

BT Freelance XB2500

User Guide



Bringing it all together



This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites or email addresses that are referenced.

Simply hover the cursor over the page number, website or email reference and click when the hand icon changes to the  icon.



Think before
you print!

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 Freelance XB2500, please call our Helpline on Freephone 0800 218 2182*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in the 'Help' section at the back of this guide or online at www.bt.com/producthelp.

Hearing aid?

Please note that the BT Freelance XB2500 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

* Calls made from within the UK mainland network are free.
Mobile and International call costs may vary.

Got everything?

- BT Freelance XB2500 handset
- BT Freelance XB2500 answering machine base
- 2 x NiMH AAA 500mAh rechargeable batteries (already fitted)
- Mains power adaptor (item code 040367)
- Telephone line cord

If you have purchased a BT Freelance XB2500 multiple pack you will also have the following for each handset:

- BT Freelance XB2500 handset
- BT Freelance XB2500 charger
- 2 x AAA NiMH 500mAh rechargeable batteries (already fitted)
- Mains power adaptor for the charger (item code 045667)

In this guide

Getting started

Location	5
Setting up	5
Set the date and time format	7
Location	8
Setting up the charger	8

Getting to know your phone

Handset	9
Handset display icons	10
Base	11
Navigating the menus	12
Handset menu map	12
Menu navigation	13
Default	13
Default settings table	14

Using the phone

Switch the handset on/off	15
Make a call	15
Preparatory dialling	15
End a call	15
Receiving calls	15
Volume	16
Handsfree	16
Make a call in handsfree	16
Answer a call in handsfree	16
Switch to handsfree during a call	16

Secrecy	16
Redial	17
To copy a redial number to the directory	17
To delete a number from the redial list	17
To delete the entire redial list	18
Keypad lock	18
Ringer volume on/off	18
Page the handset(s)	18
Making internal calls	19
Receiving internal calls	19
Transferring calls	19
3-Way conference calls	20

Directory

Store a number	21
Entering names	21
Dial/view a number	22
Edit a directory entry	22
Delete a directory entry	23
Delete all directory entries	23
Directory capacity	23

Handset settings

Ringer melody	24
Ringer volume	24
Handset tones on/off	25
Handset name	25
Display	26

Registering handsets	26	Delete all old messages	36
Select base	27	Playing messages via the base	36
Alarm	27	To record a memo	37
Auto answer	27	To playback a memo	37
Base settings		Memory full	37
Change PIN code	28	Recording time	37
Dial mode	28	Answer delay	38
Ringer melody	29	Remote access	38
Ringer volume	29	Change security PIN code	38
Delete handset	29	Switch answering machine on	39
Caller Display		Check for messages	39
Calls list	30	Remote access commands	39
View/dial a number	30	Help	
To copy a Calls list number to the directory	30	General information	
Delete a number	31	Safety	42
Delete the entire Calls list	31	Cleaning	42
Answering machine		Environmental	43
Switch on/off	32	Product disposal instructions	43
Outgoing messages	33	Connecting to a switchboard	44
Answer and Record	33	Switchboard compatibility	44
Answer Only	33	Dialling mode	44
Select answer mode	33	Recall (R)	44
Record your own outgoing message	34	Guarantee	44
Play/check outgoing message	34	Returning your phone	45
Reinstate pre-recorded outgoing messages	35	Additional/Replacement items	45
Playing messages via the handset	35	How many telephones can you have?	46
Adjust volume for message playback	36	R&TTE	46

Getting started

Location

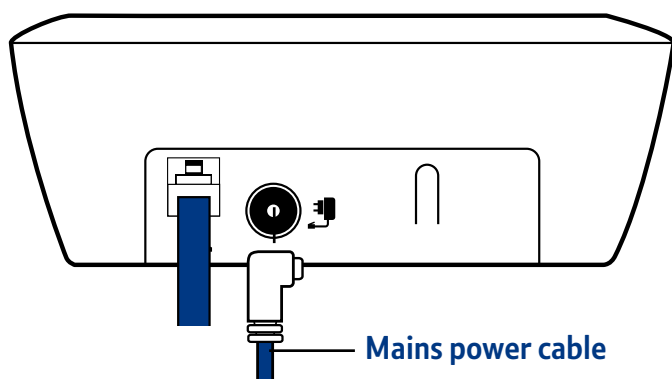
You need to place your BT Freelance XB2500 base within 2 metres of a mains power and telephone socket so that the cables will reach.

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

Your BT Freelance XB2500 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 and secure the cable behind the retaining clip. Plug the other end into the mains socket and switch on.



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 base to charge the batteries for at least 16 hours.

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

Warning

Do not place your BT Freelance XB2500 in the bathroom or other humid areas.

Handset range

The BT Freelance XB2500 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  symbol on your handset screen indicates when you are in range. When you are out of range, the  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.

Which socket?

 Power socket

 Telephone line socket

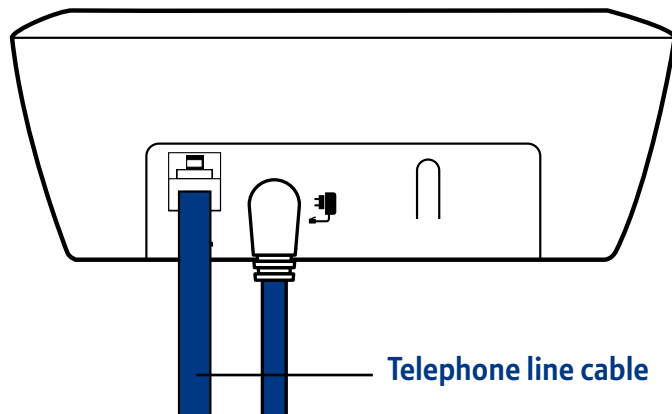
Talk/Standby time

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.

4. After 16 hours, plug the telephone line cord into the wall socket.



Note: if you ever need to remove the batteries, simply slide open the battery compartment cover and insert your finger nail under the end of the battery to pull it out.

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.

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 0800 218 2182*.

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

Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a capacity of 500mAh or higher. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

IMPORTANT

Only use the power supply and telephone line cord supplied with your BT Freelance XB2500 otherwise the telephone may not work.

Set the date and time format

1. Press the Left soft key  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press the OK soft key. DATE & TIME is displayed, press the OK soft key again.
3. DATE FORMAT is displayed, press the OK soft key and the current format is displayed. Press  or  to change between DD-MM-YY and MM-DD-YY. Press the OK soft key, you will hear a confirmation tone.
4. Press  and TIME FORMAT is displayed. Press the OK soft key and the current format is displayed. Press  or  to change between 24hr and 12hr. Press the OK soft key, you will hear a confirmation tone.
5. Press and hold the Right soft key  to return to standby.

Set the date and time

1. Press the Left soft key  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press the OK soft key. DATE & TIME is displayed, press the OK soft key again.
3. Press  or  until the display shows SET TIME and press the OK soft key.
4. The current time setting is displayed, enter 2 digits for the hour and 2 for the minute using the 24hr format (eg for 10.54pm, press    ) and press the OK soft key, you will hear a confirmation tone.
5. Press  and SET DATE is displayed.
Press the OK soft key.
6. The current date setting is displayed, enter 2 digits for the day, 2 for the month and 2 for the year using the dd-mm-yy format (eg for 23rd May 2009 press      ) and press the OK soft key, you will hear a confirmation tone.
7. Press and hold the Right soft key  to return to standby.

Your BT Freelance XB2500 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.

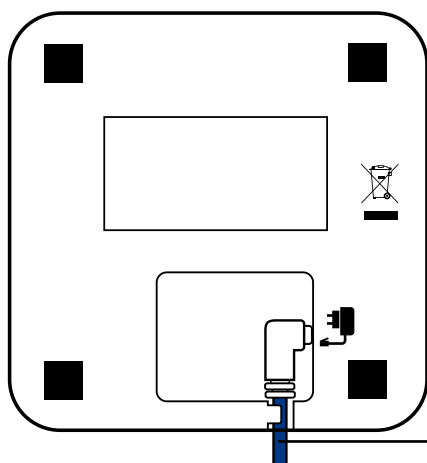
BT Freelance XB2500 multiple pack owners only

Location

You need to place your BT Freelance XB2500 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.



Mains power cable

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.

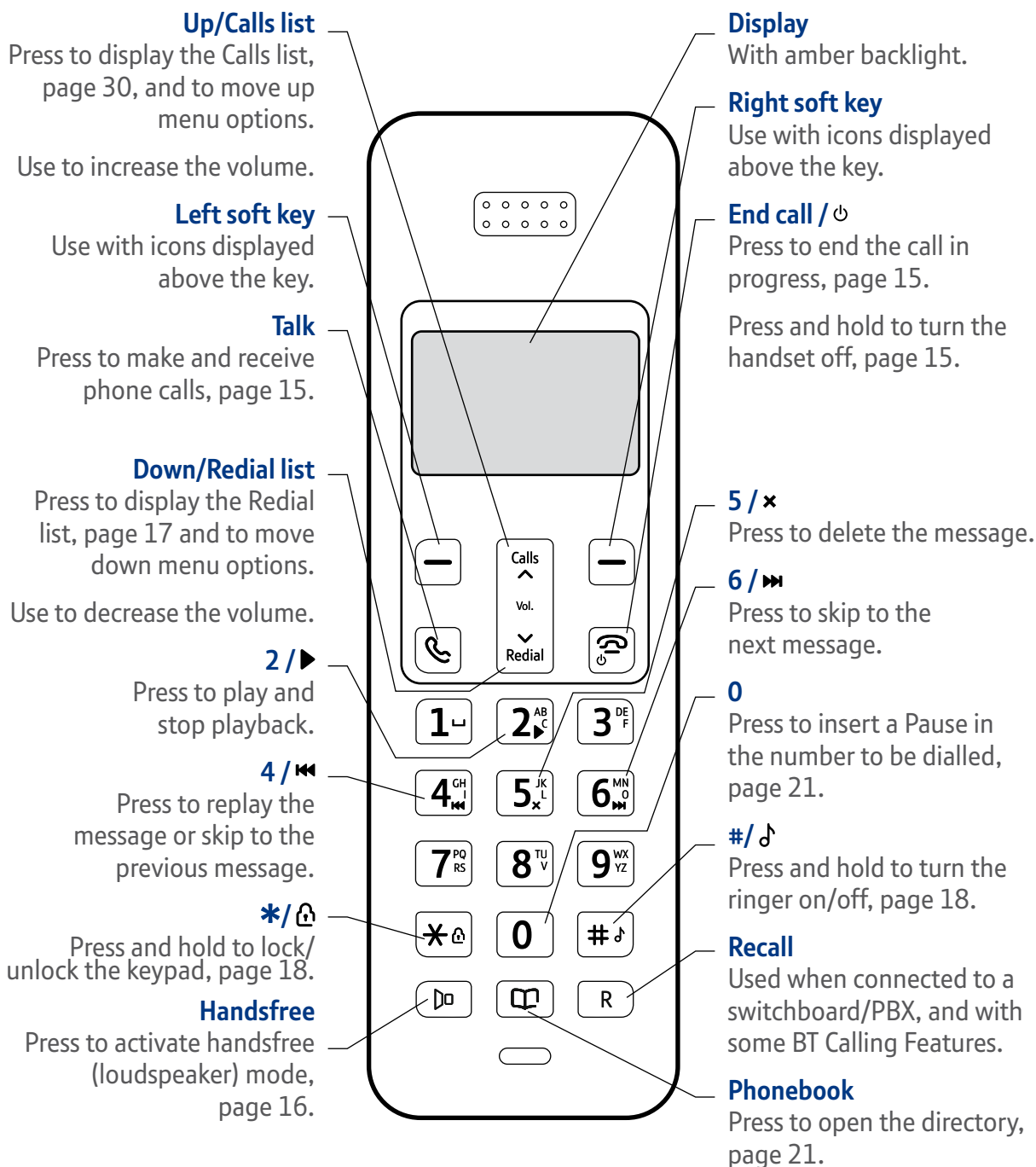
Your BT Freelance XB2500 is now ready for use.

Helpline

If you are having any difficulties setting up or using your BT Freelance XB2500, please call the BT Freelance Helpline on 0800 218 2182*.

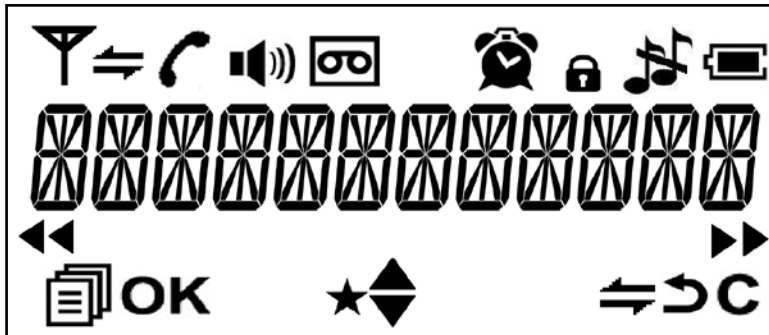
Getting to know your phone

Handset



Handset display icons

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



Battery

- On – battery full
- On – battery needs charging
- Flashing – low battery
- Flashing – charging

Handset

- On – handset in use
- Flashing – incoming call

Internal (top row)

- On – internal call connected
- Flashing – incoming internal call from another handset

Int (bottom row)

- Make an internal call

Handsfree

- Handsfree on



Answer machine

- On – answer machine on
- Flashing – new message received



Alarm

- On – alarm set
- Flashing – alarm time reached



Keypad lock

- Keypad lock on



Ringer

- Ringer turned off



Antenna

- On – in range
- Flashing – edge of range



Left/right

- Characters off the display to the left/right



Up/down

- Menu options exist above/below those shown on the display

«»» Skip forward/backward

- Use when playing messages to skip to previous/next message



New call

- Indicates a new call in the calls list



Clear

- Mute/unmute a call.
- Clears characters when in entry screen.
- Stops the alarm



Back

- Return to previous menu



OK

- Confirm menu selection



Menu

- Open the main menu

Base

Vol.-/Vol.+

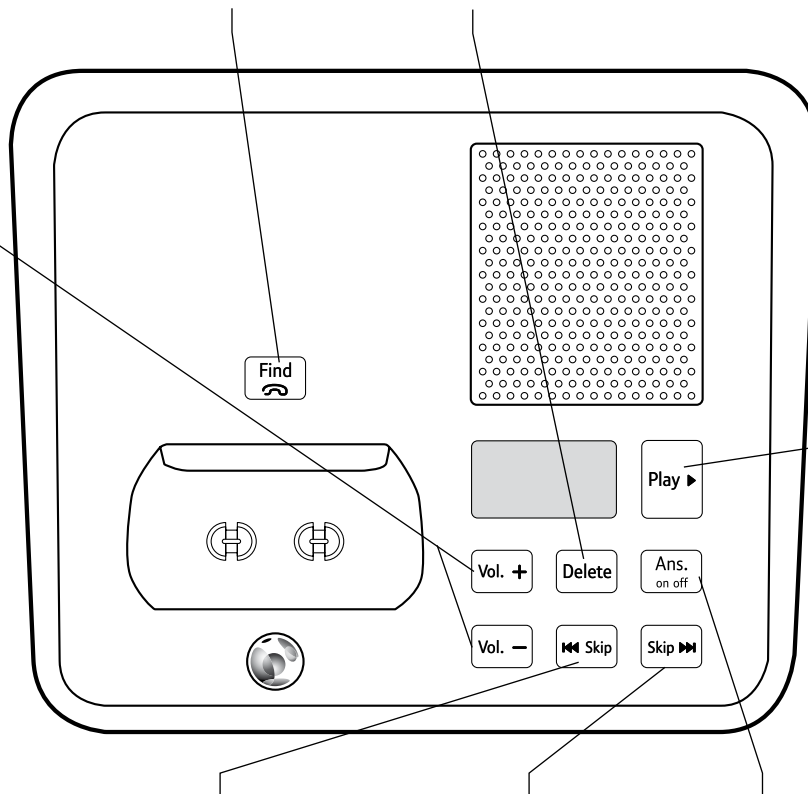
Adjust speaker volume during playback, page 36.

Find

Press to page/locate a handset, page 18.

Delete

Delete messages during playback, page 36.



Play

Play/Stop message playback, page 36.

<<Skip

Repeat current message, page 36.

Skip>>

Skip forward during message playback, page 36.

Ans on/off

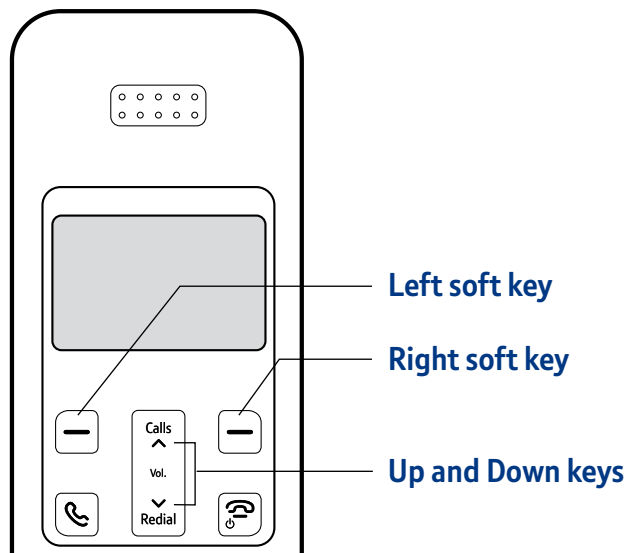
Switch answering machine on/off, page 36.

Navigating the menus

Your BT Freelance XB2500 handset features an easy to use menu system. Have a look at the menu map below.

When the handset is switched on and in standby:

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



Handset menu map



Ans Machine	Call List	Directory	BS Settings	HS Settings	Registration	Reset
Play Message	Store Number	Add	Base Ringer	Date & Time		
Delete All	Delete	View	Ring Volume	Alarm		
Memo	Delete All	Edit	Delete HS	Ringer		
Ans On/Off	Details	Delete	Dial Mode	Tones		
Ans Settings		Delete All	Change PIN	HS Name		
		Capacity		Display		
				Auto Answer		
				Select Base		

Menu navigation

Press  or  to scroll through the menu options.

Press Left soft key  OK to select an option.

Press Right soft key  to go back to the previous display screen.

Press and hold Right soft key  to return to the standby display screen.

Default

You can reset your BT Freelance XB2500 back to the default settings.

This will not delete your directory entries.

1. Press the Left soft key  to open the main menu.
2. Press  or  until the display shows RESET and press OK.
3. PIN? is displayed, enter the PIN and press OK.
4. CONFIRM? is displayed, press OK.

The default PIN setting is 0000.

Default settings table

Handset	Default Value	Base	Default Value
Redial List	Empty	System PIN (4-digit)	0000
Call List	Empty	Base Ringer	Melody 2
External Ringer Melody	Melody 1	Ringer Volume	Volume 3
Internal Ringer Melody	Melody 3	Dial Mode	Tone
Ringer Volume	Volume 5		
Earpiece Volume	Volume 4		
Speaker Volume	Volume 4		
Handset Name	HANDSET		
Key Beeps	ON		
Battery Low	ON		
Out of Range Tone	OFF		
Auto Answer On/Off	ON		
Date Format	DD/MM/YY		
Date	01/01/09		
Time Format	24 hr		
Time	00:00		
Alarm	OFF		
Key Lock	OFF		
		Answer Machine	Default Value
		Answer Machine ON/OFF	ON
		Answer Mode	ANS & REC
		OGM	Default OGM
		Answer Delay	6 Rings
		Record Time	180 SEC
		BS Screening	ON
		Remote Access	ON
		Remote Access PIN (4-digit)	0000

Using the phone

Switch the handset on/off

1. Press and hold  to switch the handset on and off.

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, ▲ 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.
2. To turn the handset ringer off when receiving a call press the **Right soft key** . The display will briefly show VOLUME OFF.

Or

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

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 **Right soft key**  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 30 for more information.

Internal calls

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

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.

Volume

Adjust the volume during a call:

To increase the volume

Press .

To decrease the volume

Press .

Handsfree

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.

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.
3. Press  to end the call.

Secrecy

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

1. Press **Right soft key** . The display shows MUTE and your caller cannot hear you.
2. Press **Right soft key**  again to return to your caller.

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

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.

Redial

Your BT Freelance XB2500 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 display the Redial list.
2. Press  or  to select any of the last 10 numbers called.
3. Press  or  to dial the number displayed.

To copy a redial number to the directory

1. Press  to display the Redial list.
2. Press  or  to display the number you want and press Left soft key  to select.
3. STORE NUMBER is displayed, press Left soft key OK to select.
4. NAME is displayed. Enter a name using the keypad and press Left soft key OK to confirm.
5. The number is displayed, press Left soft key OK to confirm.
6. Press  or  to select a ringtone to associate with the name/number and press Left soft key OK to confirm.
7. Press Right soft key  to return to standby.

To delete a number from the redial list

1. Press  to display the Redial list.
2. Press  or  to display the number to be deleted and press Left soft key .
3. Press  or  to display Delete and press Left soft key OK to select.
4. Press Right soft key  to return to 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, LIST 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.

For help with entering names see page 21.

To delete the entire redial list

1. Press  to display the Redial list.
2. With any of the redial numbers displayed, press Left soft key .
3. Press  or  to display DELETE ALL and press Left soft key OK to select.
4. CONFIRM? is displayed, press Left soft key OK again to confirm.
5. LIST EMPTY is displayed. Press Right soft key  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.

Page 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) will beep and display PAGING.
2. Press  on the base again or press  on the handset to stop the handset beeping.

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.

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

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

Making internal calls

If you purchased a BT Freelance XB2500 multi-pack, you can make internal calls between handsets.

1. Press the **Right soft key**  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.
2. 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 Freelance XB2500 multi-pack, you can transfer an external call to the other handset.

1. During an external call, press **Left soft key** .
2. **INTERNAL** will appear in the display, press the **Left soft key**  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. The external caller will be put on hold.
4. When the other handset answers, press  to transfer the call.

If you only have two handsets you do not need to enter the handset number to 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.

If you only have two handsets you do not need to enter the handset number to call.

3-Way conference calls

If using a BT Freelance XB2500 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 the **Left soft key**  and the display will show **INTERNAL**. Press the **Left soft key** **OK** 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 and hold the  key for 2 seconds, the display shows **CONFERENCE**. The external call, and the two internal handsets are all connected to the conference.
5. Any caller can leave the conference by pressing .

If you only have two handsets you do not need to enter the handset number to call.

Directory

You can store up to 50 names and numbers in the directory of each of your BT Freelance XB2500 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 **Left soft key** , ADD is displayed, press **OK** to select.
3. NAME is displayed, enter the name for the entry using the keypad and press **OK** to store.
4. NUMBER is displayed, enter the number for the entry using the keypad and press **OK** to save.
5. Press  or  to select a ringtone to associate with the name/number and press **Left soft key**  to confirm.
6. Press **Right soft key**  to return to standby.

Entering names

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

1. Press  once to enter D.
2. Press  once to enter A.
3. Press  twice to enter N.

If there are no stored entries, LIST 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.

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

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  until P appears in the display.

Writing tips

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

Press  repeatedly to enter the following: SPACE – 1

Press  repeatedly to enter the following symbols: * ? / \ ()

Press  repeatedly to enter the following symbols: # ' , - . &

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.

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  or  buttons.
3. Press **Left soft key** , then  to display VIEW and press **OK** 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 **Left soft key** , then  or  to display EDIT and press **OK** to select.
4. The stored name is displayed followed by a flashing cursor. Edit the name using the **Right soft key**  to delete incorrect characters and enter new ones using the keypad, then press **OK**.
5. The number is displayed followed by a flashing cursor. Edit the number using the **Right soft key**  to delete incorrect digits and enter new ones using the keypad, then press **OK** to save.
6. The current ringtone is played and displayed. Use  or  to choose a new ringtone if required and press **OK**.
7. Press  to return to standby mode.

Searching for a name

Example: To search for Jaime, press  once to display the first entry beginning with J, then use  and  to scroll to Jaime.

See page 21 for help with entering names.

Delete 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 Left soft key  then  or  to display DELETE and press OK to select.
4. Press  to return to standby mode.

Delete all directory entries

1. Press  to open the directory. The first entry is displayed.
2. Press the Left soft key  then  or  to display DELETE ALL.
3. Press OK and CONFIRM? is displayed. Press OK and LIST EMPTY is displayed.
4. Press  to return to standby mode.

Directory capacity

1. Press  to open the directory. The first entry is displayed.
2. Press the Left soft key  then  to display CAPACITY.
3. Press OK and the number of entries used out of 50 is displayed.
4. Press  to return to standby mode.

If you have purchased a BT Freelance XB2500 multiple pack, entries are only deleted on the handset you are using.

Handset settings

Ringer melody

There are 10 different ringer melodies to choose from for both internal and external calls.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until RINGER is displayed and press OK.
4. Press  or  to select INT RING or EXT RING and press OK.
5. The current ringtone is played, use  or  to listen to the alternatives and press OK to confirm your choice.
6. Press and hold  to return to standby.

Ringer volume

There are 5 volume levels and Ringer Off to choose from.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until RINGER is displayed, press OK to select.
4. Press  or  until RING VOLUME is displayed, press OK to select.
5. The current ringtone is played at the current volume setting. Press  or  to listen to new volume levels or off, press OK to store.
6. Press and hold  to return to standby.

You can also turn the ringer off by pressing, and holding, the  key.

Handset tones on/off

Your BT Freelance XB2500 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 the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until TONES is displayed, press OK to select.
4. Press  or  to select the tone you want and press OK to select.
5. Press  or  to display either ON or OFF and press OK to confirm.
6. You hear a confirmation tone.
7. Press and hold  to return to standby.

Handset name

You can give each handset a name up to a maximum of 11 characters, for example KITCHEN. It will still display its number.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press ok.
3. Press  or  until HS NAME is displayed, press OK to select.
4. Press C to delete characters and use the keypad to enter the name you want, then press OK to confirm.
5. Press and hold  to return to standby.

Display

You can choose to display the handset name or the time in the standby screen.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until DISPLAY is displayed, press OK to select.
4. Press  or  to select TIME or HANDSET NAME, then press OK to confirm.
5. Press and hold  to return to standby.

Registering handsets

You can use up to five BT Freelance XB2500 handsets with your BT Freelance XB2500 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If you have purchased a multi-pack, the handsets in these packs are already pre-registered to the main base.

If you have purchased an additional handset separately you must register it to your BT Freelance XB2500 base before it can be used.

1. Press the **Left soft key**  then  or  until REGISTRATION is displayed, then press OK.
2. The base that the handset is currently registered to is displayed. Press  or  to select a base and press OK.
3. PIN? is displayed. Enter the base PIN (original setting=0000) and press OK.
4. The handset will display SEARCHING, press and hold the  button on the base.
5. The handset will temporarily display REGISTERED then will display HANDSET.

When the registration has succeeded the handset is automatically assigned the next available handset number.

Registering another make of handset to your Freelance XB2500 base

If you want to register another make of handset (i.e. not a Freelance XB2500 handset) to your Freelance XB2500 base then you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown opposite from point 4). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

You have 60 seconds to complete the registration process.

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail.

Select base

If you have registered your handset to more than one base you can select the base that you want the handset to work with.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until the display shows SELECT BASE and press OK.
4. Press  or  to select the base and press OK to confirm.
5. Press and hold  to return to standby.

Alarm

1. Press  the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  until ALARM is displayed and press OK to select.
4. Press  or  to select ON or OFF and press OK.
5. If you select ON you should now enter the time in 24hr format, i.e. for 07.30am enter     , and press OK.
6. SNOOZE is now displayed. If you want to change your snooze selection, press OK then select ON or OFF using  or  and press OK to confirm.
7. Press and hold  to return to standby.

Use any key to disable the alarm when it is activated. If SNOOZE has been turned on pressing any key will turn the alarm off for 7 minutes.

Auto answer

If auto answer is on you can answer a call by taking the handset out of the base, you do not have to push the  button or  to take the call.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows HS SETTINGS and press OK.
3. Press  or  until AUTO ANSWER is displayed and press OK.
4. Press  or  to select ON or OFF and press OK.
5. Press and hold  to return to standby.

Base settings

Change PIN code

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

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows **BS SETTINGS** and press **OK**.
3. Press  or  until **CHANGE PIN** is displayed, press **OK** to select. **PIN?** is displayed.
4. Enter the existing PIN code using the keypad and press **OK**. **NEW PIN?** is displayed.
5. Enter a new 4 digit PIN code using the keypad and press **OK**. **CONFIRM?** is displayed.
6. Re-enter the new PIN code and press **OK**. You hear a confirmation tone.
7. Press and hold  to return to standby.

Dial mode

Your BT Freelance XB2500 is pre-set to tone dialling (DTMF). You can set the dial mode to pulse dialling if your switchboard requires.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows **BS SETTINGS** and press **OK**.
3. Press  or  until the display shows **DIAL MODE** and press **OK** to select.
4. Press  or  to display either **TONE** or **PULSE** and press **OK**. You hear a confirmation tone.
5. Press and hold  to return to standby.

The default PIN setting is 0000.

If you change your PIN, keep a note of the new number somewhere safe.

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

Ringer melody

There are 5 different ringer melodies to choose from.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows **BS SETTINGS** and press **OK**.
3. **BASE RINGER** is displayed, press **OK** to select and the current ringtone is played.
4. Press  or  to listen to the available ringtones and press **OK** to select.
5. Press and hold  to return to standby.

Ringer volume

There are 5 volume levels and ringer off to choose from.

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows **BS SETTINGS** and press **OK**.
3. Press  to display **RING VOLUME** and press **OK**, the current ringtone is played.
4. Press  or  to listen to the volume settings or **VOLUME OFF**, press **OK** to select.
5. Press and hold  to return to standby.

Delete handset

1. Press the **Left soft key**  to open the main menu.
2. Press  or  until the display shows **BS SETTINGS** and press **OK**.
3. Press  or  to display **DELETE HS** and press **OK**.
4. **PIN?** is displayed, enter the PIN and press **OK**.
5. Press  or  to select the handset you wish to delete and press **OK**.
6. Press and hold  to return to standby.

You cannot delete the handset you are using to carry out this action.

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 40 missed calls.

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 , the most recent missed call is displayed.
Press  or  to scroll through the Calls list.
2. Press  or  to dial the number displayed.

To copy a Calls list number to the directory

1. Press  to display the Calls list, then press  or  to the entry you want and press  to select.
2. **STORE NUMBER** is displayed, press **OK**.
3. **NAME** is displayed. Enter a name using the keypad and press **OK** to confirm.
4. The number is displayed, press **OK** to confirm.
5. Ringtone **MELODY 1** is played, press  or  to choose a ringtone to associate with the directory entry. Press **OK**.
6. Press and hold  to return to standby mode.

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.

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, **LIST EMPTY** will be displayed.

Delete a number

1. Press  to display the Calls list, then press  or  to the entry you want and press  to select.
2. Press  to display DELETE and press OK to select.
3. Press and hold  to return to standby mode.

Delete the entire Calls list

1. Press  to display the Calls list and press .
2. Press  or  to display DELETE ALL and press OK to select.
3. DELETE LIST? is displayed, press OK again to confirm.
4. LIST EMPTY is displayed. Press and hold  to return to standby mode.

Answering machine

Your BT Freelance XB2500 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 Freelance XB2500 from:

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

Your BT Freelance XB2500 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 Freelance XB2500 gives clear voice prompts to help you when using the answering machine.

Switch on/off

When first connected to the mains power, your BT Freelance XB2500 is set to ON and Answer and Record.

When set to on, the  icon is displayed.

1. Press the **Left soft key** , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS ON/OFF** is displayed and press **OK** to select.
3. Press  or  to select **ON** or **OFF**, then press **OK** to confirm
4. Press and hold  to return to standby mode.

If you have not already set the date and time, you will need to do this so that you will know when each message was received, see page 7.

Call Screening

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

Pressing **OK** 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.

Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT Freelance XB2500 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 the **Left soft key** , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. The display shows **ANS MODE**, press **OK**.
4. Press  or  to select **ANS & REC** or **ANSWER ONLY** and press **OK** to confirm.
5. Press and hold  to return to standby.

Record your own outgoing message

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  to display **OUTGOING MSG** and press **OK**.
4. Press  or  to select **ANS & REC** or **ANSWER ONLY** and press **OK**.
5. Press  or  to **RECORD MSG** and press **OK** to record your message.
6. The display shows **RECORDING**, press **OK** when complete and your message will be played back.
7. Press and hold  to return to standby.

Play/check outgoing message

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  to display **OUTGOING MSG** and press **OK**.
4. Press  or  to select **ANS & REC** or **ANSWER ONLY** and press **OK**.
5. **PLAY MESSAGE** is displayed, press **OK** to listen to the message. The display will show **PLAYING MSG**.
6. Press and hold  to return to standby.

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.

Reinstate pre-recorded outgoing messages

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  to display **OUTGOING MSG** and press **OK**.
4. Press  or  to select **ANS & REC** or **ANSWER ONLY** and press **OK**.
5. **PLAY MESSAGE** is displayed, press **OK** and as soon as the message starts press **C**.
6. Press and hold  to return to standby.

This means deleting your own recorded outgoing message.

Message playback

When you have new messages stored on your BT Freelance XB2500 answering machine the  icon will flash in the display.

Playing messages via the handset

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. **PLAY MESSAGE** is displayed, press **OK** to start playback. 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  to stop playback.

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 the Left soft key , the display shows ANS MACHINE, press OK.
2. Scroll  to DELETE ALL and press OK.
3. CONFIRM? appears. Press OK to confirm. LIST EMPTY is displayed.
4. Press and hold  to return to standby mode.

Playing messages via the base

Switch on/off

1. Press .

Playing messages

1. Press .

During playback:

-  press to stop playback.
-  Skip press once to repeat current message, twice to play previous message.
-  Skip press to play next message.
-  press to delete current message.

Adjust volume

1. Press  or  to increase or decrease the volume.

To record a memo

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. Scroll  or  to **MEMO** and press **OK**.
3. The display shows **RECORDING** and you can leave a message. Press **OK** when you have finished recording the memo.
4. Press and hold  to return to standby mode.

To playback a memo

A memo is played back as any other recorded message, see page 35 and 36.

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 previous page for instructions.

Recording time

Recording time allows you to set the amount of time that can be allocated to an incoming message. The default is 180 seconds (3 minutes). You can change this to 60 or 120 seconds, or Unlimited. When the allocated time is reached your BT Freelance XB2500 will announce “Thank you for calling” and then hang up.

1. Press the Left soft key , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  or  to display **RECORD TIME** and press **OK**.
4. Press  or  to select **60 SEC**, **120 SEC**, **180 SEC** or **UNLIMITED** and press **OK**.
5. Press and hold  to return to standby.

Answer delay

Answer delay sets the number of times your BT Freelance XB2500 will ring before the answering machine picks up your call. The default setting is 6 rings. You can change this setting to 2, 4 or 8 rings or to time saver mode.

1. Press the **Left soft key** , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  or  to display **ANSWER DELAY** and press **OK**.
4. Press  or  to select **2 RINGS**, **4 RINGS**, **6 RINGS**, **8 RINGS** or **TIME SAVER** and press **OK**.
5. Press and hold  to return to standby.

Remote access

You can operate your answering machine remotely from any Touchtone™ phone by calling your BT Freelance XB2500 and entering a 4-digit security code.

Change security PIN code

1. Press the **Left soft key** , the display shows **ANS MACHINE**, press **OK**.
2. Press  or  until **ANS SETTINGS** is displayed and press **OK** to select.
3. Press  or  to display **CHANGE PIN** and press **OK**.
4. **PIN?** is displayed, enter the current PIN and press **OK**.
5. **NEW PIN?** is displayed, enter your new PIN and press **OK**.
Re-enter when the display shows **CONFIRM?** and press **OK**.
6. Press and hold  to return to standby.

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.

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 Freelance XB2500 hangs up.

Keep a note of your remote access security PIN somewhere safe.

The default PIN setting is 0000.

If you do not press any button for 4 seconds, your BT Freelance XB2500 hangs up.

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 your BT Freelance XB2500 will answer. When the message starts press  and you will hear, "Please enter your security code". Enter your 4-digit code.
2. Press  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 and your machine announces "You have (n) new messages". The new messages are then automatically played back to you.

Remote access commands

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

The commands are:

-  Play remote access menu
-  Play/Stop all messages
-  Repeat/Skip back to previous message
-  Delete current message
-  Skip forward to next message
-  Turn answer machine on
-  Turn answer machine off

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.

Help

If you experience any problems, please call the Helpline on 0800 218 2182* or visit www.bt.com/producthelp

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 Freelance Helpline on 0800 218 2182*.

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  icon 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  icon 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 28.

Your caller cannot hear you

Check to see if you have the handset on MUTE. If so, secrecy is switched on. Press the **soft key**  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 Freelance XB2500 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 Freelance XB2500. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

Only use the telephone line cord supplied with your BT Freelance XB2500, otherwise your telephone may not work correctly.

For the handset, use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 500mAh. 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. Please dispose of batteries as instructed.

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 Freelance XB2500 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.

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 Freelance XB2500 is set to DTMF (Tone) dialling. Some switchboards may require Pulse dialling. To change the dialling mode, see Dial mode page 28.

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 Freelance XB2500 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 XB2500, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

The guarantee shall only apply to defects that occur within the 12 month guarantee period.

Proof of purchase is required.

The equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 40 or contact the BT Freelance Helpdesk for assistance on 0800 218 2182*. Additional answers to Frequently Asked Questions are available from www.bt.com/producthelp

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

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 Discount Communications Ltd on 0800 980 8999.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. 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.

Additional/Replacement items

For a full range of replacement items for the BT Freelance XB2500 range please call 0800 218 2182*.

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 security PIN 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 Freelance XB2500 has a total REN of 1, i.e. for a base and up to 4 handsets. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. 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.

WARNING

Only use the approved power supply, item code 040367 for the main base and 045667 for the additional handset charger.

Only use approved AAA NiMH rechargeable batteries with a capacity of 500mAh or higher.

Caution: there is a risk of explosion if the batteries are replaced by an incorrect type.

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. Please dispose of batteries as instructed.

BT accepts no responsibility for damage caused to your BT Freelance XB2500 by using any other types of batteries.

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: www.bt.com/producthelp

BT is a **sustainability leader**

{ To find out how we're
making our products
greener visit

bt.com/betterworld/products 

Offices worldwide

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

© British Telecommunications plc 2011.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in China.

Designed and produced by The Art & Design Partnership Ltd.

BT Freelance XB2500 (11/11) Issue 2

