



Bringing it all together

BT Studio 3500

User Guide



Welcome...

to your BT Studio 3500 Digital Cordless
Telephone Answering Machine

- 50 Name and number phonebook for storing your most frequently used numbers.
- Digital answering machine for high quality message recording.
- Caller Display shows you who's calling before you answer the phone* and keeps a list of your last 40 callers. You can also dial numbers direct from the Calls list.
- Redial up to 10 of the last numbers called.
- Use up to 5 handsets with your BT Studio 3500 base.
- Make internal calls and transfer external calls between handsets.
- Choose from 5 different ringtones for internal and external calls as well as numbers stored in the phonebook.

* Requires subscription to your network's 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.

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

- **Need help?**

If you have any problems setting up or using your BT Studio 3500 please contact the Helpline on **0870 605 8047** or email bt.helpdesk@suncorptech.com.

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

- **Hearing aid?**

- Please note that the BT Studio 3500 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 Studio 3500
- BT Studio 3500 base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (Item code: 040497)
- Telephone line cord

In addition, if you have purchased a BT Studio 3500 multipack you will also have the following for each additional handset:

- BT Studio 3500 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (Item code: 032765)

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Getting started

WARNING

Do not place your BT Studio 3500 in the bathroom or other humid areas.

Handset range

The BT Studio 3500 has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

IMPORTANT

Do not connect the telephone line cord to the telephone line wall socket until the handset is fully charged.

Only use the telephone line cord provided.

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

Location

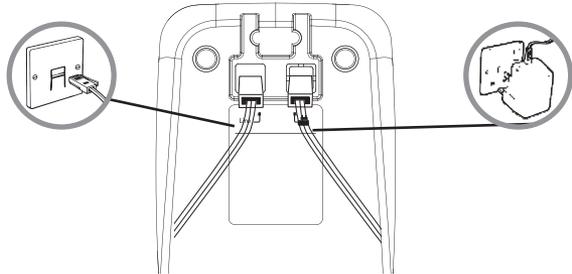
You need to place your BT Studio 3500 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

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

Your BT Studio 3500 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 can help to provide the best signal.

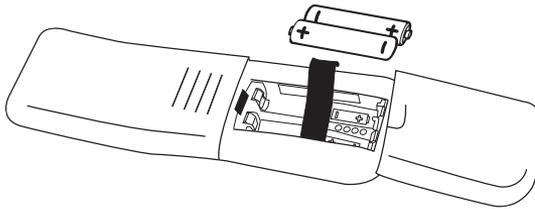
Setting up the base and handset

1. Plug the power adaptor and telephone cable into the back of the base.



If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

2. Plug the power adaptor into the mains wall socket and switch the power on. When connected correctly, the green Power light on the base comes on.
3. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.



4. Place the handset on the base to charge. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.
5. Once fully charged, plug the telephone line cord into the telephone wall socket.

WARNING

Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Talk/Standby time

Under ideal conditions, the handset batteries should give about 10 hours 30 minutes talk time or 160 hours standby on a single charge. (This does not mean you can unplug the base or leave it for this length of time without charge).

Please note that new NiMH rechargeable batteries do not reach full capacity until they have been in normal use for several days.

See 'Battery performance' on the following page.

Battery low warning

If the  icon is flashing in the display and you hear a warning beep every minute during a call, you will need to recharge your handset before you can use it.

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Battery performance

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

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

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing.

New batteries are available from the BT Studio Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com.

BT Studio 3500 multipack users only:

Place each BT Studio 3500 charger within reach of a mains power wall socket.

Connect the charger(s) and charge the handset(s)

- i. Plug the mains power adaptor into the power socket on the underside of the charger and plug the other end to the mains power wall socket.
- ii. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.
- iii. Place the handset on the charger. You should let the batteries charge continuously for at least 24 hours.

The display will show the time and the handset number e.g. 2, to show it is registered to the base.

Your phone is now set up to make and receive calls. Please note that the answering machine is already switched on and is ready to answer incoming calls.

To switch the answering machine off press  on the base. The machine announces "Answer Off". See page 27 for more information about your answering machine.

Set the answering machine day and time using the handset

Your answering machine will automatically add the day and time each message is received.

Set the day:

1. Press , scroll  to *TAM SETTINGS* and press .
2. Scroll  to *DAY SETTING* and press . The current day is displayed.
3. Press  or  to select the required day and press  to confirm.

Set the time:

1. Press , scroll  to *DATE-TIME* and press .
2. Scroll  to *CLOCK SET* and press . The current time is displayed.
3. Use the keypad to set the required time in 24 hour format, e.g. 18-30 for 6.30pm. Press  to confirm.

The default day and time setting is Saturday 12.01 pm.

If you have subscribed to your network's Caller Display service, the day and time will be set on the handset automatically. However, the correct day can only be set manually, see opposite.

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Check the current day and time setting

1. Press . The current day and time setting is announced.

Your BT Studio 3500 is now ready for use.

Getting to know your phone

Handset buttons

Secrecy / Clear / Back
During a call, press to switch secrecy on/off. When on, your voice will be muted so your caller cannot hear you, page 16.

In menu mode, press to return to the previous menu or press and hold to exit and return to standby.

In enter/edit mode, press to delete characters and digits, when viewing the calls/redial list, press to delete the displayed entry or press and hold to delete all entries.

Redial / Pause
Press to open the redial list, page 16.
When dialling/storing a number, press to enter a pause, page 53.

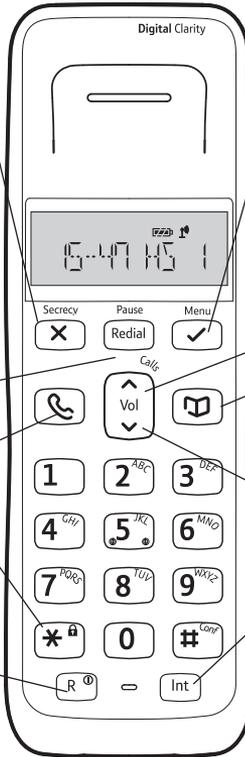
Talk / End call
Press to make, receive and end calls, page 15.

*** / Keypad lock**
Use to lock/unlock the keypad to prevent accidental dialling, page 18.

During pulse dialing, press and hold to switch temporarily to tone dialling.

R / Power On Off
Use with switchboard services and BT Calling Features.

Press and hold to switch the handset on/off, page 15.



Menu / OK
Press to open the menu, page 13.

Press to select menu options and to confirm a displayed option.

▲ Scroll ▼
Scroll up or down through menu options, calls lists, redial lists and phonebook entries.

Press up or down to open the calls list menu, page 24.

While the phone is ringing, press ▲ or ▼ to adjust the handset ringer volume, page 39.

During a call, press ▲ or ▼ to adjust the earpiece volume, page 16.

Phonebook
Press to open the phonebook, page 19.
When viewing the redial/Calls list or when editing, press to exit and return to standby.

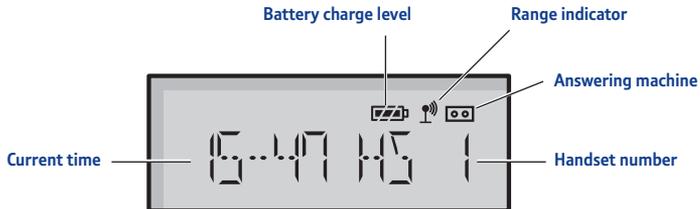
Calls
Press to open and scroll through the Calls list, page 24.

Int
Use to make internal calls and transfer calls to other BT Studio 3500 handsets registered to the base, page 21–22.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

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Standby screen



Handset display icons

- | | | | |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------|
|  EXT | Flashes to indicate an incoming external call |  | Flashes to indicate new calls list entries received* |
|  EXT | External call in progress |  | Flashes to indicate new answer machine message(s) received. |
|  INT | Flashes to indicate an incoming internal call |  | Answered call (when viewing the Calls list)* |
|  INT | Internal call in progress |  | Unanswered call (when viewing the Calls list)* |
|  EXT
INT | 3 Way call in progress or transfer external call to another BT Studio 3500 handset registered to the base during an external call |  | Keypad locked |
|  | Indicates signal strength
Flashes when handset is not registered to the base or if you go out of range |  | The displayed number is longer than 12 digits |
|  | Menu open |  | Battery charge full |
|  | Phonebook open |  | Battery charge medium |
| | |  | Battery charge low |
| | |  | Flashing – Battery charge nearly empty |

* This feature requires subscription to your network provider's Caller Display service. A quarterly fee may be payable.

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Quick exit a menu

If you want to exit a menu or cancel an operation at any time you can press and hold  to return to the standby screen.

Using the menu

All your phone's functions and settings can be accessed through the main menu. The menu map below shows all menu options you can choose from.

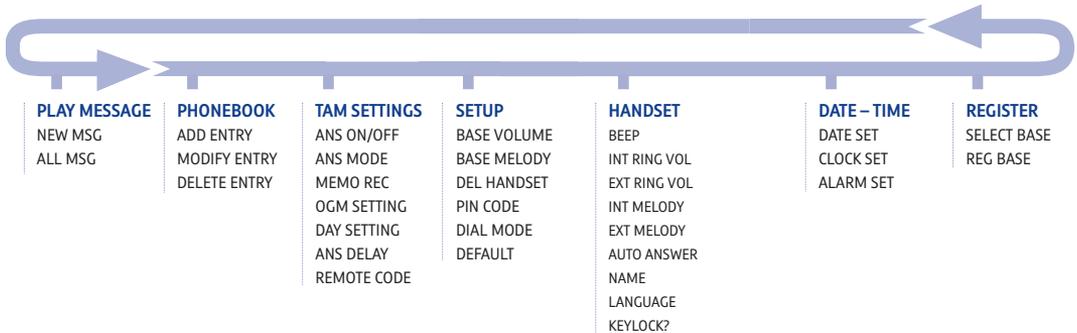
Press  to enter the menu. The  icon is displayed.

Press  or  to scroll through the menu options. When you reach the end of the list, the first option is displayed again and the handset sounds a beep.

To select an option, press .

To return to the previous menu display, press .

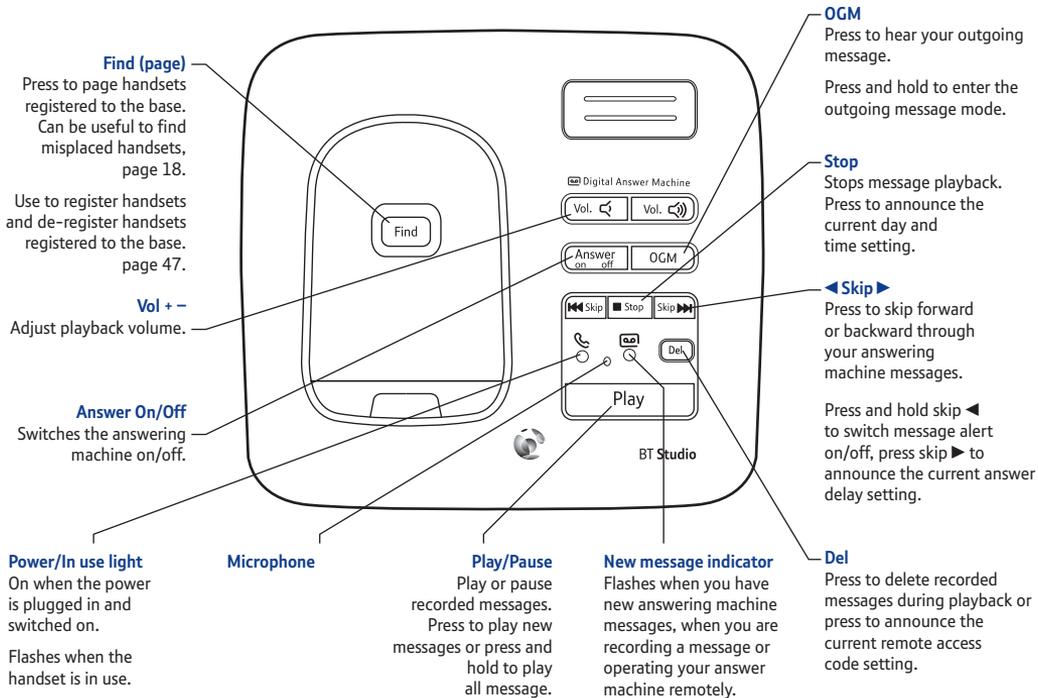
Menu map



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Answering machine base and charger

See page 27 for more detailed information about your answering machine.



If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Using your phone

Switch the handset power on/off

1. To switch off, press and hold  until the display goes off.
2. To switch the handset on, press and hold .

Make a call

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

Preparatory dialling

1. Enter the phone number first. The number is shown in the display.
2. Press  to dial the number.

End a call

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

Receiving calls

1. When the phone rings, press  to answer the call, or if the handset is on the base or charger, simply lift it to answer the call. If you would rather press  after lifting the handset to receive a call, you will need to switch Auto-answer off, see page 42.

Dialling numbers quickly

Numbers can also be dialled direct from the phonebook (page 20), the calls list (page 25), or the redial list (page 16).

If you make a mistake as you enter the number, press  to delete a digit.

Call timer

After the first 15 seconds of your call, the call timer is displayed. At the end of your call, the total duration is not shown for 5 seconds.

Caller Display

If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed, see page 24.

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Secrecy

You can stop your caller from hearing you while you talk to someone else close by.

1. During a call, press . The handset microphone is muted and the display shows *MUTE*.
2. Press  again to resume your call.

Adjusting the earpiece volume

1. During a call, press  to increase or  to decrease the volume.

Redial

The last 10 numbers dialled are stored in the redial list.

1. Press  to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Scroll  or  to the number or name you want.
3. Press  to redial the entry displayed.

Delete a number from the redial list

1. Press  then scroll  or  to the entry you want.
2. Press . *DELETE ?* is displayed, press  to confirm or  to cancel.

Delete the entire redial list

1. Press  to open the redial list, then press and hold .
Display shows *DELETE ALL ?*.
2. Press  to confirm or  to cancel.

Copy a redial number to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows *ADD ?*. Press  again.
3. The display shows *NAME ?* Use the keypad to enter the name, then press .
4. The number is displayed, edit the number if necessary, then press . *MELODY 1* is displayed.
5. Scroll  and  to select a ringtone and press  to confirm. The entry is stored.

Each number saved in the redial list can be up to 32 digits long.

Display the name or number

In the redial list, when the name is displayed, you can switch to the number by pressing .

If you need help entering a name, see page 19.

18 Using your phone

Keypad lock

You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press  or lift the handset as normal.

1. To lock the keypad press and hold  until the display shows the  icon.
2. To unlock the keypad press any button, the display shows *PRESS **.
3. Press  within 3 seconds.

Find / Paging

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press  on the base. All handsets registered to the base will ring. To stop the ringing, press any button on a handset or press  again on the base.

Using the phonebook

You can store up to 50 name and number entries on each BT Studio 3500 handset registered to your base.

Each name can be up to 12 characters long and each number up to 24 digits long.

You open the phonebook with the  button.

Add an entry to the phonebook

For each entry you store, you can select one of 5 different ringtones. For example, you can assign one ringtone to friends and family and another ringtone to other callers.

1. Press  then scroll  to *PHONE BOOK* and press .
2. The displays shows *ADD ENTRY*. Press .
3. The displays shows *NAME ?*. Use the keypad to enter the name and press .
4. The displays shows *NUMBER ?*. Use the keypad to enter the phone number and press . It's best to enter the full number, including the area code (see 'Caller Display' on page 24).

To assign a ringtone to a specific caller you must subscribe to a Caller Display Service from your network provider. For more information, see page 24.

Entering names

Use the keypad to enter the letters shown on each button.

For example to store TOM:

Press  once to enter *T*.

Press  three times to enter *O*.

Press  once to enter *M*.

If the next letter you want to enter is on the same button, wait a moment then press the button.

Press  to delete an incorrect character or digit.

To enter a space press .

To enter a dash, press  twice.

20 Using your phone

Display the name or number

When name is displayed, you can switch between the name and number by pressing .

5. The display shows *MELODY 1*, press  or  to select the ringtone you want.
6. Press  to confirm. *ADD ENTRY* is displayed. You can now enter your next name and number or press  twice to return to standby.

Dial from the phonebook

1. Press  to open the phonebook. The  icon is displayed.
2. Scroll  or  to the entry you want.

Or, search alphabetically by entering the first letter of the name. The first name that starts with this letter or the nearest letter in the alphabet will be displayed. You can now refine your search by scrolling  or .

3. Press  to dial or  to return to standby.

Edit an entry

1. Press  then scroll  to *PHONE BOOK* and press .
2. Scroll  to *MODIFY ENTRY* and press .
3. Scroll  or  to the entry you want edit, or search alphabetically and press .
4. Press  to delete the name if required, then enter the new name and press .

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

5. Press ^{Secrecy} **X** to delete the number if required, then enter the new number and press ^{Menu} **✓**.
6. If required, select a new melody then press ^{Menu} **✓** to confirm.
7. *ADD ENTRY* is displayed. You can now enter your next name and number or press ^{Secrecy} **X** twice to return to standby.

Delete an entry

1. Press ^{Menu} **✓** then scroll **↓** to *PHONE BOOK* and press ^{Menu} **✓**.
2. Scroll **↓** to *DELETE ENTRY* and press ^{Menu} **✓**.
3. Scroll **↑** or **↓** to the entry you want delete, or search alphabetically.
4. Press ^{Menu} **✓**. Display shows *CONFIRM ?*.
5. Press ^{Menu} **✓** to confirm or ^{Secrecy} **X** to cancel.

Internal calls

If you have more than one handset registered to your base, you can:

- make internal calls between handsets
- transfer an external call from one handset to another
- hold a conference call between two internal handsets and an external call

See page 47 for more information on registering and using additional handsets with your BT Studio 3500 base.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

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The handset number is displayed on standby screen of each handset, eg. *HS 1*.

If the other handset user does not answer:

You can reconnect to your external caller by pressing .

Or, if the other handset user does not answer after 30 seconds you will be automatically reconnected to your external caller.

- make an internal call between two handsets while a third is on an external call

You can have up to 5 handsets registered to your BT Studio 3500 base.

Make an internal call

1. Press  then enter the handset number (1–5) you want. The  icon is displayed to indicate an internal call.

Receive an internal call

1. The **INT** icon is displayed to indicate an internal call and the number of the handset calling you.

Press  to answer the call.

Transfer an external call

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

1. During an external call, press . Your caller is put on hold.
2. Enter the number of the handset you want to transfer the call to.

3. When the other handset answers press  to transfer the call. If the other handset does not answer, press  to speak to your external caller again.

3-Way call

You can hold a three-way conversation between an external caller and another handset user.

1. During an external call, press . Your caller is put on hold.
2. Enter the handset number you want to invite.
3. When the handset answers, press  to connect all three callers. The  icon is displayed to indicate a 3-way call.
4. If the other handset does not answer, press  to return to your external caller.
5. Press  to end the call.

Caller Display & the Calls list

For more information on Caller Display and BT's other Calling Features, call BT on Freephone 0800 800 150.

During a call, the caller's details are replaced by the call timer after 15 seconds. To review the calls list after the call, press  and then press  to transfer to call timer from the caller's details.

Caller information

The display can show the first 12 characters of phone numbers and names. For this feature to work you must subscribe to a Caller Display Service.

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

WITHHELD The caller has withheld their number.

UNAVAILABLE The number is unavailable.

RINGBACK Ringback call.

INTERNATIONAL International call.

OPERATOR Call from operator.

PAYPHONE Call from a payphone.

Caller Display

Caller Display shows who is calling and if the caller's number matches an entry stored in the phonebook, the number will alternate with the name.

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

Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

Calls list

The Calls list stores details of your last 40 calls received, including the phone number and date and time of the call.

The Calls list also alerts you to unanswered calls.

When a new call is received in the Calls list, the  icon will flash in the display when in standby mode to alert you. When you have viewed the new call, the  icon will disappear but the  icon will remain.

The list is shared between all handsets registered to the base. When the Calls list is full, the most recent calls received automatically replace the oldest calls.

You open the Calls list with the  or  button.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

View the Calls list

1. Press  to open the Calls list. If there are no calls in the list, the display shows *EMPTY*.
2. Press  or  to scroll through the list. When the  icon is displayed, this call was answered; when the  icon is displayed, the call was unanswered. When you reach the end of the list, the handset will beep.

If the caller's number exactly matches an entry stored in the handset phonebook, the display will alternate between the name and the number.

Press  to see the caller's number.

Press  again to see the time and date of the call.

Pressing  again will give you the option to add this entry in the phonebook if it's not already stored. If it is already stored in the phonebook you can still add the entry by pressing  again. (See following page).

Dial a number in the Calls list

1. Press  then scroll  or  through the list to the entry you want.
2. Press  to dial the displayed entry.

If the telephone number is longer than 12 digits, the  icon is displayed. Press  again to see the complete number.

26 Caller Display & the Calls list

If you need help entering a name, see page 19.

Copy a number to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press  repeatedly until the display shows *ADD?*. Press  again.
3. The display shows *NAME?*. Use the keypad to enter the name, then press .
4. The number is displayed, edit the number if necessary, then press .
5. Scroll  and  to select a ringtone and press  to confirm. The entry is stored.

Delete an entry

1. Press  then scroll  or  through the list to the entry you want.
2. Press . Display shows *DELETE ?*.
3. Press  to confirm or press  to cancel.

Delete the entire Calls list

1. Press .
2. Press and hold . Display shows *DELETE ALL ?*.
3. Press  to confirm or press  to cancel.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Using the answering machine

Your BT Studio 3500 can digitally record up to 13 minutes of messages. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- the base
- the handset
- or remotely, from any other Touchtone™ telephone, see page 36.

You will need to set the correct day and time (if you have not already done so) so that you will know when each message was received, see page 9.

Switch the answering machine on/off

Using the base:

Press . The machine announces the setting, for example “Answer Off”.

Using the handset:

1. Press , scroll  to *TAM SETTINGS* and press .
2. *AMS ON/OFF* is displayed, press .
3. Press  or  to select either *ON* or *OFF* and press .

To check current day and time setting

Press the  button.

Ready to record

The answering machine is pre-set to ON.

Listening to your messages

Using the base:

1. Press . The number of new messages is announced, then the new message(s) will be played.

OR

Press and hold  and the number of all (new and old) messages is announced. The oldest message is played first.

During playback:

Press , to pause a message. You will hear a beep every 10 seconds.

Press  again to resume playback.

Press  to play the next message.

Press  once to repeat the current message.

Press  twice to play the previous message.

Press  to delete the current message. You will hear, 'Message deleted'.

Press and hold  to play messages at 1.5 times normal speed. Release the button to continue playback at normal speed.

If you select a message to be deleted, it will be deleted at the end of playback after the 8 second countdown and confirmation tone.

Press **Stop** to return to the current answering machine mode On or Off.

At the end of playback:

You will hear 'End of messages. To delete all messages, press delete'. You then have 8 seconds in which you can:

- a. Press **Del** to delete all messages, you will hear 'All messages deleted'.
- b. Press **Stop** to cancel message deletion. This will also save any messages you have selected individually for deletion. Any messages not deleted will be saved.

You will hear a beep to confirm when 8 seconds has elapsed.

Using the handset:

1. Press **Menu** **✓**, *PLAY MESSAGE* is displayed, press **Menu** **✓**.
2. *NEW MSG* is displayed and the number of new messages, press **Menu** **✓** to play new messages only or scroll **↓** to *ALL MSG* and press **Menu** **✓** to play all your messages. You will need to place the handset to your ear to hear the message(s).

Adjust the speaker volume

You can adjust the base loudspeaker volume from low to high.

Press **Vol** **↔** to increase the volume, or **Vol** **←** to decrease the volume.

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During playback:

Press  or  to adjust the playback volume.

Press  or  once to repeat the current message.

Press  or  twice to play the previous message.

Press  or  to play the next message.

Press  to delete the current message. You will hear, 'Message deleted'.

At the end of playback:

You will hear, "End of messages. To delete all messages, press delete". To delete all messages, press  ^{Secretly}, you will hear, "All messages deleted". If you do not press any buttons during the countdown the display will return to idle and any messages you selected individually for deletion will be saved.

Outgoing messages (OGMs)

The outgoing message is the message a caller first hears when the answering machine picks up their call.

Your BT Studio 3500 has two pre-recorded outgoing messages, Answer & Record or Answer Only, and you can also record your own.

Answer and Record

The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Record your own OGM

This will replace the pre-recorded or your own previous outgoing message. However, you can re-instate the pre-recorded OGM at any time by deleting your own recorded OGM.

Using the base:

1. Press and hold **OGM** until prompted to select which type of OGM you want to record.
2. Press and keep holding **◀ Skip** to select Answer & Record or **Skip ▶▶** to select Answer Only. The machine announces “Please speak after the tone to end recording release the button”, then a beep is heard.
3. Whilst still holding **◀ Skip** or **Skip ▶▶**, speak your message slowly and clearly, close to the base.
4. To end recording, release the **◀ Skip** or **Skip ▶▶** button.

Using the handset:

1. Press **Menu** , scroll  to **TAM SETTINGS** and press **Menu** .
2. Scroll  to **OGM SETTING** and press **Menu** .
3. Scroll  to **RECORD OGM** and press **Menu** .
4. Press **Menu**  or  to select either **ANS AND REC** or **ANS ONLY** and press **Menu** .

Answer Only

With Answer Only selected, your caller will hear an announcement only and will not be able to leave a message. The pre-set Answer Only outgoing message is “Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later”.

If recording your own Answer Only message, remember to advise your caller that they will not be able to leave a message.

To reinstate either pre-recorded message, delete your own message.

32 Using the answering machine

5. Place the handset to your ear. You will hear, "Please speak after the tone. To end recording, press #".
6. After the long beep speak your message slowly and clearly into the handset, to end recording press . Your message will then be played back to you through the handset.

Check your current OGM

Using the base:

1. Press  on the base. The machine announces the type of OGM and plays it.

Using the handset:

1. Press  , scroll  to *TAM SETTINGS* and press  .
2. Scroll  to *OGM SETTING* and press  .
3. *PLAY OGM* is displayed, press  .
4. Press  or  to select either *ANS AND REC* or *ANS ONLY* and press  .
5. Place the handset to your ear, and you will hear the current OGM.

Select the OGM

Using the base:

1. Press and hold **OGM** on the base until prompted to select your type of OGM.
2. Press **⏮ Skip** to select Answer & Record or **Skip ⏭** to select Answer Only. The message you select is played.

Using the handset:

1. Press **Menu** , scroll **↓** to *TAM SETTINGS* and press **Menu** .
2. Scroll **↓** to *ANS MODE* and press **Menu** .
3. Press **↑** or **↓** to select either *ANS AND REC* or *ANS ONLY* and press **Menu**  to confirm.

Re-instate the pre-recorded OGM

You can delete your own outgoing message and return to the pre-recorded outgoing message.

Using the base:

1. Press **OGM** on the base.
2. While your message is being played, press **Del**.

Using the handset:

1. Press **Menu** , scroll **↓** to *TAM SETTINGS* and press **Menu** .

You cannot delete the pre-recorded OGMs.

34 Using the answering machine

Time saver

When you call from another phone to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call. Your handset will automatically return to standby if no button is pressed for 15 seconds or more.

2. Scroll  to *OGM SETTING* and press .
3. Scroll  to *DELETE OGM* and press .
4. Press  or  to select either *ANS AND REC* or *ANS ONLY* and press . Your personal OGM has been deleted and the pre-recorded OGM will be played.

Answer delay

Answer delay sets the number of times your BT Studio 3500 will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2-9 rings or Time Saver. The default setting is 6 rings. When the answer on/off setting is set to off, the answer delay is 20 rings.

Using the base:

1. Press and hold the  button and release after the number of rings required.

Using the handset:

1. Press , scroll  to *TAM SETTINGS* and press .
2. Scroll  to *ANS DELAY* and press . The handset will display the current setting.
3. Use  and  to select the number of rings required and press  to confirm.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Record a memo

You can record memo messages for other users which can be played back just like normal messages. Memo's can only be recorded using the handset.

Using the handset:

1. Press , scroll  to *TAM SETTINGS* and press .
2. Scroll  to *MEMO REC* and press . Place the handset to your ear and you will hear, "Please speak your messages after the tone. To end recording, press " then a beep is heard.
3. You can now record your memo by speaking into the handset, press  to end recording.

Call screening

When the answering machine is on and takes a call, you can use the loudspeaker to listen to the caller leaving a message.

The handset display will show *SCREENP* If you wish to take the call while screening, press .

36 Using the answering machine

Your BT Studio 3500 can store up to a maximum of 13 minutes recording or 59 messages.

Memory full

If there is less than 35 seconds recording time left in the memory, the caller will hear, “Please complete your call within 35 seconds”, after the outgoing message and before recording tone.

If the memory becomes full during recording the machine announces, “Sorry, the memory full”, and ends the call.

When the memory is full, the machine automatically switches to the Answer Only outgoing message.

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Studio 3500 and entering a 3 digit security PIN code.

The default PIN setting is 000. To change it, see ‘Set the security PIN code’ on page 38. Using a PIN code prevents other people from accessing your machine without permission.

Operating your answering machine from another phone

1. Dial your telephone number. When you hear your outgoing message, press *. The machine announces, “Please enter your security code”.

2. Enter your 3-digit PIN (default setting 000) within 8 seconds. You will hear, 'You have 'n' new messages' and they will be played back.
3. If you have no new messages, you will hear, "You have no new messages, to hear main menu press 1". If you do not press **1** within 8 seconds, the machine hangs up.

When you press **1**, you will hear the main menu.
Simply follow the instructions as announced:

'To play all messages press 2'.

'To play new messages press 3'.

'To skip back during messages press 4'.

'To delete during messages press 5'.

'To skip forward during messages press 6'.

'To set answer on or off press 7'.

'To hear the outgoing message menu press 8'.

'To set a new security code press 9'.

'To hear main menu again press 1'.

When the last message is played you will hear,
"End of messages".

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear 'Incorrect security code followed by a beep and then your BT Studio 3500 will hang up.

During playback, press **2** to pause and resume messages. You have up to 1 minute to resume playback or the machine hangs up.

38 Using the answering machine

Set the security PIN code

Using the handset:

1. Press , scroll  to *TAM SETTINGS* and press .
2. Scroll  to *REMOTE CODE* and press . The handset will display the current code.
3. Enter a new code and then press  to confirm.

Check security code

1. Press  at the base. The security code is announced.

Handset settings

Handset ringer volume

You can adjust the ring volume and set different levels for internal and external calls. Choose from 5 levels and Off.

1. Press , scroll  to *HANDSET* and press .
2. Scroll  to *INT RING VOL* or *EXT RING VOL* and press .
3. Press  or  to select the volume (1–5 or OFF).
4. Press  to confirm or to  return to the previous menu.

Handset ringer melody

You can set different ringer melodies for internal and external calls. Choose from 5 different melodies.

1. Press , scroll  to *HANDSET* and press .
2. Scroll  to *EXT MELODY* or *INT MELODY* then press .
3. Press  or  to select the ringer melody (1 to 5).
4. Press  to confirm or to  return to the previous menu.

Calls from numbers stored in the phonebook will ring using the ringer melody set when storing the entry.

While the phone is ringing you can adjust the ringer volume by pressing  or .

Calls from numbers stored in the phonebook will ring using the ringtone set when storing the entry.

40 Handset settings

If you make a mistake press  to delete an incorrect character or digit.

See 'Entering names' on page 19 for help on entering names.

Your language options are:

English
French
German
Italian
Spanish
Danish
Swedish
Slovak
Dutch
Portugese
Norwegian
Russian
Greek
Hungarian
Polish
Czech
Finnish

Handset name

You can give your handset a name according to use, eg. Kitchen or Michael. The name appears in the display.

1. Press , scroll  to *HANDSET* and press .
2. Scroll  to *NAME* and press .
3. Enter the new handset name and press  to confirm. The handset name will only be displayed for approximately 20 seconds when no button is pressed.

Language

1. Press , scroll  to *HANDSET* and press .
2. Scroll  to *LANGUAGE* and press .
3. Scroll  or  to select your preferred language and press  to confirm.

Keypad beep on/off

Whenever you press a button on the handset keypad, the handset gives a beep. You can switch these beeps on or off.

1. Press , scroll  to *HANDSET* and press .
2. *BEEP* is displayed, press .
3. *KEYTONE* is displayed, press .
4. Press  or  to select *ON* or *OFF* and press  to confirm.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Battery low warning beep on/off

1. Press , scroll  to *HANDSET* and press .
2. *BEEP* is displayed, press .
3. Scroll  to *LOW BATTERY* and press .
4. Press  or  to select *ON* or *OFF* and press  to confirm.

Out of range warning beep on/off

1. Press , scroll  to *HANDSET* and press .
2. *BEEP* is displayed, press .
3. Scroll  to *OUT RANGE* and press .
4. Press  or  to select *ON* or *OFF* and press  to confirm.

Keypad lock via the menu

You can use the menu to lock the keypad.

1. Press , scroll  to *HANDSET* and press .
2. Scroll  to *KEYLOCK ?* and press  to confirm.
The display shows the  icon.

To unlock the keypad, press any button on the keypad, then press  within 3 seconds.

See also 'Keypad lock' on page 18 for quick lock and unlock settings.

42 Handset settings

Auto answer

Your phone is set to answer calls by lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing .

1. Press , scroll  to **HANDSET** and press .
2. Scroll  to **AUTO ANSWER** and press .
3. Press  or  to select **ON** or **OFF** and press  to confirm.

Set the date

1. Press , scroll  to **DATE-TIME** and press .
2. Display shows **DATE SET**, press .
3. Use the keypad to enter the date, e.g. 12--08 for 12th August.
4. Press  to confirm.

Set the time

1. Press , scroll  to **DATE-TIME** and press .
2. Scroll  to **CLOCK SET** and press .
3. Use the keypad to set the time in the 24 hour format, e.g. 18--30 for 6.30 pm.
4. Press  to confirm.

If you have subscribed to your network's Caller Display service, the day and time will be set on the handset automatically.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Set the alarm

1. Press , scroll  to *DATE-TIME* and press .
2. Scroll  to *ALARM SET* and press .
3. Press  or  to select *ON* or *OFF* and press .
4. If you selected *ON*, use the keypad to enter the time you want the alarm to sound, e.g. 07--30 for 7.30 am.

To silence the alarm

When the alarm sounds, press any button to turn it off.

Base settings

Base ringer volume

You can choose from 5 volume levels and Off.

1. Press , scroll  to *SETUP* and press .
2. Display shows *BASE VOLUME*, press .
3. Press  or  to select the volume (1–5 or OFF).
4. Press  to confirm or to  return to the previous menu.

Base ringer melody

Choose from 5 different base ringer melodies.

1. Press , scroll  to *SETUP* and press .
2. Scroll  to *BASE MELODY* and press .
3. Press  or  to select the ringer melody (1 to 5).
4. Press  to confirm or to  return to the previous menu.

Change base PIN code

Some functions are protected by a 4 digit PIN code which must be entered if you want to change the settings.

The default PIN is 0000.

1. Press , scroll  to *SETUP* and press .
2. Scroll  to *PIN CODE* and press .
3. Enter the current 4 digit PIN code (default: 0000) and press .
4. Enter your new 4-digit PIN and press .
5. Re-enter the new PIN again and press  to confirm.

Dial mode

Your BT Studio 3500 is set to Tone dialling. In the UK, you should only need to change this if connected to an older type of switchboard/PBX which requires Pulse dialling.

1. Press , scroll  to *SETUP* and press .
2. Scroll  to *DIAL MODE* and press .
3. Press  or  to select *TONE DIAL* or *PULSE DIAL* and press .

IMPORTANT

If you change the base PIN, make sure you keep a record of the new number on page 55.

46 Base settings

WARNING

Resetting your phone to its default settings will delete any entries in the Phonebook, Redial and Calls list and will reset the clock and alarm settings.

Default settings

Low battery beeps	.ON
Out of range warning beeps	.OFF
Key beep	.ON
Auto answer	.ON
Internal melody	.1
Internal volume	.5
External melody	.1
External volume	.5
Ear volume	.3
Base melody	.1
Base ringer volume	.5
Phonebook	.Empty
Call log list	.Empty
Redial list	.Empty
Pin code	.0000
Dial mode	.Tone
Keypad lock	.OFF

Reset

You can reset your phone to its default settings.

1. Press   to *SETUP* and press .
2. Scroll  to *DEFAULT* and press .
3. Enter the 4 digit PIN code (default: 0000) and press .
4. Display shows *CONFIRM?*. Press  to confirm or  to return to the previous menu.

The phone will switch itself off and back on again.
All settings will be reset to their default.

Emergency default

If you have lost your PIN code you can still restore your Studio 1500 to its default settings.

1. Remove and replace the batteries from the handset.
2. Press and hold  while inserting the batteries back in. The display shows *DEFAULT*. Press .

Additional handsets and bases

Up to 5 handsets can be registered and operated from the BT Studio 3500 base.

Each handset can be registered with up to four bases.

If you buy new handsets to use with your BT Studio 3500 they will have to be registered to the base before you can use them.

Register a new BT Studio 3500 handset to your BT Studio 3500 base

1. **At the base:** Press and hold  for 3 seconds until you hear two beeps. You now have 90 seconds to register the handset.
2. **At the handset:** Press , scroll  to *REGISTER* and press .
3. Scroll  to *REG BASE* and press .
4. Enter the base number (1–4). The numbers flashing are already in use.
5. The display will show *SEARCHING...1* When the handset finds the base signal, the *SEARCHING* and base identification number is displayed.
6. The display will ask for the PIN to be entered. Enter the PIN (the default setting: 0000) and press  to confirm. You will hear a beep. The handset is now registered.

Please note

Handsets that were supplied with your BT Studio 3500 base are already registered to it as *HS-1*, *HS-2* etc.

Each additional handset you buy must be registered with the base.

IMPORTANT

Before registration, make sure the handset batteries are fully charged and that you are close to the base.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

48 Additional handsets and bases

Naming additional handsets

Once you have registered additional handsets you may wish to give them a different name, see page 40.

IMPORTANT

DECT GAP Profile only guarantees that basic calling-functions will work correctly between different makes/types of handset and base. There's a possibility that certain services such as Caller Display will not work correctly.

Handsets can be registered with up to 4 bases.

If the base is not found after a few seconds, the handset returns to standby. Try registering again.

When a handset is registered to a base, it is automatically assigned a number which is displayed on the handset and must be used for internal calls.

If registration does not work:

- Try again selecting a different base number.
- Make sure there is no other electrical equipment very close by that may interfere with the registration signal.

Register a different make of handset to your BT Studio 3500 base

1. **At the base:** Press and hold  for 3 seconds until you hear two beeps. You now have 90 seconds to register the handset.
2. **At the handset:** Follow the registration instructions given in your handset's user guide.

Selecting a base

When your handset is registered to more than one base, for example, one at work and one at home, you can select the base you want it connected to.

If you select *AUTO*, your handset will automatically search for and connect with the base with the strongest signal.

1. Press , scroll  to *REGISTER* and press .
2. *SELECT BASE* is displayed, press .
3. All bases that your handset is registered to will be displayed, e.g. *BASE 1 2 3 4*. The currently selected base number flashes.
4. Enter the number of the base you want to use. Or, press  or  to scroll to *AUTO*. Press  to confirm.

When the handset locates the selected base you will hear a confirmation beep.

De-register a handset

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

1. Press , scroll  to *SETUP* and press .
2. Scroll  to *DEL HANDSET* and press .
3. Enter the PIN code (default setting: 0000) and press .
4. Enter the handset number. You will hear a confirmation beep and the display will return to the *DEL HANDSET* menu.

Help

Most problems are caused by the telephone and mains power cables being incorrectly connected, not connected at all, or by the power being turned off.

If you are experiencing a problem with your BT Studio 3500, check the following:

- That the mains power supply is correctly connected at both the base and at any chargers, and that the power is switched on at the wall socket.
- That the telephone line cord is correctly connected.
- That the handset batteries are installed correctly and charged.

No display

- Check that the batteries are correctly inserted into the handset and fully charged.
- Check that the handset is switched on. Press **R**.

No dial tone

- Check that the telephone line cord is properly connected.
- Another handset may be using the line. Wait for the other handset to hang up.

icon flashing

- Handset is out of range. Move closer to the base.
- Check the mains power is connected and switched on.
- Handset not registered to the base. To register a handset, see page 47.

If you experience any problems, please call the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Base or handset does not ring

- Check that the ringer volume has not been set too low or Off, see page 39 and 44.

Keypad does not seem to work

- Check that the keypad lock is not on, see page 18.
- Try removing the batteries and putting them back 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.

Answering machine will not record new messages

- Is the recording memory full? Play and delete messages, see pages 28–29.
- Is the OGM set to Answer Only? Change the OGM to Answer & Record, see page 33.

General information

IMPORTANT

This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

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

Safety

- Only use the power supply suitable for the BT Studio 3500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- For the handset, use only AAA NiMH batteries with a minimum capacity of 550mAh.
- Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.
- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

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

Cleaning

- Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.
- Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may 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

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 Studio 3500 is set to Tone dialling. Some older switchboards may require Pulse dialling. To change the dialling mode, see Dial Mode, page 45.

Flash duration

Your BT Studio is set to a Flash duration of 100ms. You cannot change the setting.

Access code and entering a pause

Some internal switchboards may require you to enter an access code (e.g. 9) to get an outside line. So that the switchboard has time to pick up an outside line before the rest of the number is dialled, you may need to add a pause in the dialling sequence. For example: 9 P 0870 605 8047.

1. After the access code, press  to insert a pause before entering the telephone number. The display shows P.

54 General information

Guarantee

Your BT Studio 3500 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 Studio 3500, 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 or repaired product.

The conditions of this guarantee are:

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

Within the 12 month guarantee period

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 50, or contact the BT Studio 3500 Helpline for assistance on 0870 605 8047 or email bt.helpdesk@suncorptech.com.

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, on 0870 240 5029 or a local qualified repairer.

Technical information

How many telephones can you 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 Studio 3500 has a total REN of 1, i.e. for a base and up to 6 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. (For example, if the BT Studio 3500 is used in conjunction with three extension telephones, each with a REN of 1, then the total = 4.)

R&TTE

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

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

Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Studio 3500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Studio is published on the website:

<http://www.suncorptech.com/bt>

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 phone's base PIN code here:

[/ / /]

For more information on your PIN code, see page 45.

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.

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