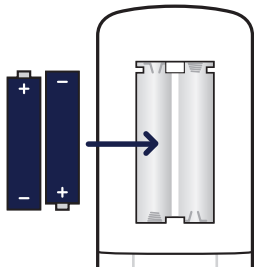


Your BT3960 is now ready to use.

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

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


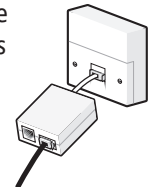
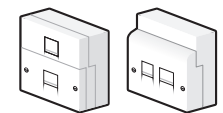
- 1 Slide off the battery cover from the back of the handset and insert the two batteries supplied. Note the '+', '-' and markings inside the battery compartment. Then slide the battery cover back into place.
- 2 The handset will check for a link with the base station. Once found, you'll need to set the time and date.
- 3 Place the handset on the base and leave to charge the batteries for 16 hours. The handset gives a confirmation tone.

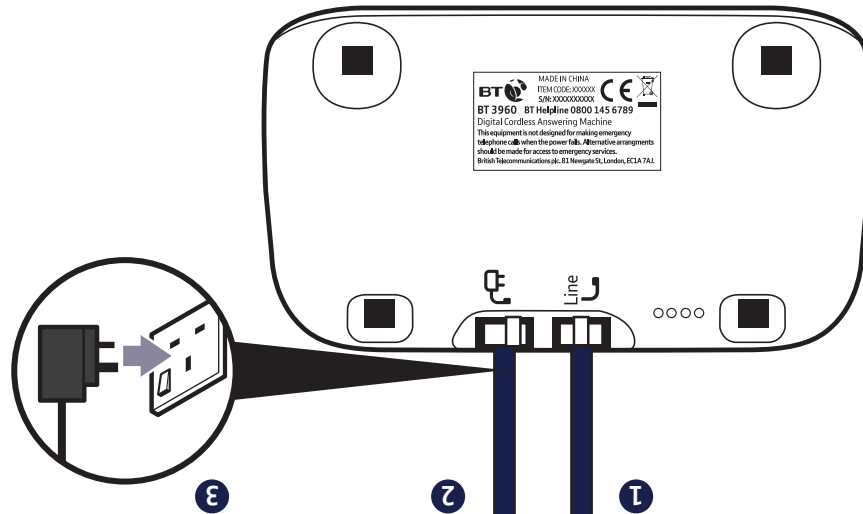


2 Charge

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: 



1 Plug in

- 1 The telephone line cord is 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.
- 3 Plug the other end of the power adaptor into the wall power socket and switch on.

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 BT3960 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 BT3960, 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.

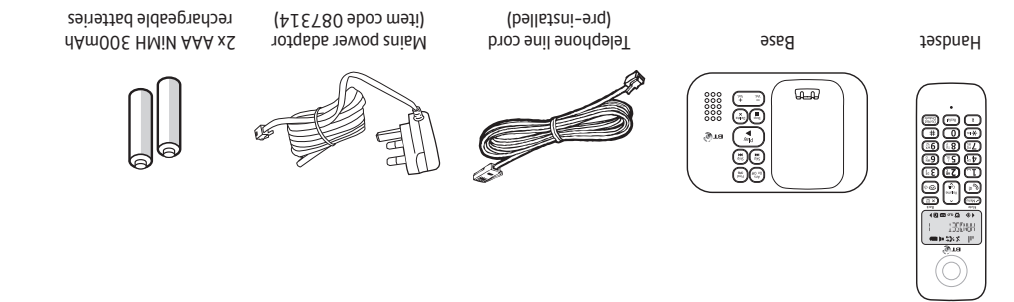
This guarantee does not affect your statutory rights.

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

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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.



What's in the box



BT3960 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




Press green  to answer the call.

Mute

Press  during a call. Press  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  to open the calls list and scroll to an entry.
- 2 Press  to dial the number.
Or to view call details, keep pressing  to see the date, time and caller's number.

Nuisance Call Block

Turn call blocking on to enable block list

- 1 Press , scroll  to **CALL BLOCK** and press  again.
- 2 Scroll  to **BY NUMBER** and press . Then scroll to **BLOCK MODE** and press .
- 3 Scroll  to **ON** and press .







Block incoming call number in your calls list





- 1 Press  scroll to the entry and press .
- 2 Scroll to **CALL BLOCK** and press . 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)

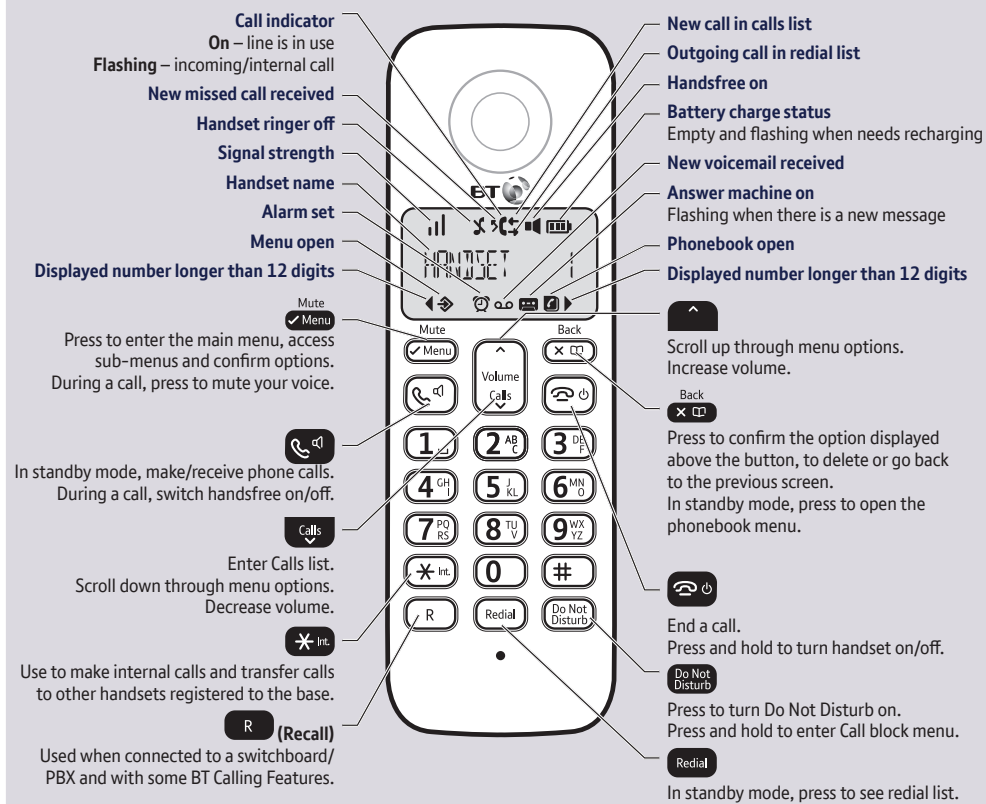
- 1 In idle mode, press . **PHONEBOOK** is displayed. Press .
- 2 Scroll  to **ADD NEW**, press . **ENTER NAME** is displayed.
- 3 Enter name using keypad and press . **ENTER NUMBER** is displayed.
- 4 Enter phone number and press  to save.

To save a number to your phonebook from the Calls list, press . Scroll to the entry and press . Scroll  to **SAVE NUMBER**, press . Then follow steps 3 to 4 above.

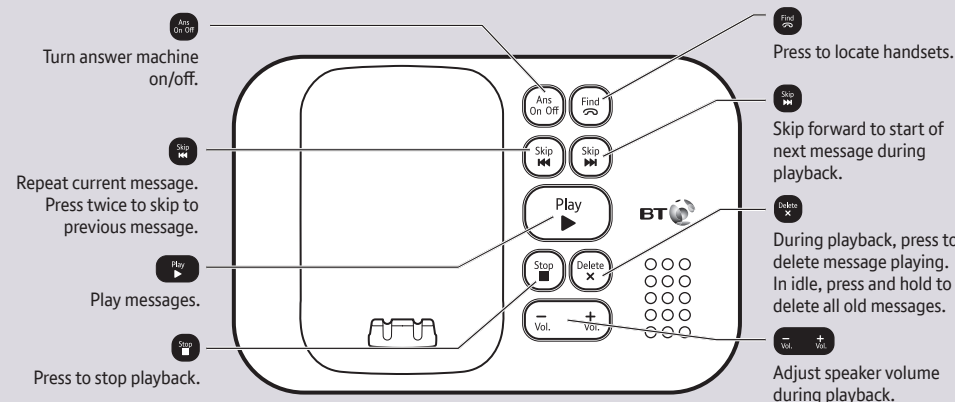
Dial entry in phonebook

- 1 In idle mode, press .
- 2 Scroll  or  to display the entry and press  to dial.

Handset buttons and display icons












Base buttons



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 , scroll  to **ANSW MACHINE** and press .
- 2 Scroll  to **OGM SETTING**, press . Then scroll to **ANSWER + REC** and press .
- 3 Scroll  to **RECORD** and press . After the beep, speak your message.
- 4 Press  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 , scroll  to **ANSW MACHINE** and press .
- 2 Scroll  to **RING DELAY**, press . The current setting is displayed.
- 3 Scroll  or  to select the number of rings. Press  to confirm.

Using the menu









- Press  to open the main menu, scroll through menu items using  or .
- When the menu you want is displayed, press . Press  or  to scroll through the sub menus and press  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  or  to increase or decrease the volume of your caller's voice.




Handset ringer volume

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

Handset ringtone

- 1 Press , scroll  to **PERSONAL SET**, press .
- 2 Display shows **HANDSET TONE**, press .
- 3 Press  to **RING MELODY**, press .
- 4 Press  or  to hear ringtones, press  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  once for **A**, twice for **B**, three times for **C**
- Enter a space, press .
- 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.