



# *Response 123* **Plus**

**Digital Telephone and Answering Machine**

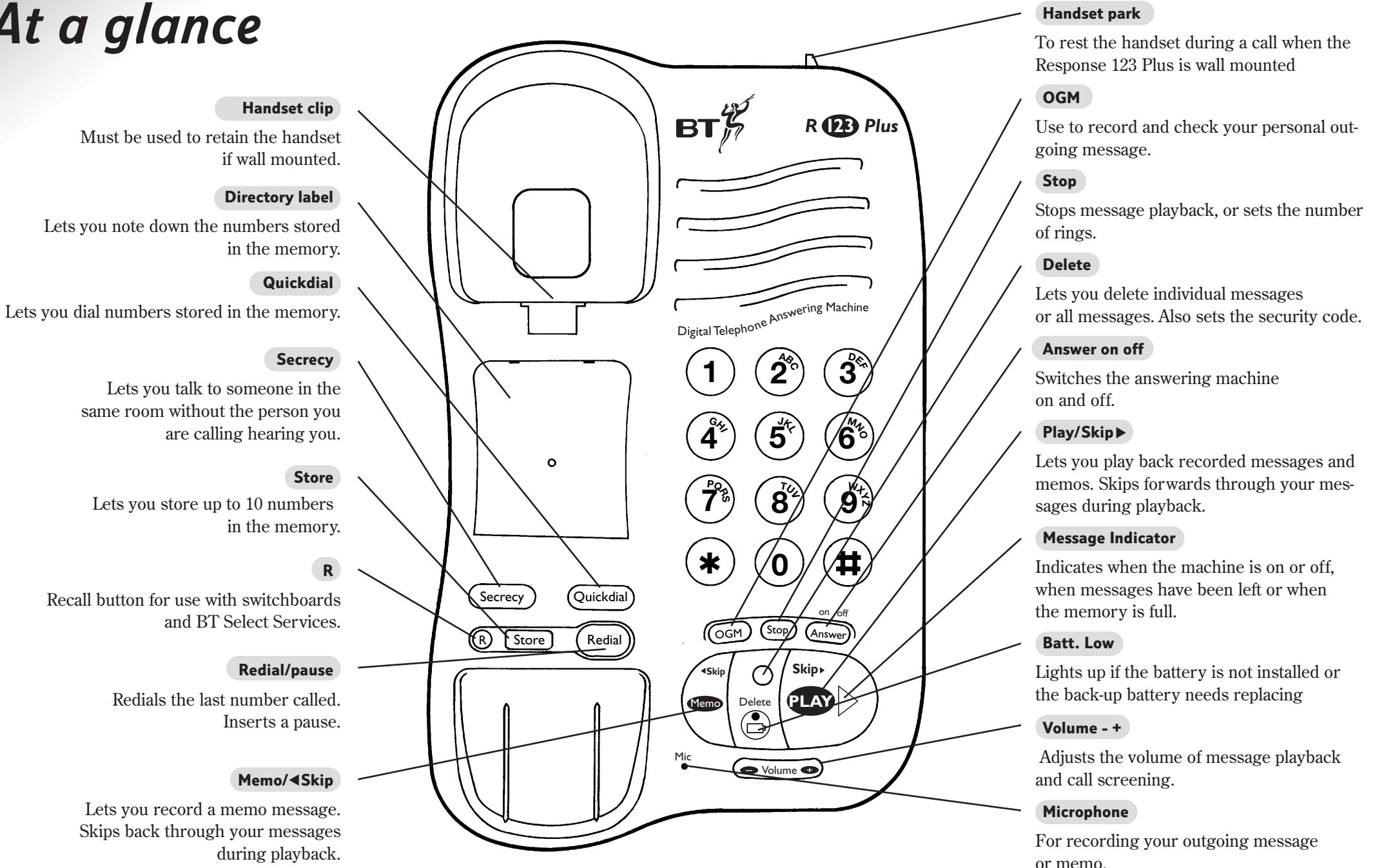
# User Guide

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 Response 123 Plus**

**Please open this page for a further 'at a glance'  
guide to your Response 123 Plus**

# At a glance



**Handset clip**

Must be used to retain the handset if wall mounted.

**Directory label**

Lets you note down the numbers stored in the memory.

**Quickdial**

Lets you dial numbers stored in the memory.

**Secrecy**

Lets you talk to someone in the same room without the person you are calling hearing you.

**Store**

Lets you store up to 10 numbers in the memory.

**R**

Recall button for use with switchboards and BT Select Services.

**Redial/pause**

Redials the last number called. Inserts a pause.

**Memo/◀Skip**

Lets you record a memo message. Skips back through your messages during playback.

**Handset park**

To rest the handset during a call when the Response 123 Plus is wall mounted

**OGM**

Use to record and check your personal outgoing message.

**Stop**

Stops message playback, or sets the number of rings.

**Delete**

Lets you delete individual messages or all messages. Also sets the security code.

**Answer on off**

Switches the answering machine on and off.

**Play/Skip▶**

Lets you play back recorded messages and memos. Skips forwards through your messages during playback.

**Message Indicator**

Indicates when the machine is on or off, when messages have been left or when the memory is full.

**Batt. Low**

Lights up if the battery is not installed or the back-up battery needs replacing

**Volume - +**

Adjusts the volume of message playback and call screening.

**Microphone**

For recording your outgoing message or memo.

# Key features



## Remote Access

You can ring your Response 123 Plus from another phone to switch it on or play back your messages.



## Time saver

This means that your Response 123 Plus will answer after 2 rings if messages have been left. If there are no new messages, it will answer after 6 rings. During remote access this allows you to hang up before your Response 123 Plus answers, avoiding the cost of a call.



## 10-number quickdial memory

You can store up to 10 numbers and then dial them by pressing just 2 buttons.



## Call Screening

You can hear who's calling you through the loudspeaker and decide whether to answer the call in person or let your Response 123 Plus record a message.

## Up to a total of 20-minutes recording capacity

Offers the benefits of digital recording.

## Message indicator

Allows you to see when a memo or message has been left. Also alerts you when the memory is full by flashing rapidly.

## Loudspeaker volume control

Lets you set the loudspeaker volume for message playback and call screening.

## Voice prompts

Help you to follow instructions more easily.

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# Introduction

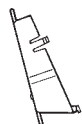
Your Response 123 Plus has been designed for ease of use and made to the high standards set by BT. You can expect your Response 123 Plus to give you many years of trouble-free service.

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

## Unpacking your Response 123 Plus

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

Response 123 Plus digital phone and answering machine with phone line attached



Wall bracket for wall mounting

Plug-mounted 13 amp power adaptor



Screws and wall plugs for wall-mounting

Remote access card  
Spare memory label



## For your records

Date of purchase:

Place of purchase:

Serial number  
(on the underside  
of the base unit):

Purchase price:

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

Keep a reference of your remote access security code here:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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See Remote access section on page 17.

# Safety information

## General

- Simply clean your Response 123 Plus with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this may damage the product. Never use a dry cloth as this may cause static shock.
- Only use the power supply included with the product. Using an unauthorised power supply unit will invalidate your guarantee and may damage the answer machine. The item code for the power supply unit is **871036**.
- Do not open the Response 123 Plus. This could expose you to high voltages or other risks.
- This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

## Environmental

- Do not expose to direct sunlight.
- We recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm, as damage is not covered by the guarantee.

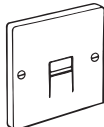
# Setting up

Follow these steps to set up your Response 123 Plus for use.

## 1 Plan the location of your Response 123 Plus

Situate your Response 123 Plus close enough to the phone and mains power sockets so that both cords will reach.

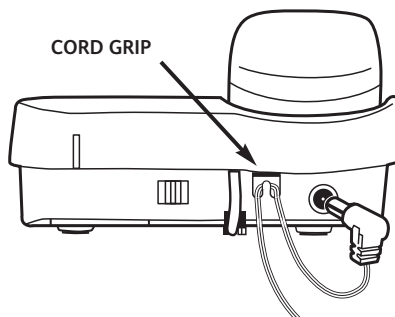
## 1 Check your telephone wall socket



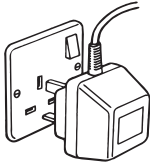
If you do not have a modern phone socket, call Freephone 0800 800 150 and ask for a BT engineer to come and fit the correct one. This is a chargeable service.

## 2 Plug the power cord into the back of the machine

To prevent the cord being pulled out accidentally, hook the power cord around the cord grip.



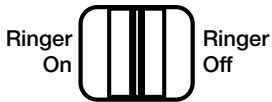
### 3 Plug the adaptor into a mains power socket



The message indicator will flash eight times, and your Response 123 Plus will announce, *“Calls will be answered after six rings”*.

### 4 Set the ringer switch

The ringer switch is on the back of the base. There are two settings.



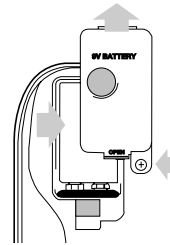
**ON** - ring.  
**OFF** - no ring.

### 5 Insert the back-up battery

The back-up battery (9v 6LR61 not supplied) ensures that all settings and messages are saved for up to 6 hours in the event of a power cut.

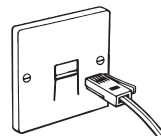
If the back-up battery runs out, or no battery is fitted, then in the event of a power failure your Response 123 Plus will revert to its original settings. Your messages and outgoing message will be lost.

The battery compartment is located on the underside of the Response 123 Plus.



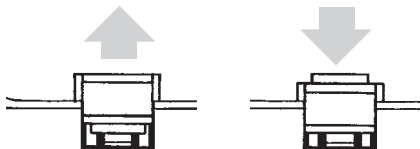
### 6 Now you can plug your Response 123 Plus into a telephone socket

Your Response 123 Plus is now ready for use.

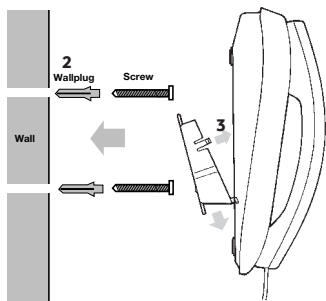


## 7 Wall-mounting your Response 123 Plus

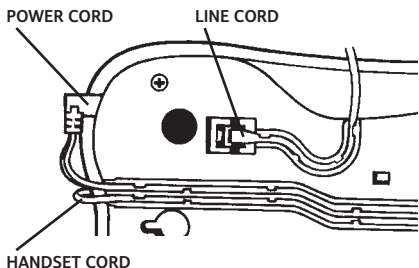
- 1 Pull out and turn around the handset clip to prevent the handset from falling when the product is wall-mounted.



- 2 Use the template on page 23 to drill holes in the wall. Leave a small gap between the screw heads and the wall.



- 3 Route the line cord and power cord through the channels on the base of your Response 123 Plus.

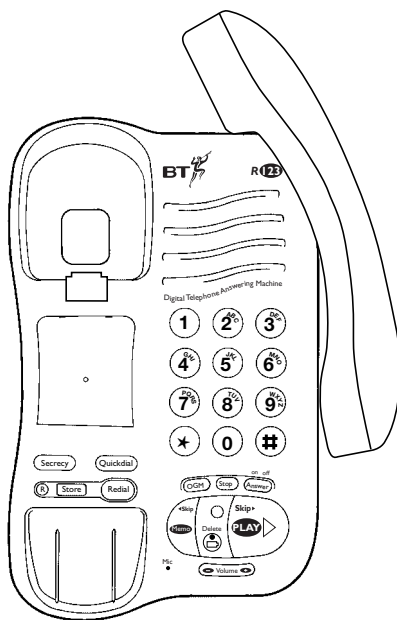


- 4 Fit your wall mounting bracket to the base of the phone.

- 5 Place your Response 123 Plus over the screw heads and slide down.

## 8 Handset park

When wall-mounted, if you move away from the phone during a conversation, you can park the handset on the top of your Response 123 Plus.



## Helpline

*Should you still have problems with your machine, contact the BT Helpline, Lo-call 0845 769 7146. (9am - 5.30pm, Monday to Friday)*

# Using the telephone

## Using the memory to store and dial numbers

Your Response 123 Plus can store and dial up to 10 phone numbers, each up to 16 digits long, which can be dialled by pressing just 2 buttons.

### To store a number

*Press buttons in the order shown*

#### Note

*When storing numbers in the memory you will not hear confirmation beeps as you press the keypad buttons.*

Lift the handset. The dialling tone can be heard. When storing numbers you will still hear the dial tone and may hear recorded messages from the telephone exchange. Please ignore this, it does not affect storing numbers.

**Store** Press the **STORE** button.

Enter the number you want to store.

**Store** Press the **STORE** button again.

Press keypad number (any number from 0-9) under which you want to store the phone number.

Replace the handset.

#### Note

*Use the directory label to make a note of the numbers you have stored in the memory.*

### To insert a pause when storing a number

#### Redial

Press the **REDIAL** button at the point where you want to enter a pause. When you dial the number stored in the memory, your Response 123 Plus will automatically insert the pause where it was stored.

### To dial a stored number

Lift the handset.

Quickdial

Press the **QUICKDIAL** button.

Press the button under which the number you want is stored.  
The number is dialled.

### 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

A redial number can be no longer than 32 digits.

Lift the handset.

Redial

Press the **REDIAL** button.

The last number called is dialled.

### To use the secrecy function

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

Secrecy

Press and hold down the **SECURITY** button. Your caller cannot hear you.

Secrecy

Release the **SECURITY** button to talk to your caller again.

# Using the answering machine

## To switch the answering machine ON and OFF

on off  
Answer

Press the **ANSWER ON/OFF** button to turn the answer functions on or off. You will hear “Answer on” or “Answer off”.

PLAY

When on, the message indicator on the **PLAY** button lights up.

## To adjust the loudspeaker volume

+

Press the **+** button to increase the volume.

-

Press the **-** button to decrease the volume.

## Outgoing message

The outgoing message is the message a caller hears when your Response 123 Plus answers a call.

Your Response 123 Plus comes with a pre-recorded outgoing message. *“Hello. Your call cannot be taken at the moment, so please leave your message after the tone”.*

You can use this outgoing message or you may prefer to record your own.

## To record your outgoing message

You can record an outgoing message of up to 30 seconds long.

OGM

Press and hold down the **OGM** button. Your Response 123 Plus will announce, *“Please speak after the tone, to end recording release the button”.*

Record your message. Speak clearly, about 15-30 cm from the microphone.

OGM

To end recording release the **OGM** button. Your Response 123 Plus will announce, *“Your outgoing message is”* and will play the message back to you.

### To check your outgoing message

OGM

Press and release the **OGM** button. Your outgoing message will be played back to you.

### To change your outgoing message

You can change your outgoing message at any time by recording a new message as described on page 12.

### To delete your outgoing message

OGM

Press and release the **OGM** button.



Delete

During playback of your outgoing message press the **DELETE** button.

Your Response 123 Plus will return back to the pre-recorded outgoing message. This setting will be announced.

### Receiving messages

After following the set-up procedure your Response 123 Plus is ready to receive messages.

Callers can leave messages of up to 3 minutes long.

Your Response 123 Plus will terminate a call under certain conditions:

- If a caller pauses for more than 4 seconds when leaving a message.
- If the memory becomes full during recording.
- If the incoming message lasts longer than 3 minutes.

## To set the number of rings

Your Response 123 Plus is set to answer a call after 6 rings.

You can change the number of rings before your Response 123 Plus will answer a call. You have a choice of between **2-9** rings and Time Saver.

The Time Saver setting can avoid you the cost of a call when accessing your machine remotely from an external telephone.

When set to Time Saver your Response 123 Plus will answer after 6 rings if no new messages have been recorded, or 2 rings if new messages have been recorded. See page 17 for more information on Remote access.

Stop

Press and release the **STOP** button. Your Response 123 Plus announces the current setting, *“Calls will be answered after six rings”*.

Stop

To change the setting press and hold the **STOP** button to hear the settings.

Release the **STOP** button when the desired setting is announced. Your Response 123 Plus will announce, *“Calls will be answered after x rings”* or if set to Time Saver, *“Answer delay, time saver”*.

## Message indicator

PLAY

While a message is being recorded, the red message indicator light on the **PLAY** button will flash.

When a message has been recorded, the red light flashes.

## If the memory is full

The message indicator light will flash rapidly.

Your Response 123 Plus will not answer any calls, allow you to record a new outgoing message or record memos until you have deleted some or all of the messages. If any of these functions are tried while the memory is full, your Response 123 Plus will announce *“Memory full”*.

## To record a memo message

You can use your Response 123 Plus to record a memo which can be played back by another user. A memo can be any length up to the maximum recording time available.

**Memo**

Press and hold the **MEMO** button. You will hear, *“Please speak after the tone. To end recording release the MEMO button”*. Speak your memo.

To end recording release the **MEMO** button.

## To play back messages and memos

When the red light is flashing:

**PLAY**

Press the **PLAY** button. You will hear, *“You have x messages”*.

Your messages and memos are played back in the order they were received, until all your messages have been played.

◀**Skip**

**Memo**

Press the **SKIP/MEMO** button once to replay the current message, or twice to return to previous message.

**Skip**▶

**PLAY**

Press the **SKIP/PLAY** button once to skip forward to the next message.

When you reach the last message you will hear, *“End of messages, to delete all messages, press delete”*.

## To delete individual messages

While your messages are being played back:



Press the **DELETE** button to delete messages one at a time.

You will hear, *“Message deleted”*.

## To delete all messages

Wait until playback of all messages has finished.

You will hear *“End of messages. To delete all messages, press delete”*. Within 8 seconds press the **DELETE** button. You will hear. *“All messages deleted”*.



## To stop playback

While your messages are being played back



Press the **STOP** button to stop playback.

## Call screening

You can let your Response 123 Plus answer an incoming call and hear the caller's voice through the loudspeaker, so you can decide whether or not to take the call in person.



Ensure the answer machine is switched on.



Make sure the volume is set to an audible level.

When the phone rings, let the machine answer the call and wait until the caller begins to leave their message.

If you want to talk to the caller in person, pick up your handset and speak.

Your Response 123 Plus will automatically stop recording and reset to answer new calls.

# Remote access

You can switch on and operate your answering machine from another *TouchTone™* phone to play back your messages and memos.

## Your security code

To help keep your messages private, your Response 123 Plus requires you to enter a 3-digit remote access security code before you can play back your messages.

The pre-set code is 012. This can only be changed using your Response 123 Plus telephone.

## To check your security code



Delete

Press the **DELETE** button.

You will hear, "*Your security code is xxx*".

## To change your security code



Delete

Press and hold the **DELETE** button.

You will hear, "*Security code setting*", then release the **DELETE** button, you will hear "*First digit*".



Press the **PLAY** button to up or **MEMO** button to down, the digit. Each time you will hear the number announced.



Delete

When you hear the number you want, press the **DELETE** button.

You will then hear, "*Second digit*". Choose the second digit using the same procedure and repeat again for the third.

When you have finished all three digits, you will hear, "*Your security code is xxx*".

### To switch on your answering machine from another phone

This is useful if you forgot to turn on your answering machine before going out.

Ring your Response 123 Plus phone number. After 20 rings your machine will then answer the call. To switch on your answering machine, press the **0** button on the phone during remote interrogation (see page 19).

0

### To operate your Response 123 Plus remotely

Call your Response 123 Plus phone number.

After listening to the outgoing message press the **★** button on the phone. You will hear, *“Please enter your security code”*. You have 8 seconds to begin entering your code. If you do not, you will hear, *“Thank you for calling”* and the line will be disconnected

Key in your security code.

You will hear, *“You have x new messages”* or *“You have no new messages”* then *“To hear the main menu press 1”*.

★

You now have 8 seconds to enter any other instructions before your Response 123 Plus hangs up.

You can now use the phone keypad to playback, delete, or skip backward and forward through your messages.

#### Note

*If you enter the wrong security code you will hear, “Incorrect security code, please enter your security code”. If you enter the wrong code again you will hear, “Incorrect security code, thank you for calling” and disconnects the line.*

## Menu for remote access

- 1 To hear the main menu.
- 2<sup>ALL</sup> Plays all messages.
- 3<sup>NEW</sup> Plays new messages.  
*During playback:*
- 4<sup>PREV</sup> Skips back to previous message.  
*During playback:*
- 5<sup>DEL</sup> Current message being played will be deleted. You will hear, “*Message deleted*”, as confirmation.
- 6<sup>NEXT</sup> Skips forward to the start of the next message.
- 8<sup>TX</sup> Plays the outgoing message.
- 9<sup>REC</sup> To record a new outgoing message. You will hear “*Please speak after the tone, to end recording, press #*”.
- 0 To switch your answering machine on or off. Your Response 123 Plus will announce the mode you have set. “*Answer on*” or “*Answer off*”.

# Help

If you have any problems using your Response 123 Plus, this section gives you the most common solutions.

## **Hear dial tone or recorded Exchange messages when storing numbers**

This may happen when storing numbers. This does not prevent numbers from being stored.

## **No dialling tone**

Check your line cord is correctly connected to the socket and the phone.

## **You dial and nothing happens**

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

## **The phone does not ring**

Check the phone is connected to the line. Too many other phones or faxes can overload the line. (*See How many telephones can you have? page 22.*) Check the ringer is not turned off. (*See page 8*)

## **Message Indicator does not light up**

Check your Response 123 Plus is correctly connected to the mains and that the power cord is inserted into the socket on the back of the machine. If the unit is in OFF mode the message indicator does not light up.

## **If you forget your remote access code**

Press the **DELETE** button and your Response 123 Plus will announce, "Your security code is xxx". You can change this by using the **DELETE** button on your Response 123 Plus (*see page 17*).

## **There is a silence in the middle of recorded messages**

You may have accidentally pressed the **MEMO/SKIP** or **ANSWER OFF/ON** button and recorded a 'silent' message. Delete as you would a normal message. (*See page 15*)

## **Outgoing message does not record**

Speak clearly, close enough (15-30 cm) to the microphone when recording your message.

## **Incoming message does not record**

Check that the memory is not full.

## **Your Response 123 Plus cannot be operated from another phone**

Check the phone you are using is set to tone dialling. You may be pressing the buttons too quickly. Check you are using the correct security code. Some cordless telephones and payphones are not compatible.

### **Helpline**

*Should you still have problems with your machine, contact the BT Helpline, Lo-call 0845 769 7146. (9am - 5.30pm, Monday to Friday)*

# General information

## Guarantee

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 Response 123 Plus, 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 12 months from the date of purchase, provided that the equipment is sent to the repair address within this period.
- 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 approved agents.
- This guarantee does not affect your statutory rights.

### Within the 12 month guarantee period:

If you experience a problem with your Response 123 Plus please read the Help section or call the Helpline, **Lo-call 0845 769 7146**. Calls are charged at local rates.

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 on **Lo-call 0845 769 7146** for information on our recommended repair agents.

## If you have to return your Response 123 Plus

Pack the unit securely, preferably in the original packaging. All parts must be returned including the mains power adaptor. We cannot take responsibility for goods damaged in transit.

## Technical information

### How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Response 123 Plus has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code 871036.

Only use approved batteries, 9V 6LR61.

## RTTE Directive

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

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

## 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.

# Wall-mounting template

If wall-mounting your Response 123 Plus, drill two holes for the screws using this template, the top point and either of the two bottom points should be used, and insert the wall plugs provided (if required).



See page 9 for further instructions.



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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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Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Response 123 Plus (1/01) 3  
Designed by the Art & Design Partnership Limited.  
Printed in China.

Printed on paper which meets international environmental standards.



CE compliant to RTTE Directive  
(1999/5/EC).