




Bringing it all together

# BT Graphite 1500

## User Guide



This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites or email addresses that are referenced.

Simply hover the cursor over the page number, website or email reference and click when the hand icon changes to the  icon.



Think before  
you print!

# Welcome...

to your BT Graphite 1500 Digital  
Cordless Telephone Answering Machine

- Up to 12 minutes digital recording time.
- Access your messages remotely from any other Touchtone™ phone.
- Caller Display shows you who's calling before you answer the phone<sup>1</sup> and stores a list of your last 40 callers. You can also dial numbers direct from the Calls list.
- Handsfree lets you make and receive calls using the built-in handset loudspeaker so your hands are free for other tasks during a call.
- 50 Name and number phonebook for storing your most frequently used numbers.
- 10 last number redial.
- Use up to 5 handsets with one base and one phone line.
- Make internal calls and transfer external calls between handsets.

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

- 1 Requires subscription to your network's Caller Display service. A quarterly fee may be payable.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call you will need to set up your phone.

Follow the simple instructions in ‘Getting Started’, over the next few pages.

#### **Need help?**

If you have any problems setting up or using your BT Graphite 1500 please call our free Helpline on 0808 100 6556\*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in ‘Help’ at the back of this guide.

#### **IMPORTANT**

**Only use the telephone line cord supplied.**

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

#### **Got everything?**

- BT Graphite 1500 handset
- BT Graphite 1500 base
- Battery compartment cover
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 039956)
- Telephone line cord (pre-installed)

**If you have purchased a BT Graphite 1500 multiple pack you will also have the following for each handset:**

- BT Graphite 1500 handset
- BT Graphite 1500 charger  
Battery compartment cover
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 039955)

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# Getting started


## WARNING

Do not place your BT Graphite 1500 in the bathroom or other humid areas.

## Handset range

Your BT Graphite 1500 has a range of up to 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.

## Signal strength

The  icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

## IMPORTANT

Do not connect the telephone line to the telephone line wall socket until the handset is fully charged. The base station should be plugged into the mains power socket at all times.


## Location

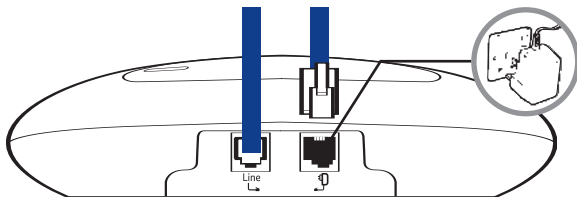
You need to place your BT Graphite 1500 base within 3 metres of a mains power socket and 2 metres of the telephone wall socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Graphite 1500 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 to provide the best signal.

## Connect the base to the mains power

1. Plug the mains power adaptor into the power socket on the back of the base and plug the other end into the mains power wall socket. The base will come on and beep and display . It will default to Answer and record mode.



### Preparing your handset

2. Activate the batteries by pulling the plastic tab away from the back of the handset.
3. Place the handset on the base to charge. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.

### BT Graphite 1500 multipack users only:

If you have purchased a BT Graphite 1500 multiple pack, you will need to prepare any additional handsets and charger for use.

Place each BT Graphite 1500 charger within reach of a mains power wall socket.

#### For each additional handset and charger:

- i. Plug the mains power adaptor into the power socket on the back of the charger and plug the other end into the mains power wall socket.
- ii. Activate the batteries by pulling the plastic tab away from the back of the handset.

#### **WARNING**

Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

#### **Talk/Standby time**


Under ideal conditions, the handset batteries should give up to 10 hours talk time or 100 hours standby on a single charge.

(This does not mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new NiMH rechargeable batteries do not reach full capacity until they have been in normal use for several days.

See 'Battery performance' on the following page.

#### **Battery low warning**

If the  icon is flashing in the display and you hear a warning beep every minute during a call, you will need to recharge your handset before you can use it.

**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 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. For details on how to obtain spare batteries, call the BT Graphite 1500 Helpline on 0808 100 6556\*.

**IMPORTANT**

**Only use the telephone line cord supplied with the phone.**

The display will show the handset number, 2, to show it is registered to the base.

- iii. Place the handset on the charger. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours.

Any additional handsets supplied as part of a multipack are pre-registered to the base. So, once charged, are ready for use.

**Connect to the telephone line wall socket**














4. Once the batteries are fully charged, plug the end of the telephone line cord into the telephone wall socket.

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




## Set the answering machine day and time

Once the answering machine day and time has been set, the day and time will be announced when a message is played back.

1. At the answering machine base, press and hold . The current hour setting is announced and displayed. Press  or  to set the hour. Press  to confirm.
2. The minutes setting will be announced and displayed. Press  or  to set the minute. Press  to confirm.
3. The current setting for PM/AM will be displayed and announced. Press  or  to select A for am or P for pm. Press  to confirm.
4. The current day setting is announced. Press  or  to set the day which is announced. Press  to confirm.  
The full time and day will be announced.

Your BT Graphite 1500 is now ready for use.

Press  to cancel and return to standby.

### Handset date and time

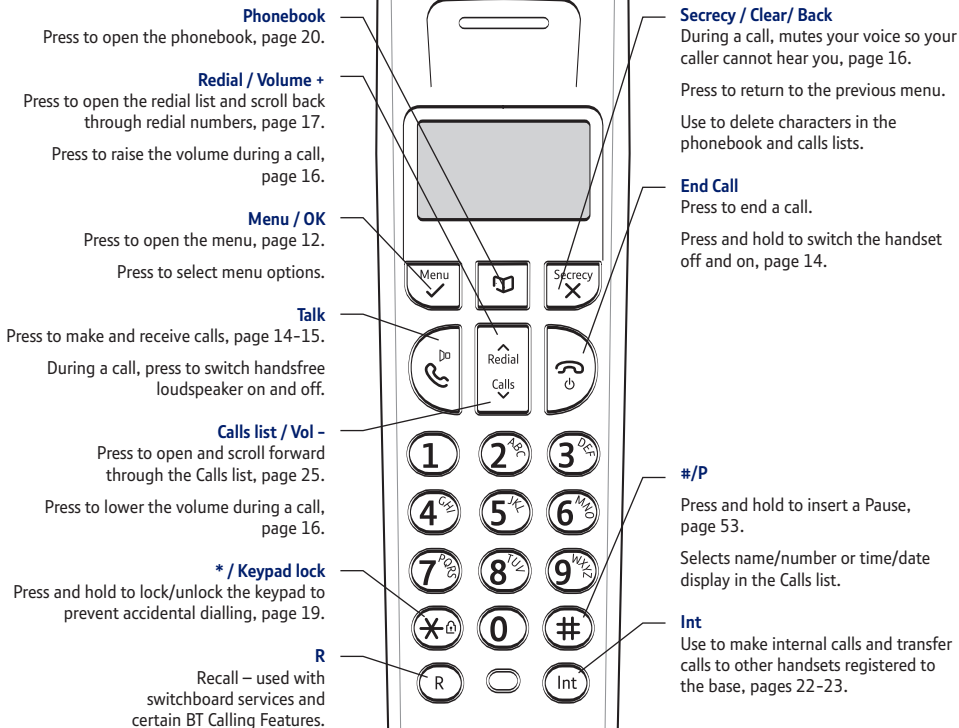
Providing you have subscribed to your network's Caller ID service, the date and time on the handset will be set automatically when you receive your first call.

To set the handset date and time manually, see [Date and Time](#), page 40.

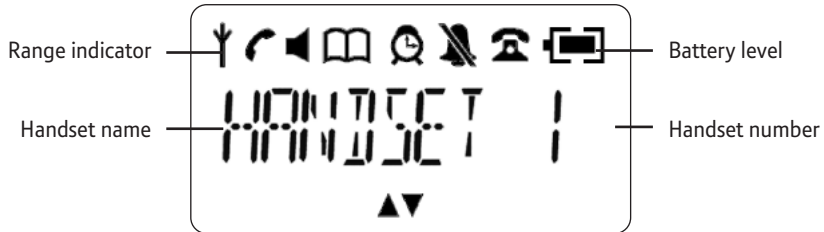
The handset date and time needs to be set separately to the answering machine day and time.

# Getting to know your phone












## Handset buttons



## Standby screen




## Handset display icons



	Phone off-hook.		Alarm has been set.
	Indicates signal strength. Flashes when handset is not registered to the base.		Handset ringer volume set to off.
	Phonebook open.		More options available, scroll up or down.
	Handsfree speaker in use.		Battery 30 – 100% charged.
	New number(s) in Call list*.		Battery 10 – 30% charged.
			Battery under 10% charged. Icon will flash.

\* This feature requires subscription to your network provider's Caller Display service. A quarterly fee may be payable.

### Using the menu


All your phone's functions and settings can be accessed through the main menu. The menu map below shows all the menu options you can choose from.

Press  to enter the menu.

Press  or  to scroll through the menu options.

When you reach the end of the list, the first option is displayed again.


To select an option, press .

To return to the previous menu display, press .

### Menu map



#### PHONEBOOK

(Menu only appears when phonebook is empty. When entries stored, press  again to enter the menu).

- ADD ENTRY
- MODIFY ENTRY
- DELETE ENTRY
- DELETE ALL

#### CLOCK /ALARM

- DATE / TIME
- ALARM
- ALARM TONE

#### SETTINGS

- HANDSET TONE
- HANDSET NAME
- AUTO ANSWER
- BASE TONES

#### ADVANCED SET

- REGISTRATION
- DE-REGISTER
- PIN CODE
- PHONE RESET

## Answering machine base

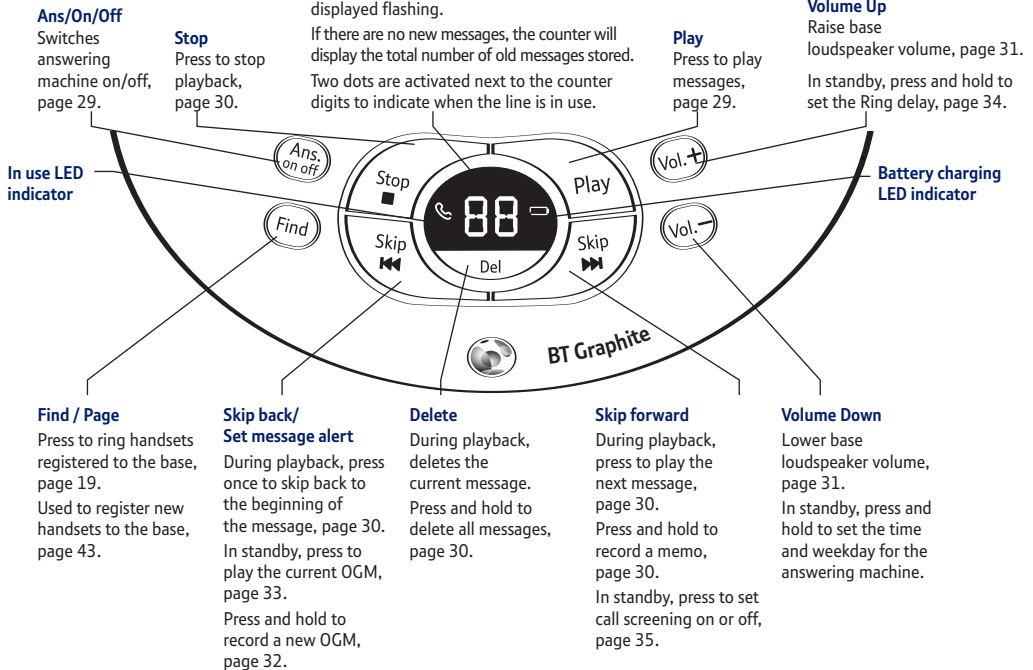
### Message indicator

Shows the number of messages.

If new messages have been received, the number of new messages will be displayed flashing.


If there are no new messages, the counter will display the total number of old messages stored.

Two dots are activated next to the counter digits to indicate when the line is in use.



# Using your phone

## Out of range warning

During a call, if you start to move the handset out of range of the base, the handset out of range of the base, the  flashes and you hear a beep in the earpiece every 3 seconds. Move closer to the base or you will lose the call.


## Call timer

After the first 20 seconds of your call, the call timer is displayed.


## Switch the handset on/off


1. To switch off, press and hold  until the display goes off.
2. To switch the handset on, press and hold .

## Make a call


1. Press . When you hear the dial tone, enter the phone number using the keypad.

## Preparatory dialling



1. Enter the phone number first. The number is shown in the display.
2. Press  to dial the number.


If you make a mistake as you enter the number, press  to delete a digit.

## End a call

1. Press  or replace the handset on the base.

## Receiving calls

1. When the phone rings, the display flashes *CALL* and the  icon. Press  to answer the call.





Or, you can answer the call by picking the handset up from the base or charger without having to press . This is called Auto answer, see page 40.

2. Press  to hang up.

## Chain dialling

Chain dialling is a convenient way of entering long sequences of numbers during a telephone call. This can be when trying to dial a phone number greater than 24 digits (the largest number that can be stored in a single phonebook entry) or when using automated telephone services, e.g. telephone banking.

### Dial a chain number

1. Enter the first part of the number as usual using the keypad or from the phonebook. Press .
2. Either enter the additional part of the number using the keypad or press , scroll  to the phonebook entry containing the next number sequence and press  to dial the number.

### Caller Display

If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed.

### Important

Storing security code information in the phonebook may allow other people access to your personal details.



### Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

During a handsfree call, press  or  to change the volume.


### Secrecy / Mute

You can stop your caller from hearing you while you talk to someone else close by.






1. During a call, press . The handset microphone is muted and the display shows *MUTE*.
2. Press  again to resume your call.

### Adjusting the earpiece/handsfree volume

You can adjust the earpiece or loudspeaker volume, 1-5.

1. During a call, press  to increase or  to decrease the volume.



### Make a handsfree call

1. Dial the number then press .
2. Press  again. The  icon is displayed and you hear your call over the handset loudspeaker.  
Press  to switch the call between the earpiece and the loudspeaker.
3. Press  to end the call.





## Answer a call handsfree

When the phone rings:

1. Press  to answer the call then press  again.  
The call is transferred to the loudspeaker.





## Switch to handsfree during a call

1. During a call: press  to put the call on the loudspeaker.  
To switch handsfree off and return the call to the earpiece, press  again.

# Redial

## Redial a number










The last 10 numbers dialled are stored in the redial list. Each entry can be up to 24 digits long.

1. Press  to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Scroll  or  to the number or name you want.
3. Press  to redial the entry displayed.








If the redial number is longer than 12 digits, you can scroll along the number by pressing the  button.

If you enter a name that already exists in the phonebook the display shows *DOUBLE NAME* for 2 seconds before returning to the name screen.







### Copy a redial number to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows *ADD ENTRY*.
3. Press . Use the keypad to enter the name, then press .
4. Display shows the number from the redial list. You can edit the number using  to delete characters if required. Press  to save.
5. Press  to return to the standby screen.

### Delete a number from the redial list


1. Press  then scroll  or  to the entry you want.
2. Press  and scroll  to *DELETE ENTRY*.
3. Press  to confirm or  to cancel.



### Delete the entire redial list

1. Press  to open the redial list.
2. Press  and scroll  to *DELETE ALL*.
3. Press . Display shows *CONFIRM?*
4. Press  to confirm or  to cancel.

## Keypad lock



You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press .

1. To lock the keypad press and hold  until the display shows *KEYS LOCKED*.
2. To unlock the keypad press and hold  again or replace the handset in the base.

## Paging

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press  on the base. All handsets registered to the base will ring with the Paging ringtone for 30 seconds. To stop the ringing, press any button on a handset or press  again on the base.

### IMPORTANT

You cannot call emergency numbers (999 / 112) when the keypad is locked.

Each name can be up to 12 characters long and each number up to 24 digits long.

If you enter a name that already exists the display shows *DOUBLE NAME* for 2 seconds.

### Memory full

When the phonebook memory is full the display shows *MEMORY FULL* when you try to add a new entry.

### Entering names

Use the keypad to enter the letters shown on each button.

For example to store TOM:

Press **8** once to enter T.

Press **6** three times to enter O.

Press **6** once to enter M.

If the next letter you want to enter is on the same button, wait a moment then press the button.

Press **X** to delete an incorrect character or digit.

To enter a space press **1**.

To enter a dash, press **0** twice.







To enter 1, press **1** twice.

## Using the phonebook








You can store up to 50 name and number entries on each BT Graphite 1500 handset registered to your base.

You open the phonebook with the  button.












### Add an entry

1. From the standby screen, press . *PHONEBOOK* is displayed, press .
2. If there are already entries stored in the phonebook the first entry will be displayed and you will need to press  again. The display shows *ADD ENTRY*. Press .
3. The display shows *ADD NAME*. Use the keypad to enter the name and press .
4. The display shows *ADD NUMBER*. Use the keypad to enter the phone number.
5. Press  to confirm.










## View and dial entries

1. Press . The first entry is displayed.
2. Press  or  to scroll through the list. When the name you want is displayed, you can switch between the name and number by pressing .
3. Press  to display more digits - if there are any - or the name again.
4. Press  to dial the entry displayed or press  to return to standby.







## Edit an entry

1. Press . *PHONE BOOK* is displayed.
2. Press . Scroll  or  to the entry you want to edit.
3. Press  and scroll  to *MODIFY ENTRY*.
4. Press . Press  to delete characters and use the keypad to edit the name.
5. Press . Press  to delete digits and use the keypad to edit the number.
6. Press  to confirm.

### Delete an entry

1. Press . *PHONE BOOK* is displayed.
2. Press . Scroll  or  to the entry you want to edit.
3. Press  and scroll  to *DELETE ENTRY*.
4. Press . Display shows *CONFIRM?*
5. Press  to confirm or  to cancel.

### Delete entire phonebook

1. Press  , the first phonebook entry is displayed.
2. Press  and scroll  to *DELETE ALL*.
3. Press . Display shows *CONFIRM?*
4. Press  to confirm or  to cancel.

## Internal calls

If you have more than one handset registered to your base, you can:

- make internal calls between handsets
- transfer an external call from one handset to another

You can have up to 5 GAP compatible handsets registered to your BT Graphite 1500 base, see page 43.

- hold a conference call between two internal handsets and an external call
- make an internal call between two handsets while a third is on an external call

### Make an internal call

1. Press **Int.**

If you have two handsets, the second handset is called.

If you have more than 2 handsets, enter the handset number (1–5) you want OR press **\*+0** to call all handsets (the first handset to answer will take your call).

### Transfer an external call

You can transfer an external call to another handset registered to your base.

1. During an external call, press **Int.** Your caller is put on hold and all the other handset numbers are displayed on the screen.
2. Enter the handset number you want or press **Int.** to speak to your external caller again.
3. When the other handset user answers, you can announce the incoming call.  
Press **Int.** to transfer the call.

#### If the other handset user does not answer:

You can reconnect to your external caller by pressing **Int.**

### 3 Way call

You can talk simultaneously with an external caller and another internal handset user.

1. During an external call, press **Int**. Your caller is put on hold and all the other handset numbers are displayed on the screen.
2. Enter the handset number you want.
3. When the other handset user answers, you can announce the incoming call.
4. Press and hold **\*69** for 2 seconds, the display will show *CONFERENCE*.



# Caller Display and the calls list


## Caller Display

Caller Display shows who is calling and if the caller's number matches an entry stored in the phonebook, the name will be displayed as well.

Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

## Calls list

The Calls list stores details of your last 40 calls received, including the phone number up to 20 digits long and date and time of the call.

The Calls list also alerts you to unanswered calls. When you have unanswered, or 'new calls', the  icon will be displayed.

The list is shared between all handsets registered to the base.

When the Calls list is full, the most recent calls received automatically replace the oldest calls.

You open the Calls list with the  button.

For this feature to work you must subscribe to a Caller Display Service from your network provider. A quarterly fee may be payable.

For more information on Caller Display and BT's other Calling Features, call BT on Freefone 0800 800 150.

### Call information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

#### *WITHHELD*

The caller has withheld their number.

#### *UNAVAILABLE*

The number is unavailable.

#### *RINGBACK*

Ringback call.

#### *INTERNATIONAL*

International call.

#### *OPERATOR*

Call from operator.

If the telephone number is longer than 12 digits, press **#** to toggle between the rest of the number and the received time and date.

If the name you enter already exists in the phonebook the display shows *DOUBLE NAME* for 2 seconds. Enter a different name to store the entry.

### View the Calls list

1. From standby, press **Calls** to open the Calls list.
2. Press **Redial** or **Calls** to scroll through the list. When you reach the end of the list, it automatically loops back to the beginning again.
3. If the name is displayed, press **#** to display the number. Press **#** again to see the date and time of the call.








### Dial a number in the Calls list

1. Press **Calls** then scroll **Redial** or **Calls** through the list to the entry you want.
2. Press **Call** to dial the displayed entry.







### Copy a number to the phonebook

1. Press **Calls** then scroll **Redial** or **Calls** through the list to the entry you want.
2. Press **Menu**. The display shows *ADD ENTRY*. Press **Menu** again.
3. Use the keypad to enter or edit the name, then press **Menu**.
4. Edit the number if necessary, then press **Menu** to confirm. The entry is stored.

### Delete an entry

1. Press  then scroll  or  through the list to the entry you want.
2. Press  and scroll  to *DELETE ENTRY*.
3. Press  to confirm or  to cancel.

### Delete the entire Calls list

1. Press .
2. Press  and scroll  to *DELETE ALL*.
3. Press . Display shows *CONFIRM ?*.
4. Press  to confirm or  to cancel.

### Call Waiting



With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Phonebook) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.



Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

### To use Call Waiting

To answer the second call, without disconnecting from your first caller:

1. Press . The first caller will be put on hold.
2. Press  again to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call and take the waiting call:

1. Press  to end the current call. The handset will then ring.
2. Press  and continue your conversation with the second caller.



# Using the answering machine

Your BT Graphite 1500 answering machine uses voice prompts to guide you simply through its operation.

You can operate your answering machine from the base and remotely, from any other Touchtone® telephone.

Before first using your answering machine you should set the correct day and time. If you have not done this already when you set up your phone, please see page 9.


## Switching the answering machine on/off

1. Use the  button to switch the answering machine on or off. By pressing  you can scroll around the 3 options: Answer only, Answer off and Answer and record.

## Listening to your messages

When you have messages recorded on your answering machine, the number of messages will be displayed on the base message counter.

### Play messages

1. Press . New messages are played first. Your new messages are played back, the oldest message first. At the start of each message the day and time of recording is announced. After the last message, the machine announces "End of new messages."

### Ready to record

The answering machine is pre-set to ON, so it's ready to record messages as soon as the base is plugged in.


(Remember to charge the handset for at least 24 hours first).

See page 31-32 for information on outgoing messages for Answer only and Answer and record.


During playback, the answering machine message indicator displays the number of the message, e.g. 01, 02, 03 etc.


You cannot delete new (unplayed) messages.

Maximum memo and incoming message length is 2 minutes.

2. Press  again to hear all your messages, including old ones.


During playback press:

 to skip forward to the next message.


 once to replay the message, twice to play the previous message.

 to delete the current message

 to stop playback



If there are no messages, the machine announces “You have no messages” when you press .

### Delete all old messages

1. When the machine is in standby, press and hold . The machine will announce ‘All messages deleted’, or ‘Message deleted’.



### Record a memo

You can record memo messages for other users which can be played back just like normal messages.

1. When in standby, press and hold . Speak your message after the long beep. Speak clearly, close to the answering machine base.
2. Press  to end recording.

### Base loudspeaker volume

There are 10 volume levels for the answering machine loudspeaker.

1. Press  to increase volume or  to decrease volume.

## Outgoing messages

The outgoing message (OGM) is the greeting a caller hears when the answering machine picks up their call.

Your BT Graphite 1500 gives you a choice of two pre-recorded outgoing messages, one for Answer & Record and one for Answer Only.

### Answer & Record

Callers hear the announcement and are able to leave a message for you. The pre-recorded message is, “Hello, your call cannot be taken at the moment, so please leave your message after the tone.”

### Personalise your OGM

To record your own outgoing message, see 'Record your own outgoing message', see page 32.

The answering machine is pre-set to Answer & Record mode.

To listen to the current outgoing message, press  when in standby.

If you set the outgoing message to Answer only your caller cannot leave a message.

If the answering machine is set to off, the display shows --.


Your own outgoing message can be up to 1 minute long.

### Answer only



Callers hear an announcement but cannot leave a message. The pre-recorded message is, "Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later."

### Select outgoing message

Set your machine to play the Answer & Record or Answer Only outgoing message.

1. Keep pressing  to scroll between the options for your outgoing message, Answer only, Answer off or Answer and record. When the Answer Only outgoing message is set, the message counter shows *RD*.

### Record your own outgoing message(s)

1. When in standby, press and hold . Speak your message after the long beep. Speak clearly, close to the answering machine base.
2. Press  to end recording. Your message is played back. To re-record your message, repeat these steps.





### Play your outgoing message

1. When in standby, press . Your current outgoing message is played.

### Re-instate the pre-recorded outgoing message

You can delete your own outgoing message and return to the pre-recorded outgoing message.

1. When in standby, press . Your outgoing message is played.
2. During playback, press . Your own recorded outgoing message is deleted and the pre-recorded message reinstated.

### Memory full indicator

If the recording memory becomes full while a message is being recorded, the machine will announce “Answering Machine Full”.

When the recording memory is full, new callers will hear the Answer Only outgoing message.

Play and delete messages to free up memory space.

You cannot delete the pre-recorded outgoing messages.

### What is Time Saver?

Time Saver can save you the cost of a call when you want to ring in from another phone to find out if you have new messages (see 'Remote access', page 36).

If you have new messages, your answering machine answers after 2 rings. If you do not have new messages, it answers after 6 rings. This gives you a chance to hang up before the line is connected.








To cancel and return to standby at any time, press .


## Ring delay and Security PIN

Ring delay is the number of times your BT Graphite 1500 rings before the answering machine picks up calls and starts playing the outgoing message to callers. You can choose between 2–9 rings, or Time Saver. The default setting is 6 rings.

Your 3-digit PIN lets you access your answering machine remotely from another phone. For security reasons, it is recommended that you change the PIN from the original setting of 000.


### Set ring delay and security PIN




1. Press and hold . The current setting is announced.
2. Press  or  to set the ring delay you want, 2-9 rings or tS (for Time Saver). The display shows the setting.
3. Press  to confirm. The first digit of your remote control PIN is displayed. If you do not wish to change your remote access PIN, please leave the unit for a few seconds to time out. Your new ring delay setting will be preserved.
4. Press  or  to change the digit, then press  to confirm and display the next digit. Repeat for the second and third digits.

5. After pressing  to confirm the third digit, the machine returns to standby and your ring delay and security PIN are set.


### Call screening

When the answering machine is switched on, you can use the loudspeaker to listen to callers leaving their messages.

You can interrupt the caller and speak in person by pressing  on the handset.

1. When your answering machine is switched on and is in standby, press  to display the current call screening mode. Use  or  to switch between call screening On or Off.

Display shows

 = Call screening Off

 = Call screening On

2. Press  to confirm.

The default PIN code is 000.

If you make a mistake when entering your PIN you will hear, "Incorrect security code, please enter your security code." Enter the correct PIN. The default PIN code is 000.

After the 2nd incorrect attempt, you will hear, "Incorrect security code", then a beep and the machine will hang up.

If you pause for over 10 seconds without entering a code, the machine will react as if an incorrect code has been entered.

## Remote access

You can operate your answering machine from any modern Touchtone™ phone by calling your BT Graphite 1500 and entering a 3-digit security PIN.

Using a PIN code prevents other people from accessing your machine without permission.

### Switch on your answering machine from another phone

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

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.











### Operating your answering machine from another phone

1. Call your BT Graphite 1500. When you hear the outgoing message, press the \* button.
2. The machine announces, "Please enter your security code". Use the phone's keypad to enter your 3-digit PIN (default PIN: 000). The machine announces, "You have 'x' new messages", and they are played.
3. Using the phone's keypad you can replay, pause, skip or delete messages and adjust settings.

- 1 To hear the menu options.
- 2 To play your messages.
- 3 To play new messages only.
- 4 Once to repeat the current message; twice to skip back to previous messages.
- 5 To delete the current message.
- 6 Once to skip to the next message; twice to skip to the message after.
- 7 To stop incoming message playback.
- 0 To change between answer & record, answer only and answer off modes.












## Handset and base ringer volume

Choose from 5 levels and Off.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press  or scroll to *BASE TONES* and press .
3. Display shows *RING VOLUME*. Press .
4. The current setting is displayed and played.
5. Press  or  to select the volume (1–5 or OFF).
6. Press  to confirm or  to return to the previous menu.











## Handset and base ringer melody

Choose from 5 melodies.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press  or scroll to *BASE TONES* and press .
3. Scroll  to *RING MELODY*. Press .
4. The current melody is played.
5. Press  or  to select the volume (1–5 or OFF).
6. Press  to confirm or  to return to the previous menu.








## Keypad beep on / off

When you press a button on the handset, you hear a beep. You can switch these beeps on or off.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press .
3. Scroll  to *KEY TONES*. Press . The current setting is displayed.
4. Press  or  to select *ON* or *OFF*.
5. Press  to confirm or  to return to the previous menu.

## Handset name

You can give your handset a name, up to 10 characters, eg. Michael or Kitchen. The name appears in the display.


1. Press , scroll  to *SETTINGS* and press .
2. Scroll  to *HANDSET NAME* and press . The current name is displayed.
3. Press  to delete the current name then enter the new handset name and press .









See page 20 for help on entering names.

If you have subscribed to your network's Caller Display service, the time will be set automatically when you receive your first call.

The handset date and time is separate from the answering machine time and date settings, see page 9.








## Auto answer

Your phone is set to answer calls by lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing .

1. Press , scroll  to *SETTINGS* and press .
2. Scroll  to *AUTO ANSWER* and press .  
The current setting is displayed.
3. Press  or  to select *ON* or *OFF* and press  to confirm.

## Date and time











### Set the date and time

1. Press , scroll  to *CLOCK/ALARM* and press .
2. *DATE / TIME* is displayed. Press .
3. Use the keypad to enter the date in the format (DD/MM), e.g. *12/08* for 12th August. If you make a mistake press  to delete.
4. Press . Use the keypad to enter the time in the 24 hour format, e.g. *17-25* for 5.25pm.
5. Press  to confirm.













## Set the alarm

You can set your handset to give you an alarm call.

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM* and press .
3. If required, press  or  to select *ALARM OFF*, *ALARM ONCE* or *ALARM DAILY* then press .
4. Use the keypad to enter the time in the 24 hour format, e.g. 0830 for 8.30am.
5. Press  to confirm or  to cancel.










## Change alarm time

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM* and press .
3. If required, press  or  to display *ALARM ONCE* or *ALARM DAILY* then press .
4. Use the keypad to enter the new time in the 24 hour format, e.g. 07–30 for 7.30am.
5. Press  to confirm or  to cancel.

The alarm clock melodies are different from the ringer melodies.

### Select alarm clock melody

There are 3 melodies to choose from.

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM TONE* and press . The current setting is displayed and played.
3. Press  or  to change the setting.
4. Press  to confirm or  to cancel.

When the alarm is set, the  icon is displayed in standby.








To switch the alarm off when it sounds, press any button on the handset.

# Additional handsets

Up to 5 handsets can be registered and operated from the BT Graphite 1500 base.

If you buy new handsets to use with your BT Graphite 1500 they will have to be registered to the base before you can use them.

## Register a new BT Graphite 1500 handset to your BT Graphite 1500 base

1. At the base: Press and hold  for 5 seconds until you hear continuous beeping. You now have 60 seconds to register the handset.
2. At the handset: press , scroll  to *ADVANCED SET* and press .
3. Scroll  to *REGISTRATION* and press .
4. Enter the 4-digit master PIN (default setting 0000) and press . The display flashes *WRITING*
5. A list of available handset numbers is displayed, enter the number you require using the keypad. You will hear a beep. The handset is now registered.

### If registration does not work:

- Make sure there is no other electrical equipment very close by that may interfere with the registration signal.
- Try following steps 1-5 above again.

Handsets that were supplied with your BT Graphite 1500 base are already registered to it as **HANSET 1**, **HANSET 2** etc.

Each additional handset you buy must be registered with the base.

### IMPORTANT

Before registration, make sure the handset batteries are fully charged and that you are close to the base.

### Cancel registration

Press .

### Naming additional handsets

Once you have registered additional handsets you may wish to give them a different name, see page 39.

**IMPORTANT**

DECT GAP Profile only guarantees that basic calling-functions will work correctly between different makes/types of handset and base. There's a possibility that certain services such as Caller Display will not work correctly.

**Register a different manufacturer's handset to your BT Graphite 1500 base**

1. At the base: Press and hold **Find** for 5 seconds until you hear continuous beeping. You now have 60 seconds to register the handset.
2. At the handset: Follow the registration instructions given in your handset's user guide.

**De-register a handset**











You can use one handset to de-register another handset.

You cannot de-register the handset you are using.

1. Press **Menu**, scroll **Calls** to *ADVANCED SET* and press **Menu**.
2. Scroll **Calls** to *DE-REGISTER* and press **Menu**.
3. Enter the PIN code (default setting: 0000) and press **Menu**.
4. A list of available handset numbers is displayed. Enter the number of the handset you want to de-register.
5. Press **Menu** to confirm or to **Cancel** cancel.








## Change master PIN

The master PIN is used for handset registration and de-registration. The PIN is 4 digits long, with a default setting of 0000.

1. Press , scroll  to *ADVANCED SET* and press .
2. Scroll  to *PIN CODE* and press .
3. Enter the PIN code (default setting: 0000) and press .
4. Enter the new PIN and press . If you make a mistake press .
5. Enter the new PIN again and press  to confirm or  to cancel.

## Reset to default

This resets your BT Graphite 1500 to its default settings.

1. Press , scroll  to *ADVANCED SET* and press .
2. Scroll  to *PHONE RESET* and press .  
Display shows *CONFIRM?*
3. Press  to confirm or  to cancel.

## Default settings

H/S Ringer Volume	LEVEL 5
H/S Ringer Melody	MELODY 5
B/S Ringer Volume	LEVEL 5
B/S Ringer Melody	MELODY 1
H/S Earpiece Volume	VOLUME 3
H/S Speaker Volume	VOLUME 3
H/S Key Beep	ON
Auto Answer	ON
Handset Name	"HANDSET"
Date/Time	01/01; 00-00
PIN code	0000
Redial List	EMPTY
Phonebook memory	UNCHANGED
Calls list	EMPTY

## TARM functions

Day	SUNDAY
Time	12.00AM
Ring Delay	6 RINGS
Remote access PIN	000
Messages	CLEAR ALL
Call screening	ON
Volume level	5

# Help

---

## **Phone does not work**

- Have you installed the batteries correctly? See page 7.
- Check that the mains power is correctly connected.

## **No dial tone**

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

## **Cannot dial out 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 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

## **You have a dial tone, but the phone will not dial out**

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

## **Handset does not ring**

- The ringer volume may be switched off, see page 38.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 43.

## **No display**

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

### Y icon flashes

- Is the handset registered correctly to the base, see page 43.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- 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 BT Graphite 1500 base may be on the line.

### Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see page 29–30.
- The answering machine might be switched off or set to Answer only. See page 29.

### Answering machine messages have the wrong date and time

- Have you set the date and time? See page 9.
- The answering machine and handset time and date are set separately.

### Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 36. Always keep a note of the new PIN code in a safe place. Reset the remote access PIN, page 45.

**No Caller Display number/name displayed**

- Have you subscribed to a Caller Display service from your network provider, see page 25.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

**Cannot register a handset to a base**

- You can register a total of up to 5 handsets to your BT Graphite 1500 base. Check that you have not exceeded the limit.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

**Base unit does not ring, but the lights are on**

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

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

- Sometimes your BT Graphite 1500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Graphite 1500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

**Customer Helpline**

If you are still experiencing difficulties please call the BT Graphite 1500 Helpline on 0808 100 6556\*.



## IMPORTANT

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

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

## Replacing the handset batteries

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

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

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 550mAh.

For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556\*.

## WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Graphite 1500 by using any other types of batteries.

## Safety information

- Only use the power supply suitable for the BT Graphite 1500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 039956.

If you have purchased a multiple pack the item code for the charger mains power supply is 039955.

- Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556\*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0808 100 6556\* for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.

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

## Product disposal instructions

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



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to 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 remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

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

## Guarantee

Your BT Graphite 1500 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 Graphite 1500 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 provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

### Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 46 or contact the BT Graphite Helpdesk for assistance on 0808 100 6556\*. Additional answers to Frequently Asked Questions are available from [www.bt.com/producthelp](http://www.bt.com/producthelp)

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

### Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

### Returning your phone

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

## Technical information

### 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 Graphite 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.

Only use approved base mains power supply, item code: 039956.

If you have purchased a BT Graphite 1500 multiple pack, the item code for the charger mains power supply is 039955.

Only use approved batteries.

These products are available from the BT Graphite 1500 Helpline on 0808 100 6556\*.

## 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.

### For your records

Date of purchase:

Place of purchase:

Serial number:

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

### Declaration of Conformance


Hereby, CCT Marketing Ltd declares that this BT Graphite 1500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## Connecting to a switchboard

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 service provider.

### Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press and hold  to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

### Recall (R)

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

## 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 phone 0808 100 6556\*.



Working together, supporting energy saving products

BT & British Gas have joined forces to help our customers find new ways to save energy around the home, so we can all do our bit for the environment & save money too!

BT is a **sustainability leader**

{ To find out how we're  
making our products  
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[bt.com/betterworld/products](http://bt.com/betterworld/products) 

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