



# ***Paragon 400***

**Digital Telephone Answering Machine**


# User Guide

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

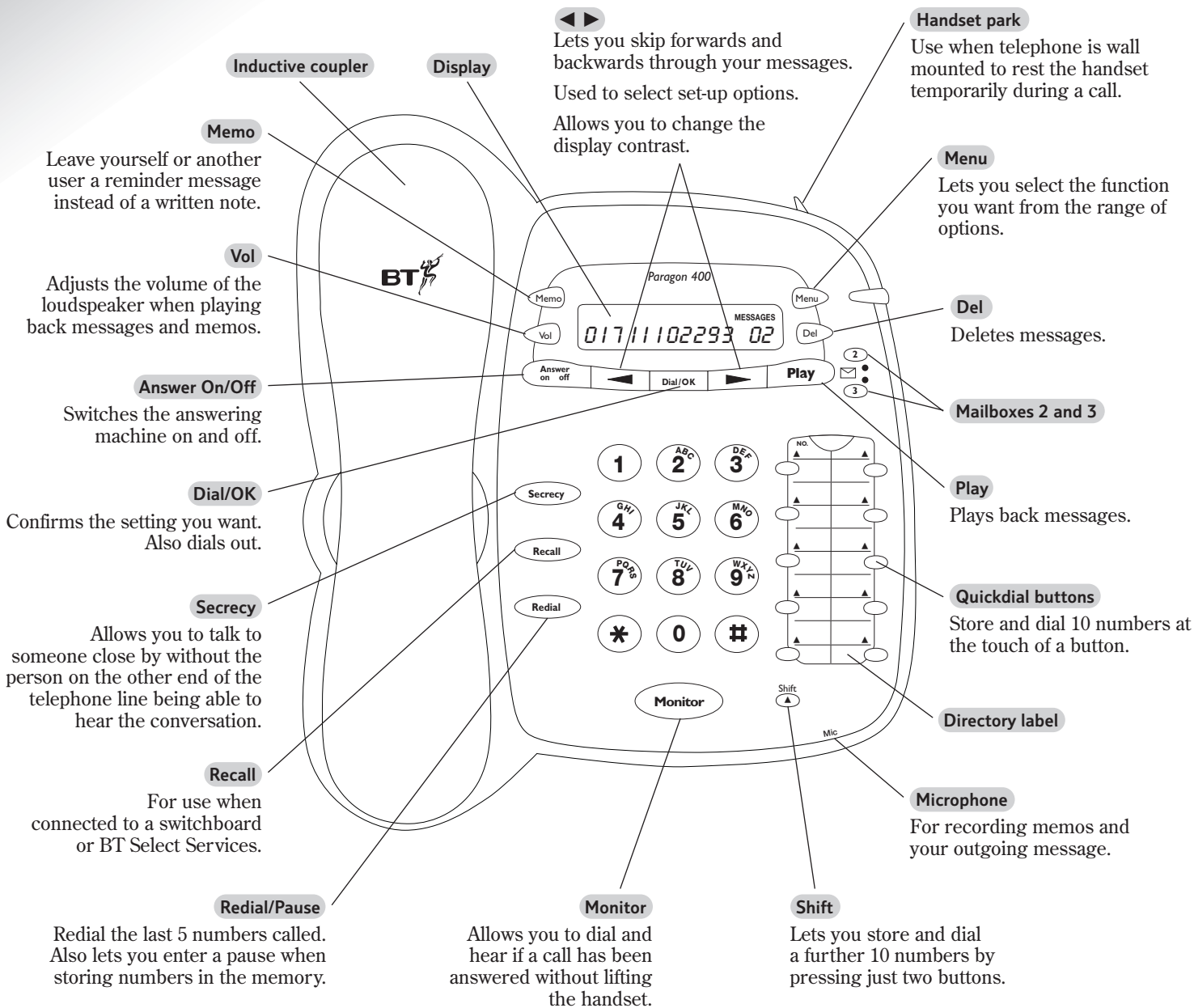
**Please open this page for an 'at a glance'  
guide to your Paragon 400.**

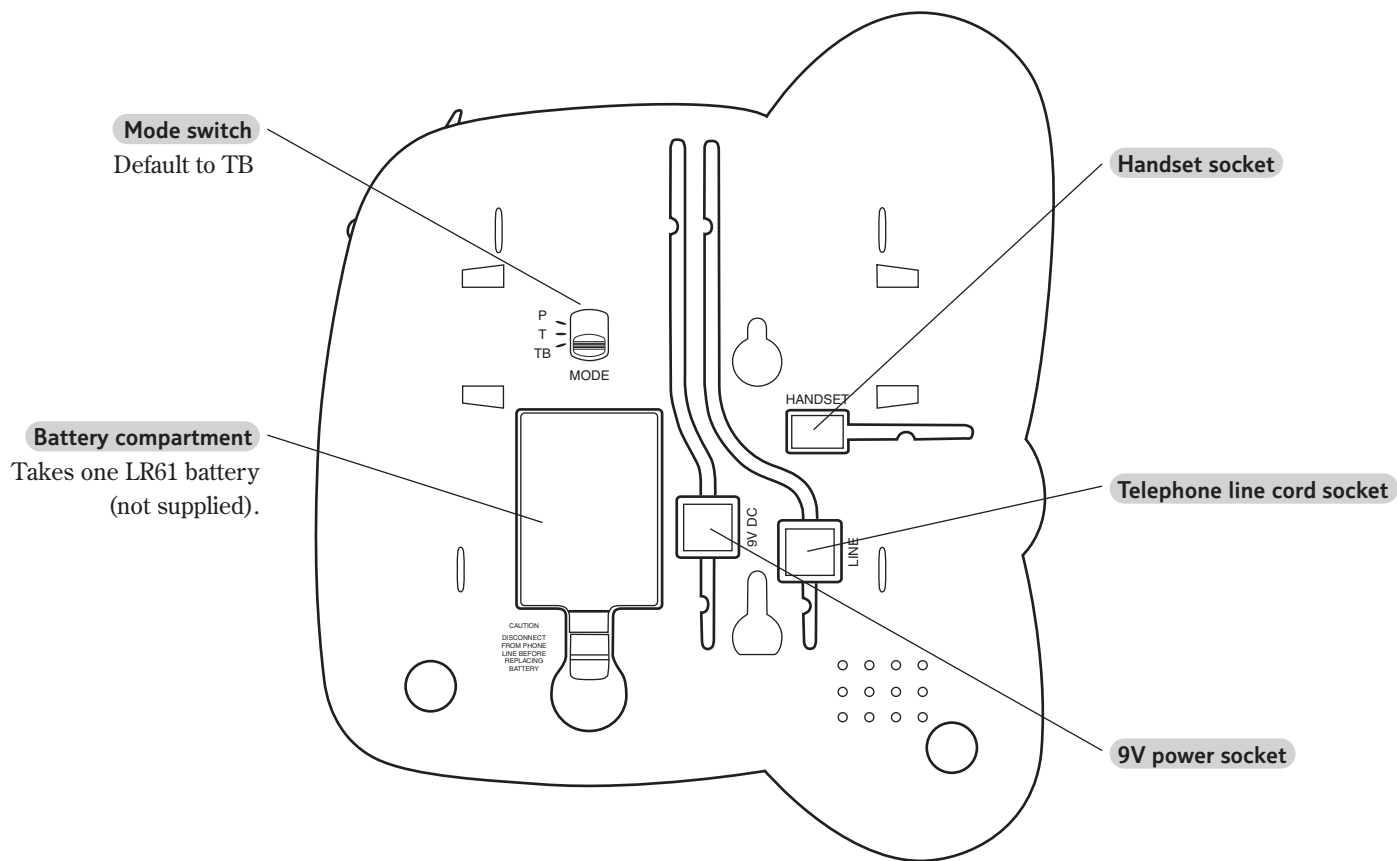


**Please open this page for a further  
'at a glance' guide to your Paragon 400.**



# At a glance





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# Introduction

**Your Paragon 400 has been designed for ease of use and made to the high standards set by BT.**

You can expect your Paragon 400 to give you many years of trouble-free service.

Please read the instructions carefully before use and keep this User Guide for future reference.

## For your records

Date of purchase:
Place of purchase:
Serial number (on the underside of the telephone base):
Purchase price:

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

## Enter your Remote access PIN here

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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See page 19 for more information about your PIN.

## Unpacking your Paragon 400

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

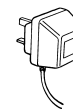
- Paragon 400 telephone answering machine.



- Handset and cord.



- Plug mounted, 13 amp mains adaptor.



- Line cord.



- Wall mounting plugs and screws.



- Plinth for desk mounting



- Remote access card.  
Spare memory label.



# Setting up

Follow these steps to set up your Paragon 400 ready for use.

## Safety

- Use only the power adaptor supplied.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug your Paragon 400 from the mains power and telephone line socket during storms.
- The Paragon 400 will produce a certain amount of heat during operation. Whilst this is entirely safe we would advise against placing the product on antique, veneered or wooden surfaces as damage may occur.
- Do not use your Paragon 400 in damp, humid conditions such as bathrooms.
- Do not expose the equipment to fire or water.
- Simply clean your Paragon 400 with a damp cloth (not wet) or an anti-static wipe. Never use a dry cloth as this may cause a static shock.

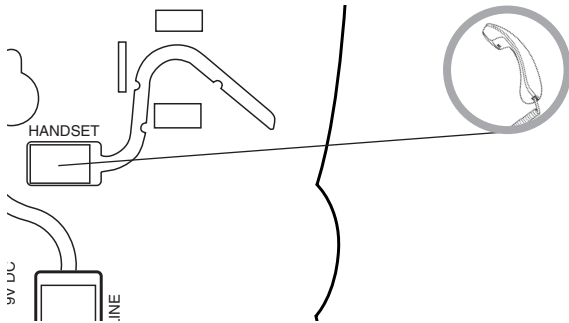
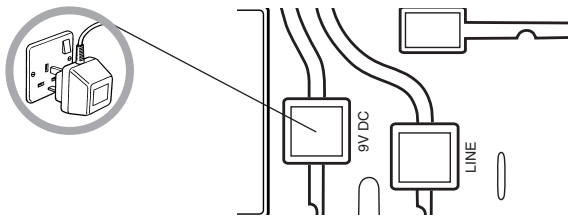
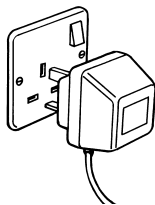
## Plan the location of your Paragon 400

Situate your Paragon 400 close enough to both the phone and mains power sockets so that the cables will reach.

Your Paragon 400 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

### Warning

*The apparatus is designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms or near water.*

**1 Connect handset cord to base****2 Plug the mains adaptor cord into the back of the telephone****3 Plug the mains adaptor into the wall socket and switch on**

The Paragon 400 automatically goes through a start up process during which the display shows **INITIALISING** and the monitor light flashes.

On completion the unit display will show the time and number of messages.

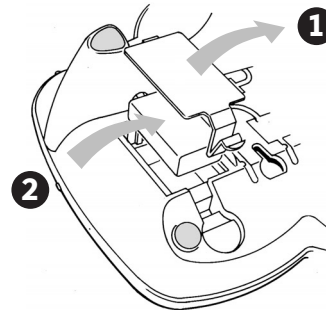
**4 Insert back-up battery**

Although **optional** we recommend fitting an alkaline battery which will provide up to 25 hours back-up and ensure your messages are saved in the event of a mains power failure.

Ensure the Paragon 400 is disconnected from the telephone line.

To fit the battery.

- 1** Lift the cover.
- 2** Insert one LR61 battery (not supplied).

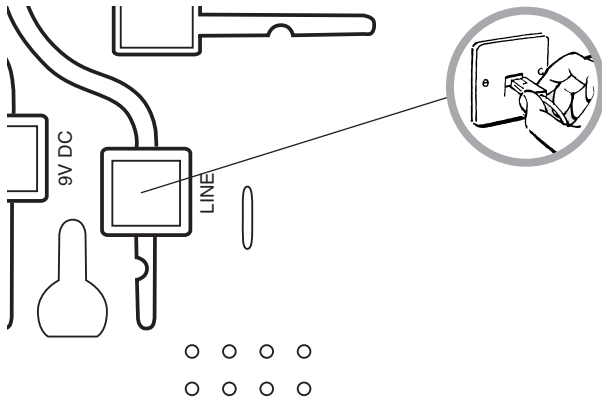


The battery compartment must be fully closed for the battery to work.

**Battery low warning**

*The display indicates when the battery power is low. If no battery is inserted, it remains lit.*

## 5 Connect the telephone line cord



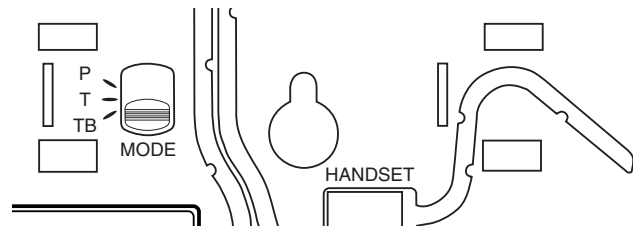
If you do not have a modern phone socket, call **FreePhone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

Your Paragon 400 is now ready to record messages.

## 6 Check Dial Mode setting (default TB)

Use the dialling mode switch on the underside of your Paragon 400.

Your Paragon 400 should be pre-set to **TB** which gives you Tone dialling. This ensures the phone will work with all modern digital exchanges.



If you do not get a dialling tone, try setting the dialling mode to **P**.

If you are connecting to a switchboard, check with your switchboard operator or communications manager which dialling mode you need. Your Paragon 400 is approved for all compatible switchboards.

## 7 Fit plinth for desk mounting and track cables

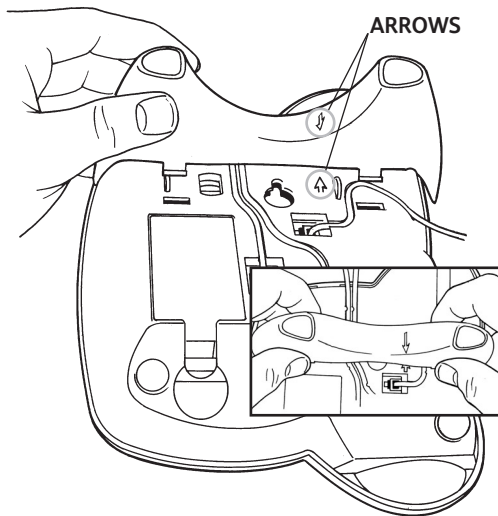
If you use your Paragon 400 as a desk phone you will need to fit the stand on to the base.

**Ensure all the cables on the underside of the base are in their respective channels.**

Proceed by holding the stand as shown in the illustration, ensuring the two arrows are facing each other.

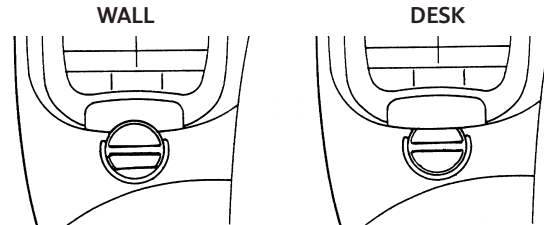
Now lower the stand so that the two lugs nearest to you, fit into the corresponding holes on base, as shown.

Push and squeeze until the stand clicks into place from front and back as shown in the inset.

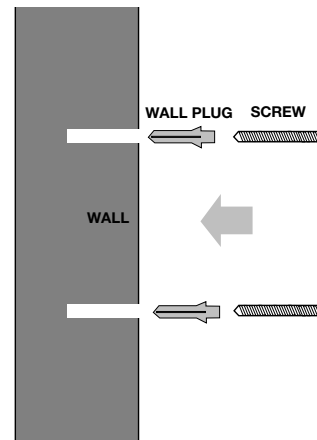


## 8 Wall-mounting your Paragon 400

- 1 Turn around the handset clip to prevent the handset from falling when the product is wall-mounted.



- 2 Use the template on page 25 to drill holes in the wall. Leave a small gap between the screw heads and the wall.



- 3 Place your Paragon 400 over the screw heads and slide down.

## 9 To set the day and time

*Press buttons in the order shown*

Menu

Press until TIME and DAY is shown on the display.

Dial/OK

The prompt says *“Please enter the day”*



Display the current day:

MONDAY  
TUESDAY  
WEDNESDAY  
THURSDAY  
FRIDAY  
SATURDAY  
SUNDAY

Dial/OK

To confirm the day setting. The prompt says *“Please enter the time using the 24 hour clock”*.

KEYPAD

Enter the current time using the keypad. Use the 24 hour clock, e.g.  
0930 = 9.30am; 1500 = 3.00pm.

Dial/OK

To confirm the time setting.  
The prompt will announce the day and time settings. The display will show the time in 12 hour format and number of messages.

# Using the telephone

## Using the Inductive coupler

Your Paragon 400 has an inductive coupler in its handset, to improve sound quality for people using hearing aids.

Switch your hearing aid to **T** and adjust the position of the phone until you obtain the best sound.

## Making and ending calls

### To make a call

*Press buttons in the order shown*

**HANDSET** Lift the handset or press the **MONITOR** button. The button will light up.

**KEYPAD** Dial the number you want.

**HANDSET** Lift the handset when connected.

*Or*

Preparatory dialling.

Enter the number you want to dial.

It is shown on the display but not dialled. If you have entered a digit incorrectly, you can change it by pressing the **DEL** button to delete individual digits.

 Monitor

Press the **MONITOR** or **DIAL/OK** button to dial the number.


### To end a call


**HANDSET** Replace the handset or press the **MONITOR** button. The light goes out.

### To use the secrecy function

This allows you to talk to someone close by without your caller hearing the conversation.

*During your call:*

 Secrecy Your caller cannot hear you. The button is lit to confirm.

 Secrecy To talk to your caller again.

### To redial the last number

 Redial Press the **REDIAL** button.

 To move between the last 5 redialled numbers.

**HANDSET** Lift handset or press the **MONITOR** or **DIAL/OK** button to dial the selected number.

### To delete a number in the redial list



Press the **REDIAL** button.



To select the entry for deletion.



Press **DEL** to delete the entry.

### To adjust the earpiece volume



To increase the volume in the earpiece. Display indicates the level.



To decrease the volume in the earpiece.

## Using the quickdial memory

You can store 20 telephone numbers, each up to 32 digits long. The first 10 are stored under the locations M1-M10. The second 10 are stored under the locations M11-M20 using the shift key.

### To store a quickdial number



Enter the number to be stored.



Press and hold the **M1-M10** location you want the number stored in until the prompt begins.

The prompt will say “(telephone number) is stored in memory 1” and display will show **MO1** stored.

**If number is being stored as 2 touch (M11-M20) then:**



Enter the number to be stored.




Press *and release* the **SHIFT** button and then press *and hold* **M1-M10** until prompt begins.

The prompt will say “(telephone number) is stored in memory 11” and display will show **M11** stored.

### Note

*If you make a mistake when entering a number, press the **DEL** button to delete the last digit.*

*To stop the process at any time, press the **ANSWER ON/OFF** button.*

### To make a quickdial call



Lift handset or press the **MONITOR** or **DIAL/OK** button.




Press the **M1-M10** button where the number you want is stored. The selected number is displayed and dialled.

If using **MONITOR** lift handset when connected.

**If dialling a 2 touch Quickdial number:**




Press the **SHIFT** button and then **M1-M10** and the number is dialled.

**Note**

*You may find it helpful to keep a note of the location number you set for quickdial numbers. Use the directory label between the memory locations.*

**To delete/change a quickdial number**

*Press buttons in the order shown*



Press the location to be deleted, **M1-M10** or shift **M1-M10**.



Press the **DEL** button.

The prompt says *“Deleted”*.

**Two way recording**

It is possible to record a telephone conversation.

**Note**

*You should inform your caller if you intend to record the telephone conversation.*

**To record your conversation**

During your call press *and release* the **MEMO** button.

Your conversation will now be recorded.

When you wish to stop recording press *and release* the **ANSWER ON/OFF** button.

# Using the answering machine

## Selecting the answering machine mode

### To Switch the Answering Machine to Answer & Record or Answer Only

Menu

Press **MENU** until the display shows **ANSWER MODE**.

Dial/OK

Press **DIAL/OK**.



To switch between **ANSWER & RECORD** or **ANSWER ONLY**.

Dial/OK

Press **DIAL/OK**.

The prompt will state the answer mode selected.

### To Switch the Answering Machine On & Off

Answer on/off

Press *and release* the **ANSWER ON/OFF** button.

The prompt will state either '*Answer On*' or '*Answer Off*'.

## Using the Mailboxes

Your Paragon 400 also has two mailboxes which enable you to divide your messages for added convenience, for example, into personal and business messages or for two individual people.

To use the mailboxes, your outgoing message should tell callers to press **2** or **3** on their keypad before leaving their message. Your Paragon 400 will then record the message in Mailbox 2 or Mailbox 3 as selected.

For example, an outgoing message could be, "*Hello, thank you for calling. To leave a message for Jim, press 2; to leave a message for Janice, press 3; or just speak after the tone*".

If your caller does not select a mailbox, the message is recorded in the main mailbox.

## To use the pre-recorded outgoing message and announcement

When your answering machine is switched on, the pre-recorded message will automatically greet callers with:

*“Hello, your call cannot be taken at the moment, so please leave your message after the tone.”*

Callers can skip this message by pressing **#** and start recording after the tone.

You can replace this message with your own personal outgoing message. The pre-recorded message remains in the memory and you can always choose to use it again.

If your answering machine is switched to Answer Only your outgoing message is: *“Hello, your call cannot be taken at the moment and you can not leave a message so please call later.”*

### Note

*The pre-recorded Answer Only announcement will also be played if there is not enough recording capacity left for callers to leave their message.*

## To listen to and switch between the male and female pre-recorded Outgoing message (OGM)

*Press buttons in the order shown*

Menu

Press until the display shows  
OUTGOING MESSAGE.

Dial/OK

Play

Outgoing message is played.



Press either to switch between a male or female voice for your OGM.

## To record your own outgoing message (OGM)

Menu

Press until the display shows  
OUTGOING MESSAGE.

Dial/OK

Display shows MAIN MESSAGE.



To select between MAIN MESSAGE,  
MAILBOX 2 and MAILBOX 3.

Dial/OK

To select the displayed option. The prompt says *“Please speak after the tone. To end recording press OK”*. The display shows recording and counts up.

Start speaking your Outgoing message. You can also at this point lift the handset and record you message through the handset.

Dial/OK

To stop recording. Your new Outgoing message is played back. To delete the recording, press **DEL** during playback.

### Note

*Your Paragon 400 has a total recording capacity of 40 minutes. Your outgoing message is limited to a maximum of 2 minutes.*

### To delete your personal outgoing message (OGM)

Menu

Press until the display shows **OUTGOING MESSAGE**.

Dial/OK

Display shows **MAIN MESSAGE**.



To select between **MAIN MESSAGE**, **MAILBOX 2** and **MAILBOX 3**.

Play

The OGM is played.

Del

To delete the message. The prompt states *'Message Deleted, Your outgoing message is...'*

The pre-recorded OGM is played.  
*"Hello, your call cannot be taken at the moment, so please leave your message after the tone."*

### Note

*If you delete your own recorded outgoing message, it will automatically be replaced by the pre-recorded message.*

### To record a memo

Memo

Hold the button down the prompt says *"Please speak after the tone."*

Speak your memo.

Memo

Release the **MEMO** button to end recording. Whilst recording the display counts up the time in seconds.

The prompt will say *"Your memo is...."*

Del

Press **DEL** during memo playback to delete the memo.

### To record a memo directly into Mailbox 2 or 3

2 3

Press the mailbox number you want.

Memo

*Hold* the **MEMO** button down, the prompt says *"Please speak after the tone"* – speak your memo.

*Release* the **MEMO** button to end recording.

The prompt will say *'Your memo is...'* and then replay your memo.

Del

If you wish to delete your memo press **DEL** during the memo playback.

## Message and Ring indicator

The message indicator blinks when you have new messages or memos. When you have played them back, the indicator goes off.

It will also flash when the telephone rings.

When your answering machine is set to answer ON, the display shows the total number of messages stored.

### To playback your messages

*Press buttons in the order shown*

Play

Your messages are played back in chronological order. When all the messages have been played back, the prompt says *“End of messages”* to delete all messages press **DELETE**.

During playback you also have the following options:



Skip to the next message.



Once to replay the current message or twice to replay the previous message.

Del

Deletes the current message. The prompt says, *“Message deleted”* and the next message is played.

Play

Pauses playback. Press again to resume. If you pause playback for more than 60 seconds, your Paragon 400 will automatically return to normal mode.

*To playback messages in Mailboxes 2 and 3*

Press the mailbox you want to listen to. The button will light up.

Play

Press **PLAY** and follow the above steps.

### To privately playback your messages through the handset

memo Play

Press the **PLAY** button.

Lift the handset to listen to your messages through the handset.

Replace the handset to listen through the loudspeaker again.

### To delete all messages

All messages are saved automatically after they have all been played back. When the last message has finished playing:

Del

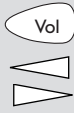
Display counts down from 8-0 at the end of which the messages are deleted.

Answer on off

Press **ANSWER ON/OFF** if deleted in error.

### To adjust the playback volume

During playback:



Adjust the loudspeaker volume. The level is shown at the bottom of the display.

### To use Caller return (Auto 1471)

Caller return automatically dials 1471 after a caller has left a message on your answering machine and records the announcement giving the telephone number (if available) and the time and date of the call. So even if a caller chooses not to leave a message, you may still have their telephone number recorded.

### To switch on Caller return



Press until the display shows 1471.



Switches between ON and OFF.



To confirm the setting displayed.

While the Caller return setting is switched ON, the display shows 1471.

### To use Call screening

You can let your Paragon 400 answer a call and have the loudspeaker switched on so you can hear the caller. This gives you the option of picking up the handset and speaking to them or letting them leave a message.

While the answering machine is switched on or in an idle state.



Adjust the loudspeaker volume. The level is shown at the bottom of the display.

If you have the Caller return switched on, you will also hear the caller's phone number (if available) and the time and date of the call at the end of their message.

## Using VIP

VIP is an enhancement of Call screening.

When VIP is switched on, calls are answered silently by the telephone answering machine. The user gives out a 2 digit code (user definable) to callers that they want to hear from.

When a VIP caller enters the VIP code during the outgoing message playback or the incoming message record period a distinctive audible alert is given to inform the user locally that a 'VIP' is trying to get through.

The default setting is **OFF**.

### To turn VIP on and off

*Press buttons in the order shown*

Menu

Press until the display shows **VIP**.

Dial/OK

The current setting will be displayed:  
**VIP OFF**.



Switches between **VIP ON** and **VIP OFF**.

Dial/OK

Press to confirm when the required setting is displayed. The prompt will say "*VIP on*" or "*VIP off*".

The setting is displayed for 3 seconds and then the display returns to the idle screen. If VIP is switched on, the icon is displayed.

*Switching VIP on has the effect of:*

- Reducing the call screening volume to **OFF**.

- Setting the answering delay to 2 rings.
- Turning the ringer volume off.
- The VIP interrupt tone is played at the loudest volume setting.

When VIP is switched off, the settings return to their previous values.

### Changing the VIP code

#### Note

*The default setting is 40. It is not possible to set the code between 00-39.*

Menu

Press until the display shows **VIP CODE**.

Dial/OK

The prompt will say "*Please enter your 2 digit VIP code*".

The current code is displayed with the first digit flashing. This will be replaced when you enter your new VIP code.

KEYPAD

Once the code is entered the first digit will flash to allow you to correct it if necessary before saving.

Once the required code is displayed, press **OK**.

Dial/OK

If the code is not valid, the voice prompt will say "*Error. Please enter your 2 digit VIP code*". The previously saved code is displayed again with the first digit flashing.

The code is displayed for 3 seconds and then the Paragon 400 returns to the idle state.

### Incoming calls when the VIP is switched on

Incoming calls will be answered as normal if the caller does not know the VIP code and a message can be left.

If the caller is a VIP they enter the code during the outgoing message playback or the incoming message record period (the caller can also leave an incoming message and then enter the VIP code). When the last digit is entered, a 30 second counter starts and the VIP tone alerts the user.

When the Paragon 400 recognises the VIP code has been entered it stops recording, and the message is discarded. Any valid message left after entering the VIP code is retained.

### Using Remote access

You can switch on your answering machine from another phone and, providing you are using a *TouchTone*™ keypad, play back your messages and memos.

To help keep your messages private, your Paragon 400 requires you to enter a 4-digit PIN.

The pre-set code is 0000.

### To set your PIN

Menu

Press until the display shows SECURITY CODE.

Dial/OK

The prompt says *“Please enter your 4 digit security code”* and displays the current PIN.

KEYPAD

Enter the 4-digit PIN you want.

Del

To change any of the numbers.

Dial/OK

To confirm the PIN displayed.

### Note

*When calling your Paragon 400 from another phone, it allows two attempts to enter the correct PIN. If this is not done, you hear the message “Thank you for calling” and the machine hangs up.*

### To switch on your answering machine

If you have forgotten to switch on your answering machine

Ring your answering machine from another phone

After 20 rings, your Paragon 400 will automatically answer the call.

HANG UP

Your answering machine is now switched on.

## To play back messages

*Press buttons in the order shown*

Ring your answering machine as normal.

**\*** Press during the outgoing message.  
You hear two beeps.

**PIN** Use the keypad to enter your security PIN. Wait to hear the confirmation beep after each digit.

After the last digit, the prompt says *"You have X messages"* and begins to play them.

You can now control your answering machine by pressing the appropriate button on the keypad:

**1** To hear main message.

**2** Play messages.

**4** Repeat message and play previous message.

**5** Delete the message being played or delete all messages at the end of playback.

**6** Skip to next message.

**8** Play outgoing message.

**9** Record outgoing message.

**0** Answer on/off.

# Optional Settings

## To adjust the number of rings before your answering machine takes a call

This is called the Answer Delay. You can choose from 2-9 rings or Time Saver.

Time Saver is useful if you are ringing up from another phone to see if you have any messages. With Time Saver set, your Paragon 400 will answer your call after 6 rings if there are no messages, or after 2 rings if you have messages recorded. So if you hear a 3rd ring, you can hang up and save the time and cost of connecting to your phone.

Menu

Press until the display shows ANSWER DELAY.

Dial/OK



Select the number of rings you want or Time Saver.

Dial/OK

To confirm the setting.

## To adjust the ring tone

You can choose between three different ring tones

Menu

Press until the display shows RINGER TONE.

Dial/OK

Display shows current setting.



Switch between the options. Display shows TONE 1, TONE 2 or TONE 3 and a sample of the tone is played.

Dial/OK

To confirm the option displayed.

## To adjust the ringer volume

You can select between four different volume levels, off, low, medium and high.

Menu

Press until the display shows RINGER VOLUME.

Dial/OK

Display shows current setting.



To adjust the ringer volume. 0 = OFF

Dial/OK

To confirm the level displayed.

### To adjust the display contrast

*Press buttons in the order shown*

While your phone is idle:



Press to decrease or increase the contrast.

# Help

## Help and advice

### Emergency calls

The emergency services can be contacted in the UK by dialling **999** or **112** which is valid in any country that is a member of the European community.

### No dialling tone

Check that your machine is connected to the phone socket.

### Display does not come on

Check that your machine is correctly connected to the mains power and that the power is switched on.

Check that the mains power cable is plugged in to the back of the machine.

### Outgoing message does not record

Speak clearly – within 20cm of the microphone – when recording your message.

### Incoming message does not record

Check that your machine is set to ANSWER ON and that the recording capacity is not full.

The caller may be speaking too quietly or has a bad connection.

### Cannot access your machine from another phone

Make sure the phone you are calling from has a *TouchTone*<sup>™</sup> keypad.

When entering your security PIN, allow enough time - at least 2 seconds between each digit for your Paragon 400 to recognise each one.

### To reset

If your Paragon 400 will not respond to any button presses, remove the back-up battery and turn off the power for 10 seconds. Turning the power back on will reset your machine to ANSWER ON mode. However, please note that during resetting, all messages will be lost.

### Customer Helpline

*If you still have problems with your Paragon 400, call the Paragon Helpline on*  
**Lo-call 0845 330 0076.**

# General information

## Guarantee

Your Paragon 400 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 Paragon 400, 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 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 the point of purchase.
- 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:

In the unlikely event of a defect occurring, please return the product, with the receipt, to the place of purchase.

### 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 call the Helpline and ask for details of our recommended repairers.

### 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

### If the power fails

You will still be able to make and receive telephone calls on your Paragon 400 even if the mains power fails and there is no back-up battery installed. However, the answering machine will not work until the mains power is restored.

**How many phones 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. The Paragon 400 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless otherwise stated. A total REN of 4 is allowed.

**Connection to the BT telephone network**

Paragon 400 is fully approved for connection to the BT network provided it is used according to the instructions in this guide. The telephone lines must provide Multi-frequency (*TouchTone*) dialling capabilities.

It may be connected to Direct Exchange Lines and switchboards (PBXs) with new plan (plug and socket) arrangements.

**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 time break recall. If in doubt please consult your service provider.

**R&TTE Directive**

Hereby, PDT, declares that this Paragon 400 is in compliance with the essential requirements and other relevant provisions of Directive/1999/5/EC.

The Declaration of Conformance for the Paragon 400 is published on the website <http://www.pdtuk.com/archive/certificates/paragon/p400cert0001.html>

# *Wall-mounting template*

If wall-mounting your Paragon 400, drill two holes for the screws using this template and insert the wall plugs provided (if required).



WALL-MOUNTING

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### **Offices worldwide**

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

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CE compliant to R&TTE Directive (1999/5/EC)