Your BT3560 is now ready to use.

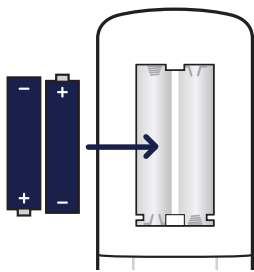**2** Activate the batteries as shown above. Then place the handset on the charger **to charge for 16 hours.**

Set up your additional handsets (if you've bought a multipack)

1 For each additional handset and charger: plug the mains power adaptor into the socket on the underside of the charger, secure the cable behind the retaining clip and plug the other end into the wall power socket and switch on.

ⓘ **Important:** you should charge the batteries for **16 hours** before using the handset for the first time.

16 hrs

The handset gives a confirmation tone.

3 Place the handset on the base and leave to charge the batteries for **16 hours.**

2 The handset will check for a link with the base station. Once found, you'll need to set the time and date, but you can then press the [✕] button to skip any further options until setup is complete (you can always set these up later).
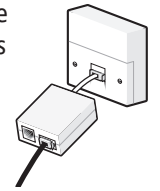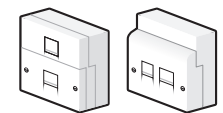
1 Slide off the battery cover from the back of the handset and insert the two batteries supplied. Note the '+' and '-' markings inside the battery compartment. Then slide the battery cover back into place.

2 Charge

3 Plug the other end of the power adaptor into the wall power socket and switch on.

2 Plug the mains power adaptor into the base, with the cable clipped in the groove provided.

1 The telephone line cord is already fitted, plug the other end into the wall socket.

3

2 **1**

1 Plug in

ⓘ **Important:** Only use the mains power adaptors, cables and rechargeable batteries supplied in this box, or this product may not work. Any replacement rechargeable batteries must be the same type. BT accepts no responsibility for damage caused to your phone by using any other type of batteries.

For each additional handset (if you've bought a multipack)

Handset — Charger — Mains power adaptor — 2x AAA NiMH 300mAh rechargeable batteries (item code 087314)

What's in the box

Handset — Base — Telephone line cord — Mains power adaptor (pre-installed) — 2x AAA NiMH 300mAh rechargeable batteries (item code 087314)
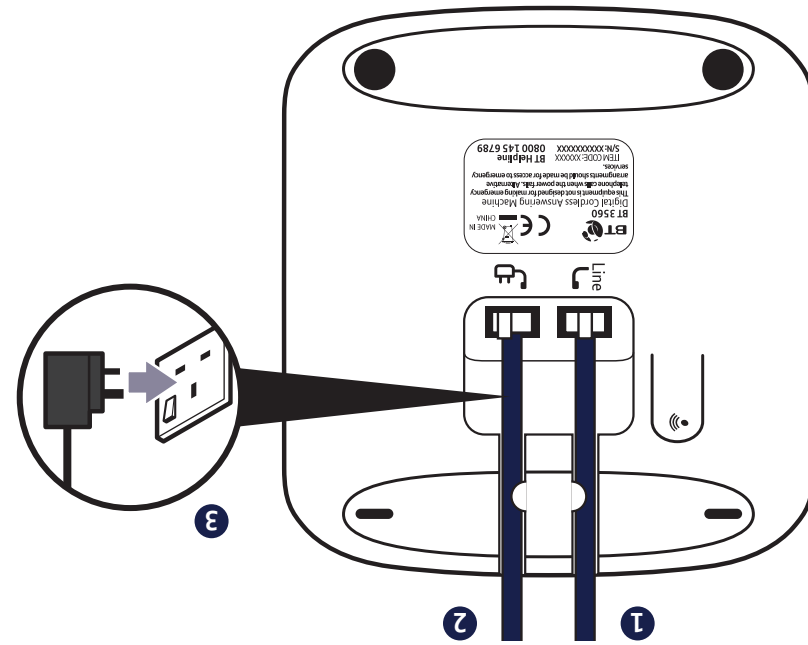

Troubleshooting

Most problems can be fixed with a few simple checks.

Problem	Solution
No dial tone or line cord error message displayed on-screen	Only use the cables and batteries supplied. Make sure both the mains power adaptor cable and telephone line cord are plugged into the correct sockets.
Poor speech quality	Make sure the product is not located too close to other electrical appliances. This can also help to improve the handset range from the base.
🔋 Battery icon is animated in a cycle when charging	The battery charge is very low. Make sure you charge the batteries for 16 hours before use to ensure maximum battery performance
Using broadband on the same phone line?	To avoid problems with your broadband or noise on your phone line, you might need to plug your telephone line cord into the wall via a microfilter (not supplied).

If your main phone socket has a single socket, as shown, you'll need to use microfilters

You don't need to use microfilters if your main phone socket has two separate sockets, like either of these:

General information

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General information' section in the full user guide at **bt.com/producthelp**

Guarantee

Your BT3560 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 BT3560, 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.

To find out what to do, if your phone is in or outside of the 12 month guarantee, please look in the full user guide at **bt.com/producthelp**

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Warning

You won't be able to call 999 from this phone if there's a power cut, so make sure you've got another way to call for help in an emergency.

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type BT3560 Telephone (086921, 086922, 086923, 086924) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: **bt.com/producthelp**
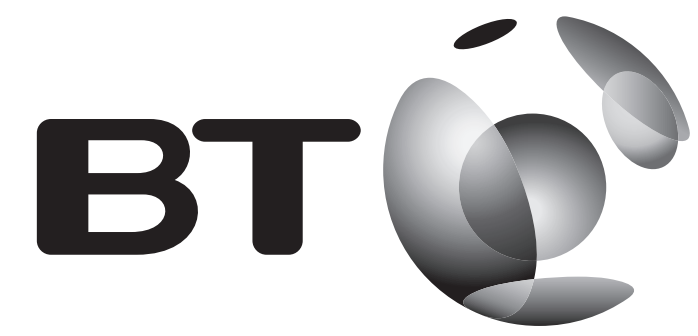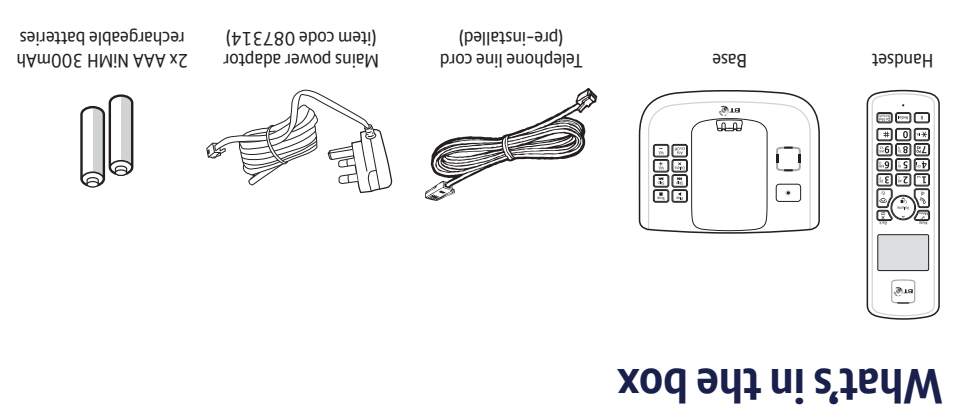
Radio transmission information

Frequency range 1881.792 – 1897.344MHz
Max power 125.89 mW, 21.0 dBm

BT3560
Digital Cordless Phone with Answer Machine

3 Using your phone

⚠ You'll need Caller Display

To get the most from your nuisance call blocker phone and for all the features to work, you'll need to subscribe to a Caller Display service from your network provider. Charges may apply.

Making and receiving calls

Make and end a call
Press green 📞, enter phone number using keypad. Press red 📵 to end the call.

Answer a call
Lift handset from base or charger. If handset not on base or charger you'll need to press green 📞.

Mute
Press Menu during a call. Press Menu to return to your caller.

View or dial a number in Calls list†

The Calls list stores details of the last 20 incoming calls.
1 Press Calls to open the calls list and scroll to an entry.
2 Press 📞 to dial the number.
   Or to view call details, keep pressing Menu to see the date, time and caller's number.

Nuisance Call Block

Turn call blocking on to enable block list
1 Press Menu, scroll down to **CALL BLOCK** and press Menu again.
2 Scroll to **BY NUMBER** and press Menu. Then scroll to **BLOCK MODE** and press Menu.
3 Scroll to **ON** and press Menu.

Block incoming call number in your calls list
1 Press Calls, scroll to the entry and press Menu.
2 Scroll to **CALL BLOCK** and press Menu. Display shows **SAVED!**

To view, delete or add numbers manually to the blocklist go to **CALL BLOCK** menu.

Phonebook

Store entry in phonebook (up to 50)
1 In idle mode, press Menu. **PHONEBOOK** is displayed. Press Menu.
2 Scroll Calls to **ADD NEW**, press Menu. **ENTER NAME** is displayed.
3 Enter name using keypad and press Menu. **ENTER NUMBER** is displayed.
4 Enter phone number and press Menu to save.

To save a number to your phonebook from the Calls list, press Calls. Scroll to the entry and press Menu. Scroll Calls to **SAVE NUMBER**, press Menu. Then follow steps 3 to 4 above.
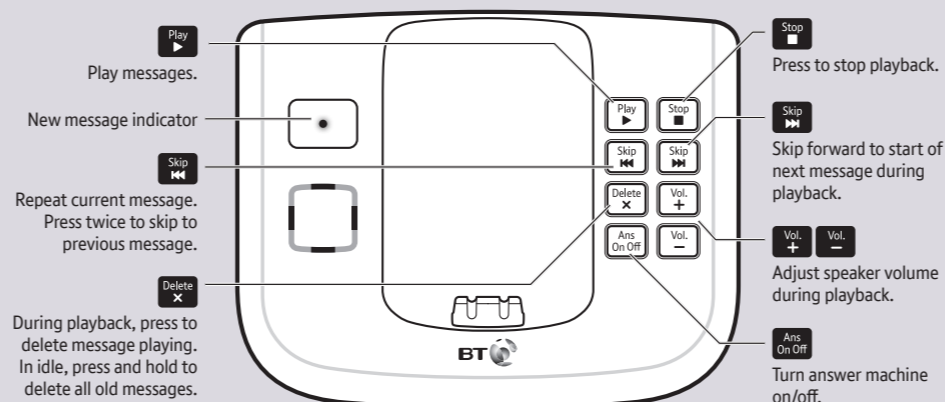
Dial entry in phonebook
1 In idle mode, press 🔀.
2 Scroll Calls or Volume to display the entry and press 📞 to dial.

Handset buttons and display icons

Call indicator
On – line is in use
Flashing – incoming/internal call

New missed call received
Handset ringer off
Signal strength
Handset name
Alarm set
Menu open
Displayed number longer than 12 digits

Press to enter the main menu, access sub-menus and confirm options. During a call, press to mute your voice.

In standby mode, make/receive phone calls. During a call, switch handsfree on/off.

Enter Calls list. Scroll down through menu options. Decrease volume.

Use to make internal calls and transfer calls to other handsets registered to the base.

R (Recall)
Used when connected to a switchboard/PBX and with some BT Calling Features.

New call in calls list
Outgoing call in redial list
Handsfree on
Battery charge status
Empty and flashing when needs recharging
New voicemail received
Answer machine on
Phonebook open
Displayed number longer than 12 digits

Scroll up through menu options. Increase volume.

Press to confirm the option displayed above the button, to delete or go back to the previous screen. In standby mode, press to open the phonebook menu.

End a call. Press and hold to turn handset on/off.

Press to turn Do Not Disturb on. Press and hold to enter Call block menu.

In standby mode, press to see redial list.

Base buttons

Play messages.
New message indicator
Repeat current message. Press twice to skip to previous message.
During playback, press to delete message playing. In idle, press and hold to delete all old messages.

Press to stop playback.
Skip forward to start of next message during playback.
Adjust speaker volume during playback.
Turn answer machine on/off.

Answer machine

Your answer machine is on and ready to record messages. You can control it using the buttons on the base (see above) or using the handset **ANSW MACHINE** menu.

Record your own outgoing message
1 Press Menu, scroll Volume to **ANSW MACHINE** and press Menu.
2 Scroll to **OGM SETTING**, press Menu. Then scroll to **ANSWER + REC** and press Menu.
3 Scroll to **RECORD** and press Menu. After the beep, speak your message.
4 Press Menu to stop recording and save your outgoing message.

Set the answer delay
For compatibility with BT1571 or another voicemail service make sure the answer delay is set to answer before the service, e.g. for BT1571 do not set to more than 5 rings.
1 Press Menu, scroll Volume to **ANSW MACHINE** and press Menu.
2 Scroll to **RING DELAY**, press Menu. The current setting is displayed.
3 Scroll to select the number of rings. Press Menu to confirm.

Using the menu

- Press Menu to open the main menu, scroll through menu items using Calls or Volume.
  When the menu you want is displayed, press Menu. Press Calls or Volume to scroll through the sub menus and press Menu to select.
- Use 🔀 to return to the previous menu level.
- Use 📵 to exit a menu and return to standby.
- If no buttons are pressed for 30 seconds the handset will return to the idle screen.

Handset volume and sounds

Incoming speech volume
During a call, press Calls or Volume to increase or decrease the volume of your caller's voice.

Handset ringer volume
1 Press Menu, scroll Calls to **PERSONAL SET**, press Menu.
2 Display shows **HANDSET TONE**, press Menu.
3 Display shows **RING VOLUME**, press Menu.
4 Press Calls or Volume to adjust the volume, press Menu to save.

Handset ringtone
1 Press Menu, scroll Calls to **PERSONAL SET**, press Menu.
2 Display shows **HANDSET TONE**, press Menu.
3 Press Calls to **RING MELODY**, press Menu.
4 Press Calls or Volume to hear ringtones, press Menu to save.

Using the keypad

- When entering letters you may need to press the same button a few times until the letter you want is displayed, e.g. press 2ABC once for **A**, twice for **B**, three times for **C**
- Enter a space, press 1.
- Enter a pause when pre-dialling or storing a number, press and hold #.

Need some help?

Frequently asked questions and a full user guide are available online.

💻 **bt.com/producthelp**

If you cannot find the answer to your question in the full online user guide, call our free Helpline. Our dedicated advisors are more likely to be able to help you than the retailer where you bought your phone.

☺ **0800 145 6789***

This user guide is also available in other formats: large print, Braille and audio CD. Call the helpline for a copy.

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.
† Requires a subscription to a Caller Display service from your network provider. Charges may apply.