



**BT5960**

**with easy call blocking  
and answer machine**

Quick Set-up and User Guide

Digital Cordless Phone with Answering Machine



You'll need a Caller Display service from your network provider to use Call Blocking and other Caller Display enabled features, including accessing your Calls list. Charges may apply.

## 2 **Important – please read first**

---

- Only use the line cord, power supply and rechargeable batteries that come with your phone.
- Make sure the power supply is connected to a socket that you know works.
- Connect your phone to the power supply and let the batteries charge for 16 hours before connecting your phone to the phone socket.
- The base should always be plugged in to the mains power supply.

### **Your Answer Machine**

Make sure the phone is set to **Answer + Rec** and that the ring delay is set to answer before any voicemail service does. The default setting is five rings. If you want to change it, take a look at page 43.

### **Where to put your phone**

To make sure your handset gives you the best range and reception, avoid interference by placing it away from any large metal objects like fridge-freezers, microwave ovens, or electronic products such as computers and TVs.

# Check the box contents



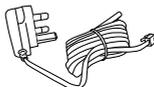
Handset



Base



Phone line (this comes already installed)



Mains power adaptor (item code 066270)



Two rechargeable batteries, AAA NiMH 550mAh (already installed in the handset)

## If you bought more than one handset you'll also get



Extra handset



Charger



Mains power adaptor (item code 066270)



Two rechargeable batteries, AAA NiMH 550mAh (already installed in the handset)

### ☆ Important

Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your BT5960 if you use any other type of batteries.

# 4 Quick set-up guide

## Where to put your phone

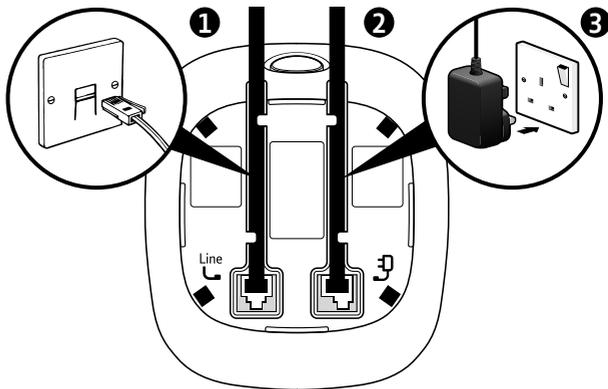
- Place the base within 3 metres of a mains power socket and 1.8 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.

## ☆ Important

- Don't connect the phone line to a phone socket until the handset is fully charged.
- The base station should be plugged into the mains power socket all the time.

## 1 Plug in

1. Your phone will come with the phone line cord already fitted. Plug the other end into the wall socket.
2. Plug the mains power adaptor into the base, with the cable clipped in the groove provided. Please use power supply unit item code 066270.
3. Plug the other end of the power adaptor into the wall power socket and switch it on.



## 2 Charge

1. Activate the batteries by pulling the plastic tab away from the bottom of the handset.
2. The handset will then check for a link with the base station. When it's found it, follow the prompt to set the date and time on the phone.
3. Place the handset on the base and let it charge for **16 hours**.



### ☆ Important

Charge the handset batteries for 16 hours or your phone might not work.

### Set up your additional handsets (multipacks only)

1. For additional handsets and chargers: plug the mains power adaptor into the underside of the charger and plug the other end into the mains wall socket and switch on the power. Please use power supply unit item code 066270.

### Talk/Standby time

Under ideal conditions, the handset batteries should give up to 12 hours talk time or 120 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new Ni-MH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

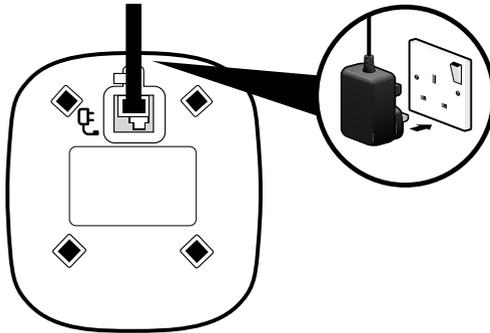
### Battery low warning

You will hear a warning beep every 2 minutes during a call and the  icon will flash.

You must recharge the handset batteries before you can use the handset. If the charge completely runs out the handset will switch off. Place the handset on the base or charger to charge.

**Battery performance**

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 8 hours.
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call the helpline on 0800 145 6789\*.



2. Activate the batteries as explained on page 5.
3. Place the handset on the charger to charge for 16 hours.

**★ Tip**

If you need to take the batteries out, place your finger in the groove at the bottom of the handset and lift the cover up to release it. Then gently take the batteries out.

## 3 Go!

### Your BT5960 is now ready for you to use

- For help setting the date and time, go to page 55.
- For instructions on using Call Blocking, go to page 25.
- For instructions on making a call, go to page 20.
- For help personalising your phone's settings, go to page 50.
- For instructions on using the answer machine, go to page 40.

Or, you may find the answer in the Help section on page 59 or see our online frequently asked questions at [bt.com/producthelp](http://bt.com/producthelp)

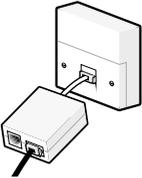
Alternatively, call the Helpline on 0800 145 6789\*.

\* Calls made from within the UK mainland network and mobile networks are free. International call costs vary.

#### Using your BT5960 on a line with broadband?

To avoid problems with your broadband or noise on your phone line, you might need to plug your telephone line cord into the wall socket via a microfilter (not supplied).

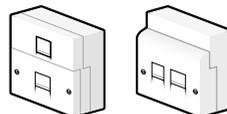
If your main phone socket has a **single** socket, you **do** need to use microfilters, like this:



You'll need a microfilter for every phone socket where you've got equipment plugged in – up to a maximum of four per line – including alarm systems and digital TV boxes.

You can get BT ADSL micro filters from [bt.com/shop](http://bt.com/shop)

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



# 8 Contents

---

<b>Quick set up guide</b> .....	4	Redialling the last number.....	22
<b>Getting to know your phone</b> .....	12	Viewing and dialling a number in the redial list.....	22
Handset buttons .....	12	Saving a redial number to the phonebook .....	23
Handset display .....	14	Deleting a number from the redial list	23
Finding your way around your phone.	15	Deleting the entire redial list .....	23
Menu map .....	16	Turning the handset ringer on or off ..	24
Base buttons.....	19	Finding your handset (paging).....	24
<b>Using the phone</b> .....	20	<b>Block nuisance calls</b> .....	25
Switching the handset on and off .....	20	You need Caller Display.....	25
Making an external call.....	20	Block calls by type or number .....	25
Preparatory dialling.....	20	Switch BT Call Blocking on/off .....	26
Ending a call .....	20	Allow VIP Incoming calls.....	27
Receiving a call .....	20	Block numbers in the Block list .....	27
Mute .....	21	Enter a start and end time for Block all, Allow VIP and the Block List .....	28
Incoming speech/Handsfree volume..	21	Delete numbers from the Block List or to Unblock a number.....	28
Handsfree.....	21	The Block button.....	29
Answer a call using handsfree.....	22		
Switching to handsfree during a call ..	22		
Redial .....	22		

Change the access PIN.....	30	Saving a Calls List entry to your phonebook .....	38
<b>Phonebook</b> .....	31	Deleting an entry in the Calls List.....	39
Store a phonebook entry .....	31	Deleting all of the Calls List.....	39
Character map .....	32	<b>Answer machine</b> .....	40
Viewing/dialling a phonebook entry ..	32	Using the answer machine from the handset .....	40
Searching alphabetically for a phonebook entry .....	33	Switching the answer machine on or off.....	40
Editing a phonebook entry .....	33	Outgoing messages.....	40
Adding a pause to a saved number.....	34	Recording your own outgoing message.....	41
Viewing a phonebook entry during a call .....	34	Playing the current outgoing message.....	41
Deleting a phonebook entry .....	34	Recording a memo .....	42
Deleting the entire phonebook.....	35	Setting the answer mode .....	43
Storing a speed dial number .....	35	Setting the answer delay .....	43
Dialling a speed dial entry .....	36	Call screening.....	44
<b>Caller display and the Calls List</b> .....	37	Playing messages using the handset..	45
Caller display.....	37	Message playback .....	46
The Calls List .....	37		
Viewing or dialling an entry in the Calls List .....	38		

## 10 Contents

---

Deleting all old played messages .....	46	Changing the call settings .....	52
Using the answer machine from the base.....	47	<b>Base settings</b> .....	53
Switching the answer machine on or off at the base .....	47	Setting the base ringtone.....	53
Playing messages using the base .....	47	Setting the base ringer volume.....	53
Message playback on the base.....	47	Change the system PIN.....	53
Deleting all played messages .....	48	Reset .....	54
Remote access .....	48	<b>Clock/Alarm</b> .....	55
Setting or changing the remote access PIN.....	48	Setting the time.....	55
Turning remote access on or off .....	49	Setting an alarm .....	55
Operating your answer machine remotely .....	49	Switching the alarm off .....	55
<b>Settings</b> .....	50	<b>Using additional handsets</b> .....	56
Setting the handset ringtone.....	50	Registering an additional handset .....	56
Setting the handset ringer volume ....	50	De-registering a handset.....	56
Turning the handset tones on or off ...	51	Making an internal call between handsets.....	57
Changing the handset name.....	51	Transferring a call.....	57
Turning the backlight on or off .....	52	Holding a three-way call .....	58
		<b>Help</b> .....	59

**General information** ..... 63

- Important safety and care instructions ..... 63
- Installation and location ..... 63
- Care and maintenance ..... 63
- Warnings ..... 63
- Battery safety information ..... 64
- Replacing the handset batteries ..... 64
- Disposing of your old electrical and electronic equipment..... 64
- EU - Radio Equipment Directive Declaration of Conformity ..... 65
- UK - Radio Equipment Directive Declaration of Conformity ..... 65
- Guarantee..... 65
- Technical details..... 66
- Connecting to a switchboard ..... 66
- For your records..... 66

# 12 Getting to know your phone

## Handset buttons

**Menu/Left option**  
Press to enter the main menu, access sub-menus and confirm options shown on the display above the button

**Up/Calls**  
Press to enter the Call Log and press up or down to enter the **Call List** or **Answ Machine** menu.  
Move through menu options.  
Increase volume.

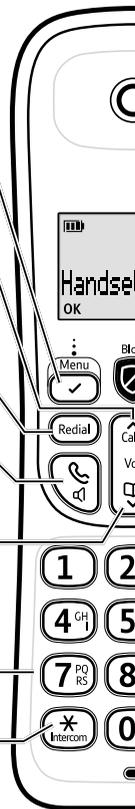
**Redial**  
Open redial list.

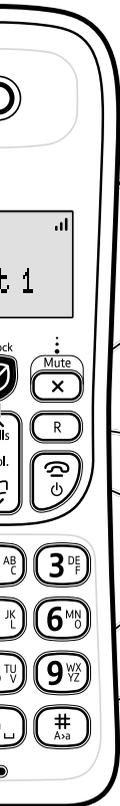
**Talk**  
In standby mode make and receive calls.  
In talk mode switch handsfree on or off.

**Down/Phonebook**  
Access saved contacts.  
Move down through menu options.  
Decrease volume.

**1 to 9 Speed dial buttons**  
In standby, press and hold to dial a saved speed dial number.

**\***  
Long press to make internal calls to other handsets registered to the base.



**Call Block**

In idle mode, press to enter the Call Block menu.

When receiving a call, press to send the call to the answer machine, or during a call, press to end the call. If you have subscribed to a Caller Display Service and the Caller ID is displayed, the number will be blocked and added to the blocked numbers list.

**Mute/Right option**

Press to confirm the option displayed on the screen above the button.

Delete or go back to the previous screen. Press during a call to mute your caller.

**R (Recall)**

Press and hold to enter a pause (P) when dialling.

**End call button**

End a call or press and hold to turn handset on or off.

**0**

Add a space when typing.

**#**

Press and hold to toggle between uppercase and lowercase characters when typing.

## 14 Getting to know your phone

---

### Handset display



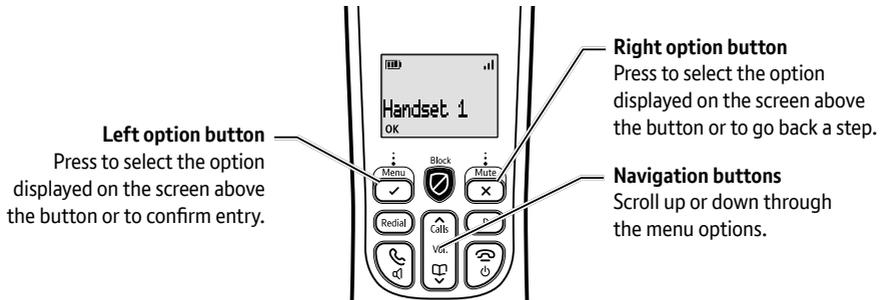
-  Shows you how much charge is left on the handset.
-  Will appear if you're on, or starting, a call.
-  Shows when a new missed call has been received.
-  Lets you know the Phonebook is open.
-  Shows when you've set an alarm clock.
-  Shows when handsfree is switched on.
-  Lets you know the handset ringer is off.
-  Lets you know the answer machine is on.  
Flashes if you have new answer machine messages.
-  Lets you know the signal range from your new phone's base

## Finding your way around your phone

Your new phone's menu is easy to navigate. Each menu has a list of options, which you can see on the next page.

### When the handset is switched on and at the home screen

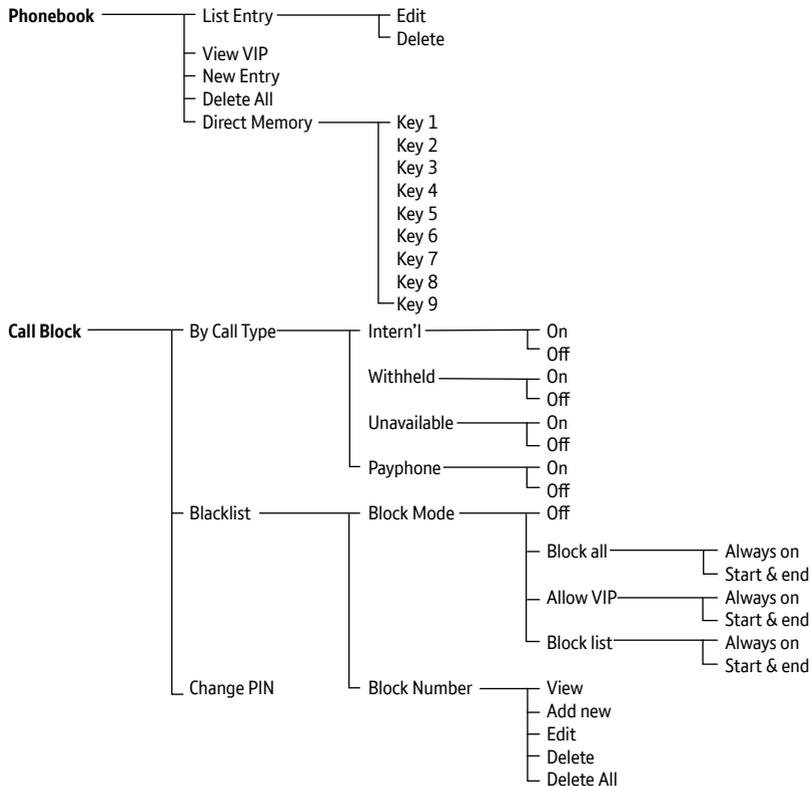
1. Choose menu by pressing .
2. Use the  or  buttons to scroll through the available menu options.
3. When the menu you want is on the screen, press the .
4. Use  a  to scroll through the available menu options. To go back, press . To return to the home screen menu, press . If you don't press anything for 30 seconds, the handset will automatically return to the home screen.



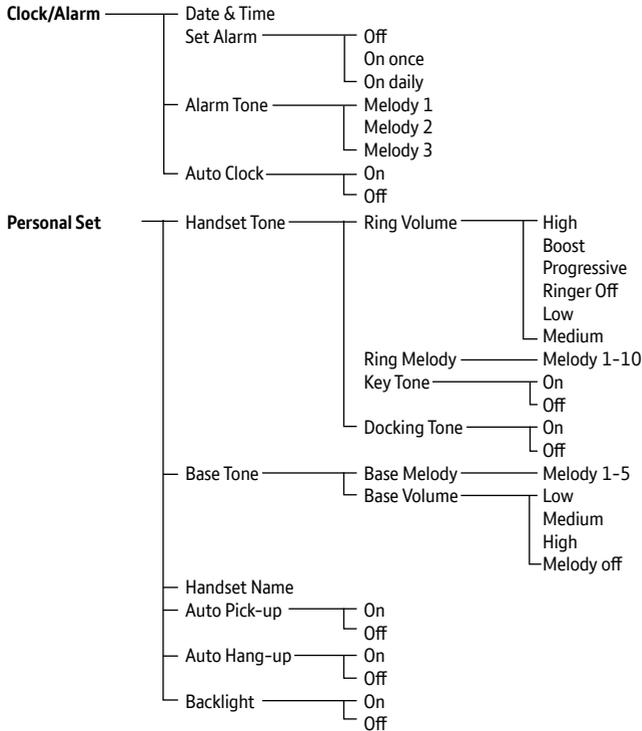
## 16 Getting to know your phone

---

### Menu map

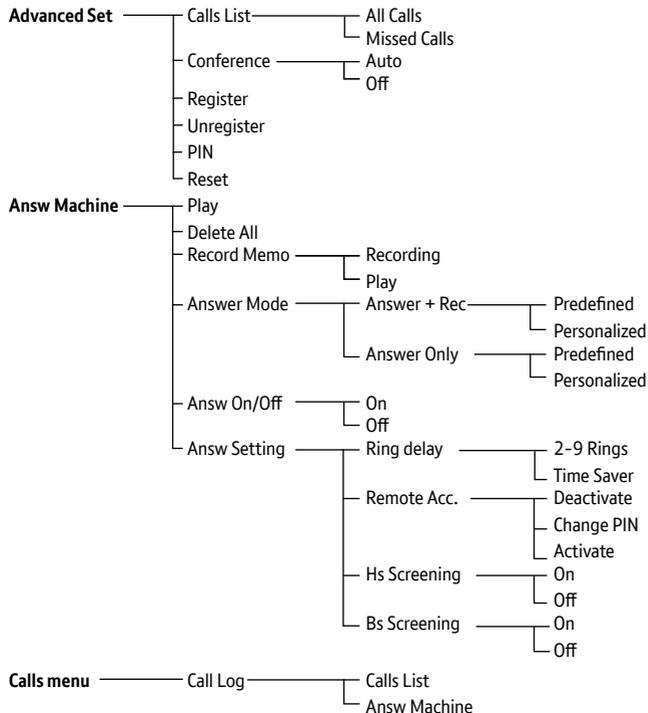


If you need some help, call us on **0800 145 6789\*** or go to [bt.com/producthelp](https://bt.com/producthelp)

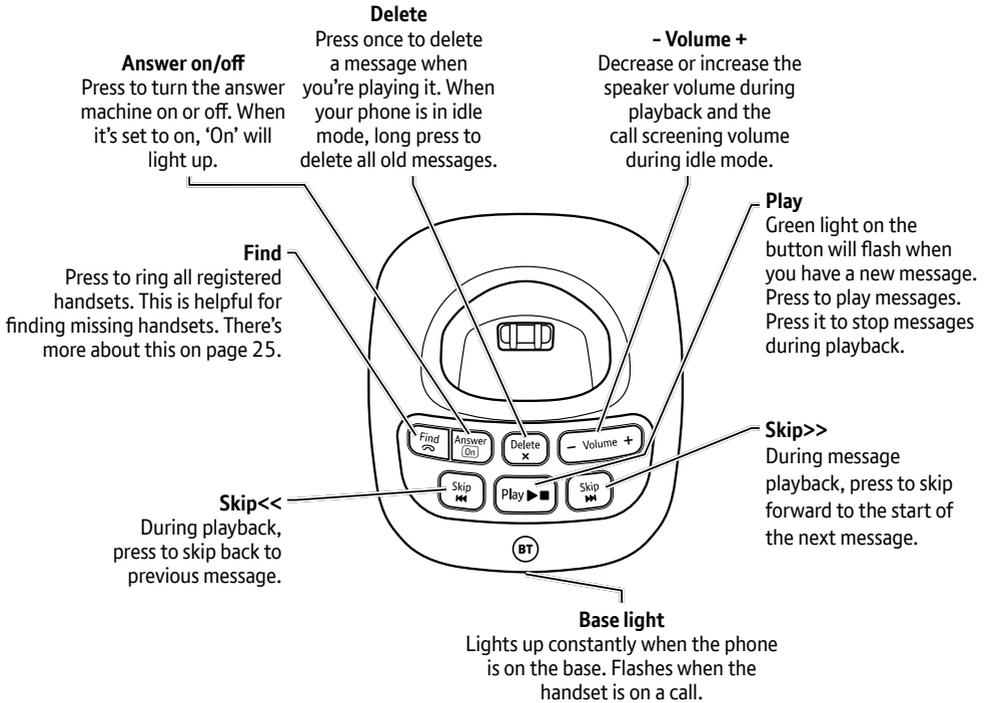


## 18 Getting to know your phone

---



## Base buttons



# 20 Using the phone

If you switch the phone off and on again, the phone will need to be charged for some time, before the true charge status can be recalculated by the phone and accurately displayed.

## Call timer

Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call.

When you make a call, the In use light on the base LED will flash.

## Auto Hang-up

If auto hangup is set to On you can end a call by placing the handset back in the base.

If auto hang-up is set to Off, you'll need to press  to end the call.

Auto hang-up On is the default setting. See page 52.

## Switching the handset on and off

1. Press and hold  until the handset turns on or off.

## Making an external call

1. Press .
2. When you hear the dial tone, type the number.  
When the call begins, the light on the phone's base will flash.

## Preparatory dialling

1. This lets you type in the number first, to avoid mistakes before the call is connected. If you make a mistake, press  to delete the last digit.
2. Press  to dial.

## Ending a call

Press .

## Receiving a call

When you get a call, your phone will ring and the  icon will flash on the display. If you've got a caller display service, the caller's number will show on the display. Press  to answer the call.

## Mute

When you're on a call, you can mute the microphone, so the person at the other end can't hear you.

1. During the call, press  to mute your microphone. Your display screen will show **Mute on**, so you'll know your caller can't hear you.
2. Press  again to unmute. The display will go back to showing **Calling**, and the call length.

## Incoming speech/Handsfree volume

To turn the volume up or down during a call, use  and . Press to hear the volume change.

## Handsfree

Handsfree lets you talk to your caller without holding the handset. It also means anyone in the room can listen to the call as well.

1. Type the number you want to call and then press  twice. You'll hear your call on the loudspeaker. Press  to switch between the earpiece and loudspeaker.
2. Press  to end the call.

## Auto Pick-up

If auto pick-up is set to On you can answer a call by lifting the handset off the base.

If auto pick-up is set to Off, you'll need to lift the handset off the base and press  too. Auto pick-up Off is the default setting. See page 52.

## Out of range warning

The  icon on the handset display lets you know you're within range of the base. If you go out of range the icon will disappear.

If you're on a call and go out of range, you'll hear a warning beep. You'll need to move back within range of the base.

If you do lose the connection, the handset will automatically re-connect to the base when you move back in range.

### **Answer a call using handsfree**

When your phone rings, press  after you've answered it. Your call will be transferred to the handset loudspeaker.

### **Switching to handsfree during a call**

During a call, press  to put it on loudspeaker. To switch handsfree off and go back to the earpiece, press  again.

### **Redial**

You can redial any of the last ten numbers you've called on your BT5960.

### **Redialling the last number**

1. Press . Your last dialled number will show on the display screen.
2. Press  to call it.

### **Viewing and dialling a number in the redial list**

1. Press . The last number will show.
2. Press  and  to get to the number you want.
3. Press  to connect your call.

### Saving a redial number to the phonebook

1. Press  and use the arrow buttons to get to the number you want to save.
2. Press . You'll be asked if you want to save the number, press .
3. Use the keypad to type in the name and press .
4. If you need to, edit the number and press .

### Deleting a number from the redial list

1. Press , then use the arrow buttons to scroll through to the number you want to delete.
2. Press  and then  to get to **Delete**. Press .
3. You'll be asked to confirm. Press  again.

### Deleting the entire redial list

1. Press  and then .
2. Press  until you see **Delete all**. Press .
3. You'll be asked to confirm. Press .

### Turning the handset ringer on or off

1. Open the main menu by pressing , then scroll through to **Personal Set** using  and press .
2. You'll see **Handset Tone** on the display screen, press .
3. Use  to find **Ring volume** and press .
4. Use the arrow buttons again to scroll through to **Ringer off** and press .

### Finding your handset (paging)

If you can't find a handset, you can ring it using the base. If you get a call while using paging, the call will take priority. If you've switched your ringer off, it'll be temporarily switched back on during paging to help you find your handset.

1. Press  to ring all of the handsets registered to the base. The display screen on each handset will show **Paging** for up to 30 seconds.

When you've found your handset, press  again to stop the ringing.

# Block nuisance calls

## You need Caller Display

This will help you get the most out of your BT Call Blocking. You can get this from your phone service provider. Charges may apply.

The BT5960 blocks numbers in two separate ways to help you avoid nuisance calls, firstly by type, e.g withheld or international, and also by your choice of specific numbers (you can store up to 100 numbers of your own choice).

**You need to set the block feature up first, for it to work.**

## Block calls by type or number

Press  and enter your access PIN. The default access PIN is 0000, for security we recommend you change this, see page 30. Enter the PIN number and press .

i) To block calls by type, select **By Call Type**, press  then scroll up or down using  and  to choose each of the call types, press  to select, then scroll to **On** to block calls from selected call type or **Off** using  and  and press .

## The call types are;

Intern'l      Withheld  
Unavailable      Payphone

**The default setting is Off for all call types.**

## Tip

You have three options to block all incoming calls so you won't get disturbed. You can also choose to allow VIP calls to be received and customise the time period in which incoming calls can be blocked.

ii) To block calls by a specific number; Press  enter access PIN, press  then scroll  to **Blacklist**, press , then scroll  and select **Block number** press , then scroll  until **Add new** is shown, enter number and press . Numbers entered are saved in the Block List.

You can also add numbers from the calls list to the block list.

### Switch BT Call Blocking on/off

#### Block all calls

1. In idle mode, press .
2. Enter your access PIN and press .
3. Press  until **Blacklist** is shown, then press . **Block mode** is displayed. Press .
4. Press  or , **Block all** is shown.
5. **Always On** is displayed, press .
6. Press .

#### Switch BT Call Blocking off

Repeat steps above until **Off** is shown then press .

### Allow VIP Incoming calls

1. In idle mode, press .
2. Enter your access PIN and press .
3. Press  until **Blacklist** is shown, then press .
- Block mode** is displayed. Press .
4. Press  or , **Allow VIP** is shown.
5. **Always On** is displayed, press .
6. Press .

### Block numbers in the Block list

1. In idle mode, press .
2. Enter your access PIN and press .
3. Press  until **Blacklist** is shown, then press .
- Block mode** is displayed. Press .
4. Press  or  until **Block List** is shown, press .
5. **Always On** is displayed, press .
6. Press .

### Enter a start and end time for Block all, Allow VIP and the Block List

You can set your phone to block calls during certain times.

1. In idle mode, press .
2. Enter your access PIN and press .
3. Press  until **Blacklist** is shown, then press . **Block mode** is displayed. Press .
4. Press  or  to your chosen option.
5. Press .
6. Then scroll using  or  to **Start & end**, press , then using the keypad enter the start time press , then enter the end time and press .

### Delete numbers from the Block List or to Unblock a number

1. In idle mode, press .
2. Enter your access PIN and press .
3. Press  until **Blacklist** is shown and press . Press  until **Block number** is shown, then press .
4. Scroll to **Delete**, press , then use  or  to select the number you want to delete.
5. Press , **Confirm?** is shown, press .

## The Block button

The block call button can be used in 3 ways:

### 1. In idle mode

Press  as a shortcut to the Call Block menu.

### 2. Incoming call

When you have an incoming call, before pressing the  to answer, look at the handset display and you can see who is calling. If you don't want to take the call press the  on the handset and the call will be transferred to the answering machine for the caller to leave a message.

The number will be blocked and added to the blocked calls list if Caller ID is displayed. If the number calls again your phone will just ring silently and the caller cannot leave another message.

If you listen to the caller's original message and decide that the caller is not a nuisance caller and you want to receive future calls from them, you can remove them from the blocked numbers list.

### 3. During a call

If you have already answered the call and you want to block the number press  <sup>Block</sup>, if the number is displayed in the Caller ID, press  <sup>Menu</sup> to block the number, it will then be added to the blocked numbers list and end the call.

#### Change the access PIN

1. Press  <sup>Menu</sup>, scroll  to **Call Block** and press  <sup>Menu</sup>.
2. Enter the existing 4 digit access PIN. Press  to highlight **Change PIN** and press  <sup>Menu</sup>.
3. Press  <sup>Menu</sup> then enter the existing 4 digit access PIN and press  <sup>Menu</sup>.
4. Enter the new 4 digit access PIN and press  <sup>Menu</sup>, then enter it again when prompted and press  <sup>Menu</sup>. **Saved!** will be displayed.

# Phonebook

You can save up to 100 numbers to your phonebook. Names can be up to 12 characters and numbers can be 24 digits.

Use the keypad buttons to type names, using the letters above each number. For example, if you wanted to write Tom, you would press **8** once for the 'T', **6** three times for the 'o' and **6** once to enter 'm'.

## Store a phonebook entry

1. When your handset is on the home screen, press  to open the menu.
2. You'll see **Phonebook**. Press . Use  and  to find **New Entry**. Then press **OK**.
3. Type in the phonebook entry name using the keypad, then press .
4. Add the phone number and press .
5. You'll be asked if you want to add this number to the VIP list. If you do, press ; if not, press . Your new entry will be saved.
6. The display will return to **New Entry**.

If you make a mistake, use the  to delete the last letter you typed. You can use  to toggle between uppercase and lowercase letters. To add a space, press .

## Character map

0	SP . 0 , / : ; “ “ ! i ? £ * + - % \ ^ ~
1	1 @ _ # = < > ( ) & € £ \$ ¥ [ ] { } □ § ...
2	a b c 2
3	d e f 3
4	g h i 4
5	j k l 5
6	m n o 6
7	p q r s 7
8	t u v 8
9	w x y z 9
*	*
#	Changes text entry mode (sentence case, upper or lower)

## Viewing/dialling a phonebook entry

1. When the handset is on the home screen, press .  
The first entry will show.
2. Press  and  to scroll through the entries.
3. When the phonebook entry you want shows on the screen, press  to dial it.

### Searching alphabetically for a phonebook entry

1. When the handset is on the home screen, press .
2. Use the keypad buttons to search for the name. For example, to find a phonebook entry beginning with 'S', press  four times and then use the arrow buttons to scroll through the entries until you find the one you need.

### Editing a phonebook entry

1. When your handset is on the home screen, press .
2. Use  and  to scroll through to the phonebook entry you want to edit and select **OK** by pressing .
3. Use the arrow buttons again to scroll through to **Edit** and press  again.
4. Use the keypad to change the name if necessary, then press .
5. Use the keypad to change the number if necessary, then press .
6. You'll be asked if you want to add this number to the VIP list. If you do, press ; if not, press . Your new entry will be saved.
7. **Saved!** will show on the home screen and you'll hear the confirmation tone.

### Adding a pause to a saved number

If your new phone is connected to a switchboard, you might need to add a pause to a stored number. A pause will normally be after the switchboard access code (for example 9). When storing a number, press and hold  and then continue typing it.

### Viewing a phonebook entry during a call

1. Press . You'll see the first entry in the phonebook.
2. Type the first letter of your phonebook entry name using the keypad. Then scroll through the entries using  and . Press  to display the number.

### Deleting a phonebook entry

1. When your handset is on the home screen, press .
2. Use the arrow buttons to scroll through to the entry you want to delete and select options by pressing .
3. Press  and  again until you get to **Delete**. Press .
4. You'll be asked to confirm you want to delete the phonebook entry. Press . **Deleted** will show and you'll hear a confirmation tone.

## Deleting the entire phonebook

When you delete all of your phonebook entries, they'll be removed from each of the handsets.

1. Press  to open the menu. Press it again when you see **Phonebook**.
2. Use the arrow buttons to get to **Delete all** and press .
3. Press  to confirm.

## Storing a speed dial number

You can assign numbers from your phonebook to the 1–9 buttons on your keypad, so you can call them quickly by just holding the number down. They're also called Direct Memory numbers.

1. When your handset is on the home screen, press  to get to the main **Menu**.
2. Press  when you see **Phonebook**.
3. Then use the arrow buttons to get to **Direct Mem** and press .
4. Press  and  to scroll through to the button you want to save a speed dial number to and press .
5. Press . You'll see **Add**, then press  again.

6. Use the arrow buttons to find the **Phonebook** entry you want to assign to the speed dial button and press .

### **Dialling a speed dial entry**

1. On the keypad, press and hold the speed dial number you've assigned your phonebook entry to. Their phone number will be dialled automatically.

## Caller display

You'll need to subscribe to a caller display service to get the most out of this feature. When you do, you'll be able to see your caller's number on your handset display, as long as it's not withheld.

If the number is unavailable (which can happen if the call is coming from overseas), the number will show as **Unavailable**. If you've requested a Ringback, that'll also show on the handset display screen.

If a number is stored in your handset, the caller's name will be displayed. If you haven't subscribed to a caller display service, **Calling** will show on the phone's display.

## The Calls List

The Calls List is where you can find all missed and received calls. The most recent call will show at the top of the list, followed by the rest in chronological order. Your Calls List will store up to 50 calls. When it's full, the newest call will replace the oldest.

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

For the caller's name to be displayed, make sure you've stored the full telephone number in your contacts list, including the dialling code.

There are some incoming calls where a number is not displayed and a network message is recorded instead:

**Unavailable** = number is unavailable

**Withheld** = number has been withheld

**Intern'l** = international number

**Operator** = call from the operator

**Payphone** = call from a payphone

**Ringback** = a ringback call

When the Calls List is open, press  to scroll from the newest call to the oldest, or press  to scroll from the oldest call to the newest.

If you miss a call,  will show on the handset display screen. To stop this from showing, just view the Calls List from any handset registered to the base.

### Viewing or dialling an entry in the Calls List

1. Press  to get to the Calls List. When you see **Calls List**, press .
2. You'll see the most recent entry. If you haven't got any numbers stored to the Calls List, **List empty** will show.
3. Use  and  to scroll through the list.
4. If you want to call a number from the list, when it shows on the screen, press .

### Saving a Calls List entry to your phonebook

1. Press  to get to your Calls List.
2. Press  or **OK** to enter **Calls List**.
3. Use the arrow buttons to scroll through to the number you want to save.
4. When you get to it, select **OK** by pressing .
5. **Save number** will show on the display screen. Press .
6. Type in the phonebook entry name, using the handset keypad. Press .

- The number you're saving will be displayed. Edit it if you need to, then press  to save the number. **Saved!** will show and you'll hear the confirmation tone.

### Deleting an entry in the Calls List

- Press  to get to your Calls List.
- Press  or **OK** to enter **Calls List**.
- Use the arrow buttons to get to the list entry you want to delete and select **OK** by pressing .
- Press  until you get to **Delete** and press . You'll be asked to confirm, press **OK**. **Deleted** will show on your screen and you'll hear the confirmation sound.
- If you want to go back to the home screen, press .

### Deleting all of the Calls List

- Press  to get to your Calls List. The most recent call will show first.
- Press  or **OK** to enter **Calls List**.
- Press  to choose **Options**.
- Use the arrow buttons to scroll through the menu until you get to **Delete All** and press . You'll be asked to confirm. Press  to delete.

# 40 Answer machine

When the answer machine is switched On, the text 'On' will light up on the  button.

## Answer + Rec

The pre-recorded Answer + Rec outgoing message that allows your caller to leave a message is, "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

## Answer Only

The pre-record Answer Only outgoing message, where callers hear an announcement but can't leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

Your new BT5960 comes with an answer machine with 60 minutes recording time when it's switched on. Each message can be up to three minutes long.

## Using the answer machine from the handset

### Switching the answer machine on or off

1. Press  to get to the menu, then use the arrow buttons to find **Answ Machine**. Press .
2. Press  until you see **Answ on/off** and press .
3. Use the arrow buttons to choose between **On** or **Off**, then press  to confirm. You'll hear the confirmation tone.

### Outgoing messages

Your outgoing message is what your callers hear when their call goes to the answer machine.

With the pre-recorded messages, you'll get two options. **Answer + Rec** lets callers leave a message; **Answer only** just answers your calls.

### Recording your own outgoing message

You can record either a Answer + Rec message or an Answer only message. If you chose Answer + Rec, your caller will be able to leave a message. If you choose Answer only, they won't.

1. To record your own outgoing message, press  to get to the menu.
2. Press  until you get to **Answ Machine**. Press .
3. Then use the arrow buttons to find **Answer Mode** and press .
4. Then choose **Answer + Rec** or **Answer only** and press .
5. Scroll through to **Personalized** and then use the arrow buttons to get to **Record**.
6. Press  to start recording your message. When you're done, press  again and your message will be played back to you.

### Playing the current outgoing message

1. Press  to get to the menu.
2. Use the arrow buttons to get to **Answ Machine**. Press .

You can record a memo message on the answer machine for other users to hear when they listen to messages. You can only record memos using the handset. Memo messages are played back in exactly the same way as normal answer machine messages, see page 45 and 47.

3. Then press the arrow buttons until you find **Answer Mode**. Press .
4. Then choose between **Answer + Rec** or **Answer only** and press left option button.
5. Then select **Personalized** or **Predefined** by pressing .
6. When you see **Play** on the display screen, press . Your current message will be played back to you

### Recording a memo

When you record a memo, it's saved on your answer machine and can be played back by other users like a normal answer machine message.

1. Press  to bring up the handset menu.
2. Use  and  to get to **Answ Machine** and press .
3. Press  until you see **Record Memo**. Press .
4. Follow the onscreen prompt and record your memo. Press  when you're finished.
5. Your memo will then be played back to you.

### Setting the answer mode

There are two answer machine types: **Answer + Rec** and **Answer only**. Answer + Rec lets users record messages to your answer machine. Answer only doesn't. Here's how to set it.

1. Press  to display the handset menu. Use  and  to get to **Answ Machine**. Press .
2. Press  until you get to **Answer Mode** and press .
3. Use the arrow buttons to choose the answer type you want and press .
4. You'll then be asked to choose between your own outgoing message or the one that came with the phone. When you've decided, press .

### Setting the answer delay

Answer delay is the number of times the phone will ring before the answer machine picks the call up for you. You can choose from two to nine rings and Time Saver.

If you've got Time Saver switched on, when you call in to check your answer machine messages remotely, if you have new messages your phone answers after

The default outgoing message is Answer + Rec.

**For compatibility with BT 1571 (or another voicemail service)**

Make sure the answer delay is set for your answer machine to answer before the voicemail service. Therefore, the answer delay should be less than on your voicemail service. For BT 1571 do not set the answer delay to more than 5 rings.

3 rings. If there are no new messages it will answer after 6 rings. That way, you won't get charged for the call if you haven't got any messages to check.

1. Press . Press  until you see **Answ Machine**, then press .
2. Press  until you get to **Answ Setting**, then press .
3. When you see **Ring delay**, press .
4. Press  and  to get to the number of rings you want and press .

**Call screening**

You have two Call screening options on the BT5960: **Handset screening (Hs)** and **Base screening (Bs)**. When Base screening is switched on, you'll hear the caller leaving a message through the base. When Handset screening is on, you'll hear them through the handset.

1. To turn it on or off, press  to display the menu. Use the arrow buttons to scroll through to **Answ Machine**.
2. Press  until **Answ Setting** appears on the screen. Press .
3. Use the arrow button again until you get to **Hs Screening** or **Bs Screening** and press .
4. Use the arrow buttons to choose between On or Off and press  to confirm.

### Playing messages using the handset

When you get a new message, a message will show on the handset display screen.

1. To play it, press  on your handset. Press  to get to **Answ Machine**, then press .
2. **Play** will show on the screen. Press  and your messages will be played in the order they were left, with the most recent first. If you've got caller display, the number of the caller and the date and time they left the message will be shown on the screen.

The default setting is call screening On.

While screening, you can adjust the volume by pressing  or  on the handset or  on the base.

## 46 Answer machine

When Do not disturb is on, your caller can leave a message if Answer phone is set to ON and Answer + Rec mode.

### Message playback

When you're playing messages, you have the following options:



and  adjust the volume.



switches the playback from handsfree to earpiece.



1 plays the current message from the beginning.



4 skips to the previous message.



6 skips to the next message.

When your messages have finished playing, you'll be taken back to the Play messages screen and messages will be renumbered if you've deleted any.

### Deleting all old played messages

1. Press , and then use the arrow buttons to scroll through to **Ans Machine**. Press .
2. Press  until you get to **Delete All**. Press .
3. You'll be asked to confirm. Press .

## Using the answer machine from the base

### Switching the answer machine on or off at the base

To turn the answer machine on and off using the base, just press . When the answer machine is On, **On** will be lit on the .

### Playing messages using the base

When you get a new message,  will flash on the base of your phone. Press it to play your new messages. If there are no new messages, all stored messages are played in the order they were left.

### Message playback on the base

During playback, you can press:

-  to stop playback.
-  to delete the message being played.
-  to skip to the next message.
-  to skip to the previous message.
-  to turn the playback volume up or down.

**Memory full**

The memory is full if there is less than 15 seconds of recording time left. When full, the  flashes quickly on the handset display and the machine will switch to Answer Only mode. If the memory becomes full when a caller is leaving a message, they will hear a beep and the call will end.

You will need to delete messages before your answer machine will be able to record new ones. To delete all old (played) messages, see page 46 and opposite.

**Deleting all played messages**

1. When the base isn't in use, press and hold  to delete all your old messages. You will hear a confirmation tone.

**Remote access**

With Remote access, you can listen to your answer machine messages from another phone. You'll need to set a PIN. The feature will need to be switched **On** for it to work.

**Setting or changing the remote access PIN**

1. Press  to open the menu. Press  until you get to **Ans Machine**. Press .
2. Press  until you see **Answ Setting**, then press  again.
3. Use the arrow buttons again until you see **Remote Acc.** and press .
4. Press  until you get to **Change PIN**. Press .
5. Type your current PIN, press .
6. Type in your new PIN and press  and then repeat this step. Your new PIN will be saved.

### Turning remote access on or off

1. Press , then scroll to **Answ Machine** and press .
2. Press  until you get to **Answ Setting**, then press .
3. Use the arrow button again to find **Remote Acc.** and press .
4. Press  and  to choose between **Activate** and **Deactivate**, then press  to confirm.

### Operating your answer machine remotely

1. Dial your number from another phone.
2. When you hear your outgoing message, press # and then your remote access PIN.
3. You can then:
  - 1 replay previous message
  - 2 play all messages
  - 3 play next message
  - 6 delete current message
  - 7 switch answer machine on
  - 8 stop playback
  - 9 turn answer machine off

You cannot turn Remote access On until you have set a remote access PIN.

The default setting is Off.

# 50 Settings

Choose from 10 handset ringtones. The default external ringtone is Melody 1 and the internal ringtone is Melody 2.

There are 5 handset ringer volume levels, Low, Medium, High, Boost, Progressive and Ringer off.

If you turn the ringer off, the  icon will be displayed on the home screen.

## Setting the handset ringtone

You can choose from ten ringtones.

1. To change it, press  and then press  to find **Personal Set** and press .
2. **Handset Tone** will show on your display screen. Press .
3. Use the arrow button to scroll through to **Ring Melody**. Press .
4. Select the tone you want and then press  to save it.

## Setting the handset ringer volume

1. Open the menu by pressing . Use the arrow buttons to scroll through until you come to **Personal Set**. Press .
2. **Handset Tone** will appear on the screen, then press .
3. **Ring Volume** will show on your display screen. Press , then use the arrow buttons to scroll through the volume options and then press .

## Turning the handset tones on or off

Each time you press a button on your keypad, a tone will sound. You can turn these on or off. The default setting is **On**.

1. To change it, press  and press  until you get to **Personal Set**. Press .
2. Press  until you get to **Handset Tone**. Press .
3. Then press  to get to **Key Tone**. Press .
4. Then use the arrow buttons to scroll between **On** and **Off** and press .

## Changing the handset name

You can personalise your handset name, using up to ten characters. You can change it back at any time by following the steps below and then deleting all of the characters and pressing .

1. To change a handset name, press  and then press  to find **Personal Set**. Press .
2. Press  until you get to **Handset Name**. Press .
3. Type in the name you want to give your handset using the keypad and press  to save.

### Turning the backlight on or off

1. Press  and then use the arrow buttons to scroll through to **Personal Set**. Press .
2. Press  until you see **Backlight** and press .
3. Press  or  to scroll between **On** and **Off**, then press  to save.

### Changing the call settings

You can set your BT5960 to Auto Pick-Up and Auto Hang-Up. With Auto Pick-Up, you can answer a call by taking the handset off of the base when it's ringing, without having to press any buttons. If Auto Hang-Up is switched on, you'll be able to end a call by placing the handset back on the base.

1. To change these settings, press  and then press  to scroll through to **Personal Set**. Press .
2. Press  or  again until you get to **Auto Hang-Up** or **Auto Pick-Up**, then press .
3. Press  or  again to go between **On** and **Off**. When you get to the option you want, press  and your changes will be saved.

## Setting the base ringtone

1. Press  and then scroll through to **Personal Set.** using the arrow buttons. Press .
2. Press  until you get to **Base Tone** and press .
3. **Base Melody** will show on the screen. Press .
4. The base will play your current ringtone. Press  and  to choose between five different ringtones, then press .

## Setting the base ringer volume

1. Press  and then press  to scroll through to **Personal Set.** Press .
2. Press  until you get to **Base Tone**, then press .
3. Press  to scroll through to **Base Volume.** Press .
4. The base will ring at its current volume. Use the arrow buttons to choose the volume you want.
5. When you've chosen the right volume, press  to save your changes.

## Change the system PIN

To change some of the settings on your phone, you'll need to give your access PIN. This is a four-digit number and the default is set to 0000.

Choose from 5 base ringtones. The default base ringtone is Melody 1.

There are 5 base ringer volume levels, Low, Medium, High and Melody Off. The default is Medium.

1. To change it, press  and then press  to scroll through to **Advanced Set**. Press .
2. Press  until you see **PIN** on the display screen. Press .
3. If you haven't set one before, you'll be prompted to set a four-digit PIN. When you've done it, press . Or if you're changing a PIN you've already set, you'll be asked to type in the current PIN. Then follow the instructions on the screen to set a new one and press .
4. Enter your new PIN again and press . **Saved!** will show on the screen.

### Reset

If you choose to do this, your BT5960 will go back to the settings it had when it arrived. Your phonebook will still be saved on your phone if you reset.

1. Press  and then press  until you see **Advanced Set**. Press .
2. Press  until you get to **Reset** and then press .
3. **Reset Confirm?** will show on the screen. Press  to confirm. When your handset has finished resetting, you'll hear a confirmation beep.

## Setting the date and time

1. Press , then scroll  to **Clock/Alarm**. Press .
2. Press  until you get to **Date & Time** and press .
3. Use the keypad to type in the date and press . Then add the time. Press  to save.

## Setting an alarm

1. Press , then scroll  to **Clock/Alarm** and press .
2. Press  until you see **Set Alarm**.
3. Press  and  to choose how often you want the alarm to go off: **Off**, **On Once**, **On Daily**. Press .
4. Using the keypad, type in the time you want to set the alarm for and press . When you've set your alarm, the  icon will show on the display screen.

## Switching the alarm off

When the alarm goes off, the screen will light up, the alarm will ring at the medium level and Alarm On and the  will flash on the display. To switch it off, press .

If you have subscribed to a Caller Display service the time and month may be set when you receive your first call but you will still need to set the year.

# Using additional handsets

You can register up to four GAP compliant handsets to your BT5960 base to extend your phone system without needing to install telephone extension sockets for each new phone.

You have 2 minutes to complete the registration process.

If registration isn't successful the first time, please try again in case the base registration period ran out of time.

If there are already four handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.

## Registering an additional handset

If you bought your BT5960 as a multipack, all the handsets that came with it will be registered at the base. If you buy new handsets separately, you'll need to register them before you can use them. You can register up to four handsets and have to complete the registration process in two minutes.

### At the base:

1. Press and hold  for 5 seconds. You now have 2 minutes to register a handset.

### At the handset:

1. Press , then press  until you see **Advanced Set**. Then press .
2. Press  until **Register** is displayed. Press .
3. You'll be asked to confirm your PIN. Type it in and then press . When your handset is registered, it'll be given a handset number.

### De-registering a handset

1. Press , then press  to **Advanced Set**. Press .
2. Press  until you come to **Unregister**. Press .
3. Type your 4 digit PIN, then press .

4. **De-registering handset** will show on the screen. When it's finished, you'll get confirmation on the screen and hear a beep.

### Making an internal call between handsets

If you've got more than one handset registered to your base, you can make internal calls between them.

1. Press and hold  the handset will display all the registered handsets, use  or  to scroll through and press  to select the handset you want to call.

### Transferring a call

You can transfer an external call from one handset to another registered to the base.

1. When you're on the call, press and hold . Your caller will be put on hold.
2. Use the arrow buttons to get to the handset you want to send the call to. Press .
3. When the handset answers, announce the caller and then press  to transfer the call. If the handset doesn't answer, press and hold  again to talk to your caller.

### Registering another make of handset to your BT5960 base

If you want to register another make of handset (i.e. not a BT5960 handset) to your BT5960 base 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 in point 1 on page 55). 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.

### **Holding a three-way call**

You can hold three-way calls with either two external callers or, if you've got more than one handset, two internal handsets and one external caller.

1. During a call, press and hold . This will put your caller on hold.
2. Use the arrow buttons to find the handset you want to add to the call.
3. When the other handset answers, you can announce the call and press  to connect the calls.
4. If the other handset doesn't answer, press and hold  to talk to your caller again.

## **My phone isn't working**

- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

## **No dial tone, or a line cord error message is displayed on the screen**

- Is the phone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the phone cord supplied with the phone.

## **Can't make or receive calls**

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

## **You have a dial tone but the phone won't dial out**

- If you're connected to a switchboard, check whether you need to dial an access code.

## **Handset doesn't ring**

- The ringer volume may be switched off. See page 50.
- Check that the mains power is correctly connected.
- Check your Call Blocking settings. See page 25.

- Make sure the handset is registered to the base. See page 56.

### **No display**

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

### **Range icon flashes**

- Make sure the handset is registered to the base. See page 56.
- Check that the mains power is correctly connected to the base.
- Check that the handset is within range of the base.
- If the batteries are low, place the handset on the base/charger to recharge.

### **You hear the busy tone when you press**

- Make sure the handset is in range of the base.
- Another handset registered to your BT5960 base may be on the line.

### **No caller display number or name is displayed**

- Have you subscribed to a caller display service from your network provider?
- The caller may have withheld their number.
- The network might not have the caller's number information.
- There isn't an exact name or number match in your phonebook.  
Check that you've stored the full STD dialling code.

---

### **Can't register a handset to a base**

- You can register up to four handsets to your BT5960 base. Check that you haven't gone over the limits.
- Check that you've entered the correct system PIN number (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

### **Base unit doesn't ring but the lights are on**

- Have you connected the phone line correctly?
- Check your Call Blocking settings. See page 25.
- Is the base ringer set to Off?
- You may have a faulty line or socket. Try using another socket or line. Call your network provider or, if you're a BT customer, please call 0800 800 151 if you still have problems.

### **Buzzing noise on my phone or on other electrical equipment nearby**

- Sometimes other electrical equipment can interfere with your BT5960 if it's placed too close. We recommend that you place your BT5960 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

### **Customer helpline**

If you're still having problems, call us on 0800 145 6789\* or go to **bt.com/producthelp**

### **General sales enquiries**

- BT residential lines, call 150. BT Business lines, call 152.
- Non-BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).
- To buy extra handsets, call us on 0800 145 6789\*.

### **Billing enquiries**

Please see the phone number shown on your BT bill.



## Important safety and care instructions. Keep for future reference.

Your BT5960 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

### Important

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

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

### Installation and location

- For indoor use only in UK and Ireland
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets
- Keep device and cables out of young children's reach
- Only use power adapters and rechargeable batteries provided by BT for this specific device; contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes

- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage)
- Designed for use at room temperatures between 0 and 40°C

### Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables
- Regularly check your product for damage to ensure small parts aren't exposed
- Dust with a soft dry cloth; don't use water or solvent
- Regularly check that objects don't cover any parts or any vents that could cause overheating
- When not in use, store in a dry place and away from extreme heat or cold

### Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during an electrical storm

## 64 General information

---

- If you've got a pacemaker please check with your doctor before installation
- Radio signals transmitted between the handset and base may cause interference to hearing aids

### Battery safety information

- Only use batteries of same size and type as advised in the set-up section of this guide
- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut
- Don't subject the product to extremely low air pressure as the battery may explode or leak flammable liquid or gas

### Replacing the handset batteries

After a time, you might find that the handset batteries run 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. Lift the battery out and remove the batteries. Replace with two new AAA Ni-MH 550mAh rechargeable batteries.
3. Replace the battery compartment cover.

## Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.

This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheellie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way.



Here's the address: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton, DL6 7ZY.

Website address: [bt.com/weee](http://bt.com/weee)

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to [recyclenow.com](http://recyclenow.com) to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

## EU – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type BT5960 (model number K55-E97) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [bt.com/producthelp](http://bt.com/producthelp)

## UK – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type BT5960 (model number K55-E97) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at: [bt.com/producthelp](http://bt.com/producthelp)

The BT5960 Single, Twin, Trio and Quad power efficiency information is available at the following internet address: [bt.com/producthelp](http://bt.com/producthelp)

### Radio transmission information

Frequency range 1881.792 – 1897.344MHz  
Max power 57.15mW (17.57dBm)

## Guarantee

Your BT5960 is guaranteed for 1 year from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

### Guarantee conditions

- The guarantee only covers problems found in the 1 year guarantee period
- You'll need your receipt or other proof of purchase
- Your product is returned to BT or one of our partners as instructed
- This guarantee doesn't cover any problems 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 doesn't affect your statutory rights

### Within the 1 year guarantee period

Before returning your product, please take a look at the Help section beginning on page 59 or contact the BT5960 Helpline on 0800 145 6789\*.

Additional answers to frequently asked questions are available from [bt.com/producthelp](http://bt.com/producthelp). If the helpdesk can't fix the problem, they'll let you know how to get a repair or a replacement. If you need to return your product please pack it in the original box if you still have it and make sure you include all the parts like batteries, cables and power supplies. You'll also need a fault reference number from the helpdesk. This does not affect your statutory rights.

### **Outside of the 1 year guarantee period**

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

## Technical details

### **How many phones 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 BT5960 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. Any additional handsets and chargers that you register have a REN of 0.

## 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 BT5960 supports time break recall but not earth loop recall.

## For your records

Date of purchase:

Place of purchase:

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

Enter your base system PIN here:

[ / / / ]

Enter your remote access PIN here:

[ / / / ]





Available in other formats including braille,  
large print or audio CD. If you would like  
a copy, please call 0800 145 6789\*.

© British Telecommunications plc 2021.  
We're registered in England at 81 Newgate Street, London, EC1A 7AJ, UK  
(company number 1800000).

\* Calls made from within the UK mainland network and mobile networks are free.  
International call costs vary.

**BT5960 (04/21) Issue 1**

