

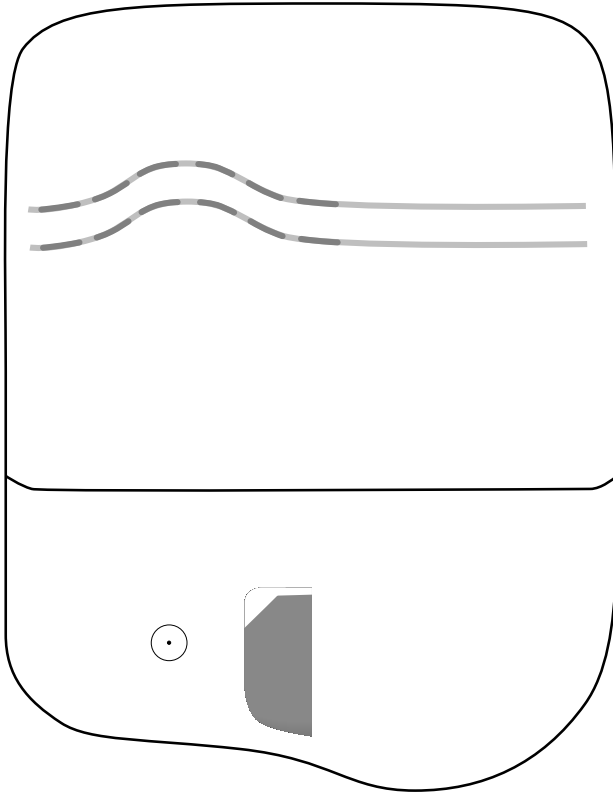


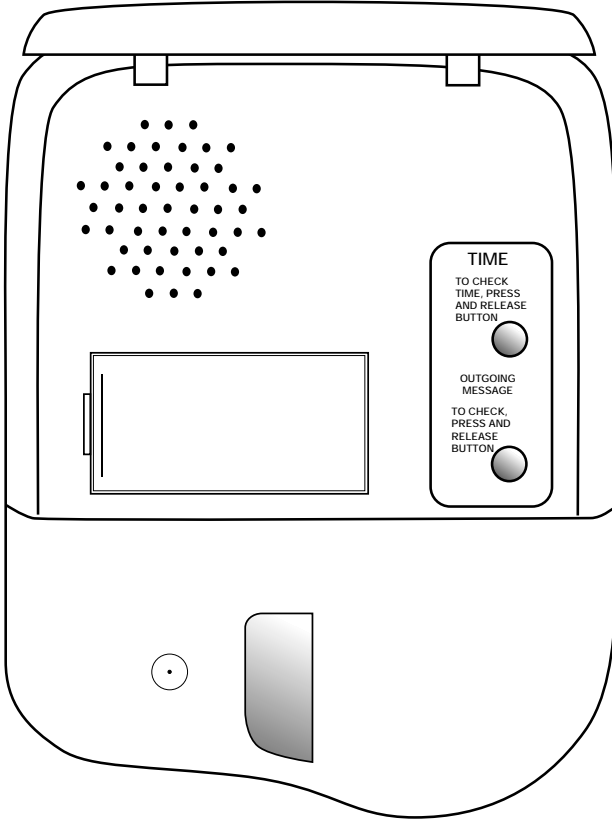
# *Response 55*

*User guide*



*Please open this page for an “at a glance” guide to your Response 55 answering machine.*





# *In this guide*

<i>At a glance</i>	<i>1</i>
<i>Introduction</i>	<i>3</i>
<i>Setting up</i>	<i>4</i>
<i>Using your Response 55</i>	<i>7</i>
<i>Help</i>	<i>17</i>
<i>Technical information</i>	<i>19</i>
<i>Index</i>	<i>21</i>

**Hints and tips boxes**

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

# *Introduction* *Your Response 55* *answering machine is designed for ease of use and* *made to the high standards set by BT.*

We thank you for making the right choice and expect that your machine will give you many years of quality service.

## **Customer Helpline**

*If you have problems with your machine, call the Response 55 Helpline Service, Lo-call 0345 585589.*

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

## *For your records*

Date of purchase:

Place of purchase:

Serial number (on base of answering machine):

Purchase price:

(for warranty purposes, proof of purchase is required, so please keep your receipt)

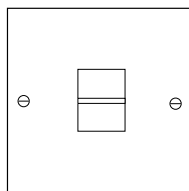
# Setting up

*Follow these steps to get your Response 55 ready to use.*

Check that your Response 55 is complete. When you unpack you must have:

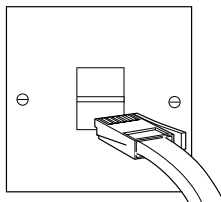
- Response 55 answering machine with telephone line cord attached
- 13 amp 760 mains power adaptor plug
- Screws and Rawlplugs for wall mounting

## *1 Check your telephone wall socket*



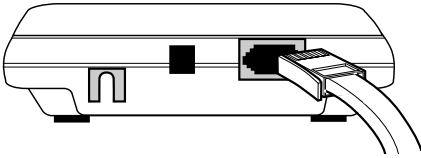
If you do not have a modern style socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

## *2 Plug your Response 55 into the telephone wall socket*



### *3 Plug your telephone line cord into the back of the machine*

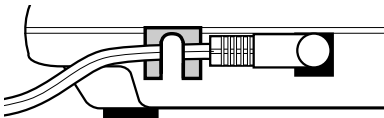
You have already connected your Response 55 to your phone socket. Now plug your telephone's cable into the socket on the back of the unit.



### *4 Plug the mains adaptor cord into the back of the machine*

Place the adaptor cord behind the clip on the back of the unit to prevent it being pulled out accidentally.

*Failure to use the adaptor (760) supplied may result in damage to the product.*



### *5 Now plug the mains adaptor plug into a convenient mains socket*

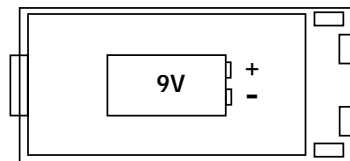
- The display shows 3 lines flashing “≡” for 8 seconds. Then the display will show “0” flashing slowly.
- Press any button to stop “0” flashing.

*Your Response 55 is now ready to accept messages*

### *6 Insert battery (for back-up only)*

BT recommend that you insert an alkaline PP3 9V battery (not supplied) to provide up to 6 hours back-up. This will ensure messages are saved in the event of power failure.

Place the battery in the compartment under your Response 55's cover.



*The battery compartment must be fully closed for the battery to operate.*



*Your Response 55's spot LED, located beside the number display, indicates battery strength.*

*The LED will light up when the battery power is low. It also remains lit when no battery is inserted.*

### **Electrical storm warning**

#### *Note 1.*

*During electrical storms, you are advised to disconnect your apparatus because damage may occur.*

#### *Note 2.*

*If a fault occurs during the 12-month warranty period and it is due to accidental or wilful damage (including lightning and electrical damage), BT will not replace or repair the equipment free of charge.*



- When you hear the correct hour, release the **TIME** button. Your Response 55 announces the hour you have set.

You can now set the current minute.

- Press and hold the **TIME** button again. Your Response 55 will announce the currently set minute.
- Still pressing the **TIME** button, press the ► and ◀ buttons to skip forward and backward through the minutes.
- When you hear the correct minute, release the **TIME** button. Your Response 55 announces the day and time you have set.

After setting the time and day your machine will automatically return to answer on mode.

**To check the day and time setting**

- Press the **TIME** button. Your Response 55 will announce the currently set day and time.

*The time on your Response 55 is announced using the 12-hour clock. Be sure to hold down the ◀ or ► buttons long enough for your Response 55 to say whether it is AM or PM.*

## *Recording your outgoing message*

The outgoing message is the message a caller hears when your Response 55 answers a call.

*Your Response 55 has a pre-recorded outgoing message which announces: "Hello, your call cannot be taken at the moment, so please leave your message after the tone." This message remains in the memory and cannot be deleted. You can, however, record your own outgoing message to replace it.*

*Your Response 55 has a total recording capacity of 14 minutes for outgoing messages, incoming messages and memos. Your outgoing message is limited to 2 minutes. We do, however, recommend that you keep it brief to allow more time for recording incoming messages.*

TO CHECK,  
PRESS AND  
RELEASE  
BUTTON



- Press and hold the **OUTGOING MESSAGE** button. Your Response 55 beeps and the display flashes "r".

- You can now record your outgoing message. Speak clearly 15 to 20cm from the in-built microphone. Make sure you hold down the **OUTGOING MESSAGE** button while you record the entire message.

*Your outgoing message may sound something like this: "Hello, I'm sorry I can't take your call at present. If you would like to leave a message, please speak after the tone."*

- When you have recorded your message, release the **OUTGOING MESSAGE** button.
- Your Response 55 will automatically play back your message, then beep to confirm the recording.
- Your Response 55 then returns to answer-on mode.

To re-record your outgoing message, repeat this procedure.

#### To check your outgoing message

- Press the **OUTGOING MESSAGE** button. Your Response 55 beeps and your outgoing message is played back to you.
- Your Response 55 beeps and then returns to answer-on mode.

#### To delete your outgoing message

You can delete your outgoing message and return to your Response 55's pre-recorded outgoing message.

- Press the **OUTGOING MESSAGE** button. Your outgoing message is played back to you.
- While the message is playing, press the **DELETE** button.
- Your Response 55 beeps and the pre-recorded outgoing message is played back.
- Your message is now replaced by your Response 55's pre-recorded outgoing message.

## Switching the answering machine on and off



- Press the **ANSWER ON/OFF** button; your Response 55 will announce: “*answer off*”.  
Display shows a single dash ( - ).
- Press the **ANSWER ON/OFF** button again. Your Response 55 will announce: “*answer on*”.  
The display shows: **0** or the number of messages recorded.

## Receiving messages

Your Response 55 will automatically record an incoming call when it is connected to your phone socket (see *Setting up*, page 4) and set to answer-on.

*2 minutes is the maximum time allowed for each incoming message. If the maximum message length is reached then it will announce, ‘Thank you for calling’ and disconnect the line. If the memory is full then it will announce, ‘Memory full thank you for calling’ and disconnect the line.*

*Your Response 55 can record up to 59 messages and memos, or 14 minutes, in its digital memory. If the memory capacity is full, ‘F’ flashes on the display and your Response 55 will not answer further calls.*

*If your Response 55 memory capacity is full, you can still access your messages remotely by phoning and waiting for 20 rings. The unit will then play the outgoing message and announce ‘Memory full’. It will then wait for 8 seconds to allow for remote access (see page 15). If no action is taken, the Response 55 will announce ‘Thank you for calling’ and disconnect the line.*

## To play back a message



- Press the **PLAY/PAUSE** button, your Response 55 will announce “*You have X messages*” then the message (eg “*message one*”).
- Your message will then be played back followed by the day and time it was received.

If you have more than 1 message, they will all be played back in the order in which they were received. After playing back each message, your Response 55 will announce the day and time it was received.

When all your messages have been played back, your Response 55 announces “*end of messages*”.

*When in answer-on mode, your Response 55’s LED display will show the number of messages you have, up to a total of 9. If you have more than 9 messages, the display shows a flashing 9.*

## To skip forward or backward through messages

When playing back messages, you can skip forward to the next message or backward to the start of the current message or previous messages.



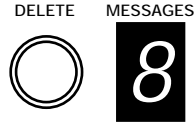
- Press the **PLAY** button. Your Response 55 announces the message (eg “*message one*”).
- Your message will then be played back.
- While the message is being played back, press the ► button to skip forward to the beginning of the next message.
- Press the ◀ button once to return to the start of the current message, press it twice to skip to the start of the previous message.

## To pause during playback



- During playback, press the **PLAY/PAUSE** button.
- Message is paused, display flashes “P”.
- A beep is heard every 10 seconds.
- Press the **PLAY/PAUSE** button to resume playback.

## To delete all messages



Following playback of messages, your Response 55's display will count down from 8 to 0. During this time you can delete all the stored messages.

- Press the **DELETE** button while the display is counting down from 8 to 0. Your Response 55 will announce “*all messages deleted*”.

Your Response 55 then continues the countdown from 8 to 0, before returning to answer-on mode.

## To delete individual messages

- Press the **PLAY** button to play back your messages.
- When the message you wish to delete is playing, press the **DELETE** button. Your Response 55 announces “*message deleted*”.
- Repeat this procedure to delete any further messages.

*If you press the **STOP** button at any time during the countdown, all messages will be saved.*

## Setting the answer delay

Answer delay sets the number of times your Response 55 will ring before answering a call.

### Time saver

*Your Response 55 is pre-set to TIME SAVER. This means that during remote access if any messages have been recorded your Response 55 will answer after only 2 rings. If there are no messages, it will answer after 6 rings, thereby allowing you to hang up and avoid the cost of a call.*

### To change the answer delay



- Press and hold the ► button. Your Response 55 announces the current answer delay setting, while display shows the setting.
- Keep holding the ► button. Your Response 55 announces the answer-delay options: “**TIME SAVER, 2, 3, 4, 5, 6, 7, 8, 9**”.
- When you hear your desired setting, release the ► button. After 2 seconds your Response 55 announces the new answer-delay setting and returns to answer-on mode.

## Setting the message alert

Your Response 55 will display the number of messages left. It will also beep to let you know that new messages have been left.

### To switch the message alert on/off



- Press and hold the ◀ button. Your Response 55 will announce “*Message alert off*”. Display shows 0. Message alert is now off.
- Press and hold the ◀ button again. Your Response 55 will announce: “*Message alert on.*” Display shows 0. Message alert is now on. A beep will be heard every 6 seconds when new messages have been left.

*When message alert is selected, the beep is silenced by playback of messages and memos.*

When you have made your selection, your Response 55 returns to answer-on mode.

## Recording a memo

You can use your Response 55 to record a memo to be played back later.

### To record a memo



- Press and hold the **MEMO** button. Your Response 55 will beep. The display flashes “r”.
- Speak clearly into the in-built microphone.
- When you have completed your memo, release the **MEMO** button.
- Your Response 55 will beep again.

Your memo is now stored and can be played back later.

*Your Response 55 stores a memo and treats it in the same way as an incoming message.*

*To play back, delete or skip forward or backward through memos. Follow the instructions for playing back messages (pages 11 to 12).*

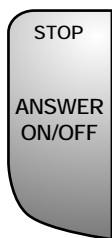
## Call screening

Your Response 55 can answer an incoming call for you, allowing you to identify the caller and decide whether to take the call.

- Make sure that the volume is set to an audible level.
- Allow the incoming call to be answered by your Response 55 as normal. You will hear the caller begin to leave a message.
- If you decide to take the call, lift the handset and you can speak to the caller as normal.
- Recording will stop automatically.

*If, when you lift the telephone handset, your Response 55 does not stop recording, either replace the handset and lift again, or press the **ANSWER ON/OFF** button.*

## Using the stop button



Pressing the **STOP** button will cancel any function currently in progress.

After pressing the **STOP** button your Response 55 will return to answer-on mode.

## Remote access

You can switch on your Response 55 from another telephone or play back messages and memos using a *Touchtone*<sup>™</sup> keypad.

### To switch on your Response 55

If you have gone out and left your Response 55 off then you can turn your machine on from a remote phone.

- Ring your answering machine as normal.
- Let your telephone ring 20 times. Your Response 55 will then answer as normal.
- Hang up the phone. Your Response 55 is now switched on and will answer calls.

### To play back messages

- Ring your answering machine as normal.
- Using a *Touchtone*<sup>™</sup> keypad, during or after the outgoing message, press the ★ button. You will then hear 2 beeps.
- The display flashes 'A'.

- Enter your security code using the keypad. After entering the first digit, wait for the confirmation beep before entering the second digit. After the second digit your Response 55 announces: “You have X messages” and starts to play them.

### Security code

*Your Response 55's security code is factory set and cannot be changed.*

*Your code is printed under the lid of your Response 55.*

*Your Response 55 allows 2 attempts at entering a security code. It will then beep 4 times before announcing “Thank you for calling” and hang up.*

You can now play back, delete or skip forward and backward through your messages using the keypad as follows:

- 2 - Play or pause/resume playback of messages.
- 5 - Delete individual messages during playback or *all* messages at the end of message playback.
- 4 - Skip backward through messages.
- 6 - Skip forward through messages.

As your Response 55 plays back messages or memos, it will announce the day and time they were recorded.

*If you pause during playback of messages, your Response 55 will beep every 10 seconds. If you do not resume playback within 60 seconds, your Response 55 announces “Thank you for calling” and returns to answer-on mode.*

*During remote access you can skip forward and backward through messages as many times as you like. However, your Response 55 will only allow messages to be played back in full 3 times. It will then announce “Thank you for calling” and return to answer-on mode.*

*To save all incoming messages and memos, replace the handset. Messages are saved and your Response 55 returns to answer-on mode.*

If you have no messages, you will hear the announcement: “You have no messages.”

# *Help* If you have any problems using your Response 55, this section gives you the most common, easy-to-follow solutions.

## **No dialling tone on telephone**

Check that your telephone is correctly connected to the socket on the back of the machine and that your Response 55 is connected to your phone socket.

## **LEDs do not light up**

Check that your Response 55 is correctly connected to the mains power socket and that the power is switched on. Check that the adaptor cable is inserted into the socket on the back of the machine.

## **Outgoing message does not record**

Speak clearly, close enough (15-20cm) to the microphone when recording your message.

Make sure the memory is not full. When the memory is full, the display will flash "F".

## **Incoming message does not record**

Make sure your Response 55 is set to answer-on mode and that the memory is not full. When the memory is full, the display will flash "F".

Caller may be speaking too quietly or has a bad connection.

## **Cannot access remotely**

Make sure that the telephone you are using to access your Response 55 has a *TouchTone™* keypad.

When entering your code, make sure you allow enough time, at least 2 seconds, between digits for your Response 55 to recognise each one.

## **To reset**

If you encounter a problem and your Response 55 will not respond to any button presses, remove the battery then turn off the power for 10 seconds. Turning the power back on will reset your Response 55 to answer-on mode.

*All messages will be lost when resetting your Response 55.*

## **Customer Helpline**

*If you have problems with your machine, call the Response 55 Helpline Service, Lo-call 0345 585589.*

*Response 55 LED display*

Response 55 STATUS	7-SEGMENT LED DISPLAY
Power off	Off
Power up or reset (about 8 seconds)	Three horizontal dashes, flashing “≡”
Power on - answer-off mode	Single dash in middle of the display “-”
Answer-on mode - no messages - after reset	“0” flashing slowly, then “1” to “9” (according to number of messages recorded following reset) flashing slowly until a button is pressed
Answer-on mode, 0-9 messages - normal use	“0” to “9”
Answer-on mode, more than 9 messages	“9” flashing
Message play, 1-9 messages	Current message number
Message play, more than 9 messages	“9” flashing (after 9th message played)
Message paused	“P” flashing
Audible message Alert ON	“B”
Audible message Alert OFF	“E”
Message recording (memo, outgoing message or incoming message)	“r” flashing
Outgoing message play	Number of messages recorded
Remote access	“A” flashing
Memory full	“F” flashing rapidly
Setting or reading Answer delay	“t” or “2” to “9”
Fault	“E” flashing rapidly

# Technical information

## Environment

Your Response 55 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

### Warning

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

## If the power fails

- If the battery-low LED was not lit before the power was lost, all information should be retained for at least one hour (up to 6 hours for a fresh alkaline battery)
- If the LED was lit, data may be lost even if a battery was installed.
- If no battery was installed, all information will be lost and the Response 55 will power up as new when power is restored.

## How many phones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to any one telephone line. Your Response 55 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed. (For example: if your Response 55 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4).

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.

## Connection information

- Your Response 55 may be connected to public networks in the United Kingdom.
- It may also be connected to switching systems that use tone (MF) or pulse (LD) signalling, with earth or timed break recall. If in doubt, your switch supplier or maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by dialling BT **Freefone 0800 800 152**.

If you do not have a compatible switchboard, it cannot be guaranteed that your Response 55 will operate correctly under all possible conditions of connection.

Generally your Response 55 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. It cannot be used to answer calls on PBXs configured for dial 8 night service unless a suitable adaptor is purchased (not available from BT).

## **Guarantee**

*If you own your Response 55 - under BT's guarantee.*

BT guarantees the product for one year provided that:

- The goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged.
- The goods have not been tampered with or repaired by anyone other than BT, its staff or agents. If a fault does occur in this product, and you bought the unit yourself, provided that you return it to the place of purchase and produce your receipt, it will either be repaired or replaced free of charge. The terms and conditions of this guarantee do not affect your statutory rights.

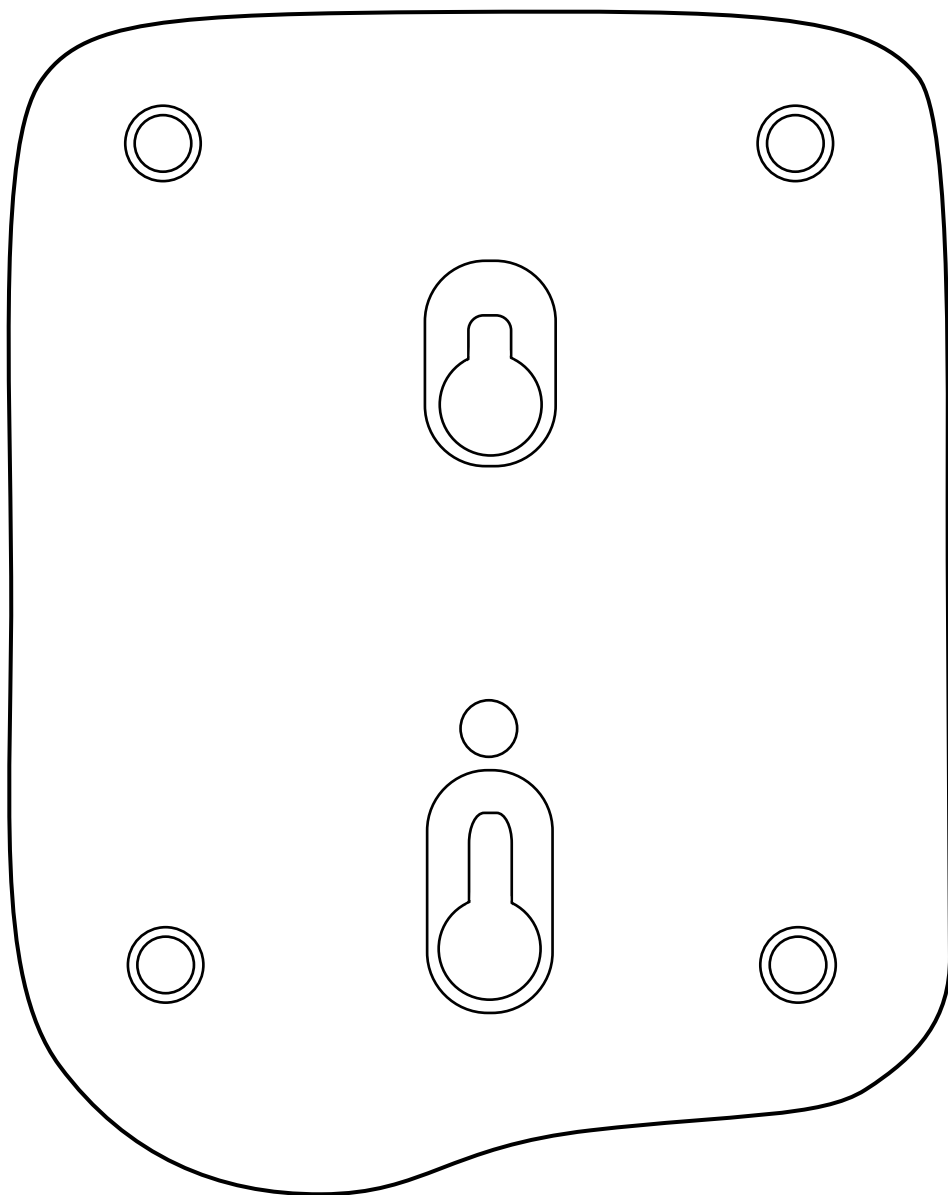
*If you own your Response 55 - outside guarantee.*

If your Response 55 needs repair after the guarantee period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network. We recommend that you call BT free, **Freefone 0800 800 150**, or visit your nearest BT shop, and you will be informed of our recommended repair agents.

# *Index*

Adaptor cord	5	Pause	12
Answer delay	13	Receiving messages	10
Battery	5	Remote access	15
Call screening	14	REN	19
Day and time - setting	7	Security code	16
Guarantee	20	Stop button	15
Help	17	Switching on and off	10
Incoming message		Technical information	19
deleting	12	Telephone line cord	5
playing back	11	Telephone wall socket	4
skipping through	11	Time saver	13
LED Display	18	Volume	7
Memos		Wall-mounting template	22
recording	14		
playback	11		
Message alert	13		
Outgoing message			
checking	9		
deleting	9		
pre-recorded	8		
recording	8		

*Wall-mounting template*





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

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Voltage Directive)

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in the instructions for use subject to  
the conditions set out in them