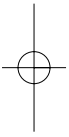




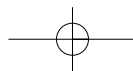
Response 123

Digital Telephone and Answering Machine

User Guide



Please open this page for an 'at a glance' guide to your Response 123



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

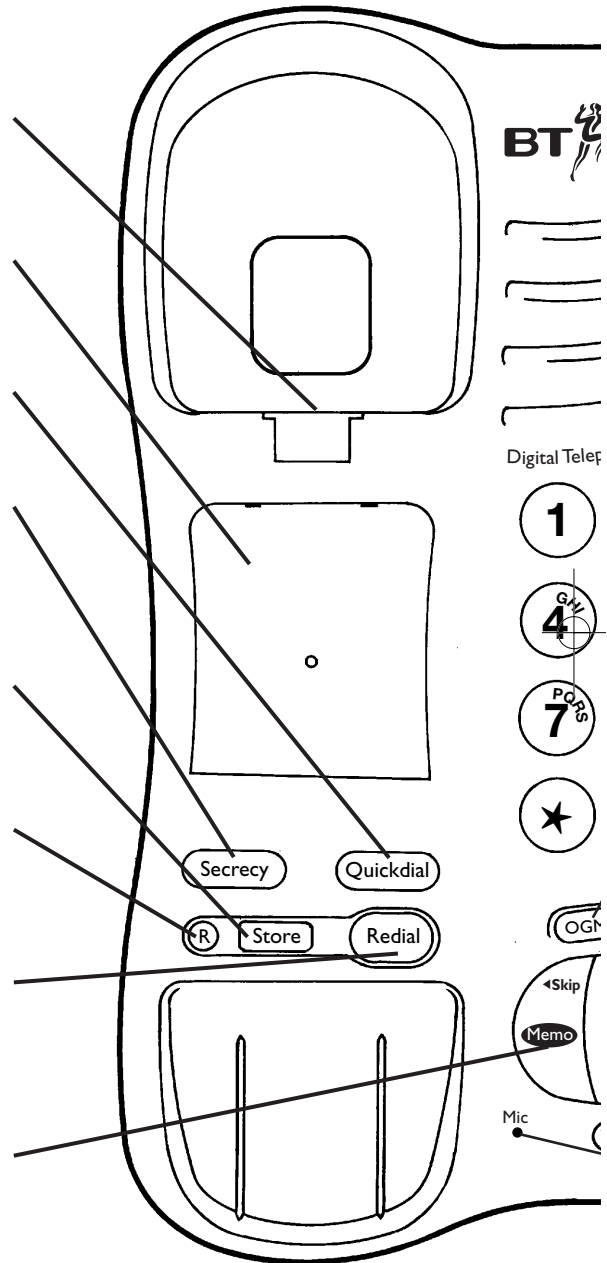
Recall button for use with switchboards and BT Select Services.

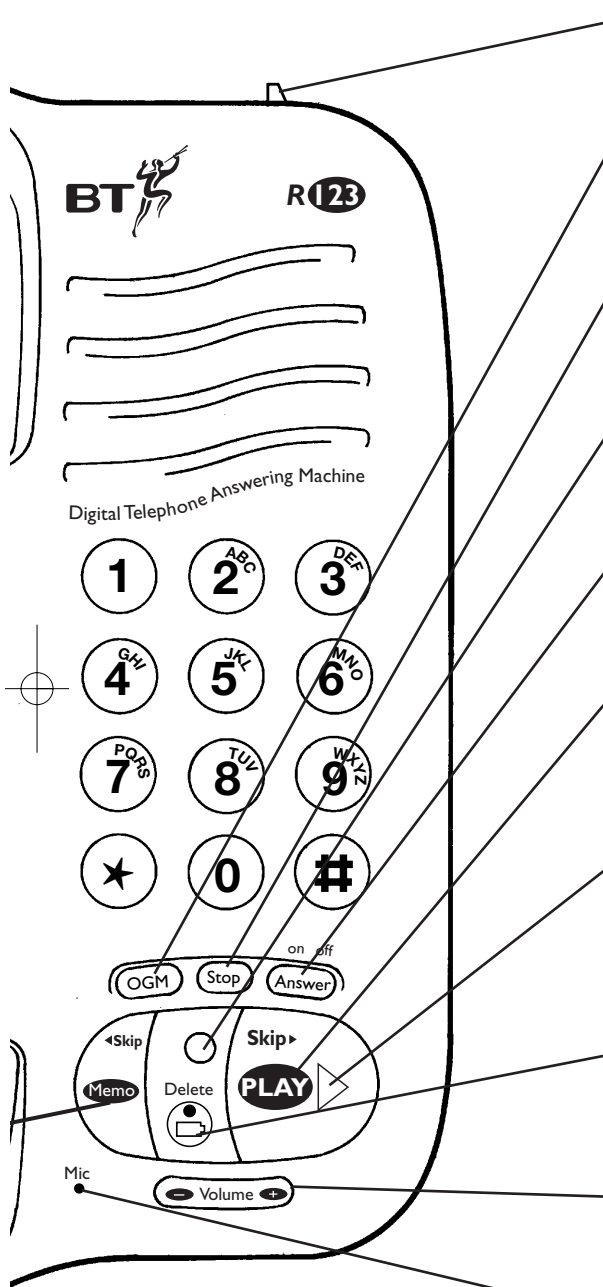
Redial/pause

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 is wall mounted

OGM

Use to record and check your personal outgoing message.

Stop

Stops message playback, recording of memos and your outgoing message.

Delete

Lets you delete individual messages or all messages.

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

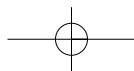
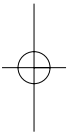
Lights up if the battery is not installed or the back-up battery needs replacing

Volume - +

Adjusts the volume of message playback.

Microphone

For recording your outgoing message or memo.



Key features



Remote Access

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



Time saver

This means that your Response 123 will answer after 2 rings if messages have been left. If there are no messages, it will answer after 6 rings. During remote access this allows you to hang up before your Response 123 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 record a message.

11-minute 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.

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<i>Using the memory to store and dial numbers</i>	13
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Introduction

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

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

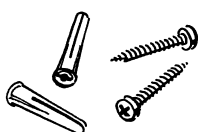
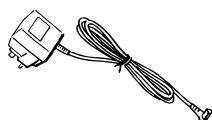
Unpacking your Response 123

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

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



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 warranty 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"/>
----------------------	----------------------	----------------------

See Remote Access section on page 19.

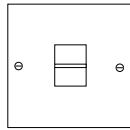
Setting up

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

Plan the location of your Response 123

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

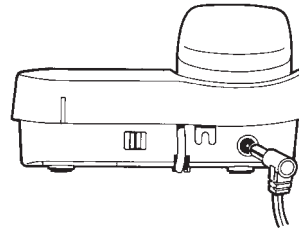
1 Check your telephone wall socket



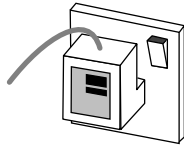
If you do not have a modern phone socket, call Freephone 0800 800 150 and ask for a BT engineer to come and fit the correct one. This is a chargeable service.

2 Plug the power cord into the back of the machine

To prevent the cord being pulled out accidentally, route the cord through the channel on the base of your Response 123.



3 Plug the adaptor into a mains power socket



The message indicator will light up and your Response 123 will beep. This is a prompt for you to record your outgoing message. (See page 15.)

4 Set the ringer switch

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



ON - ring.

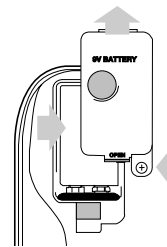
OFF - no ring.

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.

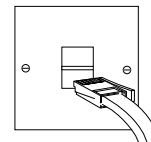
If the back-up battery runs out, or no battery is fitted, then in the event of a power failure your Response 123 will revert to its original settings. Your messages and outgoing message will be lost.

Remove the screw before opening the compartment.



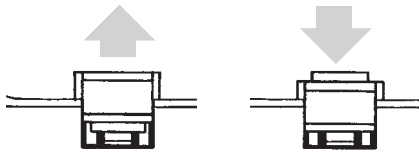
6 Now you can plug your Response 123 into a telephone socket

Your Response 123 is now ready for use.

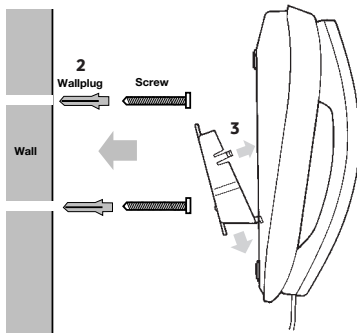


7 Wall-mounting your Response 123

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



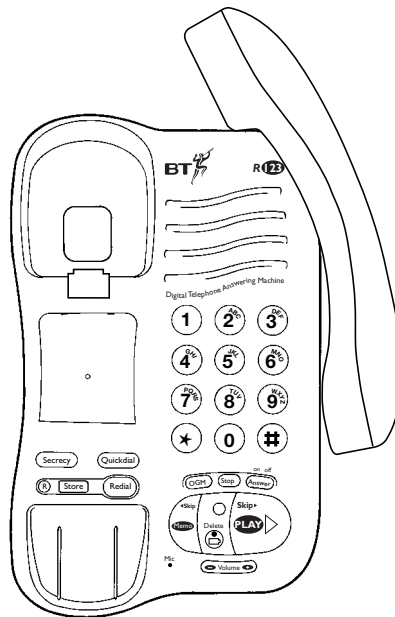
- 2 Use the template on page 24 to drill holes in the wall. Leave a small gap between the screw heads and the wall.



- 3 Fit your wall mounting bracket to the base of the phone.
- 4 Place your Response 123 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.



Safety instructions

Use only the power adaptor supplied

There is a slight chance that your telephone and answering machine could be damaged by an electrical storm. We recommend that you unplug your Response 123 from the mains power and telephone line socket during storms.



Do not place your Response 123 on untreated antique furniture.



Do not use your Response 123 in damp, humid conditions such as bathrooms.



Do not expose the equipment to fire or water.

Disconnect the unit from the telephone line before inserting the back-up battery (9v 6LR61 not supplied).

Using the telephone

Using the memory to store and dial numbers

Your Response 123 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

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.

Please 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 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

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

PLAY

When set to **ANSWER OFF** your Response 123 does not delete messages.

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 answers a call.

You **must** record an outgoing message. A typical message might be: "Hello. I cannot take your call at the moment, so please leave your message after the tone."

Your Response 123 will beep. This is a prompt for you to record your outgoing message.

To record your outgoing message

You can record an outgoing message of up to 2 minutes long.

OGM

Press and hold down the **OGM** button until you hear a long beep.

OGM

Release the **OGM** button.

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

Stop

To end recording, press the **STOP** button. Your Response 123 will automatically play the message back to you. The machine is now on and ready to take messages.

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 15.

Receiving messages

After following the set-up procedure your Response 123 is ready to receive messages. Your Response 123 will answer a call after 6 rings if you have no messages. After your first message is recorded your Response 123 will answer subsequent calls after 2 rings (see Remote access, page 19).

Callers can leave messages of up to 2 minutes long.

Your Response 123 will terminate a call under certain conditions:

- If a caller pauses for more than 6 seconds when leaving a message.
- If the memory becomes full during recording.
- If the incoming message lasts longer than 2 minutes.

Message indicator

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

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 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 is tried while the memory is full, 4 beeps will be heard.

To record a memo message


You can use your Response 123 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.


 Press the **MEMO** button and hold until you hear a beep, then start speaking your memo.


 Press the **STOP** button to end recording. A beep confirms the recording has stopped.

To play back messages and memos

When the red light is flashing:

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

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

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

To delete individual messages

While your messages are being played back:

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

To delete all messages



Delete

Wait until all messages have finished. Within 8 seconds press and hold the **DELETE** button. After you hear 1 beep, release the delete button. All messages will be deleted.

To stop playback



Stop

While your messages are being played back

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

Call screening



Answer

You can let your Response 123 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.



Volume

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 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 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 be changed via Remote Access (see page 20).

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 phone number. After 20 rings your machine will then answer the call. When you hang up, your Response 123 is now switched on and will answer incoming calls.

To operate your answering machine from another phone

Call your Response 123 phone number.

After listening to the outgoing message, you will hear a beep, key in the security code 012. You will hear a beep. Now you can begin using the buttons below to operate the functions you require.

If you have no messages you will hear 4 beeps. You can still use other Remote Access functions.

Menu for remote access

Menu for remote access

- 1** Plays all messages.
- 2** Plays new messages only.
- 3** Deletes messages. Current message will be deleted during playback. If all messages have been played, you will hear 2 beeps. Press **3** button within 5 seconds and all messages will be deleted.
- 4** To record a new outgoing message. Speak your message after the beep.
Press **4** again to stop recording.
- 5** To record a memo message. Speak after the beep. Press **5** again to stop recording.
- 6** To switch your answering machine off.

- 7** To exit remote access.
- 8** To change the security code. Once you are in remote access mode and have heard the beep, Press **8**. A confirmation beep will sound. Enter your new 3-digit code, and you will hear 2 beeps as confirmation of the change.
- 9** Skips back to previous message.
- 0** To replay the current message.
- *** If you press ***** button twice during playback of messages, the unit beeps twice and stops playback. If you press ***** button once the unit beeps once and pauses playback.
- #** Skips forward to the start of the next message

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

Response 123 beeps upon power up

Check you have recorded an outgoing message. (see page 15)

Hear dial tone or recorded messages

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 Ringer equivalence number, page 23)
Check the ringer is not turned off. (See page 10)

Message Indicator does not light up

Check your Response 123 is correctly connected to the mains and that the power cord is inserted into the socket on the back of the machine.

If you forget your Remote Access code

There is a reset button on the back of your Response 123. When pressed, the product returns to its original settings.

There is a silence in the middle of recorded messages

You may have pressed MEMO/OFF and recorded a 'silent' message.

Outgoing message does not record

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

Incoming message does not record

Check that the memory is not full.

Your Response 123 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.

Customer helpline

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

Maintenance

General cleaning

Simply clean your Response 123 with a soft cloth. Do not clean with a wet cloth. Do not clean with abrasive materials or solvents as these may damage the unit.

Do not spray aerosol cleaners onto your Response 123. Avoid areas of high humidity. Keep out of direct sunlight.

Service

Within the warranty period

If you experience a problem with your Response 123 you should contact the BT Helpline, Lo-call 0845 769 7146 between 9am -5.30pm, Monday to Friday. Calls are charged at local call rates.

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

Outside the warranty period

If your Response 123 needs repair after the warranty period, call the BT Response Helpline on Lo-call 0845 769 7146 for help and information. Or call the repair centres on 01325 304346 or 01672 564444 between 9am and 4.30pm, Monday to Friday.

If you have to return your Response 123

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

Technical information

Official approval

The Response 123 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 PBXs.

You may not connect it:

- to shared service (party) lines
- as an extension to a payphone

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

Your Response 123 is intended for use when powered from the 9V power adaptor supplied, which conforms to EN 60950. Any other usage will invalidate the approval given to this apparatus if, as a result, it ceases to comply with EN 60950.

Ringer Equivalence Number (REN)

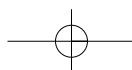
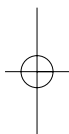
If you connect too many telephones or other devices to your telephone line, they may not ring correctly. To work out how many telephones and devices can be connected to your line, add together all the RENs of all the apparatus you wish to connect. If this exceeds 4, they may not ring or operate correctly. The REN of your Response 123 is 1.

If you are connecting your Response 123 to a PBX.

Your Response 123 is only approved for use with compatible PBXs. For a list of suitable PBXs, telephone BT on Freefone 0800 800 154. If you do not have a compatible PBX, the Response 123 cannot be guaranteed to operate correctly under every possible condition of connection.

Wall-mounting template

If wall-mounting your Response 123, use this guide to position 2, 5mm drill holes 75mm or 102mm apart, depending on your preference (one on top of the other).



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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 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	
	610237