



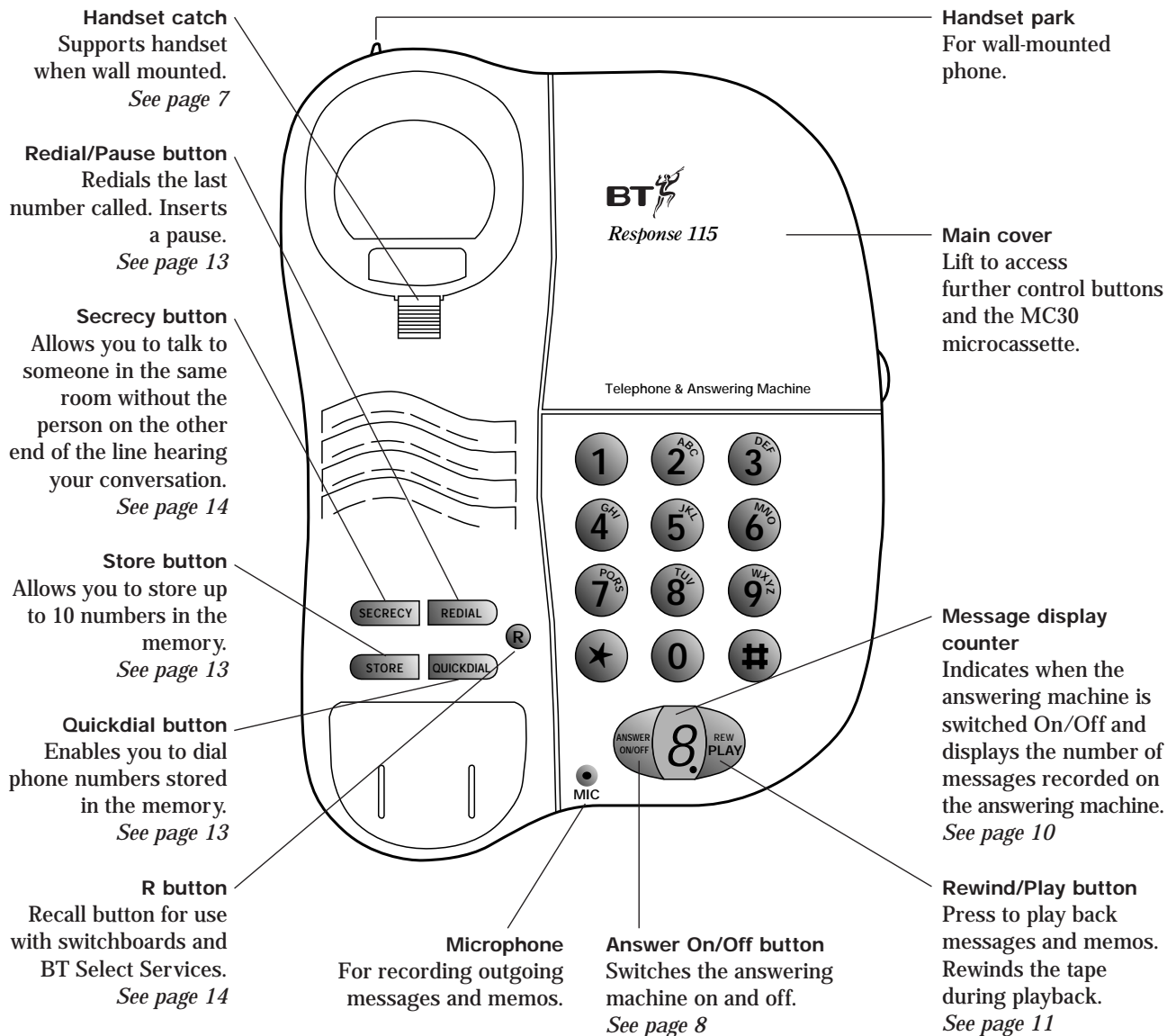
# *Response 115 telephone and answering machine*

*User guide*

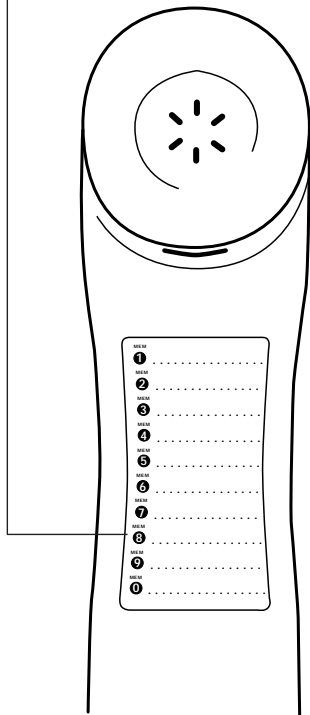


*Please open this page for a further 'at a glance'  
guide to your Response 115.*

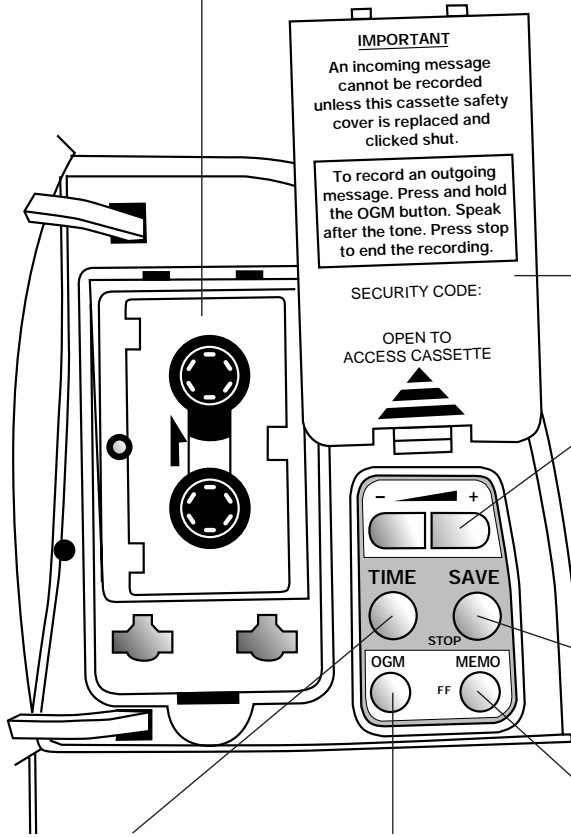
# At a glance



**Directory label**  
Allows you to note down the numbers stored in the memory.  
*See page 13*



**MC30 cassette**  
15 minutes per side, fits under the cassette safety cover.



**IMPORTANT**  
An incoming message cannot be recorded unless this cassette safety cover is replaced and clicked shut.  
  
To record an outgoing message, Press and hold the OGM button. Speak after the tone. Press stop to end the recording.

SECURITY CODE:  
  
OPEN TO ACCESS CASSETTE

**Microcassette lid**  
Lift to access the microcassette.

**Volume buttons**  
Adjusts the volume during message playback and when recording memos or your outgoing message.  
*See page 9*

**Save/Stop button**  
Stops certain functions and saves messages after playback.  
*See page 10*

**Time button**  
Plays the existing time and day and allows you to enter the time and day programming function using the OGM button.  
*See page 8*

**OGM button**  
Allows you to record and check your outgoing message and to programme the time and day.  
*See page 9*

**Memo/ Fast Forward button**  
Press to record a memo message. Fast forwards the tape during message playback.  
*See page 10*

# *In this guide*

<i>At a glance</i>	<i>1</i>
<i>Introduction</i>	<i>4</i>
<i>Setting up</i>	<i>5</i>
<i>Using your Response 115 answering machine</i>	<i>8</i>
<i>Using your Response 115 telephone</i>	<i>13</i>
<i>Additional features</i>	<i>15</i>
<i>Help</i>	<i>18</i>
<i>Maintenance</i>	<i>20</i>
<i>Technical information</i>	<i>22</i>
<i>Index</i>	<i>23</i>

## **Hints and tips boxes**

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

# *Introduction*

*Your Response 115 is designed for ease of use and made to the high standards set by BT*

We thank you for making the right choice and expect that your Response 115 will give you 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 unit)

**Purchase price:**

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

**Check that your Response 115 is complete.**

**When you unpack you should have:**

- Response 115 with telephone line cord attached.
- Mains power adaptor.
- 30 minute MC30 cassette (already fitted) (15 minutes per side).
- 2 screws and 2 Rawlplugs for wall mounting.
- Spare memory label.

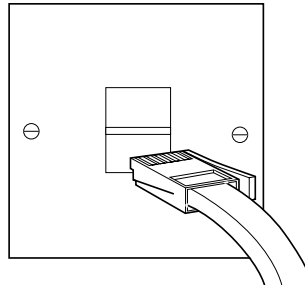
# *Setting up* Follow these steps to get your Response 115 ready for use

*Plan where you will put your Response 115. It should be within two metres of a power socket and the phone socket.*

## **Warning**

- 1** Do not try to use any power adaptor except the one provided (item code 871036). If you do you may permanently damage your Response 115 and this will invalidate the warranty.
- 2** There is a slight chance that your Response 115 could be damaged by an electrical storm. We recommend that you unplug the unit from the mains during storms.

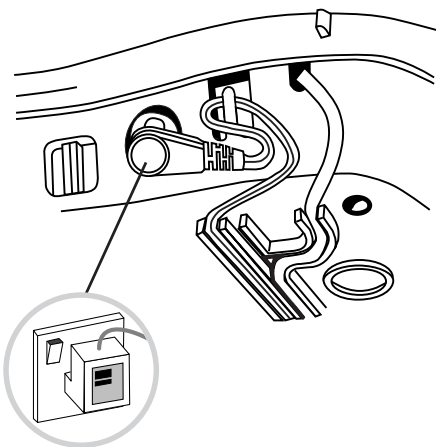
## **1 Plug your Response 115 into the phone socket**



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

## 2 Plug the power cord into the back of the base unit

To prevent the power cord being pulled out accidentally, route it behind the clip on the back of the base unit.



## 3 Now plug the adaptor into a convenient mains power socket

When the power is switched on you hear a single beep, the MC30 cassette operates briefly.

*An incoming message cannot be recorded unless the cassette safety cover is clicked shut.*

## 4 Set the dial mode

The dial mode switch is located on the back of the base unit.



Your Response 115 is pre-set to TONE (TB) dialling. This ensures the phone will work with all modern digital exchanges.

If you dial a number and continue to hear the dialling tone, you may need to switch the phone to PULSE (P) dialling.

## 5 Set the ringer volume

The ringer switch is located on the back of the base unit. There are three settings.



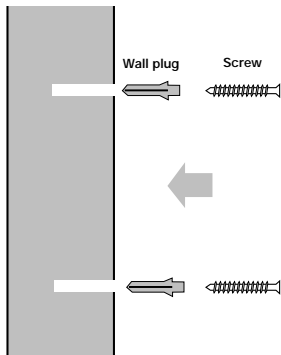
- HI – a loud ring.  
Your Response 115 is pre-set to this position.
- LO – a quiet ring.
- OFF – no ring.

## 6 Wall mounting (optional)

Before you start, make sure that the telephone is in easy reach of the power supply and a telephone socket, and that the wall can support the weight of your Response 115.

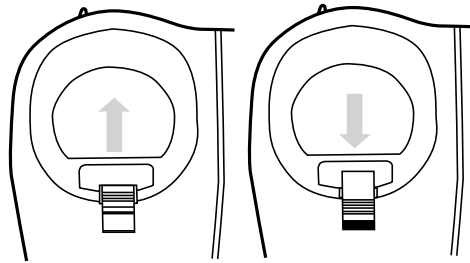
*A template is printed at the back of this guide (page 25) which you can use to mark where you will put the screws into the wall.*

Drill two holes for the screws and insert the wall plugs provided (if you need them). Insert the screws leaving about 2-3 mm sticking out to hang the Response 115 from.



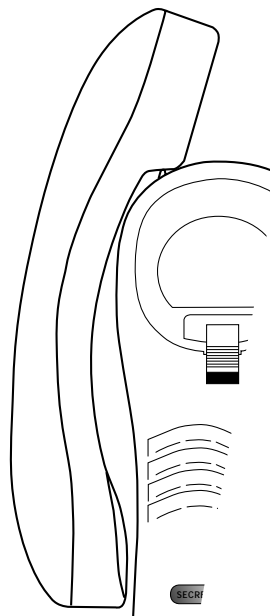
*Attach the Response 115 by hooking it over the screws protruding from the wall.*

Pull out and turn the handset catch around to prevent the handset from falling off the base when in the upright position.



### Handset park

*When wall mounted, if you need to temporarily move away from the phone during a conversation, you can hook the handset on the handset park on the top of your Response 115.*



# Using your Response 115 answering machine

## Switching the answering machine off and on

To switch off



- Press the ANSWER ON/OFF button. You will hear a long beep. The MESSAGE DISPLAY COUNTER goes out. Any messages recorded will be saved.

To switch on

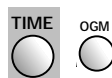
- Press the ANSWER ON/OFF button. You will hear a long beep. The tape motor operates briefly and the display will show 0 or the number of messages saved.

## Time and day setting

Your Response 115 will add the time and day to the end of each message recorded.

*At each stage you have 10 seconds to enter your choice (e.g. 3) before proceeding to the next stage.*

To set the time and day



- Press and hold down the TIME button until the day and time is announced (eg Sunday 12.03 am).
- Release the TIME button and immediately press and hold the OGM button until the correct hour is announced.
- Press and release the TIME button and the current minute is announced (eg .03).
- Press and hold down the OGM button until the correct minute is announced.
- Press and release the TIME button and the current day is announced (eg Sunday).
- Press and hold down the OGM button until the correct day is announced.
- Finally press and release the TIME button and your Response 115 will announce the time and day that you have set.

If you need to change the time and day settings repeat the above procedure.

#### To check the time and day



- Press and release the TIME button and your Response 115 announces the day and time you have set

#### To adjust the speaker volume

- Press the volume button on the + side to increase the volume. You hear beeps getting louder to indicate the volume level.
- Press the volume button on the – side to reduce the volume. The beeps get quieter to indicate the changing volume level.

## Outgoing messages

#### Pre-recorded outgoing message

The outgoing message is the message a caller hears when your Response 115 answers a call. It is supplied with the following pre-recorded outgoing message: *'Hello, your call cannot be taken at the moment so please leave your message after the tone'*. This message can be kept as your outgoing message or, if you prefer, you can replace it by recording your own message.

#### To record your own outgoing message

The outgoing message is the message people hear when they call you.

- Press and hold down the OGM button for about 10 seconds until you hear a long beep.
- Release the OGM button and record your message. Speak clearly from about 15/30 cms from the microphone.
- Press the SAVE/STOP button to end the recording. Your Response 115 will automatically replay your message.
- You can record an outgoing message up to 30 seconds.

To record a new outgoing message, repeat the steps above.

ep\*-75 10 30:42e \*\*\*\*6522 1 Tf10 0 0 10 305.87 343.17 Tr

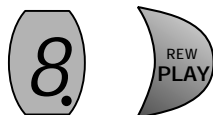
### Receiving messages

Your Response 115 will automatically record incoming calls once it is connected to the mains power and telephone socket and switched to ANSWER ON.

*Your Response 115 is supplied with a 30 minute cassette which gives a total recording time of 15 minutes per side, including the time allowed for your outgoing message. If desired, the tape can be turned over. You will need to record a new outgoing message.*

When you get an incoming call, your Response 115 will answer the call after four rings. The caller will hear your outgoing message, followed by a melody and then a long tone. It will then record any incoming messages.

### To play back your messages



#### New messages indicator

- When your Response 115 has received messages, the MESSAGE DISPLAY COUNTER will show the number of messages you have.
- If you receive 9 messages it will show a flashing **9**
- If you receive above 9 messages, e.g. 15, the MESSAGE DISPLAY COUNTER will display **5** and a red dot, flashing 15 times to indicate 15 messages have been left. For 20 or more messages, the display will show **F** flashing.

- If there are no new messages, the MESSAGE DISPLAY COUNTER is on and will show **0**
- Press the REW/PLAY button. Your messages are played back in the order they were received.

During playback you can stop, fast forward or rewind the MC30 cassette.

### To stop playback



- Lift the main cover.
- Press the SAVE/STOP button. Playback stops. To resume playback press the REW/PLAY button.
- If the REW/PLAY button is not pressed within 6 seconds the MC30 cassette will rewind to the beginning.

### To fast forward during playback



- Lift the main cover.
- Press and hold down the MEMO/FF button. When you release the button, message playback resumes. If you hear two short beeps, you have reached the end of all the messages. The tape will automatically rewind to the start of the messages.

### To rewind during message playback



- Press and hold down the REW/PLAY button. When you release the button, message playback resumes. If you hear two short beeps, you have reached the start of all the messages. The tape will automatically start message playback again.

### To save messages

You can save messages you have played back. New incoming messages will be recorded from the end of the old messages.

#### Please note:

*You can save all messages but individual messages cannot be saved.*

Play back your messages and wait for the two short beeps that indicate there are no more messages.



- Lift the main cover and press and release the SAVE/STOP button within 6 seconds and you will hear a long confirmation beep.

Your Response 115 resets the tape to record from the end of the previous message and the MESSAGE DISPLAY COUNTER flashes to indicate the number of messages saved.

### To save messages after the machine has reset the tape to the beginning

You can still save your old messages as long as no new messages have been received.



- Lift the main cover.
- Press and hold down the SAVE/STOP button until you hear a long beep.

This may take a little while if you have a lot of messages. The MESSAGE COUNTER flashes to indicate the number of messages saved.

### To delete messages

Once messages have been played back, your Response 115 automatically resets to the beginning of the MC30 cassette. If your messages have not been saved they will be deleted and recorded over when new messages are received.

## Recording a memo

You can use your Response 115 to record a memo to be played back later. Your machine stores a memo and treats it in exactly the same way as an incoming message. Memos are saved with incoming messages.

### To record a memo

Make sure the answering machine is switched on and at an audible level.



- Press and release the MEMO/FF button and wait until you hear a long beep.
- Record your memo message. Speak clearly into the microphone from about 15/30 cms.
- Press and release the SAVE/STOP button when you have finished recording.

#### **In the event of a mains power failure.**

*If your Response 115 answering machine is switched on, it will automatically reset itself when mains power is restored. Your outgoing message and any recorded incoming messages are kept and the MESSAGE DISPLAY COUNTER will flash to indicate the number of messages recorded.*

*During the power failure, your Response 115 answering machine will not work but the telephone will continue to work as normal.*

## Call screening

Make sure the speaker volume is set to an audible level.

When the answering machine is switched on, you can hear incoming calls and decide whether to answer them or let your Response 115 take their message. If you decide to answer the call, lift your Response 115's handset and the answering machine will stop and allow you to speak direct to the caller.

*If you have an extension phone you can interrupt the incoming call by lifting up the extension phone handset.*

#### **Automatic Call Termination**

*Your Response 115 will terminate a call under certain conditions.*

- *If the caller pauses for longer than 6 seconds when recording a message.*
- *If the tape comes to an end during recording.*
- *If the incoming call is longer than 2½ minutes.*

# Using your Response 115 telephone

Using the memory to store and dial numbers  
Your Response 115 can store up to 10 phone numbers, each up to 16 digits long, which can be dialled by pressing just two buttons.

Each stored number is allocated one of the ten keypad numbers (0-9).

## Directory label

*Use the directory label to note down the numbers you have stored in the memory. The directory label is on the handset. Using a pencil makes it easy to write in any changes.*

## To store a number

A rectangular button with rounded corners and a dark grey background, containing the word "STORE" in white capital letters.

- Lift the handset. The dialling tone can be heard.
- Press and release the STORE button.
- Enter the number you want to store.
- Press and release the STORE button again.
- Press and release the keypad number (0-9) under which you want to store the phone number.
- Replace the handset.

## To insert a pause in a number stored in the memory



*The REDIAL button can also be used as a pause button when storing a number.*

When entering a phone number in the memory, press the REDIAL button to insert a pause. When you dial the number stored in the memory, your Response 115 will automatically insert a pause where it was stored.

## To dial a stored number

A rectangular button with rounded corners and a dark grey background, containing the word "QUICKDIAL" in white capital letters.

- Lift the handset.
- Press and release the QUICKDIAL button.
- Press and release the (0-9) keypad number where you have stored the number you want to dial.

Your number is dialled automatically.

## To change a stored number

Repeat the steps for storing a number. The new number will replace the existing stored number.

### To redial the last number called



- Lift the handset.
- Press and release the REDIAL button.  
The last number you called is redialled automatically.

### Using the secrecy button

During a conversation you can speak to another person in the room without the caller hearing you.



- Press and *hold down* the SECRECY button.  
Your caller will not be able to hear your voice while you talk to someone else in the room.
- Release the SECRECY button and your caller can hear you again.

### Connecting to a PBX



Your Response 115 can be used with all approved PBX's. With some PBX's, after dialling the access number (for an outside line), you may have to wait for a moment while the PBX connects you to the outside line.

## Using the R (Recall) button



The R button can be used in conjunction with BT's Select Services. If you are a BT customer connected to a digital exchange, you can subscribe to a range of BT's Select Services. If you wish to subscribe to any of these services, contact us on **Freefone 0800 800 150** for residential customers and **Freefone 0800 800 152** for business customers (9am to 5pm, Monday to Friday).

If your Response 115 is connected to a switchboard, the R button enables you to use features provided by the switchboard. Ask your communications manager or switchboard supplier for details.

If you are not a BT customer, please contact your network provider for information about their network-based services.

# *Additional features*

## **Remote access**

You can switch on your Response 115 or play back messages and memos from another *TouchTone*<sup>™</sup> telephone.

To play back messages and memos you need to use your machine's security code. The code is printed on a label on the cassette lid.

## **To switch on your Response 115 from another phone**

If you forget to switch on your Response 115:

- Ring your phone number. After 10-12 rings, your Response 115 answers the call automatically and you hear two beeps.
- Enter your security code after the two beeps, holding the button down for 3 seconds. You hear a long beep to indicate the number has been accepted.
- Your outgoing message is played.
- Hang up. Your Response 115 is now switched on.

### To record a new outgoing message

#### Changing your outgoing message

*A new outgoing message can be recorded remotely at any time. However, as with recording a new outgoing message locally, any stored messages will be deleted. Playback any stored messages before recording a new outgoing message, as subsequent retrieval will not be possible.*

Dial your number and let your Response 115 answer your call. Wait until you hear your current outgoing message followed by a melody then a beep.

- Enter your security code, holding the button down for 3 seconds. You hear four short beeps.
- Enter your security code again, holding the button down for 3 seconds. You hear two beeps and a melody while your Response 115 sets the tape ready for recording.
- When you hear a single beep, record your new outgoing message, speaking clearly into the handset.
- When you have finished recording, wait for 2 seconds and enter your security code, holding the button down for 3 seconds.
- You hear one beep and a melody then your new outgoing message is played back to you.
- Hang up. The new message is now set.

### To play back your messages

- Dial your phone number. Wait until your outgoing message has finished and you hear a melody then the beep.
- Enter your security code, holding the button down for 3 seconds.

*If you have no messages:*

- You hear four short beeps.

*If you have messages:*

- You hear two beeps then a melody followed by your messages.

After the last message has been played, you hear two beeps.

Hang up to reset the MC30 cassette to the beginning – or you can save your messages or replay your messages.

*To save your messages:*

After your messages have been played, wait until you hear the two short beeps.

- Enter your security code, holding the button down for 3 seconds. You hear two short beeps.
- Hang up. Your Response 115 will record any new messages after the end of your old messages.

*To replay your messages*

After your messages have been played, wait until you hear the two short beeps.

- Enter your security code, holding the button down for 3 seconds. You hear two short beeps.
- Enter your security code again, holding the button down for 3 seconds. You hear two beeps followed by a melody while your tape is rewinding.
- Your messages are played back to you.

You can now hang up to reset your machine, or follow the steps above to save or replay your messages once more.

**If the MC30 cassette becomes full**

Your Response 115 answers the call as normal but your outgoing message is followed by four beeps.

- Enter your security code, holding the button down for 3 seconds, 2 beeps are heard followed by the melody and a long beep.
- The MC30 cassette will be reset to the beginning and start to play messages.

# *Help* If you have any problems using your Response 115, try the following solutions

**To save messages after the machine has reset the tape to the beginning**

You can still save your old messages as long as no new messages have been received.



- Lift the main cover.
- Press and hold down the SAVE/STOP button until you hear a long beep.

This may take a little while if you have a lot of messages. The MESSAGE COUNTER flashes to indicate the number of messages saved.

**Message Counter flashes 3 times and pauses repeatedly**

Check that the MC30 cassette is seated correctly and the lid is clicked shut. Then turn the power off and on. If the MESSAGE COUNTER continues to flash then re-record an OGM (see page 9).

**Message Counter flashes F and pauses repeatedly**

**F** indicates that your MC30 cassette is full.

**No dialling tone**

Is the line cord connected to the socket and the telephone?

Has the handset been left off by mistake?

**You dial and nothing happens**

You may be connected to an exchange which has not been modernised. Call BT on **Freefone 0800 800 150** for information.

Set the mode switch to P (See '*Setting up*', page 6.)

**The phone does not ring**

Check that the phone is connected to the line.

Are there too many other phones or fax machines plugged in which could be overloading the sockets? (See '*Ringer Equivalence Number*', page 22.)

Have you turned the ringer off? (See page 6.)

**The machine doesn't take messages.**

Check that the MC30 cassette cover has been replaced and clicked shut.

Is the answering machine switched on?

**There is a silence on the tape in the middle of the messages**

You may have pressed the MEMO/FF button and recorded a 'silent' message.

**The machine cannot be operated from another phone**

You may be calling through an old-style exchange or the phone you are using may not be set to tone dialling.

You may be pressing the buttons too quickly, or the phone you are using may not be sending a continuous tone for the length of time you are holding down the button.

Check that you are using the correct security code.

Note: many payphone, cellular or cordless telephones are not compatible.

**The machine won't save messages**

You must play back all incoming messages before you can save them. Wait until you hear two beeps and allow the tape to rewind before attempting to save messages. (See 'Using your Response 115 answering machine' page 8.)

**The messages are distorted or poor quality**

The early part of the tape may experience heavy wear and dirt may accumulate on the tape heads. Always make sure the cassette area is free of dirt and dust.

Every three months it is a good idea to turn the tape over. You will have to re-record your outgoing message.

**Call screening does not appear to work**

Make sure the speaker volume is set to an audible level.

**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.*

*If your Response 115 is connected to a switchboard, you may have to dial an access number before 999 or 112 to contact the emergency services. Some switchboards cannot dial out during a power failure.*

**Customer Helpline**

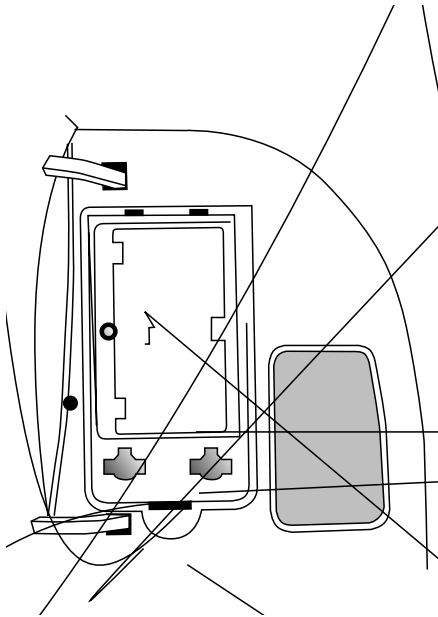
*If you still experience problems, please call the BT Helpline between 9.00am and 5.30pm Monday to Friday on 0345 697146 (calls charged at the local BT rate).*

# Maintenance

## To change your MC30 cassette

Lift the main cover to reveal the control buttons and the cassette safety cover.

- Open the cassette safety cover.
- Check that the **A** side of the MC30 cassette is facing upwards.
- When you need to change your MC30 cassette over to side **B** please remember to record a new outgoing message.



*Replace the cassette safety cover and click it shut.*

## General

- **Do not** use spray or abrasive cleaners as they can damage the internal components or polished surfaces.
- Wipe the case clean with a damp cloth.
- Blow any dust from the tape deck.
- Avoid areas of high humidity.
- Keep out of direct sunlight.

## *Service*

### **Within the guarantee period**

If you experience a problem with your Response 115, you should contact the BT Helpline between 9.00am and 5.30pm Monday to Friday on **Lo-call 0345 697146** (calls charged at local BT rate). If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

### **If you have to return your Response 115**

Pack the unit securely, preferably in the original packaging. (No responsibility can be taken for goods damaged in transit.)

### **Outside the guarantee period**

If your Response 115 is over 12 months old, you will need to telephone **01325 304346** between 9:00am and 4:30pm, Monday to Friday to arrange for it to be repaired. This is a chargeable service.

# *Technical information*

## **Official approval**

The Response 115 is tested and approved for connection to the UK telecommunications network, provided that it is used in accordance with the guidelines in this booklet.

*You may connect it to*

- direct exchange lines;
- extensions with new plug and socket;
- arrangements provided with these direct exchange lines;
- compatible PBX's.

**This product is designed for UK use only.  
Using it overseas may violate local laws.**

## **Ringer Equivalence Number (REN)**

If you connect too many telephones or other devices to your telephone line, they may not ring correctly. To work out how many telephones and devices can be connected to your line, add together all the RENs of all the apparatus you wish to connect. If this total exceeds 4, they may not ring or operate correctly.

The REN of your Response 115 and the majority of telephones in the UK (unless otherwise marked) is 1.

## **If you are connecting your Response 115 to a PBX**

Your Response 115 is only approved for use with compatible PBX's. For a list of suitable PBX's, telephone BT on **Freefone 0800 800 154**. If you do not have a compatible PBX, the Response 115 cannot be guaranteed to operate correctly under every possible condition of connection.

## **Safety advice**

- Don't install the Response 115 near a sink, bath or shower. Electrical appliances can cause serious injury if used when you are wet or standing in water.
- Don't install the Response 115 where the various leads can be tripped over or walked on. This may cause injury or damage to the leads and your Response 115.

# *Index*

Adaptor	6	Pause	13
Additional features	15	Phone socket	5
Answering machine		Power cord	6
switch off/on	8	Recall	14
Call screening	12	Redial last number	14
Dialling numbers in the memory	13	Remote access	15
Dial mode	6	REN	22
Handset park	7	Ringer volume	6
Help	18	Secrecy	14
Helpline	19	Storing numbers in the memory	13
MC30 cassette	2	Technical information	22
Memo	12	Time and day setting	8
Messages		Volume	6
Outgoing messages	9	Wall mounting	7
recording	9	Wall-mounting template	25
pre-recording	9		
checking	9		
Receiving messages	10		
playback	10		
to stop playback	10		
rewind	11		
delete/record			
over existing messages	11		
save	11		
delete	11		



## *Wall mounting template*

If wall mounting your Response 115, use this guide to position two 5mm drill holes 69mm apart (one above the other).





*Offices in Europe, North America,  
Japan and Asia Pacific.*

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.

*Touchtone*<sup>™</sup> is a registered trade mark of British Telecommunications plc in the UK.

© British Telecommunications plc 1998.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Printed in China. Response 115 Issue 1 (2/98) 6.  
Designed by The Art & Design Partnership Limited.



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

**APPROVED** for connection to  
telecommunication systems specified  
in the instructions for use subject to  
the conditions set out in them

