



UK's best selling phone brand

## User Guide



**BT Duet 210**  
Corded Phone

# Welcome ....

## to your BT Duet 210 Corded Telephone

- 10 number quickdial memory  
- for ease of dialling your most important telephone numbers
- Mute – mutes your voice so you can talk to someone else in the room without your caller hearing you
- Last number redial – easy, one-touch dialling of the last number called
- Desk or wall mountable for your convenience



# Getting started

## Setting up

- 1 Plug the telephone line cord into the telephone wall socket.
- 2 You can use your telephone on a desk or similar surface or it can be wall mounted:

### To use on a desk

- i) Press the telephone line cord into the groove on the underside of the base to ensure the phone sits flat.

### To wall mount your phone



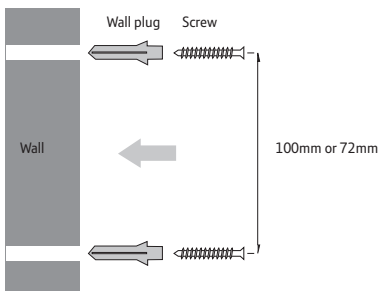
#### **Important**

Before you wall mount, please check that:

- the wall can support the weight of the phone
- you are not drilling into any hidden wiring or plumbing
- the telephone line cord will reach the telephone socket

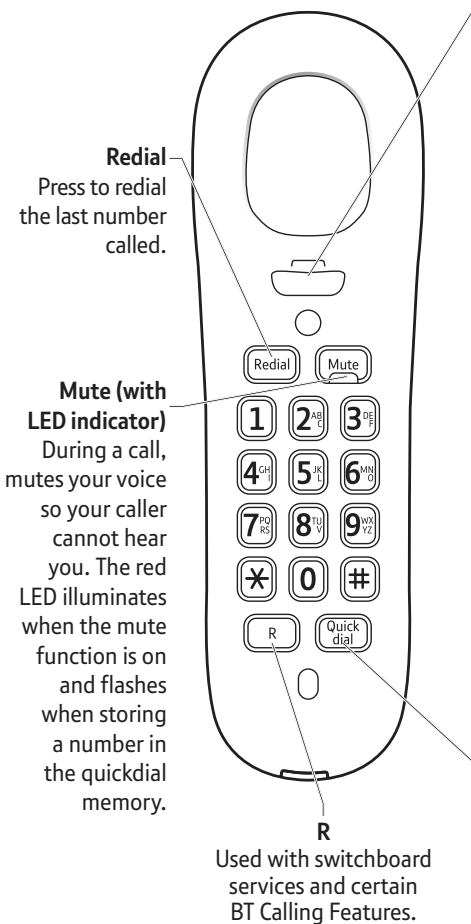
BT are not responsible for any damage/injury caused while attempting to wall mount your telephone.

- i)** Drill two 4mm diameter holes in the wall either 100mm or 72mm apart according to your preference.



- ii)** Insert wall plugs into the holes, and then insert a screw into each hole. Leave approximately 5mm of the screw head protruding from the wall to hold the base securely in place.
- iii)** Position the telephone onto the screws. Drop down and secure into place.

# Getting to know y



# our phone

## Hook switch

Press to make a follow-on call without replacing the handset. If wall mounted, allows your handset to rest securely on the base.

## Ringer volume switch

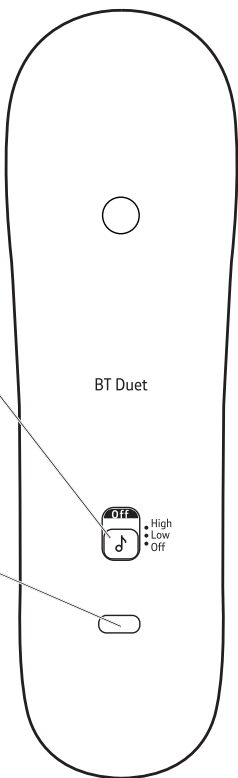
Use to select the ringer volume: high, low or off.

## Incoming call LED indicator

Red LED flashes to indicate an incoming call.

## Quick dial

Use to store and dial telephone numbers in the quickdial memory.



# Using the phone

## Make a call

- 1 Lift the handset and wait for the dial tone.
- 2 Enter the telephone number.

## End a call


- 1 Replace the handset or press the hook switch if you want to make a follow-on call.

## Receive a call

- 1 When you receive a call, the telephone rings and the red incoming call LED indicator will flash. Simply pick up the handset to answer the call.

## Last number redial

- 1 Lift the handset and press the **Redial** button. The last number called will be redialled.

 A redial number can only be 32 digits long. If the last number redialled was longer than 32 digits only the first 32 digits will be dialled out.

## Mute

- 1 During a call, press and release the **Mute** button to mute the handset microphone. The red LED on the mute button will illuminate to indicate that the mute feature is on. Your caller now cannot hear you speak.
- 2 To switch mute off, press and release the **Mute** button again. The red LED will turn off and your caller will now be able to hear you.

- ☰ The mute feature will automatically switch off if you replace the handset on the base.

## Adjust the ringer volume

- 1 Adjust the switch on the front of the handset to the volume you want. There are 3 volume levels: high, low or off. The default is high.



## Quickdial memory

You can store 10 of your most frequently dialled telephone numbers under the quickdial memory buttons **0** to **9<sup>WX</sup><sub>YZ</sub>**. There is a quickdial memory card located on the base of the telephone so you can make a note of the number or the contact associated with the number you have stored. You'll need to lift the plastic plate up so you can write on the card.


- ☰ Quickdial memory telephone numbers can be a maximum of 32 digits. If you enter more than 32 digits you will hear an error tone.

## Store a number in the quickdial memory

- 1 Lift the handset.
- 2 Press and hold the **Quick dial** button for 2 seconds until you hear a confirmation tone, then release.
- 3 Press a button to assign a number: **0** to **9<sup>WX</sup><sub>YZ</sub>**. A confirmation tone will be heard.
- 4 Dial the number you want to store.



- 5 Press and release the **Quick dial** button. A confirmation tone will be heard.
- 6 Replace the handset.

 If you wish to cancel storing a number, replace the handset on the base. The storing process will be cancelled and any number that was previously stored will be retained.

## Dial a quickdial memory number

- 1 Lift the handset and wait for the dial tone.
- 2 Press the **Quick dial** button.
- 3 Press the quickdial memory location button **0** to **9<sup>WX</sup><sub>YZ</sub>** under which the number you want is stored. The number will be dialled out automatically.

## Delete a number stored in the quickdial memory

- 1 Lift the handset.
- 2 Press and hold the **Quick dial** button until you hear a confirmation tone, then release. The red LED on the mute button will flash.
- 3 Press the quickdial memory location button **0** to **9<sup>WX</sup><sub>YZ</sub>** that you want to delete.
- 4 Press the **Quick dial** button. You will hear a confirmation tone. Replace the handset on the base.

# General information

## Safety

- Only use the telephone line cord supplied otherwise your telephone may not work.
- Do not open the handset or base of the telephone. This could expose you to high voltages or other risks.
- Do not stand your product on carpets or other surfaces that generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not expose to direct sunlight.
- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.

## Cleaning

Clean the telephone 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.

# 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 minimize 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 dispose of 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 Duet 210 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 Duet 210 or any component thereof, 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.

## **Within the 12 month guarantee period:**

Prior to returning your product, please visit [www.bt.com/producthelp](http://www.bt.com/producthelp) to view answers to Frequently Asked Questions.

## **Outside the 12 month guarantee period:**

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent Discount Communications Ltd on 0800 980 8999 or a local qualified repairer.

## **Returning your phone**

Where possible, pack the product in its original packaging. Please remember to include all parts, including the telephone line cord. For guarantee purposes proof of purchase is required so please keep your receipt.

## **How many telephones can I have?**

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Duet 210 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

## **Switchboard compatibility**

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards which support tone dialling and timed break recall. If in doubt, please consult your network service provider.

## Switchboard external line access code

When connected to an internal switchboard, you may need to enter an access code e.g. 9 to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code. A Pause lasts 2.5 seconds.

### To insert a pause

- 1 When storing a number in the quickdial memory, press the **Redial** button in the place you want a pause inserted.

### Recall

The **R** button is used when connected to certain switchboards e.g to transfer calls and for some BT Calling Features or other services available from your network provider.

### R&TTE

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

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

## **Declaration of Conformance**

Hereby, BT declares that this BT Duet 210 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\*\*](http://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 visit [\*\*www.bt.com/producthelp\*\*](http://www.bt.com/producthelp)

## 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](http://bt.com/betterfuture)



### Offices worldwide

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Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Printed in China.

Designed and produced by The Art & Design Partnership Ltd.  
BT Duet 210 (12/12) Issue 2