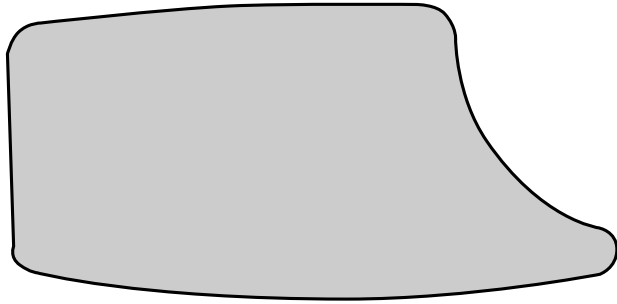




*Response 65
Caller Display
and answering machine
User Guide*



Please open this page for an 'at a glance' guide to your Response 65 Caller Display.



In this guide

<i>At a glance</i>	<i>1</i>
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Hints and tips boxes

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

Introduction **Your Response 65** *Caller Display 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 Response 65 Caller Display will give you many years of quality service.

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 the underside of the machine)

Purchase price:

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

Check that your Response 65 Caller Display is complete.

When you unpack you should have:

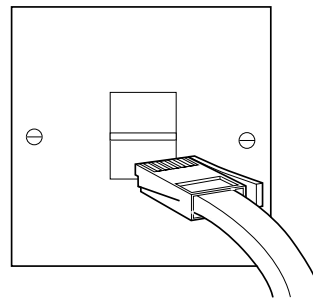
- Response 65 Caller Display with telephone line cord attached.
- Mains power adaptor.

Setting up

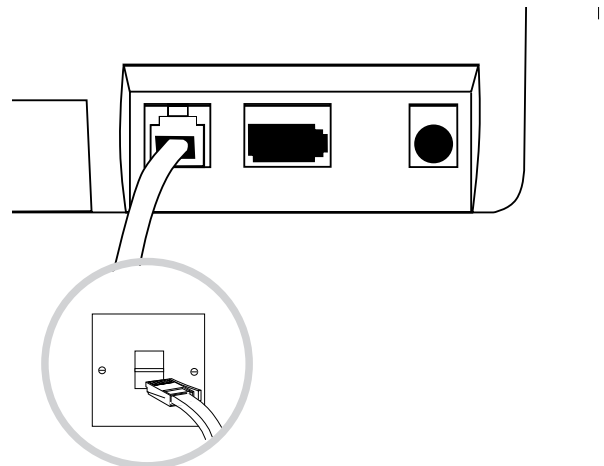
Follow these steps to get your Response 65 Caller Display ready for use.

Have you subscribed to BT's Caller Display Service? To see callers' phone numbers on your Response 65 Caller Display, you must subscribe to BT's Caller Display Service and be connected to a digital exchange. For more information, call BT on Freefone 0800 800 150.

1 Plug your Response 65 Caller Display into the phone socket

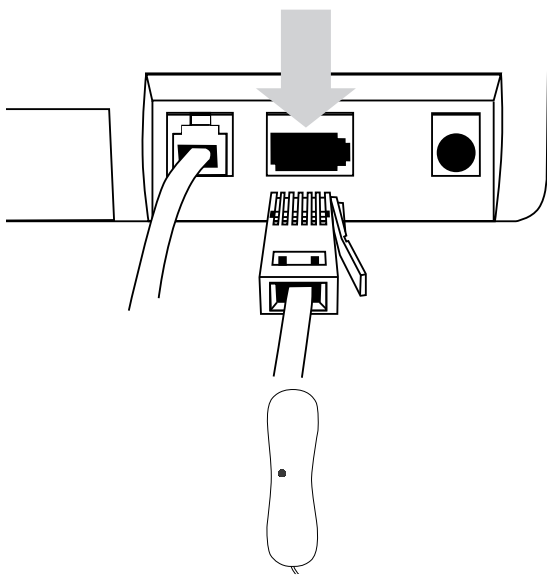


The telephone line cord runs from the back of your Response 65 Caller Display.



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 socket. This is a chargeable service.

2 Plug your telephone into the Response 65 Caller Display



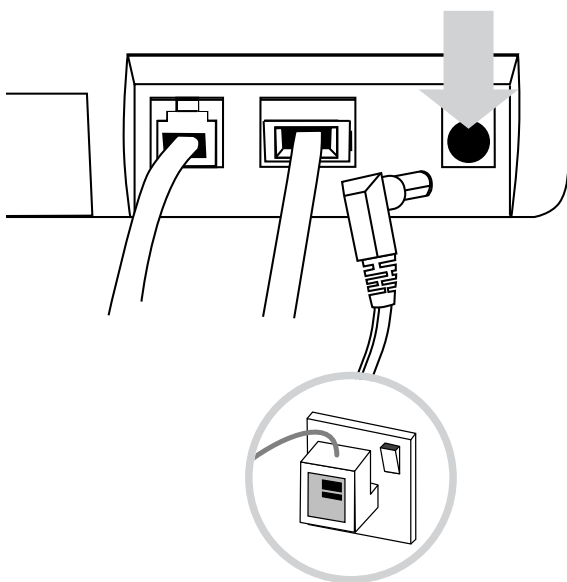
4 Plug the mains power adaptor into a convenient mains power socket

The display shows 3 lines flashing '≡' for 5 seconds, and then changes to show '0' flashing slowly. Press any button except CALLS or INFO to stop the '0' flashing.

The date and time shown on the caller display will be set as soon as you receive your first call, provided you have subscribed to the Caller Display Service.

Your Response 65 Caller Display is now ready to take messages.

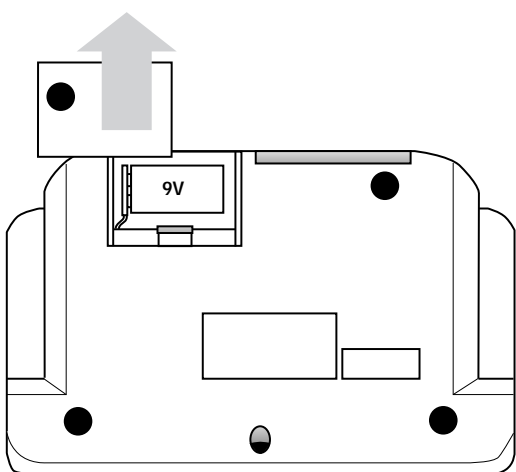
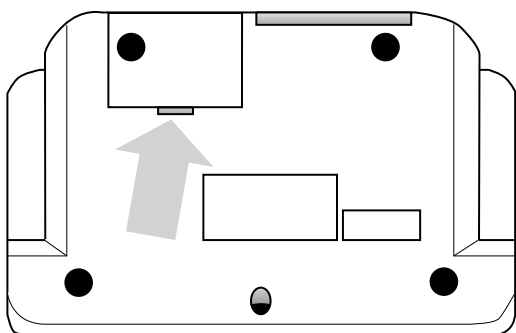
3 Plug the mains power adaptor cord into the back of the machine



4 Insert battery (for back-up only)

By following the instructions below, open the battery compartment on your Response 65 Caller Display and fit an alkaline PP3 9V battery (not supplied). This will provide up to 6 hours back-up, and will ensure that messages are not lost in the event of a power failure.

To open the battery compartment, insert a screwdriver (or similar) into the slot in the battery compartment cover on the underside of your Response 65 Caller Display, and gently press down. This will release the latch and allow you to remove the cover.



Insert the battery.

Replace the battery cover.

In the event of a power failure, the back-up battery prevents your Response 65 Caller Display from losing its call information, day and time settings, outgoing message and any messages which have already been recorded.

Warning

As with all telecommunications apparatus, there is a slight chance that your Response 65 Caller Display could be damaged by an electrical storm.

We recommend you unplug the unit from the mains during storms.

About your Response 65 Caller Display



Your Response 65 Caller Display provides you with a digital answering machine combined with the added convenience of BT's Caller Display.

The location of the controls for setting up and use of these features are shown above.

These features work independently of each other, so be sure to read the sections of this guide relating to both the answering machine and Caller Display to ensure they function properly.

Using Caller Display

In order for your Response 65 Caller Display to receive and display messages, you must subscribe to the BT Caller Display Service. For more information call BT on Freefone 0800 800 150.

Your Caller Display unit receives and displays caller information transmitted over the BT network. In most cases this information includes the caller's phone number, date and time the call was received.

Note

If a call has been 'WITHHELD' or is UNAVAILABLE, the telephone number will not be displayed (see page 11).

As your Response 65 Caller Display receives calls, it automatically stores the caller's phone numbers in a CALLS LIST, and numbers them in the order they were received.

Once the CALLS LIST is full (after 55 calls) new calls replace the oldest calls received.

Types of screen message display

Idle



New calls including text messages

Text messages



Caller's number

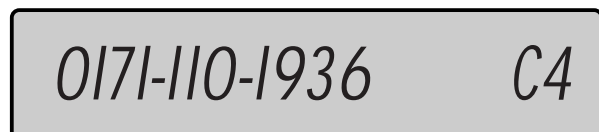


Time/date



Old calls without text messages

Caller's number



Time/date



'C' indicates an old call

New calls indicator

The NEW CALLS ICON is positioned at the top right of the display. Below it is shown the number of calls received since you last viewed the calls list.

Old calls will be indicated by a *C* to the left of the call number (as shown below).

To read the calls list



- Press the **CALLS** button.
- The most recent call is displayed.

To move through the calls list

- After the most recent call is displayed, press the **CALLS** button again.
- Each time you press the **CALLS** button, the next most recent call is displayed.
- After the earliest received call has been displayed, the display will show 'END OF LIST'.
- If you press the **CALLS** button again, the display returns to the start of the list. You can then run through the list again using the same procedure.

*To scroll quickly through the CALLS LIST, press and hold down the **CALLS** button.*

Once you have viewed a call in the CALLS LIST, all other listed calls will become 'old calls', even though you may not have viewed them yet.

When viewed, 'old calls' are prefixed with a *C*, the first old call being *C1*, the next being *C2* and so on.

To display caller information...

...for standard calls

- Press the **CALLS** button.
The caller's number is displayed.
- Press the **INFO** button. The time and date of the call is displayed.
- Press the **CALLS** button again to move on to the next call or press the **INFO** button again to switch back to the caller's number.

...when a text message is received

Your Response 65 provides additional information about certain types of call. For example:

Message	Meaning
PAYPHONE	Call is from a payphone
WITHHELD	Caller has prevented their phone number from being sent.
UNAVAILABLE	Some switchboards and some telephone networks do not yet use the Caller Display service.
OPERATOR	The call has been routed via the operator.
INT'L	International call.

- Press the **CALLS** button. Display shows a text message.
- Press the **INFO** button. Display shows further details (except for withheld and unavailable)
- If necessary, press the **INFO** button again to display the time and date of the call.

To empty the calls list

You can erase all of the information stored in your Response 65 Caller Display's CALLS LIST.



- Whilst viewing the CALLS LIST, press the **CALLS** button and the **INFO** button simultaneously until the display shows 'LIST EMPTIED'.
- All information stored in the CALLS LIST is now erased.

When the calls list is empty and providing no new calls have been received, display will show NO CALLS when you press the **CALLS** button.

It is not possible to delete individual calls from the CALLS LIST.

Using the answering machine

Setting the volume

The message playback volume can be set to a level suitable for you.

To change the volume



- Press + to increase the volume.
- Press - to decrease the volume.

As you press, a beep sounds at the level you are selecting. When the volume is at its highest or lowest, you will hear two beeps.

If you alter the volume during playback of a message, the beep does not sound but the volume will change accordingly.

If the volume is below mid-volume, it will automatically return to the mid-volume setting when any buttons are pressed (for example, if a message is played back). The volume is unaffected during remote access or call screening.

Setting the day and time

Your Response 65 Caller Display will announce the day and time when an incoming message or memo was recorded.

To set the correct day and time

- Press and hold the TIME button; your Response 65 Caller Display announces the currently set day.
- Still pressing the TIME button, press the ► and ◀ buttons to skip forward and backward through the days of the week.
- When you hear the correct day, release the TIME button. Your Response 65 Caller Display announces the day you have set.

You can now set the current hour.

- Press and hold the TIME button again. Your Response 65 Caller Display will announce the currently set hour.
- Still pressing the TIME button, press the ► and ◀ buttons to skip forward and backward through the hours of the day.

- When you hear the correct hour, release the TIME button. Your Response 65 Caller Display announces the hour you have set.

You can now set the current minutes.

- Press and hold the TIME button again. Your Response 65 Caller Display will announce the currently set minutes.
- Still pressing the TIME button, press the ► and ◀ buttons to skip forward and backward through the minutes.
- When you hear the correct minutes, release the TIME button. Your Response 65 Caller Display announces the day and time you have set.

Your Response 65 Caller Display now returns to ANSWER ON.

To check the day and time setting

TIME



- Press the TIME button. Your Response 65 Caller Display will announce the currently set day and time.

Your Response 65 Caller Display announces the time, using the 12-hour clock. Be sure to hold down the ◀ or ► buttons long enough for your Response 65 Caller Display to say whether it is AM or PM.

Recording your outgoing message

The outgoing message is what a caller hears when your Response 65 Caller Display answers a call.

Your Response 65 Caller Display 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 65 Caller Display has a total recording capacity of 14 minutes for outgoing messages, incoming messages and memos. Your outgoing message can be as long as you wish. We do, however, recommend that you keep it brief to allow more time for recording incoming messages.

To record your own outgoing message



- Press and hold the OUTGOING MESSAGE button. Your Response 65 Caller Display beeps and the display flashes 'r'.

- You can now record your outgoing message. Speak clearly 15 to 20 cm 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.
- You will hear a beep.
- Your Response 65 Caller Display will automatically play back your message, then beep to confirm the recording.
- Your Response 65 Caller Display then returns to ANSWER ON.
- The display shows '0', or the number of messages recorded.

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

To check your outgoing message

OUTGOING
MESSAGE



- Press the OUTGOING MESSAGE button. Your Response 65 Caller Display beeps and your outgoing message is played back to you.
- You will hear a beep.
- Your Response 65 Caller Display then returns to answer-on mode.

To delete your outgoing message

You can delete your outgoing message and return to your Response 65 Caller Display's pre-recorded outgoing message.

OUTGOING
MESSAGE



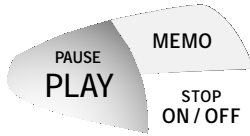
DELETE



- Press the OUTGOING MESSAGE button, You will hear a beep. Your outgoing message is played back to you.
- While the message is playing, press the DELETE button.
- Your Response 65 Caller Display beeps and the pre-recorded outgoing message is played back.

Your message is now replaced by your Response 65 Caller Display's pre-recorded outgoing message.

Switching the answering machine on and off



- Press the STOP ON/OFF button; your Response 65 Caller Display announces: 'answer off'. Display shows a single dash (-).
- Press the STOP ON/OFF button again. Your Response 65 Caller Display announces: 'answer on'. The display shows 0 or the number of messages recorded.

Receiving messages

Your Response 65 Caller Display will automatically record an incoming call once it is connected to your BT socket (see Setting up, page 5) and set to ANSWER ON.

Two minutes is the maximum time allowed for each incoming message. If the memory is almost full or a caller has reached the maximum message length, your Response 65 Caller Display announces: 'Please complete your call within 10 seconds'. The caller then has 10 seconds to complete their message.

During a call, if the memory is filled or the maximum message length has been reached, your Response 65 Caller Display announces 'Thank you for calling.'

Your Response 65 Caller Display can record up to 59 incoming messages/memos or 14 minutes in its digital memory. If someone calls when the memory is completely full, your Response 65 Caller Display announces: 'Hello, your call cannot be taken at the moment and you cannot leave a message so please call later.'

Message counter

The messages display shows you how many messages you have, up to a total of 9. If you have more than nine, the display shows '9' flashing.

To play back a message

- Press the PLAY/PAUSE button, your Response 65 Caller Display will announce the message (eg 'message 1'). The message shows '1'.
- Your message will then be played back followed by the day and time it was received.

Using the answering machine

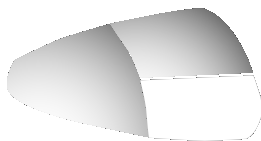
If you have more than one message, they will all be played back in the order in which they were received. After playing back each message, your Response 65 Caller Display will announce the day and time it was left.

When all your messages have been played back, your Response 65 Caller Display announces 'end of messages'.

When in answer-on mode, your Response 65 Caller Display's message counter 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.



- Press the PLAY button. Your Response 65 Caller Display announces the message (eg 'message 1').
- 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.

If playback is not resumed within 60 seconds all messages are saved and your Response 65 Caller Display returns to ANSWER ON and displays the number of messages.

To delete all messages

MESSAGES



Following playback of messages, your Response 65 Caller Display's display will count down from 8 to 0. During this time you can delete all the stored messages.

DELETE



- Press the DELETE button while the display is counting down from 8 to 0. Your Response 65 Caller Display will announce *'all messages deleted'*.

Your Response 65 Caller Display then continues the count down from 8 to 0, followed by a 'd' before returning to answer-on mode.

To delete individual messages

DELETE



- Press the PLAY button to play back your messages.
- When the message you wish to delete is playing, press the DELETE button. Your Response 65 Caller Display announces *'message deleted'*.
- Repeat this procedure to delete any further messages.

Setting the answer delay

Answer delay sets the number of times your Response 65 Caller Display will ring before answering a call.

To change the answer delay

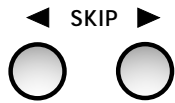


- Press and hold the ► button. Your Response 65 Caller Display announces the current answer delay setting, whilst the messages LED will display the number.
- Keep holding the ► button. Your Response 65 Caller Display announces the answer-delay options: 'TIME SAVER, 2, 3, 4, 5, 6, 7, 8, 9'.
Display shows = Time Saver.
- When you hear your desired setting, release the ► button. After 2 seconds your Response 65 Caller Display announces the new answer delay setting and returns to ANSWER ON.

Setting the Message Alert

Your Response 65 Caller Display 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 65 Caller Display will beep once. Message Alert is now switched off.
- Press and hold the ◀ button again. Your Response 65 Caller Display will beep twice. This means that Message Alert is on and that a beep will be heard every 6 seconds when new messages have been left.

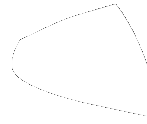
When Message Alert is selected, the beep is silenced during playback of messages and memos.

When you have made your selection, your Response 65 Caller Display returns to ANSWER ON.

Recording a memo

You can use your Response 65 Caller Display to record a memo to be played back later.

To record a memo



- Press and hold the MEMO button. Your Response 65 Caller Display 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 65 Caller Display will beep again.

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

Your Response 65 Caller Display 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 (page 15).

Call screening / Call intercept

Your Response 65 Caller Display can answer an incoming call for you, allowing you to identify the caller and decide whether to take the call.

- Make sure the volume is set to an audible level.
- Allow the incoming call to be answered by your Response 65 Caller Display 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 65 Caller Display does not stop recording, either replace the handset and lift again, or press the **STOP ON/OFF** button.*

Remote access

You can switch on your Response 65 Caller Display from another telephone or play back messages and memos using a *Touchtone™* keypad.

To switch on your Response 65 Caller Display

- Ring your answering machine as normal.
- Let your telephone ring 20 times. Your Response 65 Caller Display will then answer as normal.
- Hang up the phone. Your Response 65 Caller Display is now switched on and will answer calls.

To play back messages

- Ring your answering machine as normal and wait for it to answer.
- Using a *Touchtone™* keypad, press the ★ button. Your Response 65 Caller Display plays the message: 'Please enter your security code'.

Security code

Your Response 65 Caller Display's security code is factory set and cannot be changed. Your code is printed underneath your Response 65 Caller Display.

Your Response 65 Caller Display allows 2 attempts at entering your security code. It will then announce: 'Thank you for calling' and hang up.

Using the answering machine

- Enter your security code using the keypad. If the correct code is entered, your Response 65 Caller Display announces: 'You have X messages' and starts to play them.

When you enter your security code, you will hear a confirmation beep after entering the first digit.

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 65 Caller Display plays back messages or memos, it will announce the day and time they were recorded.

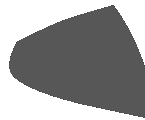
If you pause during playback of messages, your Response 65 Caller Display will beep every 10 seconds. If you do not resume playback within 60 seconds, your Response 65 Caller Display announces 'Thank you for calling' and returns to ANSWER ON.

During remote access you can skip forward and backward through messages as many times as you like. However, your Response 65 Caller Display 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.

To save all incoming messages and memos replace the handset. Messages are saved and your Response 65 Caller Display returns to ANSWER ON.

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

Using the stop button



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

After pressing the **STOP** button your Response 65 Caller Display will return to ANSWER ON.

Help *If you have any problems using your Response 65 Caller Display, 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 65 Caller Display is connected to your BT wall socket.

Caller Display screen is blank and LEDs do not light up

Check that your Response 65 Caller Display is correctly connected to the mains power socket and that the power is switched on. Check that the power cable is inserted into the socket on the back of the machine.

Outgoing message does not record

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

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

Display clock and time day stamp are different.

The two clocks are set separately – the display is set by the caller display information and the time day stamp is set by you.

Removal of mains and battery power will reset the clocks.

Incoming message does not record

Make sure your Response 65 Caller Display 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 have a bad connection.

Cannot access remotely

Make sure that the telephone you are using to access your Response 65 Caller Display has a *TouchTone™* keypad.

When entering your code, make sure you allow enough time between digits for your Response 65 Caller Display to recognise each one.

IMPORTANT

The Caller Display Service does not function when connected to office switchboards.

Customer Helpline

If you have problems with your machine, call the Response 65 Caller Display Helpline Service, Lo-call 0345 585589.

Your Response 65 Caller Display does not receive the caller display messages

In order for your Response 65 Caller Display to receive and display messages, you must subscribe to the BT Caller Display Service. For more information, call us on *Freefone 0800 800 150*.

Is the handset of your telephone on properly?

If so, check other extensions around the house.

You do not understand some of the Caller Display service messages

The messages you might receive are as follows:

INT'L

International call, received from outside the UK.

UNAVAILABLE

The caller's exchange does not provide a Caller Display service.

WITHHELD

The caller has stopped their number from being sent. (By dialling 141 before dialling your number.)

OPERATOR

The call has been connected via the operator.

PAYPHONE

Your caller is ringing from a payphone.

INVALID

If your Response 65 Caller Display does not recognise the information contained within the caller display message, it will display INVALID rather than a message which may contain errors. This does not mean there is a fault with your Response 65 Caller Display.

RINGBACK

The exchange is ringing to let you know that a previously engaged number is now free.

Answering machine LED display

STATUS	7-SEGMENT LED DISPLAY
Power off	Off
Power up or reset (about 5 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 an answer machine button is pressed (ie not CALLS or INFO).
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
Message recording (memo, announcement 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
Deleting messages	'd' flashing

Technical information

Warning

1. Do not try to use any power adaptor except the one provided (item code 870965) otherwise you may permanently damage your Response 65 Caller Display and this will invalidate the warranty.
2. 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.

Environment

Your Response 65 Caller Display 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.

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 65 Caller Display 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 65 Caller Display 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 65 Caller Display 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.

IMPORTANT

The Caller Display feature only functions when the Response 65 Caller Display is directly connected to public networks providing the Caller Display Service (CDS).

The Caller Display Service does not function when connected to office switchboards.

Guarantee

If you own your Response 65 Caller Display 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 65 Caller Display outside guarantee

If your Response 65 Caller Display needs repair after the guarantee period, 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.

*Compliant to 73/23/EEC (Low Voltage Directive).

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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



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

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Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in Malaysia. Issue No.1 (6/97) 4.
Designed by The Art & Design Partnership Limited.