

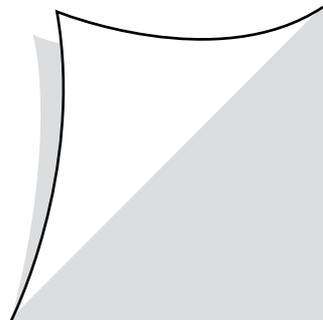


**Response 15**

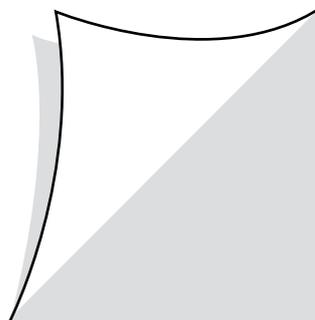
# *Userfriendly Guide*



**Lift flap**

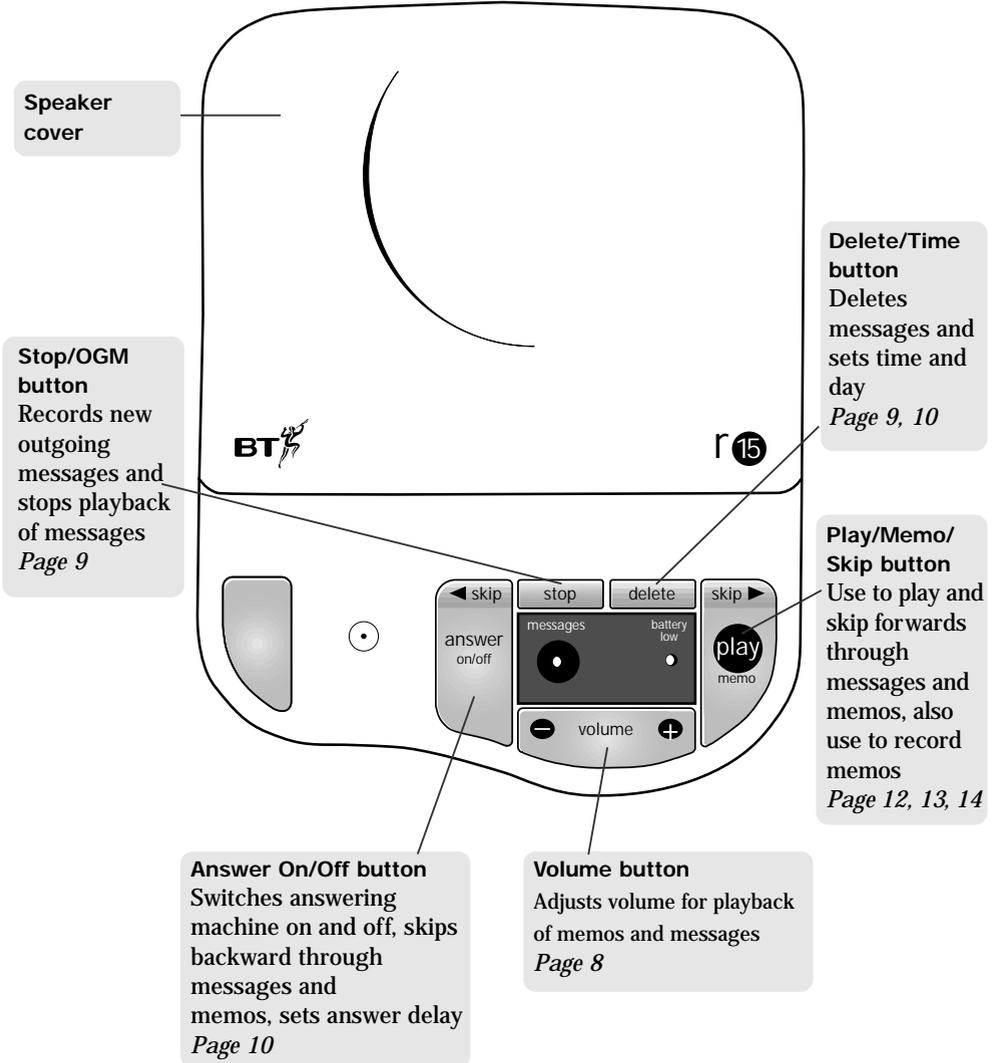


**Lift flap**

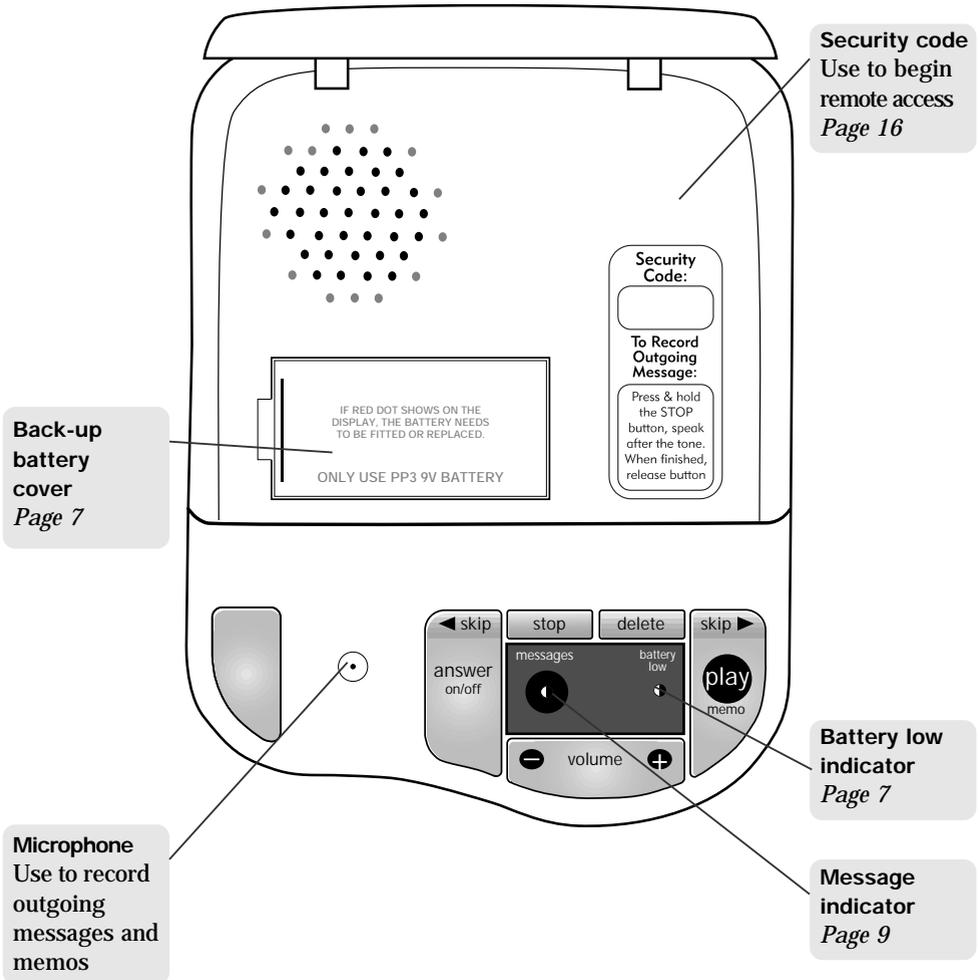




# At a glance



# Lift the lid







# *Contents*

<i>At a glance</i>	<i>2</i>
<i>Introduction</i>	<i>4</i>
<i>Setting up</i>	<i>5</i>
<i>Using your Response 15</i>	<i>8</i>
<i>Remote access</i>	<i>16</i>
<i>Help</i>	<i>19</i>
<i>Technical information</i>	<i>20</i>
<i>Index</i>	<i>22</i>
<i>Wall- mounting template</i>	<i>23</i>

## **Hints and tips boxes**

*In this user guide, we have included helpful tips and useful notes. They are shown in a grey surround box.*



# *Introduction*

*Your Response 15 answering machine is designed for ease of use and made to the high standards set by BT*

We thank you for making the right choice and expect that your machine will give you 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 base of answering machine)

.....

**Purchase price:**

.....

(for warranty purposes, proof of purchase is required, so please keep your receipt)

## **Customer Helpline**

*If you have problems with your machine, call the Response 15 Helpline Service, Lo-call 08457 585 589.*



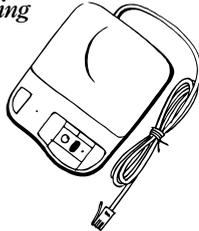
# Setting up

Follow these steps to get your Response 15 ready to use

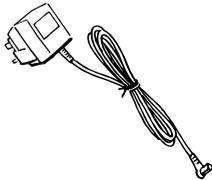
## IMPORTANT

Check that your Response 15 is complete. When you unpack you must have:

*Response 15 answering machine with telephone line cord attached*



*Mains power adaptor plug*



*Screws and wall plugs for wall-mounting*



## Situating your Response 15

Situate your Response 15 close enough to a telephone socket and a mains power supply socket so that the cord will reach.

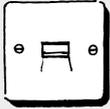
Do not cover or enclose the machine. Allow free flow of air to its surfaces.

To wall-mount your Response 15, use the screws and wall plugs provided. There is a wall-mounting template at the back of this guide.

## Warning

*The apparatus is only designed to be operated in a normal office or domestic environment. It should not be used in bathrooms or near water.*

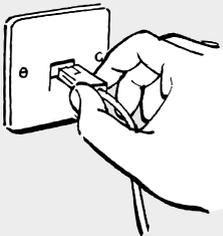
Check your telephone wall socket



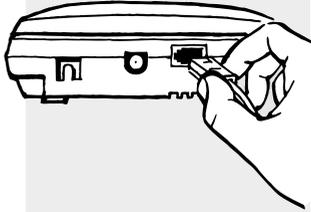
If you do not have a modern-style socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket.

This is a chargeable service.

Plug your Response 15 into the wall socket

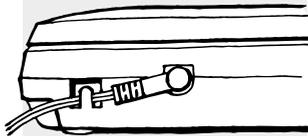


Plug your telephone line cord into the back of the machine



Plug the mains adaptor into the back of the machine

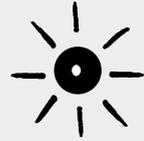
Place the adaptor cord behind the clip on the back of the unit to prevent it being pulled out accidentally.



*Failure to use the adaptor supplied may result in damage to the product.*

Now plug the mains adaptor plug into a convenient mains socket

The display will flash for 8 seconds.



It will then show the normal 'no messages' display.

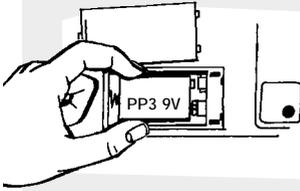


*Your Response 15 is now ready to accept messages.*

## Insert back-up battery

BT recommends that you insert an alkaline PP3 9V battery (not supplied) to provide up to 6 hours back-up. This will ensure messages are saved in the event of power failure.

- Place the back-up battery in the compartment under your Response 15's cover.



*The back-up battery compartment must be fully closed for the battery to operate.*



*Your Response 15's battery low LED indicates back-up battery strength. The LED will light up when the battery power is low. It also remains lit when no back-up battery is inserted or if the battery compartment is not fully closed.*

## Electrical storm warning

### Note 1

*During electrical storms, you are advised to disconnect your apparatus because damage may occur.*

### Note 2

*If a fault occurs during the 12-month warranty period and it is due to accidental or wilful damage (including lightning and electrical damage), BT will not replace or repair the equipment free of charge.*



# Using your Response 15

## To set the volume

The message playback volume can be set to a level suitable for you.

- Press + to increase the volume.



- Press - to decrease the volume.

As you press, a beep sounds at the level you are selecting. When the volume is at its highest or lowest you will hear 2 beeps.



*If you alter the volume during playback of a message, the beep does not sound but the volume will change accordingly.*

*If the volume is below mid-volume, it will automatically return to the mid-volume setting when any buttons are pressed (for example, if a message is played back). The volume is unaffected during remote access or call screening.*

## To record your outgoing message

The outgoing message is the message a caller hears when your Response 15 answers a call.

The Response 15 has a pre-recorded outgoing message which announces...



You can record your own outgoing message to replace the pre-recorded message. If you record your own message, the pre-recorded message will be automatically removed and stored in the memory, in case you wish to reinstate it.

*Your Response 15 has a total recording capacity of 14 minutes. Any outgoing message you record can be up to 2 minutes long, but you should keep it short to allow more time for recording incoming calls.*

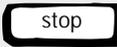
To record your outgoing message speak clearly, 15 to 20cm from the in-built microphone.



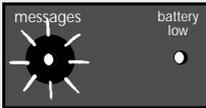
*Your outgoing message may sound something like this: 'Hello, I'm sorry I can't take your call at present. If you would like to leave a message, please speak after the tone.'*

Read all the steps before you begin recording.

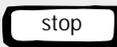
- 1 Press and hold the STOP button.



Your Response 15 will beep with the display flashing...



- 2 Keep holding down the STOP button and say your message into the microphone.



When you have finished speaking,

release the STOP button.

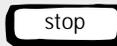
Your Response 15 will automatically play back your message, then beep to confirm the recording. It will then return to 'answer on' mode



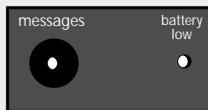
To re-record your outgoing message, repeat this procedure

### To check your outgoing message

- 1 Press and release the STOP button



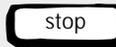
Your Response 15 will beep and play back your outgoing message. It will then beep again and return to 'answer on' mode



### To delete your outgoing message

You can delete your outgoing message and return to your Response 15's pre-recorded outgoing message.

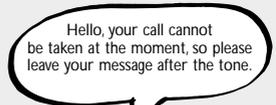
- 1 Press and release the STOP button. Your outgoing message will be played back to you.



- 2 While the message is playing, press the DELETE button.



Your Response 15 will beep and play its pre-recorded outgoing message.



Your own message has now been replaced by the Response 15's original pre-recorded message.

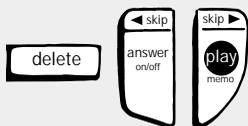
**To set the correct day and time**

Your Response 15 will announce the day and time an incoming message or memo was recorded.

- 1 Press and hold the DELETE button. Your Response 15 will announce the day currently set.



- 2 Still pressing the DELETE button, press either the SKIP ► button (to move forward through the days of the week), or press the ◀ SKIP button (to move back through the days).



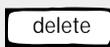
- 3 When you hear the correct day, release the DELETE button.

Your Response 15 will announce the day you have set.



**You can now set the current hour**

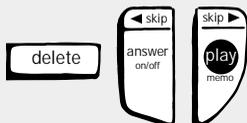
- 1 Press and hold the DELETE button again.



Your Response 15 will announce the currently set hour



- 2 Still pressing the DELETE button, press either the SKIP ► button, or the ◀ SKIP button, to move forwards or backwards through the hours.



*The time on your Response 15 is announced using the 12-hour clock. Be sure to hold down the ◀ or ► buttons long enough for your Response 15 to say whether it is AM or PM.*

- 3 When you hear the correct hour, release the DELETE button.

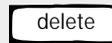


Your Response 15 will announce the hour you have set.



**You can now set the current minute**

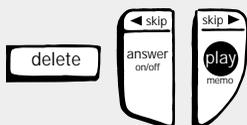
- 1 Press and hold the DELETE button again.



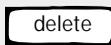
Your Response 15 will announce the currently set minute.



- ② Still pressing the **DELETE** button, press the **SKIP** ► button, or the ◀ **SKIP** button, to move forwards or backwards through the minutes.



- ③ When you hear the correct minute, release the **DELETE** button.



Your Response 15 announces the new day and time you have set.



After setting the time and day, your machine will automatically return to 'answer on' mode.

To check the day and time setting

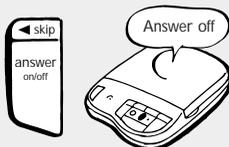
- Press and release the **DELETE** button.

delete

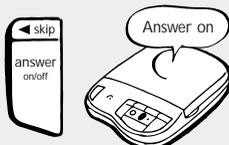
Your Response 15 will announce the currently set day and time.

To switch the answering machine on and off

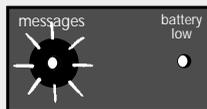
- ① Press and release the **ANSWER ON/OFF** button. Your Response 15 will announce...



- ② Press the **ANSWER ON/OFF** button again. The machine will announce...



The display will flash when messages are recorded in memory.



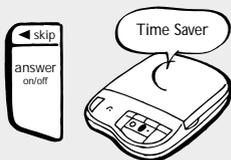
To set the answer delay

Answer delay sets the number of times your Response 15 will ring before answering a call.

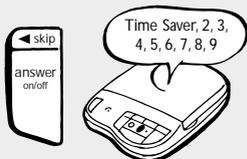
#### Time Saver

*Your Response 15 is pre-set to TIME SAVER. This means that during remote access, if any messages have been recorded your Response 15 will answer after only 2 rings. If there are no messages, it will answer after 6 rings, thereby allowing you the option of hanging up before your Response 15 answers, to avoid the cost of the call.*

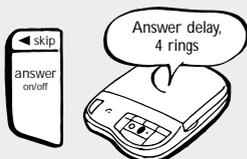
- ① Press and hold the ANSWER ON/OFF button. Your Response 15 will announce the current answer delay.



- ② Keep holding the ANSWER ON/OFF button. Your Response 15 will announce the answer delay options...



- ③ When you hear your desired setting, release the ANSWER ON/OFF button. After 2 seconds your Response 15 will announce the new answer delay setting and then return to 'answer on' mode.



### To check the answer delay setting

- Press and hold the ANSWER ON/OFF button. Your Response 15 will announce the current delay setting.



### To receive incoming messages

- Your Response 15 will automatically record an incoming message when it is connected to your phone socket and is set to 'answer on'.

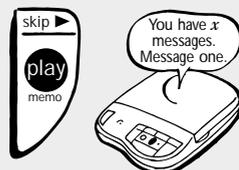
When your Response 15 has received new messages, the display LED will flash.

*Two minutes is the maximum time allowed for each incoming message. If the maximum message length is reached, your Response 15 will announce, 'Thank you for calling' and disconnect the line. If the memory is full then it will announce, 'Memory full, thank you for calling' and disconnect the line.*

*Your Response 15 can record up to a total recording time of 14 minutes. If the memory capacity is full, the LED display will flash rapidly and your answering machine will not record further messages.*

### To play back a message

- Press the PLAY button. Your Response 15 will announce...



The message will then be played back with an announcement of the day and time it was received.



If you have more than one message, messages will be played back in the order in which they were received.

*When in 'answer on' mode, your Response 15's display will indicate you have messages by flashing.*

When all your messages have been played back, your Response 15 announces...



### To skip forward or backward through messages

When playing back messages, you can skip forward to the next message or backward to the start of the current message (or previous message).

- 1 Press the **SKIP ►** button. Your Response 15 will announce 'Message one' and play the first message.



While the message is being played back...

- 2 Press the **SKIP ►** button to skip forward to the beginning of the next message.



- 3 Press the **◀ SKIP** button once to return to the start of the current message.



- 4 Press the **◀ SKIP** button *twice* to go back to the start of the previous message.

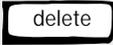


## To delete individual messages

- 1 Press the **PLAY** button to play your messages



- 2 When the message you wish to delete is playing, press the **DELETE** button.



Your Response 15 announces...

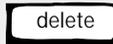


Repeat the procedure to delete any further messages.

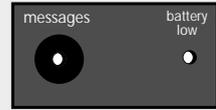
*When you have finished deleting and your Response 15 has finished playing all messages, you will hear 'End of messages'. If you press the STOP button within 8 seconds of hearing this message, you can cancel all deletions and retain your messages.*

## To delete all messages

- When your Response 15 has finished playing all messages, you will hear 'End of messages'. If you press the **DELETE** button within 8 seconds your Response 15 will announce...



Your Response 15 will return to 'answer on' mode.



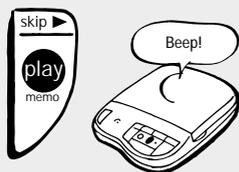
*If you accidentally delete all messages, you can still save them by pressing the STOP button within 8 seconds.*

## To record a memo

A personal memo can be recorded on your Response 15 and left as a message for another user. Memos can be of any length, up to maximum recording capacity (14 minutes), but you should keep them short to allow time for recording incoming messages.

Read all the steps before you begin recording.

- 1 Press *and hold* the MEMO button. Your Response 15 will beep.



- 2 Speak clearly into the in-built microphone.



- 3 When you have completed your memo, release the PLAY/MEMO/SKIP ► button. Your Response 15 will beep again.

Your memo is now stored and can be played back later.

Your Response 15 stores memos and treats them in the same way as incoming messages.

*To play back, delete or skip forward or backward through memos follow the instructions for playing back messages (pages 12 and 13).*

### To use call screening

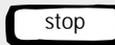
Your Response 15 can answer an incoming call for you, allowing you to identify the caller and decide whether to take the call.

- 1 Make sure that the volume is set to an audible level. (See 'To set the volume', page 8)
- 2 Allow the incoming call to be answered by your Response 15 as normal. You will hear the caller begin to leave a message.
- 3 If you decide to take the call, lift the handset and you can speak to the caller. Recording will stop automatically.

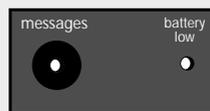
*If, when you lift the telephone handset, your Response 15 does not stop recording, either replace the handset and lift again, or press the STOP button.*

### To cancel any procedure

- 1 Pressing the STOP button will cancel any procedure currently in progress.



After pressing the button your Response 15 will return to 'answer on' mode.





# Remote access

You can turn your Response 15 answering machine on, and listen to your messages from any Touchtone™ telephone. To protect your privacy, messages can only be accessed by keying in your 2 digit security code.

For your security code, look inside your Response 15's speaker cover. (You cannot change the security code.)



To check for messages

- ① Dial your phone number and wait.
- ② When you hear your outgoing message, press the ✱. You will hear 2 beeps.
- ③ Key in the first digit of your security code. You will hear a beep.
- ④ Key in the second digit of your security code. If you have no messages, you will hear...



...and your Response 15 will disconnect the line.

If you have messages, you will hear...



Your Response 15 will then play your messages, with the day and time they were recorded.

*If you hear 4 short beeps, it means you have entered the wrong security code and are invited to try again. Do not re-enter ✱.*

*If you take more than 8 seconds to enter a number, the Response 15 will announce 'Thank you for calling' and disconnect the line.*

To replay the message you are listening to

- While the message is playing, press 4 once on your telephone keypad.

④

The message will replay from the beginning.

To replay all messages

All messages can be replayed within 8 seconds of hearing 'End of messages'.

- Press 2 on your telephone keypad.

②

All messages will be re-played.

To go back to a previous message

- While a message is playing, press 4 twice to go back to the previous message, or press it 3 times to move back 2 messages.

④ ④

You can move back over any number of messages using the 4 button.

To move forward to a later message

- While a message is playing, press 6 on your telephone keypad. Your Response 15 will play the next message.

⑥

You can move forward 2 messages by pressing the 6 button twice; move forward 3 messages by pressing it 3 times; and so on...

To delete the message you are listening to

- While listening to the message, press the 5 button on your telephone keypad.

⑤

Your Response 15 will announce 'Message deleted'.

To delete all recorded messages

- You can delete all messages immediately after listening to the final message.

Press the 5 button within 8 seconds of hearing 'End of messages'.

⑤

All messages will be deleted. Your Response 15 will announce 'All messages deleted'.

To turn your  
Response 15 on from  
a Touchtone™  
telephone

- Dial your phone number and wait. Your Response 15 will turn itself on after 20 rings



*If the memory is full, you have to delete some messages before your Response 15 will switch to 'answer on' mode. After you hear the 'Memory full' announcement, you have 8 seconds to enter your security code. You can then delete messages (see 'To delete messages', page 17).*



# Help

*If you have a problem, the following simple solutions may provide the answer*

## No indicator light appears

Is the adaptor switched on?

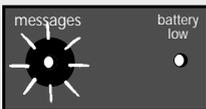
Is the power cord plugged into the back of the Response 15 unit?

## No dial tone on the telephone

Is the telephone cord plugged into the back of the Response 15 unit?

Is the Response 15 cord plugged into the wall socket?

## Response 15's display is flashing continuously



This indicates an error. Press any button on your answering machine. Flashing should stop and the answering machine should reset to its

settings on first 'power up'. Unplug the line cord and power cord. Wait 5 mins and then replug.

## Response 15's battery low indicator is on



The back-up battery is either low in power, missing or incorrectly installed. Lift your answering machine speaker cover and open the battery compartment. If the battery is correctly in place, try replacing it with a new 9V alkaline battery. When operating at normal power the battery light remains off.

## You experience a power cut

If a working battery is installed inside your answering machine, its settings and

messages should be saved until power resumes. It will not be able to record any new messages, however.

## You cannot hear messages or incoming calls

Your Response 15's volume may be set too low. Adjust the volume by pressing + on the volume control.



## Buzzing noise on answer machine

Your answering machine is too close to a radio, TV, computer, cordless or mobile telephone, causing interference. Move it another metre away.



# Technical information

## Environment

Your Response 15 should be kept free of dust, moisture, high temperature and vibration. It should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres, or place it in locations which prevent the free flow of air over its surfaces.

## Warning

*The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms or near water.*

## If the power fails

If the battery warning light was not lit before the power was lost, all information should be retained for at least one hour (up to 6 hours for a fresh alkaline battery).

If the light was on, information may be lost even if a back-up battery was installed.

If no battery was installed, all information will be lost and the Response 15 will power up as new when power is restored.

## How many phones can you have?

All items of telephone 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. Your Response 15 has a REN of 1. 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. (For example: if your Response 15 is used in conjunction with 3 extension telephones, each with a REN of 1, the total REN is 4).

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.

## Customer Helpline

*If you have problems with your machine, call the Response 15 Helpline Service, Lo-call 08457 585 589.*

## Connection information

Your Response 15 may be connected to public networks in the United Kingdom.

It may also be connected to switching systems that use tone (MF) or pulse (LD) signalling, with earth or timed break recall. If in doubt, your switch supplier or maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by dialling BT **Freefone 0800 800 152**.

If you do not have a compatible switchboard, it cannot be guaranteed that your Response 15 will operate correctly under all possible conditions of connection.

Generally your Response 15 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. It cannot be used to answer calls on PBXs configured for dial 8 night service unless a suitable adaptor is purchased (not available from BT).

## Guarantee

- *If you own your Response 15 – under BT's guarantee.*

BT guarantees the product for one year provided that:

- The goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged.
- The goods have not been tampered with or repaired by anyone other than BT, its staff or agents. If a fault does occur in this product, and you

bought the unit yourself, provided that you return it to the place of purchase and produce your receipt, it will either be repaired or replaced free of charge. The terms and conditions of this guarantee do not affect your statutory rights.

- *If you own your Response 15 – outside guarantee.*

If your Response 15 needs repair after the guarantee period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network. We recommend that you call BT free, **Freefone 0800 800 150**, or visit your nearest BT shop, and you will be informed of our recommended repair agents.

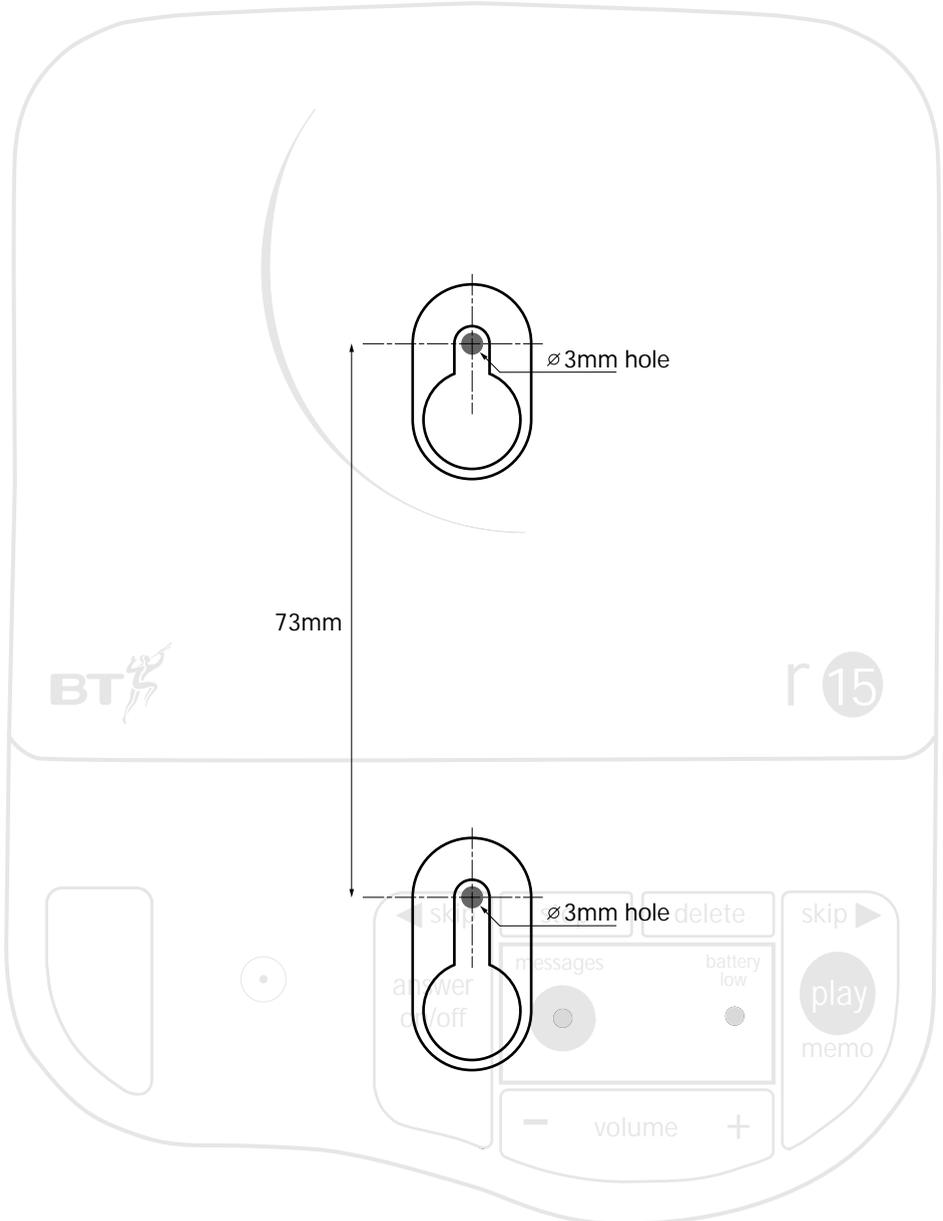


# Index

Answer delay	12	On/off	11
At a glance	2	Remote access	16
Battery	7	check messages	16
inserting	7	on	18
warning	7	replay messages	17
Call screening	15	Technical information	20
Cancel any procedure	15	Telephone wall socket	6
Day and time	10	Volume	8
check	11	Wall-mounting	
set	10	template	23
Guarantee	21	Warning	5
Help	19		
Helpline	4		
Incoming messages	12		
delete all	14		
delete individual	14		
playback	12		
skip backward	13		
skip forward	13		
Introduction	4		
Mains adaptor	6		
Memo	14		
Messages			
checking	9		
deleting	9		
outgoing	8		



## Wall-mounting template





*Offices in Europe, North America,  
Japan and Asia Pacific.*

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.

*Touchtone*<sup>™</sup> is a registered trade mark of British Telecommunications plc in the UK.

©British Telecommunications plc 1998.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Printed in China. Response 15 Issue No.1 (10/98) 5.  
Designed by The Art & Design Partnership Limited.



CE compliant to 89/336/EEC  
(EMC Directive) & 73/23/EEC  
(Low Voltage Directive)

<b>APPROVED</b> for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them
---