screening**
   Whilst the machine is idle or whilst a message is being recorded, press ▬▬ or ▬▬ . When the highest or lowest level is reached you hear two beeps.

Play, repeat, delete and skip

The display shows the total number of messages and memos recorded.

1. Press **MESSAGES**. The machine announces the number of messages and whether they are new or old.

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The messages are played, starting with the first message received. New messages are always played first.

During playback, press:

Delete to delete the current message.

Delete *twice* to delete all messages.

Skip once to repeat the current message, *twice* to play the previous message.

Skip to play the next message.

Stop to stop playback.

Remote access

Set security PIN

You can operate your answering machine from any modern phone by calling your BT Freestyle 4500 and entering a 4-digit security code.

The pre-set code is 0000. You can change this to help prevent unauthorised callers from listening to your messages.

1. On the handset, press **MENU**, scroll ▼ to ANSWER MACHINE and press **OK**.

2. Scroll ▼ to ANSWER SETTINGS and press **OK**. Scroll ▼ to REMOTE ACCESS PIN. Press **OK**.

3. Enter the current PIN (original setting 0000). Press **OK**.

4. Enter the new PIN, press **OK**. Enter it again and press **OK** to confirm. The new PIN is saved.

5. Press **BACK** to return to standby.

Switch answering machine on remotely

If you forget to switch on your answering machine, you can do it from another phone.

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.

Time saver

If you have set the answer delay to Time Saver, your answering machine will answer after 2 rings if you have new messages. If you do not have new messages it will not answer until 6 rings. This enables you to hang up before you are connected, saving you the cost of a call. To set the answer delay, see page 53.

If you enter your security code incorrectly, after the second attempt, your BT Freestyle 4500 will announce: "Thank you for calling" and will hang up.

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Operate your answering machine from another phone

1. Dial your phone number. When you hear your outgoing message, press ✱. You will hear "Please enter your security code".

2. Enter your 4-digit code. If you have new messages, your machine announces "You have (n) new messages", and they are played. Or you will hear "You have no new messages, to hear main menu, press 1."

   Use the buttons on the keypad to operate your answering machine:
   ❶ hear the main menu
   ❷ play all messages
   ❸ play new messages
   ❹ once to repeat the message or twice to play the previous message
   ❺ delete the message being played
   ❻ skip forward to the next message
   ❼ set answer mode
   ❽ play your outgoing message
   ❾ record a new outgoing message
   ❿ switch answering machine off/on.

3. If you don't give any instructions for 8 seconds, your BT Freestyle 4500 will hang up.

Base display

Display	Meaning
(BLANK)	Power off.
– –	Power on, answering machine off.
00-XX	Answer machine ON, number of messages stored.
01-XX (flashing)	Answer machine ON, number of messages stored and at least one new message.
01-XX alternating with Ao	Answer machine ON, number of messages stored and set to Answer Only mode.
rA (flashing)	Answering machine being accessed by a handset or another telephone.
F (flashing)	Memory full.
CL (flashing)	Date, day and time not set.

Additional handset settings

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If you do not set the date, time **and** day the base display will continually flash CL.

Day, date and time

If you subscribe to your network's Caller Display service, the date and time are set automatically on all handsets when your BT Freestyle 4500 receives its first call. If new handsets are then registered to the base, they will also receive the current date or time. However, to enable the answer machine to 'date stamp' your messages, you also have to set the day. The day has to be set manually using a handset. The date and time can also be set manually using a handset. If the mains power to the base is cut, the day, date and time are lost and will need to be reset.

Setting day, date and time using a handset

1. Press **MENU**. Scroll ▼ to TIME AND DATE SETTINGS and press **OK**. Display shows SET DATE & TIME. Press **OK**.

2. Use the keypad to enter the date, e.g. **0** **3** **0** **6** = 3rd June. Press **SAVE**.

3. Enter the time e.g. **1** **5** **3** **0** = 3.30pm. Press **SAVE**.

4. Press ▼, display shows SET DAY. Press **OK**.

5. Scroll ▼ until the current day is highlighted then press **SAVE**.

   The new time will not appear on the other handsets until they go on line or a call is received.

Ringer melody

You can set your handset to different ringer melodies for External and Internal calls. Choose from 5 standard ringer melodies and 6 polyphonic melodies.

1. Press **MENU**. Scroll ▼ to HANDSET SETTINGS. Press **OK**. Display shows RINGER MELODY.

2. Press **OK**. If required scroll ▲ or ▼ to select INTERNAL or EXTERNAL. Press **OK**. The current melody is displayed and played.

3. Scroll ▲ or ▼ to the melody you want and press **SAVE**.

Ringer volume

You can choose between 5 volume levels and Off.

1. Press **MENU**. Scroll ▼ to HANDSET SETTINGS. Press **OK**. Scroll ▼ to RINGER VOLUME.

2. Press **OK**. Scroll ▲ or ▼ to select the volume level, which is played. Press **SAVE**.

Handset name

You can give each handset a name up to a maximum of 12 characters, for example "kitchen". It will still display its handset number.

If you use the **CLEAR** button to delete a handset name then press **SAVE** the handset will return to its original name, e.g. Handset 1.

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1. Press **MENU**. Scroll ▼ to HANDSET SETTINGS.
   Press **OK**. Scroll ▼ to NAME HANDSET.

2. Press **OK**. Use **CLEAR** and the keypad to enter the name
   you want then press **SAVE**.

Adjust contrast

1. Press **MENU** then scroll ▼ to HANDSET SETTINGS and
   press **OK**

2. Scroll ▼ to DISPLAY CONTRAST and press **OK**.

3. Select the contrast setting by scrolling ▲ or ▼
   through the 8 levels displayed. Press **SAVE** to select the
   setting you want.

Switch backlight on or off

The handset display is backlit on all three handset
options. You can choose whether you want the backlighting
on or off.

1. Press **MENU** then scroll ▼ to HANDSET SETTINGS and
   press **OK**.

2. Scroll ▼ to BACKLIGHT ON/OFF and press **OK**.

3. The current setting is indicated by a ✔. Press ▲ or ▼
   to highlight the setting you want and press **SAVE**.

Auto Answer

When you receive a call, you can answer it by lifting the handset off the base station, this is called auto answer. When you switch auto answer off, all calls must be answered by pressing 📞.

1. Press **MENU**. Scroll ▼ to HANDSET SETTINGS. Press **OK**. Scroll ▼ to AUTO TALK ON/OFF.

2. Press **OK**. Press ▲ or ▼ to select ON or OFF then press **OK**.

Keybeeps on/off

1. Press **MENU**. Scroll ▼ to HANDSET SETTINGS. Press **OK**. Scroll ▲ to KEY BEEPS ON/OFF.

2. Press **OK**. Press ▲ or ▼ to select ON or OFF then press **OK**.

If the keybeeps are set to ON, the handset will emit a beep whenever a button is pressed.

Alarm

You can set a BT Freestyle 4500 handset to give an
alarm ring.

Alarm setting will only affect the
handset it was set on.

Switch alarm on or off

1. Press **MENU** then scroll ▼ to TIME & DATE SETTINGS
   and press **OK**.

2. Scroll ▼ to ALARM and press **OK**. Display shows ALARM
   ON/OFF. Press **OK**.

3. The current setting is indicated by a ✔. Press ▲ or ▼
   to highlight the setting you want and press **OK**.

4. If you press **ON**, you can now enter the time at which
   you want your phone to ring using the 24 hour clock e.g.
   1 9 3 0 for 7.30pm and press **SAVE**.

   When the alarm is set a bell icon is shown in the handset
   display. To silence the alarm press any key. The alarm
   will sound daily until you switch it off via the Time
   Settings menu.

Setting melody for the alarm

1. Press **MENU** then scroll ▼ to TIME & DATE SETTINGS and press **OK**.

2. Scroll ▼ to ALARM and press **OK**. Display shows ALARM ON/OFF.

3. Scroll ▼ to SET MELODY and press **OK**. The current melody is displayed and played.

4. Scroll ▲ or ▼ to the melody you want and press **SAVE**.

Play game

To play 'Adder'

The object of the game is to make the Adder snake longer by directing it to the food.

1. Press **MENU** then ▼ to display GAME, press **OK**. Display shows ADDER GAME. Press **OK**.

2. Press ▲ or ▼ to select between NEW or CONTINUOUS (if you want to carry on your last game).

   If you choose NEW or if you do not have an unfinished game stored, the display will show the 4 available proficiency levels. Choose the level you want (1 = easy).

The default melody for the alarm is Beeps.

Saving a game
If you exit a game before it is finished by choice, the handset rings or paging occurs, the current game will be automatically saved. The saved status can be kept until the handset is switched off.

68   Additional handset settings

3. Controls:

6 = right

4 = left

2 = up

8 = down

☎ – return to standby screen.

DIR – pause and see score.

MENU – exit game or resume game by pressing **BACK**.

Handset default settings

Settings	Options	Default setting
Ringer melodies	11 ringtones – 6 polyphonic and 5 standard	Melody 1 (standard)
External		
Internal		Melody 2 (standard)
Handset ringer volume (both)	5 levels and off	5
Earpiece volume	5 levels	3
Auto answer	On/Off	On
Display contrast	8 levels	5
Backlight	On/Off	On
Key Beeps	On/Off	On

Connecting to a fax machine

Most fax machines and modems are designed to work with answering machines so that you can receive both fax and voice messages.

Connecting up

Connect your BT Freestyle 4500 telephone line cord to the fax machine. This is most likely to be on the back of the fax machine's telephone line cord socket or there may be a separate socket at the side or back of the fax.

Line connection from answer machine.
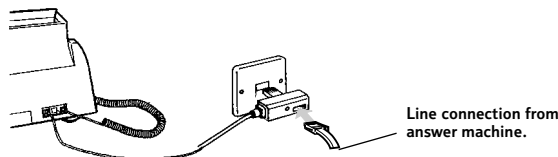
1. Set your fax machine reception mode to TAD/FAX. (See your Fax user guide for instructions).

   Make sure the answer delay (i.e. the number of rings before your answering machine picks up a call) is always less on the answering machine than the fax machine/fax modem. This means your answering machine will always pick up the call first and switch it to the fax machine if it hears the fax tones. We recommend you set your BT Freestyle 4500 to answer calls after 2 or 4 rings. To change the answer delay, see page 53.

IMPORTANT
Make sure your fax machine is compatible for use with an answering machine. See your fax machine's user guide for details.

70 Base settings

Ringer melody

You can set your base to play one of 5 different ringer melodies.

1. Press **MENU**. Scroll ▼ to BASE SETTINGS.
Press **OK**. Display shows RINGER MELODY.

2. Press **OK**. Scroll ▲ or ▼ to the melody you want and press **SAVE**.

Ringer volume

You can choose between 5 volume levels and Off.

1. Press **MENU**. Scroll ▼ to BASE SETTINGS.
Press **OK**. Scroll ▼ to RINGER VOLUME.

2. Press **OK**. Scroll ▲ or ▼ to select the volume level which is played. Press **SAVE**.

Handset priority

Your BT Freestyle 4500 is preset so that when you receive an incoming call, all handsets will ring. You can change this so that one handset will ring 2, 4, 6, or 8 times before the others.

1. Press **MENU**. Scroll ▼to display BASE SETTINGS and press **OK**.

2. Scroll ▼ to HANDSET PRIORITY and press **OK**.
   Use ▲ and ▼ to select between:

ALL HANDSETS – all handsets ring together.
Press **OK** confirm.

SELECTED HANDSET – one handset rings before the
others. Display shows SELECT HANDSET and the handset
numbers. Use ▲ and ▼ to select the handset that you
want to ring before the others. Press **OK**. Display shows
RING DELAY. Press ▲ or ▼ to choose how many rings
before the other handsets rings, 2, 4, 6, or 8 then press
OK to confirm.

Dial mode

Your BT Freestyle 4500 is pre-set to Tone dialling.
You can switch to Pulse dialling which may be necessary
if you are using your BT Freestyle 4500 with an older
style switchboard.

1. Press **MENU**. Scroll ▼ to display BASE SETTINGS and
   press **OK**.

2. Scroll ▼ to DIAL MODE and press **OK**. The current
   setting is indicated with a ✔. Press ▲ or ▼ to
   highlight TONE or PULSE and press **OK** to confirm.

It is possible to switch from pulse
to tone by pressing ✱.

72   Base settings

Recall mode

Recall is used with some switchboard features and some BT Calling Features.

It is pre-set to Timed Break which is correct for direct exchange lines and most switchboards. For some switchboards you may need to select Earth (consult your switchboard supplier). When pulse dialling is chosen only earth break recall is available.

To change the recall type

1. Press **MENU**. Scroll ▼ to display BASE SETTINGS and press **OK**.

2. Scroll ▼ to RECALL MODE and press **OK**.

   The current setting is indicated with a ✔. Press ▲ or ▼ to highlight TIMED BREAK or EARTH and press **OK** to confirm.

Base PIN

Your base uses a 4-digit PIN as a security code when registering and de-registering new handsets. The original setting is 0000.

To change the PIN

1. Press **MENU**. Scroll ▼ to display BASE SETTINGS and press **OK**. Scroll ▼ to CHANGE SYSTEM PIN and press **OK**.

2. Enter the current PIN and press **OK**.

3. Display shows ENTER NEW PIN. (Original setting 0000).
   Enter the new 4-digit PIN you want and press **SAVE**.

4. Enter the new PIN again to confirm and press **SAVE**.
   Display shows SYSTEM PIN CHANGED.

Base setting defaults

Setting	Options	Default
Base ringer melody	5 melodies	1
Base ringer volume	5 levels and off	5
Dial mode	Pulse and Tone	Tone
System PIN		0000
Recall mode	Timed Break and Earth	Time Break
Handset priority	All handsets or an individual handset	All handsets

Additional handsets and bases

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If Registration fails, try again.
If you can still not get your handset
to register, call the BT Freestyle
Helpline on 0870 240 3962.

Registering new handsets

You can register up to 5 handsets to your BT Freestyle
4500 base.

**If you have purchased a Twin, Trio or Quad the
handsets in these packs are already pre-registered to
the main base.**

However if you purchase additional Freestyle 4500
handsets separately you will need to register them to the
base first for them to work.

1. When you switch on a new Freestyle 4500 handset,
   the display shows REGISTER HANDSET? Press **OK**.
   Display shows SELECT BASE.

2. Press ▲ or ▼ to select the base number and press
   OK. If the handset is new then choose Base 1, if it has
   been registered to other bases choose the first number
   not marked with a *.

3. Enter the base PIN (original setting 0000) and press **OK**.

4. Press *and hold* the Page button on the base for around
   10 seconds. When the base beeps, *release* the Page
   button. The handset is automatically assigned the next
   available handset number. The handset will beep when
   registration has taken place.

De-registering a handset

You can de-register any handset from a base using any handset registered to an in range base.

1. Press **MENU** then scroll ▼ to REGISTRATION and press **OK**. Display shows REGISTER HANDSET. Press ▼ to display DE-REGISTER HANDSET and press **OK**.

2. Enter the 4 digit base PIN (original setting 0000) and press **OK**. Press ▲ or ▼ to select the handset you want to de-register.

3. Press **OK**. Display asks you to confirm de-registration. Press **OK**. Display confirms de-registration.

Transferring calls and 3-Way calls

When you are on a call you can transfer the call to another BT Freestyle 4500 handset. You can also bring another handset in on the call to have a 3-way call.

Transferring a call

When you are on a call:–

1. Press ⚫, the display shows CALL HANDSET and the other handset numbers.

You can't use the ⚫ button until the caller timer is shown in the display.

76   Additional handsets and bases

If the other handset doesn't answer you can stop the ringing and retrieve the original call by pressing **Switch**.

2. Use the ▲ or ▼ buttons to select the handset you want to transfer the call to, then press **OK**. Alternatively, just press the number of the handset you want, e.g. to call handset 2 press ❷. The external party is put on hold and the called handset rings.

3. When the second handset answers you will be able to speak to them without the external party hearing. To transfer the call just hang up on the originating handset.

   3-Way calls

   When you are on a call:–

You can't use the ● Int button until the caller timer is shown in the display.

1. Press ● Int , the display shows CALL HANDSET and the other handset numbers.

2. Use the ▲ or ▼ buttons to select the handset you want to bring in on the call, then press **OK**. Alternatively, just press the number of the handset you want, e.g. to call handset 2 press ❷. The external party is put on hold and the called handset rings.

If the other handset doesn't answer you can stop the ringing and retrieve the original call by pressing **Switch**.

3. When the second handset answers you will be able to speak to them without the external party hearing.

4. You can now speak to either party individually, pressing **Switch** to alternate between the two, or press **Join** to bring all three parties together. Either handset can leave the call at any time just by hanging up.

Using additional bases

Selecting another base.

You can use your handsets with up to 4 different bases.
When you have registered a handset to more than one
base, you can switch between bases.

1. Press **MENU**. Press ▼ to scroll to HANDSET SETTINGS.
   Press **OK**, then scroll ▼ to SELECT BASE and press **OK**.
   All bases your handset is registered with are displayed.
   The current base is ticked.

2. Scroll ▼ to the base you want to use and press **OK**.

Purchasing additional BT Freestyle 4000 handsets

You are able to purchase additional individual or multiple handsets and chargers via the BT helpdesk number **0870 240 3962**. Prices are set at RRP inc. VAT plus postage and packing.

Additional handsets and chargers include:

1 x Handset	2 x AAA rechargeable batteries
1 x Charger	1 x Beltclip
1 x Power supply line cord	Comprehensive user guide

Lounge
Stylish design and colour to compliment most decors.

Kitchen
Rubber grips and wipe clean keypad.

Bedroom
Built-in torch.

Help

Replacing the handset batteries

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

For spare AAA NiMH rechargeable batteries please contact the BT Freestyle Helpline 0870 240 3962.

Slide off the battery compartment cover. Install the batteries as shown.
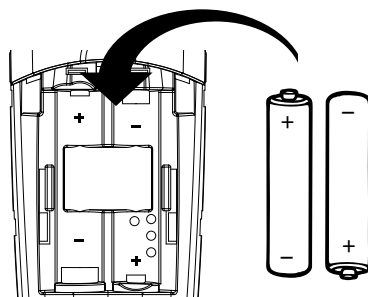
Slide the battery compartment cover back into place.

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

Never use non-rechargeable batteries. Only fit rechargeable Nickel Metal Hydride (NiMH) AAA. Using the wrong type of batteries will invalidate your guarantee and may damage the phone.

BT accepts no responsibility for damage caused to your BT Freestyle 4500 by using any other type of battery.

80   Help

Calls do not get through to a connected fax machine

Check that the answer delay setting (the number of rings before your answering machine pick up the call) is set to 2 or 4, see page 53 and that your outgoing message is short.

Check that the sending machine is transmitting fax tones. Older machines may not do this.

If you are still having problems, try shortening the silence detection time on your fax machine/fax modem. See your fax user guide for details.

Fax machine interrupts callers trying to leave messages on the answering machine

The fax may be detecting periods of silence during the incoming message and switching to fax reception mode. Try increasing the silence detection time on your fax machine/fax modem or switch it off completely. See your fax user guide for details.

Problems	Possible cause
No display appears	The handset may be switched off. Press *and release* the 🔴 button to switch the handset on. The batteries may be flat, dead or incorrectly inserted. Recharge, replace or renew the batteries.
No dial tone	Make sure your handset is registered to the base and within range of the base. Is the telephone cord of the base plugged into the phone socket? Check that the base station is connected to the mains power and switched on.
You cannot link up with the base station	Does the display show Out of Range? If so, you are out of range of the base the handset is registered to or power is off at the base. Batteries could be low or flat. If using more than one base station, check that you have the correct base selected.

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Problems	Possible cause
Handset does not ring	The ringer volume may be switched off (if it is there will be a RINGER OFF ICON in the display. Press *and hold* ✱ to switch it off and on. To adjust the ringer volume on the handset, *see page 63*. Check that the base station is plugged into the phone socket and mains power and switched on.
Buzzing noise on my radio, TV, computer	Sometimes your BT Freestyle 4500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Freestyle 4500 handset at least one metre away from such appliances to avoid any risk of interference.

Possible problems with SMS

Problems	Possible cause
SMS messages cannot be sent and screen displays unable to send.	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 server number in error. Refer to pages 45-46 for instructions on how to enter the number.
	Your SMS memory might be full. Delete unwanted text messages, see page 44.
	More than one SMS product plugged into the line. Remove other products.
Cannot send text	Check service centre number is correct including 1470 prefix.
	Check call barring (option 4) is not activated on your line if you have the call barring service rented from BT.

84   Help

Problems	Possible cause
Cannot receive text	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 data regarding your caller's number when you receive an incoming call.
Handset is registered to the SMS service and text has been previously sent and received but you are now only receiving incoming messages as voice text	This may be due to your handset being de-registered. All you need to do is type Register 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. **Note:** Messages sent to 00000 are not charged for.

Further help and advice for SMS related queries on BT lines:

BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.

BT Business customers – call 154, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.

For other telephone service providers please contact their customer services.

General sales enquiries:

BT Residential lines – call 150. BT Business lines – call 152.

For other telephone service providers please contact their customer services.

Billing enquiries:

Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

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

Press **MENU**, then **OK** *twice*. Type in the following commands (depending upon what you wish to do) and send to 00000.

✱ ❶ ✱ This will enable you to opt out from receiving voice text messages.

86   Help

#️⃣ 1️⃣ #️⃣ Turns off the opt out option.

***️⃣ 2️⃣ #️⃣** Turns on permanent voice text message delivery to your phone.
This means *all* incoming text is delivered as voice text.

#️⃣ 2️⃣ #️⃣ Turns off permanent voice text message delivery.

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

***️⃣ 3️⃣ #️⃣** Forces a message sent to be delivered as voice text even though the
recipient may have an SMS 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. ***️⃣ 3️⃣ #️⃣** "*Hello I will be home late*".

If you are sending a message from a fixed line phone and require a status report.

***️⃣ 0️⃣ #️⃣** Will allow a status report to be sent back to you when you have sent a
message to confirm delivery. Place ***️⃣ 0️⃣ #️⃣** at the start of your text
message. Write the message and send it. You will receive a reply text back
to your phone giving the status report for that message.

BT Freestyle 4500 Helpline
0870 240 3962 or email
bt.freestyle.helpdesk@vtecheurope.com

Call the dedicated BT Freestyle 4500 Helpline:
■ if you are having difficulties using your BT Freestyle 4500;
■ if you need replacement batteries or mains power lead.

Lines open 9am – 5.30pm, Monday to Friday.
9.30am – 2.30pm Saturday.

BT accessories and replacement items

For a full range of accessories and
replacement items for BT products please
call 0870 240 5522,
or visit:

With and WithoutWires.com

General information

You must subscribe to your network provider's caller display service before some of the features on your BT Freestyle 4500 will work. A quarterly fee is payable.

IMPORTANT
This equipment is not designed for making emergency telephone 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.

Safety

General

■ Only use the power supply suitable for the BT Freestyle 4500 base or chargers. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

■ Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the Freestyle Helpline 0870 240 3962.

■ If the keypad is locked, it is still possible to make emergency calls to 999 and 112 numbers.

■ Radio signals transmitted between the handset and base may cause interference to hearing aids.

■ It is recommended that advice from a qualified expert is sought before using this product in the vicinity of emergency/intensive care medical equipment.

88   General information

■ It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

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

Cleaning

■ Simply clean the handset and base 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 product may heat up when the batteries are being recharged 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 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 and electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Technical information

How many telephones can you 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 other telephone line. Your BT Freestyle 4500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

■ Only use the supplied mains power adaptors, item code 010091 for the base station and 010093 for the charger.

■ Only use approved AAA NiMH rechargeable batteries.

90   General information

Connecting to a switchboard

Switchboard compatibility

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

Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the
switchboard has time to pick up an outside line, you may also need to add a 'pause' after
the access code.

Insert a 'pause' in a stored number

If you need to add a pause in the dialling sequence, follow the example given below:

9	**P**	**0870 240 3962**
Switchboard code for an outside line	Pause inserted in dialling sequence	Rest of number

When storing a number, at the point you want to insert a pause, press and hold 0 until P
is displayed. You can enter as many pauses as required.

Guarantee

Your Freestyle 4500 handset 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 Freestyle 4500, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

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

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please contact the BT Freestyle 4500 Help Desk for assistance 0870 240 3962 or email bt.helpdesk@vtecheurope.com

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 call the Helpline on 0870 240 3962 and ask for details of our recommended repair agents.

For your records

Date of purchase:

Place of purchase:

Serial number:

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

Enter your BT Freestyle 4500
Remote access code here:

[/   /   /   ]

(see page 58 for more information)

Enter your base PIN here:

[/   /   /   ]

(see page 72 for more information)

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, Vtech declares that this BT Freestyle 4500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For a copy of the Declaration of Conformity, please contact the BT Helpline on 0870 240 3962.

Visit us at www.bt.com

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