



Your Phone

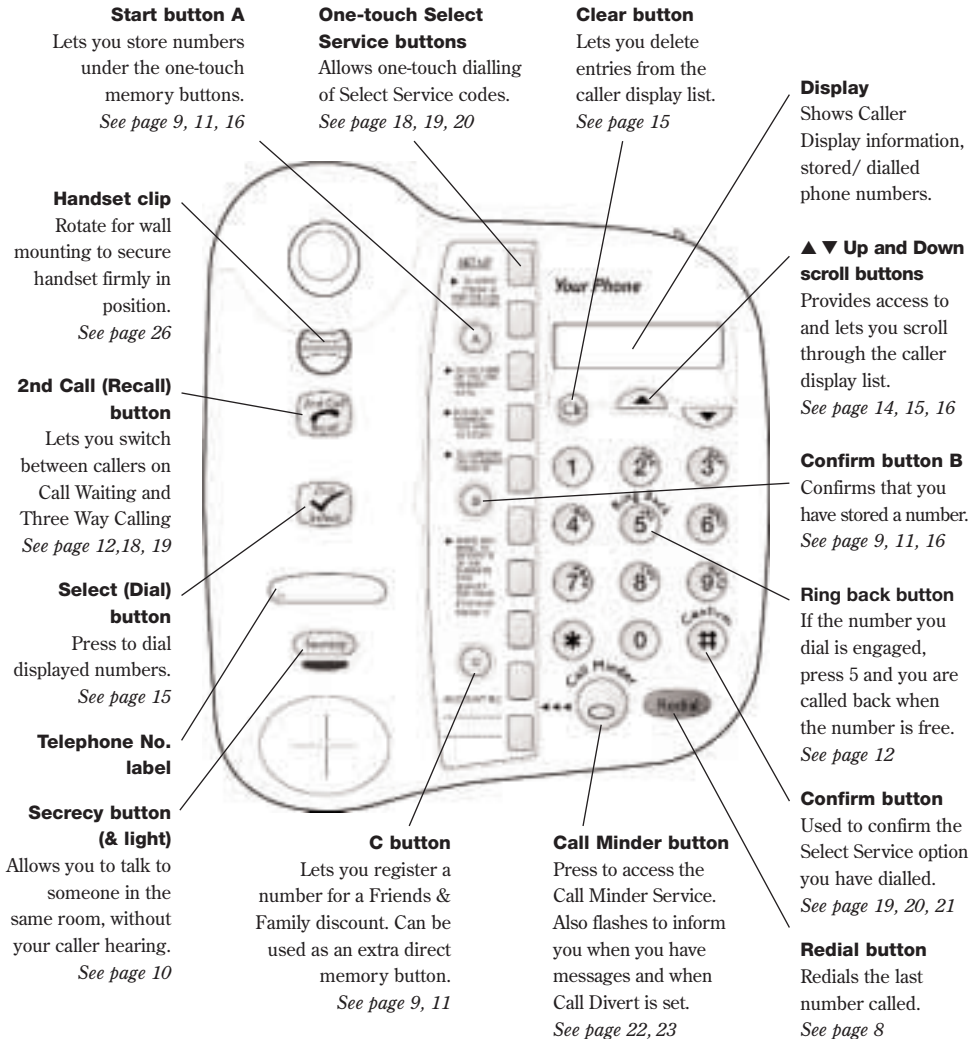
Select Services Telephone

User guide

*Please open this page for an 'At a glance'
guide to Your Phone.*

*Please open this page for a further
'At a glance' guide to Your Phone.*

At a glance



Friends & Family/ Quickdial

Use with keypad to store up to 10 of your most frequently dialled numbers.

See page 10

Call Waiting ON

Lets you know when someone is trying to contact you when you are already on the phone. Switches Call Waiting ON.

See page 18



Call Waiting OFF

Switches Call Waiting OFF. See page 18

Three Way Calling

Allows you to have a conversation with two other callers at the same time.

See page 19

Call Diversion

Lets you divert incoming calls to another phone number.

See page 19

Reminder Call

Lets you set a time for Your Phone to give you an alarm call.

See page 20

Call Minder ▶

Skips forward through your messages.

See page 22, 23

Delete

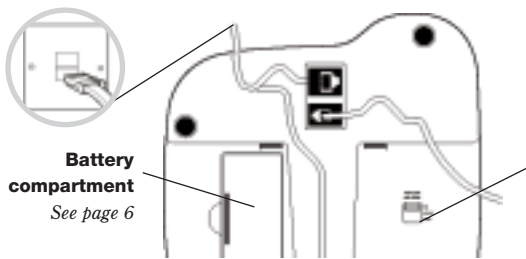
Deletes messages from your Call Minder service.

See page 23

Call Minder ◀

Skips backwards through your messages.

See page 22, 23



Battery compartment

See page 6

Ringer volume switch

Lets you adjust the ringer between High, Low and Off.

See page 6

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Hints and tips boxes

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

Introduction *In order for Your Phone to receive and display messages, you must subscribe to the BT Caller Display Service. For more information call BT on **Freefone 0800 800 150***

Your Phone has been designed for ease of use and made to the very high standards set by BT.

We thank you for making the right choice and expect that you will have many years of quality 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 machine)

Purchase price:

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

Emergency calls

The emergency services can be contacted in the UK by dialling 999.

You may also dial 112, which is valid in any country that is a member of the European Community.

If Your Phone is connected to a PBX (switchboard), you may have to dial an access number before 999 to contact the emergency services.

Some switchboards cannot dial out during a power failure.

Customer Helpline

*Should you have problems with your machine, call the Your Phone Helpline on **Lo-Call 0845 757 3464**.*

Setting up

Follow these steps to get Your Phone ready for use

Check that Your Phone is complete. When you unpack, you should have:

- Your Phone telephone with telephone line cord attached.
- Bracket for wall mounting.
- 2 screws and wallplugs.
- Quickdial card.
- Call Sign label.

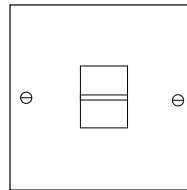
1 Plan where to situate Your Phone

Situate Your Phone close enough to a telephone socket so that telephone line cord will reach.

Do not stand it on carpets or other similar surfaces that generate fibres.

Your Phone can be wall-mounted. For more details on how to wall-mount Your Phone, see '*Wall-mounting*' on page 26.

2 Check your telephone wall socket



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

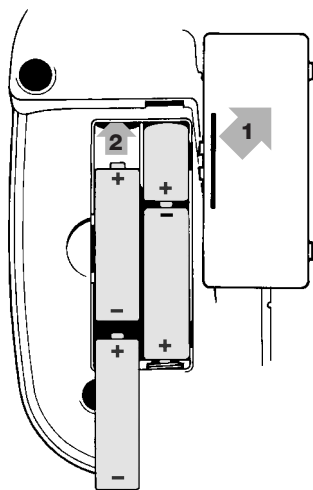
Setting up

3 Insert batteries

It is important to maintain the batteries in Your Phone. Without battery power, display features will only work when you lift the handset. You can use the telephone to make and receive calls at all times.

To fit batteries

Your Phone takes 4 x AA batteries (not supplied).



- 1** Turn the phone over and remove the battery cover.
- 2** Slide each battery into the compartment, as shown above. Take care to insert each battery the right way round.
- 3** Replace the battery cover.

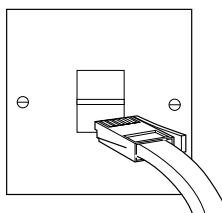
Battery low indication

When the batteries need replacing, the display shows the battery low icon

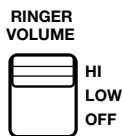


If you do not install batteries, the display will show the battery low icon while the handset is off-hook.

4 Plug Your Phone into the BT socket



5 Set the ringer volume



The ringer volume switch is located on the underside of Your Phone. there are three settings:

- HIGH** – A loud ring; Your Phone is preset to this position.
- LOW** – A quiet ring.
- OFF** – No ring - if you don't want to be disturbed.

6 Time and date

This is set when you receive your first call, after you have registered as a Caller Display customer.



Your Phone is now ready for use.

Using Your Phone

Making and receiving calls

To make a call



- 1 Lift the handset. Display shows *ON LINE*.
- 2 Dial the number you require.

To end the call, replace the handset.

To receive a call

- When the phone rings lift the handset to answer the call.

To redial the last number

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **REDIAL** button. The last number dialled is shown on the display and is redialled automatically.

Using the memory to store and dial numbers

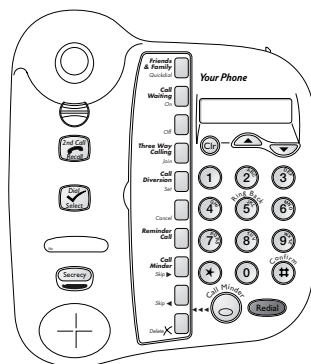
To store names and numbers

You can store up to ten names and numbers (each up to 24 digits long) under the keypad buttons **0-9**.

At the same time you can register them as Friends & Family numbers for extra savings.

Instructions are also shown underneath the Select Service label.

- 1 Remove the Select Service label.
- 2 Lift the handset. Display shows *ON LINE*. The first arrow light comes on.





- 3** Press the **A** button. You hear one beep. Display shows *MEMORY KEY?*. The second arrow light comes on.



- 4** Press the **KEYPAD 0-9** button under which you want to store the number. You hear one beep. Display shows either *ENTER NUMBER* or the previously stored number. The third arrow light comes on.
- 5** Enter the number you want to store. Display shows the number. The fourth arrow light comes on.



- 6** Press the **B** button. You hear a beep. Display shows either *ENTER NAME* or the previously stored name.
- 7** Enter the name associated with the stored number (up to 12 characters).

Use the keypad to type in letters by pressing the number button which contains the letter you want.

Press the button until the letter is shown. For example, to show 'JOHN'.

- Press the **5** button until the display shows *J*
- Press the **6** button until *O* is shown.
- Press the **4** button until *H* is shown.
- Press the **6** button until *N* is shown.

If the letter you need is displayed on the same button as the previous letter use the # button to move to the next character space and enter the letter as normal.

To enter a + sign, press the 1 button.

*If you wish to move backward press the * button.*



- 8** Press the **B** button. You hear two beeps. Display shows *STORED* for 3 seconds, then shows press **A** or **C**. The first and fifth arrow lights alternate.
- 9** Within 10 seconds: Press the **A** button to store another number,

Or



Press the **C** button to dial **Freefone 0800 673422** and register the number for a Friends and Family discount.

Using Your Phone

Have your account number ready for reference. This is shown on the top right hand corner of your phone bill.

If you do not press either button within 10 seconds, the display returns to *ON LINE*.

Use the Quickdial card to keep a record of the names/numbers you have stored on the memory.

<i>Your Phone Quickdial Card</i>		BT
1.	6.	
2.	7.	
3.	8.	
4.	9.	
5.	0.	

If you press a wrong button at any time during a sequence of instructions, you hear three beeps.

To dial using the Quickdial Memory

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **QUICKDIAL** button then press the 0-9 location under which the number you require is stored. The number is dialled automatically. Display shows name, if stored.

To change numbers stored in the Quickdial memory

Repeat the sequence for storing numbers. A new number will overwrite the existing number.

Using the secrecy button

You can talk to someone else in the room, without your caller hearing your conversation.

To use the secrecy button



- 1 During a call, press the **SECURITY** button. The **SECURITY** light comes on. Your caller cannot hear you.
- 2 Press the **SECURITY** button again to resume your phone conversation. The **SECURITY** light goes off.

To use the C button as a one-touch memory button

This will give you a total of 11 one-touch memory locations. You can restore the button to its original function at any time.

- 1 Lift the handset and remove the Select Service label.



- 2 Press the A button. You hear a single beep.



- 3 Press the C button.
- 4 Enter the phone number you want to store (up to 16 digits). Display shows the number.



- 5 Press the B button to confirm. You hear two beeps. The display shows *STORED* for 3 seconds.
- 6 Replace the memory label and handset.

To restore the C button to its original function

- 1 Lift the handset and remove the memory label.



- 2 Press the A button. You hear a single beep.



- 3 Press the C button - twice.



- 4 Press the B button to confirm the change back to the original settings. You hear two beeps.
- 5 Replace the memory label and handset.

*Using Your Phone***Ring back button**

If the number you dial is engaged, press **5** and you are called back when the number is free.

Recall button

This button signals a time break recall. If you are connected to a PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall button is also used for BT Select Services, *see page 18*.

Connecting to a switchboard/PBX

Your Phone is compatible with switchboard/PBX's using Timed Break Recall. For further help and advice with this, contact BT on **Freefone 0800 800 154**.

Using Caller Display

*In order for Your Phone to receive and display messages and produce a distinctive ring, you must subscribe to the BT Caller Display Service. For more information, call BT on **Freefone 0800 800 150**.*

Your Phone telephone receives and displays caller information transmitted over the BT network. In most cases, this information includes the caller's phone number, date and the time the call was received.

As Your Phone receives calls, it automatically stores the caller's phone numbers in a 'calls list', and numbers them in the order they were received.

Once the calls list is full (after 30 calls), new calls replace the oldest ones.

Incoming calls

When a call is received, incoming information will be displayed on screen for 20 seconds. If the call also contains a text message, the display will show the caller's number with the message alternately every 5 seconds.

Distinctive ringing with Caller Display

When you receive a phone call, you will hear the normal double ring.

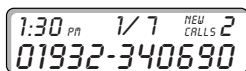
If the caller's name or number is stored in the directory, Your Phone will give the same double ring but in a much higher pitch. The display will also show their name or number.

Using Caller Display

Calls indicator



The display shows the number of new calls at the right hand end of the display. These are all the calls received since the calls list was last viewed.



Old calls are indicated by the time and date of the call.

*Some callers may request that their number should be withheld. If this is the case the display will show **WITHHELD**. The display will also show **WITHHELD** if the incoming call is made through a private switchboard. If the caller's exchange or network does not offer a Caller Display service, then the display will show **UNAVAILABLE**.*

If no calls have been received



The display shows *LIST EMPTY* if no new calls have been received since the last time you viewed the calls list.

The Calls List

As Your Phone receives calls, it automatically stores the caller's phone numbers in a 'calls list', and numbers them in the order they were received.

To read the calls list



- 1** Press the **DOWN** button. The most recent call is displayed.

You can now scroll through the calls list.

- 2** Each time you press the **DOWN** button, the next received call is displayed.
- 3** After the last received call has been displayed, the display shows **END OF LIST**.



- 4** Press the **DOWN** button again and the display returns to the start of the list. If you wish, you can repeat the steps above.

To dial a number on the calls list

- 1 Lift the handset.



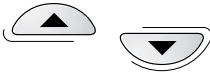
- 2 Press the **UP** or **DOWN** button until the name or number you want to call is displayed.



- 3 Press the **DIAL** button. The number is dialled automatically.

To delete an entry in the calls list

- 1 Lift the handset.



- 2 Press the **UP** or **DOWN** button until the number you want to call is displayed.



- 3 Press the **CLEAR** button twice. The current entry is deleted.

To empty the calls list

You can erase all the information stored in the calls list.

- 1 Lift the handset.



- 2 Press the **UP** or **DOWN** button to enter the calls list.



- 3 Press the **CLEAR** button for about 6 seconds until the display shows **LIST EMPTIED**. All information in the calls list has been deleted.

Information stored in the calls list can be erased during a call.

*Using Caller Display***To store a number in the calls list as a Quickdial memory**

You can store a number directly under any of your phone's memory buttons.

- 1** Lift the handset. Display shows *ON LINE*. The first arrow light



- 2** Press the **UP** or **DOWN** button until the number you want to call is displayed.



- 3** Press the **A** button. You hear a single beep.



- 4** Press the **KEYPAD** button **0-9** under which you want to store the number.



- 5** Press the **B** button. You hear a beep. Display shows the copied number. The fourth arrow light will go out.

- 6** The display shows *ENTER NAME*.

- 7** Enter the name associated with the stored number (up to 12 characters).

Use the keypad to type in letters by pressing the number button which contains the letter you want. *For more details see page 9.*



- 8** Press **B** to confirm. The display shows *STORED*.



- 9** Within 10 seconds press **A** to store or the **C** button to dial Friends and Family service. *For more details see page 9.*

Message display

Your phone's display can show text messages received from the Caller Display service. These messages are as follows:

<i>Display</i>	<i>Definition</i>
<i>INT'L</i>	International - the call received was from outside the UK
<i>UNAVAILABLE</i>	The caller's exchange/network does not offer a Caller Display Service.
<i>WITHHELD</i>	The caller has stopped their number from being sent. Or the call has been made by a private switchboard.
<i>OPERATOR</i>	The call has come via the operator.
<i>PAYPHONE</i>	The caller is ringing from a payphone.
<i>RINGBACK</i>	The caller is ringing in response to your ringback request
<i>NO NUMBER</i>	If Your Phone does not recognise the information contained within the caller display message, it will show <i>NO NUMBER</i> rather than a message which may contain errors. It does not mean that there is a fault with Your Phone.

Using Select Services

*In order for Your Phone to work with the Call Waiting, Call Diversion, Three Way Call services you must subscribe to the various services. For more information call BT on **Freefone 0800 800150**.*

Call Waiting

Lets you know when someone is trying to contact you when you are already on the phone.

To switch Call Waiting ON

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **CALL WAITING ON** button. The code is dialled automatically. Display shows *WAITING ON*.
- 3 Replace the handset after hearing the network confirmation announcement.

To switch Call Waiting OFF

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **CALL WAITING OFF** button. The code is dialled automatically. Display shows *WAITING OFF*.
- 3 Replace the handset after hearing the network confirmation announcement.

Switching between Calls

Instead of the engaged tone, the second caller will hear an announcement to hold. You are made aware of a second call by a soft beep every 5 seconds.



- 1 You can answer the second call, without disconnecting your first caller, by pressing the **2ND CALL RECALL** button. The first caller will be put on hold.
- 2 When you have spoken to the second caller you can return to the first caller by pressing the **2ND CALL RECALL** button again. You can switch back and forth between the two calls without disconnecting either if you wish.

Three Way Calling

You can hold a conference call with two other people in different locations.

To set up a Three Way Call

- 1 Lift the handset. Display shows **ON LINE**.



- 2 Dial the number of the first person using the **QUICKDIAL** button or the keypad. Display shows the number dialled.



- 3 Once your caller has answered press the **2nd CALL** button. Your first caller is put on hold. Display shows Number dialled/Name.



- 4 Dial the number of the second person using the **QUICKDIAL** button or keypad. Display shows Number dialled/Name.



- 5 When the call is answered press the **THREE WAY CALLING JOIN** button to open your Three Way Call.
- 6 To end the call replace the handset.

*If you don't get through to the second person, press **2nd CALL** button to continue your first call.*

Call Diversion

Diverts calls to another number including mobile.

To divert all calls

- 1 Lift the handset. Display shows **ON LINE**.



- 2 Press the **CALL DIVERSION SET** button. The code is dialled automatically. Display shows **DIVERT ON**.



- 3 Dial the number you want to divert your calls to, followed by the **CONFIRM** button.
- 4 You will hear the number confirmed by the network announcement.
- 5 Replace the handset after hearing the network confirmation announcement.

Important

When Call Diversion is set, the Call Minder Play button will flash and you will hear a different tone when you lift the handset.

*Using Select Services***To cancel Call Divert**

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **CALL DIVERSION CANCEL** button. The code is dialled automatically. Display shows *DIVERT OFF*.
- 3 You will hear the network announcement confirming cancellation.
- 4 Replace the handset after hearing the network confirmation announcement.

If you use either of the other diversion codes these will have to be set and cancelled using the keypad.

Call Sign

Call Sign allows you to identify who is calling through the use of a different ring tone, in addition to the normal ringing tone. A separate Call Sign number is provided which works on your normal telephone line and is in addition to the main telephone number. (*Don't forget to use the Call Sign label provided to record your second number.*)

When the Call Sign number is dialled, Your Phone will ring, but with a different ringing sequence.

This is useful for example, if you want to separate callers into personal and business.

If you have subscribed to Call Sign and your caller dials the Call Sign number, you hear a single, long ring.

If the caller's name or number is stored in the directory, Your Phone will give the different ring in a much higher pitch. The display will also show their name or number.

Reminder Call

Turn Your Phone into an alarm clock.

To set a Reminder Call

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **REMINDER CALL** button. The code is dialled automatically. Display shows *REMINO CALL*.



- 3 Enter the time using the keypad you want the call, followed by the **CONFIRM** button.
- 4 You will hear the time confirmed by the network announcement.
- 5 Replace the handset after hearing the network confirmation announcement.

To cancel a Reminder Call

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Dial **#55#** from the keypad.
- 3 You will hear the network announcement confirming cancellation.
- 4 Replace the handset after hearing the network confirmation announcement.

To check when the Reminder Call is OFF

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Dial **★#55#** from the keypad.
- 3 You will hear the network announcement confirming the time of the call.
- 4 Replace the handset after hearing the network confirmation announcement.

Call Return

Find out the number of the last person who called you and the time they rang.

To use Call Return

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Dial **1471** from the keypad.
- 3 You hear details of the last call that you received.



- 4 If you want to return the call immediately, press **3** on the keypad.
- 5 If you don't want to return the call replace the handset after hearing the network confirmation announcement.

*Call Waiting, Call Diversion and Three Way Calling are only available on subscription. To subscribe and, for more information, call BT on **0800 800150**.*

Using Call Minder

*In order for Your Phone to work with the Call Minder service you must subscribe to it. For more information call BT on **Freefone 0800 800150**.*

Call Minder is an invisible answer machine located at your local exchange which will take messages when you're out or engaged on the phone. There are no tapes to run out and you can never forget to turn it on.

When you have new messages waiting, Your Phone's Call Minder **PLAY** button flashes and you will also hear a different dial tone.

Call Minder Basic

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **Call Minder** button. The code is dialled automatically. Display shows *CALL MINDER*.

- 3 Call Minder will tell you how many messages you have and offer you two options.



- 4 To play your messages, press **1** on the keypad.
- 5 Whilst the messages are playing you can use the **DELETE** buttons.
- 6 After listening to the messages, replace the handset.

Call Minder Plus and Premier

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **Call Minder** button. The code is dialled automatically. Display shows *CALL MINDER*.

- 3 Call Minder will tell you how many messages you have and offer you two options.
- 4 To play your messages, press **1** on the keypad. The service then plays the messages.



- 5 Whilst the messages are playing you can use either the **SKIP** ◀, **SKIP** ▶ or **DELETE** buttons.

Skip button can only be used with Call Minder Plus or Premier.

You will hear the network announcement: “Press **1** to repeat the messages, press **2** to save the messages.”

NB. If you do not do either of the above the **Call Minder** button will continue to flash.

- 6 After listening to the messages, replace the handset.

*Call Minder services are available by subscription. To subscribe and for more information call BT on **0800 800150**.*

Please refer to the Call Minder booklet for your other options.

Help *If you have any problems using Your Phone, look here first for the most likely solutions*

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
Your Phone does not receive caller display messages.	In order to receive and display messages, you must subscribe to the BT Caller Display Service.	Call BT on Freephone 0800 800 150 to subscribe or for more information about BT Select Services.
No dialling tone.	Telephone may not be connected to the telephone line.	Check Your Phone is correctly plugged into the telephone socket.
	An extension phone may be off the hook.	Check that handsets of any other extension phones are replaced on the receiver.
The phone does not ring.	The ringer volume may be switched to OFF.	Set the ringer volume accordingly.
	You may have overloaded your system by connecting too many phones or devices to the same line.	See <i>'How many phones can you have?'</i> on page 25.
<i>Ring tone</i>	<i>Meaning</i>	<i>Display shows</i>
Standard ring: Brr Brr.	Incoming call.	Caller Display information.
Higher-pitched: Brr Brr.	Caller's name and/or number is stored in the directory.	Caller's name/number.
Single, long ring: Brrrrrrr.	Caller has dialled Call Sign number.	Caller Display information.
Higher-pitched single, long ring: Brrrrrrr.	Caller has dialled Call Sign number and their name and/or number is stored in the directory.	Caller's name/number.

Need more help?

*If you still experience problems with your machine, call the Your Phone Helpline on **Lo-Call 0845 757 3464.***

Technical information

Choosing a position

Your Phone 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 only in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

Connecting to the UK network

Your Phone is tested and approved for connection to the UK network, provided it is used in accordance with the guidelines in this booklet.

How many phones can you have?

Although you may have any number of sockets, it is important to limit the number of phones and other items of apparatus connected to the line by those sockets, to make sure that each phone will ring.

Every phone or item of apparatus has a Ringer Equivalence Number (REN). In most cases a standard line should provide enough current for two or more telephones or items of apparatus, if there are no more than 4 RENs.

Your Phone has an REN of 1. Any phone provided by BT has an REN of 1 unless it says otherwise on the base. Even where the number of telephones has been limited, there is no guarantee that the different types of phone on the same line will ring.

If the REN is more than 4, the phone may not ring. With different phone types a phone may still not ring, even when the REN is less than 4.

You must not connect more than 4 Caller Display products to one line.

Wall-mounting

Your Phone can be wall-mounted by using the bracket provided.

You can use the bracket as a template to mark where the screws should go into the wall.

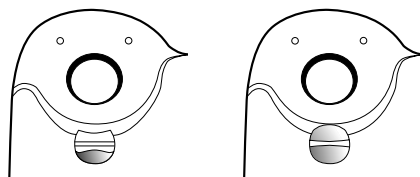
Before you wall-mount Your Phone, check that:

- *the wall can support the weight of the phone:*
- *the position you choose leaves sufficient space so that the phone (which is larger than the bracket) is clear of any obstruction on the wall, such as a shelf or cupboard.*

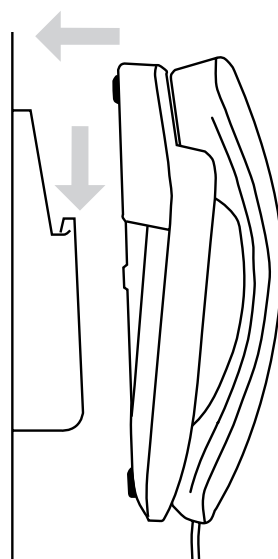
- Drill two holes for the screws and insert the wallplugs provided (if required).
- Drive the screws into the wall, leaving about 4mm free on which to mount the bracket.
- Hook the bracket over the screw heads.
- Make sure that the power supply and the telephone cables are connected to the phone, then fit the cables into the channels on

the underside of the phone.

- Rotate the handset clip 180° so that the handset will remain in position once wall-mounted.



- Clip the phone onto the bracket.



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Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in Malaysia. Your Phone Issue 2 (09/99) 5.
Designed by The Art & Design Partnership Limited.



CE compliant to 89/336/EEC
(EMC Directive) & 73/23/EEC
(Low Voltage Directive)

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