



# User Guide

BT RESPONSE 123e

DIGITAL TELEPHONE ANSWERING MACHINE



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

# Key features



**Digital answering machine with up to 12 minutes recording capacity**

No need for tapes, all recordings are made digitally giving you fast and reliable access to your messages and memos.



**Remote access**

Listen to your answering machine messages from another phone, switch the answering machine on and off, even record a new outgoing message.



**Message counter**

Gives a clear indication of the number of messages/memos you have. Alerts you when the memory is full.



**Time saver**

During remote access, your Response 123e will answer after 2 rings if you have any messages, or after 6 rings if you don't. This allows you to hang up before your Response 123e answers, avoiding the cost of a call.



**10-number quickdial memory**

Store up to 10 phone numbers in the memory so you can easily dial your most commonly called numbers.



**Loudspeaker volume control**

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



**Call screening**

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

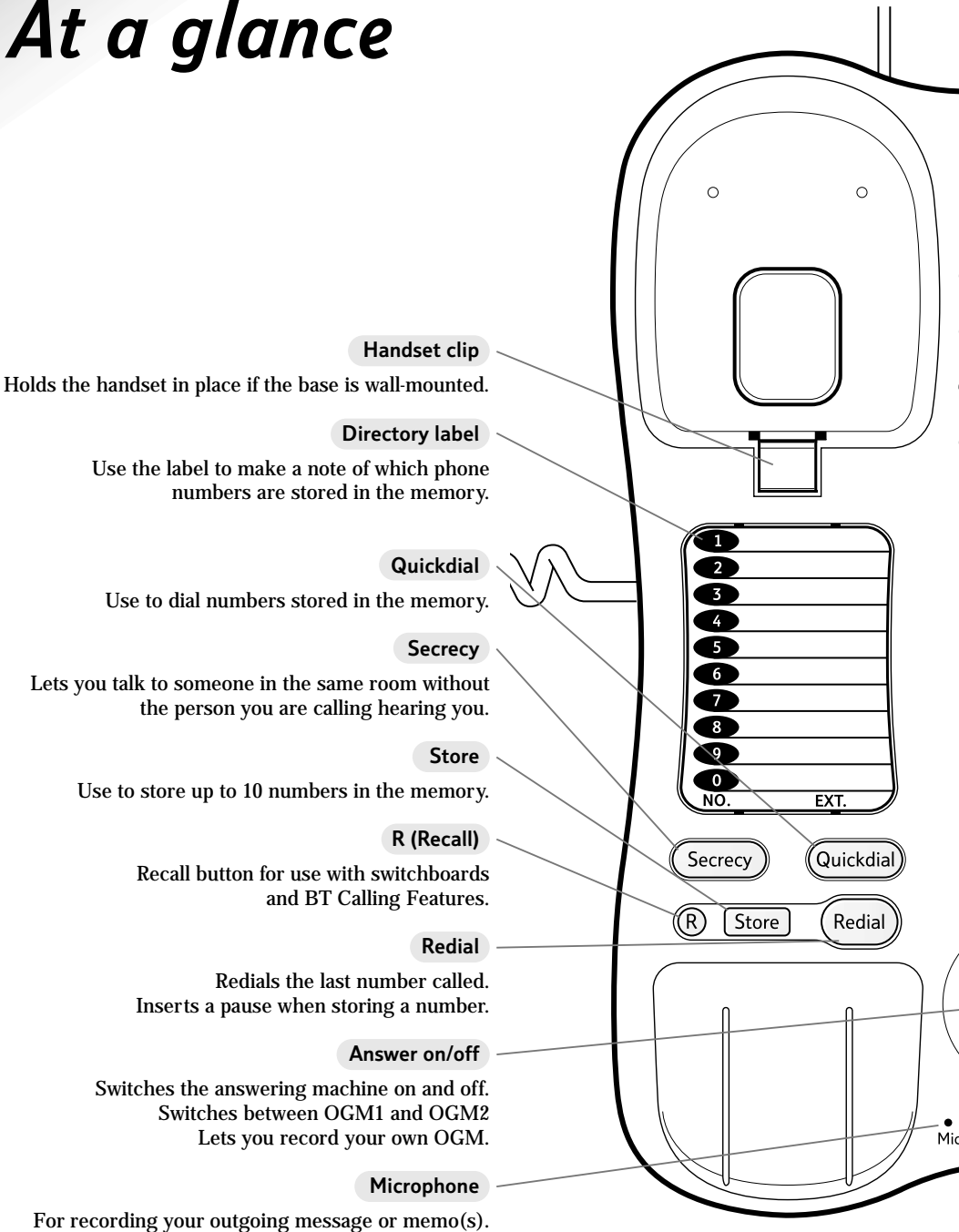


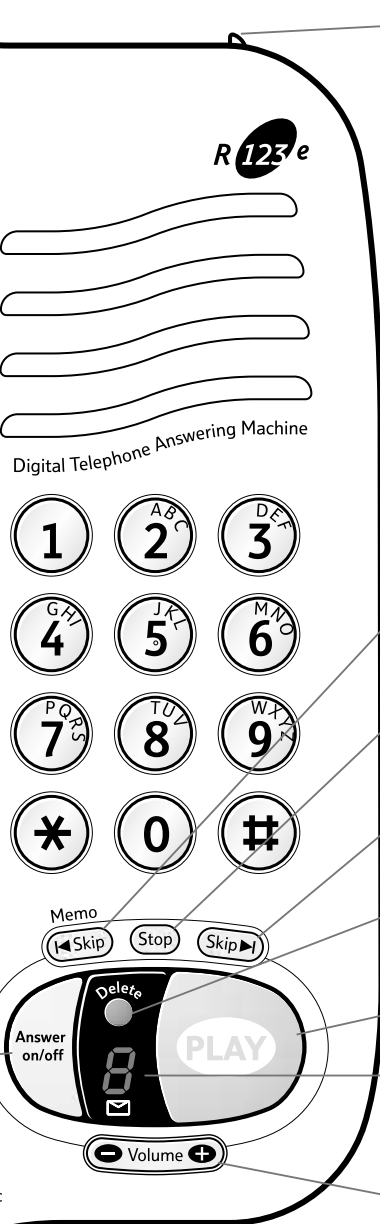
**Time/day stamp and voice prompts**

Your Response 123e announces the time and day each message was received. Voice prompts help you to operate your Response 123e more easily.

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

# At a glance





**Handset park**

To rest the handset during a call when your Response 123e is wall-mounted.

**◀ Skip/Memo**

Skip backward through your messages during playback. Press and *hold down* to record a memo.

**Stop**

Stops message playback. Lets you set and check the day and time.

**Skip ▶**

Skip forward through your messages during playback. Sets the number of rings before your answering machine answers.

**Delete**

Deletes individual or all messages. Lets you set and check the remote access security code.

**Play**

Press to play back recorded messages and memos.

**Message counter**

Indicates the number of messages/memos stored, whether the answering machine is on or off or if the memory is full.

**- Volume +**

Adjusts the loudspeaker volume for message playback and call screening.

# *In this guide*

There is also a detailed index on page 24 of this user guide

|   |           |   |           |
|---|-----------|---|-----------|
| <b>At a glance</b>                                | <b>1</b>  | <b>Remote access</b>                        | <b>17</b> |
| <b>Introduction</b>                               | <b>4</b>  | <i>Accessing your Response 123e</i>         | 17        |
| <i>Unpacking your Response 123e</i>               | 4         | <i>Operating your Response 123e</i>         | 18        |
| <i>For your records</i>                           | 4         | <b>Help</b>                                 | <b>20</b> |
| <i>Remote access security code</i>                | 4         | <b>General information</b>                  | <b>22</b> |
| <b>Safety information</b>                         | <b>5</b>  | <i>Guarantee</i>                            | 22        |
| <i>General</i>                                    | 5         | <i>Returning your Response 123e</i>         | 22        |
| <i>Environmental</i>                              | 5         | <i>Technical information</i>                | 23        |
| <b>Setting up</b>                                 | <b>6</b>  | <i>BT accessories and replacement items</i> | 23        |
| <b>Using the telephone</b>                        | <b>10</b> | <b>Index</b>                                | <b>24</b> |
| <i>Making and receiving calls</i>                 | 10        |   |           |
| <i>Using the memory to store and dial numbers</i> | 11        |   |           |
| <b>Using the answering machine</b>                | <b>12</b> |   |           |
| <i>Outgoing message</i>                           | 12        |   |           |
| <i>Receiving messages</i>                         | 14        |   |           |
| <i>Answer delay</i>                               | 14        |   |           |
| <i>Memos</i>                                      | 15        |   |           |
| <i>Playing your messages and memos</i>            | 15        |   |           |
| <i>Call screening</i>                             | 16        |   |           |

# Introduction

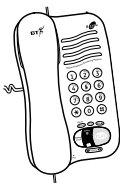
Your Response 123e has been designed for ease of use and made to the high standards set by BT. You can expect your Response 123e to give you many years of trouble-free service

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

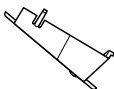
## Unpacking your Response 123e

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

Response 123e digital telephone answering machine with telephone line cord attached



Wall-mounting bracket



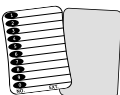
Plug-mounted 13 amp power adaptor (Item code: 871036)



Screws and wall plugs for wall-mounting



Remote access card and spare directory label



## For your records

Date of purchase:

---

Place of purchase:

---

Serial number:

---

Purchase price:

---

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

## Remote access security code

Your remote access security code is pre-set to 000.

If you change your security code, keep a reference of your new code here:



See 'Remote access' on page 17.

# *Safety information*

## **General**

- Simply clean your Response 123e with a damp (not wet) cloth, or an anti-static 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 your Response 123e. This could expose you to high voltages or other risks.

## **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 a 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.

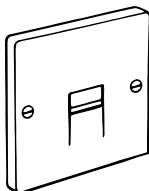
# Setting up

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

## Plan the location of your Response 123e

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

### 1 Check your telephone wall socket



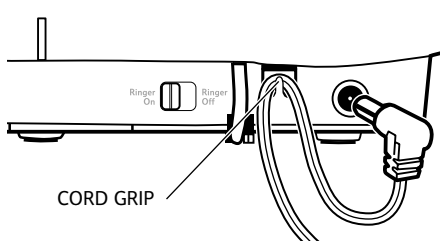
If you do not have a modern phone socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct one. This is a chargeable service.

For a full range of accessories and replacement items for BT products, call 0870 240 5522 or visit

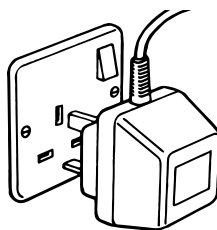


### 2 Plug the power cord into the back of the machine

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 and switch on



Your Response 123e will announce, "Answer on, answer delay, time saver." The message counter will flash between 0 (no messages) and C.

## 4 Set the day and time

Your answering machine informs you of the day and time each message was recorded, so it is important you set the answering machine clock.

If there is a power failure, the display will flash *C*. You will need to re-set the day and time.

**Stop** Press and *hold down* the **Stop** button until the current day is announced.

**◀Skip** Press and release the **◀Skip** and **Skip▶** buttons to move backwards and forwards through the days of the week.

**Stop** When the correct day is announced, press and release the **Stop** button to store.

The current hour is then announced.

**◀Skip** Press and release the **◀Skip** and **Skip▶** buttons to select the correct hour. Your Response 123e uses the 24-hour clock (“13” is 1pm, “14” is 2pm and so on).

**Stop** When the correct hour is announced, press and release the **Stop** button to store.

The current minute is then announced.

**◀Skip** Press and release the **◀Skip** and **Skip▶** buttons to select the correct minute.

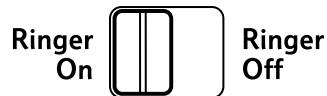
**Stop** When the correct minute is announced, press and release the **Stop** button. The clock is now set and your Response 123e announces the current day and time.

## To check the day and time setting

**Stop** Press the **Stop** button.

## 5 Set the ringer switch

The ringer switch is on the back of the base.

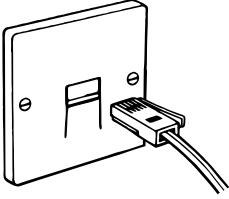


There are two settings:

**Ringer On** – The phone rings when you receive an incoming call.

**Ringer Off** – The phone does not ring when you receive an incoming call.

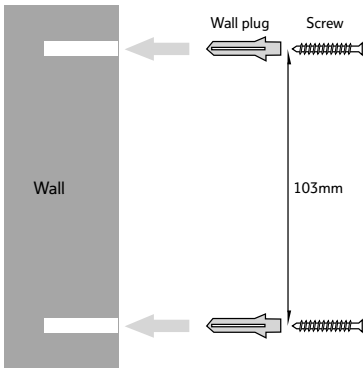
**6 Plug your Response 123e into a telephone socket**



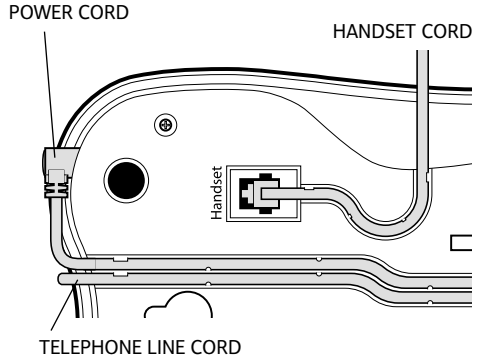
*Your Response 123e is now ready for use.*

**Wall-mounting your Response 123e (Optional)**

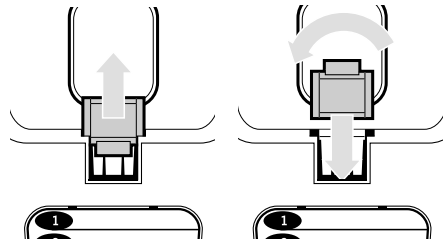
- 1 Using a 3mm bit, drill two holes in the wall 103mm vertically apart. Insert the wall plugs (if necessary) then screw in the screws, leaving a small gap between the screw heads and the wall.



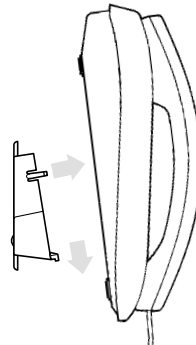
- 2 Route the line cord and power cord through the channels on the base of your Response 123e.



- 3 To prevent the handset from falling when the base is wall-mounted, you need to slide out the handset clip, rotate it 180° and re-insert it.



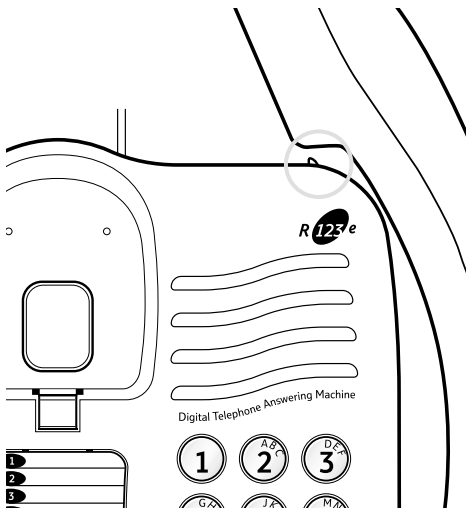
- 4 Fit the wall-mounting bracket to the base of the phone.



5 Place your Response 123e over the screw heads and gently slide down.

### Handset park

If your Response 123e is wall-mounted, if you move away from the phone during a conversation, you can rest the handset on the handset park, as shown.



### Helpline

*Should you have any problems setting up your Response 123e, contact the BT Helpline on **0870 605 8047**. (9am – 5.30pm, Monday to Friday and 9.30am – 2.30pm on Saturday).*

# Using the telephone

## Making and receiving calls

### To make and receive calls



To make a call, lift the handset. When the dialling tone can be heard, dial the phone number you require using the keypad.

To end the call replace the handset.

When you receive a call your telephone will ring (unless the ringer switch is set to **Ringer Off**, see page 7). Lift the handset to take the call.

### To redial the last number called

Lift the handset.

Redial

Press the **Redial** button. The last number called is dialled.

### Note

*If the last number dialled was longer than 32 digits it will not be held in the redial memory.*

### 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 **Secrecy** button. Your caller cannot hear you.

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

### To use the R (Recall) button

R

The **Recall** button is used with switchboards, certain **BT Calling Features** and other network services, such as telephone banking.

## Using the memory to store and dial numbers

Your Response 123e can store up to 10 phone numbers which can be dialled by pressing just 2 buttons. Each number can be up to 16 digits long.

### To store a number

#### 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 phone number you want to store.

Store

Press the **Store** button again.



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

The number is now stored and you can 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 123e 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


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

# Using the answering machine

## To switch the answering machine on and off

Your Response 123e is pre-set to record messages (Answer On).



Press the **Answer on/off** button to switch the answering machine off. You will hear “Answer off” and , along with the number of messages, will flash in the message counter.



Press the **Answer on/off** button to switch the answering machine on. You will hear “Answer on” and your current outgoing message is announced. The number of messages/ memos stored is displayed.

## To adjust the loudspeaker volume



Use the **- Volume +** button to increase and decrease the loudspeaker volume. The volume level is shown in the message counter.

## Outgoing message

The outgoing message (OGM) is the message a caller hears when your Response 123e answers a call.

Your Response 123e has two pre-recorded outgoing messages which you can switch between:

### OGM1 (Answer and record)

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

### OGM2 (Answer only)

*“Hello. Your call cannot be taken at the moment and you cannot leave a message, so please call later”.*

OGM1 allows callers to leave a message, whilst OGM2 does not.

You can use either of these outgoing messages or you may prefer to record your own (see ‘*To record your own outgoing message*’, on page 13).

## To switch between OGM1 and OGM2



Press and *hold down* the **Answer on/off** button. Your Response 123e will announce, *“Please select outgoing message”*.



OR



Press **◀Skip** for OGM1 or **Skip▶** for OGM2. The message for the OGM you have selected is announced. Your Response 123e then invites you to record your own OGM.



Press the **Stop** button. The OGM is set.




OR



Select the OGM you want to re-record by pressing **◀Skip** for OGM1 or **Skip▶** for OGM2. The current message for the OGM you have selected is announced. Your Response 123e then invites you to record your own OGM.



Press and *hold down* the **◀Skip** button to commence recording. After the beep, speak clearly about 15–30cm from the microphone. The message counter will flash  to indicate recording is in progress.

*Release* the **◀Skip** button to end recording. Your Response 123e will announce, *“Your outgoing message is...”* and will play the message back to you.

## To record your own outgoing message(s)

You can record your own outgoing messages for OGM1 and OGM2, each up to 3 minutes long.

### Note

*OGM2 is ‘Answer only’ so your version of this message should not invite callers to leave a message.*



Press and *hold down* the **Answer on/off** button. Your Response 123e will announce, *“Please select outgoing message”*.

## To check your outgoing message



Your current outgoing message is played back to you when you switch the answering machine on by pressing the **Answer on/off** button. If the answering machine is already on, press the **Answer on/off** button to switch it off, then press it again to switch it back on again and hear your current OGM. The message counter switches between *P* (message playback) and the currently selected OGM, eg. 2.

## To delete your outgoing message



Press and *hold down* the **Answer on/off** button.



OR



Select the OGM you want to delete by pressing **◀Skip** for OGM1 or **Skip▶** for OGM2.



During playback of your OGM press the **Delete** button.

Your Response 123e will return to the pre-recorded outgoing message (which is then announced).

## Receiving messages

In order to receive messages your Response 123e answering machine should be:

- Switched on. (See *'To switch the answering machine on and off'*, on page 12).
- Set to OGM1. (See *'To switch between OGM1 and OGM2'*, on page 13).

Callers can leave messages of up to 3 minutes long. However, your Response 123e 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.

## Indefinite back-up of messages

Your Response 123e will save all messages you receive indefinitely *until you delete them*. Your messages *will not be lost* in the event of a power cut or disconnection from the mains power.

## Memory full

If the answering machine memory becomes full the message counter will flash **F**. Your Response 123e will not record any more caller's messages and you will not be able to record a new outgoing message or record memos. If any of these functions are tried while the memory is full, your Response 123e will announce *"Memory full"*.

To clear space in the memory you will need to delete some or all of the messages. See *'To delete individual messages'*, on page 16.

## Answer delay


The answer delay is the number of times your Response 123e rings before answering calls. The answer delay is pre-set to 6 rings. You can choose from between 2 and 9 rings or Time Saver.

## 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 123e 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.

### To check the answer delay setting

 Press the **Skip▶▶** button. The current setting is announced and displayed in the message counter.

### To set the number of rings before your Response 123e answers calls


 Press and *hold down* the **Skip▶▶** button. The current setting is announced and displayed in the message counter.

*Release* the **Skip▶▶** button when the desired setting is displayed. Your Response 123e will announce the new setting.

## Memos

You can use your Response 123e to record memos which can be played back by another user. Memos are stored on the answering machine like caller's messages and can be any length up to the maximum recording time available (12 minutes).

### To record a memo

 Press and *hold down* the **◀Skip/Memo** button. Your Response 123e will announce, "*Please speak after the tone. To end recording release the button*". Speak your memo.


To end recording, *release* the **◀Skip/Memo** button.

## Playing your messages and memos

### Message counter

The number of messages stored on your Response 123e is displayed in the message counter, eg. 5. If you have more than 9 messages or memos stored, the message counter will flash 9.

### To play back messages and memos

 Press the **Play** button. Your Response 123e will announce the number of messages you have stored.

Your messages and memos are then played back in the order they were received and your Response 123e announces the day and time of recording.

*While your messages are being played back:*



Press the **◀Skip** button *once* to replay the current message, or *twice* to return to the previous message.



Press the **Skip▶** button to skip forward to the next message.



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

When you reach the last message you will hear, *“End of messages. To delete all messages, press delete”* and the message counter will count down from 8 to 0.

### 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”* and the next message will be played.

### To delete all messages

Wait until playback of all messages has finished and you hear *“End of messages. To delete all messages, press delete”*.



Within the 8 second countdown, press the **Delete** button. Your Response 123e announces, *“All messages deleted”*.

### Call screening

You can let your Response 123e 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.

To screen calls, make sure the answer machine is switched on and make sure the loudspeaker 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 choose to speak to the caller in person, pick up your handset. Your Response 123e will automatically stop recording and reset to answer new calls.

# Remote access

Remote access allows you to switch your Response 123e answering machine on and off and listen to your messages from any *Touchtone™* telephone.

## Accessing your Response 123e

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

The pre-set code is **000**. This can only be changed using your Response 123e telephone.

### To check your security code



Press the **Delete** button. Your Response 123e announces the current security code.

### To change your security code



Press and *hold down* the **Delete** button. You will hear, “*Security code setting*”.

*Release* the **Delete** button, you will hear “*First digit*” and the current setting is announced.



Use the **◀Skip** and **Skip▶** buttons to move up and down through the digits (0–9). Each number is announced as you skip through.



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

You will then hear, “*Second digit*” and the current setting is announced.

Choose the second digit using the same procedure and repeat again for the third.

When you have set all three digits, your new security code is announced.

## Operating your Response 123e

### To operate your Response 123e remotely



Call your Response 123e phone number.



After listening to the outgoing message press the ★ button on the phone you are using. 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”* and the messages are played, or *“You have no new messages”*. At the end of your messages your Response 123e announces *“To hear the main menu press 1”*.



You now have 8 seconds to enter the main menu before your Response 123e hangs up.

Follow the instructions in the main menu to control your answering machine (see *‘Remote access menu’*).

### 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.*

### Remote access menu



To hear the main menu.



To play all messages.



To play new messages.



*During playback:*

To skip back to the previous message.



To delete message currently being played.



To skip forward to the next message.



To switch your answering machine on or off.



To play the outgoing message menu.



To set a new security code.



To set the day and time.

### Note

*You can use the convenient Remote Access card, supplied with this phone.*

## 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 123e phone number. After 20 rings your machine will then answer the call. You can then access your Response 123e as described on the previous page.

To switch your answering machine on, press the 7 button from the remote main menu.



### Please note

*While listening to your outgoing message, pressing the 5 button will reset it to the pre-recorded outgoing message.*

# Help

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

## No dialling tone

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

## 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.

## The phone does not ring

Check the ringer is not turned off. (See page 7).

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

Are there too many other phones or faxes connected to the same line? (See *'How many telephones can you have?'*, on page 23.)

## You hear the dial tone or recorded exchange messages when storing numbers

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

## Message counter does not display anything

Check that mains power adaptor is correctly connected to the wall socket and the phone.

## Outgoing message does not record

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

Check that the memory is not full.

## Incoming messages do not record

Check that answering machine is set to **Answer on**. (See page 12).

Check that answering machine is set to **OGM1**. (See *'Outgoing message'* on page 12).

Check that the memory is not full.

## You cannot hear your messages during playback

The loudspeaker volume may be set too low. Increase the volume using the **Volume +** button.

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

This may be a message recorded by accidentally pressing the **Memo** button. Delete as you would a normal message. (See page 16).

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

Press the **Delete** button. The current access code is announced. (See page 17).

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

Check the phone you are using is a *Touchtone™* phone or is set to tone dialling.

Check you are using the correct security code. (See page 17).

When entering your code, make sure you allow enough time, at least 2 seconds, between digits for your Response 123e to recognise each one.

Some cordless telephones and payphones are not compatible.

### **The display flashes with a C**

There may have been a power cut, or your Response 123e may have been disconnected from the mains power. A flashing *C* means you need to re-set the day and time, follow the instructions on page 7.

### **Noise interference coming through the loudspeaker**

This may be caused by a mobile or cordless phone being placed too near to your Response 123e.

#### **Helpline**

*Should you have any problems setting up your Response 123e, contact the BT Helpline on **0870 605 8047**. (9am – 5.30pm, Monday to Friday and 9.30am – 2.30pm on Saturday).*

# 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 123e, 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 123e please read the Help section or call the Helpline on **0870 605 8047**. Calls are charged at national 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 **0870 605 8047** for information on our recommended repair agents.

## If you have to return your Response 123e

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 123e 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.

### 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.

## BT accessories and replacement items

For a full range of accessories and replacement items for BT products, call 0870 240 5522 or visit



# *Index*

|                     |    |                           |    |
|---------------------|----|---------------------------|----|
| Adaptor             | 6  | Mains power               |    |
| Answer delay        | 14 | adaptor                   | 6  |
| checking            | 15 | cord                      | 6  |
| setting             | 15 | socket                    | 6  |
| Time saver          | 14 | Making calls              | 10 |
| Answering machine   |    | Memory                    |    |
| switching on/off    | 12 | dialling                  | 11 |
| Call screening      | 16 | changing                  | 11 |
| Day and time        |    | storing                   | 11 |
| check               | 7  | inserting a pause         | 11 |
| setting             | 7  | Memory full               | 14 |
| Delete              |    | Memos                     | 15 |
| all messages        | 16 | recording                 | 15 |
| individual messages | 16 | playing                   | 15 |
| outgoing message    | 14 | Message counter           | 15 |
| Directory label     | 11 | Messages                  |    |
| Guarantee           | 22 | playing                   | 15 |
| Handset clip        | 8  | deleting                  | 16 |
| Handset park        | 9  | skip forward/backward     | 16 |
| Help                | 20 | Number of rings (set)     | 15 |
| Helpline            | 9  | On/off, answering machine | 12 |
| Location of product | 6  | Outgoing message (OGM)    | 12 |
| Loudspeaker volume  | 12 | deleting                  | 14 |
|                     |    | checking                  | 13 |
|                     |    | recording                 | 13 |
|                     |    | selecting                 | 13 |
|                     |    | Pause                     | 11 |

|                                 |    |                              |    |
|---------------------------------|----|------------------------------|----|
| Play messages                   | 15 | Setting up                   | 6  |
| R (Recall)                      | 10 | Store a number               | 11 |
| REN (Ringer Equivalence Number) | 23 | Switchboard compatibility    | 23 |
| Receiving calls                 | 10 | Technical information        | 23 |
| Receiving messages              | 14 | Time saver                   | 14 |
| memory full                     | 14 | Time-set                     | 7  |
| message back-up                 | 14 | Troubleshooting (See 'Help') | 20 |
| message length                  | 14 | Unpacking                    | 4  |
| Record                          |    | Volume                       |    |
| memo                            | 15 | loudspeaker                  | 12 |
| own outgoing message            | 13 | ringer                       | 7  |
| Redial                          | 10 | Wall socket                  | 6  |
| Remote access                   | 17 | Wall-mounting                | 8  |
| accessing your Response 123     | 17 |                              |    |
| menu                            | 18 |                              |    |
| operating your Response 123     | 18 |                              |    |
| security code                   | 17 |                              |    |
| switching answering             |    |                              |    |
| machine on/off                  | 19 |                              |    |
| Returning your Response 123e    | 22 |                              |    |
| Ringer switch                   | 7  |                              |    |
| Rings (set number of)           | 15 |                              |    |
| Safety information              |    |                              |    |
| environmental                   | 5  |                              |    |
| general                         | 5  |                              |    |
| Screening calls                 | 16 |                              |    |
| Secrecy                         | 10 |                              |    |
| Security code                   |    |                              |    |
| changing                        | 17 |                              |    |
| checking                        | 17 |                              |    |
| Set day and time                | 7  |                              |    |
| Set number of rings             | 15 |                              |    |



### **R&TTE 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).

### **Declaration of Conformance**

Hereby, Suncorp Technologies, declares that this Response 123e is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Response 123e is published on the web site:

<http://www.suncorptech.com/bt>

Visit us at [www.bt.com](http://www.bt.com)



## Offices worldwide

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

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