



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.

Freestyle 60

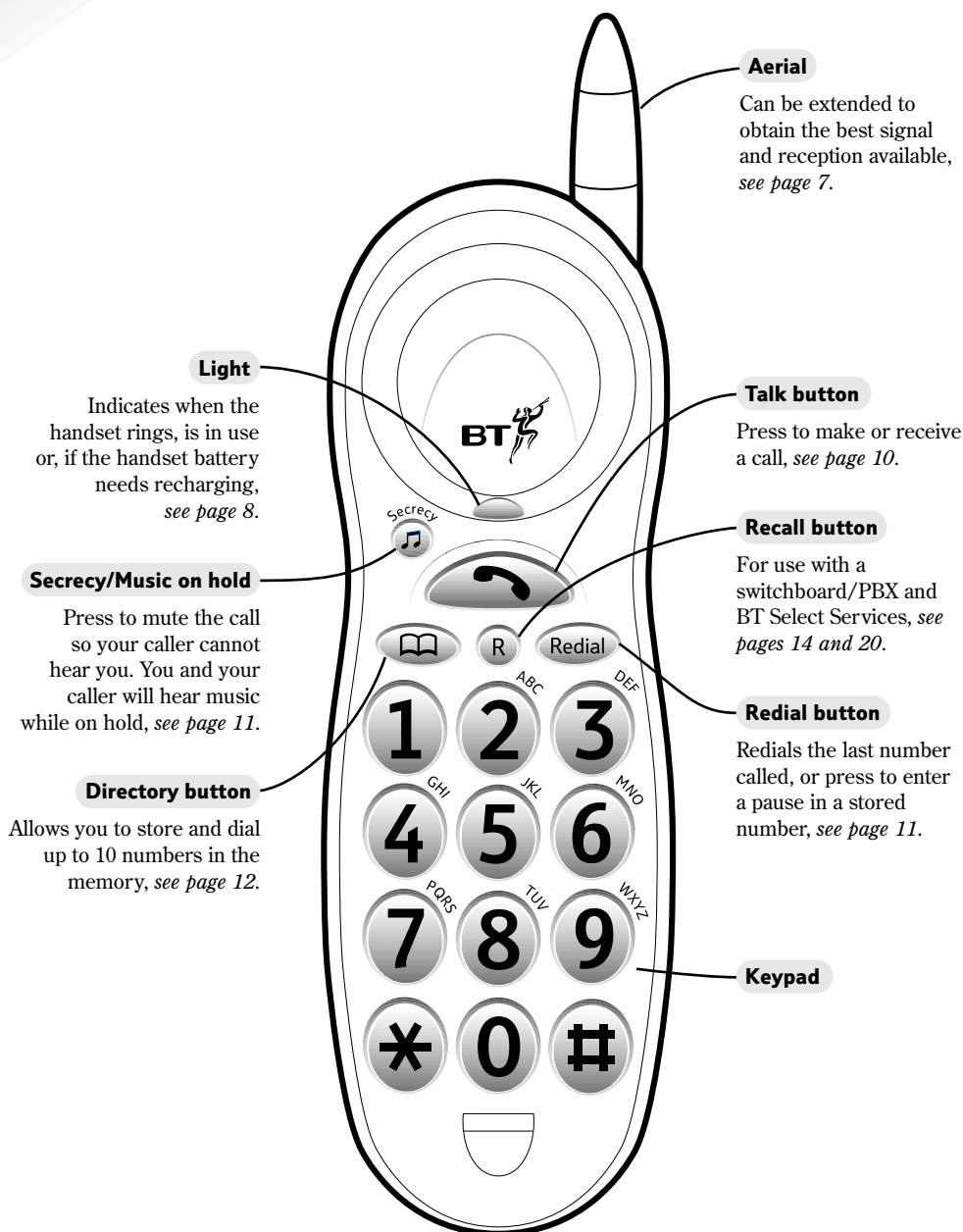
Cordless Telephone

**User
Guide**

**Please open this page for an
'at a glance' guide to your
Freestyle 60**

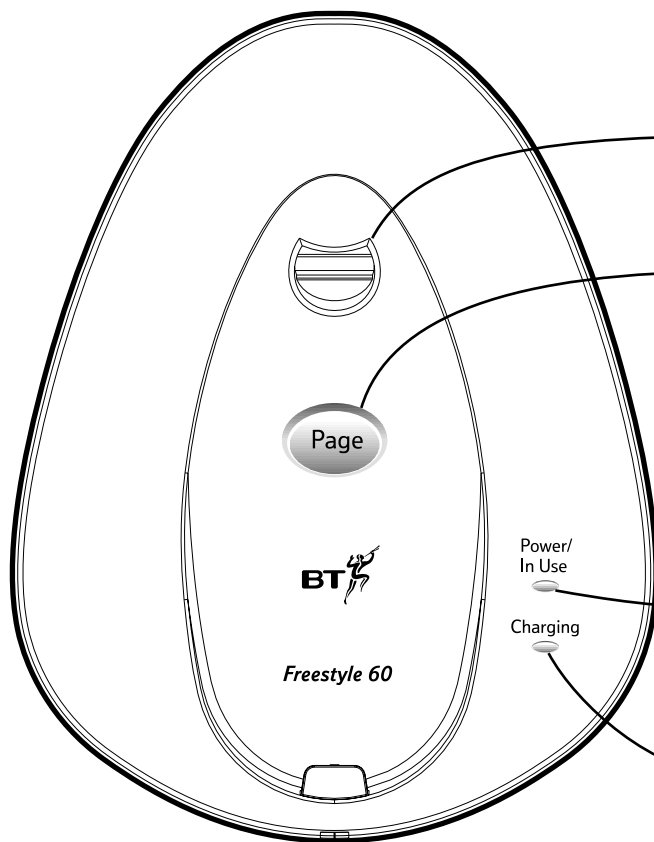
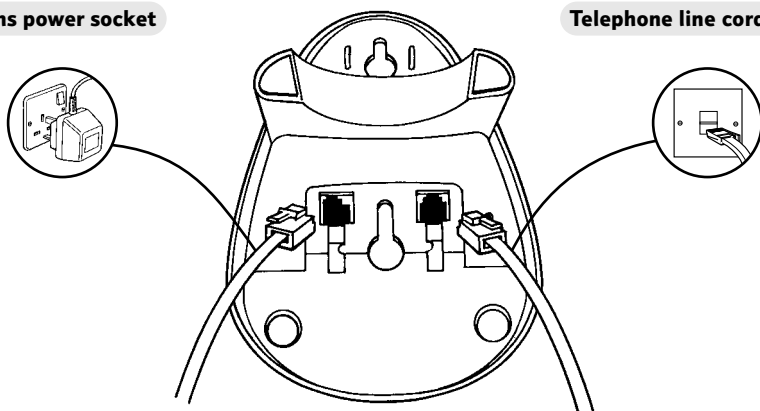
**Please open this page for a
further 'at a glance' guide to your
Freestyle 60**

At a glance



Mains power socket

Telephone line cord socket



Handset hook

Rotate for wall mounting,
see page 24.

Page button

Press to page the handset,
see page 13.

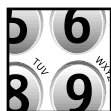
Power/In use light

Comes on when connected to the power supply and flashes when in use.

Charging light

Comes on to indicate charging when the handset is on the base.

Key features



Big buttons

Larger buttons designed for ease of use, especially for those with poor eyesight, a disability or the elderly.



Add up to 3 additional handsets

Use up to 3 additional handsets with each base.



10 number directory

Allows you to store up to 10 of your most frequently used numbers in the memory so they can be easily dialled.



Secrecy/Music on hold

You can mute a call and speak to someone else in the room without your caller hearing. You and your caller will hear music whilst on hold.

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Introduction

Your Freestyle 60 is designed for ease of use and made to the high standards set by BT.

You can expect your Freestyle 60 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the base unit)

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

Unpacking your Freestyle 60

Check that your Freestyle 60 is complete. If anything is missing, please contact your place of purchase immediately.

Freestyle 60 handset.



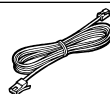
Freestyle 60 base unit.



Power supply unit.



Telephone line cord.



Wall plugs and mounting screws.



HELPLINE

If you have problems with your phone, call the Freestyle 60 Helpline on
0845 7697146.

Safety information

General

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the power supply unit is 872264.

For the handset use only approved rechargeable battery pack. Under no circumstances should non-rechargeable batteries be used. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

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

Do not dismantle the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for repairs.

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 station with a damp (not wet) cloth, or an antistatic 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. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Freestyle 60 ready for use.

Plan the location

Situate your Freestyle 60 close enough to the mains power socket and telephone socket so that the cables will reach.

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

Do not situate the product in the bathroom or other humid areas.

Your Freestyle 60 works by sending and receiving radio signals between the base unit and the handset.

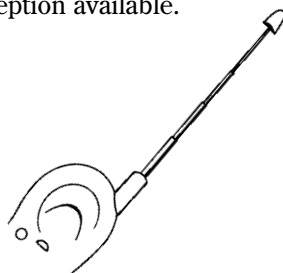
The strength of the signal depends on where you site the base unit and how the aerial is deployed.

The higher the base unit is located, the better. An upstairs room is ideal.

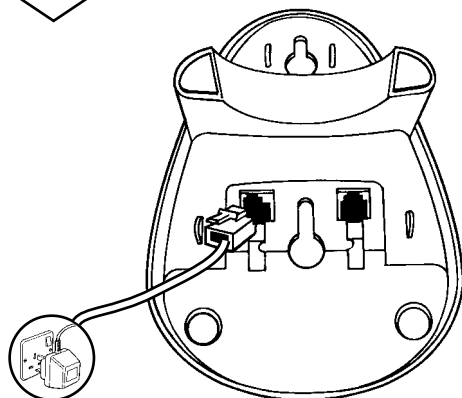
Your product can be wall mounted, for more information *see page 23*.

1 Handset aerial

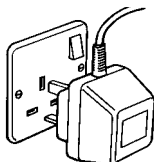
Your Freestyle 60 handset uses a compact aerial which we recommend you pull out to obtain the best signal and reception available.



2 Plug the power supply cord into the back of the base unit



3 Connect the base unit power supply to a power socket



The power supply unit must remain plugged in all the time.

Note

Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.

4 Charge the handset

When you first use your Freestyle 60, the rechargeable battery in the handset needs charging for 24 hours.

Place the handset on the base unit, ensuring the contacts are touching. The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If the handset battery is running low, the light on the handset will flash every 10-15 seconds.

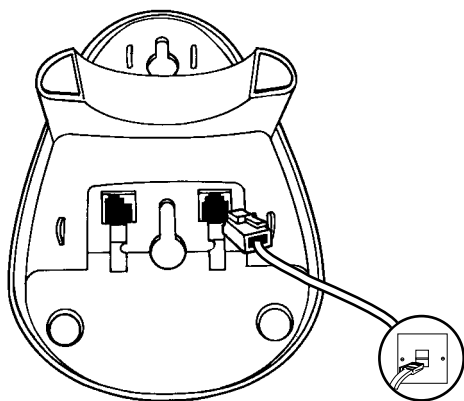
If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, 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 shop or from the Helpline. Please see page 18 for instructions on how to install a new battery pack.

To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.

- 5 Plug the telephone line cord into the bottom of the base unit and plug the other end of the line cord into the telephone wall socket**



Helpline

If you have any difficulties setting up your Freestyle 60 please call the Helpline on 0845 7697146.

Your Freestyle 60 is now ready for use.

Using your Freestyle 60

Making and receiving calls

To make an external call

Press the buttons in the order shown:

Lift the handset off the base unit.



Press the **TALK** button.



The **POWER/IN USE** light on the base unit begins to flash and the light on the handset comes on.



Listen for the dialling tone.



Dial the number you want.

To end a call



Press the **TALK** button.

Or

Replace the handset on the base unit.

To receive a call

When the phone rings:

If your handset is on the base unit, simply pick it up to answer the call.

Or

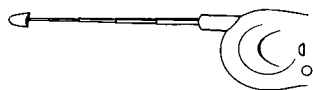


If your handset is off the base unit then the handset light will flash, press the **TALK** button to answer the call.

Note

The handset range is up to 250 metres from the base unit in ideal conditions. If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected. Your Freestyle 60 automatically scans the available radio channels and selects the best quality reception to use.

Note



Your Freestyle 60 handset uses a compact aerial which can be pulled out to obtain the best signal and reception available.

Note

*An Inductive Coupler has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to **T** and adjust the position of the handset until you get the best reception.*

Last number redial

Your Freestyle 60 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

To redial the last number called



Press the **TALK** button and wait for the dialling tone.



Press the **REDIAL** button. The number is dialled automatically.

Secrecy/Music on hold

When on a call you can talk to someone in the same room, without your caller hearing.

To switch Secrecy on and off



During a call press *and release* the **SECRECY** button.

Your caller will be put on hold and both you and the caller will hear music until the **SECRECY** button is pressed again.

The handset light will flash.

You can now talk to someone in the room without your caller hearing you.



Press *and release* the **SECRECY** button again to return to your caller.

Directory

You can store ten of your most frequently used telephone numbers in the directory. Please note that the numbers can be no longer than 20 digits long.

Note

*You can mix manual and memory dialling as required, for example, you can dial the area code **020 8304** from the directory and then complete the number manually.*

To store a number in the directory



Press the **DIRECTORY** button.



Enter the location number between **0** and **9**, under which you want to store the number.



Enter the telephone number you want to store.



Press the **DIRECTORY** button to confirm.

You will hear a confirmation tone.

Note

Storing a number in the directory automatically overwrites any previous number stored under the same location code.

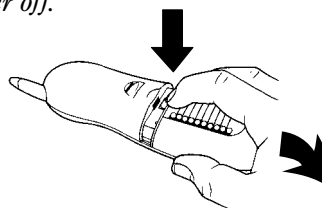
*Stored numbers can include switchboard and network services that use the **★** and **#** buttons as well as **PAUSE** and **RECALL** functions.*

*To enter a pause in a directory number press the **REDIAL** button.*

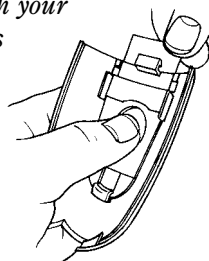
Note

*There is a **directory label** included on the reverse side of your handset. You can use this to keep a record of which location number you have used for each telephone number.*

Remove the battery cover by pressing down on top of the lid and slide the cover off.



To remove the directory label from the battery cover lid, push up the directory label with your thumb as shown.



To dial a number in the directory



Press the **TALK** button.



Press the **DIRECTORY** button.



Enter the location number between **0** and **9**, under which the number is stored.

The number is dialled automatically.

To delete stored numbers

Any existing number stored in the directory can be overwritten by entering a new number under the same location. Simply follow the steps under the storing numbers sections previously shown.

Base ringer volume

To adjust the base ringer volume

There are 3 levels to choose from, HIGH, LOW and OFF.

1 = HIGH; 2 = LOW and 3 = OFF. The default setting is HIGH.



Press the **DIRECTORY** button.



Press the **#** button.

1-2-3

Enter the setting you want, **1-3**.



Press the **DIRECTORY** button to confirm the setting.

You will hear a confirmation tone.

You will also hear a sample ring of the base ringer at levels 1 and 2.

Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

To page the handset



Press the **PAGE** button on the base unit.

The handset will ring.

Page

You can stop paging at any time by pressing the **PAGE** button on the base unit or any buttons on the handset.

Pressing the **TALK** button will not only stop the paging but also seize the line. Press the **TALK** button a second time to clear the line.

Paging will continue to ring for approximately one minute. If the paging is not answered after this time your handset will return to standby.

Note

You cannot page the handset while it is being used on a call. An incoming call will override a page call and the handset will ring as normal.

If additional handsets are registered to the Freestyle 60 base unit then all handsets will ring when paged.

Call Waiting

Note

To use Call Waiting you will need to subscribe to the Service from your network provider. A quarterly fee is payable.

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds

(this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **R** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **R** button again. You can switch back and forth between the 2 calls without disconnecting either if you wish.

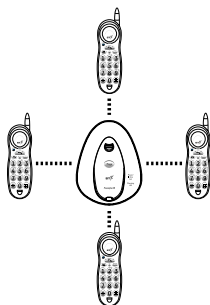
If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.

The handset will then ring. Press the **TALK** button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your

Using Freestyle 6 Additional Handsets

You can buy and use up to three Freestyle 6 additional handsets (or Quartet 1000 additional handsets) with your Freestyle 60 to extend your phone system, without needing to install extension sockets for each new phone. Please note that Quartet 1000 handsets are compatible with your Freestyle 60 but the Quartet 1000 has more advanced features. For more information on Quartet 1000 additional handsets please refer to the Quartet 1000 user guide.



Each additional handset is supplied with its own charger and user instructions, but the following information will tell you how to register and use an additional handset with your Freestyle 60.

Note

You must charge your additional handset for 24 hours before registering it.

Registering your handset

You must register your Freestyle 6 additional handset before it can be used with your Freestyle 60 base unit.

Note

Once your Freestyle 6 handset has been registered to your base unit it cannot be re-registered to another base unit.

To register an additional handset

Please ensure you have only the handset you wish to register ready when following the instructions below.

Press *and hold* the base unit **PAGE** button for 5 seconds until both the POWER/IN USE light on the base unit and the light on the handset begin to flash.

Release the **PAGE** button and press the **TALK** button on the additional handset that you wish to register.

Page

Page

Page

Your additional handset is registered automatically and you will hear a long confirmation beep and the light will stop flashing.



Press the **DIRECTORY** button. You will hear a beep confirming that the new number has been stored.

Note

*Check that your additional handset is registered correctly by pressing the **TALK** button. The talk light should remain constantly lit and you will hear a dial tone. If you do not hear a dial tone your additional handset is either out of range of the base unit or it has not been registered properly, or the base unit line cord is not plugged in.*

Note

Make a note of the handset number by writing it on the directory label on the back of the additional handset.

Transferring calls

You can transfer calls between handsets that are registered to the base unit.

To set the handset number

Each additional handset must be assigned an identity number (2, 3 or 4) to be used when transferring calls. Your Freestyle 60 handset is already registered as HANDSET 1. A Freestyle 6 additional handset is pre-set as HANDSET 2. However, further additional handsets can be numbered as they are added.



Press the **DIRECTORY** button.



Press the **SECRECY** button.

2-4

Enter the handset number between (2 and 4).

To transfer a call



During your call press the **SECRECY** button and then the handset number that you want to transfer the call to.

The called handset will ring.



Press the **TALK** button on the ringing handset to speak to the caller.

If the call is not answered within 30 seconds the original calling handset will ring.

If after a further 30 seconds the call is not taken the caller will be disconnected.

General information

Guarantee

Your Freestyle 60 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 60 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

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

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 21 or contact the Helpline on **0845 769 7146** for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your product

Prior to returning your product, please read the Help section on page 21, or contact the Helpline on **0845 769 7146** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

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 one telephone line. Your Freestyle 60 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 872276.

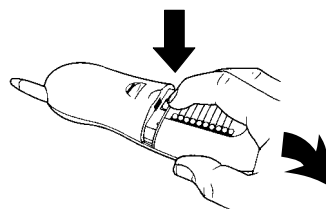
These products are available from the Freestyle 60 Helpline **0845 769 7146**.

Batteries

Although the battery pack is rechargeable it will eventually need to be replaced, see below for details on how to replace the battery pack.

To replace the battery pack

Remove the battery cover by pressing down on top of the lid and slide the cover off.



Unplug the connector and remove the old battery pack.



Plug the new battery pack connector in and lower the battery pack into recess then replace lid.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If the handset battery is running low, the light on the handset will flash every 10-15 seconds.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, 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 shop or from the Helpline.

To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.

Call security

Your Freestyle 60 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that

your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

Switchboard compatibility

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

Switchboard access codes

To set the dialling mode



Press the **DIRECTORY** button.



Press the ★ button. You will hear a tone.



Press **1** for Tone dialling.

Or



Press **2** for Pulse dialling.



Press the **DIRECTORY** button.

You will hear a confirmation tone.

To insert a pause in the memory

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

Redial

If so, press the **REDIAL** button to insert a pause before entering the telephone number.

To use the recall facility

R

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

Help and advice

If you have any problems using your Freestyle 60, this section will give you the most common, easy to follow solutions.

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> • No dialling tone. 	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
<ul style="list-style-type: none"> • Telephone will not dial out or cannot receive calls. 	Mains disconnected.	Ensure the power supply is correctly connected and switched on.
	Power cut.	Wait until the power is restored. Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power.
		Then reconnect the base unit to the mains, then replace the handset on the base unit for 10 seconds and try again.
	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours ensuring the CHARGING light is on.
<ul style="list-style-type: none"> • Handset does not ring and no light on handset. 	Handset not registered.	Register the handset, see page 15.
<ul style="list-style-type: none"> • You have dialling tone but the telephone will not dial out. 	You may be trying to use tone dialling on a pulse dialling exchange.	See page 19 to change to pulse dialling.
	You are connected to a PBX and are not dialling the access code.	Use the PBX access code.
		See page 19 for more information on switchboard use.

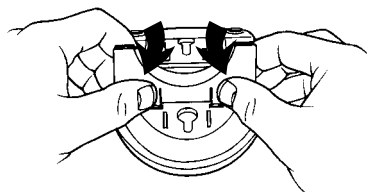
<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> • Base unit does not ring but lights show on base unit. 	<p>Telephone is not connected to the telephone line.</p> <p>The base ringer is set to off.</p> <p>Line fault or faulty socket.</p>	<p>Plug the telephone into the telephone socket.</p> <p>Set the base ringer setting to a higher volume, see page 13.</p> <p>Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.</p>
<ul style="list-style-type: none"> • Callers are faint. • Interference. • Buzzing. • Tinniness. 	<p>You are moving out of range.</p> <p>The base unit or the handset are too close to electrical equipment or metal obstructions.</p>	<p>Move closer to the base unit.</p> <p>Relocate the base unit or move around with the handset until reception improves.</p>
<ul style="list-style-type: none"> • No Directory number stored. 	<p>You may have pressed the TALK button first before storing the number.</p>	<p>Don't press the TALK button when storing numbers, see page 12.</p>
<ul style="list-style-type: none"> • Call appears to have been cut off after pressing the SECURITY button. 	<p>You may have pressed a number key on the handset after pressing the SECURITY button. The current handset will try to transfer the call to another handset.</p>	<p>Wait 30 seconds; the call will return to the current handset.</p> <p>Or press the TALK button and the call will return immediately.</p>
<ul style="list-style-type: none"> • Light on the handset is flashing. 	<p>The handset needs recharging or there is an incoming call.</p>	<p>Replace the handset on the base unit, ensuring that the base unit is plugged in and that the CHARGING light is on.</p>
<ul style="list-style-type: none"> • No CHARGING light on the base unit. 	<p>Dirty contacts on base unit or handset.</p>	<p>Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.</p>

If you are still experiencing difficulties please call the Helpline on 0845 769 7146.

Wall mounting

Your Freestyle 60 can be wall-mounted by removing the desk bracket.

To remove, just squeeze the bracket in with thumbs and lift off as shown.



Please refer to page 27, wall-mounting template.

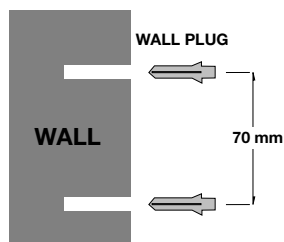
Note

Before you wall-mount your Freestyle 60, check that:

- *the wall can support the weight of the base unit and handset;*
- *you are not drilling into any hidden wiring;*
- *the power supply cable will reach from the mains power socket to your wall mounting position;*
- *the position you choose leaves enough space so that the base unit is clear of any obstruction on the wall, such as a shelf or cupboard. Room should be left so that the handset can be placed on charge without touching any obstructions.*

For the best operating conditions, try to place the base unit away from large metal objects and other electrical appliances.

- ❶ Drill 2 holes for the screws and insert the wall-plugs provided (if required).

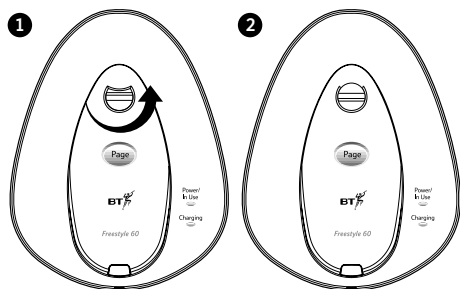


- ❷ Drive the screws into the wall, leaving about 4mm free on which to mount the bracket and base unit.
- ❸ Make sure that the power supply and the telephone cables are connected to the base unit, then fit the cables into the channels on the bottom of the base unit.
- ❹ Attach the base unit by hooking it over the screws protruding from the wall.

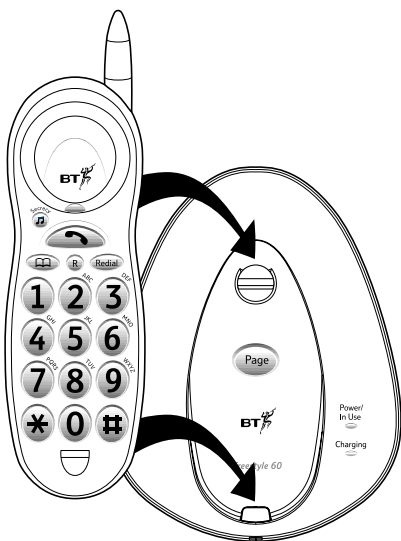
Handset hook

Keeps the handset in place when the Freestyle 60 is wall mounted.

Revolve the handset catch on the top of the base unit.



The handset will now be able to rest on the hook when wall-mounted.



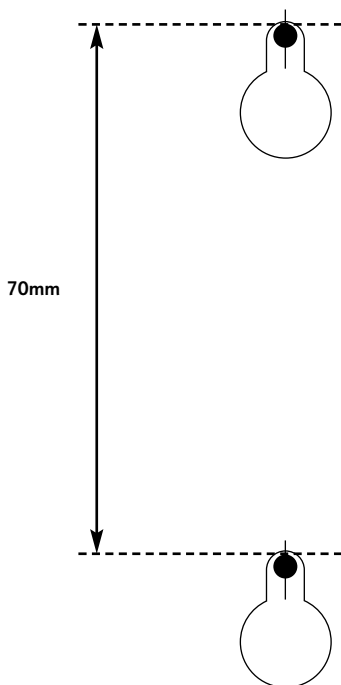
Ensure the handset is firmly attached to the base unit.

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Wall mounting template



R&TTE

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

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

Declaration of Conformance

Hereby, Suncorp Technologies, declares that this Freestyle 60 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Freestyle 60 is published on the website <http://www.suncorptech.com/bt>



Offices worldwide

The telecommunications 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.

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