



Response 12

Digital Answering Machine



User Guide

At a glance

Volume - +

Adjusts the volume of message playback.

Delete

Lets you delete individual messages or all messages.

Answer on off

Switches the answering machine on and off.

Batt. Low

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

Memo / ◀ Skip

Lets you record a memo message.

Skips back through your messages during playback.

Play / ▶ skip

Lets you play back recorded messages and memos.

Skips forwards through your messages during playback.

Stop

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

OGM

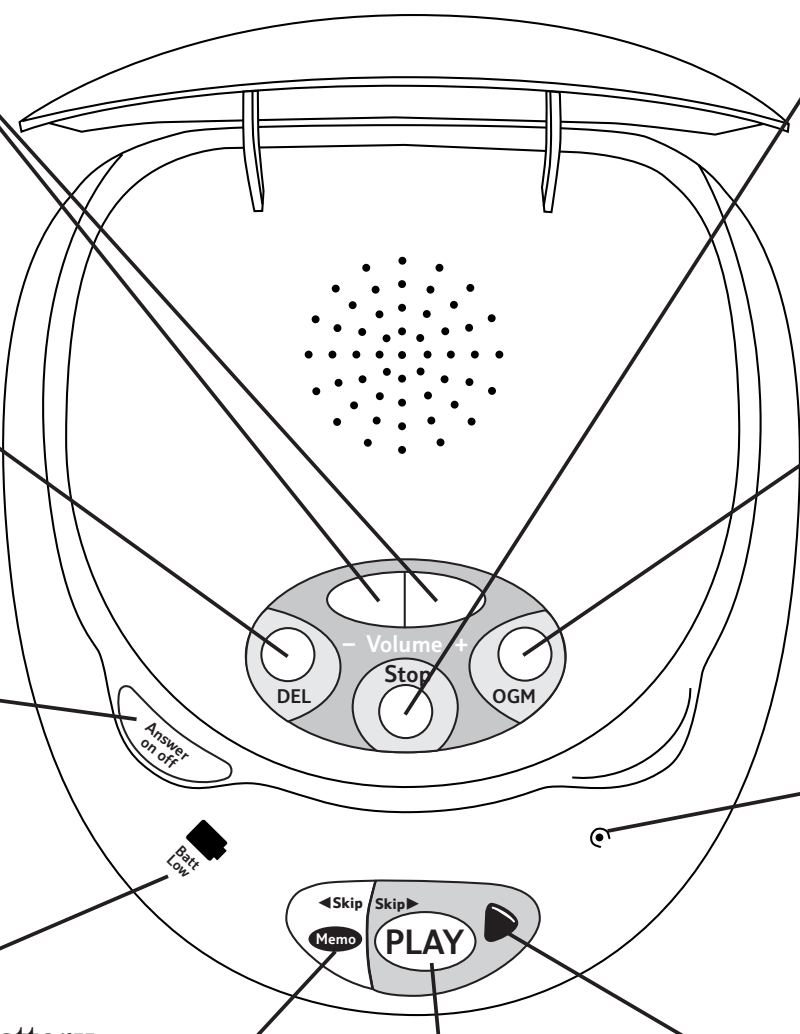
Use to record and check your personal outgoing message.

Microphone

For recording your outgoing message or memo.

Message Indicator

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



Key features

11 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.

16 step electronic volume control

Lets you set the loudspeaker volume for message playback.

Remote access

You can ring your Response 12 from another phone and switch it on or operate it to play back your messages.

Time Saver

This means that your Response 12 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 12 answers, therefore avoiding the cost of a call.

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 12 record a message.

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Introduction

Your Response 12 has been designed for ease of use and made to the high standards set by BT.

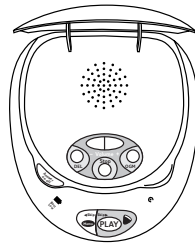
You can expect your Response 12 to give you many years of trouble-free service.

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

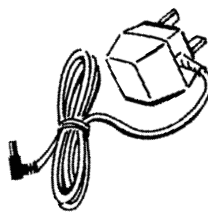
Unpacking your Response 12

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

- Response 12 digital answering machine



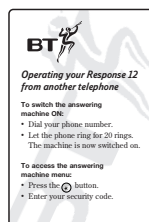
- Plug mounted, 13 amp mains adaptor



- Screws and wall plugs for wall mounting



- Remote access card



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.

Keep a reference of your Remote Access Security Code here

See Using Remote Access, *page 11*.

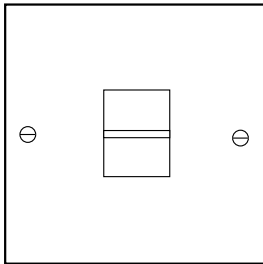
Setting up

Follow these steps to set up your Response 12 ready for use.

Plan the location of your Response 12

Situate your Response 12 close enough to the phone and mains power sockets so that the cables will reach.

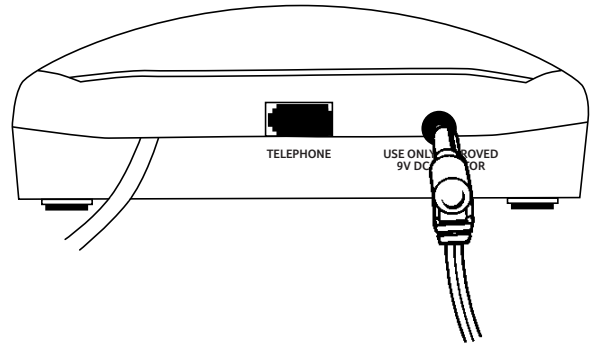
1 Check your telephone wall socket



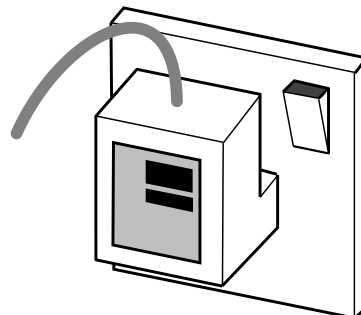
If you do not have a modern phone socket, call **Freephone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

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

To prevent the mains cable being pulled out accidentally, route the cable through the channel on the base of your Response 12.



3 Plug the adaptor into a mains power socket

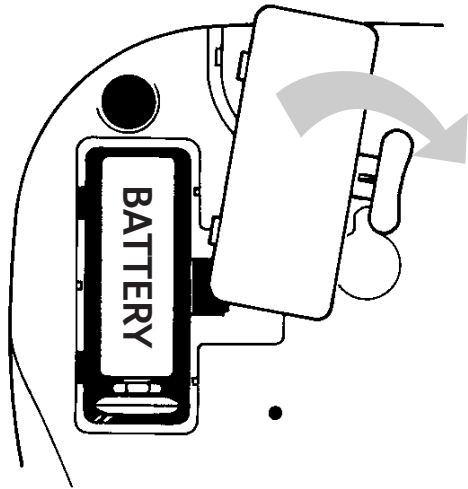


The message indicator will light up and your Response 12 will beep. This is a prompt for you to record your outgoing message. (See page 8.)

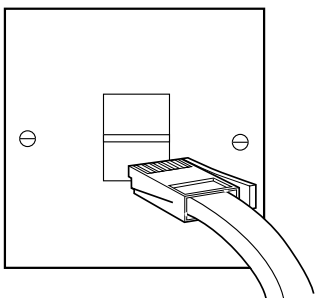
4 Insert the back up battery

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

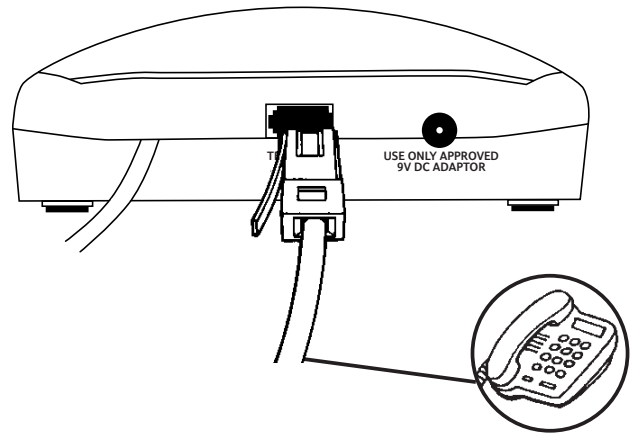
If the back-up battery runs out, or no battery is fitted, then in the event of a power failure your Response 12 will revert to its original settings and messages will be lost.



5 Plug your Response 12 into a telephone socket



6 You can now plug your telephone into your Response 12



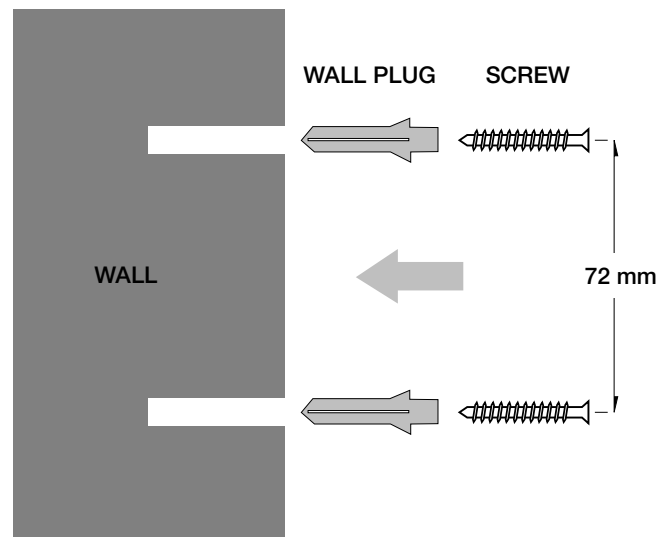
You will now be able to use your telephone as normal.

Your Response 12 is now ready to use.

7 Wall mounting your Response 12

Use the template on page 16 to drill holes in the wall. Leave a small gap between the screw heads and the wall.

Place your Response 12 over the screw heads and slide down.



Customer Helpline

*If you have problems with your machine,
call the BT Helpline Service,
Lo-call 0845 769 7146.*

Safety instructions

- Use only the power adaptor supplied.
- There is a slight chance that your answering machine could be damaged by an electrical storm. We recommend that you unplug your Response 12 from the mains power and telephone line socket during storms.
- Do not place your Response 12 on untreated antique furniture.
- Do not use your Response 12 in damp, humid conditions such as bathrooms.
- Do not expose the equipment to fire or water.
- Disconnect the telephone line before inserting the back-up battery (9v 6LR61 not supplied).

Using your Response 12

Answering machine controls

To switch the answering machine ON and OFF

Press buttons in the order shown

Answer on off

You can switch your Response 12 on or off by pressing the **ANSWER ON/OFF** button.

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

When set to **ANSWER OFF** your Response 12 does not delete messages.

To adjust the loudspeaker volume

Lift the lid to adjust the volume of the loudspeaker.

Volume +

To increase the volume.

- Volume

To decrease the volume.

Outgoing message

The outgoing message is the message a caller hears when your Response 12 answers a call.

You **must** record your own 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 12 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 two minutes long.

Lift the lid of your Response 12.

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

Release the **OGM** button.

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

To end recording press the **STOP** button. Your Response 12 will automatically play the message back to you.

The machine is now **ON** and ready to take messages.

OGM

Stop

To check your outgoing message

Lift the lid of your Response 12.



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 8.

Receiving messages

After following the set-up procedure your Response 12 is ready to receive messages.

Your Response 12 answers the call after 6 rings if you have no messages. After your first message is recorded your Response 12 answers subsequent calls after 2 rings (see Remote Access, *page 11*).

A caller can leave a message of up to 2 minutes long.

Response 12 will terminate a call under certain conditions:

- If a caller paused for more than 6 seconds when leaving a message.
- If the memory becomes full during recording.
- If the length of the incoming message is longer than 2 minutes.

Message indicator

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

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

If the memory is full

When the memory is full the message indicator will flash rapidly.

Your Response 12 will not answer any calls, allow you to record a new outgoing message or record memo's until you have deleted some or all of the messages. If any of these functions are tried whilst the memory is full you will hear 4 error beeps.

To record a memo message

You can use your Response 12 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.

Lift the lid.

Press and hold until you hear the beep then start speaking your memo.

To end the recording press the **STOP** button. A beep confirms the recording has stopped.



To play back messages and memos

Press buttons in the order shown



When the red light is flashing: 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 go back to the previous message.



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

To delete messages

While your messages are being played back.

Lift the lid of your Response 12.



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

To delete all messages

Lift the lid of your Response 12.



Wait until playback of all messages has finished. Within 8 seconds press and hold the delete button.



After you hear 2 beeps release the delete button.

All messages will be deleted.

To stop playback

While your messages are being played back.

Lift the lid of your Response 12.



Press the **STOP** button. Playback stops.

Call screening

You can let your Response 12 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.

Press the **ANSWER ON/OFF** button to switch your Response 12 on.

Make sure the volume is set to an audible level.

When the phone rings, let your 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.

The Response 12 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 12 requires you to enter a 3-digit Security Code before you can play back your messages.

The pre-set code is 012. This can be changed via Remote access only.

To switch on your Response 12 from another phone

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

KEYPAD

Ring your Response 12 phone number. After 20 rings your machine will then answer the call.

When you hang up, your Response 12 is now switched on and will answer incoming calls.

To operate your Response 12 remotely

KEYPAD

Call your Response 12 phone number.

0

After listening to the outgoing message key in the Security Code **012**. A beep tone will sound.

1

2

On hearing the beep you can begin using the buttons below to access the function you require.

Menu for Remote Access

1

Plays all messages.

2

Plays new messages only.

3

Plays outgoing message.

During Playback:

3

Current message being played will be deleted. If all messages have been played you will hear 2 beeps, if you press the **3** button within the next 5 seconds all messages will be deleted.

4

To record a new outgoing message. After the beep start recording a new message. Press **4** again to stop recording.

5

To record a memo message. After the beep start recording. Once you have finished recording your memo 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, you will hear 2 beeps as confirmation of the change.

9

Skips back to previous message.

0

To replay the current message.

*

Stops or pauses play during message.

#

Skips forward to the start of the next message.

Help

If you have any problems using your Response 12, this section gives you the most common solutions.

LED does not light up.

Check that your Response 12 is correctly connected to the mains and that the power cable is inserted into the socket on the back of the machine.

Outgoing message is not clear.

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

Incoming message does not record.

Check the Response 12 is set to 'Answer on'.

Check you have recorded an outgoing message.

Check that the memory is not full.

Response 12 beeps upon power up.

Check that you have recorded an outgoing message.

Battery Lowlight remains illuminated.

Check that you have a back up battery inserted or that the battery has not run out.

Customer helpline

Should you still have problems with your machine, call the BT Helpline Service, **Lo-call 0845 769 7146.**

Maintenance

General

Simply clean your Response 12 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 12.

Service

Within guarantee

If you experience a problem with your Response 12 you should contact the BT Helpline, **Lo-call 0845 769 7146**. Calls are charged at local call rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

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

Outside warranty

If your Response 12 needs repair after the warranty period has ended, call the Response Helpline on **Lo-call 0845 769 7146** for information on our recommended repair agents.

If you have to return your Response 12

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

Official approval

The Response 12 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.

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 12 and the majority of telephones in the UK (unless otherwise marked) is 1.

If you are connecting your Response 12 to a PBX

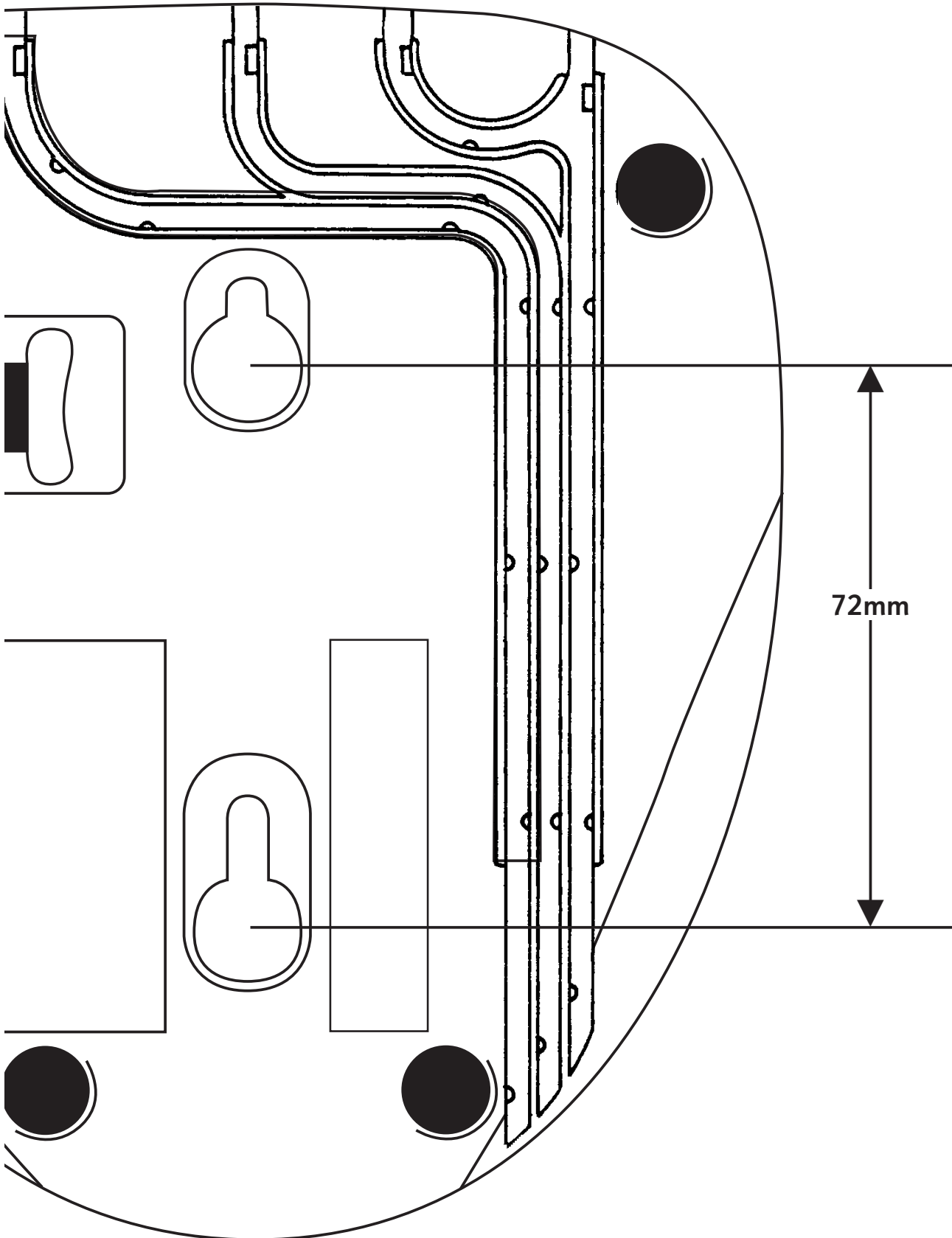
Your Response 12 is only approved for use with compatible PBXs. For a list of suitable PBXs, telephone BT Helpline Service on **Lo-call 0845 769 7146**.

The Response 12 has been approved to Commission Decision 98/482/EC for Pan-European connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of any problems, you should contact the BT Helpline, **Lo-call 0845 769 7146**.

The Response 12 has been designed to work in the UK, using the UK plug and socket system for network connection. There are no known problems of compatibility with any of the other European networks notified under Commission Decision 98/482/EC, but any such queries should, in the first instance, be referred to the BT Helpline, **Lo-call 0845 769 7146**.

Wall mounting template



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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.

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



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