IMPORTANT SAFETY INFORMATION ABOUT YOUR PHONE

IMPORTANT! This phone, like any wireless phone, operates using radio signals and the wireless network, as well as user-programmed functions, which cannot guarantee connection in all conditions. Therefore, you should never rely solely upon any wireless phone for essential communications (e.g. medical emergencies). Remember, to make or receive any calls, the phone must be switched on and in an area with adequate cellular signal strength.

Emergency calls may not be possible on all wireless phone networks or when certain network services or phone features are in use. Check with local cellular service providers. Emergency calls may be made even when a SIM card is not installed (subject to network availability) using the 112 dialling code.

Operating environment
Make sure that no special regulation is in force that imposes restrictions on the use of mobile phones. Restrictions to mobile phones would also apply to this telephone. Most modern electronic equipment is shielded from radio frequency (RF) signals. However, certain electronic equipment may not be shielded against the RF signals from your phone.

Pacemakers
Pacemaker manufacturers recommend that a minimum separation of 20 cm (6 inches) be maintained between a handheld wireless phone and a pacemaker. The same restriction should apply to the external antenna of this phone. If you have any reason to suspect that interference is taking place, switch off the phone immediately.

Hearing aids
The phone's radio signals may interfere with some hearing aids. In such cases move the antenna as far away as practical or consult your hearing aid supplier.

Other medical devices
Operation of any radio transmitting equipment, including the phone, may interfere with the function of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external RF energy or if you have any questions. Switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Radio transmission equipment
While Burnside products are designed to conform to international standards regarding the acceptance of radio frequency interference, certain installation locations may interfere with their proper operation. We recommend that Burnside equipment is not installed in close proximity to any equipment that generates RF signals (for example, radio transmitters), and is located as far as possible away from it or in a separate room.

Potentially explosive atmospheres
Do not install the phone or site the antenna in any area with a potentially explosive atmosphere and obey all signs and instructions. Areas with a potentially explosive atmosphere are often but not always clearly marked. They include chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane): areas where the air contains chemicals or particles, such as grain, dust or metal powders.

Burnside GSM Phone

Model P355

Burnside Telecom Ltd
Opus House, Manor Court
Herriard, Basingstoke
Hampshire RG25 2PH
United Kingdom

Tel: 03333 441200
E-mail: info@burnsidetelecom.com
Web: www.burnsidetelecom.com

Using the phone wall mounting bracket

This wall mounting bracket allows the phone to be attached to a vertical surface in a manner that prevents casual removal. The bracket can be obtained from Burnside Telecom as an optional accessory.

To mount the wall bracket

Fix the bracket securely to the mounting surface using the two slotted holes in the rear panel.

Place the phone onto the angled front panel, slide down the retaining clip to secure the phone in place and tighten the two adjustment screws using the supplied Allen key. Then connect the cables to the phone for use in the usual way.
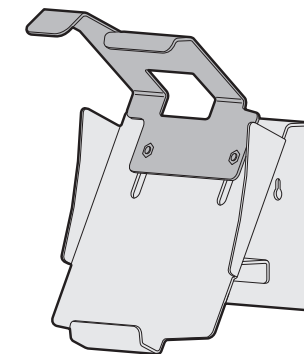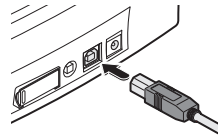
USB connection

Insert the square USB connector into the socket on the rear panel of the phone, located between the power input socket and the red power button.
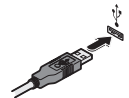
Connect the other end of the USB cable to an unused USB socket on the computer.

If you intend to use TAPI-enabled applications, ensure that the TAPI option is enabled in the phone. Press the **Menu** button, then use the arrow keys to go to the **Settings** menu. Press **Select**, highlight the **Advanced settings** option and press **Select** again. Go to the **TAPI mode** option and set it to **On**, then press **Select** to save.

```
— Advanced settings —

Handset/Headset    Handset
TAPI mode              Off
Transfer on hang up    On
```
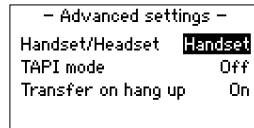
Using a headset with your phone

Burnside offers a range of optional accessories for your phone, including a Plantronics headset - ideal for when the phone is being used on a continual basis. The headset can be used in place of the standard handset and a special phone setting configures the phone to allow the **Handsfree** button as well as the handset hook switch to be used to control calls via the headset.

To connect the headset

Ensure that the phone is switched off, and if the normal phone handset is attached to the phone, disconnect it.

Connect the cable leading from the headset to the adapter cable. Insert the small connector of the headset adapter cable to the handset socket on the left side of the phone body.

Switch on the phone and access the menu: **Settings** > **General** > **Advanced Settings** Enable the **Headset** option and press **Select** to save the setting.

*Note: When using the **Handset/Headset:- Both** option in **Advanced Settings**, use the optional External Switch (available from Burnside) to choose between the handset and headset.*
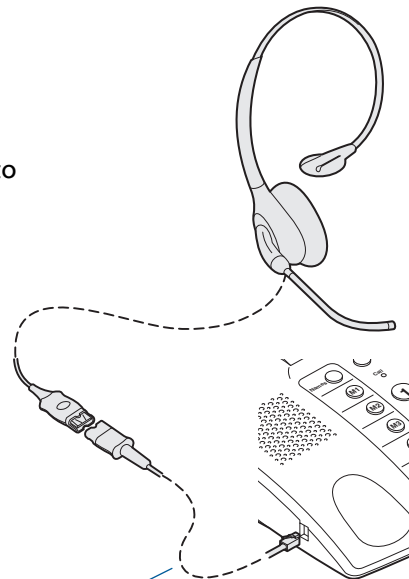
Adapter cable

This must be compatible with the Panasonic standard pin-out (Plantronics Part #U10PS)

Contents

Welcome!

Thank you for choosing this Burnside GSM phone. This guide will help you set up and use your phone and its special features. Before you use your new phone, please review the important safety information given at the back of this guide. Take a short while to familiarise yourself with the buttons and features that your phone provides, and then follow the set-up instructions opposite.

Names button
Access your phonebook to store and use contact numbers.

VIP memory buttons
Use to store regular contacts for quick and easy dialling.

External Antenna
Range available to suit most situations.

Status screen
Provides clear indicators of phone status. Also used for messages, events and dialling.

Arrow keys
Use to adjust speech volume during calls, and to control menus.

Menu buttons
To access the menus and select options.

Control buttons
For managing your calls and messages.

Loud speaker
Used for hands-free operation and automatic answering features.

Handsfree button
Use for handsfree dialling or to answer an incoming call without picking up the handset.

Microphone
Use during hands-free operation, instead of handset.

Handset
Sturdy handset with quality microphone and earpiece.

Internal lithium polymer rechargeable battery, with up to five days standby time.

Phone supplied with power adapter/charger.

Using the optional magnetic mount antenna

This antenna is available from Burnside as an alternative to the standard hinged antenna, and can be used to obtain improved network signal strength in areas where coverage may be less than ideal. The antenna has a magnetic mount and a two metre cable, so it can be positioned more flexibly.

To attach the magnetic mount antenna, first ensure that the phone is switched off. If the supplied standard antenna is installed, disconnect it.

Assemble the antenna by screwing the upper section into the base until it is finger tight. Then position the antenna where required, if possible on a secure metal surface (preferably iron or steel).

Note: Do not position the antenna close to computer monitors, televisions, credit cards, etc., because the magnetic base can affect these items.

Feed the antenna cable to the rear of the phone, attach the connector to the antenna socket and twist the collar until it is finger tight.

Note: Ensure that the antenna cable does not cause a trip hazard.
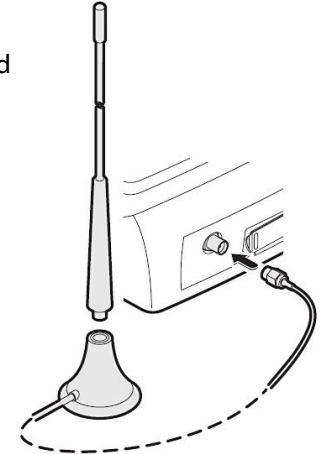
Linking to a computer

This phone is equipped with a USB connector and features to support its use with a computer system to provide additional functionality.

- Initiate and terminate calls using applications that support Microsoft's Telephony Application Programming Interface (TAPI) standard
- Wireless modem, fax, send and receive SMS text messages
- Update the phone's internal software to the latest version.

To connect the phone, you will need a computer that has an unused USB port and a standard USB cable of suitable length, with a USB type A connector at one end and a USB type B connector at the other. The phone and the computer can be switched on or off while connecting.

Before connecting the phone and computer, install the USB driver on the computer. This software is downloadable from **www.burnsidetelecom.com**. Follow the instructions overleaf to connect the phone to your computer.

Troubleshooting

The phone is not working

If your phone appears to be not working (the display is blank) or you cannot make calls, follow these steps to check your set-up:

1   Check that the transit switch is unlocked - see page 2, Step 1.

2   If the phone is not connected to a mains power outlet, the internal battery may be discharged. Use the power adapter to recharge the battery - recharging takes about two hours to complete.

3   If the phone is connected to a mains power outlet, check that the display is active. If not, use the red power switch at the rear of the phone to switch it on. If the display still does not appear, you should contact Burnside Telecom (details on the back page of this guide).

4   If you cannot make calls by dialling, check that the phone is not in restricted dialling mode - refer to page 9.

5   If you still cannot make calls, check that your SIM card has call credit available.

Calls can't be made or received reliably

The standby status display shows you the strength of the wireless signal being received by the phone, and this can be used as a rough indicator - the more bars the better. However, this phone has a more precise way of helping you find a location where the best wireless network signal can be received. Use this if you cannot get good reception straight away.

Signal strength
(more bars better)

19 July 10:15

Burnside

From standby, press the **Menu** button and use the arrow keys to find the **Status** option and press **Select**. The status screen will be displayed, as shown here.

The **Signal level** shows the current signal strength expressed in logarithmic form (dBm) and as a percentage roughly equivalent to actual received signal level compared to its possible maximum. Try moving the phone and antenna position to achieve the highest percentage level.

```
– Status –
Signal level:  43% ( –87dBm)
Battery voltage:     4.119V
IMEI:   356312009164475
Model:Pxxx    Version: x.xx
```

If you continue to have difficulty receiving a reliable wireless signal, you might need to use an alternative antenna. Visit www.burnsidetelecom.com for details of our range of specialised antennas to suit more demanding locations.
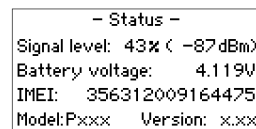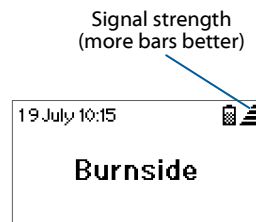
STEP 1 - Unlock the transit switch

Transit switch

When shipped, your phone is locked, to prevent it from powering on accidentally. You need to unlock the phone before it will operate. On the underside of the phone unit, locate the recessed switch near to where the handset cable attaches. Slide the switch towards the rear of the phone unit. (The phone will not switch on at this stage.)

Unlocked position

Locked position
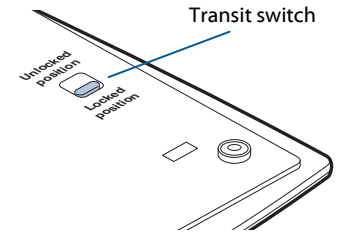
STEP 2 - Insert your SIM card

Note: Ensure the phone is switched off when inserting or removing a SIM card.
Your phone requires an active mobile 2G SIM card for normal use. It will not work with 3G networks. Without a SIM card installed, the phone will only be able to make emergency calls via the 112 code, depending on the availability of a mobile network signal. Handle your SIM card carefully and avoid touching the gold contacts.
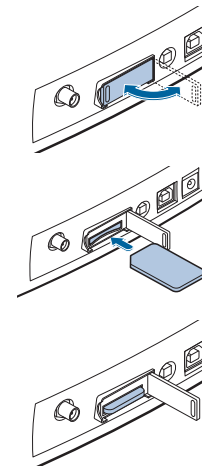
On the rear panel of the phone unit, carefully swing open the SIM slot door.

Position your SIM card with its contacts facing downwards and the notched corner facing towards the slot.

Push the SIM card into the slot until it clicks into place. Close the door.

Note: To remove the SIM card, press it inwards to release and partially eject it, then carefully pull it out of the slot.

STEP 3 - Connect the handset

Your phone has been supplied with a handset and connecting cable. These need to be attached to the phone unit before use.

Connect one end of the cable to the socket at the base of the handset and the other end to the socket in the left side of the phone unit. Each connector will click into place once inserted correctly.
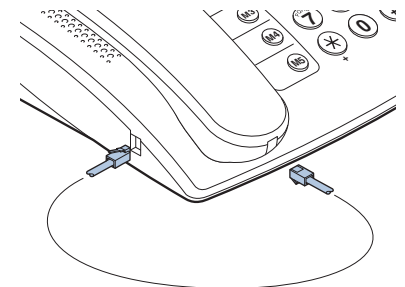
STEP 4 - Attach the antenna

Align the supplied antenna with the circular connector on the far left of the rear panel. Attach the antenna by twisting the connector collar clockwise until it is finger-tight: do not overtighten.

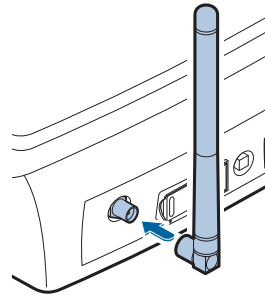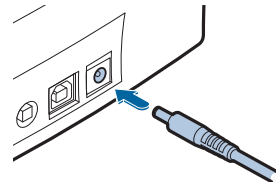In use, the antenna should always be vertical. The supplied antenna has a hinge so that you can position it correctly.

STEP 5 - Connect the power adapter

Connect the lead from the supplied power adapter to the socket on the far right of the rear panel. Plug the power adapter main body into a nearby mains outlet.

STEP 6 - Switch on the phone

On the rear panel, press and hold the red button until the display responds, then release it. To switch the phone off, press and hold the red button until the display goes blank.

Power switch
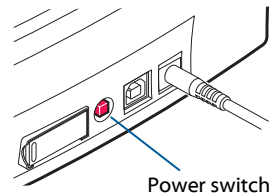
Congratulations!

Your new phone is now ready to use. For detailed instructions on configuring and personalising your phone, refer to the Menu Options section, starting at page 11.

Restore

Use this option to reset the phone settings to their factory defaults. The restore operation does not affect the contents of the phonebook, the SMS message boxes or the call register.

Status

This screen provides additional status information about your phone. In particular, it shows the currently available network signal strength, as a more precise measurement than the 'strength bars' displayed in the standby screen. This is helpful if you have difficulty obtaining a good signal, and want to try the phone in different locations.

```
— Status —
Signal level: 43% ( -87dBm)
Battery voltage:     4.119V
IMEI:   356312009164475
Model:Pxxx    Version:  x.xx
```

To view this status information, press the **Menu** button from standby, and use the arrow keys to display the **Status** option and then press **Select**. The detailed items are described below.

Signal level Shows the current signal strength expressed in logarithmic form (dBm) and as a percentage roughly equivalent to actual received signal level compared to its possible maximum.

You can use this signal level reading when positioning the phone and antenna for best reception. Display the **Status** screen and move the phone and antenna until you achieve the highest percentage reading (or lowest negative dBm reading) available in the location.

Battery voltage Indicates the voltage charge of the battery. The working range is between 3.6V and 4.2V. At 3.6V, the phone will automatically switch off to protect the battery from discharging completely.

IMEI The International Mobile Equipment Identity is the unique code stored on your phone that differentiates it from every other phone, worldwide.

Model Indicates the model number of the phone.

Version Indicates the current version of the internal phone software.

Security settings

You can protect your phone from unauthorised use by setting up security options. These options include the facility to use a PIN code that must be entered before the phone can be used. Use this facility with care, and ensure that you do not forget the PIN code that you assign to the SIM card. Security settings are available in the Security option from the main Settings menu.
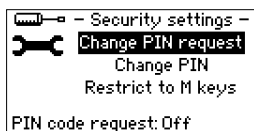
Change PIN request To determine whether the SIM card should ask for the PIN code whenever the phone is switched on - the current status of the setting is shown in the lower half of the screen. When selected, you will be requested to enter the existing PIN code before the setting can be changed.

Change PIN To change the PIN code that is stored on the SIM card. When selected, you will be asked to enter the existing PIN code and then enter the new code twice to confirm. For security purposes the entered digits are not displayed on the screen - entered numbers are represented by asterisks.

Restrict to M keys To restrict phone operation to the five VIP memory buttons and emergency calls only (the 'key' icon is shown when locked and the memory buttons do not display their stored numbers). In addition, if only one single memory button is programmed, you only need to lift the handset or press the **Handsfree** button and the phone will automatically dial that number.

When you select the Restrict to M keys option, you will be asked to enter a Code. Enter the last four digits of the unique IMEI number that is printed on the base of the phone (it is also displayed in the Status screen - see opposite) and press **Select**. You will be asked for the code again to unlock the mode when you next press the **Menu** button.

Date and time settings

From standby, press the **Menu** button, then use the arrow keys to find the Settings option and press the **Select** button. Highlight Date & time and press **Select**.

You will be prompted to enter the date and time in a single series of digits beginning with the year and ending with the seconds, using two digits per item and a 24-hour clock. The **Clear** key can be used to delete incorrectly entered digits. Press the **Select** button to save the details when complete.
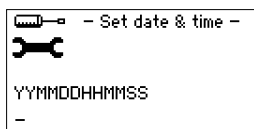
For example, to set
18 August 2010 4:35pm
enter
100818163500

Switching on your phone

Ensure that a valid SIM card is installed and that the power adapter is attached (see opposite). Alternatively, if you wish to use the phone without the adapter, ensure that the internal battery has been charged for at least two hours (or until the display shows Charged) beforehand. Whenever power is applied via the adapter, the internal battery will be charged automatically.

On the rear panel, press and hold the red button for about one second, then release it. The screen should illuminate and display an initial message while the phone prepares itself for operation.

If the SIM card is configured to use a PIN (Personal Identification Number) code, you will be asked to enter it. Enter the appropriate four digit code and press the **Select** button.

Note: take care when entering a PIN code as three successive incorrect tries will cause the SIM card to be blocked, requiring a special unblocking code from your service provider.

If there is no available network service in the vicinity, the display will show Searching... If this condition persists, try a different location for the phone or antenna: refer to the Troubleshooting section on page 30.

Switching off

Press and hold the red button until the display goes blank.

In normal use, your phone should only be switched on and off using the red button. Only use the transit switch once the unit has been turned off. If the transit switch is inadvertently moved to the locked position, the phone will immediately shut off, or enter a charging state if the power adapter is connected.

The standby screen

While the phone is switched on and not being used, it will display a screen similar to one of those shown below. In addition to the time, date, signal strength and other status icons, you can choose to make it show the network name, a big clock or a personalised banner. Use the **Settings** option in the menu to determine which standby screen is displayed (see page 24).
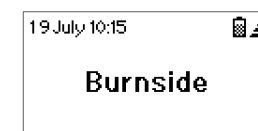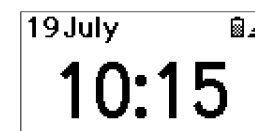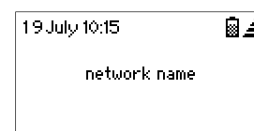
Screen status indicators

The basic standby screen provides indications of the signal strength, battery charge status and the time and date. Additional indicators are shown for events such as missed calls, as well as for certain programmed modes, such as restricted dialling and call forwarding.

Date and time   All calls diverted   Message received   Missed call   Restricted dialling   Power/battery status   Signal strength

19 July 10:15

network name

Making and receiving calls

Although your phone uses mobile communication technology, it has been designed to make standard functions work in the same way as a high quality landline phone, but with the added benefit of many mobile phone features.
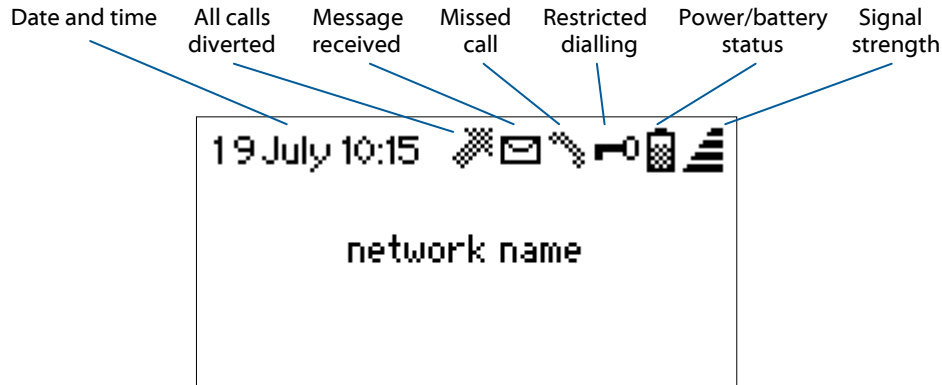
Important: If the status display shows Searching.... *you will not be able to successfully make or receive calls. If this problem persists with your phone, make sure the aerial is vertical, and try re-positioning the phone elsewhere. There are many factors that can affect network availability and for this reason, the phone should not be considered as a fail-safe resource for making emergency calls.*

To make a call by dialling

Before making a call, ensure that the standby screen is displayed. Whether you are using the handset or the handsfree speaker, you can choose to either:

dial first, then pick up the handset (or press the **Handsfree** button)

OR

pick up the handset (or press the **Handsfree** button) and then dial.

You will hear the called number ringing and when it is answered, you can talk normally. You can adjust the handset earpiece and handsfree speaker volume using the arrow keys. Press the **Mute** button if you wish to mute or un-mute the call at any time during the conversation.

Edit banner

Within the General menu, you can choose Idle display as an option for the standby screen, and create a customised banner.

– Edit banner –
abc
Burnside
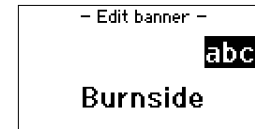
The banner editor allows you to create a custom message up to 19 characters long (depending on character widths). Use the **Clear** button to remove characters as you type. Enter new characters in the same way as for creating text messages. The **#** key changes between upper and lower case, and the current case is shown in the editor.

Press the **Select** button to save your entry, then ensure that the Idle display option is set to Banner.

Call settings

Various detailed settings are available for managing calls. These are accessed from the main Settings menu and the Call settings option.

– Call settings –
Call waiting
Own number sending
Network selection
Voicemail number
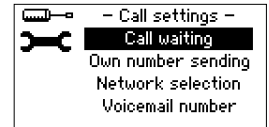
Call waiting | To Activate or Cancel the call waiting function provided by your service provider. When activated, call waiting will audibly notify you (while you are in a call) that another call has been received. This function is dependent upon support from your service provider.

Own number sending | To decide how your phone number is declared to people that you call. The options are: Yes (declare the number), No (withhold the number) or Set by network (use your service provider's standard setting).

Network selection | To influence how the phone should seek out and use other host networks when your usual network is not available. By default, the phone uses the Automatic setting, which will search for and use a network according to availability and any pre-arranged roaming agreements between service providers. The Manual option allows you to scan for all networks available in the vicinity and choose one to use.

Voicemail number | To enter or edit the phone number to which calls can be diverted. The appropriate voicemail phone number is usually pre-programmed on your SIM by your service provider and should not be altered unless specifically requested.

Settings

Your phone has many settings for you to customise its operation, to suit your requirements and keep your phone secure from unauthorised use.
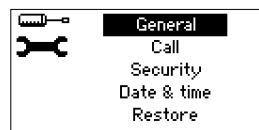
The settings menu is accessed by pressing the **Menu** button and using the arrow keys to display the Settings option. Press **Select** to view the menu, as shown here. Use the arrow keys to highlight an option, and press **Select**. The options are described in detail below.

General settings

When you select the General option, you will be given two further options - Change settings and Edit banner. If you choose Change settings, you will see the following detailed options.

Language   Determines the language used for all phone menus and prompts.

Contrast   Use this option to adjust the contrast between displayed characters and the screen background. Adjustable between 0 and 15, the screen contrast will immediately respond as you change the value.

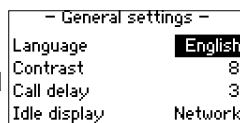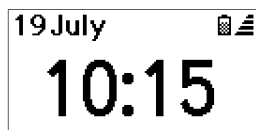**Call delay**   When you dial phone numbers after lifting the handset (or pressing the **Handsfree** button), the phone waits for a period of time after the last number entered before it sends the number to the network. This option allows you to set the time delay as desired, between 1 and 9 seconds.
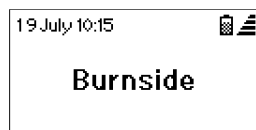
Idle display   Determines what will be displayed in the main portion of the standby screen. Network displays the name of the current service provider; Big clock displays a large digit 24-hour clock and also increases the size of the date display characters; Banner displays a message which you can edit (see opposite for details). The network name is not displayed in the standby screen when the big clock or banner options are enabled.
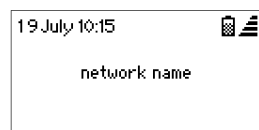
Network name display   'Big clock' display   Banner display

When dialling numbers...

- Remember that this is a mobile phone and you must enter the full phone number, including area code, even if the contact is in your area.
- To erase the last entered digit, press and release the **Clear** button.
- To erase all entered digits, press and hold the **Clear** button.
- To enter an international number, press the ***** button twice in quick succession (a **+** symbol will be displayed to represent the international dialling code). Then enter the country code (one or more digits) and the remaining number (with the initial zero of the area code removed). For example:

  France (Paris) 01 9876 5432, enter ****33198765432**
- If you picked up the handset or pressed the **Handsfree** button before dialling, the phone will connect the call a short time after the last digit is pressed.

To redial a previously called number

From the standby screen, press the **Redial** button to display a list of previously dialled numbers. Use the arrow keys to highlight the required number or name, then press the **Select** button. Either pick up the handset or press the **Handsfree** button to place the call.

To make a call using your phonebook

From the standby screen, press the **Names** button adjacent to the lower left corner of the screen. You can either press the **Select** button to view the first entry in the phonebook, or press the numeric button that contains the first character of your required contact (press it repeatedly until the appropriate letter is shown underlined on the screen) and press the **Select** button to display the entries that begin with the chosen character.

Use the arrow keys to move up or down the list until the required contact is highlighted, then press the **Select** button. Either pick up the handset or press the **Handsfree** button to place the call.

To make a call using the call register

From the standby screen, press the **Register** button. Use the arrow keys to highlight the required option - Missed calls, Received calls or Dialled numbers - and press the **Select** button to display the chosen list.

Use the arrow keys to highlight the required number and press the **Select** button. Either pick up the handset or press the **Handsfree** button to place the call.

To make a call via a speed dial memory button

Your phone allows you to assign your five most valued contacts to special speed dial memory buttons located to the left of the keypad. For details about how to store these contacts, see page 17.

From the standby screen, press the required memory button. Either pick up the handset or press the **Handsfree** button to place the call.

To receive incoming calls

When a call is received, your phone will emit the currently selected ringtone. If the caller's number has been declared by the network, it will be shown on the display. If the number is stored in your phonebook, the corresponding name of the contact will also be shown on the display. To answer the call, either pick up the handset or press the **Handsfree** button.

Options available during a call

To adjust earpiece or speaker volume during a call, use the arrow buttons.
Note: Take care not to set the volume too high.

To mute and un-mute a call, press the **Mute** button.

To hold the current call, press the **Menu** button and then press the **Select** button to choose the highlighted Hold option. To reconnect with the call, repeat the procedure and choose the Unhold option.

To hold the current call and begin a new call, refer to the notes opposite.

To end any call

Either replace the handset or, if you are using the speaker phone, press the **Handsfree** button.

Missed calls and voicemail

You can return missed calls via the **Register** button, as described on the previous page. The Burnside P355 GSM phone does not have a built-in voicemail feature. However, voicemail is provided as an option by most mobile network providers. Refer to your network provider for details of how to enable and use voicemail for the SIM card in your phone.

To cancel diverts

The divert options can be set up and cancelled, either individually or collectively, to cover different situations. From standby, press the **Menu** button and use the arrow keys to display the Divert option, then press Select. Choose the Cancel diverts option to access the sub-menu. You can cancel diverts in two ways.

Individually Highlight the divert option that you wish to cancel and press the **Select** button. Next, highlight the Cancel option for that divert and press **Select**. The cancel request will be sent to your service provider and a response message will be received and displayed to confirm the diversion or notify an error.

Collectively Highlight the Cancel diverts option and press **Select**. The request to cancel all diverts will be sent to your service provider and a response will be received and displayed to confirm the diversion or notify an error.

Ring tones

You can set different ring tones for your incoming phone calls and SMS text messages. You can also set separate volume levels for each type of ring tone. From standby, press the **Menu** button and use the arrow keys to display the Tones option, then press the **Select** button. The current tone settings will be displayed.


Use the arrow keys to highlight the setting you wish to change and press **Select**. An option menu will open to show the available settings, and a sample of the tone and volume level will be played.

Use the arrow keys to scroll through the available items in the option menu that opens. When the setting is correct, press the **Select** button.
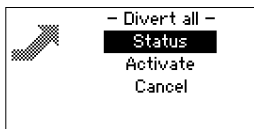
Call diversion

The divert options allow you to divert incoming calls to other numbers when you are not available (either another phone or a voicemail box). You can also set the conditions upon which calls are diverted, and set the same or different numbers for each call divert option. This function is dependent upon support from your service provider.
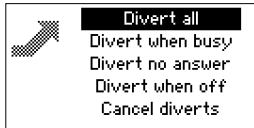
From standby, press the **Menu** button, then use the arrow keys to display the **Divert** option and press **Select**. The range of diversion options will be displayed.

Divert all	Diverts all incoming calls to the specified number.
Divert when busy	Diverts incoming calls only when your phone is already engaged in a call.
Divert no answer	Diverts incoming calls if you do not answer your phone after a selectable number of seconds.
Divert when off	Diverts incoming calls if your phone is switched off or cannot be located within the mobile phone network.
Cancel diverts	Removes all call diversion settings.

When any of the top four options is selected, the sub-menu options will be the same, as below. Choose an option and press **Select**.

Status - Sends a query to your network service provider to determine the current divert settings. A response is usually returned and displayed on the screen within a few seconds.

Activate - Enables the selected type of diversion.

Cancel - Cancels the selected diversion.

To activate a diversion, highlight the **Activate** option and press **Select**. You will be given two options:

To voicemail	Choose this option to use the voicemail number that is stored on your SIM card.
To number	Choose this option to divert calls to another phone number. You will be given the options of using a phonebook contact or entering a new number for the divert. After you have entered or selected your divert number, press Select to register the changes with your service provider. A message will be displayed to confirm the diversion or notify an error.

Managing more than one call

Your phone has the ability to handle more than one call at a time. You may wish to speak to one person while another is on hold, combine two or more calls to create a conference, or join two calls while hanging up and leaving the conversation. In each case, the phone will display a summary of the currently active and held calls.

Note: Support for call waiting and multi-party calling is required from your network service provider.

To place a call on hold, make a new call and transfer

During a call, do any of the following to place the existing call on hold and make a new call:

Press the **Redial** button to hear a dial tone. Dial a new number in the usual way using the numeric buttons, OR
Press a VIP memory button to place a call to the appropriate stored number, OR
Press the **Names** button and choose the required phonebook entry.

When the new call answers, the display will show one call on hold and one call active.

To swap between the two calls, press the **Redial** button.
To end the active call and return to the held call, press the **Clear** button.
To join the new call with the held call, hang up. The call will be transferred.
To create a conference call, see the section 'To change between calls or create/manage a conference' on page 10.

To place a call on hold and make a new call (using the menu)

During a call, press the **Menu** button.
Highlight the **New call** option and press the **Select** button. Make the new call by dialling, or by using the phonebook, calls register or VIP memory buttons, as necessary.
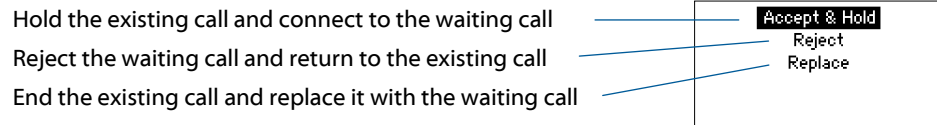
If there's no answer on the new call:
Press the **Clear** button to cancel the new call attempt.
Press the **Clear** button a second time to return to the held call, OR
Press the **Redial** button to dial a new number, or a memory button or the **Names** button to call a VIP or phonebook entry respectively.

To end a call and return to another call

Press the **Menu** button, highlight the ~~Remove a call~~ option and press the **Select** button. The display will show a list of calls: highlight the call that you wish to end and press the **Select** button.
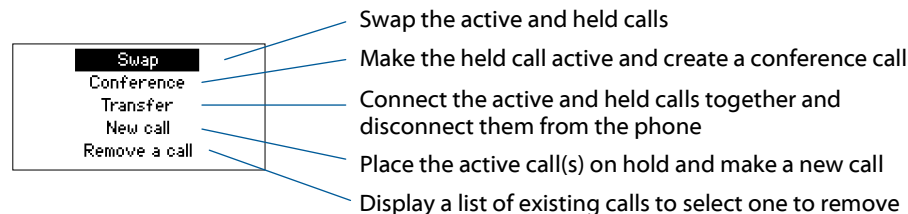
To respond to a new incoming call during an existing call

During a call, if a new call is received, a call waiting tone will be heard and the display will show the name or number of the caller (if known). Press the **Menu** button, use the arrow keys to highlight an option and press the **Select** button.

Hold the existing call and connect to the waiting call

Reject the waiting call and return to the existing call

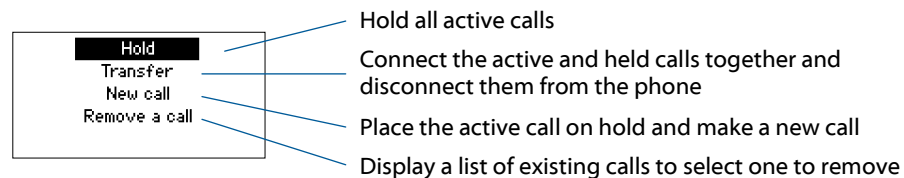End the existing call and replace it with the waiting call

To switch between calls or create and manage a conference

If you have an active call and a held call, your phone provides more options. Press the **Menu** button and use the arrow keys to highlight your desired option.
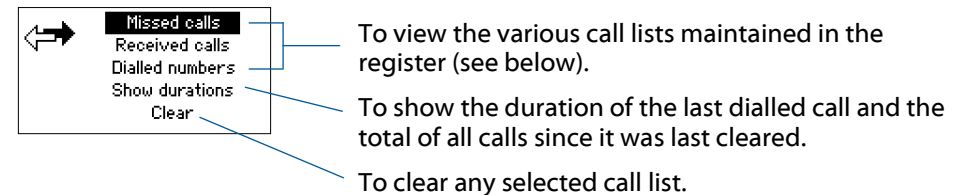
Swap the active and held calls

Make the held call active and create a conference call

Connect the active and held calls together and disconnect them from the phone

Place the active call(s) on hold and make a new call

Display a list of existing calls to select one to remove

When you have two or more active calls (as a conference), the menu options are slightly different, as shown here.

Hold all active calls

Connect the active and held calls together and disconnect them from the phone

Place the active call on hold and make a new call

Display a list of existing calls to select one to remove

In both menus, use the arrow keys to highlight your choice, then press the **Select** button.

Call register

The call register holds a record of all recent incoming and outgoing calls. Using the list you can quickly place a call to a recent number or add a new contact to your phonebook. Incoming calls for which the number is unobtainable (for example, withheld or unavailable numbers) will not be listed in the register. To view the call register, either press the **Register** button, or press the **Menu** button and use the arrow keys to find the ~~Call register~~ option, then press **Select**.

To view the various call lists maintained in the register (see below).

To show the duration of the last dialled call and the total of all calls since it was last cleared.

To clear any selected call list.

To use a number from the call register

From standby, press the **Register** button. Use the arrow keys to highlight the required listing option and press **Select**.

Missed calls　　Lists all incoming calls that were not answered.
Received calls　Lists all incoming calls that were answered.
Dialled numbers　Lists all outgoing calls that have been made.

In any of these lists, use the arrow keys to highlight the required phone number and press **Select** to view further options.

Call - allows you to dial the number immediately.

Save to PB - press **Select** to create a new contact in your phonebook using the listed number, as described below.
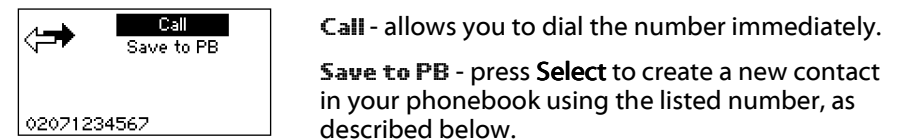
To add the number to your phonebook, the display will prompt you to enter a name for the contact.

Use the numeric buttons to enter a name for the contact, in the same way as you would for a text message. When complete, press the **Select** button to save the name in the phonebook.
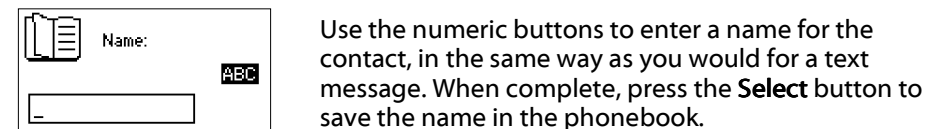
The display then provides an opportunity to edit the phone number that you copied from the call register. If required, use the **Clear** button and the numeric buttons to change the number, then press **Select** to save the new entry.

Note: The new contact will be saved to whichever memory space is currently being used by the phonebook, phone memory or SIM card memory.

To view new or old received messages

From standby, press the **SMS** button. Use the ▼ button to highlight the **Inbox** option and press the Select button. A list of received messages will be displayed. Unread messages are prefixed with ✉ and previously viewed messages are prefixed with ✉ If the sender is listed in the phonebook, their name will be shown, otherwise a preview of the message will be displayed.

Highlight the required message and press the **Select** button to view it. Then either press the **Clear** button to exit from the message, or press **Select** to view further options, as below.

To delete, reply to or forward a received message

View the received message as described above, and press the **Select** button to view the message handling options.

```
+-----------------------+
| ✉   [Delete]          |
|      Reply            |
|      Forward          |
| +442071234567         |
| 19 July 07  16:14:10  |
+-----------------------+
```

Delete - erases the message. Use the Select button to confirm deletion.

Reply - allows you to send a message back to the sender. You will be offered two options: **New text** or **Edit text**. The former option provides a blank editing screen, and the latter displays the original message for you to edit. When you are finished, press the **Select** button twice to confirm transmission to the original sender's phone number.

Forward - allows you to send the message to another recipient. You will be offered two options. **Phonebook** allows you to select an existing contact and use the **Select** button to confirm. **Enter number** allows you to type the phone number of your intended recipient. After entry, press the **Select** button twice to send the message.

To view and change the SMS service centre number

Your phone uses your service provider's message service centre to retrieve incoming text messages. Usually, the service centre number is pre-configured on your SIM card and requires no alteration. However, your phone provides access to the number should it need to be altered. *Do not change the service centre number unless specifically requested to do so by your service provider.*
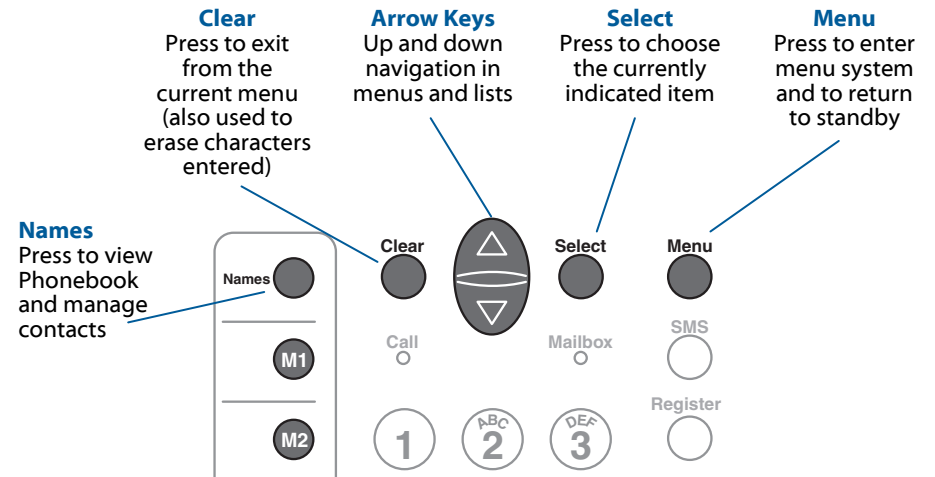
Press the **SMS** button, then highlight the **Settings** option and press **Select**. Press the **Select** button to display the current SMS service centre number. Use the **Clear** button to erase digits as required and then enter the new number. To exit and save the new number, press the **Select** button. To exit without saving any changes, press the **Menu** button.

Menu options

Your phone includes a menu of options that allow you to access features such as your phonebook and text messaging, as well as the ability to change settings and customise the phone's operation to suit your requirements.

Using the menu controls

In order to program your phone and enable its special features, you need to become familiar with the basic menu controls. The menus work in much the same way as in a mobile phone, using the buttons illustrated below.

Clear
Press to exit from the current menu (also used to erase characters entered)

Arrow Keys
Up and down navigation in menus and lists

Select
Press to choose the currently indicated item

Menu
Press to enter menu system and to return to standby

Names
Press to view Phonebook and manage contacts

Accessing Menu options

Press the **Menu** button to open the menu system. The first section is the Phonebook, as shown below. Use the arrow keys to move through the menu sections, and press the **Select** button to open the menu for a chosen section.

```
+------------------------+
|  Phone book         ▲  |
|                        |
|    [📞]    [📖]         |
|                     ▼  |
+------------------------+
```

BURNSIDE   **BURNSIDE**
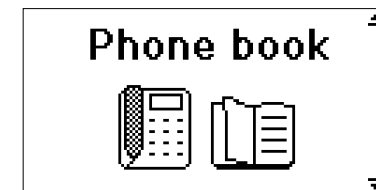
Menu layout

The menus are presented in a similar format to a typical mobile phone, and have been made as intuitive as possible. The full list of options is provided here for reference.

Phonebook ———— Search
Add name
Status
Memory in use
Utilities

Messages ———— Write message
Inbox
Sent items
Settings

Call register ———— Missed calls
Received calls
Dialled numbers
Show durations
Clear

Divert ———— Divert all
Divert when busy
Divert no answer
Divert when off
Cancel diverts

Tones

Settings ———— General
Call
Security
Date & time
Restore

Status

When writing or editing text messages...

- Use the main numeric keys to enter text. Press a key repeatedly to produce the appropriate character (characters appear in the order printed on the key, for example, to use the 'B' character, press the '2' key twice).
- When the required character has been entered, wait for one second before entering another character that is located on the same key. A new character on a different key can be entered immediately.
- To change between upper and lower case characters, press the **#** key.
- To enter a space character, press the **0** key.
- To begin a new line, press the **0** key twice.
- To erase the last entered character, press and release the **Clear** button.
- To erase the whole message, press the **Select** button, choose the Clear text option and press **Select**. Choose the Write text option to re-enter the message editor.
- Press the **SMS** button to return to the previous options menu.
- Press the **Menu** button to return to the standby screen.

To modify or re-send previously sent messages

From standby, press the **SMS** button. Use the ▼ button to highlight the Sent items option and press **Select**. A list of your previously sent messages will be displayed. Highlight the required message and press **Select** to display it, and again to view the available options.

```
┌─────────────────────┐
│ ✉     ┌────────┐    │
│       │ Delete │    │
│         Send        │
│         Edit        │
│ +442071234567       │
│ 19 July 07  16:14:10 │
└─────────────────────┘
```

Delete erases the whole message.

Send allows you to send the message - press **Select** and choose a sending option. Phonebook allows you to select an existing contact and use the **Select** button to confirm. Enter number allows you to type the phone number of your intended recipient. After entry, press the **Select** button twice to send.

Edit allows you to modify the message before sending. After you have edited the message, press the **Select** button and choose the Send option.

After a message is sent, the screen will indicate whether the message was sent to the network successfully.

Text messages

Your phone allows you to take advantage of the text messaging services that are typically available on mobile phones. You can create and receive text messages up to a maximum of 160 characters per message.

Note: Text messaging requires network support. Ensure that your service provider contract allows the use of SMS (Short Message Service) with your SIM.

Using text messaging

You can use the text messaging features at any time when you are not engaged in a call. When new messages are received, a ring tone will sound and the ✉ character will be shown on the display. The Mailbox indicator, located below the **Select** button, will also flash.
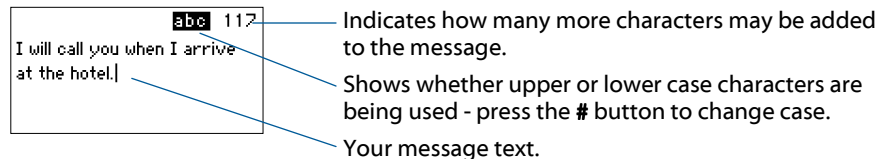
Note: You can change the melody and the volume of the incoming message ring tone independently of the incoming call ring tone - see page 23.

To view the messaging menu, either press the **SMS** button, or from standby, press the **Menu** button, then press the ▼ button to display the Messages option and then press **Select**. The display will show the available messaging options.

To write and send a new message

From standby, press the **SMS** button. Press the **Select** button to choose the first option - **Write message**. The text editor will be displayed.

Indicates how many more characters may be added to the message.

Shows whether upper or lower case characters are being used - press the **#** button to change case.

Your message text.

Use the numeric buttons to enter your message, and follow the guidelines shown opposite to control text entry. When your message is complete, press the **Select** button for further options. The **Clear text** option simply deletes the message.
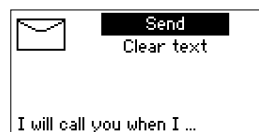
To send the message - press **Select** and choose a sending option. **Phonebook** allows you to select an existing contact and use the **Select** button to confirm. **Enter number** allows you to type the phone number of your intended recipient. After entry, press the **Select** button twice to send.
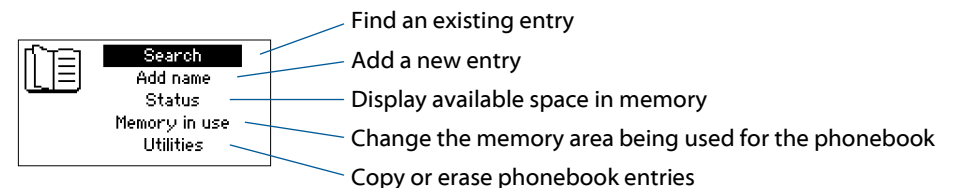
Phonebook

The phonebook allows you to store and use many contact numbers and their corresponding names. You can choose to store contacts in the built-in memory of the phone (up to a maximum of 250 contacts) or in the memory available on your SIM card (cards vary in capacity). The advantage of using the SIM card is that your contacts can easily be moved between different phones. The phonebook allows you to switch easily between the two storage areas and to copy contacts between them.

To use your phonebook to make calls, follow the instructions given on page 7 of this guide.

Managing your phonebook

To view options for the phonebook, from standby, press the **Menu** button. The Phonebook option is the first one displayed, so just press the **Select** button to access it. The display will show the available Phonebook options. Use the arrow keys to move the highlight bar up or down the list, and then press the **Select** button when the required option is highlighted.

Find an existing entry
Add a new entry
Display available space in memory
Change the memory area being used for the phonebook
Copy or erase phonebook entries

To add a contact

Phonebook entries can either be stored in the built-in phone memory or in the SIM card memory. It is possible to switch between the two areas and also to copy entries between them. If necessary, check which memory area is currently in use and how many free locations remain before entering a new contact entry.

From standby, press the **Menu** button and then press the **Select** button. Use the arrow keys to highlight the **Add name** option and press **Select**. The display will first prompt you to enter a name for the new contact. Follow the guidelines for entering or editing contacts overleaf.

When the contact name is complete, press the **Select** button. The display will now prompt you to enter a phone number for the new contact. Enter the phone number for your contact and then press **Select**. If successful, the display will show **Saved** as the new contact is added to the Phonebook list.

When entering contact names and numbers in the Phonebook...

- Use the main numeric keys to enter text. Press a key repeatedly to produce the appropriate character (characters appear in the order printed on the key, for example, to use the 'B' character, press the '2' key twice).

- When the required character has been entered, wait for one second before entering another character that is located on the same key. A new character on a different key can be entered immediately.

- To change between upper and lower case characters, press the **#** key.

- To enter a space character, press the **0** key.

- Remember that this is a mobile phone and you must enter the full phone number, including area code, even if the contact is in your area.

- To enter an international number, press the ***** button twice in quick succession (a **+** symbol will be displayed to represent the international dialling code). Then enter the country code (one or more digits) and the remaining number (with the initial zero of the area code removed). For example:
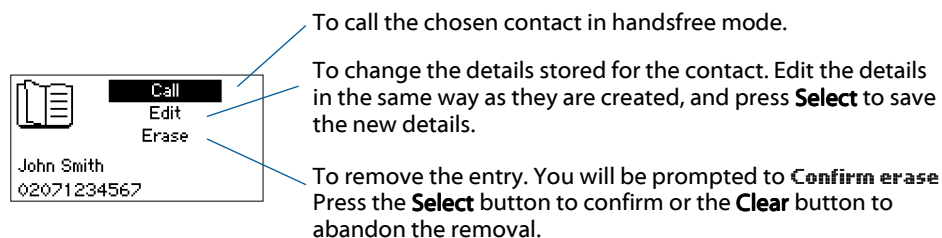
  France (Paris) 01 9876 5432, enter ****33198765432

- To erase the last entered digit, press and release the **Clear** button.

- To erase all entered digits, press and hold the **Clear** button.

To view, edit or erase an entry

From standby, press the **Menu** button and then press the **Select** button to access the Phonebook. Highlight the Search option and press **Select**. Press the numeric key that contains the first character of your required contact (press the key repeatedly until the appropriate letter is shown on the screen). Then press the **Select** button to display the phonebook entries that begin with that character.

Now you can use the arrow keys to highlight the required entry - press the Select button to view it. Three options are available for the entry.

To call the chosen contact in handsfree mode.

To change the details stored for the contact. Edit the details in the same way as they are created, and press **Select** to save the new details.

To remove the entry. You will be prompted to Confirm erase Press the **Select** button to confirm or the **Clear** button to abandon the removal.

Speed dial memory buttons

Your Burnside P355 phone provides five 'VIP' speed dial memory buttons, which allow quick access for calling your most regular contacts. To make a call with a speed dial button, just press the required VIP button and pick up the handset, or press the **Handsfree** button.

To program the speed dial memory buttons

From standby, press the memory button that you wish to program. The options available will depend on whether a number is already associated with that button.

If the selected memory button has not been programmed, you'll see three options:

Phonebook   to copy an existing contact from your phonebook
Create   to enter a name and a number as a new contact

If the selected button has already been programmed, you'll see four options:

Call   to make a call to this contact
Edit   to modify the details stored for this memory button
Delete   to clear the details stored for this memory button

When using the Create and Edit options, follow the same guidelines as used in working with the Phonebook - see page 14.

Tip: The speed dial memory button panel has a piece of card beneath the plastic overlay, where you can write the name of the contact for each button.
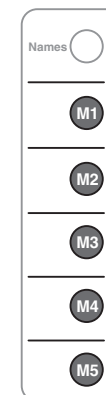
To make a speed dial call

You can use the VIP memory buttons in several ways to make a call:

- Press a memory button and then press **Select** to place the call and activate the handsfree speaker and microphone.

- Press a memory button and pick up the handset.

- Pick up the handset (or press the **Handsfree** button) and then press a memory button.

To delete a VIP memory button

From standby, press the VIP memory button that you wish to delete. Highlight the Delete option and press the **Select** button. Press the **Select** button once more to confirm the deletion, or the **Clear** button if you wish to abandon the deletion.

To copy or erase all Phonebook contacts

The Utilities option allows you to copy all your contacts between the phone and SIM card memory spaces or alternatively, to erase all the contacts in a chosen memory space. From standby, press the **Menu** button and then press the **Select** button.
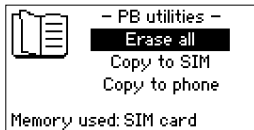
Use the arrow keys to highlight the Utilities option and press **Select**. In the sub-menu, use the arrow keys to highlight the required option and press **Select**.

Erase all: the display will ask you to confirm the erase action on the memory space shown at the bottom of the screen. Use the arrow keys to highlight the Yes option and press the **Select** button, or No (or press the **Clear** button) to abandon the action.

IMPORTANT: The erase action is irreversible, so be sure to double check that the name of the memory space you wish to erase (Phone or SIM card) is displayed at the bottom of the screen.

Copy to SIM: copies all phonebook entries currently stored in the phone memory to the SIM card.

Copy to phone: copies all phonebook entries currently stored in the SIM card to the phone memory.

Note: A copied entry with the same details as an existing entry in the destination memory space will occupy a neighbouring location and will not overwrite the original details. The phone will check that there is sufficient space for the entries to be copied in the destination memory before starting.

Note: Most SIM cards cannot store contact names as long as those that can be stored within phone memory. When copying long contact names, any characters that exceed the SIM card memory limit will be discarded, leaving the name truncated.

To check Phonebook memory status

You can check the amounts of memory used and available in the currently active storage space. From standby, press the **Menu** button and then press the **Select** button.
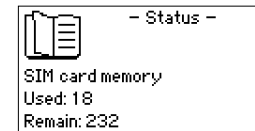
Use the arrow keys to highlight the Status option and press **Select**. After viewing the status, press **Select** again to return to the previous menu.

To change the Phonebook memory space

Phonebook entries can be stored in either the built-in phone memory or the SIM card memory. This option allows you to change the currently active memory space. From standby, press the **Menu** button and then press the **Select** button. Use the arrow keys to highlight the Memory in use option and press **Select**.
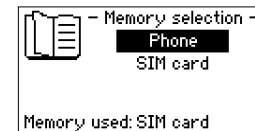
Use the arrow keys to highlight your choice of memory space and press the **Select** button. The display will confirm whether the change was successful.

Tip: If you use the SIM card memory space, you will be able to take your contacts with you if you transfer the SIM card to another phone.