UK’s best selling phone brand

User Guide

BT Concero 1400
Digital Cordless Phone With Answering Machine
This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn’t take long as it is easy to do. Just follow the simple instructions on the next few pages.

Need help?
If you have any problems setting up or using your BT Concero 1400, please call our Helpline on Freephone 0800 218 2182*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in the ‘Help’ section at the back of this guide or online at www.bt.com/producthelp.

Hearing aid?
Please note that the BT Concero 1400 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

* Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

Got everything?
- BT Concero 1400 handset
- BT Concero 1400 answering machine base
- 2 x NiMH AAA 500mAh rechargeable batteries (already fitted)
- Battery compartment cover (already fitted)
- Mains power adaptor (item code 048611)
- Telephone line cord

If you have purchased a BT Concero 1400 multiple pack you will also have the following for each handset:
- BT Concero 1400 handset
- BT Concero 1400 charger
- Battery compartment cover (already fitted)
- 2 x NiMH AAA 500mAh rechargeable batteries (already fitted)
- Mains power adaptor for the charger (item code 048610)
In this guide

Getting started
Location 5
Setting up 5
Set the time format: 24 or 12hr 6
Set the date and time 7
Setting up the charger

Getting to know your phone
Handset 9
Handset display icons 10
Base 11
Navigating the menus 12
Menu map 13
Default 14
Default settings table 14

Using the phone
Switch the handset on/off 15
Make a call 15
Preparatory dialling 15
End a call 15
Receiving calls 15
Earpiece volume 16
Mute 16
Redial 16
To copy a redial number to the phonebook 16
To delete a number from the redial list 17
To delete the entire redial list 17

Keypad lock 17
Handset ringer volume on/off 17
Page the handset(s) 18
Making internal calls 18
Receiving internal calls 18
Transferring calls 18
3-Way conference calls 19

Phonebook
Store a number 20
Entering names 20
Writing tips 20
Dial/view a number 21
Edit a phonebook entry 21
Delete a phonebook entry 22
Delete all phonebook entries 22

Handset settings
Handset ringer melody 23
Handset ringer volume 23
Handset tones on/off 24
Handset name 24
Display 25
Alarm 25
When the alarm goes off 25
Auto answer 26
**Base settings**
Base ringer melody 27
Base ringer volume 27
Change PIN code 28
Delete handset 28

**Caller Display and the Call list**
Call list 29
View/dial a number 29
To copy a Call list number to the phonebook 29
View Call details 30
Delete a number 30
Delete the entire Call list 30

**Answering machine**
Operating the answer machine via the base 31
Switch answer machine on/off 31
Playing messages 31
Adjust volume 31
Call screening 32
Operating the answer machine via the handset 32
Switch answer machine on/off 32
Outgoing messages 32
Answer and Record 33
Answer only 33
Select answer mode 33
Select male or female outgoing message voice 33
Record your own outgoing message 33
Play/check outgoing message 34
Reinstate pre-recorded outgoing messages 34

Playing messages via the handset 35
Adjust volume for message playback 35
Delete all old messages 35
To record a memo 36
Memory full 36
Recording time 36
Answer delay 37
Remote access 37
Switch remote access on/off 37
Change remote access security PIN code 38
Switch answering machine on 38
Check for messages 38
Remote access commands 39

**BT Services**
BT Helpdesk 40
BT 118 500 (Directory enquiries) 40
Call Divert 40
Call Waiting 41
Add / Dial / Delete entries 41

**Registering additional handsets** 42

**Help**

**General information**
Safety 45
Product disposal instructions 47
Guarantee 47
Technical information 49
How many telephones can you have? 49
Connecting to a switchboard 49
R&TTE 49

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Getting started

Location

You need to place your BT Concero 1400 base within 2 metres of a mains power and telephone socket so that the cables will reach. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Concero 1400 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Plug the mains power cable with the blue ring on the connector (item code 048611) into the power socket marked ⚪️ on the back of the base and secure the cable behind the retaining clip. Plug the other end into the mains socket and switch on.

2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.

Signal strength

The ⚪️ symbol on your handset screen indicates when you are in range. When you are out of range, the ⚪️ symbol flashes, and the screen displays SEARCHING. You should move closer to the base if this happens to ensure the full functionality of your phone.

Important

Do not connect the telephone line until at least one of the handsets is fully charged.

The base station must be plugged into the mains power at all times.

Warning

Do not place your BT Concero 1400 in the bathroom or other humid areas.

Handset range

The BT Concero 1400 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Talk/Standby time

Under ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge.
3. Place the handset on the base to charge the batteries for at least 24 hours.

The main handset is pre-registered to the base as Handset 1. This is shown on the display. When the handset is fully charged the display shows the symbol.

4. After 24 hours plug the telephone line cord into the telephone wall socket.

**Note:** If you ever need to remove the batteries, simply slide open the battery compartment cover and using the finger holes grip the batteries and pull them out.

---

**Set the time format: 24 or 12hr**

1. Press the button to open the main menu.

2. Press or until the display shows and press soft key. is displayed, press the soft key again.

3. is displayed. Press the soft key and the current format is displayed. Press or to change between 24hr and 12hr. Press the soft key, you will hear a confirmation tone.

4. Press the button to return to standby.

---

**Battery low warning**

If the symbol is flashing, you will need to recharge your handset before using it.

If the battery icon is flashing and scrolling digits , the battery is very low and you will need to charge it for 24 hours before use to ensure maximum battery performance.

**Battery performance**

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 24 hour charge).

New NiMH batteries do not reach full capacity until they have been in normal use for several days. Running the batteries right down at least once a week will help them last as long as possible.

**IMPORTANT**

Only use the power supply and telephone line cord supplied with your BT Concero 1400 otherwise the telephone may not work.

Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a capacity of 500mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Concero Helpline 0800 218 2182*.

Batteries and handset may become warm during charging. This is normal.

If you have more than one handset registered to your base, you only need to set the date and time on one handset and the other handsets will be automatically updated.
Set the date and time

1. Press the button to open the main menu.

2. Press or until the display shows HS SETTINGS and press the soft key. DATE & TIME is displayed, press the soft key again.

3. Press or until the display shows SET TIME and press the soft key.

4. The current time setting is displayed, enter 2 digits for the hour and 2 for the minute using the 24hr format (eg for 10.54pm, press 2 2 5 4) and press the soft key, you will hear a confirmation tone.

5. Press and SET DATE is displayed. Press the soft key.

6. The current date setting is displayed, enter 2 digits for the day, 2 for the month and 2 for the year using the dd-mm-yy format (eg for 23rd May 2011 press 2 3 0 5 1 1) and press the soft key, you will hear a confirmation tone.

7. Press the button to return to standby.

Your BT Concero 1400 is now ready for use.
BT Concero 1400 multiple pack
owners only

Location
You need to place your BT Concero 1400 charger close enough to a mains power socket so that the cable will reach.

Setting up the charger

1. Plug the power adapt or cable (item code 048610) into the underside of the charger and secure the cable behind the retaining clip. Plug the other end into the mains wall socket and switch the power on.

2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.

3. Place the handset on the charger and charge for at least 24 hours.

Your BT Concero 1400 multiple pack is now ready for use.
Getting to know your phone

Handset

**Left soft key/Menu**
Use with icons displayed above the key.
Press to open the menu, page 12.
Press to select menu options.

**Up/Redial list**
Press to display the Redial list, page 16 and to move up through menu options.
Use to increase the volume, page 16.

**Talk**
Press to make and receive phone calls, page 15.

**Down/Calls list**
Press to display the Calls list, page 29, and to move down through menu options.
Use to decrease the volume, page 16.
Press to replay the message, page 35.
Press and hold to turn the ringer on/off, page 17.

**Recall**
Used when connected to a switchboard/PBX page 49, and with some BT Calling Features.

**Right soft key/Mute**
Use with icons displayed above the key.
During a call press to mute your voice so your caller cannot hear you, page 16.

**Phonebook**
Press to open the phonebook, page 20.

**End call**
Press to end the call in progress, page 15.
Press and hold for 5 seconds to turn the handset off, page 15.

Press to stop playback, page 35.
Press to delete the message, page 35.
Press to skip to the next message, page 35.
Press and hold to lock/unlock the keypad, page 17.
Press to make an internal call, page 18.
Press and hold to insert a Pause in the number to be dialled, page 20.

The answer machine handset controls on buttons **2 AB**, **4 GH**, **5 JK** and **6 MN** will only work when a message is being played on the handset, page 35.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Handset display icons

These are the symbols you will see on your handset’s display.

- **Battery**
  - Battery full
  - Battery 2/3 full
  - Battery 1/3 full
  - Low battery, needs charging

- **Handset**
  - Steady – handset in use
  - Flashing – incoming call

- **Int.**
  - Steady – internal calls connected
  - Flashing – incoming internal call or on hold

- **Answer machine**
  - On – answer machine on
  - Flashing – new message received
  - Off – answer machine off

- **Alarm**
  - On – alarm set
  - Flashing – alarm time reached

- **Keypad lock**
  - Keypad lock on

- **Ringer**
  - Handset ringer turned off

- **Antenna**
  - On – in range
  - Flashing – edge of range

- **Left/right**
  - Characters off the display to the left/right
  - Press key to scroll through the number

- **Up/down**
  - Menu options exist above/below those shown on the display

- **Clear (Right soft key)**
  - Press to mute/unmute during a call
  - Clears characters when in entry mode
  - Stops the alarm

- **Back (Right soft key)**
  - Return to previous menu
  - Cancel current action

- **Menu (Left soft key)**
  - Open the main menu
  - Press to confirm options
If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Navigating the menus

Your BT Concero 1400 handset features an easy to use menu system. Have a look at the menu map on the next page.

When the handset is switched on and in standby:

1. Press the \( \text{Menu} \) button to open the main menu and press \( \text{Menu} \) or \( \text{Menu} \) to scroll through the menu options.

Menu navigation

Press \( \text{Menu} \) or \( \text{Menu} \) to scroll through the menu options.

Press \text{Left soft key} \( \checkmark \) to select a displayed option.

Press \text{Right soft key} \( \text{Right soft key} \) \( \text{Right soft key} \) to go back to the previous display screen.

Press and hold \text{Right soft key} \( \text{Right soft key} \) \( \text{Right soft key} \) to return to the standby display screen.

Press \text{Right soft key} \( \text{Right soft key} \) \( \text{Right soft key} \) to delete characters or numbers.
### Menu map

<table>
<thead>
<tr>
<th>ANS MACHINE</th>
<th>PLAY MESSAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DELETE ALL</td>
</tr>
<tr>
<td></td>
<td>MEMO</td>
</tr>
<tr>
<td></td>
<td>ANS ON/OFF</td>
</tr>
<tr>
<td></td>
<td>ANS SETTINGS</td>
</tr>
<tr>
<td>CALL LIST*</td>
<td>DETAILS</td>
</tr>
<tr>
<td></td>
<td>STORE NUMBER</td>
</tr>
<tr>
<td></td>
<td>DELETE</td>
</tr>
<tr>
<td></td>
<td>DELETE ALL</td>
</tr>
<tr>
<td>PHONEBOOK*</td>
<td>ADD</td>
</tr>
<tr>
<td></td>
<td>VIEW</td>
</tr>
<tr>
<td></td>
<td>EDIT</td>
</tr>
<tr>
<td></td>
<td>DELETE</td>
</tr>
<tr>
<td></td>
<td>DELETE ALL</td>
</tr>
<tr>
<td></td>
<td>CAPACITY</td>
</tr>
<tr>
<td>BS SETTINGS</td>
<td>BASE RINGER</td>
</tr>
<tr>
<td></td>
<td>RING VOLUME</td>
</tr>
<tr>
<td></td>
<td>DELETE HS</td>
</tr>
<tr>
<td></td>
<td>CHANGE PIN</td>
</tr>
<tr>
<td>HS SETTINGS</td>
<td>DATE &amp; TIME</td>
</tr>
<tr>
<td></td>
<td>ALARM</td>
</tr>
<tr>
<td></td>
<td>RINGER</td>
</tr>
<tr>
<td></td>
<td>TONES</td>
</tr>
<tr>
<td></td>
<td>HS NAME</td>
</tr>
<tr>
<td></td>
<td>DISPLAY</td>
</tr>
<tr>
<td></td>
<td>AUTO ANSWER</td>
</tr>
<tr>
<td>BT SERVICES</td>
<td>HELPDESK</td>
</tr>
<tr>
<td></td>
<td>BT 118500</td>
</tr>
<tr>
<td></td>
<td>DIVERT ON</td>
</tr>
<tr>
<td></td>
<td>DIVERT OFF</td>
</tr>
<tr>
<td></td>
<td>DIVERT CHECK</td>
</tr>
<tr>
<td></td>
<td>C WAIT ON</td>
</tr>
<tr>
<td></td>
<td>C WAIT OFF</td>
</tr>
<tr>
<td></td>
<td>C WAIT CHK</td>
</tr>
<tr>
<td>REGISTRATION</td>
<td></td>
</tr>
<tr>
<td>RESET</td>
<td></td>
</tr>
</tbody>
</table>

*You will need to press the **Left soft key ✔️** to open the sub menu.
**Default**

You can reset your BT Concero 1400 back to the default settings.

This will not delete your phonebook entries. To delete your phonebook, see page 22 “Delete all phonebook entries”.

1. Press the button to open the main menu.
2. Press or until the display shows and press ✓.
3. Pin is displayed, enter the PIN (default 0000) and press ✓.
4. Confirm is displayed, press ✓.

**Default settings table**

<table>
<thead>
<tr>
<th>Handset</th>
<th>Default Value</th>
<th>Base</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redial List</td>
<td>EMPTY</td>
<td>System PIN (4-digit)</td>
<td>0000</td>
</tr>
<tr>
<td>Call List</td>
<td>EMPTY</td>
<td>Base Ringer Melody</td>
<td>MELODY 1</td>
</tr>
<tr>
<td>External Ringer Melody</td>
<td>MELODY 1</td>
<td>Ringer Volume</td>
<td>VOLUME 5</td>
</tr>
<tr>
<td>Internal Ringer Melody</td>
<td>MELODY 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ringer Volume</td>
<td>VOLUME 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earpiece Volume</td>
<td>VOLUME 3</td>
<td>Answer Machine ON/OFF</td>
<td>ON</td>
</tr>
<tr>
<td>Handset Name</td>
<td>HANDSET</td>
<td>Answer Mode</td>
<td>ANS &amp; REC</td>
</tr>
<tr>
<td>Key Tone</td>
<td>OFF</td>
<td>OGM</td>
<td>PRE-RECORDED OGM</td>
</tr>
<tr>
<td>Low Battery Tone</td>
<td>ON</td>
<td>Answer Delay</td>
<td>6 RINGS</td>
</tr>
<tr>
<td>Out of Range Tone</td>
<td>ON</td>
<td>Message Record Time</td>
<td>3 MINUTES</td>
</tr>
<tr>
<td>Ringer On/Off</td>
<td>ON</td>
<td>Remote Access</td>
<td>ON</td>
</tr>
<tr>
<td>Auto Answer On/Off</td>
<td>ON</td>
<td>Remote Access PIN</td>
<td>0000</td>
</tr>
<tr>
<td>Date Format</td>
<td>DD/MM/YY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>01/01/11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time Format</td>
<td>24 HR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alarm</td>
<td>OFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key Lock</td>
<td>OFF</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Using the phone

Switch the handset on/off

1. Press and hold 📞 for 5 seconds to switch the handset on and off.

Make a call

1. Press ☑.
Enter the telephone number and the number is dialled.

Preparatory dialling

Use preparatory dialling to see and check the number on the display before you dial out. The display can only show 11 digits at a time, if you enter a number with more than 11 digits, ⬅️ will be displayed to the left of the number to indicate more digits.

1. Enter the number first then press ☑️ to dial.

End a call

1. Press 📞 or place the handset back on the base.

Receiving calls

When you receive an incoming call, the telephone will ring and the 📞 icon will flash. The In use light on the base will also flash.

1. If the handset is not in the base/charger, press ☑️ to answer the call.

Or

If the handset is on the base/charger, lift the handset to answer the call.

2. To turn the handset ringer off when receiving a call press the Right soft key X. The display will briefly show VOLUME OFF.

Call timer

Your handset automatically displays the duration of every external call.
The call time will remain on the display until 5 seconds after the call has ended.

Press Right soft key X to delete an incorrect digit when preparatory dialling.

If you have subscribed to a Caller Display service, your caller’s number will also be shown. If the number is withheld the display will show WITHHELD. If an exact number match is found in the Phonebook, the name will alternate with the number in the display. See page 29 for more information.

Internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted at both internal handsets. The internal call has to be ended before the external call can be answered.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
**Earpiece volume**

Adjust the volume during a call:

To increase the volume, press \[\text{+}\].

To decrease the volume, press \[\text{-}\].

The first press will show the current volume level, subsequent presses will adjust the level from 1–5.

**Mute**

During a call, you can talk to someone nearby without your caller hearing.

1. Press **Right soft key X**. The display shows **SECRECY ON** and your caller cannot hear you.

2. Press **Right soft key X** again to return to your caller.

**Redial**

Your BT Concero 1400 stores the details of the last 10 calls made into a redial list. Stored redial numbers can be up to 20 digits long.

1. Press **Redial** to display the Redial list.

2. Press \[\text{Redial} \] or \[\text{Call} \] to select any of the last 10 numbers called.

3. Press **Call** to dial the number displayed.

**To copy a redial number to the phonebook**

1. Press **Redial** to display the Redial list.

2. Press \[\text{Redial} \] or \[\text{Call} \] to display the number you want and press **Left soft key ✔** to select.

3. **STORE NUMBER** is displayed, press **Left soft key ✔** to select.

4. **NAME** is displayed. Enter a name using the keypad and press **Left soft key ✔** to confirm.

5. The number is displayed, press **Left soft key ✔** to confirm.

6. Press \[\text{Redial} \] or \[\text{Call} \] to select a ringtone to associate with the name/number and press ✔ to confirm.

7. Press **Right soft key ➩** to return to standby.

*The earpiece volume can only be changed when you are on a call.*

*There are 5 volume levels.*

If a redial number is stored in the phonebook, the caller’s name will be displayed instead of the number.

If there are no redial numbers stored, **LIST EMPTY** will be displayed.

The ▶ icon is displayed when the phone number is too long to be fully shown on the screen. Press ➢ to allow you to scroll through the rest of the numbers.

If you dial the same number on more than one occasion, only the most recent call details will be stored, any previous occurrence will be deleted.

For help with entering names see page 20.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
To delete a number from the redial list

1. Press Redial to display the Redial list.

2. Press Redial or Cali to display the number to be deleted and press Left soft key ✔.

3. Press Redial or Cali to display DELETE and press Left soft key ✔ to select and the number will be deleted.

4. Press Right soft key ⇆ to return to standby.

To delete the entire redial list

1. Press Redial to display the Redial list.

2. With any of the redial numbers displayed, press Left soft key ✔.

3. Press Redial or Cali to display DELETE ALL and press Left soft key ✔ to select.

4. CONFIRM? is displayed, press Left soft key ✔ again to confirm and delete the entire redial list.

5. LIST EMPTY is displayed. Right soft key ⇆ to return to standby mode.

Keypad lock

You can lock the keypad to prevent accidentally dialling numbers while carrying the handset around.

1. Press and hold 🔐 until the 🔐 icon is displayed.

2. To unlock the keypad, press and hold 🔐 again.

Handset ringer volume on/off

1. Press and hold 🔗 to switch the handset ringer on or off.
   If you switch the ringer off, the 🔗 icon will be displayed.
Page the handset(s)

You can alert handset users that they are wanted or locate a missing handset.

1. Press \( \text{Find} \) on the base. The handset(s) will beep and display \textit{PAGING}.

2. Press \( \text{Find} \) on the base again or press any button on the handset to stop the handset beeping.

Making internal calls

If you purchased a BT Concero 1400 multi-pack, you can make internal calls between handsets.

1. Press \( \text{Intercom} \) and enter the number of the handset you want to call (or press \( 9 \) to call all handsets registered to the base). The other handset(s) will ring and display your handset number to let the handset user know who is calling. When the other handset answers hold your conversation as normal.

2. Press \( \text{Hang} \) to end the call.

Receiving internal calls

When you receive an internal call, the calling handset number will be shown on the handset display.

1. Press \( \text{Talk} \) to answer the call,

Transferring calls

If using a BT Concero 1400 multi-pack, you can transfer an external call to the other handset.

1. During an external call, press \( \text{Intercom} \).

2. Enter the number of the handset you want to call. The other handset will ring and display your handset number to let the handset user know who is calling. The external caller will be put on hold and hear music.

3. When the other handset answers, press \( \text{Hang} \) to transfer the call.

You cannot answer the beeping handset as you would a call.

Stopping the beep at a handset stops the beep on all handsets.

If you only have two handsets you do not need to enter the handset number to call.

If two handsets are engaged on an internal call and an external incoming call is received, beeps will be emitted in the earpiece of both handsets and the incoming call details will be shown on the screen. The internal call has to be ended before the external call can be answered.

If you only have two handsets you do not need to enter the handset number to call.
3-Way conference calls

If you are using a BT Concero 1400 multi-pack, you can hold a 3-way conference call with an external caller and another internal handset.

1. During an external call, press intercom.

2. Enter the number of the other handset you wish to join the call. The other handset will ring.

3. The other handset answers the caller by pressing 📞.

4. Press and hold the 📞 button for 2 seconds, the display shows CONFERENCE. The external caller, and the two internal handsets are all connected to the conference call.

5. Any caller can leave the conference by pressing 📞.
Phonebook

You can store up to 50 names and numbers in the phonebook of each of your BT Concero 1400 handsets for quick and easy dialling. Numbers can be up to 20 digits and names up to 12 characters. Phonebook entries are stored alphabetically.

Store a number

1. Press \to open the phonebook. The first entry or LIST EMPTY is displayed.
2. Press Left soft key ✔, ADD is displayed, press ✔ to select.
3. NAME is displayed, enter the name for the entry using the keypad (see ‘Entering names’ below if you need help). Press ✔ to store.
4. NUMBER is displayed, enter the number for the entry using the keypad and press ✔ to save.
5. Press \ or \ to select a ringtone to associate with the name/number and press Left soft key ✔ to confirm.
6. Press Right soft key ➔ to return to standby.

Entering names

Use the keypad to enter the letters shown on the buttons, e.g. to store DAN:

1. Press 39 once to enter D.
2. Press 29 once to enter A.
3. Press 69 twice to enter N.

Writing tips

If you make a mistake, press Right soft key X to delete the last character or digit.

Press 1 repeatedly to enter the following: SPACE — 1
Press # repeatedly to enter the following symbols: * ? / \ ( )
Press # repeatedly to enter the following symbols: # & ‘ , -
Dial/view a number

1. Press to open the phonebook. The first entry is displayed.
2. Press or to scroll through the phonebook to the entry you want.

Or, search alphabetically, using the keypad to enter the first letter of the name you want, then scroll to the exact entry using the or buttons.

3. Press if you want to dial the number.
4. Or press the Left soft key, then scroll to View and press to display the number for an entry.

Edit a phonebook entry

1. Press to open the phonebook. The first entry is displayed.
2. Press or to scroll through the phonebook to the entry you want.
3. Press Left soft key , then or to display Edit and press to select.

4. The stored name is displayed followed by a flashing cursor. Edit the name using the Right soft key X to delete incorrect characters and enter new ones using the keypad, then press .

5. The number is displayed followed by a flashing cursor. Edit the number using the Right soft key X to delete incorrect digits and enter new ones using the keypad, then press to save.

6. The current ringtone is played and displayed. Use or to choose a new ringtone if required and press .

7. Press to return to the standby screen.

Searching for a name

Example: To search for Jaime, press once to display the first entry beginning with J, then use and to scroll to Jaime.

You can use the and button to move the cursor along the name or number if you only need to change a few digits.

See page 20 for help with entering names.
Delete a phonebook entry

1. Press \[ \text{Open} \] to open the phonebook. The first entry is displayed.
2. Press \[ \text{Left} \] or \[ \text{Right} \] to scroll through the phonebook to the entry you want.
3. Press \[ \text{Left soft key} \] then \[ \text{Delete} \] or \[ \text{Call} \] to display \text{DELETE} and press \[ \text{Select} \] to select.
4. Press \[ \text{Back} \] to return to standby mode.

Delete all phonebook entries

1. Press \[ \text{Open} \] to open the phonebook. The first entry is displayed.
2. Press the \[ \text{Left soft key} \] then \[ \text{Delete} \] or \[ \text{Call} \] to display \text{DELETE ALL}.
3. Press \[ \text{Select} \] and \[ \text{Confirm} \] is displayed. Press \[ \text{Select} \] then all phonebook entries will be deleted and \text{LIST EMPTY} is displayed.
4. Press \[ \text{Back} \] to return to standby mode.

If you have purchased a BT Concero 1400 multiple pack, entries are only deleted on the handset you are using.
Handset settings

Handset ringer melody

There are 5 different ringer melodies to choose from for both internal and external calls.

1. Press the Menu button to open the main menu.
2. Press or until the display shows HS SETTINGS and press.
3. Press or until RINGER is displayed and press.
4. Press or to select either INT RING or EXT RING for internal or external call ringer melody and press.
5. The current ringtone is played, use or to listen to the alternatives and press to confirm your choice.
6. Press and hold to return to standby.

Handset ringer volume

There are 5 volume levels and Ringer Off to choose from.

1. Press the Menu button to open the main menu.
2. Press or until the display shows HS SETTINGS and press.
3. Press or until RINGER is displayed, press to select.
4. Press or until RING VOLUME is displayed, press to select.
5. The current ringtone is played at the current volume setting. Press or to listen to new volume levels or off, press to store.
6. Press and hold to return to standby.

You can also turn the handset ringer off by pressing and holding the button.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Handset tones on/off

Your BT Concero 1400 has a series of tones designed to alert you to certain situations. A tone will sound: when the battery is low; when you move out of range of the base and there is no coverage; to confirm each button press (key beeps). You can switch the handset tones on or off.

1. Press the button to open the main menu.
2. Press or until the display shows HS SETTINGS and press ✓.
3. Press or until TONES is displayed, press ✓ to select.
4. Press or to select the tone you want: KEY BEEPS, BATTERY LOW or OUT OF RANGE and press ✓ to select.
5. Press or to display either ON or OFF and press ✓ to confirm. You hear a confirmation tone.
6. Press and hold ➞ to return to standby.

Handset name

You can give each handset a name up to a maximum of 10 characters, for example KITCHEN. The handset will still display its number.

1. Press the button to open the main menu.
2. Press or until the display shows HS SETTINGS and press ✓.
3. Press or until HS NAME is displayed, press ✓ to select.
4. Press X to delete characters and use the keypad to enter the name you want, then press ✓ to confirm.
5. Press and hold ➞ to return to standby.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Display

You can choose to display the handset name or the time in the standby screen.

1. Press the [Menu] button to open the main menu.

2. Press [Redial] or [Call] until the display shows HS SETTINGS and press [ ].

3. Press [Redial] or [Call] until DISPLAY is displayed, press [ ] to select.

4. Press [Redial] or [Call] to select TIME or HANDSET NAME, then press [ ] to confirm.

5. Press and hold [ ] to return to standby.

Alarm

1. Press the [Menu] button to open the main menu.

2. Press [Redial] or [Call] until the display shows HS SETTINGS and press [ ].

3. Press [ ] until ALARM is displayed and press [ ] to select.

4. Press [Redial] or [Call] to select ON or OFF and press [ ].

5. If you select ON you should now enter the time in 24hr format, i.e. for 07.30am enter [0] [7] [3] [0], and press [ ].

   The icon will show on the standby screen to indicate that the alarm is set.

6. Press and hold [ ] to return to standby.

When the alarm goes off

The alarm will only go off on the handset where it has been set (this is indicated by the icon on the standby screen). Turn the alarm off by pressing any handset button, even if the keylock has previously been activated.

The alarm will sound even if the handset ringer has been set to off. The ringer will remain set to off after the alarm has sounded. The alarm will sound with the handset ringer melody that has been set and the screen will show ALARM ON.

If the alarm sounds during a call, you will hear a beep in the earpiece.
The alarm setting is is for a single event, so once the alarm ringer has been deactivated the alarm time will need to be set again if required.

**Auto answer**

If auto answer is on (set as default) you can answer a call by taking the handset out of the base, you do not have to press the button to take the call.

1. Press the button to open the main menu.
2. Press or until the display shows and press ✓.
3. Press or until AUTO ANSWER is displayed and press ✓.
4. Press or to select ON or OFF and press ✓.
5. Press and hold ➡️ to return to standby.

The default setting is Auto answer ON.
Base settings

Base ringer melody

There are 5 different ringer melodies to choose from.

1. Press the button to open the main menu.
2. Press or until the display shows BS SETTINGS and press ✓.
3. BASE RINGER is displayed, press ✓ to select and the current ringtone is played.
4. Press or to listen to the available ringtones and press ✓ to select.
5. Press and hold ← to return to standby.

Base ringer volume

There are 5 volume levels and ringer off to choose from.

1. Press the button to open the main menu.
2. Press or until the display shows BS SETTINGS and press ✓.
3. Press to display RING VOLUME and press ✓, the current ringtone is played.
4. Press or to adjust the volume setting or turn it off (VOLUME OFF), press ✓ to select.
5. Press and hold ← to return to standby.
Change PIN code

Your System PIN can help prevent unauthorised users from changing the settings on your phone.

1. Press the menu button to open the main menu.
2. Press or until the display shows BS SETTINGS and press ✓.
3. Press or until CHANGE PIN is displayed, press ✓ to select. OLD PIN is displayed.
4. Enter the existing PIN code using the keypad and press ✓. NEW PIN is displayed.
5. Enter a new 4 digit PIN code using the keypad and press ✓. CONFIRM is displayed.
6. Re-enter the new PIN code and press ✓. You hear a confirmation tone.
7. Press and hold ◄ to return to standby.

Delete handset

1. To de-register a handset from the BT Concero 1400 base station, press the menu button to open the main menu.
2. Press or until the display shows BS SETTINGS and press ✓.
3. Press or to display DELETE HS and press ✓.
4. PIN is displayed, enter the PIN and press ✓.
5. Press or to select the handset you wish to delete and press ✓.
6. Press and hold ◄ to return to standby.

The default PIN setting is 0000.
If you change your PIN, keep a note of the new number.

The default PIN setting is 0000.
If you change your PIN, keep a note of the new number.

You cannot delete the handset you are using to carry out this action.
Default PIN is 0000.
Caller Display and the Call list

If you subscribe to Caller Display, you can see your caller’s number (provided it is not withheld) on your handset display before you answer the call.

If you have stored a name for the calling number in your handset phonebook, the name and number will alternate in the handset display.

Call list

When a call is not answered or is picked up by the answering machine, the display shows X NEW CALLS (where X is the number of calls) and your caller’s telephone number will be stored in the Call list. The Call list holds the last 40 incoming calls (missed and answered).

When the Call list is full, the oldest call will be replaced by a new call, the most recent call will always be at the top of the list.

View/dial a number

1. Press , the most recent missed call is displayed. New missed calls are shown with the icon in the display.

2. Press or to scroll through the Call list.

3. Press to dial the number displayed.

To copy a Call list number to the phonebook

1. Press to display the Call list, then press or to scroll to the entry you want and press to select.

2. Press until STORE NUMBER is displayed then press .

3. The caller’s name is displayed. Enter a name using the keypad and press to confirm.

4. The number is displayed, press to confirm.

5. Ringtone MELODY 1 is played, press or to choose a ringtone to associate with the phonebook entry. Press .

6. Press to return to standby mode.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp

IMPORTANT

To use Caller Display you must first subscribe to your network provider’s Caller Display service. A quarterly fee may be payable.

For more information on BT Calling Features, call BT free on 0800 800 150.

If the caller has withheld their number the display shows WITHHELD.

If a call is received from an international number INTERNATL is displayed.

If a number is stored in the phonebook, the caller’s name will be displayed instead of the number.

If there are no Call list numbers stored, LIST EMPTY will be displayed.
View Call details
1. Press ⌈_Call⌉ to display the Call list, then press ⌈_Call⌉ or ⌈_Call⌉ to scroll to the entry you want and press ✧ to select.
2. DETAILS is displayed press ✧ to select.
3. The date and time details of the call will be displayed.
4. Press ← to return to standby mode.

Delete a number
1. Press ⌈_Call⌉ to display the Call list, then press ⌈_Call⌉ or ⌈_Call⌉ to scroll to the entry you want and press ✧ to select.
2. Press ✧ to display DELETE and press ✧ to select.
3. Press ← to return to standby mode.

Delete the entire Call list
1. Press ⌈_Call⌉ to display the Call list and press ✧.
2. Press ⌈_Call⌉ or ⌈_Call⌉ to display DELETE ALL and press ✧ to select.
3. CONFIRM is displayed, press ✧ again to confirm.
4. LIST EMPTY is displayed. Press ← to return to standby mode.
Answering machine

Your BT Concero 1400 can digitally record up to 30 minutes of messages. Each message can be up to a maximum of 3 minutes long.

You can operate your BT Concero 1400 from:
- the handset
- the base
- remotely from any external Touchtone™ telephone.

Your BT Concero 1400 comes with two pre-recorded male and female outgoing messages each for Answer and Record and Answer Only mode. You can also record your own outgoing message.

Your BT Concero 1400 gives clear voice prompts to help you when using the answering machine.

Operating the answer machine via the base

Switch answer machine on/off

1. Press Ans. on/off. When the answer machine is off, the base counter will show –––.

Playing messages

1. Press Play. The number of recorded messages will be shown on the message counter. If there are new messages, the total number of new messages will be shown and the counter display will flash.

During playback:
- press once to repeat current message, twice to play previous message.
- press to play next message.
- press to delete current message.

Adjust volume

1. Press Vol. or Vol. to increase or decrease the volume.
**Call screening**

**Via the base:**
You can listen to a caller leaving a message via the base speaker. Once they start leaving a message if you decide you want to speak to the caller simply pick up the handset and answer the call.

**Via the handset:**
When a caller is leaving a message *SCREENING*? appears on the display.

Pressing ☑ allows you to monitor the message being left through the handset earpiece without the caller hearing you.

You can then press ☑ to accept the call or ✘ to stop monitoring.

**Operating the answer machine via the handset**

**Switch answer machine on/off**
When first connected to the mains power, your BT Concero 1400 is set to ON and Answer and Record.

When set to on, the ✉️ icon is displayed on the handset screen.

1. Press the Menu button, the display shows **ANS MACHINE**, press ☑.
2. Press ✅ or ✅ until **ANS ON/OFF** is displayed and press ☑ to select.
3. Press ✅ or ✅ to select **ON** or **OFF**, then press ☑ to confirm.
4. Press and hold ✅ to return to standby mode.

**Outgoing messages**
This is the message your caller hears when the answering machine picks up their call. Your BT Concero 1400 comes with two pre-recorded male and female outgoing messages to choose from. You can also record your own outgoing messages.
**Answer and Record**

This allows your caller to leave a message for you. The pre-recorded message is “Hello, your call cannot be taken at the moment, so please leave your message after the tone.”

**Answer Only**

This does not allow your caller to leave a message.

The pre-recorded message is “Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”

**Select answer mode**

1. Press the \[\text{Menu}\] button, the display shows \textit{ANS MACHINE}, press \(\checkmark\).

2. Press \(\text{Back}\) or \(\text{Call}\) until \textit{ANS SETTINGS} is displayed and press \(\checkmark\) to select.

3. The display shows \textit{ANSWER MODE}, press \(\checkmark\).

4. Press \(\text{Back}\) or \(\text{Call}\) to select \textit{ANS & REC} or \textit{ANSWER ONLY} and press \(\checkmark\) to confirm.

5. Press and hold \(\leftrightarrow\) to return to standby.

**Select male or female outgoing message voice**

1. Press the \[\text{Menu}\] button, the display shows \textit{ANS MACHINE}, press \(\checkmark\).

2. Press \(\text{Back}\) or \(\text{Call}\) until \textit{ANS SETTINGS} is displayed and press \(\checkmark\) to select.

3. Press \(\text{Call}\) to display \textit{OGM VOICE} and press \(\checkmark\).

4. Press \(\text{Back}\) or \(\text{Call}\) to select \textit{MALE} or \textit{FEMALE} and press \(\checkmark\).

5. Press and hold \(\leftrightarrow\) to return to standby.

**Record your own outgoing message**

1. Press the \[\text{Menu}\] button, the display shows \textit{ANS MACHINE}, press \(\checkmark\).

2. Press \(\text{Back}\) or \(\text{Call}\) until \textit{ANS SETTINGS} is displayed and press \(\checkmark\) to select.

3. Press \(\text{Call}\) to display \textit{OUTGOING MSG} and press \(\checkmark\).

4. Press \(\text{Back}\) or \(\text{Call}\) to select \textit{ANS & RECORD} or \textit{ANSWER ONLY} and press \(\checkmark\).

Your personalised message can be up to 3 minutes long. It replaces the pre-recorded outgoing message, but you can reinstate this later if you wish.
5. Press \button1 or \button2 to RECORD MSG and press \button3 to record your message.

The voice prompt played through the earpiece will tell you when to start your message.

6. The display shows RECORDING, press \button3 when you have finished speaking and your message will be played back.

7. Press and hold \button4 to return to standby.

Play/check outgoing message

1. Press the \button5 button, the display shows ANSWER MACHINE, press \button3.

2. Press \button1 or \button2 until ANSWER SETTINGS is displayed and press \button3 to select.

3. Press \button1 to display OUTGOING MSG and press \button3.

4. Press \button1 or \button2 to select ANSWER & RECORD or ANSWER ONLY and press \button3.

5. PLAY MESSAGE is displayed, press \button3 to listen to the message through the earpiece. The display will show PLAYING MSG.

6. Press and hold \button4 to return to standby.

Reinstate pre-recorded outgoing messages

1. Press the \button5 button, the display shows ANSWER MACHINE, press \button3.

2. Press \button1 or \button2 until ANSWER SETTINGS is displayed and press \button3 to select.

3. Press \button1 to display OUTGOING MSG and press \button3.

4. Press \button1 or \button2 to select ANSWER & RECORD or ANSWER ONLY and press \button3.

5. PLAY MESSAGE is displayed, press \button3 and as soon as the message starts press \button4. Your personal outgoing message will be deleted and the pre-recorded message reinstated.

6. Press and hold \button4 to return to standby.
Message playback

When you have new messages stored on your BT Concero 1400 answering machine the  icon will flash in the display and the screen will show X NEW MSGS.

Playing messages via the handset

1. Press the Menu button, the display shows ANSMACHINE, press ✓.

2. PLAY MESSAGE is displayed, press ✓ to start playback. The date and time of the message are announced, then the messages are played back. The date and time of the message are also shown on the handset screen.

The machine then announces, “You have (n) old messages”, and all old messages are played back. New messages will always be played back first.

During playback, you can choose any of the following options:

- Press 2 ❯ to stop playback.
- Press 4 ✅ to replay the current message.
- Press 4 ✅ twice to go to the start of the previous message.
- Press 6 ⛄ to skip to the next message.
- Press 5 ✅ to delete the current message.

3. Press and hold ← at any time to return to standby mode.

Adjust volume for message playback

1. During message playback, press ▲ or ▼, until you reach the required level.

Delete all old messages

1. Press the Menu button, the display shows ANSMACHINE, press ✓.

2. Scroll ✅ to DELETE ALL and press ✓.

3. CONFIRM? appears. Press ✓ to confirm.

4. Press and hold ← to return to standby mode.
To record a memo

You can record a memo on the answer machine for another member of your household.

1. Press the button, the display shows ***MACHINE, press .
2. Scroll or to MEMO and press .
3. A voice prompt played through the handset earpiece will tell you when to start speaking. The display shows RECORDING. Press when you have finished recording and the memo will be saved and played back to you. During playback you can press to delete the memo.
4. Press and hold to return to standby mode.

Memory full

If the memory becomes full when a caller is leaving a message the machine announces “Memory full, thank you for calling” and hangs up.

When the memory is full, your answering machine will automatically switch to Answer Only mode. You must delete messages to allow for more messages to be recorded, see previous page for instructions.

Recording time

Recording time allows you to set the amount of time that can be allocated to an incoming message. The default is 3 minutes. You can change this to 1 or 2 minutes, or Unlimited. When the allocated time is reached your BT Concero 1400 will announce “Thank you for calling” and then hang up.

1. Press the button, the display shows ***MACHINE, press .
2. Press or until ***SETTINGS is displayed and press to select.
3. Press or to display RECORD TIME and press .
4. Press or to select 1 MINUTE, 2 MINUTES, 3 MINUTES or UNLIMITED and press .
5. Press and hold to return to standby.

To playback a memo

A memo is played back as any other recorded message, see page 31 and 35.
**Answer delay**

Answer delay sets the number of times your BT Concero 1400 will ring before the answering machine picks up your call. The default setting is 5 rings. You can change this setting from between 2-9 rings or to time saver mode.

1. Press the Menu button, the display shows **ANS MACHINE**, press ✔.
2. Press ▼ or ▲ until **ANS SETTINGS** is displayed and press ✔ to select.
3. Press ▼ or ▲ to display **ANSWER DELAY** and press ✔.
4. Press ▼ or ▲ to select the number of rings you want (2-9) or **TIME SAVER** and press ✔.
5. Press and hold ➔ to return to standby.

**Remote access**

You can operate your answering machine remotely from any Touchtone™ phone by calling your BT Concero 1400 and entering a 4-digit security code.

**Switch remote access on/off**

1. Press the Menu button, the display shows **ANS MACHINE**, press ✔.
2. Press ▼ or ▲ until **ANS SETTINGS** is displayed and press ✔ to select.
3. Press ▼ or ▲ to display **REMOTE ACC** and press ✔.
4. Press ▼ or ▲ to choose either **ON** or **OFF** and press ✔.
5. Press and hold ➔ to return to standby.

If you have a voice mail service e.g. 1571 please ensure that the ring delay is set to answer before the voicemail service. Therefore, the ring delay should be less than on the voicemail if you want the BT Concero 1400 answer machine to answer calls.
Change remote access security PIN code

1. Press the Menu button, the display shows **ANS MACHINE**, press ✔.
2. Press ⏴ or ❌ until **ANS SETTINGS** is displayed and press ✔ to select.
3. Press ⏴ or ❌ to display **CHANGE PIN** and press ✔.
4. **OLD PIN?** is displayed, enter the current PIN and press ✔.
5. **NEW PIN?** is displayed, enter your new PIN and press ✔.
   Re-enter the new PIN when the display shows **CONFIRM?** and press ✔.
6. Press and hold ← to return to standby.

Switch answering machine on

If you forget to switch on your answering machine before leaving home, you can do it from another phone.

1. Dial your phone number and after 20 rings your BT Concero 1400 will answer. When the message starts press * and you will hear, “Please enter your security code”. Enter your 4-digit code.
2. Press 7 to switch the answer machine on.

Check for messages

1. Dial your phone number. When you hear your outgoing message, press *. You will hear, “Please enter your security code”.
2. Enter your 4-digit code and your machine announces “To hear main menu, press 1”.

If you enter the incorrect PIN code, you will hear “Incorrect security code”. You have two chances to enter the correct remote access security code before your BT Concero 1400 hangs up.

Time saver

If you have set the answer delay to Time Saver, your answering machine will answer after 2 rings if you have new messages. If you do not have new messages it will answer after 6 rings. This enables you to hang up if you hear more than 2 rings before you are connected, saving you the cost of a call. See Answer delay, page 37.

If you do not press any button for 4 seconds during Remote access, your BT Concero 1400 will hang up.

Keep a note of your remote access security PIN code.
The default PIN setting is 0000.
Remote access commands

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The commands are:

1. Play remote access menu
2. Play/Stop all messages
3. Repeat/Skip back to previous message
4. Delete current message
5. Skip forward to next message
6. Turn answer machine on
7. Turn answer machine off
BT Services

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

There are also two empty entries so you can enter two important numbers of your choice, e.g. your doctor and dentist numbers.

- BT Helpdesk
- BT 118500 directory enquiries
- Call Divert on
- Call Divert off
- Check Call Divert
- Call Waiting On
- Call Waiting Off
- Check Call Waiting

BT Helpdesk
1. Press the Menu button and scroll to BT SERVICES, press ✓.
2. HELPDESK is displayed, press ✓ to call the BT Concero product Helpdesk.

BT 118500 (Directory Enquiries)
1. Press the Menu button and scroll to BT SERVICES, press ✓.
2. Scroll to BT 118500 and press ✓ to call.

Call Divert on
1. Press the Menu button and scroll to BT SERVICES, press ✓.
2. Scroll to DIVERT ON.
3. Press ✓ to dial the service and then enter the number you want to divert calls to.

IMPORTANT
To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A quarterly fee may be payable.

For more details on BT’s Calling Features, call BT free on 0800 800 150.

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features user guide supplied when you subscribe to the services of your choice.

If you always divert your calls to the same number, you can change the service number for convenience.

Follow steps 1 and 2 opposite and press ✓. Scroll to EDIT, press ✓ twice and after the existing number enter in the number you usually divert to (do not delete any of the digits that are already there). Press ✓ to confirm.

Then when you call ‘Divert on’, your divert will be set up without having to enter any additional digits.
Call Divert off/check

1. Press the Menu button and scroll to BT SERVICES, press ✔.
2. Scroll to either DIVERT OFF or DIVERT CHECK.
3. Press ✔ to dial the service. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Call Waiting on/off/check

1. Press the Menu button and scroll to BT SERVICES, press ✔.
2. Scroll to either C WAIT ON, C WAIT OFF or C WAIT CHK.
3. Press ✔ to dial the service. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Add an entry

1. Press the Menu button and scroll to BT SERVICES, press ✔.
2. Scroll to EMPTY and press ✔.
3. ADD is displayed, press ✔.
4. Enter the name you want and press ✔.
5. Enter the number you want and press ✔. The entry is saved.

Dial a stored entry

1. Press the Menu button and scroll to BT SERVICES, press ✔.
2. Scroll to the entry you want to dial and press ✔.

Delete an entry or delete all entries

1. Press the Menu button and scroll to BT SERVICES, press ✔.
2. Scroll to the entry you want to delete, press ✔.
3. Scroll to DELETE to delete the selected service entry or DELETE ALL to delete all the services and press ✔.
4. Press ✔ to confirm if required.

Call Divert will divert all incoming calls to another number of your choice.

Call Waiting lets you know if another person is trying to contact you while you are on a call. If a second caller rings you will hear a beep in the handset. Providing you have also subscribed to Caller Display, the screen will show the caller’s details.

You can also scroll through the menu to EDIT, and edit any stored names or numbers.

If you accidentally delete all the service entries you can restore them by a phone reset, see page 14.

If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit www.bt.com/producthelp
Registering additional handsets

You can use up to five BT Concero 1400 handsets with your BT Concero 1400 base to extend your phone system without needing to install extension sockets for each new phone.

If you have purchased a BT Concero 1400 multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT Concero 1400 base before it can be used.

**Registering a handset**

At the base:

1. Press and hold the **Find** button until you hear a long beep and the green In use light begins to flash.

At the handset:

2. Press the **Menu** button then **Talk** or **Call** until **REGISTRATION** is displayed, then press ✅.

3. **PIN?** is displayed. Enter the base PIN (original setting=0000) and press ✅.

4. The handset will temporarily display **REGISTERED** then will display **HANDES** and will be automatically assigned the next handset number.

**Registering another make of handset to your BT Concero 1400 base**

If you want to register another make of handset (i.e. not a BT Concero 1400 handset) to your BT Concero 1400 base then you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown opposite, ‘At the base’). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

You have 60 seconds to complete the registration process.

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail. You must de-register (delete) another handset before you can register the new one. See page 28, “Delete handset” for instructions.
Help

If you experience any problems, please call the Helpline on 0800 218 2182*. Additional answers to Frequently Asked Questions can be found by visiting www.bt.com/producthelp

**Handset not registering?**
- Is **SEARCHING** displayed on the handset? You need to move closer to the base.
- Check that the base is plugged into the mains power and switched on.
- Check that there are charged batteries in the handset and that they are fitted correctly.

**Forgotten your PIN number**
- Try entering the default PIN = 0000. If you have changed the number and cannot remember it, contact the BT Helpline on 0800 218 2182*.

**No display**
- Check that the handset batteries are charged and correctly fitted. If necessary, replace the batteries.

**Nothing happens when you press any button**
- Is the 🔔 icon displayed? If so, the key lock is on, press and hold 🔙 to unlock the keypad.

**No connection between handset and base**
- You may be out of range, is the 📞 icon flashing? If so, move closer to the base.

**Handset is not charging properly**
- Make sure the handset is placed properly on the base/charger. When charging, the battery symbol is shown filling up.
- Clean the charging contacts with a soft, slightly damp (not wet) cloth.

**Handset does not ring**
- Check that the batteries are inserted correctly.
- Check that the handset ringer has not been switched off, see page 23.
Your caller cannot hear you

- Check to see if the display says **SECRECY ON**. If so, the secrecy feature is switched on.
  Press the **right soft key** × to speak to your caller again.

Incoming caller’s number is not displayed even though you have Caller Display

- The caller has to allow their number to be sent. The number could be withheld or is unavailable.
General information

**IMPORTANT**

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

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

**Replacing the handset batteries**

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Take out the old batteries and replace with 2 new AAA NiMH 500mAh batteries.
3. Press and push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 500mAh.

For details on how to obtain spare rechargeable batteries, contact the BT Freelance Helpline on 0800 218 2182*.

<table>
<thead>
<tr>
<th>Battery</th>
<th>Manufacturer</th>
<th>Model</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPI</td>
<td>VT50AAAHC</td>
<td>500 mAH</td>
<td></td>
</tr>
<tr>
<td>BYD</td>
<td>H-AAA500A</td>
<td>500 mAH</td>
<td></td>
</tr>
<tr>
<td>CORUN</td>
<td>Ni-MHAAAJ500</td>
<td>500 mAH</td>
<td></td>
</tr>
</tbody>
</table>

**CAUTION**

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT Concero 1400 by using any other types of batteries. There is a risk of explosion if incorrect batteries are fitted.

**Safety information**

- Only use the power supply suitable for the BT Concero 1400 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 048611.

If you have purchased a multiple pack the item code for the charger(s) mains power supply is 048610.

*If you experience any problems, please call the Helpline on Freephone 0800 218 2182* or visit [www.bt.com/producthelp](http://www.bt.com/producthelp)
• Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT Concero Helpline on 0800 218 2182*.

• Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 218 2182* for all repairs.

• If the keylock is switched on, it is still possible to make calls to the emergency numbers (999/112/9999/9112).

• Radio signal transmitted between the handset and base may cause interference to hearing aids.

• It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

• It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

• Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

• Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

**Cleaning**

• Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

**Environmental**

• Do not expose to direct sunlight.

• The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.

• Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the 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 bathrooms.

• Do not expose your product to fire, explosive or other hazardous conditions.

• There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.
Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority’s recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Concero 1400 is guaranteed for a period of 12 months from the date of purchase. 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 BT Concero 1400, 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 or repaired product.

The conditions of this guarantee are:

The guarantee shall only apply to defects that occur within the 12 month guarantee period.

Proof of purchase is required.

The equipment is returned to BT or its agent as instructed.

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 through approved agents.

This guarantee does not affect your statutory rights.
Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 43 or contact the BT Concero Helpdesk for assistance on 0800 218 2182*. Additional answers to Frequently Asked Questions are available from www.bt.com/producthelp

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

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 suggest that you call our recommended repair agents Discount Communications Ltd on 0800 980 8999.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

Additional/Replacement Items

For a full range of replacement items for the BT Concero 1400 range please call 0800 218 2182*.

* Calls made from within the UK mainland network are free. Mobile and international calls may vary.
Technical information

How many telephones can you have?

All items of 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. The BT Concero 1400 has a total REN of 1, i.e. for a base and up to 5 handsets. 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 per telephone line. If the total REN of 4 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Connecting to a switchboard

Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Recall (R)

Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider. The BT Concero 1400 supports time break recall but not earth loop recall.

For your records

Date of purchase:
Place of purchase:
Serial number:
For guarantee purposes proof of purchase is required so please keep your receipt.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

Declaration of Conformance

Hereby, BT declares that this BT Concero 1400 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit www.bt.com/producthelp

User Guide formats

This document is also available in other formats, such as Large print, Braille and Audio CD. If you would like a copy, please call 0800 218 2182*.
For a Better Future

We’re always looking to make our products last longer and use less power, so we don’t have such a big impact on the environment.

To find out about what we are doing, visit bt.com/betterfuture