BT

User Guide

BT EQUINOX 1350

Welcome…

to your BT Equinox digital cordless telephone answering machine with colour screen

- Large, easy to read colour screen.
- Assign pictures and ringtones to entries in the phonebook.
- SMS text messaging. Send and receive texts.
- Write text messages using predictive text or standard text.
- Range of up to 300 metres outside and up to 50 metres indoors (in ideal conditions).
- 200 Name and number phonebook in handset and 50 in the base.
- Make handsfree calls from the base as well as the handset.
- Use Caller Display to see who is calling and keep track of unanswered calls.
- Answering machine with 16 minutes recording time.
- Listen to messages from any handset.
- Easy settings for Call Diversion, Call Waiting and Reminder Call.
- Register up to 5 handsets to a base without the need for additional telephone wiring.
- Transfer phonebook entries between your mobile SIM card and BT Equinox handset.
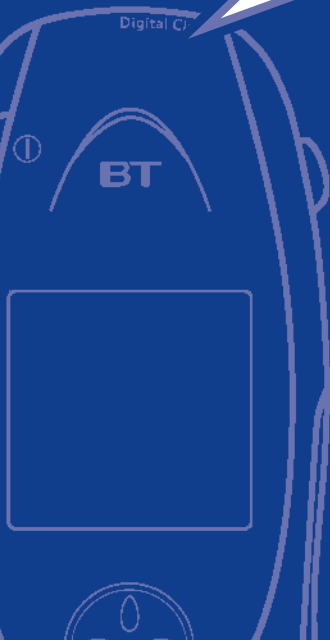
This User Guide provides you with all the information you need to get the most from your phone.

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

Need help?

If you have any problems setting up or using your BT Equinox 1350, contact the Helpline on 0870 605 8047.

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

Hearing aid?

- Please note that the BT Equinox 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 Equinox 1350 base
- BT Equinox 1350 handset
- 2 x NiMH AAA rechargeable batteries
- Battery compartment cover
- Mains power adaptor
- Belt clip
- Telephone line cord

In addition

If you have purchased a BT Equinox 1350 multiple pack you will also have the following for each additional handset:

- BT Equinox 1350 charger
- 2 x NiMH AAA rechargeable batteries
- Battery compartment cover
- Mains power adaptor
- Belt clip

If you experience any problems, please call the Helpline on **0870 605 8047**

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WARNING
Do not place your BT Equinox 1350 in the bathroom or other humid areas.

Handset range
The BT Equinox 1350 has a range of 300 metres outdoors when there is a clear line of sight between the base and handset. When there is no clear line of sight between the base and handset, e.g. base indoors and handset either indoors or outdoors, the range could be reduced to 50 metres. Thick stone walls severely affect the range.

Signal strength
The 📶 symbol on your handset screen indicates when you are in range. When you are out of range, it flashes.

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

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

Which socket?

📲 Power socket

📞 Telephone line socket

Location

You need to place your BT Equinox 1350 close enough to a mains power and telephone socket so that the cables will reach.

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

Your BT Equinox 1350 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Plug the mains power cable into the base and plug the other end into the wall socket.
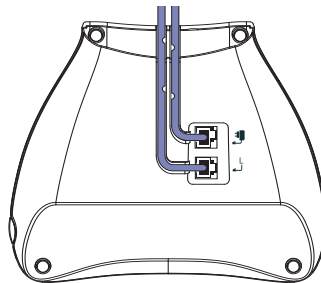
2. Insert 2 x AAA NiMH batteries supplied into the handset. Slide the battery compartment cover into place.
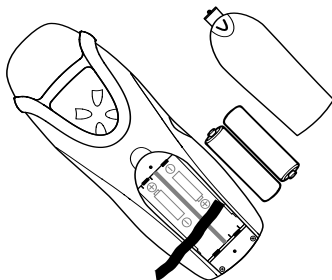
3. Charge the handset for at least 24 hours by placing it on the base. The red Charging light comes on. The handset is pre-registered to the base as Handset 1. The screen shows the standby display.

4. After 24 hours, plug the telephone line cord into the wall socket and your BT Equinox 1350 base.

The red Charging light stays on while the handset is on the base, even when the batteries are fully charged.

Talk/Standby time
Under ideal conditions, fully charged handset batteries should give up to 9 hours talktime or 70 hours standby on a single charge.

Battery low warning
The handset battery symbol is empty and you will hear a warning beep. Start recharging your handset right away.

When charging the battery, level bars are animated.

Replacing batteries
Use only rechargeable 750mAh or higher capacity AAA NiMH batteries.

Battery performance
When batteries are fully charged the display shows three green bars.

To keep your batteries in the best conditions, leave the handset off the base for a few hours at a time (after the initial 24 hour charge).

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

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

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Equinox Helpline **0870 605 8047**.

Helpline
If you have any difficulties setting up your BT Equinox 1350, please call the BT Equinox Helpline on **0870 605 8047**.

Range indicator

The 📱 symbol on your handset display indicates when you are in range of the base. If you are out of range, the 📱 symbol will flash. If you are on a call you will hear a beep in the earpiece and you will need to move closer to the base. The handset display shows Base and the number of the base last used.

Day, date and time

If you have subscribed to your network's Caller Display service, the time and date will be set automatically when you receive your first call. However, the day will not be set.

When the day is set, your answering machine will announce the correct day your messages are received. To set the day, date and time manually, see Time Settings, *page 83*.

Your BT Equinox 1350 is now ready for use.

Additionally, if you have purchased a BT Equinox 1350 multiple pack

For each additional handset & charger:

1. Connect the power adaptor to the charger and switch on.

Ensure the charger is connected to the mains at all times.

2. Insert the batteries.

3. Charge the handset for at least 24 hours.

   Your BT Equinox 1350 additional handset comes pre-registered to the base as Handset 2 and this is shown on the display.

   Your BT Equinox 1350 multiple pack is now ready for use.

Getting to know your phone

Handset buttons

Power on/off
Press and hold to switch handset on or off, *page 18*.

Belt clip lugs

On-screen options
Open the menu and select the options you require, *page 16*.

SMS
Opens the text messaging menu, *page 35*.

Headset socket
Use to make and receive calls without having to hold the handset, *page 25*. (Headset not supplied.)

Talk
Press to make calls, *page 18*. During a call, press to enter handsfree mode, *page 20*.

Recall (R)
For use with a switchboard, *page 99* and BT Calling Features, *page 65*.

Digital Clarity

BT

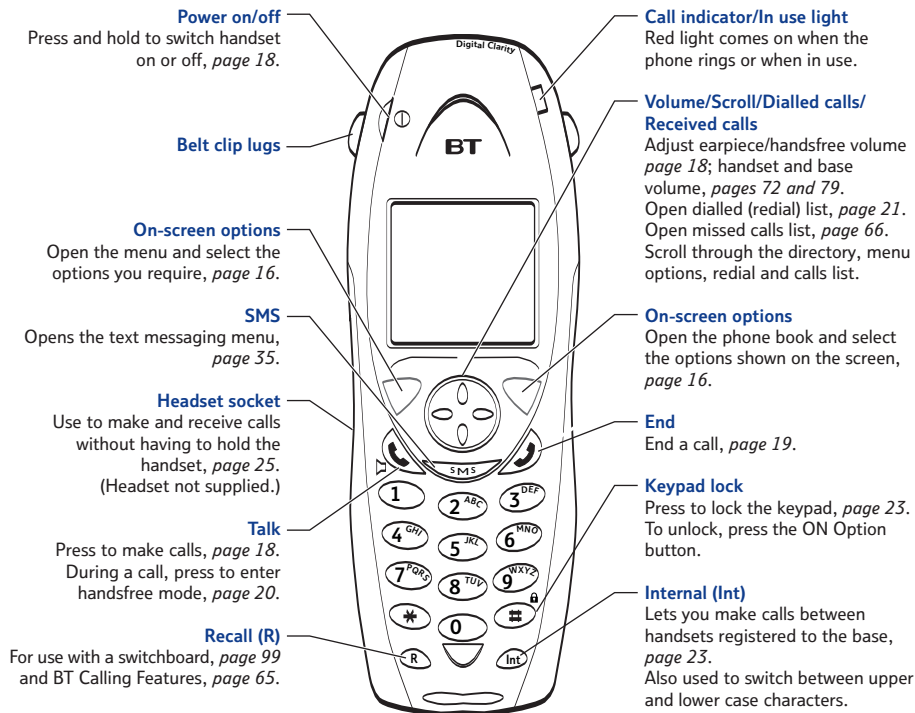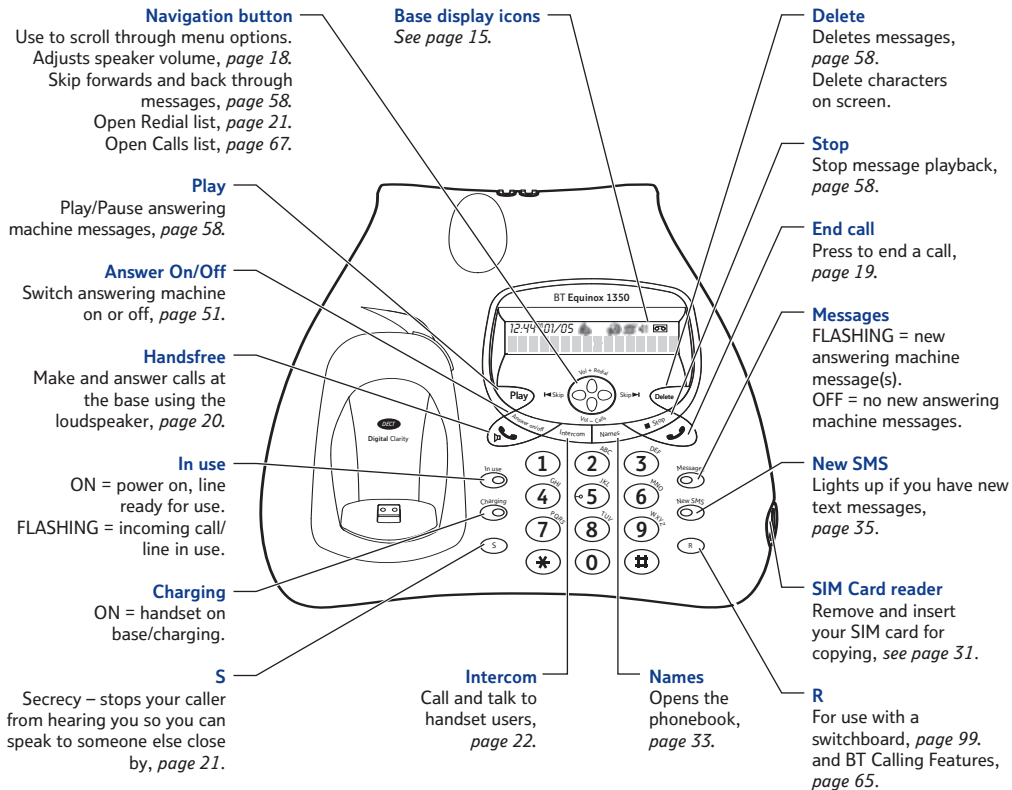**Call indicator/In use light**
Red light comes on when the phone rings or when in use.

Volume/Scroll/Dialled calls/ Received calls
Adjust earpiece/handsfree volume *page 18*; handset and base volume, *pages 72 and 79*. Open dialled (redial) list, *page 21*. Open missed calls list, *page 66*. Scroll through the directory, menu options, redial and calls list.

On-screen options
Open the phone book and select the options shown on the screen, *page 16*.

End
End a call, *page 19*.

Keypad lock
Press to lock the keypad, *page 23*. To unlock, press the ON Option button.

Internal (Int)
Lets you make calls between handsets registered to the base, *page 23*. Also used to switch between upper and lower case characters.

If you experience any problems, please call the Helpline on 0870 605 8047

Base

Navigation button
Use to scroll through menu options.
Adjusts speaker volume, *page 18*.
Skip forwards and back through messages, *page 58*.
Open Redial list, *page 21*.
Open Calls list, *page 67*.

Base display icons
See page 15.

Delete
Deletes messages, *page 58*.
Delete characters on screen.

Play
Play/Pause answering machine messages, *page 58*.

Stop
Stop message playback, *page 58*.

Answer On/Off
Switch answering machine on or off, *page 51*.

End call
Press to end a call, *page 19*.

Handsfree
Make and answer calls at the base using the loudspeaker, *page 20*.

Messages
FLASHING = new answering machine message(s).
OFF = no new answering machine messages.

In use
ON = power on, line ready for use.
FLASHING = incoming call/ line in use.

New SMS
Lights up if you have new text messages, *page 35*.

Charging
ON = handset on base/charging.

SIM Card reader
Remove and insert your SIM card for copying, *see page 31*.

S
Secrecy – stops your caller from hearing you so you can speak to someone else close by, *page 21*.

Intercom
Call and talk to handset users, *page 22*.

Names
Opens the phonebook, *page 33*.

R
For use with a switchboard, *page 99*. and BT Calling Features, *page 65*.

BT **Equinox 1350**

12:44 01/05

Play   Skip   Delete

BT
Digital Clarity

(1) (2) (3)
(4) (5) (6)
(7) (8) (9)
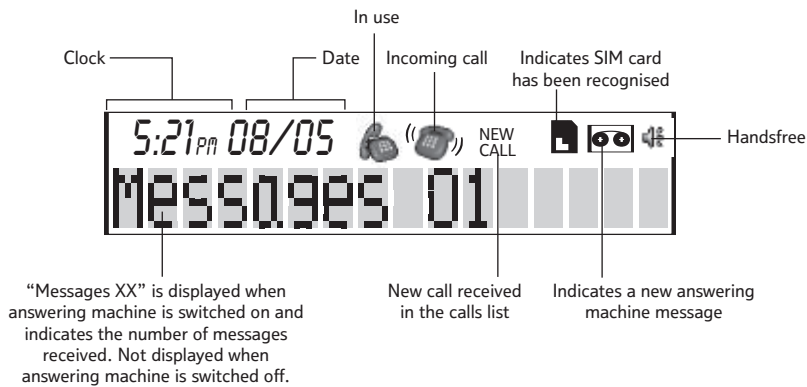(✱) (0) (#)

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Handset standby screen – These are where the handset icons will appear.

Handset display icons – The number of the handset is displayed at all times. You can change the name on the handsets, e.g. Michael, Kitchen, Office etc. These are the main display icons you will see.

On hook.		Keypad locked.
Off hook.		Answering machine on.
Battery status.		You have a new answering machine message.
In range indicator (flashes when out of range).		Missed call alert. Check Calls list.
Alarm.		You have a new text message.
Ringer off.		

Base display icons screen

In use

Clock ——————— Date   Incoming call   Indicates SIM card
has been recognised

5:21 PM 08/05   📞 ((📞)) NEW
CALL   📇 00 📶 ——— Handsfree

Messages 01

"Messages XX" is displayed when   New call received   Indicates a new answering
answering machine is switched on and   in the calls list   machine message
indicates the number of messages
received. Not displayed when
answering machine is switched off.

Navigating the handset menu

Your BT Equinox 1350 has a handset menu system which is easy to use. Each menu leads to a list of options. The menu map is shown on the following page.

When the handset is switched on and in standby, press the option button under **MENU** to open the main menu. Press the ● or ● button to scroll to the menu option you want. Then press **OK** to select further options or confirm the setting displayed.

For example to change the handset ringer volume:

1. Press **MENU** then scroll ● to Personalise and press **OK**.

2. Press **OK** to select Handset, scroll ● to Ring Volume then press **OK**.

3. The current setting is displayed. Press ● to increase or ● to decrease the volume, the ringtone is played at each level you select. Press **OK** to confirm.

Exit or go back one level in the handset menu

To the previous level in the menu, press **BACK**.

To cancel and return to standby at any time, press 𝄞 .

If no button is pressed for 60 seconds, the handset returns to standby automatically.

Select the option displayed by pressing the button underneath it.

For example, select Names by pressing the option button below it.

Handset menu map

SMS (page 35)
• Write Message • Inbox • Drafts • Outbox • Delete Messages • Templates
• Settings

Answer Machine (page 50)
• Play Messages • Delete Messages • Answer On/Off • Record Memo
• Answer Settings

Calls Lists (page 65)
• Received calls • Missed calls • Dialled calls • Delete calls list

Personalise (page 72)
• Handset • Call Groups

    • Ringtone • Ring volume • Handset name • Language • Picture
    • Menu Colour • Auto Talk • Key beep • PABX Access code

Base Settings (page 79)
• Base Ringtone • Base Volume • Handset Priority • Dial Mode • Recall Mode
• System PIN

Time Settings (page 82)
• Alarm • Set Date & Time • Set Day

Calling Features (page 65)
• BT 1471 • Call Diversion On • Call Diversion Off • Call Diversion Check
• Call Waiting On • Call Waiting Off • Call Waiting Check • Reminder Call Set
• Reminder Call Cancel • Reminder Call Check • Edit Number

Registration (page 86)
• Register Handset • Select Base • De-register

Games (page 85)
• Rabbit Runner • Hector • Bowling • Insects Hunt • Ti Aqua

**Names – Options
(Phonebook)**
(page 26)
(once an entry has
been stored)
• Add Entry
• Show Details
• Delete Entry
• Edit Entry
• Ringtone
• Picture
• Copy from SIM
• Delete all
  phonebook
• Copy entry
• Copy all names

If you experience any problems, please call the Helpline on 0870 605 8047

Using the phone

The **❶** button is located on the top left hand corner of the handset.

Power on/off

You need to press *and hold* the silver line next to the **❶** symbol.

When making a call from the base, pressing ⟪ automatically switches on the loudspeaker. You can hear the dial tone. The **In Use** button flashes on the base and the display shows ⟪.

The handset shows Ext Line engaged.

Simple and easy.

Switch handset on/off (from standby screen)

1. Press *and hold* **❶** to switch the handset off.

2. Press **❶** *again* or place it in the base to switch the handset back on.

Make a call

1. Press ⟪ then dial the number you want.

Adjust earpiece or speaker volume

1. During a call, press **⬤** or **⬤** to raise or lower the volume, **1-5**.

Preparatory dialling

From the handset:

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

From the base:

1. Enter the number first. If you make a mistake, press ⟪Delete⟫ on the base to delete digits or press 𝄡 to return to idle and start again.

End a call

1. Press 📞 on the handset or base. Or if using the handset, simply place it back on the base.

Call timer

1. The handset and base display show the duration of external calls. After you hang up, the total call time is shown.

Receiving calls

1. Press 📞 on the handset or base. Or if the handset is on the base, simply lift it up and speak.

   With the handset on the base:

   If you answer or make a call using the base and wish to pick up the handset to continue the call, lift the handset from the base and it will automatically end the call on the base and transfer it to the handset.

Handsfree calls

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

Providing you have subscribed to your network's Caller Display service, the caller's number (and name if stored in the phonebook) is displayed.

For more information on transferring calls, see page 24.

All calls on the base automatically use the base loudspeaker.

During a call via the handset you can open the phonebook by pressing Names and add, view details, delete or edit an entry in the phonebook.

This can be useful with handsfree calling.

To use the phonebook, *see page 26*.

Make a handsfree call

Using the handset:

1. Press 🔇 *twice*. The display shows 🔊. Dial the number. Your call can be heard over the handset's loudspeaker.

2. To switch back to the handset at any time, press 🔇 *again*. Press 🔌 to end the call.

   You can switch any call to handsfree by pressing 🔇 during the call.

Using the base:

Press the 🔇 button. Enter the number. Your call will be heard over the base loudspeaker.

Answer a call in handsfree

When the phone rings:

Using the handset:

1. Press 🔇 *twice*. The call comes through the handset loudspeaker. Press 🔇 *again* to transfer back the earpiece.

Using the base:

1. Press 🔇.

You can copy numbers in any handset redial list (dialled calls) into the phonebook, but you cannot copy numbers from the base redial list.

To delete the redial list see Delete Calls Lists, page 69.

Redial

You can redial up to 20 of the last numbers called from your handset or 10 numbers called from the base.
If you have stored a name in the phonebook to go with the number, the name will be displayed instead, see phonebook, *page 26*.

Redial a number from the list

1. Press ● on the handset or base to enter the redial list. Scroll ● or ● until the number you want is displayed.

2. Press ● to dial the number.

Secrecy

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

Handset secrecy

1. During the call, press **SECRECY**. Display shows Secrecy On. Your caller cannot hear you.

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

Base secrecy

1. During the call, press ⓢ. Display flashes Secrecy On. Your caller cannot hear you.

2. Press ⓢ to return to your caller.

Intercom / Paging

The handset number is shown on the handset standby screen i.e. Equinox 1.

You can hold an intercom call from the base with handset users. Calling the other handsets is also a useful way of locating a missing handset.

Ring / Page all handsets from the base:

1. If you wish to ring all registered handsets (or are unsure of the number of the handset you wish to ring), press ◄ Intercom, then ✱ on the base.

2. All registered handsets will ring and display Paging.

Ring / Page a specific handset from the base:

1. If you know the handset number, press *and release*
   <kbd>Intercom</kbd> on the base. Use the keypad to enter the
   handset number you want (i.e. 1).

2. The handset will ring and display Internal Call Handset
   X (where X is the handset number).

3. Press 📞 on the handset. You can now talk to each other.

Handset keypad lock

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

1. Press *and hold* <kbd>#</kbd> until the screen shows Keypad
   Locked and the 🔒 appears.

2. Press Unlock then **YES** to use the keypad again.

Internal calls

You can make internal calls between the base and any
registered handsets.

Call another handset or base

1. Press 📞 on the handset or <kbd>Intercom</kbd> on the base then
   enter the handset number or **0** for the base.

You cannot make any calls,
including 999 and 112 emergency
calls while the keypad is locked.
Answer incoming calls by pressing
📞 as normal.

The handset number is shown on
the handset standby screen i.e.
Equinox 1. The base number is 0.

If you experience any problems, please call the Helpline on **0870 605 8047**

Please note, for this feature to work you need more than one handset registered to the base.

2. The receiving handset or base must press 📞 to take the call. You can now speak to each other.

3. Press 📞 to end the call.

3-Way call

You can put an external caller on hold, talk to another handset or base user, then hold a call between all three.

1. During a call, press ⬛ on the handset, your caller is put on hold. Enter the handset number or ⓪ for the base, to talk to another internal caller. The receiving handset or base must press 📞 to take the call

2. Press *and hold* ⬛. All three callers can talk. Press 📞 to end the internal call. Press 📞 to hang up the call.

Transfer a call

You can transfer an external call to or from a handset or the base.

During the call:

1. Press ◀ Intercom on the base or ⬛ on the handset. Your caller is put on hold.

2. Enter the handset number you want or **0** for the base and press ✆. The receiving handset or base must press ✆ to take the call. You can speak to the other handset or base user.

3. The originating handset or base must press ✆ to transfer the call.

Caller on hold

You can put an external caller on hold, talk to another handset user, then resume your external call.

1. During a call, press **Int** your caller is put on hold. Enter the handset number you want.

2. Press **Int** to end the internal call and return to your external caller. The other handset presses ✆ to end the call.

Using a headset (not supplied)

The headset lets you make and receive calls without having to hold the handset.

1. Pull back the rubber bung on the side of the handset and plug the headset into the socket. You can now make and receive calls as normal.

If you wish to purchase a compatible headset, please call the Helpline on 0870 605 8047.

Phonebook

If you subscribe to your network's Caller Display service, and want the names in your Phonebook displayed instead of the phone numbers, you must store the full telephone number including the national code.

Writing tips
Entering names

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

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

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

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

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

Press **Int** to switch between upper and lower case letters.

The icon will be displayed when you have selected upper case.

Press **1** to enter a space.

Each BT Equinox handset can store up to 200 names and numbers.

The base can store at least 50 names. The base phonebook is only accessible from the base.

Names can be up to 16 characters long and numbers up to 20 digits.

Handset phonebook

Add entry

1. Press **NAMES**.

2. If the Phonebook is empty, Add Entry is highlighted. Press **OK**.

   Or

3. If names have been stored, they are listed. Press **OPTIONS**. Add Entry is highlighted. Press **OK**.

4. Use the keypad to enter the name, then press **SAVE**.

5. Use the keypad to enter the number, then press **SAVE**. The screen shows the Names list.

6. Press *and hold* **BACK** to return to standby.

Phonebook character map

Key	Case	Assigned letters											
Standard													
1	-	space	.	,	:	;	!	?	¡	¿	'	"	1
2	l	a	b	c	2	à	á	â	ã	ä	å	æ	ç	?
	u	A	B	C	2	Ä	Å	Æ	Ç	?			
3	l	d	e	f	3	è	é	ê	ë	%			
	u	D	E	F	3	É	%						
4	l	g	h	i	4	ì	í	î	ï	_			
	u	G	H	I	4	Ì	_						
5	l	j	k	l	5	-							
	u	J	K	L	5	-							
6	l	m	n	o	6	ñ	ò	ó	ô	õ	ö	ø	(
	u	M	N	O	6	Ñ	Ö	(					
7	l	p	q	r	s	7	ß	/					
	u	P	Q	R	S	7	/						
8	l	t	u	v	8	ù	ú	ü	:				
	u	T	U	V	8	Ú	Ü	:					
9	l	w	x	y	z	9	)						
	u	W	X	Y	Z	9	)						
0	l	0	@	&									
	u	0	@	&									
*	STD	*	€	£	$	¥							
		*	€	£	$	¥							
#	STD	#											
		#											

If you experience any problems, please call the Helpline on **0870 605 8047**

Dial an entry

1. Press **NAMES**.

2. Scroll 🔵 or 🔵 to the name you want or use the keypad to enter the first letter of the name, e.g. press **7**ᴾᏎᴿˢ *four times* for names beginning with S.

3. Press 📞 to dial.

Edit name and number

1. Press **NAMES** then scroll 🔵 or 🔵 to the name you want, then press **OPTIONS**. Scroll 🔵 to Edit Entry and press **OK**.

2. Edit Entry screen is displayed. Press **CLEAR** to delete or use ● or ● to position the cursor. Use the keypad to change the name. Press **SAVE**.

3. Edit the number and press **SAVE**. Display returns to the list of names.

4. Press *and hold* **BACK** to return to standby.

View details

1. Press **NAMES** then scroll 🔵 or 🔵 to the name you want, then press **OPTIONS**.

2. Scroll 🔵 to Show Details and press **OK**.

3. Displays shows the name, number and any call group or ringtone you may have assigned to the entry.

4. Press *and hold* **BACK** to return to standby.

Delete an entry

1. Press **NAMES** then scroll 🔵 or 🔵 to the name you want, then press **OPTIONS**.

2. Scroll 🔵 to Delete Entry and press **OK**.

3. Press **YES** to confirm or **NO** to cancel.

4. Press *and hold* **BACK** to return to standby.

Select ringtone

You can choose which ringer melody is played when you receive a call from selected numbers in the phonebook.

1. Press **NAMES** then scroll 🔵 or 🔵 to the name you want, then press **OPTIONS**.

2. Scroll 🔵 to Ringtone and press **OK**. The Ringtone screen is displayed and the current setting is highlighted.

3. Scroll 🔵 or 🔵 to the ringtone you want. A sample is played. Press **OK**. The display shows Ringtone Saved then returns to the phonebook list.

4. Press *and hold* **BACK** to return to standby.

You can assign a specific ringtone to a caller, but in order for it to work you must subscribe to your network's Caller Display Service.

You can assign a picture to a caller, but in order for it to work you must subscribe to your network's Caller Display Service.

You cannot assign a picture on the base.

Picture

You can select a picture to be displayed on a handset screen when you receive a call from a number stored in the phonebook.

1. Press **NAMES** then scroll 🔵 or 🔴 to the name you want, then press **OPTIONS**.

2. Scroll 🔵 or 🔴 to Picture and press **OK**. The current setting is highlighted.

3. Scroll 🔵 or 🔴 to the picture you want and press **VIEW.** The picture is displayed. Press **BACK** to return to the picture list or press **USE** to assign the picture to the entry you have selected.

4. Press *and hold* **BACK** to return to standby.

Copy entry

You can copy an entry to another BT Equinox handset registered to your BT Equinox 1350 base.

1. Press **NAMES** then scroll 🔵 or 🔴 to the name you want, then press **OPTIONS**.

2. Scroll 🔴 to Copy Entry and press **OK**. The Copy Entry screen shows all registered handsets and the base.

3. Scroll 🔴 to the handset you want to copy to, then press **OK**.

4. Press **OK** *again* to copy another number or press *and hold* **BACK** to return to standby.

Copy phonebook to handset

You can copy the whole phonebook to another BT Equinox handset registered to your BT Equinox 1350 base.

1. Press **NAMES** then **OPTIONS**.

2. Scroll ⬤ to Copy All Names and press **OK**. The Copy All Names screen shows all registered handsets.

3. Scroll ⬤ to the handset you want to copy to, then press **OK**.

4. Press *and hold* **BACK** to return to standby.

Copy from SIM to handset

You can copy complete phonebook lists from compatible mobile phone SIM cards. The SIM phonebook is copied to the handset you are using.

1. Open the SIM card tray on the side of the base and place the SIM card into the tray with the side that says SIM face down. Slot the tray back into the base.

When you copy the whole phonebook or SIM card, it will add to the entries already stored.

DO NOT ATTEMPT TO DOWNLOAD THE PHONEBOOK FROM 3G SIM CARDS.
The SIM card reader in the BT Equinox base is not compatible with 1.8V SIM cards (only available with 3G phones, at the time of writing).

Important
Please note the side that says SIM should be facing down when inserted.

32   Phonebook

Handset memory full
If the handset memory becomes full during copying, not all the entries will be transferred.

The *maximum* number of entries is *200*. If your handset phonebook already contains 140 entries, only the first 60 entries on the SIM card will be copied.

Your BT Equinox 1350 checks all available directory memory spaces on your mobile SIM card.

During copying, the In use light on the base will flash.

If you forget your PIN or if the SIM card becomes locked because the wrong code has been entered, contact your mobile phone provider.

2. Press **NAMES** on the handset, then **OPTIONS**.

3. Scroll 🔘 to Copy From SIM and press **OK**. The Copy From SIM screen is displayed.

4. Enter the SIM card PIN code if requested and press **OK**. During copying, the screen shows the name of each entry as it is copied. The base display shows Copying SIM and the 📇 icon. When finished you see SIM copy Done on the handset and you hear a confirmation beep.

   If you enter the wrong PIN twice, Copy SIM Failed is displayed and the screen returns to standby.

   If the handset memory becomes full during copying the screen shows Memory Full.

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

Phonebook full

If the phonebook becomes full when adding or copying entries, the screen shows Memory Full and then returns to the previous screen.

Base phonebook

The base can store at least 50 names.

Names can be up to 16 characters long and numbers up to 20 digits.

Add entry

1. Press **NAMES**. Display shows first entry in the list (if previous entries have been stored).

2. Press **NAMES** *again*. Add New Entry is displayed. Press **NAMES** to display Name?

3. Use the keypad to enter the name you want and press **NAMES**. Number? is displayed. Enter the number.

4. Press **NAMES**. Display shows Entry Saved.

Dial entry

1. Press **NAMES**. Display shows first entry in the list.

2. Scroll ⬤ or ⬤ or use the keypad to enter the first letter of the name, e.g. press *four times* for names beginning with S.

3. Press 📞. Handsfree mode is selected and the number is displayed and dialled.

Base phonebook

Edit entry

1. Press **NAMES**. Display shows first entry in the list.

2. Scroll ⬆ or ⬇ to the entry you want and press **NAMES**.

You can cancel editing or deleting entries and return to standby by pressing ⬅.

3. Press ⬇ to Edit Entry and press **NAMES** again.

4. Use ◀Delete to delete incorrect characters and use the keypad to enter the correct ones. Press **NAMES** to confirm.

5 Use ◀Delete to delete incorrect digits and use the keypad to enter the correct ones. Press **NAMES** to confirm. Display shows Entry Saved.

Delete entry

If the phonebook becomes full, the display shows Phonebook Full. You will have to delete existing entries before adding new ones.

You cannot access the base phonebook during a call.

If you decide not to delete when the display shows, Are you sure?, press ⬅.

1. Press **NAMES**. Display shows first entry in the list.

2. Scroll ⬆ or ⬇ to the entry you want to delete and press **NAMES**.

3. Scroll ⬇ to Delete Entry and press **NAMES**.

4. Display shows, Are you sure? press **NAMES**. The display shows Entry Deleted.

SMS text messaging

Welcome to the BT Text Service on your BT Equinox 1350. The SMS Service is provided by BT.

Your BT Equinox 1350 can send and receive messages to any mobile phone from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at: **http://www.bt.com/terms/tor.htm**

To subscribe to the SMS text messaging service

When you send your first SMS text message from your BT Equinox 1350 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

Please note that if you set up different user areas you will need to send a message from each user area to register them.

You may also register by sending the word Register to 00000 (5 zeros) upon which you will receive a confirmation message.

IMPORTANT
You must subscribe to your Network Provider's Caller Display Service in order to use SMS text messaging.

A fee may be payable. For this service to work, your telephone number must not be withheld.

WARNING
The SMS feature will not work properly if you have more than one SMS product connected to your telephone line. You will need to disconnect one SMS product.

SMS text messages can be sent only from your BT Equinox 1350 handsets, not the base.

You may also send messages to landline phones that are NOT SMS compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

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

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

Using SMS

With SMS (Short Message Services) you can send and receive text messages up to 160 characters long.

You can type in messages using the keypad as normal or you can use FasTxT (predictive text) which makes writing SMS messages quicker and easier.

Your phone is pre-set for standard text.

Write an SMS text message

1. Press **MENU**. The SMS screen is displayed. Press **OK**.

2. Press **OK** *again* to select Write Message. The screen indicates the type of writing method in use FasTxT or Standard.

3. Press *and hold* # to switch between FasTxT or Standard.

   You can write text messages two ways: FasTxT or Standard text.

Helpline
If you have any difficulties sending or receiving SMS text messages, please *see page 93* for the relevant Helpline number.

When using SMS for the first time, it is recommended that you send a message to yourself on the telephone number your BT Equinox 1350 is connected to. If you do this you can see how messages are both sent and received.

FasTxT predictive text

FasTxT lets you write messages more quickly.

To switch between upper and lower case letters, press **Int**.

For example, to write Hello:

1. Press **4 GHI** then **#** to display H.

2. Now press **3 DEF**. FasTxT predicts the next letter will be E.

3. Press **5 JKL** **5 JKL** **6 MNO** to complete the word Hello.

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

   With FasTxT, press **OPTIONS** to scroll through and select the character option available under each button. These are also displayed at the top of the screen.

Standard text

You can enter a word by pressing each letter button a number of times to display the character you want on the screen.

To write the word *"Hello"*, press **4 GHI** **4 GHI**, **3 DEF** **3 DEF**, **5 JKL** **5 JKL** **5 JKL**, **5 JKL** **5 JKL** **5 JKL**, **6 MNO** **6 MNO** **6 MNO**.

FAST TxT
If the letter you want is not displayed you need to press **#** again (repeatedly if necessary) until the correct character is displayed.

Characters available
The number of characters available are counted down from 160 to 0 so you always know how much more text you can write.

There is also a phonebook character map on page 27.

Deleting text
When writing, press **CLEAR**. When reading, press **OPTIONS**, select Delete then **YES**.

The first character on the ① button gives you a space.

SMS text messaging character map

Standard												
Key	Case	Assigned letters										
1	space	.	,	:	;	!	?	¡	¿	'	"	1
2	l	a	b	c	2	à	ä	å	æ	?		
	u	A	B	C	2	Ä	Å	Æ	Ç	?		
3	l	d	e	f	3	è	é	%				
	u	D	E	F	3	É	%					
4	l	g	h	i	4	ì	_					
	u	G	H	I	4	_						
5	l	j	k	l	5	-						
	u	J	K	L	5	-						
6	l	m	n	o	6	ñ	ò	ö	ø	(		
	u	M	N	O	6	Ñ	Ö	(				
7	l	p	q	r	s	7	ß	/				
	u	P	Q	R	S	7	/					
8	l	t	u	v	8	ù	ü	:				
	u	T	U	V	8	Ü	:					
9	l	w	x	y	z	9	)					
	u	W	X	Y	Z	9	)					
0	l	0	@	&								
	u	0	@	&								
*	STD	*	€	£	$	¥						
	EAT	*	#	€	£	$	¥					
#	STD	#										
	EAT											

Writing tips

Use ◐, ◑, ◒ or ◓ to move the cursor. ◐ moves the cursor up the line and ◑ moves the cursor down the line ◒ moves the cursor left and ◓ moves the cusor right. If you make a mistake or want to delete text press **CLEAR**.

To read through your message if it is too long to fit on one screen, scroll ◐ or ◑.

Using options

While writing press **OPTIONS** to access the following options:

Send To – press **OK**. Enter the number when prompted or press **SEARCH** to open the phonebook.
You can send a message to an individual entry.

Save – scroll ◑ to Save then press **OK** to save the message for sending later.

Insert Symbol – scroll ◑ to Insert Symbol then press **OK** to display the symbol chart. Scroll ◐, ◑, ◒ or ◓ to select, then **OK** to insert.

Insert Emoticon – scroll ◑ to Insert Emoticon then press **OK** to display the emoticons. Scroll ◐, ◑, ◒ or ◓ to select, then **OK** to insert.

Insert Template – scroll ◑ to Insert Template then press **OK** to display the templates. Scroll ◐ or ◑ to

Sending
When you are sending a text, the screen shows Sending SMS then Message Sent.

Symbols
When writing a message, you can select a symbol from options list.

Emoticons
Emoticons are a fun, shorthand way of expressing your feelings. You can select the most appropriate Emoticon from the grid and add them to your message.

Templates
Your BT Equinox provides a selection of common, ready to use statements which are easy to insert into your message.

These are:

Please call
I'll be there at
What time will you be home?
I'll call you
Happy Birthday!
You can change these templates and replace them with your own.

select, then **OK** to insert.

User Name – You can send from the default user name or select your own user area so that the receiver knows who has sent the text. To set a user area scroll 🔵 to User Name then press **OK**. Scroll 🔵 or 🔵 to select the name, then **OK** to confirm, *see page 47*.

Drafts folder

Save to Drafts

If you want to send your message later, you can save it in the Drafts folder.

1. When writing a message, select **OPTIONS** then scroll to **SAVE** and press **OK**. Your message is saved in the Drafts folder.

Send from Drafts

1. From the standby screen, press ⬤ then **OK** to open the SMS menu. Scroll down to Drafts and press **OK**.

2. Screen shows the first line of each message saved. Scroll 🔵 or 🔵 to the message you want and press **READ**. You can now open the Options menu to edit, send, delete or assign a user name to your message.

Outbox

Sent messages are stored in the Outbox.

You can read, forward and delete messages in your Outbox.

If forwarding a message to another person, you can edit the message before finally sending it.

1. From the standby screen, press **MENU** then **OK**. Press **OK** again to open the SMS menu. Scroll down to Outbox and press **OK**.

2. Scroll ● or ◖ to select the message you want then press **READ**. You can now open the Options menu to Edit, Send To, Delete or assign a user name to the message.

Deleting

You can delete all messages from the Inbox, Drafts or Outbox folder, or delete All Messages from all folders.

1. From the standby screen, press ⬛ to open the SMS menu. Scroll down to Delete Messages and press **OK**.

2. Scroll ● or ◖ to select the folder you want or All Messages. Press **OK**. The appropriate screen is displayed.

3. Press **YES** to confirm or **NO** to cancel.

4. Press *and hold* **BACK** to return to standby.

Changing templates

To insert a template, see Using options, *page 39*.

1. From the standby screen, press ⬛SMS to open the SMS menu. Scroll down to Templates and press **OK**.

2. Scroll to the template you want and press **OK**.

3. Edit Template is highlighted. Press **OK**.
   Use **CLEAR** to delete characters or 🔵, 🔵, ⬤ and ⬤ to move the cursor. Use the keypad to enter the new template then press **SAVE**. The new template replaces the old one.

Enter the new template using standard text.

Delete template

1. From the standby screen, press ⬛SMS to open the SMS menu. Scroll down to Templates and press **OK**.

2. Scroll to the template you want and press **OK**. Scroll 🔵 to Delete Template. Press **OK**.

Receiving and reading text messages

When you receive a message it is stored automatically in the Inbox.

The screen alerts you to a new message then displays the new message icon along with the number of new messages in your Inbox. On the base, the New SMS light comes on. You can also set an audible alert, *see page 46*.

Delivery of SMS messages

The system will always try and deliver the message to a text enabled phone in written format, only if there is a problem with delivery will the message be delivered as voice text, with the exception of forced voice text messages. See the Help section on *page 92*.

Open Inbox

1. Press **READ** then scroll ● or ● to select the message you want to read then press **OK**.

2. When reading your messages press **OPTIONS** to access the following options:

IMPORTANT
You must subscribe to your Network Provider's Caller Display Service in order to use SMS text messaging.

A fee may be payable. For this service to work, your telephone number must not be withheld.

Please also see Help section on page 91-94.

When replying to or forwarding a message you have access to the same Options menu used for writing a text message.

When you open the SMS menu, new messages in the Inbox are marked with an ✱.

Reply – press **OK** to send a reply.

Forward – scroll 🔘 to Forward then press **OK** to forward the message to another number. Enter the number when prompted or press **SEARCH** to open the phonebook. You can send a message to an individual entry.

Delete - scroll 🔘 to Delete then press **OK** to delete the message.

Use Number - scroll 🔘 to Use Number then press **OK** to call the number.

Save Number - scroll 🔘 to Save Number then press **OK** to store the number in the phonebook.

3. Press **BACK** to return to the Inbox screen and to standby.

Open Inbox from standby screen

1. From the standby screen, press 📨 to open the SMS menu. Scroll 🔘 to Inbox and press **OK**.

2. You can now scroll 🔵 or 🔘 to the message you want and press **READ** to open it. You can now open the options menu to reply, forward, delete or save it.

SMS settings

The SMS settings menu lets you:

- Select alternative service centres.

- Set the Terminal number.

- Switch SMS Alert on or off.

- Set different users so that each handset can have its own text mailbox.

SMS Service Centre numbers

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

These numbers have been pre-loaded into the BT Equinox 1350.

If you accidentally delete the SEND or RECEIVE SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work. Please see *page 49* for the correct numbers.

To change the SMS Centre phone numbers

1. From the standby screen, press **SMS** to open the SMS menu. Scroll 🔵 to Settings and press **OK**.

2. Press **OK** to open Service Centres menu. Scroll 🔵 to the setting you want and select **OK**.

   Set Send Centre – lets you set the number of the message sending service, *see page 49* for the pre-set Service Centre numbers.

Set SMS text alert

Your handset can play a melody, morse beeps or a discreet tone to announce a new text message. The default setting is Off.

1. From the standby screen, press **SMS** to open the SMS menu. Scroll 🔵 to Settings and press **OK**.

2. Scroll 🔵 to SMS Alert.

3. Press **OK**.

4. Scroll 🔵 to Set Alert and press OK. Scroll 🔵 or 🔵 to select the type of alert you want – Morse, Discreet or Polyphonic.

5. Press **OK** to confirm or **BACK** to return to the previous menu.

6. Scroll ◯ or ◯ to set the alert On or Off and press **OK** to confirm the setting.

7. Press *and hold* **BACK** to return to standby.

User areas

You can receive text messages into a user area or mailbox. The default user area setting is 9.

All handsets can see the default User Area. You can set your own private user area which is protected by a PIN number. Your private user area can be accessed from any registered handset once the correct PIN number has been given.

Up to 5 user areas are available (default +4). However, you can allocate any number between 0-9 to them.

Set personal user area

1. From the standby screen, press **SMS** to open the SMS menu. Scroll ◯ to Settings and press **OK**. Scroll ◯ to Users and press **OK**.

2. If necessary, scroll ◯ to Add User and press **OK**. Enter the user name and press **SAVE**.

3. Enter a 4-digit password and press **OK**. Enter the password *again* to confirm and press **OK**. Your user screen is displayed.

4. You will be assigned a terminal number 0-8. To see your Terminal Number scroll ⬤ to Terminal Number and press **OK**.

5. Press **BACK** to return to the previous menu.

Send text message from a user area

1. From the standby screen, press **SMS** then **OK**.

2. When you have written your message, press **OPTIONS** and scroll ⬤ to User Name.

3. If required, scroll to the user area you want and press **OK**. Enter your PIN number and press **OK**.

4. The options menu is displayed again. You can now scroll to the next option you want, e.g. Send To.

Delete user area

1. From the standby screen, press **SMS** to open the SMS menu. Scroll ○ to Settings and press **OK**. Scroll ○ to Users and press **OK**.

2. Scroll ○ to Delete User and press **OK**. Scroll ◑ or ○ to select the user you want and press **OK**.

3. Enter the 4-digit system PIN (that was previously allocated) and press **OK** to delete. The display returns to the previous menu.

Default settings for SMS text messaging

Receiving Service Centre 1	0800 58752
Sending Service Centre 1	1470P1709400
Templates	Please call I'll be there at What time will you be home? I'll call you Happy Birthday!
Set SMS Alert Melody	Morse
User Area	9
Default user PIN	0000

50 Answering machine

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

You can operate your BT Equinox 1350 answering machine:

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

The default setting for the answering machine is **On**.

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

Day and time announcement

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

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

To set the day, see '*Time Settings*', *page 83*.

Operating the answering machine

Switch on/off

At the handset:

1. Press **MENU**, scroll 🔘 to Answer Machine and press **OK**.

2. Scroll 🔘 to Answer On/Off and press **OK**.

3. Scroll 🔘 or 🔘 to select Off or On. Press **OK**. Display confirms Answer On or Off. You will also hear the setting confirmed in the earpiece and your current outgoing message is played.

At the base:

1. Press ⬤. The machine announces *"Answer Off"* or *"Answer On"*. When switched on, the machine also plays your current outgoing message.

Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your BT Equinox 1350 comes with two pre-recorded outgoing messages, one for **Answer & Record** and one for **Answer Only** modes.

Answer & Record mode

This invites your caller to leave a message.
The pre-recorded message is *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

Answer Only mode

This does not allow your caller to leave a message.
The pre-recorded message is *'Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later'*.

Set Answer mode

1. At the handset, press **MENU**, scroll ⬤ to Answer Machine and press **OK**.

2. Scroll ⬤ to Answer Settings and press **OK**.

3. Screen highlights Answer Mode, press **OK**.

4. Use ⬤ or ⬤ to highlight either Answer & Record or Answer Only.

5. Press **OK** to confirm. Display shows the answer mode you have set.

6. Press **BACK** to return to the previous screen.

Record your own outgoing message

Your answer and record outgoing message can be up to 3 minutes long. Your answer only outgoing message can be any length up to the space you have left in the memory. It will automatically replace the pre-recorded outgoing message.

You can reinstate the original pre-recorded messages at any time by deleting your own recorded message.

1. At the handset, press **MENU**, scroll 🔘 to Answer Machine and press **OK**.

2. Scroll 🔘 to Answer Settings and press **OK**.

3. Scroll 🔘 to Outgoing Message and press **OK**. Record is highlighted.

4. Press **OK**. Use 🔘 or 🔘 to highlight either Answer & Record or Answer Only.

5. Press **OK**. Speak your message into the handset after the beep.

6. Press **SAVE** on the handset to stop recording. Your message is played back.

7. Press **OK** to stop playback or **DELETE** to cancel.

If you delete your own recorded outgoing message, the pre-recorded message is re-instated. You cannot delete the pre-recorded message.

Play/delete outgoing message

1. At the handset, press **MENU**, scroll 🔘 to Answer Machine and press **OK**.

2. Scroll 🔘 to Answer Settings and press **OK**.

3. Scroll 🔘 to Outgoing Message and press **OK**. Play is highlighted.

4. Press **OK**. Use 🔵 or 🔘 to highlight either Answer & Record or Answer Only.

5. Press **OK**. Your message is played back.

6. Press **OK** to stop playback or **DELETE** to delete the message.

Answer delay

Answer delay sets the amount of time before your BT Equinox 1350 answering machine picks up a call. The default setting is 6 rings.

You can select an answer delay of 2-9 rings or Time Saver.

With Time Saver if you have new messages, your answering machine answers after 2 rings. If you do not have new messages it will answer after 6 rings. Therefore, if you are away from home and want to check if you have any messages, if you call and you hear a third ring you can hang up and save the cost of a call.

Set answer delay

1. At the handset, press **MENU**, scroll ⬤ to Answer Machine and press **OK**.

2. Scroll ⬤ to Answer Settings and press **OK**.

3. Scroll ⬤ to Answer Delay and press **OK**.

4. Press ⬤ or ⬤ to highlight the setting you want and press **OK** to confirm. Display shows Saved.

Audible message alert

Your BT Equinox 1350 base can be set to beep every few seconds to indicate that you have new messages. The default setting is off.

1. At the handset, press **MENU**, scroll ⬤ to Answer Machine and press **OK**.

2. Scroll ⬤ to Answer Settings and press **OK**.

3. Scroll ⬤ to Message Alert and press **OK**.

4. Press ⬤ or ⬤ to highlight the setting you want, On or Off and press **OK** to confirm.

New message display

At the handset:

When you have a new answering machine message the screen shows You have x NEW Messages and the 📼 icon.

At the base:

The Messages light flashes and the total number of messages will be displayed.

```
12:44ᴬᴹ01/05                    ⊙⊙
Messages 01
```

If the memory becomes full when a caller is leaving a message, they will hear *'Memory full. Thank you for calling'* and the answering machine will hang up. The answering machine will switch to **Answer Only mode**.

Play messages at the handset

1. When you have new messages, press **PLAY**.

   Or

Before playback the machine announces *"You have X new messages"* and begins to play them. New messages are played first. Previously played messages are announced *"You have X old messages"*.

1. To play messages at any time, press **MENU**, scroll 🔘 to Answer Machine and press **OK**. Screen highlights Play Messages.

2. Press **OK**. Your messages are played. The display indicates New Message or Old Message. The number or name of the caller and date and time of the call are also displayed if you have subscribed to a Caller Display service.

   During playback, you can press:

   PAUSE – pause the message, then press to resume playback.

   DELETE – to delete the current message. Display confirms Message Deleted.

   ➊ – press *once* to replay the message or *twice* to play the previous message.

   ➍ – to play the next message.

   🔊 or 🔘 – to adjust the volume.

   📞 – to hear messages over the handset loudspeaker. Press 📞 *again* to switch back to the earpiece.

   📞 – to stop playback.

During playback of messages if the message is a memo, the display shows MEMO.

Pause will hold a message for up to 60 seconds, before returning your phone to standby.

You cannot delete new (unplayed) messages.

When the last message is played, the machine announces, *"End of messages"*.

Play messages at the base

1. Press **Play**.

2. During playback, you can press:

   Play – to pause and, *again* to resume playing the message.

   Delete – to delete the current message. Display confirms Message Deleted.

   ● – press *once* to replay the message or *twice* to play the previous message.

   ● – to play the next message.

   ○ or **○** – to adjust the volume.

   ○ – to stop playback and ring the caller's number.

   ○ – to stop playback and return to standby.

Delete all messages

At the handset:

1. Press **MENU**, scroll ○ to Answer Machine and press **OK**.

2. Scroll ○ to Delete Messages and press **OK**. Display shows Delete All Old Messages? Press **DELETE** to confirm or **BACK** to cancel and return to the previous screen.

At the base:

1. In standby, press *and hold* ◆. The machine announces, *"To delete all old messages, press delete"*.

2. Press ◆ again, the machine announces, *"All old messages deleted"*.

Record a memo

You can record a memo message on the answering machine for other users to hear.

Memos can only be recorded at the handset.

1. Press **MENU**, scroll ◉ to Answer Machine and press **OK**.

2. Scroll ◉ to Record Memo and press **OK**.

3. Speak your message after the tone. To end recording press **SAVE**. Your memo is played back.

4. Press **OK** to stop playback or ◆ to cancel the memo.

Call screening

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

Memos are stored in the same way as incoming messages and the message counter will increase by 1.

Set call screening volume

1. At the handset, press **MENU**, scroll ⬤ to Answer Machine and press **OK**.

2. Scroll ⬤ to Answer Settings and press **OK**.

3. Scroll ⬤ to Call Screening and press **OK**.

4. Press ⬤ or ⬤ to highlight the volume setting you want and press OK to confirm.

Call screening at the handset

When the answering machine takes a call, the caller's details are displayed (providing you have a Caller Display service).

1. On the handset, press **SCREEN** to listen in to your caller leaving a message. Any other handsets will display Screening ongoing.

2. To speak to your caller, press 📞 or to stop screening, press **END**. Recording stops automatically if you choose to speak to your caller.

Call screening at the base

1. Providing the base call screening setting is switched to an audible level, see *page 60*, you can hear your outgoing message being played and the caller leaving their message.

2. Press 🔵 or 🔵 to adjust the volume if required.

Memory full

When the recording memory is full:

At the handset, the screen displays the memory full message.

At the base, the message icon and the new message light both flash.

You must delete messages before new ones can be recorded.

If a caller is leaving a message when the memory becomes full your machine will announce, *"Memory full. Thank you for calling"*, and hang up. The machine will also automatically set to **Answer Only**. You must delete messages before you can receive any new ones.

Remote access

You can keep a note of your Remote Access Security PIN by writing it in the space provided on page 101.

Security code

You can operate your answering machine from any modern phone by calling your BT Equinox 1350 and entering a 3-digit security code.

The pre-set code is 000. You can change this to help prevent unauthorised callers from listening to your messages.

Set security remote access code

1. At the handset, press **MENU**, scroll ● to Answer Machine and press **OK**.

2. Scroll ● to Answer Settings and press **OK**.

3. Scroll ● to Security Code and press **OK**. The display shows Enter Old PIN: (pre-set code is 000).

4. Press **OK**. Display shows Enter New PIN: Enter a new 3 digit PIN and press **OK**.
   Display shows Confirm New PIN. Enter the new PIN *again* and press **OK**. Display shows Saved.

Switch answering machine on remotely

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

1. Dial your phone number and let it ring. After 20 rings, the call is answered, at this time press ✱. You will hear, *'Please enter your security code'*. Enter your security code.

2. For instructions on how to switch your answering machine on *see page 64*, where there is a full list of options.

   Time saver

   If you have set the Answer Delay to Time Saver, your answering machine will answer after 2 rings if you have new messages or 6 rings if you do not have new messages. This gives you time to hang up before you are connected, saving you the cost of a call. To set Answer Delay, *see page 55*.

   Operating your answering machine from another phone

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

2. Enter your 3-digit code.

3. If you have messages, your machine announces *'You have (n) new messages'*, and they are played. Or you will hear *'You have no new messages, to hear main menu press 1'*.

Use the buttons on the keypad to operate your answering machine:

1 hear main menu.

2^{ABC} play all messages.

3^{DEF} play new messages.

4^{GHI} *once* to repeat the current message, *twice* to play previous message.

5^{JKL} delete the message being played.

6^{MNO} skip forward to the next message.

7^{PQRS} set answer mode.

8^{TUV} play your outgoing message.

9^{WXYZ} record a new outgoing message.

0 switch answering machine off/on.

If you don't give any instructions for 8 seconds, your BT Equinox 1350 will hang up.

BT Calling Features

Helping you manage your calls

Caller Display

If you subscribe to a Caller Display service you can see who is calling you on your handset or base display, as well as the time and date of their call.

If you have stored a name to go with the number in the phonebook, the name will be displayed as well. Please store the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook and any handset picture or ringtone you have selected will not be used.

Caller information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case your BT Equinox 1350 provides you with some explanatory information.

Unavailable – The number is unavailable.
Withheld – The caller has withheld their number.
Call back – Ringback call.
Operator – The call has been made via the operator.
Payphone – The caller is ringing from a payphone.
Int'l – International call.

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

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

Calls lists

Your BT Equinox 1350 lets you view details of your last calls.

- **Received calls** – shows details of all recent callers.
- **Missed calls** – shows details of calls that were not answered.
- **Dialled calls** – list shows details of the last 20 calls made from your handset.

  A combined total of 50 calls can be stored in the **Received** and **Missed calls**.

View/dial missed and received calls on the handset

You can access the Calls list using the handset navigator button or the menu.

To use the navigator button:

1. From the standby screen, press 🔾. New calls are indicated with an ✽. Press 🔾 or 🔾 to scroll through the list. A beep is played when you reach the first and last calls in the list.

2. Press 📞 to dial a number or **OPTIONS** to delete the entry, see further details or add the number to the phonebook.

If there are no new missed calls, the received calls list is displayed instead.

An ✽ next to a number in the Calls list indicates a new call (i.e. unviewed entry).

You can display, scroll through and dial numbers in the Calls lists and copy them into the phonebook.

If a call is received when the Calls list is full, the oldest entry will be deleted.

You can view, dial, delete and add entries to the phonebook.

View/dial missed calls on the base

To see missed calls:

1. From the standby screen, press ⬤. The most recent call is displayed first. New calls are indicated along with the date and time of the call. If the caller's number matches a name in the base phonebook or inserted SIM card, the name is displayed.

2. Press ⬤ or ⬤ to scroll through the missed calls list. You will hear a beep when you reach the first and last calls in the list.

3. Press ⬤ to dial a number or **OPTIONS** to delete the entry, see further details or add the number to the phonebook.

Redial from the handset

1. From the standby screen, press ⬤. The redial list is displayed. Press ⬤ or ⬤ to scroll through the list.

2. Press ⬤ to dial a number or **OPTIONS** then select:
   Delete – to delete the number.
   Show Details – if a name is displayed, this shows the number.
   Save Number – to create an entry in the phonebook.
   Enter the name, press **SAVE**. The number is displayed.
   Press **SAVE** to store the number.

All Calls

1. Press **MENU** then scroll 🔘 to Calls Lists and press **OK** to open the Calls list screen.

2. The Received calls list is highlighted. Scroll 🔘 to highlight the Missed or Dialled calls list. Press **OK.**

3. If the name of the caller has been stored in the phonebook it is displayed.

4. Press **OPTIONS**. You can now select:

   Delete – to delete the entry.
   Show Details – to view the number.
   Save Number – to store the number in the phonebook.

   Press 🔘 to select the option you want then press **OK**.

   Or

   Press **BACK** to return to the previous screen.

Delete Calls lists

1. Press **MENU** then scroll 🔘 to Calls Lists and press **OK** to open the Calls list screen.

2. Scroll 🔘 to Delete Calls Lists and press **OK**. Press ⚫ or 🔘 to select the list you want to delete:

> Received Calls
> Missed Calls
> Dialled Calls
> All Calls

Press **OK**.

3. Press **YES** to delete or **NO** to cancel.

Calls can also be deleted from the base calls list using the Delete button.

Call Diversion

Divert an incoming call to another number where you can be reached.

1. Press **MENU** then scroll 🔘 to Calling Features and press **OK**.

2. Press ⚫ or 🔘 to select one of the following options:
Call Diversion on.
Call Diversion off.
Call Diversion check.
Press **OK**. The Call Diversion service number is dialled. Follow the prompts given.

Call Diversion is usually a chargeable service. Check with your network provider for details of their tariffs.

For BT, call 0800 800 150.

Check – see the number calls will be diverted to.

Call Waiting is a subscription service. Please check with your network provider for details.

For BT, call 0800 800 150.

Call Waiting

If an incoming call arrives while you are already on the phone, you will hear a soft beep every 5 seconds. This beep is not audible to the person you are speaking to. The second caller's number (and name if stored in the phonebook) will appear on the display. Instead of the engaged tone, the second caller will hear an announcement to hold on as you are aware that there is a second call.

The name of the waiting caller will be displayed if you have stored their details in the phonebook and have subscribed to your network's Caller Display service.

Set call waiting

1. Press **MENU** then scroll ⬤ to Calling Features and press **OK**.

2. Scroll ⬤ or ⬤ to select one of the following options:

   Call Waiting on.
   Call Waiting off.
   Call Waiting check

Check – see the current setting.

   Press **OK** to confirm. The Call Waiting service number is dialled. Follow the prompts given.

Reminder Call

You can request a BT reminder call for any time of day or night.

1. Press **MENU** then scroll ⬤ to Calling Features and press **OK**.

2. Scroll ⬤ or ⬤ to select one of the following options:

   Reminder Call set.
   Reminder Call cancel.
   Reminder Call check

   Press **OK**. The Reminder Call service number is dialled. Follow the prompts given.

Reminder Call is a pay as you use service.

Check – hear the current setting.

Personalise the handset

It's your phone, make it work the way you want.

Choose from 10 ringer melodies 1-8 polyphonic, 9-10 standard. Set different melodies for internal and external calls.

Ringtone

1. From the standby screen, press **MENU** then scroll 🔵 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Press **OK** to select Ringtone. Press **OK** to select External Calls. Or scroll 🔵 to Internal Calls, then press **OK**.

3. Scroll 🔵 and 🔵 to the melody you want – a sample is played. Press **OK** to select or **BACK** to return to the previous menu.

4. Press *and hold* **BACK** to return to standby.

Ringer volume

If you select Ringer off, the 🔕 icon is shown on the display.

1. Press **MENU** then scroll 🔵 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔵 to Ring Volume and press **OK**.

There are five handset ringer volume levels and off. If you select off, calls will still ring at the base and your handset screen will indicate incoming calls.

3. The current setting is displayed. Press 🔵 to increase or 🔵 to decrease the volume. Press **OK** to confirm.

4. Press *and hold* **BACK** to return to standby.

Handset name

1. Press **MENU** then scroll 🔵 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔵 to Handset Name, then press **OK**.

3. Enter the handset name you want. If you make a mistake press **CLEAR**. Press **SAVE** to confirm.

4. Press *and hold* **BACK** to return to standby.

You can change the name displayed on your handset's screen, e.g. to Peter, Kitchen etc. The name can be up to 8 characters long. The handset number is not altered.

Language

1. From the standby screen, press **MENU** then scroll 🔵 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Press 🔵 to highlight Language and press **OK**. Press 🔵 or 🔵 to highlight the language you want and press **OK** to select or **BACK** to return to the previous menu.

3. Press *and hold* **BACK** to return to standby.

Choose the display language – English, Français, Deutsch etc.

Picture

Set the picture that forms the background to your handset's standby screen.

1. From the standby screen, press **MENU** then scroll 🔘 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔘 to Picture and press **OK**. Scroll 🔵 or 🔘 to the picture you want and press **VIEW**.

3. Press **USE** to select or **BACK** to return to the picture list.

4. Press *and hold* **BACK** to return to standby.

Menu colour

You can select Blue, Green or Pink.

1. Press **MENU** then scroll 🔘 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔘 to Menu Colour, then press **OK**.

3. Scroll 🔵 or 🔘 to highlight the colour you want and press Save.

4. Press *and hold* **BACK** to return to standby.

Auto talk

When the handset is on the base and the phone rings, you can answer a call just by picking the handset up from the base, without having to press the Q button. You can also end a call by placing the handset back on the base.

By switching Auto Talk off you have to press the Q button to answer a call and 𝄡 to hang up.

1. Press **MENU** then scroll 🔵 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔵 to Auto Talk, then press **OK**. The current setting is highlighted.

3. Scroll 🔵 or 🔵 to switch between On and Off. Press **OK** to confirm your selection.

4. Press *and hold* **BACK** to return to standby.

Each time you press a button the handset beeps. You can switch these beeps on or off.

Key beep

1. Press **MENU** then scroll 🔘 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔘 to Key beep and press **OK**.

3. Scroll 🔘 or 🔘 to select On or Off and press **OK**.

4. Press *and hold* **BACK** to return to standby.

PABX access code

1. Press **MENU** then scroll 🔘 to Personalise and press **OK**. Press **OK** *again* to open the Handset list.

2. Scroll 🔘 to PABX Access Code.

See *page 100* for instructions on entering a pause.

3. Display shows Set Code. Press **OK**.

4. Enter in your PABX access code, e.g. 9ʷˣʸᶻ and press **SAVE**.

5. Scroll 🔘 to On and press **OK**.

6. Press *and hold* **BACK** to return to standby.

Call groups

Create a call group by combining a list of entries stored in the phonebook. For example, Friends, Family and Work. You can then set a ringtone and picture for each group to help you identify the type of call.

You can create up to 4 call groups.

1. Press **MENU** then scroll ⬤ to Personalise and press **OK**. Press ⬤ to highlight Call Groups then press **OK**.

2. Scroll ⬤ or ⬤ to highlight the Call Group you want, Friends, Family, Work, Other and press **OK**.

3. Scroll ⬤ or ⬤ to highlight the option you want from the list and press **OK**.

   View Entries – see who's in your call group. Scroll ⬤ or ⬤.

   Add Entries – add a name from the phonebook to your Group. Scroll ⬤ or ⬤ to select an entry then press **ADD**.

   Remove Entries – remove names from your Group. Scroll ⬤ or ⬤ to select an entry then press **REMOVE**.

   Ringtone – select a ringtone for the group. Scroll ⬤ or ⬤ to hear the options then press **OK**.

78   Personalise the handset

Handset default settings

Handset ringer volume	5
Handset name	Equinox
Earpiece volume	3
Ringer melody (external and internal)	5
Menu colour	Blue
Auto Talk	On

Picture – select a picture for the group. Scroll 🔵 or 🔴 through the list. Press **VIEW** to see the picture and press **USE** to select the picture.

Edit Group Name – set a new name for the Group. Press **CLEAR** to delete the current name and enter the new name. Press **SAVE**.

Clear Group – delete the group. Press **YES** to confirm or **NO** to cancel. All entries will be deleted from the group but not the phonebook.

Base settings

What's your fancy?

Ringtone

1. Using a handset, press **MENU** then scroll 🔘 to Base Settings and press **OK**.

2. Press **OK** select Base Ringtone. Scroll 🔘 or 🔘 to select the ringtone you want. As you highlight each option, you hear a quick sample.

3. Press **OK** to set the ringtone.

Choose from 5 standard ringer melodies.

Ringer volume

There are five ringer volume levels and Off.

1. Using a handset, press **MENU** then scroll 🔘 to Base Settings and press **OK**. Press 🔘 to highlight Base Volume then press **OK**.

2. Scroll 🔘 to increase volume or 🔘 to decrease volume then **OK** to confirm.

There are five ringer volume levels and Off.

Handset priority

Normally, if you have more than one handset registered to your base, they all ring at the same time. However, you can set one of them to ring before the others, so that calls can always be answered at one handset first.

Connecting to a switchboard/PBX?
For Access code, Recall and Dial mode settings see, Connecting to a switchboard, *page 99*.

If you experience any problems, please call the Helpline on 0870 605 8047

1. Using a handset, press **MENU** then scroll 🔘 to Base Settings and press **OK.** Press 🔘 to highlight Handset Priority then press **OK**.
   Display highlights All Handsets. Press **OK** to select All Handsets to make all handsets ring together.

   Or

2. Scroll 🔘 to Select Handset and press **OK**. Scroll 🔵 or 🔘 to the handset you want to ring first. Press **OK**.

3. Scroll 🔵 or 🔘 to select the number of rings at the handset before the other handsets start ringing. Press **OK** to confirm.

Dial mode

Your BT Equinox 1350 is set to Tone dialling. You can switch to Pulse dialling.

1. Using a handset, press **MENU** then scroll 🔘 to Base Settings and press **OK**. Scroll 🔘 to Dial Mode and press **OK**.

2. Press 🔵 or 🔘 to highlight Pulse Mode or Tone Mode and press **OK** to confirm.

System PIN

The System PIN is used for registering and deregistering handsets and some other optional settings. The default System PIN is 0000.

1. Press **MENU** then scroll 🔘 to Base Settings and press **OK**. Press 🔘 to highlight System PIN then press **OK**.

2. Enter the current PIN (Original setting 0000) and press **OK**.

3. Enter the new PIN, press **OK** and enter it again.

4. Press **OK** to confirm.

Protecting your settings
When entering a PIN the digits are shown as asterisks.

Keep track of your PIN
If you change the System PIN, keep a record of the new number by writing in the space provided on *page 101*. You need your System PIN for registering handsets and for some other optional settings.

If you enter the PIN incorrectly the screen shows Incorrect Pin.

Default base settings

Base ringtone	Standard melody 4
Base ringer volume	5 (max)
Recall mode	Timed Break
Dial mode	Tone
System PIN	0000
Handset priority	All handsets
Access code	Off

Time settings

IMPORTANT
If you have subscribed to your network's Caller Display service the date and time will be set automatically when you receive your first call and you will not need to set the date and time manually, although this is an option.

When the alarm is switched on, the standby icon shows the 🔔 icon

Use your phone as an alarm clock.

Set the date and time and use your BT Equinox 1350 to give you a reminder alarm.

You can have a different alarm setting for each handset registered to your base. The alarm rings only at the handset, not at the base or any other handset.

Set alarm

1. Press **MENU** then scroll 🔽 to Time settings and press **OK**. Press **OK** to select Alarm.

2. Press **OK** to select On/Off. Scroll 🔼 or 🔽 to highlight the option you want:

   On Once – alarm goes off just once.

   On Daily – alarm goes off same time each day.

   Off – alarm off.

   Press **OK** to confirm.

3. If you are setting an alarm, the screen shows Time. Enter the time you want the alarm to go off in 24 hour clock mode, e.g. **0** **7** **3** **0** for 7.30am, then press **OK** to confirm.

Alarm tone

1. Press **MENU** then scroll 🔾 to Time Settings and press **OK**. Press **OK** to select Alarm.

2. Press 🔾 to highlight Set Alarm Tone, and press **OK**.

3. Scroll 🔾 or 🔾 to select the Alarm Tone you want then press **OK** to confirm.

Switch alarm off

1. When the alarm sounds, press any button on the handset to switch it off.

Set date and time

1. Press **MENU** then scroll 🔾 to Time Settings and press **OK**. Press 🔾 to highlight Set Date & Time then press **OK**.

2. Enter the date,
   e.g. 2^{ABC} 2^{ABC} 0 2^{ABC} for 22nd February. Press **OK** to confirm.

3. Enter the time,
   e.g. 1 4^{GHI} 3^{DEF} 0 for 2.30pm then press **OK** to confirm.

From a choice of 4, you can set which ringtone is played for your alarm.

84   Time settings

This allows the answering machine to announce which day your messages are received.

Set day

1. Press **MENU** then scroll ⬤ to Time Settings and press **OK**. Scroll ⬤ to highlight Set Day then press **OK**.

2. The current setting is highlighted. Scroll ⬤ or ⬤ to highlight the correct day and press **OK** to confirm. Display shows the day is saved, i.e. Tuesday Saved.

Games

It's time for fun.

Your BT Equinox 1350 comes with 5 games:

- Rabbit Runner
- Insects Hunt
- Hector
- Ti Aqua
- Bowling

To enter the games menu

1. Press **MENU** then scroll ⬤ to Games and press **OK**.

2. Use ⬤ to scroll through the game you want to play and press **OK**. Press **START** to display the game menu which includes instructions.

3. Press **BACK** or scroll to **EXIT** and press **OK** to return to the standby screen.

Additional handsets and bases

You can create phonebook entries and adjust some handset settings such as ringer melody and volume on an unregistered or out of range handset.

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

Expanding your system is easy.

Up to five handsets can be registered and operated from the BT Equinox 1350.

You can make internal calls between two handsets while a third is making an external call.

Each handset can be registered on up to four bases.

If you buy new handsets to use with your BT Equinox 1350 they will have to be registered to the base before you can use them.

Register a new BT Equinox handset

1. Press **MENU**, then scroll down to Registration and press **OK**.

2. Register Handset is highlighted. Press **OK**.

3. If you have more than one base, scroll ● or ● to select the base. Press **OK**.

4. Enter the base's SYSTEM PIN (original setting 0000). Press **OK**.

5. At the base: press *and hold* <Intercom> until the base beeps. The display shows Registration.

6. The handset screen will show the base ID number. Press **OK** to confirm. The handset screen then shows Handset Registered. The handset reverts to standby and is given the first available handset number. You can now use the handset.

Register handset with an additional base

A handset registered with one base can then be registered with up to three more bases, e.g. at work, at home, or at a relative's home.

1. Press **MENU** then scroll 🔾 to Registration and press **OK**.

2. Register Handset is highlighted. Press **OK**.

3. Scroll 🔾 or 🔾 to select the base. Press **OK**.

4. Enter the selected base's SYSTEM PIN (original setting 0000). Press **OK**.

5. At the base: press *and hold* <Intercom> until the base beeps. The display shows Registration.

6. The handset screen shows the base ID number, press **OK**. The handset reverts to standby and is given the first available handset number. It is now registered to the new base and ready for use.

To register a GAP compatible handset to your BT Equinox base, please refer to the instructions supplied with the handset you are trying to register. Please note that you will not be able to access the answering machine facilities using a GAP compatible handset and other features may be limited.

All the bases that a handset can be linked to are indicated by an ✱.

Select base

You can switch your BT Equinox handset between bases. You can also set it to automatically select the base with the strongest signal. The handset must first be registered with each base individually.

1. Press **MENU** then scroll 🔘 to Registration and press **OK**.

2. Scroll 🔘 to Select Base then press **OK**. The current base being used is highlighted.

3. Scroll 🔵 or 🔘 to select the base you want or Automatic to connect to the base with the strongest signal. Press **OK**.

De-register a handset

Use one handset to de-register another handset from the same base.

1. Press **MENU** then scroll 🔘 to Registration and press **OK**.

2. Scroll down to De-register. Press **OK**.

3. Enter the system PIN (original setting 0000) then press **OK**. The screen lists all handsets registered to the base.

4. Scroll 🔵 or 🔘 to select the handset you want to deregister and press **OK**.

5. Press **YES** to confirm or **NO** to return to the previous screen listing the handsets.

Help

Replacing the handset batteries

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

For spare 2 x AAA rechargeable NiMH batteries, please contact the BT Equinox Helpline 0870 605 8047. The batteries should be replaced as a pair only, and the old batteries disposed of properly.

Remove the battery compartment cover and remove existing batteries. Insert new batteries and replace the compartment cover.

Note: BT accepts no responsibility for damage caused to your BT Equinox handset by using any other type of batteries.

Problems	Possible cause
No display	The batteries may be dead. Recharge or replace the batteries.
	Is the handset switched off? To switch the handset on, *see page 18*.
No dial tone	Check that the telephone line cord is plugged into the phone socket.
	Check that the base is connected to the mains power and switched on.

Problems	Possible cause
You cannot link up with the base	Is the display flashing 📞 ? Check that the base is connected to the mains power and switched on.
	Are you are out of range? Move the handset closer to the base.
	Are the batteries low or flat? If so, charge the batteries or replace them if necessary.
	If using more than one base, check that you are connected to the correct base.
No ring on the handset	Check that the ringer volume is switched on, s*ee page 72*.
	Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.
Buzzing noise on my radio, TV, computer or hearing aid	Sometimes, your BT Equinox 1350 and other DECT GAP compatible handsets can interfere with other electrical equipment if placed too close. Try moving it at least one metre away from such appliances.
The charging does not appear to be working	Check that the base is plugged into the mains socket and switched on.

Problems	Possible cause
	Check that you are using the correct power adaptor plug. BT Equinox 1350 base – Item Code 003993 BT Equinox 1350 Twin charger – Item Code 021299 Check that the handset has slotted correctly into the base. Check that the handset batteries have been correctly fitted.
Cannot adjust an option in the base	Someone else might be making changes using another handset. Try again when the other handset user has finished.
SMS messages cannot be sent and screen displays Unable To Send	The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket. There might be a fault on the line. Check your telephone line is working properly. You might have deleted the server number in error. Refer to *page 45* for instructions on how to enter the number. Your SMS memory might be full. Delete unwanted text messages, *see page 41*.

Problems	Possible cause
Cannot send text	Check Service Centre number is correct including 1470 prefix.
	Check call barring (option 4) is not activated on your line if you have the call barring service rented from BT.
Cannot receive text	More than one SMS product plugged into the line. Remove other products.
	Check service centre number is correct.
	Ensure you have subscribed to a Caller Display Service and that it is active. You can check this by noting if your phone displays data regarding your caller's number when you receive an incoming call.
Phone is registered to the SMS service and text has been previously sent and received but you are now only receiving incoming messages as voice text	This may be due to your phone being de-registered.
	All you need to do is type Register and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line.
	Note: Messages sent to 00000 are not charged for.

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

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

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

For other telephone service providers please contact their customer services.

General sales enquiries:

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

For other telephone service providers please contact their customer services.

Billing enquiries:

Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

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

Press **MENU**. Press **OK** to select SMS. Press **OK** again to select Write Message. Type in the following commands (depending upon what you wish to do) and send to 00000.

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

**1** **#** Turns off the opt out option.

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

**2ᴬᴮᶜ** **#** Turns off permanent voice text message delivery.

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

✱ **3ᴰᴱᶠ** **#** Forces a message sent to be delivered as voice text even though the
recipient may have an SMS enabled phone and usually receives written text.

This command is inserted at the start of the message and applies only to
that message, e.g. **✱** **3ᴰᴱᶠ** **#** *"Hello I will be home late"*.

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

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

BT Equinox Helpline
0870 605 8047

Call the dedicated BT Equinox Helpline:

- if you are having difficulties using your BT Equinox 1350
- if you need replacement batteries or mains power unit

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

If you experience any problems, please call the Helpline on 0870 605 8047

General information

Important

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

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

Safety

General

- Only use the power supply 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 used with the base is 003993. The item number for the power supply used with the charger is 021299 (only applicable when you have purchased a BT Equinox 1350 multiple pack).

- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Equinox Helpline 0870 605 8047.

- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline for all repairs.

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

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

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

- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

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

Cleaning

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

Environmental

- Do not expose to direct sunlight.

- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood or other surfaces which might be affected.

- 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 surface.

- 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 that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Guarantee

Your BT Equinox 1350 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 Equinox 1350 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 it, please read the Help section beginning on page 89, or contact the BT Equinox Helpline on 0870 605 8047, 9am to 5.30pm Monday to Friday and 9.30am to 2.30pm Saturday.

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, Helpdesk Solutions on 08702 405029 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office, or your preferred carrier.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Equinox 1350 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

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

- Only use the approved power adaptor and charger.
- Only use approved AAA NiMH rechargeable batteries.

Connecting to a switchboard

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

Access code and entering a pause

If you are connecting your BT Equinox 1350 to a switchboard/PBX you may need to prefix stored numbers with an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

A pause is entered when storing a number in the phonebook *(see page 26)* or PABX access code *(see page 76)* by pressing *and holding* the ⬤ button on the handset or base until the display shows P.

Dialling mode

With some switchboards/PBXs you may need to switch the dial mode from Tone to Pulse, otherwise you should not need to adjust this setting.

1. Press **MENU** then scroll ⬤ to Base Settings and press **OK**. Press ⬤ to highlight Dial Mode then press **OK**.

2. Press ⬤ or ⬤ to highlight the setting you want. Press **OK** to confirm.

Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Equinox 1350 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Equinox 1350 is published on the website: **http://www.suncorptech.com/bt**

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.

For your records

Date of purchase:

Place of purchase:

Serial number:

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

Enter your BT Equinox 1350 base PIN here:

[/   /   /   ]

(see *page 81* for more information)

Enter your BT Equinox 1350 remote access security code here:

[/   /   /   ]

(see *page 62* for more information)

BT accessories and replacement items

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

With and WithoutWires.com

If you experience any problems, please call the Helpline on 0870 605 8047

Visit us at www.bt.com

Offices worldwide

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