



Bringing it all together

# BT Freestyle 250

## User Guide



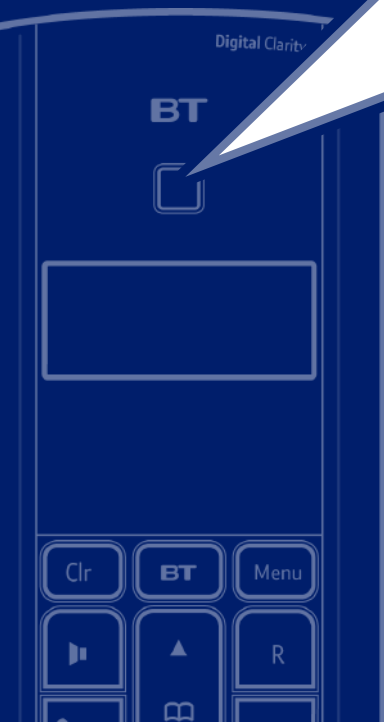
# Welcome...

to your BT Freestyle 250  
Digital Cordless Telephone  
Answering Machine

- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).
- Answering machine with up to 15 minutes recording time.
- Directory – lets you store up to 50 names and numbers for easy dialling.
- Caller Display – lets you see who's calling and your phone stores details of the last 20 callers in a Calls list.<sup>1</sup>
- Use the handsfree facility to talk to callers without holding the handset.
- Whilst on a call use the secrecy feature to talk to someone in the same room without your caller hearing you.

<sup>1</sup> Requires subscription to a Caller Display service.

A quarterly fee may be payable



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

You must first set up your phone 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 250, contact the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

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

### **Hearing aid?**

Please note that the BT Freestyle 250 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

### **Got everything?**

- BT Freestyle 250 handset
- BT Freestyle 250 base
- 2 x NiMH AAA rechargeable batteries (already fitted)
- Mains power adaptor
- Telephone line cord

**If you have purchased a BT Freestyle 250 multiple pack you will also have the following for each additional handset:**

- BT Freestyle 250 handset
- BT Freestyle 250 charger
- 2 x AAA NiMH rechargeable batteries (already fitted)
- Mains power adaptor (for the charger)

# In this guide

## Getting started

|                                         |    |
|-----------------------------------------|----|
| Location .....                          | 7  |
| Setting up .....                        | 7  |
| Set the day and time .....              | 8  |
| To change the time or date format ..... | 9  |
| Setting up the charger .....            | 10 |

## Getting to know your phone

|                             |    |
|-----------------------------|----|
| Handset buttons .....       | 12 |
| Handset display icons ..... | 13 |
| Base .....                  | 14 |
| Navigating the menus .....  | 15 |
| Handset menu map .....      | 16 |
| Menu navigation .....       | 16 |

## Using the phone

|                                         |    |
|-----------------------------------------|----|
| Make a call .....                       | 17 |
| Preparatory dialling .....              | 17 |
| End a call .....                        | 17 |
| Receiving calls .....                   | 17 |
| Earpiece volume .....                   | 18 |
| Handsfree .....                         | 18 |
| Make a call in handsfree .....          | 18 |
| Answer a call in handsfree .....        | 19 |
| Switch to handsfree during a call ..... | 19 |
| Secrecy .....                           | 19 |
| Redial .....                            | 20 |

|                                               |    |
|-----------------------------------------------|----|
| To copy a redial number to the directory ...  | 20 |
| To delete a number from the redial list ..... | 21 |
| To delete the entire redial list .....        | 21 |
| Keypad lock .....                             | 22 |
| Ringer volume on/off .....                    | 22 |
| Find the handset(s) .....                     | 22 |
| Making internal calls .....                   | 23 |
| Receiving internal calls .....                | 23 |
| Transferring calls .....                      | 24 |
| 3-Way conference calls .....                  | 24 |
| Switching a handset off .....                 | 25 |

## Directory

|                                |    |
|--------------------------------|----|
| Store a number .....           | 26 |
| Entering names .....           | 26 |
| Dial/view a number .....       | 27 |
| Edit a directory entry .....   | 27 |
| Delete a directory entry ..... | 28 |
| Delete directory .....         | 28 |

## SMS text messages

|                                           |    |
|-------------------------------------------|----|
| Subscribe to the SMS service .....        | 29 |
| Cost of the fixed line service .....      | 29 |
| Send/save text messages .....             | 30 |
| Receiving and reading text messages ..... | 31 |
| Reply to a text message .....             | 31 |
| Delete a text message .....               | 32 |

|                                                       |    |
|-------------------------------------------------------|----|
| Delete a list.....                                    | 32 |
| Call the sender's phone number .....                  | 32 |
| Send/edit/delete text messages<br>in the outbox ..... | 33 |
| Message alert beep on/off .....                       | 34 |
| SMS Service Centre numbers.....                       | 34 |
| Adding or changing<br>SMS Service Centre numbers..... | 35 |
| Select a Send Service Centre number.....              | 35 |

## Handset settings

|                               |    |
|-------------------------------|----|
| Ringer melody .....           | 36 |
| Ringer volume .....           | 36 |
| Handset tones on/off.....     | 37 |
| Handset name .....            | 38 |
| Registering handsets .....    | 38 |
| De-registering a handset..... | 39 |
| Restore default settings..... | 40 |
| Language .....                | 40 |

## Base settings

|                               |    |
|-------------------------------|----|
| Ringer volume .....           | 41 |
| Ringer melody .....           | 41 |
| Change PIN code .....         | 41 |
| Dial mode .....               | 42 |
| Restore default settings..... | 43 |
| PBX access .....              | 44 |

## Answering machine

|                                                              |    |
|--------------------------------------------------------------|----|
| Date and time.....                                           | 45 |
| Operating from the base .....                                | 46 |
| Switch on/off .....                                          | 46 |
| Playing messages.....                                        | 46 |
| Adjust volume .....                                          | 46 |
| Operating from the handset .....                             | 47 |
| Switch on/off .....                                          | 47 |
| Outgoing messages .....                                      | 47 |
| Record your own outgoing message .....                       | 48 |
| Play outgoing message .....                                  | 49 |
| Reinstate pre-recorded outgoing message ..                   | 49 |
| Set answer mode .....                                        | 50 |
| Set answer delay .....                                       | 51 |
| Playing messages.....                                        | 52 |
| Delete all old messages .....                                | 53 |
| Call screening .....                                         | 53 |
| Memory full .....                                            | 54 |
| Remote access .....                                          | 54 |
| Security PIN .....                                           | 54 |
| Set/change security PIN .....                                | 54 |
| Operating your answering machine from<br>another phone ..... | 55 |
| Switch answering machine on remotely....                     | 56 |

## 6 In this guide

---

### Caller Display

|                                                 |    |
|-------------------------------------------------|----|
| Calls list .....                                | 57 |
| View/dial a number .....                        | 57 |
| To copy a Calls list number to the directory .. | 58 |
| Delete a number .....                           | 58 |
| Delete the entire Calls list .....              | 59 |

### BT Calling Features

|                              |    |
|------------------------------|----|
| BT Directory Enquiries ..... | 60 |
| BT Helpdesk .....            | 60 |
| Call Divert On .....         | 60 |
| Call Divert Off .....        | 61 |
| Check Divert .....           | 61 |
| Call Waiting On .....        | 61 |
| Call Waiting Off .....       | 62 |
| Check Call Waiting .....     | 62 |
| Add/edit a service .....     | 62 |
| Delete a service .....       | 63 |

### Help ..... 64

### General information

|                                     |    |
|-------------------------------------|----|
| Safety .....                        | 66 |
| Product disposal instructions ..... | 67 |
| Connecting to a switchboard .....   | 67 |
| Guarantee .....                     | 67 |
| Technical information .....         | 69 |
| R&TTE Directive .....               | 69 |

# Getting started

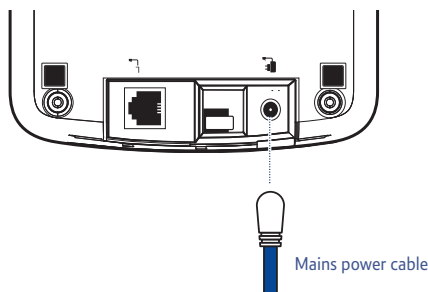
## Location

You need to place your BT Freestyle 250 base within 2 metres of 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 250 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 power socket on the back of the base. Plug the other end into the mains socket and switch on.



## WARNING

Do not place your BT Freestyle 250 in the bathroom or other humid areas.

## Handset range

The BT Freestyle 250 has a range of 300 metres outdoors when there is a clear line of sight between the base and the 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 **T** icon on your handset screen indicates when you are in range. When you are out of range, the **T** symbol flashes, and the screen displays Searching. You should move closer to the base if this happens to ensure the full functionality of your phone.

## 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.

## 8 Getting started

### Talk/Standby time

Under ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge.

### Battery low warning

If the  symbol is flashing, you will need to recharge your handset before using it.

### 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).

New NiMH batteries do not reach full capacity until they have been in normal use for several days. Running the batteries right down at least once a week will help them last as long as possible.

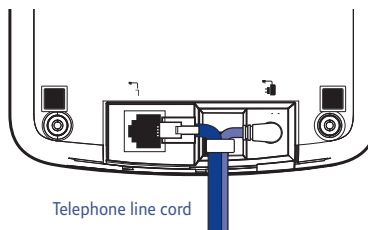
### IMPORTANT

Only use the power supply and telephone line cord supplied with your BT Freestyle 250 otherwise the telephone may not work.

2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
3. Place the handset on the base to charge the batteries for at least 16 hours.

The main handset is pre-registered to the base as –1– (Handset 1). This is shown on the display. When the handset is fully charged the display shows the  symbol.

4. After 16 hours, connect the telephone line cord to the base and plug the other end into the wall socket.



### Set the day and time

1. Press  to open the main menu.
2. Press  or  until the display shows Date/Time and press .

3. Set date/time is displayed, press .
  4. The current year setting is displayed, enter the last 2 digits of the year (e.g. press  then  for 2006) and press .
  5. Enter 2 digits for the date and 2 for the month (e.g. for 5th August, press      ) and press .
  6. Enter 2 digits for the hour and 2 for the minute (e.g. for 10.54pm, press     ) and press .
- Saved is displayed.
7. Press and hold  to return to standby.

### To change the time or date format

1. Press  to open the main menu.
2. Press  or  until the display shows Date/Time and press .
3. Press  or  until Time format or Date format is displayed, as required.
4. Press  and choose between 24hr/12hr or dd.mm/mm.dd as appropriate.
5. Press  to confirm and press and hold  to return to standby.

**Your BT Freestyle 250 is now ready for use.**

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Freestyle Helpline 0870 240 3962.

Batteries and handset may become warm during charging. This is normal.

If you have more than one handset registered to your base, you only need to set the date and time on one handset and the other handsets will be automatically updated.

## 10 Getting started

Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a capacity of 600mAh or higher. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

### Helpline

If you are having any difficulties setting up or using your BT Freestyle 250, please call the BT Freestyle Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

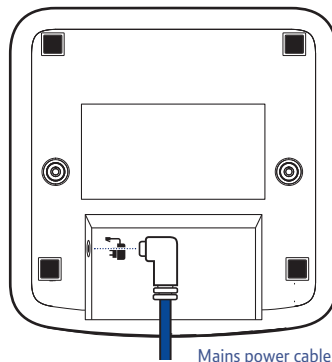
## BT Freestyle 250 multiple pack owners only

### Location

You need to place your BT Freestyle 250 charger close enough to a mains power socket so that the cable will reach.

### Setting up the charger

1. Plug the power adaptor cable into the underside of the charger, plug the other end into the mains wall socket and switch the power on.



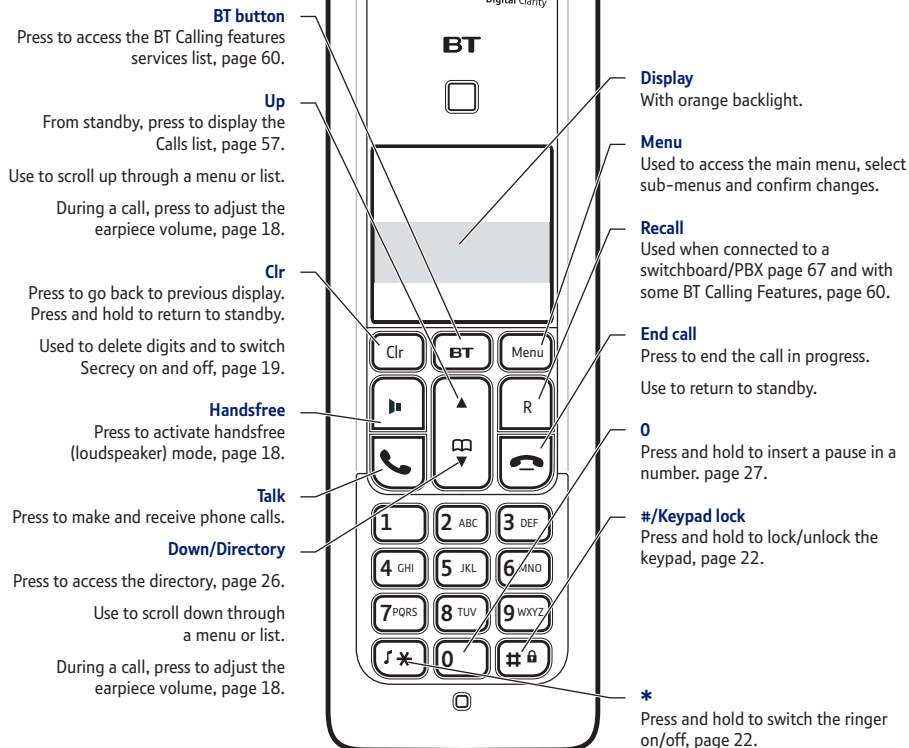
Mains power cable

- 
2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
  3. Place the handset on the charger and charge for at least 16 hours.

**Your BT Freestyle 250 multiple pack is now ready for use.**

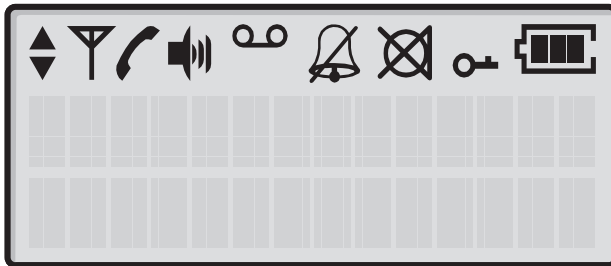
# Getting to know your phone

## Handset buttons



## Handset display icons

These are the symbols you will see on your handset's display.



### UP/DOWN

When scrolling through the menu



### HANDSFREE

Handsfree on



### KEY

Keypad lock on



### ANTENNA

Steady when in range.  
Flashing when out of range.



### ANSWERING MACHINE

Answering machine on



### BATTERY

Battery empty



### HANDSET

Handset in use Incoming call



### CROSSED BELL

Ring volume off



Battery low



Battery half full



### MUTE

Secrecy on



Battery full

## 14 Getting to know your phone

### Base

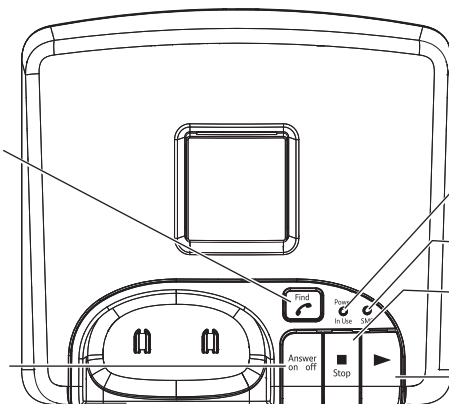
**Find**  
Press to ring the handset(s),  
to help you find it if it is  
missing, page 22.

**Answer on/off**  
Press to switch answering  
machine on or off, page 26.

**<SKIP**  
Press once to repeat current  
message, twice to play  
previous message, page 26.

**Volume -**  
Press to decrease playback  
volume, page 26.

**Delete**  
Delete messages, page 26.

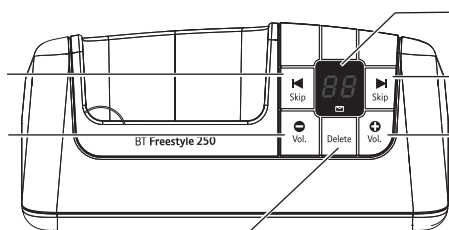


**Power LED**  
On = power on  
Flashing = line in use.

**SMS LED**  
Indicates you have new  
SMS messages.

**Stop**  
Press to stop message  
playback, page 26.

**Play**  
Press to play messages,  
page 26.



**Message Counter**

**SKIP>**  
Press to play next message,  
page 26.

**Volume +**  
Press to increase playback  
volume, page 26.

## Navigating the menus

Your BT Freestyle 250 handset features an easy to use menu system. Have a look at the menu map on the next page.

When the handset is switched on and in standby:

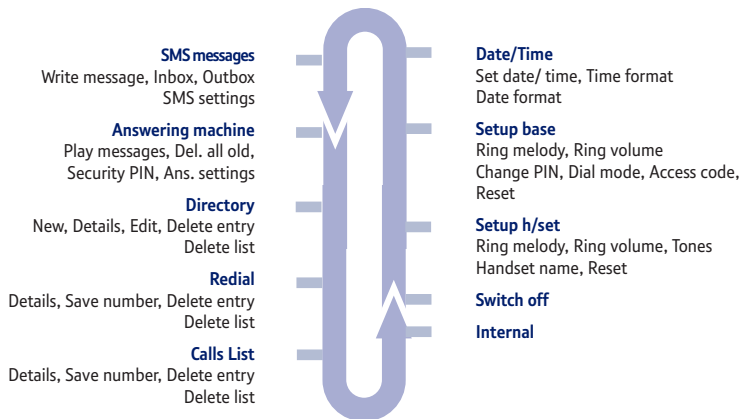
1. Press  to open the main menu and select the function you want by pressing the  or  button.

For example, to change the ringer melody:

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup handset** and press .
3. **Ring melody** is displayed, press  to select. The current melody is played for 5 seconds.
4. Press  or  to select your preferred melody.
5. Press  to save. You hear a confirmation tone and **Saved** is displayed.
6. Press and hold  to return to standby.

## 16 Getting to know your phone

### Handset menu map



### Menu navigation

Press **▲** or **▼** to scroll through the menu options.

Press **Menu** to select an option.

Press **Clr** to go back to the previous display screen.

Press and hold **Clr** to return to the standby display screen.

# Using the phone

## Make a call

1. Press .

Enter the telephone number and the number is dialled.

## Preparatory dialling

Use preparatory dialling to see and check the number on the display before you dial out.

1. Enter the number first then press  or  to dial.

## End a call

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

## Receiving calls

When you receive an incoming call, the telephone will ring and the  icon will flash.

1. If the handset is not in the base/charger, press  or  to answer the call.

Or

If the handset is on the base/charger, lift the handset to answer the call.

## Call timer

Your handset automatically displays the duration of every external call. The call time will remain on the display until 2 seconds after the call has ended.

Press  to delete an incorrect digit.

If you have subscribed to a Caller Display service, your caller's number will also be shown. If the number is withheld the display will show withheld. If an exact number match is found in the Directory, the name will be displayed instead of the number. See page 57 for more information.

## Internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

## 18 Using the phone

---

The earpiece volume can only be changed when you are on a call.

### Earpiece volume

During a call:

#### To increase the volume

Press .

#### To decrease the volume

Press .

### 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.

#### Make a call in handsfree

1. Dial the number then press .
2. Press  to toggle between handsfree and the handset.
3. Press  to end the call.

### Answer a call in handsfree

When the phone rings:

1. Press  and the call is transferred to the loudspeaker.

### Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press  to toggle between Handsfree and the handset.
3. Press  to end the call.

### Secrecy

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

1. Press . The display shows the  symbol and your caller cannot hear you.
2. Press  again to return to your caller.

#### Range Indicator

The  icon on the display indicates when you are in range of the base. If Searching is displayed, you are out of range and will need to move closer to the base.

## 20 Using the phone

If a redial number is stored in the Directory, the caller's name will be displayed instead of the number.

If there are no redial numbers stored, Empty will be displayed.

If you dial the same number on more than one occasion, only the most recent call details will be stored, any previous occurrence will be deleted.

For help with entering names see page 26.

### Redial

Your BT Freestyle 250 stores the details of the last 10 calls made into a redial list. Stored redial numbers can be up to 20 digits long.

1. Press , to open the main menu.
2. Press  or  until the display shows Redial, press  to display the redial list.
3. Press  or  to select any of the last 10 numbers called.
4. Press  or  to dial the number displayed.

### To copy a redial number to the directory

1. Press , to open the main menu.
2. Press  or  until the display shows Redial, press  to display the redial list.
3. Press  or  to display the number you want and press  to select.
4. Press  or  to display Save number and press  to select.
5. Name is displayed. Enter a name using the keypad and press  to confirm.
6. Saved is displayed. Press and hold  to return to standby mode.

### To delete a number from the redial list

1. Press , to open the main menu.
2. Press  or  until the display shows **Redial**, press  to display the redial list.
3. Press  or  to display the number you want and press  to select.
4. Press  or  to display **Delete entry** and press  to select.
5. **Delete?** is displayed, press  again to confirm.
6. **Deleted** is displayed. Press and hold  to return to standby mode.

### To delete the entire redial list

1. Press , to open the main menu.
2. Press  or  until the display shows **Redial**, press  to display the redial list.
3. With any of the redial numbers displayed, press .
4. Press  or  to display **Delete list** and press  to select.
5. **Delete list?** is displayed, press  again to confirm.
6. **Deleted** is displayed. Press  to return to standby mode.

## 22 Using the phone

When the keypad is locked incoming calls can still be answered. Once the call has ended, the keypad lock is re-activated.

### IMPORTANT

Emergency calls CAN be made when the keypad lock is on.

You cannot answer the ringing as you would a call.

Stopping the ring at a handset stops the ring at that handset only.

### Keypad lock

You can lock the keypad to prevent accidentally dialling numbers while carrying the handset around.

1. Press and hold  for 1.5 seconds until the  icon is displayed.
2. To unlock the keypad, press and hold  again.

### Ringer volume on/off

1. Press and hold  for 1.5 seconds to switch the ringer on or off.

If you switch the ringer off, the  icon will be displayed.

### Find the handset(s)

You can alert handset users that they are wanted or locate a missing handset.

1. Press  on the base. The handset(s) ring.
2. Press  on the base again or press  on the handset to stop the handset ring.

## Making internal calls

If you purchased a BT Freestyle 250 multi-pack, you can make internal calls between handsets.

1. Press  then  or  until the display shows **Internal**.
2. Press  and enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling. When the other handset answers hold your conversation as normal.
3. Press  to end the call.

## Receiving internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

1. Press  or  to answer the call,

## 24 Using the phone

### Transferring calls

If using a BT Freestyle 250 multi-pack, you can transfer an external call to the other handset.

1. During an external call, press , the external caller will be put on hold.
2. Press  or  until the display shows Internal and press  to confirm.
3. Enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling.
4. When the other handset answers, press  to transfer the call.

### 3-Way conference calls

If using a BT Freestyle 250 multi-pack, you can hold a 3-way conference call with an external caller and the other internal handset.

1. During an external call, press , then  or  until the display shows Internal. Press  to confirm.
2. Enter the number of the other handset you wish to join the call. The other handset will ring.
3. The other handset answers the call by pressing .

To put an external call on hold during a conference, press  Int/Ext call will be displayed. Press  to confirm.

To take the external caller off hold, press . Conference will be displayed, press  to confirm.

4. Press , the display shows **Conference**. Press  to confirm. The external call, and the two internal handsets are all connected to the conference.
5. Any caller can leave the conference by pressing .

### Switching a handset off

1. Press  then  or  until the display shows **Switch off**.
2. Press  and the display shows **Switch off?**, pressing  again will confirm and the handset will turn off.

To turn your handset back on just press the  button

# Directory

If there are no stored entries, **Empty** will be displayed.

If you try to store a new entry and the directory is full, you will hear an error tone and **Full** will be displayed.

Press **OK** to delete an incorrect digit.

## Writing tips

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

Press **Left** repeatedly to enter the following: SPACE ? £ \$ % & < >

Press **0** repeatedly to enter the following symbols: . , ? ! 0 + - ; ' "

Press **Shift** repeatedly to enter the following symbols: # \* @ \ / \_ ( ) = §

Press **FX** to toggle between lower and upper case.

If the next letter is on the same button that you have just pressed, wait until the cursor moves to the right before trying to enter it.

You can store up to 50 numbers in the directory of each of your BT Freestyle 250 handsets for quick and easy dialling. Numbers can be up to 20 digits long. Directory entries are stored alphabetically.

## Store a number

1. Press **Dir** to open the directory. The first entry is displayed.
2. Press **Menu**, **New** is displayed, press **Menu** again to select.
3. **Number** is displayed, enter the number for the entry using the keypad and press **Menu** to store.
4. **Name** is displayed, enter a name for the entry using the keypad and press **Menu** to save.
5. **Saved** is displayed. Press and hold **Clr** to return to standby mode.

## Entering names

Use the keypad to enter the letters shown on the buttons, e.g. to store TOM:

1. Press **8** once to enter T.
2. Press **6** three times to enter O.
3. Press **6** once to enter M.

### Dial/view a number

1. Press  to open the directory. The first entry is displayed.
2. Press  or  to scroll through the directory to the entry you want.

Or, search alphabetically, using the keypad to enter the first letter of the name you want, then scroll to the exact entry using the  and  buttons.

3. To dial press  or to view press , then  to display **Display** and  to confirm.
4. The selected entry will be displayed ready to be dialled out. Press  or  to dial.

### Edit a directory entry

1. Press  to open the directory. The first entry is displayed.
2. Press  or  to scroll through the directory to the entry you want.
3. Press  then  or  to display **Edit** and press  again to select.
4. The stored number is displayed followed by a flashing cursor. Edit the number using  to delete incorrect digits and enter new ones using the keypad, then press .

### Insert a pause in a number

You may need to do this if you are connected to a switchboard. When entering a number, usually after entering the switchboard access code (e.g. 9) press and hold 0 until P appears in the display.

### Searching for a name

Example: To search for Oliver, press 6 three times to display the first entry beginning with O, then use  and  to scroll to Oliver.

## 28 Directory

See page 26 for help with entering names.

If you have purchased a BT Freestyle 250 multiple pack, entries are only deleted on the handset you are using.

5. The name is displayed followed by a flashing cursor. Edit the name using  to delete incorrect characters and enter new ones using the keypad, then press  to save.
6. Saved is displayed. Press and hold  to return to standby mode.

### Delete a directory entry

1. Press  to open the directory. The first entry is displayed.
2. Press  or  to scroll through the directory to the entry you want.
3. Press  then  or  to display Delete entry and press  to select.
4. Delete? is displayed. Press  to confirm.
5. Deleted is displayed. Press and hold  to return to standby mode.

### Delete directory

1. Press  to open the directory. The first entry is displayed.
2. Press  then  or  to display Delete list and press  to select.
3. Delete list? is displayed. Press  to confirm.
4. Deleted is displayed. Press and hold  to return to standby mode.

# SMS text messages

Welcome to the BT SMS Service on your BT Freestyle 250. The service is provided by BT.

Your BT Freestyle 250 can send and receive SMS messages 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: [www.bt.com/terms/tor.htm](http://www.bt.com/terms/tor.htm)

## Subscribe to the SMS service

When you send your first SMS text message from your BT Freestyle 250 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](http://www.bt.com)) to find out how much it costs to send a SMS text message (prices depend upon your current call package).

SMS stands for Short Messaging Service

### 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 deliver, abbreviations etc should be used sparingly.

**Entering text**

Use the keypad to enter characters. When you press a button on the keypad, the characters available are shown at the bottom of the display. Press the button repeatedly to move through the characters shown.

For example, press **2** **abc** twice to enter **b**. Press **8** **npq** once to enter **t**.

If the next character you want to enter is on the same button, wait for the cursor to move right.

**Writing tips**

Press **1** **space** to enter a space.

Press **7** **\*/0** to switch between upper and lower case letters and numbers.

Use **0** **123**, **1** **456** and **2** **789** to enter other punctuation characters.

If you have more than one handset, all handsets use the same inbox and outbox.

Your BT Freestyle 250 can only hold ten messages, in the Inbox, Outbox or a combination of both. When full the display will show **SMS mem. full**. No more messages can be received until you delete old messages, see **Delete a text message** or **Delete a list** (page 32).

**Send/save text messages**

1. Press **Menu**, **SMS messages** will be displayed, press **Menu**.
2. **Write message** is displayed. Press **Menu**.
3. The display shows **Enter message**. Begin typing your message using the keypad. When you have finished press **Menu**.
4. The display shows **Number:**. Enter the phone number you want to send the message to. Alternatively:  
  
Press **Menu** to send to a number in the directory, calls list or redial list.
5. Press **Menu** and then press **▲** or **▼** to scroll to **Send to** to send the message or **Save message** to save the message.

The display will show **Send message** followed by **Msg transfer** or **Saved as appropriate**.

## Receiving and reading text messages

When you receive new text messages, you will hear the message alert beep and the display will show **New SMS msg.**

1. Press **Menu**, SMS messages will be displayed, press **Menu**.
2. Scroll **↓** to **Inbox** and press **Menu**.
3. Scroll **↑** or **↓**, if required, to the message you want to read first and press **Menu**.
4. Press **Clr** to return to the inbox.

## Reply to a text message

1. When reading a text message, press **Menu**.
2. **Reply** is highlighted. Press **Menu**.
3. To use the sender's message in your reply, press **Menu**.  
Or, press **Clr** to start with a blank message.
4. Enter your message and press **Menu**.
5. The sender's number will be displayed, press **Menu** to accept then scroll **↑** or **↓** to **Send message** and press **Menu**.

If you include the sender's message, the text will be inserted at the beginning of your message. You can then edit it as normal.

### Delete a text message

1. Press **Menu**, SMS messages will be displayed, press **Menu**.
2. Scroll **▼** to Inbox or Outbox and press **Menu**.
3. Scroll **▲** or **▼** to the message you want to delete and press **Menu**.
4. Scroll **▼** to Delete entry and press **Menu**.
5. Press **Menu** to confirm or **Clr** to cancel.

### Delete a list

1. Press **Menu**, SMS messages will be displayed, press **Menu**.
2. Scroll **▼** to Inbox or Outbox and press **Menu**.
3. Press **Menu** and scroll **▼** to Delete list, press **Menu**.
4. Press **Menu** to confirm or **Clr** to cancel.

### Call the sender's phone number

1. Press **Menu**, SMS messages will be displayed, press **Menu**.
2. Scroll **▼** to Inbox and press **Menu**.
3. Scroll **▲** or **▼** to the message you want and press **Menu**.
4. Scroll **▼** to Call number and press **Menu**.
5. The number is displayed and dialled.

### Send/edit/delete text messages in the outbox

1. Press , SMS messages will be displayed, press .
2. Scroll  to Outbox and press .
3. Scroll  or  to the message you want and press .
4. Press  to read the message or press  or  to choose from:

Send to

Press  to view the phone number, then either ,  or  to send to or  to edit.

Edit

Press  to edit the message and phone number or  to accept.

Delete entry

Press , then  to confirm or  to cancel.

Delete list

Press , then  to confirm or  to cancel.

Messages in the outbox are labelled according to their status. For example, **Saved** indicates a saved message or **Msg failed** which indicates a message that failed to be sent.

Press  to exit the menu and return to standby at any time.

## 34 SMS text messages

---

### Message alert beep on/off

When you have new messages, your handset will beep. The default setting is on. You can switch the setting off.

1. Press , SMS messages will be displayed, press .
2. Scroll  to SMS settings and press .
3. Scroll  to New msg alert and press .
4. Scroll  or  to select On or Off. Press .
5. Press and hold  to return to standby mode.

### 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 SMS Service Centre numbers

Your BT Freestyle 250 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press , SMS messages will be displayed, press .
2. Scroll  to SMS settings and press .
3. Svcce centres is highlighted. Press .
4. Scroll  or  to select the centre you want and press .
5. Enter the service centre number you want and press .
6. Press and hold  to return to standby mode.

### Select a Send Service Centre number

If you have entered additional Service Centre numbers, you can choose which send Service centre you want to use. Your BT Freestyle 250 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press , SMS messages will be displayed, press .
2. Scroll  to SMS settings and press .
3. Scroll  to Send service. Press .
4. Scroll  or  to the centre you want and press .
5. Press and hold  to return to standby mode.

# Handset settings

To turn the handset ringer off, see page 22.

## Ringer melody

There are 6 different ringer melodies to choose from.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. **Ring melody** is displayed, press  to select. The current melody is played for 5 seconds.
4. Press  or  to select your preferred melody.
5. Press  to save. You hear a confirmation tone and **Saved** is displayed.
6. Press and hold  to return to standby.

## Ringer volume

There are 5 different ringer volume levels to choose from.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. Press  or  until **Ring volume** is displayed, press  to select. The selected ringer melody is played at the current volume for 5 seconds.
4. Press  or  to select your preferred volume.

5. Press  to save. You hear a confirmation tone and **Saved** is displayed.
6. Press and hold  to return to standby.

### Handset tones on/off

Your BT Freestyle 250 has a series of tones designed to alert you to certain situations. A tone will sound: when the battery is low; when you move out of range of the base and there is no coverage; to confirm each button press (key beeps). You can switch the handset tones on or off.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup handset** and press .
3. Press  or  until **Tones** is displayed, press  to select.
4. Press  or  to select the tone you want and press  to select.
5. Press  or  to display either **On** or **Off** and press  to confirm.
6. You hear a confirmation tone and **Saved** is displayed.
7. Press and hold  to return to standby.

### Handset name

1. Press  to open the main menu.
2. Press  or  until the display shows Setup h/set and press .
3. Press  or  until Handset name is displayed, press  to select.
4. Press  to delete characters and use the keypad to enter the name you want, then press  to confirm.

1. Press  and enter       using the keypad.
2. Registration is displayed, press .
3. Register is displayed, press  and Enter PIN will be displayed.
4. Enter the base PIN (original setting 0000) and press .
5. The handset will display Searching, press and hold the  button on the base until you receive a confirmation tone.

6. The handset will temporarily display **Registered** then will display **Handset** and will be automatically assigned the next handset number.

### De-registering a handset

You can de-register any handset from a base using any of the handsets that are registered to it.

1. Press **Menu** and enter **\* \* \* \* \*** using the keypad.
2. **Registration** is displayed, press **Menu**.
3. Press **▲** or **▼** until **Deregister** is displayed, press **Menu** and Enter PIN will be displayed.
4. Enter the base PIN (original setting 0000) and press **Menu**.
5. Use **▲** or **▼** to display the handset number you wish to de-register, then press **Menu**.
6. **Deregister?** will be displayed, press **Menu** again to confirm.

### Restore default settings

You can reset your BT Freestyle 250 handset to its default (original) settings.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. Press  or  until **Reset** is displayed and press .
4. **Reset ?** is displayed. Press . **Saved** is displayed.

### Language

You can change the default language used by your BT Freestyle 250 from English to German or Turkish.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/set** and press .
3. Press  or  until **Language** is displayed and press .
4. Scroll  or  to choose the default language and press  to confirm.
5. Press and hold  to return to standby.

# Base settings

## Ringer volume

1. Press , scroll  or  to Setup base and press .
2. Scroll  to Ringer volume and press .
3. Scroll  or  to the volume level then press .
4. Press and hold  to return to standby.

## Ringer melody

1. Press , scroll  or  to Setup base and press .
2. Ringer melody is highlighted, press .
3. Scroll  or  to the melody you want and press .
4. Press  to return to standby.

## Change PIN code

Your System PIN can help prevent unauthorised users from changing the settings on your phone.

1. Press  to open the main menu.
2. Press  or  until the display shows Setup base and press .
3. Press  or  until Change PIN is displayed, press  to select. Enter PIN is displayed.

There are 5 volume levels.

There are 5 base ringer melodies.

You will hear a sample as each melody is highlighted.

The default PIN setting is 0000.

If you change your PIN, keep a note of the new number by writing it in the space provided on page 68.

If you enter the wrong PIN code Wrong PIN will be displayed.

## 42 Base settings

Tone is the default setting for the UK. You should only have to change this if connected to a switchboard that requires Pulse dialling.

4. Enter the existing PIN code using the keypad and press . New PIN is displayed.
5. Enter a new 4 digit PIN code using the keypad and press . Repeat PIN is displayed.
6. Re-enter the new PIN code and press . Saved is displayed.
7. Press and hold  to return to standby.

### Dial mode

Your BT Freestyle 250 is pre-set to tone dialling (DTMF). You can set the dial mode to pulse dialling if your switchboard requires.

1. Press  to open the main menu.
2. Press  or  until the display shows Setup base and press .
3. Press  or  until the display shows Dial mode and press  to select.
4. Press  or  to display either DTMF or Pulse and press . You hear a confirmation tone and Saved is displayed.
5. Press and hold  to return to standby.

### Restore default settings

You can reset your BT Freestyle 250 base to its default (original) settings.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. Press  or  until **Reset** is displayed, press  to select.
4. **Enter PIN** is displayed. Enter the 4 digit PIN code using the keypad and press .
5. **Reset?** is displayed. Press  to confirm, **Saved** is displayed.
6. Press and hold  to return to standby.

### PBX access

If your switchboard requires a pause after the access code for an outside line, you can program your BT Freestyle 250 to automatically enter the pause. All the numbers in your directory or entered into the keypad will need to be prefixed with the access code, e.g. 901977592222.

1. Press , scroll  or  to Setup base and press .
2. Scroll  or  to Access code and press .
3. Enter the access number and press .
4. Press  to return to standby.

# Answering machine

You can operate your BT Freestyle 250 answering machine from:

- the base
- the handset
- remotely from any external Touchtone™ telephone.

The default 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”.

## Date and time

An announcement of date and time of recording will be added automatically to each message and memo.

When playing back messages at the handset, the date and time of the message is displayed on the screen.

If you subscribe to your network provider’s Caller Display service, the date and time are set automatically when your BT Freestyle 250 receives its first call, but you may also need to set the year using a handset, see page 8-9.

## Operating the answering machine from the base

### Switch on/off

1. Press .

### Playing messages

1. Press .

During playback:



– press once to repeat current message, twice to play previous message.



– press to play next message.



– press to delete current message.



– press to stop playback.

### Adjust volume

1. Press  or  to increase or decrease the volume.

## Operating the answering machine from the handset

You can use any registered BT Freestyle 250 handset to switch your answering machine on and off, hear your messages and adjust the answering machine settings.

### Switch on/off

1. Press  scroll to Ans. machine menu and press .
2. Scroll  or  to Ans. settings and press .
3. **Listen** will be displayed and you will be prompted to enter  to hear the menu options.
4. Press  to select On or Off. The voice prompt will announce Answer on or Answer off as appropriate.
5. Press and hold  to return to standby.

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

## Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your BT Freestyle 250 comes with two pre-recorded outgoing messages to choose from.

## 48 Answering machine

To set your answering machine to Answer & Record or Answer Only, see Set answer mode, page 50 .

To record a new Answer Only message you must first set up your answering machine to Answer Only, see page 50. Similarly, to record a new Answer & Record message the answering machine must be set to Answer & Record.

### Answer & Record

This invites your caller to leave a message.

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

An Answer & Record message can be up to 2 minutes long. An Answer Only message can be any length depending on the amount of recording memory available.

1. Press  scroll to Ans. machine menu and press .
2. Scroll  or  to Ans. settings and press .
3. **\*\*Listen\*\*** will be displayed and you will be prompted to enter  to hear the menu options.
4. Press  to start to record your new message. Press  to end recording and your new message will be played back to you.
5. Press and hold  to return to standby.

## Play outgoing message

If the answering machine is set to Answer Only you will hear the Answer Only message. Similarly if Answer & Record is on you will hear the Answer & Record message.

1. Press **Menu** scroll to Ans. machine menu and press **Menu**.
2. Scroll **▲** or **▼** to Ans. settings and press **Menu**.
3. **\*\*Listen\*\*** will be displayed and you will be prompted to enter **1** to hear the menu options.
4. Press **8** to hear your message.
5. Press **Clr** to return to standby.

## Reinstate pre-recorded outgoing message

This will delete your own recorded outgoing message.

1. Press **Menu** scroll to Ans. machine menu and press **Menu**.
2. Scroll **▲** or **▼** to Ans. settings and press **Menu**.
3. **\*\*Listen\*\*** will be displayed and you will be prompted to enter **1** to hear the menu options.
4. Press **9** and then **#** immediately after the tone. The original pre-recorded message will be played back to you.
5. Press **Clr** to return to standby.

To reinstate the Answer Only message you must first set up your answering machine to Answer Only, See page 50. Similarly, to reinstate the Answer & Record message the answering machine must be set to Answer & Record.

## 50 Answering machine

---

### Set answer mode

Set your machine to Answer & Record or Answer Only.

1. Press  scroll to Ans. machine menu and press .
2. Scroll  or  to Ans. settings and press .
3. **\*\*Listen\*\*** will be displayed and you will be prompted to enter  to hear the menu options.
4. Each press of  will alternate between Answer & Record on and Answer Only on.
5. Press  to return to standby.

## Answer delay

Answer delay sets the number of rings before your BT Freestyle 250 answering machine picks up a call. The default setting is 6 rings. You can select an answer delay of 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. Your answering machine answers after 2 rings if you have new messages. If you have no new messages, it will answer after 6 rings which gives you the opportunity to hang up and save the cost of a call.

## Set answer delay

1. Press  scroll to Ans. machine menu and press .
2. Scroll  or  to Ans. settings and press .
3. **\*\*Listen\*\*** will be displayed and you will be prompted to enter  to hear the menu options.
4. Press  to change the answer delay. The new setting will be announced after each press.
5. Press and hold  to return to standby.

## Playing messages

During playback, you can repeat, delete and skip back to previous messages or forward to the next message.

1. Press  scroll to **Ans. machine** menu and press .
2. **Play message** is highlighted, press . Your messages are played and details of each message are displayed.

### During playback:

|                              |                                                                                                                                                                             |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stop/Play                    | press                                                                                      |
| Repeat current message       | press                                                                                      |
| Play previous message        | press  ,  |
| Delete current message       | press                                                                                      |
| Skip forward to next message | press                                                                                      |

3. Press and hold  to return to standby.

### Delete all old messages

You can only delete messages that have been played. Any new, unplayed, messages will not be deleted

1. Press  scroll to Ans. machine menu and press .
2. Scroll  or  to Del. all old and press .
3. Press  to confirm.
4. Press  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.

1. When the answering machine takes a call it can be heard through the base speaker. Screen? also appears on the handset and pressing  allows you to hear your caller leaving their message.
2. To speak to your caller, press  or . Recording stops automatically.

### Memory full

If a caller is leaving a message when the memory becomes full your machine will announce, “Memory full thank you for calling” and hang up. The machine will also automatically set to Answer Only, the base indicator will flash F and the handset display will show **Ans. mach full**. You must delete messages before you can receive any new ones.

## Remote access

### Security PIN

You can operate your answering machine from any modern phone by calling your BT Freestyle 250 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.

### Set/change remote access security PIN

1. Press  scroll to **Ans. machine** menu and press .
2. Scroll  or  to **Security PIN** and press .

3. Enter the current 4 digit PIN (default setting = 0000) and press **Menu**.
4. Enter the new **PIN** and press **Menu**.
5. Enter the new **PIN** again and press **Menu**.
6. Press **Clr** to return to standby.

### Operating your answering machine from another phone.

1. Dial your phone number. When you hear your outgoing message, press the \* button. You will hear, "Please enter your security code."
2. Enter your 4-digit PIN. If you have new messages, your machine announces, "You have (x) new messages", and they are played back. Or you will hear, "You have no new messages, to hear main menu press 1."
3. Use the buttons on the phone to operate the answering machine:
  - 1 **1** hear main menu
  - 2 **2 ABC** play all messages
  - 3 **3 DEF** play new messages only
  - 4 **4 ON** once to repeat the message, twice to play previous message

## 56 Answering machine

---

**5** AL delete the current message

**6** MRQ skip forward to the next message

**7** PRS set answer mode, follow voice prompts

**8** PLV play outgoing message

**9** WXYZ record a new outgoing message, follow voice prompts

**0** switch answering machine on/off

If you don't give any instructions for 8 seconds, your BT Freestyle 250 will hang up.

### 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.
2. You will hear, "Please enter your security code."
3. Enter your 4-digit PIN. If you have new messages, your machine announces "You have (x) new messages", and they are played back. Or you will hear "You have no new messages, to hear main menu press 1."
4. Enter **0** to switch the answering machine on.

# Caller Display

## Caller Display

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

If you have stored a name for the calling number in your handset directory, the name will be displayed instead.

## Calls list

When a call is not answered, the display shows **New calls** and your caller's telephone number will be stored in the Calls list. The Calls list holds up to 10 missed calls.

When the Calls list is full, the oldest call will be replaced by a new call, the most recent call will always be at the top of the list. If a caller rings again their number will move to the top of the list.

## View/dial a number

1. Press  , to open the main menu.
2. Press  or  to display **Calls list** and press  to select.
3. The most recent missed call is displayed. Press  or  to scroll through the **Calls list**.
4. Press  or  to dial the number displayed.

### IMPORTANT

To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

For more information on BT Calling Features, call BT free on 0800 800 150.

If the caller has withheld their number the display shows Withheld.

If a call is received from an international number **INTERNATIONAL** is displayed.

## 58 Caller Display

Instead of accessing the Calls list via the menu, you can press  from standby.

If a number is stored in the Directory, the caller's name will be displayed instead of the number.

If there are no Calls list numbers stored, **Empty** will be displayed.

### To copy a Calls list number to the directory

1. Press , to open the main menu.
2. Press  or  to display Calls list and press  to select. The most recent missed call is displayed.
3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display Save number and press  to select.
5. Name is displayed. Enter a name using the keypad and press  to confirm.
6. Saved is displayed. Press and hold  to return to standby mode.

### Delete a number

1. Press , to open the main menu.
2. Press  or  to display Calls list and press  to select. The most recent missed call is displayed.
3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display Delete entry and press  to select.

5. Delete? is displayed, press  again to confirm.
6. Deleted is displayed. Press and hold  to return to standby mode.

### Delete the entire Calls list

1. Press , to open the main menu.
2. Press  to display Calls list and press , press  to select. The most recent missed call is displayed.
3. Press  or  to display Delete list and press  to select.
4. Delete list? is displayed, press  again to confirm.
5. Deleted is displayed, then Empty. Press and hold  to return to standby mode.

# BT Calling Features

The BT Calling Features works in exactly the same way as the main name and number directory and can store up to 10 entries.

If you prefer, you can delete the pre-stored entries and replace them with your own numbers.

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

By pressing the  button on the handset your BT Freestyle 250 gives you easy access to a range of pre-stored BT Calling Features.

These are:

- Helpdesk.
- Dir. enquiries.
- Divert on.
- Divert off.
- Check divert.
- Call wait on.
- Call wait off.
- Chk call wait.

## BT Directory enquiries

1. Press , Dir enquiries is displayed. Press  or .

## BT Helpdesk

1. Press , then scroll  to Helpdesk, then  or . The BT Helpdesk will be automatically dialled.

## Call Divert On

Divert all incoming calls to another number of your choice.

1. Press , then scroll  to Divert on and press  or .
2. Follow the spoken instructions.

### Call Divert Off

1. Press **BT** then scroll  to **Divert off** and press  or .
2. Listen for confirmation of your instructions.

### Check Divert

1. Press **BT** then scroll  to **Check divert** and press  or .
2. Listen to hear the status of your Call Divert.

### Call Waiting On

Call Waiting lets you know if another person is trying to contact you whilst on a call. If a second caller rings you will hear a beep in the handset. Pressing the  button allows you to switch between callers.

1. Press **BT** then scroll  to **Call wait on** and press  or .
2. Listen for confirmation of your instructions.

Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features User Guide supplied when you subscribe to the services of your choice.

For this feature to work you must subscribe to a Call Waiting service from your network provider. A quarterly fee is payable.

### Call Waiting Off

1. Press **BT** then scroll **▼** to Call wait off and press **☎** or **▶**.
2. Listen for confirmation of your instructions.

### Check Call Waiting

1. Press **BT** then scroll **▼** to Chk call wait and press **☎** or **▶**.
2. Listen to hear the status of your Call Waiting.

### Add/edit a service

1. Press **BT** then scroll **▼** to the service you want to edit or to display Empty and press **Menu**.
2. Scroll **▼** to display Edit and press **Menu**. If there is a previously stored number, this will be displayed.
3. If necessary edit the number, pressing **Clr** to delete any existing digits, then enter the new service number using the keypad and press **Menu**. If there is a previously stored name, this will be displayed.
4. If necessary edit the name, pressing **Clr** to delete any existing characters, then enter the new service name using the keypad and press **Menu**.

For help with entering names, see page 26.

5. Saved is displayed. Press and hold  to return to standby mode.

### Delete a service

1. Press  then scroll  to the service you want and press .
2. Scroll  to display Delete and press . Delete? is displayed.
3. Press  to confirm. Deleted is displayed. After 2 seconds the display shows Empty.
4. Press and hold  to return to standby mode.

If you are not connected to the BT network, some of these services may not be available. Please contact your Network Provider.

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

# Help

If you experience any problems, please call the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## Handset not registering?

- Is Searching displayed on the handset?
- Check that the base is plugged into the mains power and switched on.
- Check that there are charged batteries in the handset and that they are fitted correctly.

## Forgotten your PIN number

- Try entering the default PIN = 0000. If you have changed the number and cannot remember it, contact the BT Freestyle Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## No display

- Check that the handset batteries are charged and correctly fitted. If necessary, replace the batteries.

## Nothing happens when you press any button

- Is the  symbol displayed? If so, the key lock is on, press and hold  for 1.5 seconds to unlock the keypad.

## No connection between handset and base

- You may be out of range, is the  symbol flashing? If so, move closer to the base.

## Handset is not charging properly

- Make sure the handset is placed properly on the base/charger. When charging, the battery symbol is shown filling up.
- Clean the charging contacts with a soft, slightly damp (not wet) cloth.

## Handset does not ring

- Check that the batteries are inserted correctly.
- Check that the handset ringer has not been switched off, see page 22.

---

### **Your caller cannot hear you**

- Is the  symbol displayed? If so, secrecy is switched on. Press the  button to speak to your caller again.

### **Incoming caller's number is not displayed even though you have Caller Display**

- Caller has to allow their number to be sent. It has been withheld or is unavailable.

# General information

## IMPORTANT

The BT Freestyle 250 digital cordless telephone is not designed for making emergency telephone calls when the power fails.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

## Safety

- Only use the power supply supplied with your BT Freestyle 250. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Only use the telephone line cord supplied with your BT Freestyle 250, otherwise your telephone may not work correctly.
- For the handset, use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 600mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.
- If the keylock is switched on, it is only possible to make calls to emergency numbers (999/112).
- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.
- Radio signals 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.
- 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 BT Freestyle 250 handset may become warm when the batteries are being recharged. This is normal. We recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

## 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 minimise 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.

## Connecting to a switchboard

### Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

### Dialling mode

Your BT Freestyle 250 is set to DTMF (Tone) dialling. Some switchboards may require

Pulse dialling. To change the dialling mode, see Dial mode page 42.

### Recall (R)

Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider.

## Guarantee

Your BT Freestyle 250 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 Freestyle 250, 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:**

Prior to returning your product, please read the Help section beginning on page 64 or contact the Helpdesk on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com) for assistance. In the unlikely event of a defect occurring, please follow the Helpdesk'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 204 5029 or a local qualified repairer.

**Returning your product**

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 batteries. Please note that we cannot take responsibility for goods damaged in transit. Please obtain and keep proof of posting from the Post Office or other carrier.

**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 base PIN here:**

[        /        /        /        ]

(See page 41 for more information)

---

## Technical information

### How many telephones can I have?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. The BT Freestyle 250 has a total REN of 1, i.e. for a base and up to 4 handsets. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. 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 approved power supply, item code 030648.
- Only use approved AAA NiMH rechargeable batteries.

### Additional handsets

The BT Freestyle 250 is NOT GAP compatible.

### R&TTE Directive

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).

If you would like a copy of the Declaration of Conformity please visit:  
[bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)





## 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 Freestyle 250 (01/07) Issue 2 Ed 1

