



# User Guide

BT FREESTYLE 3500



# Welcome...

to your BT Freestyle 3500  
digital cordless telephone  
and answering machine

- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).
- Directory – lets you store up to 30 names and numbers for easy dialling.
- Caller Display - lets you see who's calling and your phone stores details of the last 10 callers in a Calls list.<sup>1</sup>
- Digital answering machine with up to 15 minutes recording time.
- Play, repeat and delete your messages from almost any other phone.

<sup>1</sup> Requires subscription to a Caller Display service.  
A quarterly fee may be payable



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

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

#### ■ **Need help?**

If you have any problems setting up or using your BT Freestyle 3500, contact the Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

#### ■ **Hearing aid?**

Please note that the BT Freestyle 3500 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

#### **Got everything?**

- BT Freestyle 3500 handset with belt clip
- BT Freestyle 3500 answering machine base
- 2 x NiMH AAA rechargeable batteries (already fitted)
- Battery compartment cover
- Mains power adaptor
- Telephone line cord

#### **If you have purchased a BT Freestyle 3500 multiple pack you will also have the following for each additional handset:**

- BT Freestyle 3500 handset with belt clip
- BT Freestyle 3500 charger
- 2 x AAA NiMH rechargeable batteries (already fitted)
- Battery compartment cover
- Mains power adaptor (for the charger)

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# Getting started

## WARNING

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

## Handset range

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

## Signal strength

The **Y** symbol on your handset screen indicates when you are in range. When you are out of range, the **Y** symbol flashes, and the screen displays *Searching*. You should move closer to the base if this happens to ensure the full functionality of your phone.

## IMPORTANT

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

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

## Location

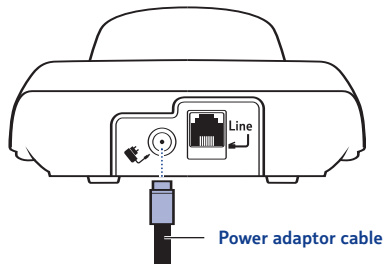
You need to place your BT Freestyle 3500 base within 2 metres of a mains power and telephone socket so that the cables will reach.

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


Your BT Freestyle 3500 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

## Setting up

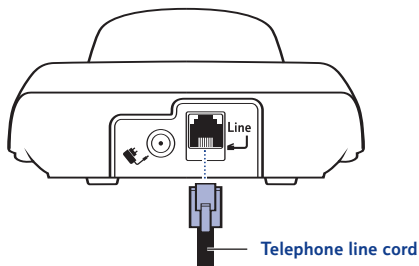
1. Plug the mains power cable into the power socket on the back of the base. Plug the other end into the mains socket and switch on.



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

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

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



### Which socket?



Power socket




Line Telephone line socket

### Talk/Standby time

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

### Battery low warning

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

### Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

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

### IMPORTANT

Only use the power supply and telephone line cord supplied with your BT Freestyle 3500 otherwise the telephone may not work.

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



















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

Your BT Freestyle 3500 uses the 24 hour clock.

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

### Set the day and time

Your BT Freestyle 3500 answering machine automatically adds the day and time to all messages. The default setting is 01/01/2004 12:01pm.

1. Press  to open the main menu.
2. Press  or  until the display shows **Date/Time** and press .
3. The current year setting is displayed, enter the last 2 digits of the year (e.g. press  then  for 2005) and press .
4. The current month setting is displayed, enter 2 digits for the date and 2 for the month (e.g. for 5th August, press    ) and press .
5. The current time setting is displayed, enter 2 digits for the hour and 2 for the minute (e.g. for 10.54pm, press    ) and press . **Stored** is displayed.
6. Press *and hold*  to return to standby.

**Your BT Freestyle 3500 is now ready for use.**



## BT Freestyle 3500 multiple pack owners only

### Location

You need to place your BT Freestyle 3500 charger close enough to a mains power socket so that the cable will reach.

### Setting up the charger

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



Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a recommended capacity of 750mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

### Helpline

If you are having any difficulties setting up or using your BT Freestyle 3500, please call the BT Freestyle Helpline on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

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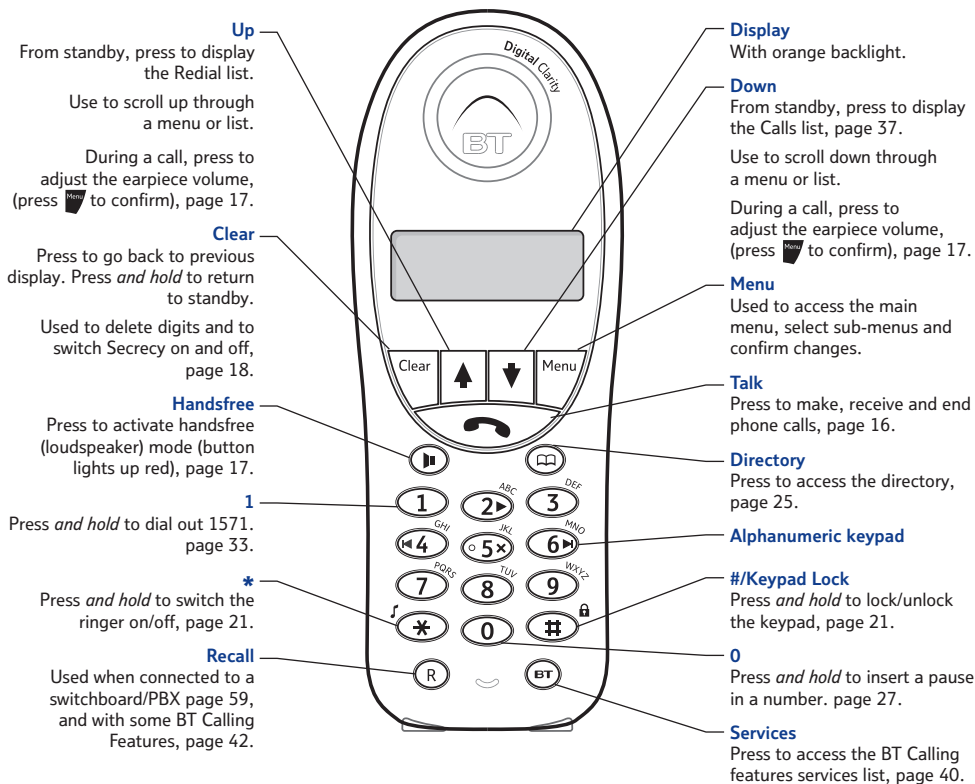
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2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
3. Place the handset on the charger and charge for at least 16 hours.

**Your BT Freestyle 3500 multiple pack is now ready for use.**

# Getting to know your phone

## Handset



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### Handset display icons

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



**◆ UP/DOWN**  
When scrolling  
through the menu

**📶 ANTENNA**  
Steady when in range.  
Flashing when out of  
range.

**📞 HANDSET**  
Handset in use  
Incoming call

**🔊 HANDSFREE**  
Handsfree on

**📧 TAPE**  
Answer machine on.  
Flashes when new  
messages are waiting  
on your answer  
machine.

**🔔 CROSSED BELL**  
Ring volume off

**🔒 MUTE**  
Secrecy on

**🔑 KEY**  
Keypad lock on

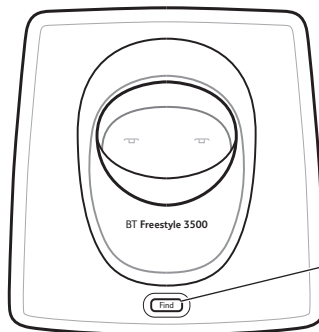
**🔋 BATTERY**  
Battery empty

**🔋 BATTERY**  
Battery low

**🔋 BATTERY**  
Battery half full

**🔋 BATTERY**  
Battery full

## Base

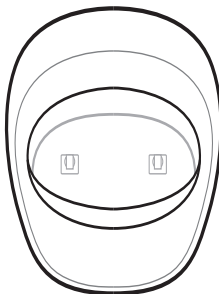


### Find

Press to page/locate a handset, page 22.

## Charger

(For multiple pack users only)












### Navigating the menus

Your BT Freestyle 3500 handset features an easy to use menu system. Have a look at the menu map on the next page.

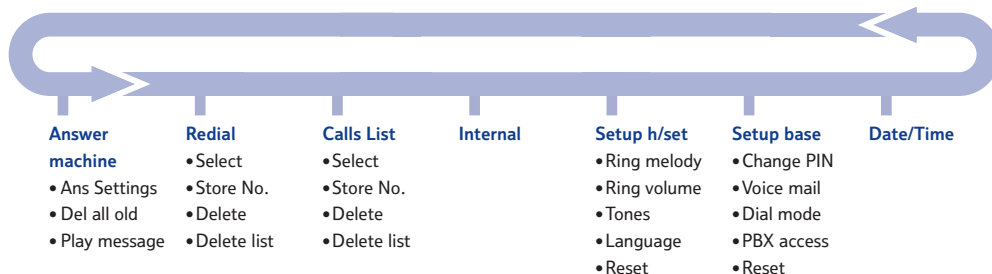
*When the handset is switched on and in standby:*

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



For example, to change the ringer melody:

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

## Handset menu map




## Menu navigation

Press  or  to scroll through the menu options.

Press  to select an option.


Press  to go back to the previous display screen.

Press and hold  to return to the standby display screen.

# Using the phone

## Call timer

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

Press  to delete an incorrect digit.

If you have subscribed to a Caller Display service, your caller's number will also be shown. If the number is withheld the display will show **Withheld**. If an exact number match is found in the Directory, the name will be displayed instead of the number. See page 37 for more information.

## Internal calls

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

## Make a call

1. Press .

Enter the telephone number and the number is dialled.

## Preparatory dialling


Use preparatory dialling to see and check the number on the display before you dial out. The display can only show 12 digits at a time, if you enter a number with more than 12 digits, 3 dots will be displayed to the left of the number to indicate more digits.



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

## End a call

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

## Receiving calls

When you receive an incoming call, the telephone will ring and the  icon will flash. If the ringer is set to off, the phone will not ring but you will hear one short beep tone to alert you.

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



*Or*

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

### **Earpiece volume**

*During a call:*

#### **To increase the volume**

Press , then press  to confirm.



#### **To decrease the volume**

Press , then press  to confirm.

### **Handsfree**

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

#### **Make a call in handsfree**

1. Dial the number then press .
2. Press  to end the call.

#### **Answer a call in handsfree**

When the phone rings:

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


If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.

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

If you do not press  to confirm, the earpiece volume will automatically revert to the previous setting.

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### Range Indicator

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

See the redial and calls list sections for more information on these features.




### Switch to handsfree during a call

During a call:

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

### Secrecy

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

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

### Quick access buttons








From standby mode, the  and  buttons give you quick access to the redial and calls list features.

Press  to display the redial list.












Press  to display the calls list.


## Redial

Your BT Freestyle 3500 stores the details of the last 10 calls made into a redial list. Stored redial numbers can be up to 20 digits long.

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

## To copy a redial number to the directory

1. Press , to open the main menu.
2. Press  or  to display Redial. Press  to display the redial list.
3. Press  or  to display the number you want and press  to select.
4. Press  or  to display Store No. and press  to select.
5. Name is displayed. Enter a name using the keypad and press  to confirm.

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


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

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











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

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For help with entering names see page 25.



6. **Stored** is displayed. Press *and hold*  to return to standby mode.

### To delete a number from the redial list

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




### To delete the entire redial list

1. Press , to open the main menu.
2. Press  or  to display **Redial**. Press  to display the redial list.
3. With any of the redial numbers displayed, press .
4. Press  or  to display **Delete list** and press  to select.


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


### Keypad lock

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

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

### Ringer volume on/off

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

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

When you receive a call the handset will beep once instead of ringing.

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

#### IMPORTANT

Emergency calls CANNOT be made when the keypad lock is on.

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You cannot answer the ringing handset as you would a call.

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






### Find the handset(s)

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

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

### Making internal calls

If you purchased a BT Freestyle 3500 multi-pack, you can make internal calls between handsets.

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






## Receiving internal calls

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

1. Press  or  to answer the call,



## Transferring calls

If using a BT Freestyle 3500 multi-pack, you can transfer an external call to the other handset.

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

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.









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To put an external call on hold during a conference, press  End Conf will be displayed. Press  to confirm.

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

### 3-Way conference calls

If using a BT Freestyle 3500 multi-pack, you can hold a 3-way conference call with an external caller and the other internal handset.

1. During an external call, press  then  or  until the display shows Internal. Press  to confirm.
2. Enter the number of the other handset you wish to join the call. The other handset will ring.
3. The other handset answers the call by pressing .
4. Press , the display shows Conference. Press  to confirm. The external call, and the two internal handsets are all connected to the conference.
5. Any caller can leave the conference by pressing .



# Directory

You can store up to 30 numbers in the directory of each of your BT Freestyle 3500 handsets for quick and easy dialling. Numbers can be up to 20 digits long. Directory entries are stored alphabetically.

## Store a number

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

## Entering names

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

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

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

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

Press to delete an incorrect digit.

If the number you store has more than 11 digits, the display shows three dots to the left of the number to indicate more digits ahead.

### Writing tips

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

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

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

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

Press to toggle between lower and upper case.




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



## 26 Directory






**Character map**

Key	Alphanumeric (For Phone book & Service, including upper & lower case)										Number
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	
➊	1 space	1	€	£	\$	%	&	<	>	⌘	1
➋	A a	B b	C c	2 2	Ä ä	Ç ç					2
➌	D d	E e	F f	3 3							3
➍	G g	H h	I i	4 4	Ë ë	İ ı					4
➎	J j	K k	L l	5 5							5
➏	M m	N n	O o	6 6	Ö ö						6
➐	P p	Q q	R r	S s	7 7	Û ü					7
➑	T t	U u	V v	8 8	Ü ü						8
➒	W w	X x	Y y	Z z	9 9						9
➓	.	,	?	!	0	+	-	:	'	"	0, P (Pause)
➔	#	*	@	\	/	-	(	)	=	§	#
➕	#	*	@	\	/	-	(	)	=	§	#
➖	Toggle upper/lower case										*









### Dial/view a number

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

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

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



### Edit a directory entry

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

### Insert a pause in a number

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




### Searching for a name

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









## 28 Directory

See page 25 for help with entering names.

If you have purchased a BT Freestyle 3500 Twin, entries are only deleted on the handset you are using.

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










### Delete a directory entry

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

# Handset settings








## Ringer melody

There are 6 different ringer melodies to choose from.

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





## Ringer volume

There are 5 different ringer volume levels to choose from.

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














## 30 Handset settings


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4. Press  or  to select your preferred volume.
5. Press  to store. You hear a confirmation tone and **Stored** is displayed.
6. Press *and hold*  to return to standby.

### Handset tones on/off












Your BT Freestyle 3500 has a series of tones designed to alert you to certain situations. A tone will sound: when the battery is low; when you move out of range of the base and there is no coverage; to confirm each button press (key beeps). You can switch the handset tones on or off.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup h/SET** and press .
3. Press  or  until **Tones** is displayed, press  to select.
4. Press  or  to select the tone you want and press  to select.
5. Press  or  to display either **On** or **Off** and press  to confirm.

6. You hear a confirmation tone and **Stored** is displayed.
7. Press *and hold*  to return to standby.

### Display language









You can select from 3 different languages for your handset display.

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup handset** and press .
3. Press  or  until **Language** is displayed, press  to select.
4. Press  or  to select the language you want and press  to select. You hear a confirmation tone and **Stored** is displayed.
5. Press *and hold*  to return to standby.

## 32 Handset settings

### Restore default settings

You can reset your BT Freestyle 3500 handset to its default (original) settings.

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

### Default settings










Earpiece volume	3
Handsfree volume	3
External handset ringer melody	1
External handset ringer volume	5
Internal handset ringer melody	12
Internal handset ringer volume	5
Handset ringer volume	5
Battery low tone	On
Out of range tone	Off
Key beeps	On
Display language	English
Keypad lock	Off
Redial list memory	Empty
Directory	Empty
Calls list	Empty




# Base settings

## Change PIN code

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

1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. **Change PIN** is displayed, press  to select. **Enter PIN** is displayed.
4. Enter the existing PIN code using the keypad and press . **New PIN** is displayed.
5. Enter a new 4 digit PIN code using the keypad and press . **Repeat PIN** is displayed.
6. Re-enter the new PIN code and press . **Stored** is displayed.
7. Press *and hold*  to return to standby.

## Mailbox number

Your mailbox number is preset to 1571. This means that when you hold down  the phone will automatically dial BT's 1571 service. If you do not use 1571 you may want to change your mailbox number.

The default PIN setting is 0000.












If you change your PIN, keep a note of the new number by writing it in the space provided on page 61.

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

## 34 Base settings

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








### *To change your mailbox number:*





1. Press  to open the main menu.
2. Press  or  until the display shows Setup base and press .
3. Press  or  until the display shows Voice mail and press . Mailbox No is displayed press .
4. The current mailbox no.is displayed. Press  to delete the current number then enter your desired number.
5. Press  Stored will be displayed. Press *and hold*  to return to the idle screen

Now when you hold down the **1** your phone will automatically dial the number you entered.

### **Dial mode**










Your BT Freestyle 3500 is pre-set to tone dialling (DTMF). You can set the dial mode to pulse dialling if your switchboard requires.

1. Press  to open the main menu.
2. Press  or  until the display shows Setup base and press .
3. Press  or  until the display shows Dial mode and press  to select.

4. Press  or  to display either **Tone** or **Pulse** and press . You hear a confirmation tone and **Stored** is displayed.
5. Press *and hold*  to return to standby.

### **PBX access**

PBX access can be set to any number between 0 and 9. If the first number you dial is the same as the PBX access code a 2.5 second pause will be inserted prior to the rest of the number being dialled.











1. Press  to open the main menu.
2. Press  or  until the display shows **Setup base** and press .
3. Press  or  until the display shows **PBX Access** and press  to select.
4. **Number** is displayed. Enter the access code you want and press . You hear a confirmation tone and **Stored** is displayed.
5. Press *and hold*  to return to standby.

## 36 Base settings

The default PIN code is 0000.

### Restore default settings

You can reset your BT Freestyle 3500 base to its default (original) settings.

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

### Default settings

PIN code	0000
Mailbox number	1571
Dial Mode	Tone
PBX Code	Empty

# Caller Display

## Caller Display

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




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

## Calls list

When a call is not answered or is picked up by the answering machine, the display shows **New Calls** and your caller's telephone number will be stored in the Calls list. The Calls list holds up to 10 missed calls. If your caller has withheld their number there is no indication of a missed call and the call will not appear in the calls list.

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

## View/dial a number

1. Press , to open the main menu.
2. Press  to display **Calls List** and press  to select.

### IMPORTANT


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

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

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

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





## 38 Caller Display

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












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

If there are no Calls list numbers stored, `EMPTY` will be displayed.




For help with entering names, see page 25.









3. The most recent missed call is displayed. Press  or  to scroll through the Calls list.
4. Press  or  to dial the number displayed.

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












1. Press , to open the main menu.
2. Press  to display `Calls List` and press  to select. The most recent missed call is displayed.
3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display `Store No.` and press  to select.
5. `Name` is displayed. Enter a name using the keypad and press  to confirm.
6. `Stored` is displayed. Press *and hold*  to return to standby mode.

### Delete a number


1. Press , to open the main menu.
2. Press  to display `Calls List` and press  to select. The most recent missed call is displayed.

3. Press  or  to scroll through the Calls list to the entry you want and press  to select.
4. Press  or  to display **Delete** and press  to select.
5. **Delete?** is displayed, press  again to confirm.
6. **Deleted** is displayed. Press *and hold*  to return to standby mode.

### Delete the entire Calls list

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




# BT Calling Features

By pressing the  button on the handset your BT Freestyle 3500 gives you easy access to a range of pre-stored BT Calling Features.





These are:

- Helpdesk.
- Divert On.
- Check Divert.
- Call Wait Off.
- Dir. Enquiries.
- Divert Off.
- Call Wait On.
- Check Call Wait.

## BT Helpdesk


1. Press , Helpdesk is displayed. Press  or . The BT Helpdesk for this product will be automatically dialled.

## BT Directory Enquiries

1. Press , then scroll  to DirEnquiries and then  or .

## Call Divert On

Divert all incoming calls to another number of your choice.

1. Press , then scroll  to Divert On and press .
2. Select is displayed, press  to confirm and the stored number is displayed.

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







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

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









3. Press  or  to dial the number.
4. Follow the spoken instructions.

### Call Divert Off

1. Press  then scroll  to Divert Off and press .
2. Select is displayed, press  to confirm and the stored number is displayed.
3. Press  or  to dial the number.
4. Listen for confirmation of your instructions.

### Check Divert

1. Press  then scroll  to Check Divert and press .
2. Select is displayed, press  to confirm and the stored number is displayed.
3. Press  or  to dial the number.
4. Listen to hear the status of your Call Divert.


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







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

## 42 BT Calling Features







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

### Call Waiting On







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

1. Press  then scroll  to Callwait On and press .
2. Select is displayed, press  to confirm and the stored number is displayed.
3. Press  or  to dial the number.
4. Listen for confirmation of your instructions.











### Call Waiting Off

1. Press  then scroll  to Callwait Off and press .
2. Select is displayed, press  to confirm and the stored number is displayed.
3. Press  or  to dial the number.
4. Listen for confirmation of your instructions.

## Check Call Waiting

1. Press  then scroll  to **Callwait?** and press .
2. **Select** is displayed, press  to confirm and the stored number is displayed.
3. Press  or  to dial the number.
4. Listen to hear the status of your Call Waiting.

## Add/edit a service








1. Press  then scroll  to the service you want to edit or to display **EDIT** and press .
2. Scroll  to display **Change** and press . If there is a previously stored number, this will be displayed.
3. If necessary edit the number, pressing  to delete any existing digits, then enter the new service number using the keypad and press . If there is a previously stored name, this will be displayed.
4. If necessary edit the name, pressing  to delete any existing characters, then enter the new service name using the keypad and press .
5. **Stored** is displayed. Press *and hold*  to return to standby mode.

For help with entering names, see page 25.

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

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

### Delete a service

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

# Answering machine

Your BT Freestyle 3500 can digitally record up to 15 minutes of messages. Each message can be up to a maximum of 3 minutes long.

*You can operate your BT Freestyle 3500 from:*

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





Your BT Freestyle 3500 comes with two pre-recorded outgoing messages, one for Answer and Record mode and one for Answer Only mode. You can also record your own outgoing message.

Your BT Freestyle 3500 gives clear voice prompts to help you when using the answering machine.

## Switch on/off

When first connected to the mains power, your BT Freestyle 3500 is set to ON and Answer and Record.

When set to on, the  symbol is displayed.


1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed and press  to select.

## 46 Answering machine

If you have not already set the day and time, you will need to do this so that you will know when each message was received, see page 8.




### Call Screening

When a caller is leaving a message **Screen?** appears on the display.

Pressing  allows you to monitor the message being left without the caller hearing you.

You can then press  to accept the call or  to stop monitoring.

The display shows **\*\*Listen\*\***. Listen to the voice prompt, *“To hear the main menu, press 1”*.

3. Press  to hear the menu choices.
4. Press  to switch the answering machine on or off. The machine confirms by announcing *“Answer on”* or *“Answer off”*.
5. Press *and hold*  to return to standby mode.

## Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT Freestyle 3500 comes with two pre-recorded outgoing messages to choose from. You can also record your own outgoing messages.

### Answer and Record





This allows your caller to leave a message for you. The pre-recorded message is *“Hello, your call cannot be taken at the moment, so please leave your message after the tone.”*

## Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is *“Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”*

## Select answer mode

1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed and press  to select.

The display shows **Listen**. Listen to the voice prompt, *“To hear the main menu, press 1”*.







3. Press **1** to hear the menu choices.
4. Press **7** until you hear the answer mode you want, either *“Answer only is on”* or *“Answer and record is on”*.

## Record your own outgoing message







Your message can be up to 2 minutes long. It replaces the pre-recorded outgoing message, but you can reinstate this later if you wish.

1. Press  twice to enter the answering machine mode.

## 48 Answering machine





2. Press  or  until **Ans settings** is displayed and press  to select. Listen to the voice prompt, *“To hear the main menu, press 1”*.
3. Press  to hear the menu choices.
4. Press . Speak your message clearly after the tone.
5. To end recording, press . Your message is played back for checking.

**Play/check outgoing message**

1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed. Press  to select. Listen to the voice prompt, *“To hear the main menu, press 1”*.
3. Press  to hear the menu choices.
4. Press . Your outgoing message is played back.

**Reinstate pre-recorded outgoing messages**

This means deleting your own recorded outgoing message.

1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed. Press  to select. Listen to the voice prompt, *“To hear the main*



*menu, press 1”.*

3. Press **1** to hear the menu choices.
4. Press **8**. Your outgoing message begins to play.
5. During playback, press **5**. The message stops and the pre-recorded outgoing message is played in its place.

## Message playback

When you have new messages stored on your BT Freestyle 3500 answering machine, the **AM** symbol will flash.

### Playing messages


1. Press **Menu** twice to enter the answering machine mode. **Play messages** is displayed.
2. Press **2**. The machine announces, “*You have (n) new messages*”, and your new messages are played back. The machine then announces, “*You have (n) old messages*”, and any old messages are played back. New messages will always be played back first.

*During playback, you can choose any of the following options:*


Press **2** to stop playback.


## 50 Answering machine

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Press  to replay the current message. Press again to go to the start of the previous message.

Press  to skip to the next message.





Press  to delete the current message.

3. Press *and hold*  at any time to return to standby mode.

### **Adjust volume for message playback**

1. During message playback, press  or , until you reach the required level.

### **Delete all old messages**

1. Press  twice to enter the answering machine mode.
2. Scroll to **Del all old** and press .
3. **Delete all?** appears. Press  to confirm. All deleted is displayed.
4. Press *and hold*  to return to standby mode.








## Memory full

If the memory becomes full when a caller is leaving a message the machine announces *“Memory full, thank you for calling”* and hangs up.

When the memory is full, your answering machine will automatically switch to Answer Only mode. You must delete messages to allow for more messages to be recorded, see page 50.

## Answer delay

Answer delay sets the number of times your BT Freestyle 3500 will ring before the answering machine picks up your call. The default setting is 6 rings. You can change this setting to 2-8 rings or to time saver mode.

1. Press  twice to enter the answering machine mode.
2. Press  or  until **Ans settings** is displayed. Press  to select. Listen to the voice prompt, *“To hear the main menu, press 1”*.
3. Press  to hear the menu choices.
4. Keep pressing  until you hear the answer delay setting you want.
5. Press *and hold*  to return to standby mode.

### Time Saver

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages.

If your answering machine answers after 2 rings, you have new messages. If you have no new messages it will answer after 6 rings.

So if you hear a third ring, you can hang up before you are connected, saving you the cost of a call.

## 52 Answering machine

Keep a note of your remote access code by writing it in the space provided on page 61.

**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. If you do not have new messages it will answer after 6 rings. This enables you to hang up if you hear more than 2 rings before you are connected, saving you the cost of a call. See Answer delay, page 51.

Your remote access security code is the same as your BT Freestyle 3500 PIN code.

If you enter the incorrect PIN code, you will hear *“Incorrect security code”*. You have two chances to enter the correct remote access security code before your BT Freestyle 3500 hangs up.

## Remote access

You can operate your answering machine remotely from any Touchtone™ phone by calling your BT Freestyle 3500 and entering a 4-digit security code. You must change your PIN code from the default 0000 to enable the remote access feature, see page 33.

### Switch answering machine on

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

1. Dial your phone number and after 20 rings you will hear, *“Please enter your security code”*. Enter your 4-digit code.
2. Press **0** to switch the answer machine on.

### Check for messages

1. Dial your phone number. When you hear your outgoing message, press **\***. You will hear, *“Please enter your security code”*.
2. Enter your 4-digit code. Your machine announces, *“You have (n) new messages, to hear main menu, press 1”*. Press **1** to hear a list of the available commands.

## Message playback

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

*The commands are:*

- 1 Play remote access menu
- 2▶ Play all messages
- 3 Play new messages
- ◀4 Skip back to previous message
- ◉5✕ Delete current message
- 6 Skip forward to next message
- 7 Set answer only on/answer and record on
- 8 Play outgoing message
- 9 Record a new outgoing message
- 0 Set answer on/off





If you do not press any button for 4 seconds, your BT Freestyle 3500 announces “*Thank you for calling*” and then hangs up.

If you enter your security code incorrectly, after the second attempt, your BT Freestyle 3500 will announce: “*Thank you for calling*” and will hang up.

# Help

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

## **Earpiece volume too quiet even when set to maximum volume?**

- Did you press  after changing the volume setting? After using  or  to adjust the volume, pressing  saves the new setting, see page 17.

## **Handset not registering?**

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



## **Forgotten your PIN number**

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

## **No display**

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

## **Nothing happens when you press any button**

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

### **No connection between handset and base**

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



### **Handset is not charging properly**

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

### **Handset does not ring**

- Check that the batteries are inserted correctly.
- Check that the handset ringer has not been switched off, see page 21.

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

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

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

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

### **IMPORTANT**

The BT Freestyle 3500 cordless telephone is not designed for making emergency telephone calls when the power fails.

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

# General information

## Safety information

- Only use the power supply supplied with your BT Freestyle 3500. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Only use the telephone line cord supplied with your BT Freestyle 3500, otherwise your telephone may not work correctly.
- For the handset, use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 750mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.
- If the keylock is switched on, it is NOT possible to make calls, including emergency numbers (999/112).
- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.
- Radio signals transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.



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## Cleaning

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

## Environmental

- Do not expose to direct sunlight.
- The BT Freestyle 3500 handset may become warm when the batteries are being recharged. This is normal. We recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

## Product disposal instructions



The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### **Product disposal instructions for residential users**

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### **Product disposal instructions for business users**

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

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## Connecting to a switchboard

### Switchboard compatibility

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

### Dialling mode

- Your BT Freestyle 3500 is set to DTMF (Tone) dialling. Some switchboards may require Pulse dialling. To change the dialling mode, see Dial mode page 34.

### Recall (R)

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

### Guarantee

Your BT Freestyle 3500 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Freestyle 3500, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

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### **The conditions of this guarantee are:**

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

### **Within the 12 month guarantee period:**

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 54 or contact the BT Freestyle Helpdesk for assistance on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com). The helpline is open from 9.00am-5.30pm Mon-Fri and 9.30am-2.30pm Saturdays.

In the unlikely event of a defect occurring, please follow the Helplines' 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 suggest that you call our recommended repair agents on 08702 405029.

## 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.

## Additional/Replacement Items

For a full range of replacement items for the BT Freestyle 3200 or 3500 range please call 0870 240 3962.

### For your records

Date of purchase:

Place of purchase:

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

Enter your system PIN here:

[   /   /   /   ]

Enter your remote access code here:

[   /   /   /   ]

## Technical information

### How many telephones can you have?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. The BT Freestyle 3500 has a total REN of 1, i.e. for a base and up to 4 handsets. Any other

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instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed per telephone line. If the total REN of 4 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

- Only use approved power supply, item code 009294.
- Only use approved AAA NiMH rechargeable batteries.

### **Additional handsets**

You are NOT able to register additional handsets to your BT Freestyle 3500 base station.

Your handset(s) are factory registered to the base station and are not compatible with any other base stations.

The BT Freestyle 3500 is NOT GAP compatible.

### **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).

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



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## Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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