

YOU MUST  
SUBSCRIBE TO YOUR  
NETWORK PROVIDER'S  
CALLER DISPLAY AND CALL WAITING  
SERVICES BEFORE THESE FEATURES WILL  
WORK. A QUARTERLY FEE IS PAYABLE.



# User Guide

## BT FREELANCE XH 2100



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

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

**Please open this page for an 'at a glance'  
guide to your BT Freelance XH 2100**



# At a glance

## Volume buttons

Use to adjust the handset earpiece speech volume (see page 15) and handset and base ringer volume, see pages 20 and 23.

Also used to access the redial and calls list and scroll through the phonebook, menu options, redial and calls list.

## Phonebook button

Use to access the 50 names and numbers stored in the phonebook, see page 17.

## Secrecy button

During a call press to mute the call so your caller cannot hear you talk to someone close by, see page 16.

Also used as a delete, edit and exit button.

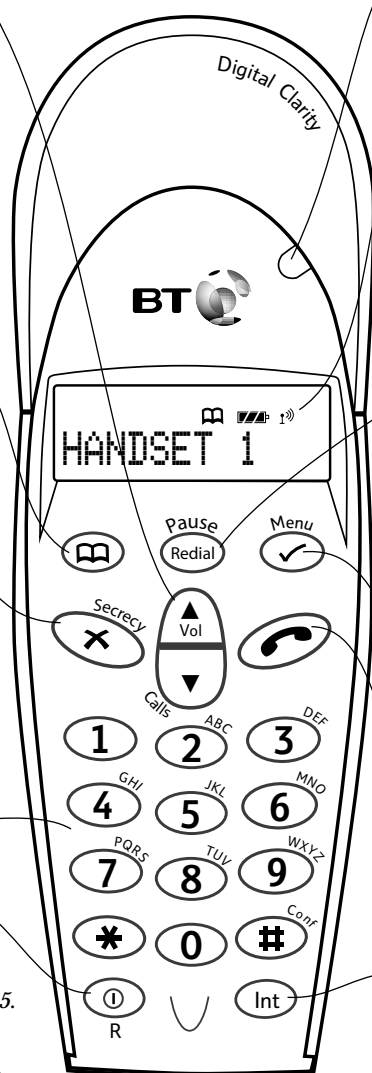
## Keypad

## Recall/Power button

For use with a switchboard/PBX and BT Calling Features, see page 35.

Also used to switch off the handset, see page 14.

## Handset



## Red light

To indicate that the phone is ringing or in use.

## Liquid Crystal Display

Display shows you incoming caller's details, the name and/or number you have dialled, and the status of the handset.

## Pause/Redial

Press to redial one of the last five numbers dialled. Also, press to dial or store a pause in the stored number, see page 16.

## Menu button

Use to access and select the options in the menu, see pages 4-5.

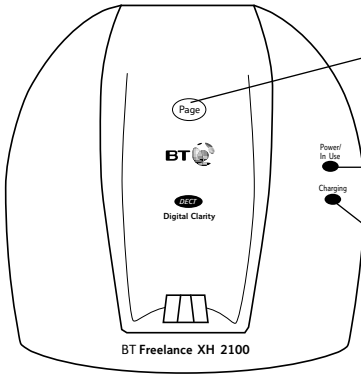
## Talk button

Use to make, receive and end calls, see pages 14-15.

## Internal button

To make internal calls between handsets registered to the base.

## Base



### Page button

Lets you page the handset.  
Also used to register the handset.

### Power/In use light

Green light remains lit when there is power to the base and flashes when the line is in use.

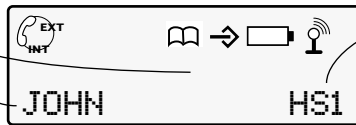
### Charging light

Lights up red to indicate charging when the handset is on the base.

## Explanation of the display icons

### Standby screen

To personalise the name of your handset, see page 21.





































### HS1

Displays the number of the handset at all times.

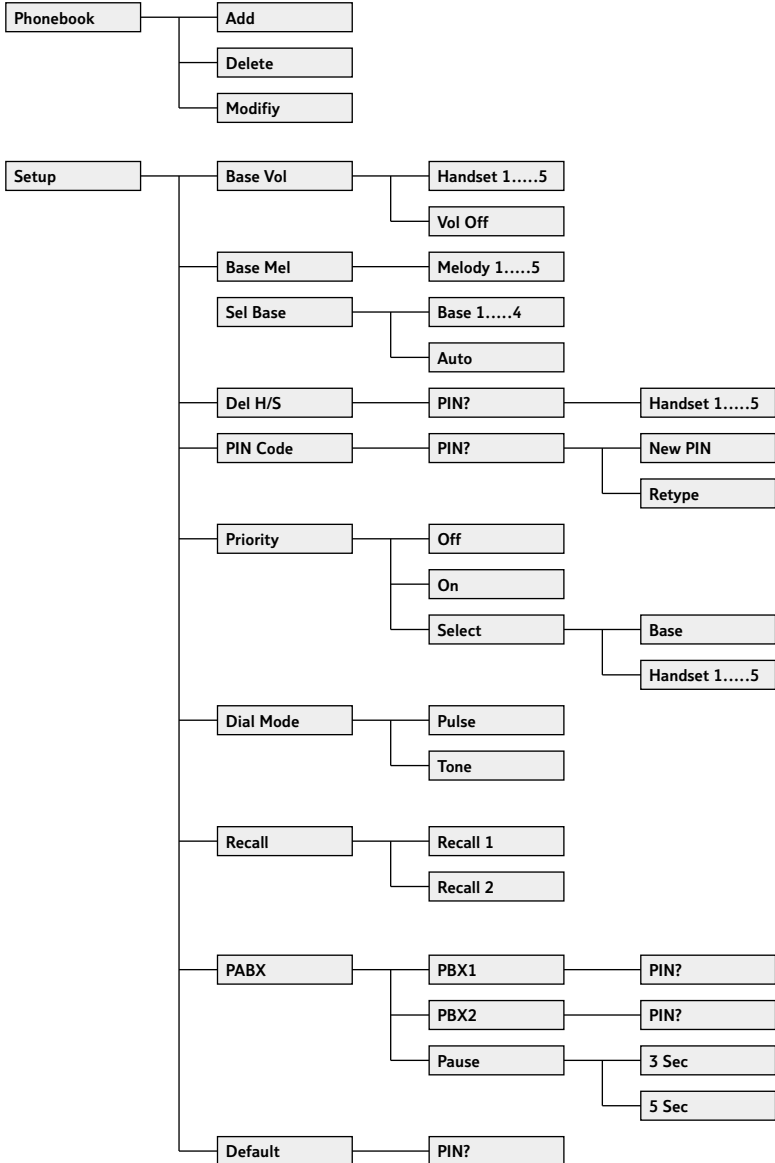
Icon	Steady	Flashing
	External line in use	Incoming call
	Internal call	Internal call from another handset
	In calls list	New call received in calls list
	3 way conversation in progress	
		Battery exhausted
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base station	Out of range or searching for base station

# Quick Guide

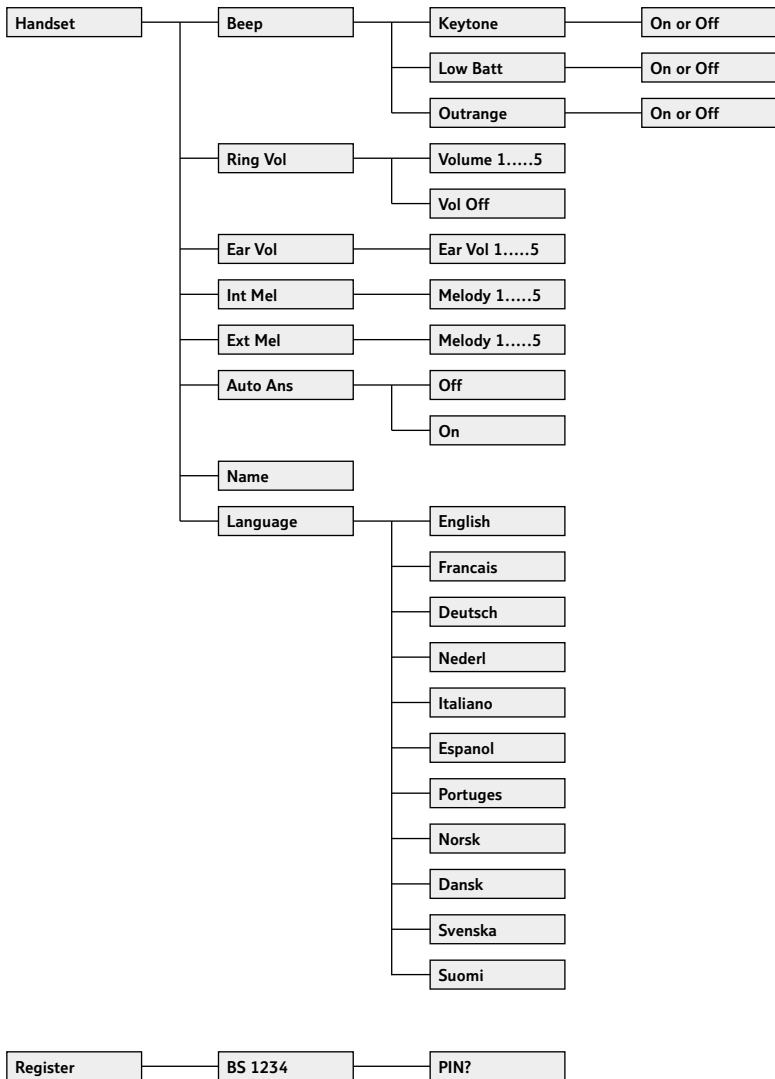
## Information for the handset settings

Function	Key combination
Answer a call/End a call	
Make a call	
Redial a number	
Store a number in the memory	
Dial a number in the memory	
Adjust the earpiece volume	During a call, press the   during a call until the required level is reached.
Secrecy on/off	During a call, press  to switch on and again to switch off.
Transfer call to another handset	 enter handset number 
Three way conversation	 enter handset number  
Access to redial list	  - Press and release continuously to scroll through.
Access to calls list	   - Press and release continuously to scroll through.
Set handset ringer volume	   HANDSET   RING VOL    to select volume 
Set base unit ringer volume	  SETUP  BASE VOL    to select volume 

## Menu Structure



Cont.....



**Important.** If you make a mistake you can return to the previous menu heading by pressing the **X** button. If you press and hold the **X** button at any time you will return to the standby screen. After 15 seconds if no buttons are pressed the handset will automatically return to the standby screen.

# In this guide

## Note

*There is a detailed INDEX at the end of this guide, see page 37.*

## At a glance

Handset	1
Display icons	2
Quick Guide	3
Menu structure	4

## Introduction

Unpacking your BT Freelance XH 2100	8
For your records	8
Safety information	9

## Setting up

Plan the location	10
-------------------	----

## Using the telephone

Making and receiving calls	14
Call timer	14
Redial	16
Secrecy	16
Name and number Phonebook	16
Paging handsets	19

## Handset settings

## Base settings

## Caller Display and Call Waiting

Using Caller Display	26
Calls list	27
Call Waiting	28

## Using BT Freelance XH 2100 additional handsets and bases

30

## Help

32

## General information

34

Guarantee	34
Technical information	35
Switchboard compatibility	35
Switchboard external line access code	35
Recall	35

## Index

37

## Note

*In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.*



# Introduction

Your BT Freelance XH 2100 has been designed for ease of use and made to the high standards set by BT

Please read the instructions carefully before use and keep this user guide for future reference.

## DECT

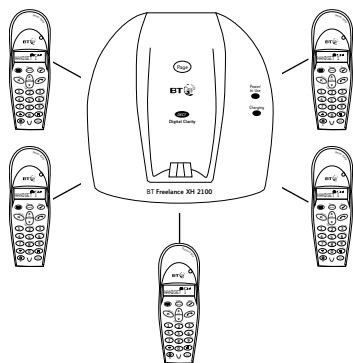
By purchasing the BT Freelance XH 2100 you now own a product which combines the advantages of cordless operation with the performance of a high quality corded telephone. It complies with the Digitally Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

You can use up to 5 handsets with your BT Freelance XH 2100 base station without the need for additional wiring.

This user guide applies to both single and multiple handset packs. The internal call functions described in this guide apply only to BT Freelance XH 2100 base stations with more than one handset connected.

### Important

*If you wear a hearing aid, please note that the BT Freelance XH 2100 works by sending radio signals between the base station and the handset. These signals may interfere with some hearing aids, causing a humming noise.*



## Unpacking your BT Freelance XH 2100

If anything is missing, please contact your place of purchase immediately.

One BT Freelance XH 2100 base station



One BT Freelance XH 2100 handset



2 x AAA rechargeable batteries (Ni-MH)



One battery cover



One power supply for base station  
(Item code: 872260)



One telephone line cord



## For your records

Date of purchase:

Place of purchase:

Serial number:

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

If you change your PIN, keep a record of the new number here:  
(original setting 0000)

--	--	--	--

See *page 24* for more information.

**In addition, if you have purchased a BT Freelance XH 2100 with multiple handsets you will receive the following for each handset:**

BT Freelance XH 2100 handset.

BT Freelance XH 2100 charger.

2 x AAA rechargeable batteries (NiMH).

One power supply for the charger  
(item code 003313)

## Safety information

### 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 station is 872260.

If you have purchased a multiple pack, the item number for the power supply used with the charger is 003313.

Only use the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the Freelance Helpline **0870 605 8047**.

Do not open the handset or base station. 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 the batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an 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. This is normal. However, 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 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 for the duration of the storm.

# Setting up

Follow these steps to set up your BT Frealence XH 2100 ready for use

## Plan the location

Position your BT Frealence XH 2100 within 2 metres of a power socket and phone socket otherwise extension cables will be required.

Make sure it is at least 2-3 metres away from other electrical products to avoid interference.

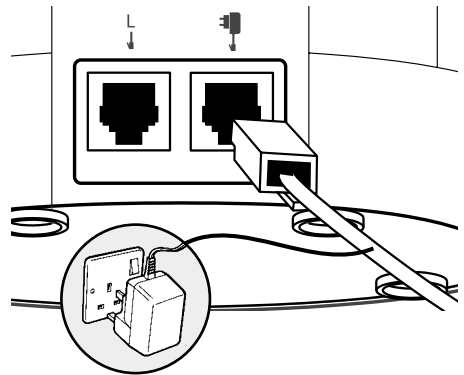
Do not place your BT Frealence XH 2100 product in the bathroom or other humid areas.

### Note

*The BT Frealence XH 2100 has a range of 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.*

## 1 Connect the power supply to the base

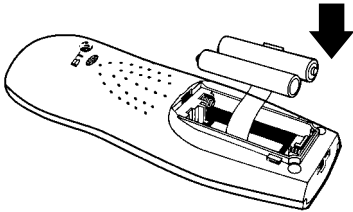
Plug the power adaptor into the mains power socket and switch on. The green Power/In Use light comes on.



### Note

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


## 2 Install the rechargeable batteries in the handset



The handset uses two rechargeable Nickel Metal Hydride (Ni-MH) AAA batteries which are supplied. Take care to insert the batteries as shown and then fit the battery cover (the battery cover may be found in the packaging with the batteries).

## 3 Charge the handset batteries for at least 16 hours

Before you use your BT Frealnce XH 2100 for the first time, it is important to have the handset batteries fully charged. The batteries need to charge continuously for at least 16 hours to reach full charge.

Place the handset on the base. The red charging light will come on. The handset comes pre-registered to the base station as HANDSET HS1. This is shown on the display. The  icon and the battery icon are shown on the display. Once the handset is fully charged, the display shows a full battery symbol.

Please note that the red charging light will remain on even when the batteries are fully charged.


### BATTERY LEVELS



### Battery low warning

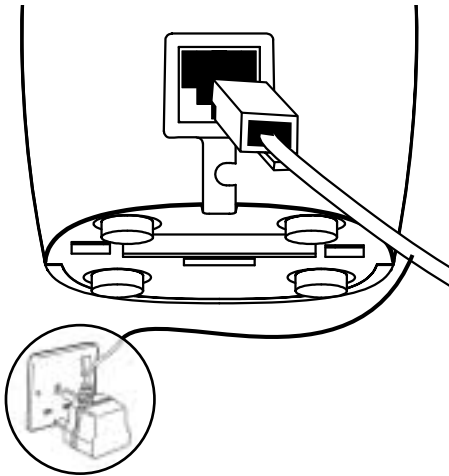
*If the handset battery symbol is empty and flashing, and you hear a warning beep every minute, you will need to recharge your handset before you can use it.*

### Note

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

## For BT Freelance XH 2100 multiple pack owners only:

Plug the mains power adaptor into the power socket on the underside of the charger(s) and connect the other end to the mains power.



Insert the 2 x AAA rechargeable batteries supplied. Take care to insert the batteries as shown on page 11 and then fit the battery cover.

The display will show the handset number, e.g. HANDSET HS2, to show it is registered to the base.

Place the handset(s) on the charger(s). The red charging light will come on. Leave the handset to charge continuously for **at least 16 hours**.

## Battery performance

*Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries, type: rechargeable Nickel Metal Hydride (Ni-MH); size AAA; capacity 550mAh 1.2v. Using unapproved batteries will invalidate your guarantee and may damage the telephone.*

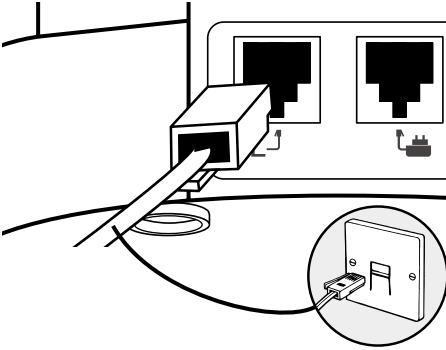
*To keep your batteries in the best condition, leave the handset off the base station for a few hours at a time. (after the initial 16 hour charge).*

*Please note, however, that new Nickel Metal Hydride (Ni-MH) batteries do not reach their full capacity until they have been in normal use for several days.*

*Fully discharging the batteries at least once a week will help them last as long as possible. However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Freelance Helpline 0870 605 8047.*

**Note:** *Under ideal conditions, the handset batteries should give about 14 hours talktime or 350 hours standby on a single charge. Optimum times for talk and standby are only achieved when the handset batteries are fully charged.*

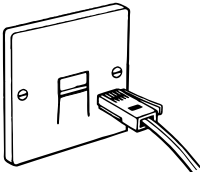
- 4** Connect the telephone line cord to the BT Frealance XH 2100 base station



- 5** Connect the telephone line cord

### Note



*It is recommended that you do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the batteries discharging during a conversation, which could cause you to lose a call.*



*Your BT Frealance XH 2100  
is now ready for use.*

# Using the telephone

## Note

To exit and return to the previous menu at any time, press the  button. If you press and hold the  button you will return to the standby screen.

## To switch the handset on and off




Press *and hold* the **POWER** button to switch the handset off or on.

## Making and receiving calls

### To make an external call



Press the **TALK** button. You will hear the dial tone and the display will show the  symbol.



Enter the number you want. The number is dialled automatically.


## Preparatory dialling

Preparatory dialling allows you to enter the number before pressing the **TALK** button. This enables you to correct any mistakes before you actually make the call.



Enter the number to be dialled.

The number is shown in the display.

(If you make a mistake, press the  button to delete the incorrect digit).

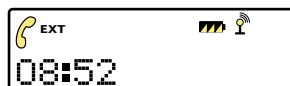


When you have entered the number correctly, press the **TALK** button to dial the number.

## Call timer

Your handset will automatically time the duration of all external calls.

The handset display shows the call duration both during your call and for a few seconds after it is complete.





### To end a call



Press the **TALK** button.

*Or*

Place the handset back on the base.

### To receive a call

When the phone rings the display will show **CALL** and the **EXT** symbol will flash.

If you have subscribed to a Caller Display Service, the number (and name if stored in the phonebook) will be displayed.



Press the **TALK** button.

*Or*

If the handset is on the base, simply lift it up and speak.

### Note

*You can switch the Auto-Talk feature on or off. Please see page 21*

### To adjust the speech volume during a call

*During a call:*

You can adjust the earpiece volume. There are 5 levels to choose from.



Press the **UP** or **DOWN** button until you reach the required level. This will be shown on the display.  
eg: EAR VOL 3.

*In standby mode:*



Press the button.



Press the **DOWN** button until **HANSET** is displayed.



Press the button.



Press the **DOWN** button until **EAR VOL** is displayed.



Press the button.



Press the **UP** or **DOWN** button until you reach the required level.



Press the button to confirm the selected level.



Press *and hold* the **X** button to return to the standby screen.

## Redial

You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the phonebook, the name will be displayed instead. See "Name and number Phonebook", opposite.

### Dial from the redial list



Press the **REDIAL** button to enter the redial list.



Press the **UP** or **DOWN** button to scroll through the list.



Press the **TALK** button when the number (or name) you want to call is displayed. The number is dialed automatically.

## Secrecy

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

### To switch secrecy on / off



During a call, press the **X** button. The display will show **MUTE**. Your caller cannot hear you.



Press the **X** button again to resume your call.

## Name and number Phonebook

You can store up to 50 of your most frequently used names and numbers in the Phonebook. Stored numbers can be no longer than 20 digits and a maximum of 8 characters can be stored.

### To store a name and number in the Phonebook



Press the **✓** button to enter the menu.



The display will show **PHONEBK**, press the **✓** button.



The display will show **ADD**, press the **✓** button.

The display shows **NAME ?**



Enter the name using the letters on the keypad. Names can be no longer than 8 characters.

*Entering names:*



Use the keypad letters to enter names, e.g. if you wish to store the name **TOM**:



To enter the letter **T**, press the **8** button once.



To enter **O**, press the **6** button *three times* and wait for the cursor to move across.





To enter M, press the **6** button once.



If you enter a digit incorrectly, press the **X** button to delete it.



Press **✓** to confirm the name. You will hear a confirmation beep.

The display shows **NUMBER?**



Enter the telephone number you want to store.



Press the **✓** button. You will hear a confirmation beep.



Alternatively, press the **✓** button to continue storing entries in the phonebook.



Press **and hold** the **X** button to return to the standby screen.

### Note

*Press the **1** button once to insert a space, press twice for a - (hyphen), press 3 times for the number 1.*

### Note

*If you subscribe to a Caller Display Service (see page 26) and want directory names to be displayed when a call is received from one of your directory numbers, you must ensure that you always enter the full telephone number, including the national code.*

### To enter a pause in a stored number

You may want to enter a pause when storing international numbers, charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use *see page 35*.)

When storing the number, press **and hold** the **UP** button, until a **P** is displayed, at the point where you want to enter the pause.

You may enter as many pauses as required.



### To dial a name and number from the Phonebook



Press the **PHONEBOOK** button to enter the phonebook.



Use the **UP** or **DOWN** button to scroll through.

*Or*



Enter the first letter of the name you want, e.g. for Tom, press the **8** button to search for names beginning with T.




Press the **TALK** button to dial the number of the name displayed. The number is dialled automatically.


**Note**

You can scroll in either direction to search through the list.


**To edit an entry in the Phonebook**

Press the  button to enter the menu.



The display will show PHONEBK, press the  button.



Use the **DOWN** button to scroll to **MODIFY** and press the  button.




Use the **UP** or **DOWN** button to find the name you want to edit.




Press the  button.




Use the **UP** or **DOWN** button to move through the name and press  button to delete unwanted letters. You can enter new letters as shown in 'Entering names' on page 16.




Press  to store the new name. You will hear a confirmation beep.




The number will be displayed. Use the  button to delete unwanted digits and re-enter the correct ones.




Press the  button to store the new number. You will hear a confirmation beep.




Press *and hold* the  button to return to the standby screen.


**To delete a Phonebook entry**

Press the  button to enter the menu.



The display will show PHONEBK, press the  button.




Use the **DOWN** button to scroll to **DELETE** and press the  button.




Use the **UP** and **DOWN** buttons to scroll through to the entry you want to delete.




When you have found the name to delete, press the  button.




The number will be displayed, press the  button.



The display will show **CONFIRM?**, press the  button.

You will hear a confirmation beep. The number is now deleted.



Press *and hold* the  button to return to the standby screen.

## Paging handsets

You can page your handset(s) from the base station to alert a handset user that they are wanted or to locate a missing handset.

### Note

*Paging calls cannot be answered by a handset.*

### To page a handset from the base

Page

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

The handset(s) will ring.  
The display will show  
INT □□□□ flashing.

Page

To stop paging, press the **PAGE** button again.

*Or*



To stop paging, press any button on the handset.

If you do not stop the paging, the base will time out and stop ringing after 30 seconds.

# Handset settings

## To switch keypad beeps on and off



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



The display will show **BEEP**, press the **✓** button.



The display will show **KEYTONE**, press the **✓** button.



Use the **UP** or **DOWN** button to select either **ON** or **OFF**.



Press the **✓** button. You will hear a confirmation beep.



Press *and hold* the **X** button to return to the standby screen.

### Important

*Press and hold the **X** button at any time to exit the menu and return to the standby screen.*

## To adjust the handset ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



Use the **DOWN** button to scroll to **RING VOL** and press the **✓** button.



You will hear the current volume setting and it will be shown on the display.



Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.



Press the **✓** button to confirm the new setting. You will hear a confirmation tone.



Press *and hold* the **X** button to return to the standby screen.

## To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls. (Internal calls for when you have more than one handset).



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



Use the **DOWN** button to scroll to either **INT MEL** or **EXT MEL**.



Press the **✓** button.

You will hear the current melody setting and it will be shown on the display. e.g. **MELODY 4**.



Use the **UP** or **DOWN** button to select the required melody. You will hear a sample melody.



Press the **✓** button to confirm the new melody. You will hear a confirmation tone.



Press *and hold* the **X** button to return to the standby screen.

## To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call by picking it up from the base. This will automatically answer the call without having to press the **TALK** button.



Press the **✓** button.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



Use the **DOWN** button to scroll to **AUTO ANS**.



Press the **✓** button.



Use the **UP** or **DOWN** button to turn **ON** or **OFF**.



Press the **✓** button to confirm.



Press *and hold* the **X** button to return to the standby screen.

## To name a handset

The handset name is pre-set as **HANDSET**, however, you can personalise each handset by giving it a name. A maximum of 8 characters can be stored.



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



Use the **DOWN** button to scroll to **NAME** and press the **✓** button.



Press the **X** button to delete the name already set.



Enter the name you want using the keypad and press the **✓** button. You can use the **UP** and **DOWN** button to scroll through the name and correct any mistakes by pressing the **X** button.



You will hear a confirmation beep.



Press *and hold* the **X** button to return to the standby screen.

### To set the handset language

If you wish, you can change the language used on the handset display. You can choose from English, Francais, Deutsch, Nederl, Italiano, Espanol, Portuges, Norsk, Dansk, Svenska and Suomi.



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the **✓** button.



Use the **DOWN** button to scroll to **LANGUAGE** and press the **✓** button.



Use the **UP** or **DOWN** button to scroll through the language options.



Press the **✓** button to confirm your choice. You will hear a confirmation beep.



Press *and hold* the **X** button to return to the standby screen.

### Note

*To default back to the English language follow:*



Press the **MENU** button.



Press the **DOWN** button *twice*.



Press the **MENU** button.



Press the **DOWN** button *seven times*.



Press the **MENU** button.



Press the **UP** or **DOWN** button until **ENGLISH** is displayed.



Press the **MENU** button *once*.



# Base settings

## To adjust the base ringer volume

There are 6 levels to choose from (**off-5**), or you can turn the ringer off altogether.



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the **✓** button.



The display will show **BASE VOL**. Press the **✓** button.



Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.



Press the **✓** button to confirm the new setting. You will hear a confirmation beep.



Press *and hold* the **X** button to return to the standby screen.

## To adjust the base ringer melody

There are 5 melodies to choose from (**1-5**)



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the **✓** button.



Use the **DOWN** button to scroll to **BASE MEL** and press the **✓** button.



Use the **UP** or **DOWN** button to select the required melody (**MELODY 1-5**). You will hear a sample melody.



Press the **✓** button to confirm the new setting. You will hear a confirmation beep.





Press *and hold* the **X** button to return to the standby screen.


## To select a base station

If a handset is registered to more than one base station, you can select which base your handset will use.


For more information on registering your handset to another base, *see page 30*.


Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **SEL BASE** and press the  button.

Use the **UP** or **DOWN** button to select the base you want (BASE 1-4 or AUTO).


Press the  button. You will hear a confirmation beep.


Press *and hold* the  button to return to the standby screen.




## To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing it in the space provided on *page 8*. You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **PIN CODE** and press the  button.


The display will show **PIN?**

Enter your 4-digit PIN (original setting 0000).

Press the  button.


The display will show **NEW PIN**.


Enter your new 4-digit PIN.

Press the  button.

The display will show **RETYPE**.

Re-enter your new 4-digit PIN.

Press the  button. You will hear a confirmation beep.


Press *and hold* the  button to return to the standby screen.




### To default/reset the handset and base to their original/default factory settings

Please note that if you reset your BT Freelance XH 2100 the Phonebook, Redial and Calls list will be deleted.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DEFAULT** and press the  button.



The display will show **PIN?**



Enter the base PIN (original setting 0000)



Press the  button.

You will hear a confirmation tone at the base and handset. The handset display will flash **BASE 1** and then **HANDSET 1**.

Your BT Freelance XH 2100 is now reset to the factory settings.

### *The default settings are:*

Earpiece volume	3
Handset ringer volume	5
Base ringer volume	3
Handset & Base melody	1
PIN code	0000
Handset name	HANDSET
Handset language	ENGLISH
Button beeps	ON
Battery low indicator beeps	ON
Out of range warning beeps	ON
Auto answer	ON
Dialling mode	TONE
Pause after picking up line / dial-out code	3 seconds
Phonebook	Empty
Redial list	Empty
Calls list	Empty

# Caller Display and Call Waiting

## Important

*To use Caller Display or Call Waiting you must first subscribe to your network provider's Caller Display or Call Waiting Service. A quarterly fee is payable.*

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

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the phonebook.

## 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 Freelance XH 2100 provides you with some explanatory information about the type of call received. This will be one of the following.

UNAVAILA

The number is unavailable.

WITHHELD

The caller has withheld their number.

RINGBACK

Ringback call.

OPERATOR

The call has been made via the operator.

PAYPHONE

The caller is ringing from a payphone.

INTERNAT

International call.


## Using Caller Display

If you subscribe to a Caller Display Service you can see your caller's number (provided it is not withheld) on your handset display, as well as the time and date of their call. If you have your caller's name and number stored in your handset phonebook, you will see the name of your caller displayed instead of the number.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

## Calls list


The Calls list contains the telephone numbers of your last 20 callers.

New calls in the Calls list are indicated by the flashing  symbol on the display.

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


### To enter and view the Calls list




Press the **DOWN** button to enter the Calls list. The  symbol is displayed.




Use the **UP** or **DOWN** button to scroll backwards and forwards through the Calls list.

If the 'name' of your caller has been stored in the phonebook, this will be displayed. Press the  button and the number will be displayed.




Press the  button and the time and date of the call will be displayed.



Keep pressing the  button to return to the Calls list entry.

### Note

*Press and hold the  button to return to the standby screen.*

### To dial a number from the Calls list



Press the **DOWN** button to enter the Calls list.



Use the **UP** or **DOWN** button to scroll to the number you want to dial.



Press the **TALK** button. The number will be dialled automatically.

### To store a number from the Calls list into the Phonebook




Press the **DOWN** button to enter the Calls list.




Use the **UP** or **DOWN** button to scroll to the number you want to store in the phonebook.




Press the  button.

The display shows the date and time of the call.



Press the  button again, the display shows **ADD**.




Press the  button, the display shows **NAME ?**.



Press keypad buttons to enter name as described before under the "Entering names" section.

**Note**

*You can enter names up to 8 characters long. If necessary, you can edit the entry, when the entry is correct, press the  button. The number is now stored in the phonebook.*



Press the  button.

The name and number are now stored in the phonebook.

**Important**

*Once stored in the phonebook the number will be deleted from the Calls list.*


**To delete a number from the Calls list**

Press the **DOWN** button to enter the Calls list.




Use the **UP** or **DOWN** button to scroll to the number you want to delete.



Press the  button *twice*, **ADD** will be displayed.



Use the **UP** or **DOWN** button to scroll to **DELETE?** and press the  button.



The number is deleted from the Calls list.


**To delete all numbers from the Calls list**

Press the **DOWN** button to enter the Calls list.



Press the **X** button. The display will show **DEL ALL**.



Press the  button. The display will show **EMPTY** for 2 seconds.

**\*Call Waiting**

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to). The second caller's number (and name if stored in the directory) will appear on the handset 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.

\*You must subscribe to your network provider's Call Waiting Service before this feature will work. A quarterly fee is payable.

**To accept a Call Waiting call**

If you hear the tone that tells you there is another caller, whilst you are on a call:



Press the **Recall** button. The first caller will be put on hold and you can now speak to your second caller.



To return to the first caller press the **Recall** button again.

### Note

*You can switch back and forth between the two calls without disconnecting either if you wish.*



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



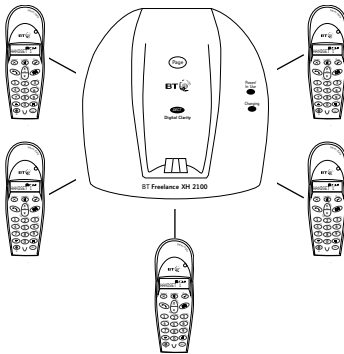
The handset will then ring. Press the **TALK** button again and continue with the second caller.

### Note

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

# Using BT Freelance XH 2100 additional handsets and bases

Up to 5 handsets can be registered and operated from any one BT Freelance XH 2100 base. This allows you to make internal calls between two handsets while a third is making an external call.




Each handset can be registered to up to 4 bases.

Each additional handset you purchase must be registered to the base.

If you have purchased a multiple pack the handsets are already pre-registered to the base supplied (**Base 1**).

## Note

*Remember to charge the battery pack of new handsets for at least 16 hours before use.*

*If the display shows NOT REG and the  symbol is flashing, your handset is not yet registered with the base.*

## To register a BT Freelance XH 2100 handset to another base


*At the base:*

Page


Press *and hold* the base **PAGE** button for at least 10 seconds, until you hear the validation tone (two beeps), then release the button.

*At the handset:*

Menu 

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **REGISTER** and press the  button.


Menu 


The display will show **BS 1 2 3 4**. (The numbers that are flashing indicate



other bases that the handset is already registered to).

Enter the base number (**BS 1-4**) that you want to register the handset to.

Enter your 4-digit PIN (original factory setting 0000) and press the  button.

The display will show SEARCH 1, 2, 3, 4 and the  symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset will be automatically selected and shown on the display.

### Note

*If the handset does not locate the base, the handset will return to the previous menu. Try to register again by using a different available base number. Ensure that you are in close vicinity of the base).*

### Note


*Your 4 digit PIN number is 0000 unless you have previously allocated a new PIN number as explained on page 24.*

## To de-register a BT Frealance XH 2100 handset from the base


### Note

*Handsets can only be de-registered via another handset.*




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DEL HS** and press the  button.



The display will show **PIN?**



Enter your 4-digit PIN.



Press the  button.




Use the **UP** or **DOWN** button to select the handset you want to de-register (**HANDSET 1-5**).



Press the  button. Display shows **CONFIRM?**.



Press . You will hear a confirmation beep.



Once de-registered, the handset will display **NOT REG.**

# Help

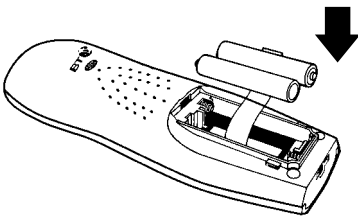
## Replacing the handset batteries.

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 batteries please contact the BT Freelance XH 2100 Helpline 0870 605 8047.

### Replacing the batteries

*In the event that you should need to change or replace the batteries: Remove the battery compartment cover and take out the batteries. Insert new 2 x AAA re-chargeable batteries and replace the battery compartment cover.*



Do not immerse the batteries in water or throw into a fire, or dispose of with ordinary domestic refuse.

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

### No display appears.

The batteries may be flat or dead. Recharge or replace the batteries.


The handset may be switched off.

### No dial tone.

Is the telephone line cord plugged into the phone socket?

*Check that:* The base station is connected to the mains power and switched on.

### You cannot link up with the base station.

Is the display flashing  ?

The mains power cable may not be connected at the base or switched on.

Are you in range of the base station?

The batteries could be low or flat.

If using more than one base station, check that you are connected to the correct base. *See page 24.*

**Handset does not ring.**

The ringer volume may be switched to off. To adjust the ringer volume on the handset. *See page 20.*

*Check that:* The base station is plugged into the phone socket.

*Check that:* The base station is plugged into the mains power and switched on.

**Buzzing noise on my radio, TV, computer or hearing aid.**

Sometimes, your BT Frealance XH 2100 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your BT Frealance XH 2100 and other BT Frealance/DECT GAP compatible handsets at least 2-3 metres away from such appliances to avoid any risk of interference.

**The charger does not appear to be working.**

*Check that:* The power adaptor is properly plugged into the charger.

*Check that:* Your handset has slotted correctly into the charger.

*Check that:* The batteries are correctly fitted into the handset.

*Check that:* The base is plugged in to a working socket and that the socket is switched on.


Are you using the correct power adaptor?

BT Frealance XH 2100 base station power supply is Item Code 872260.

BT Frealance XH 2100 charger power supply is item code 003313 (multiple pack users only).

**Cannot adjust an option in the base station.**

Is someone else making changes via another handset?

Have you pressed the  button to confirm your selection?

**Customer Helpline**

*If you are still experiencing difficulty, call the BT Frealance XH 2100 Helpline on 0870 605 8047.*

**BT accessories and replacement items**

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



# General information

## Guarantee

Your BT Freelance XH 2100 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 Freelance XH 2100, or any component thereof, (other than the 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 provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover the battery pack and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, 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 32*, or contact the BT Freelance XH 2100 Helpline for assistance:

Helpline **0870 605 8047**, 9am to 5.30pm Monday to Friday and 9.30am to 2.30pm on Saturdays.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

**Outside of the 12 month guarantee period:**

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

**Instructions for returning the product:**

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 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.

## Technical information

### How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Freelance XH 2100 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

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

Only use approved power supply, item code 872260 for base station.

Only use approved power supply, item code 003313 for charger (only applicable if you have purchased a multiple pack).

Use only approved (Ni-MH) rechargeable batteries.

## Switchboard compatibility

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

## Switchboard external line access code

You may need to enter 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.

## Recall


### To use the recall button




This is used when connected to certain switchboards and for some BT Calling Features or those services available via your network provider.

### To set the dialling mode




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.




Use the **DOWN** button to scroll to **DIALMODE** and press the  button.



Use the **UP** or **DOWN** button to select either **TONE** or **PULSE**.




Press the  button. You will hear a confirmation beep.

### To automatically insert a pause after an access code

With some switchboards it may be helpful to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.


This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.

Press the  button.


Use the **DOWN** button to scroll to **SETUP**.

Press the  button.

Use the **DOWN** button to scroll to **PABX**.

Press the  button.

Use the **DOWN** button to scroll to **PEX 1**.

Press the  button.  
Display shows **PIN?**.  
Enter PIN number.

Press the  button.

Enter the access code.

Press the  button.

*You can also adjust the length of the pause to be inserted. There are two options available, 3 or 5 seconds to be set to suit the switchboard:*

Press the  button.

Use the **DOWN** button to scroll to **SETUP**.

Press the  button.


Use the **DOWN** button to scroll to **PABX**.

Press the  button.

Use the **DOWN** button to scroll to **PAUSE**.

Display shows **3 SEC**.

Use the **DOWN** button to scroll to **5 SEC**.

Press the  button. You will hear a confirmation tone.

# Index

<b>Additional handsets</b>	30	<b>Call timer</b>	14
<b>Auto talk on/off</b>	21	<b>Call Waiting</b>	28
<b>Base ringer volume</b>	23	<b>Cleaning</b>	9
<b>Base settings</b>		<b>Delete</b>	
default/reset	25	calls list	28
diagram	2	phonebook numbers	18
melody	23	<b>De-register</b>	31
PIN number	24	<b>Dialling mode</b>	35
ringer volume	23	<b>Display icons</b>	2
select which base station	24	<b>Earpiece volume</b>	15
<b>Batteries</b>		<b>End a call</b>	15
charging	11	<b>Guarantee</b>	34
install	11	<b>Handset settings</b>	
low warning	11	default/reset	25
performance	12	keypad beeps on/off	20
replacing	32	language setting	22
<b>Button beeps on/off</b>	20	name handset	21
<b>Caller Display</b>	26	on/off	14
<b>Calls</b>		register to another base	30
end	15	ringer melody	21
make	14	ringer volume	20
preparatory dialling	14	<b>Help</b>	32
receive	15	<b>Helpline</b>	34
redial	16	<b>Keypad</b>	
secrecy	16	beeps on/off	20
<b>Calls list</b>	27	<b>Language</b>	22
delete	28	<b>Location of product</b>	10
delete all	28		
dial number	27		
enter	27		
store in phonebook	27		
view	27		

<b>Make a call</b>	14	<b>Ringer melody</b>	
Melody		base	23
base	23	handset	21
handset	21	<b>Ringer volume</b>	
Menu structure	4	base	23
<b>Name a handset</b>	21	handset	20
<b>On/off</b>		<b>Safety information</b>	9
auto-talk	21	Secrecy	16
handset	14	Setting up	10
keypad beeps	20	Speech volume	15
secrecy	16	Storing a number	16
<b>Pause – insert</b>	17, 36	Switchboard access code	35
Paging handsets	19	Switchboard compatibility	35
Phonebook	16	<b>Technical information</b>	35
delete	18	Telephone line cord	13
dial	17	Tone dialling	35
edit	18	<b>Unpacking</b>	8
enter a pause	17	<b>Volume</b>	
store	16	base ringer	23
PIN base	24	earpiece	15
Power supply	10	handset ringer	20
Preparatory dialling	14		
Pulse dialling	35		
<b>Quick guide – handset settings</b>	3		
<b>Recall</b>	35		
Receive a call	15		
Redial	16		
Register handset to another base	30		
REN (Ringer Equivalence Number)	35		
Reset handset/base	25		
Returning your BT Freeland XH 2100	34		



## **R&TTE**

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

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

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this BT Freelance XH 2100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freelance XH 2100 is published on the web site <http://www.suncorpotech.com/bt>

Visit us at [www.bt.com](http://www.bt.com)



### 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.

© British Telecommunications plc 2004.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
BT Freelance XH 2100 (03/04) 2  
Designed and produced by The Art & Design Partnership Ltd.  
Printed in China

