



# **BT3110**

## **with nuisance call blocking and answer machine**

### **Quick Set-up and User Guide**

Digital Cordless Phone with Answer Machine



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

# Important – please read first

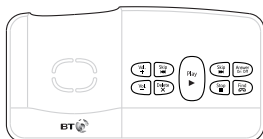
- Only use the line cord, power supply and rechargeable batteries that come with your phone.
- Make sure the power supply is connected to a socket that you know works.
- Connect your phone to the power supply and let the batteries charge for 16 hours before connecting your phone to the phone socket.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

# Check the box contents

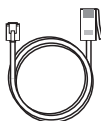
Handset



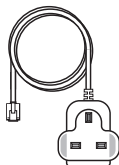
Base



Phone line (this comes already installed)



Mains power adaptor (item code 094096)



Two rechargeable batteries, AAA NiMH 300mAh



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

- Extra handset
- Charger with mains power adaptor (item code 094096)
- Two rechargeable batteries, AAA NiMH 300mAh



## Important

Only use the mains power adaptors. Cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your BT3110 if you use any other type of batteries.

# Quick set-up guide

## 1. Plug in

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

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

The phone line cord is pre-installed but don't plug the other end into the wall socket yet.

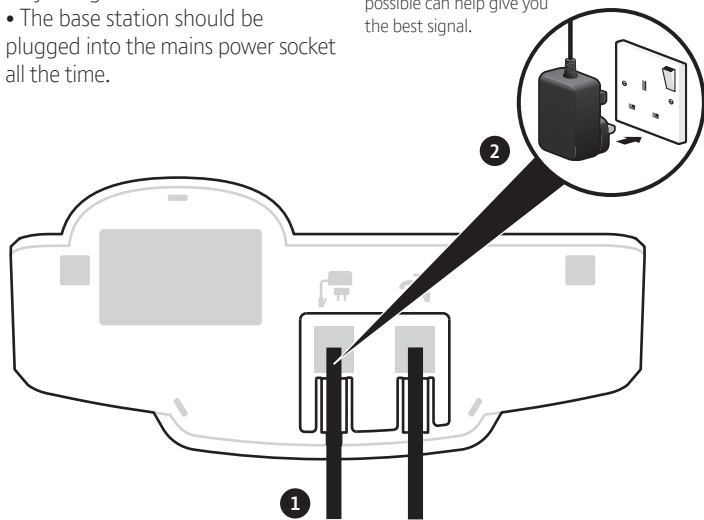


### Important

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

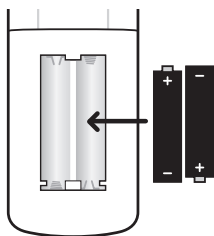
### Where to put your phone

- Place the base within 2 metres of a mains power socket and 1.8 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.



# 2. Charge

1. Slide off the battery cover from the back of the handset and insert the two batteries supplied. Note the '+' and '-' markings inside the battery compartment. Then slide the battery cover back into place.



2. The handset will check for a link with the base station. Once found, you'll need to set the time and date, but you can then press the [back] button to skip any further options until setup is complete (you can always set these up later).

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



### Important


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

### 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 doesn't mean you can unplug the base or leave the handset for this length of time without charge).

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

### Battery low warning

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

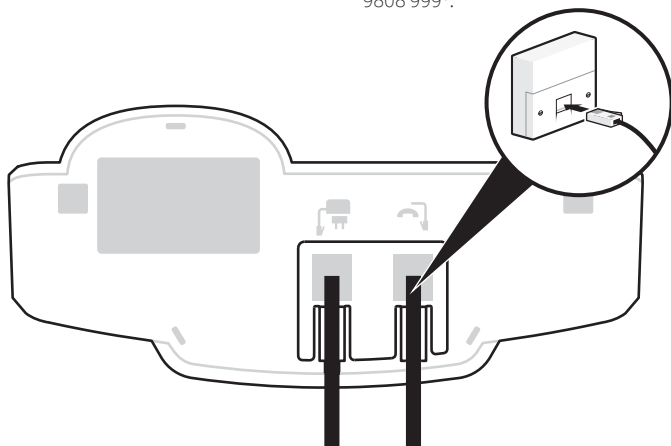
You must recharge the handset batteries before you can use the handset. If the charge completely runs out the handset will switch off. Place the handset on the base or charger to charge.

## Quick set-up guide

4. After 16 hours, plug the phone line cord into the phone wall socket.

### Battery performance

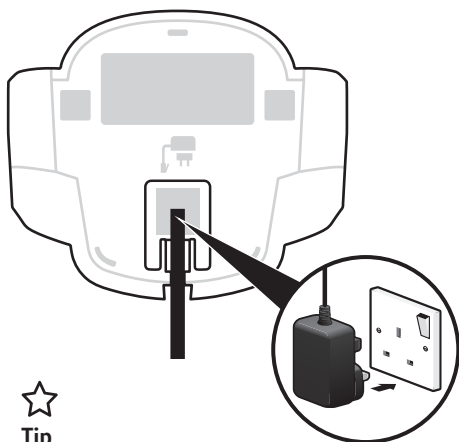
- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 8 hours.
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call Discom on 0800 9808 999\*.



## Quick set-up guide

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

1. For additional handsets and chargers: plug the mains power adaptor into the mains wall socket and switch on the power.
2. Insert the batteries as explained on page 5. If you set the time and date on the first handset then it will be shared with all other handsets in your multi pack once you insert the batteries.
3. Place the handset on the charger to charge for 16 hours.



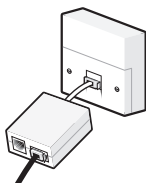
#### Tip

If you need to take the batteries out, slide the battery cover down, then gently take the batteries out.

### Using your BT3110 on a line with broadband?

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

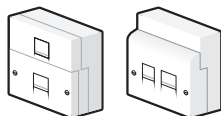
If your main phone socket has a single socket, you do need to use microfilters, like this:



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

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

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



### 3. Go!

#### **Your BT3110 is now ready for you to use**

- For instructions on making a call, go to page 17.
- For help personalising your phone's settings, go to page 33.
- For instructions on using the answer machine, go to page 28.
- For instructions on Call Blocking, go to page 21.

Or, you may find the answer in the Help section on page 41 or see our online frequently asked questions at **[bt.com/bt3110](http://bt.com/bt3110)**

If you need to call the Helpline, please read the Help section on pages 41–43 first. It contains troubleshooting tips for common problems and frequently asked questions. If you still need some help, call the Helpline on 0800 145 6789\*.



#### **Tip**

If you call the Helpline for advice, it's a good idea to call using another phone so you can follow any instructions using your BT3110.

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



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# Getting to know your phone

## Handset buttons

### Mute/Menu

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

### Calls list

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

### Make a call/Handsfree

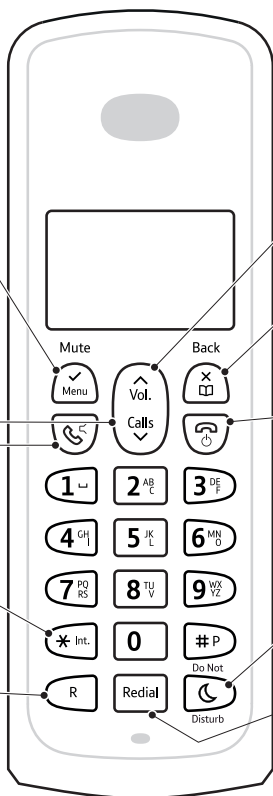
In standby mode, make/receive phone calls. During a call, switch handsfree on/off.

### Intercom

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

### Recall

Used when connected to a switchboard/PBX and with some BT Calling Features.



## Getting to know your phone

### **Volume**

Scroll up through menu options.  
Increase volume.

### **Back**

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

### **End a call**

Press and hold to turn handset on/off.

### **Do Not Disturb**













In idle mode, press to turn DO NOT DISTURB On.  
In idle mode, press and hold to enter CALL BLOCK menu.

### **Redial**

In standby mode, press to see redial list.

## Getting to know your phone

### Handset display

-  Shows you how much charge is left on the handset.
-  Lets you know the signal range from your new phone's base.
-  Will appear if you're on a call or starting a call, and flash when receiving a call.
-  Flashes to indicate new missed calls.
-  Shows when there is a new answered call when viewing the calls list.
-  Shows when there is an outgoing call in the redial list.
-  Lets you know the answer machine is on. Flashes if you have new answer machine messages.
-  Shows the menu is open.
-  Shows when you're viewing the phonebook.
-  Lets you know the handset ringer is off.
-  Shows when you've set an alarm clock.
-  Shows Handsfree is switched on.










Handset name


## Getting to know your phone

### Finding your way around your phone

Your new phone's menu is easy to navigate. Each menu has a list of options, which you can see on page 39 and 40.

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

1. Choose menu by pressing .
  2. Use the  or  buttons to scroll through the available menu options.
  3. When the menu you want is on the screen, press .
  4. Use  or  to scroll through the available menu options.
- To go back, press .

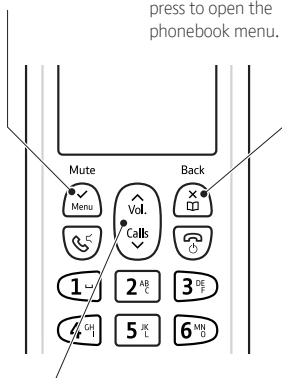
To return to the home screen menu, press . If you don't press anything for 30 seconds, the handset will automatically return to the home screen.

#### Left option button

Press to select the option displayed on the screen above the button or to confirm entry.

#### Back

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

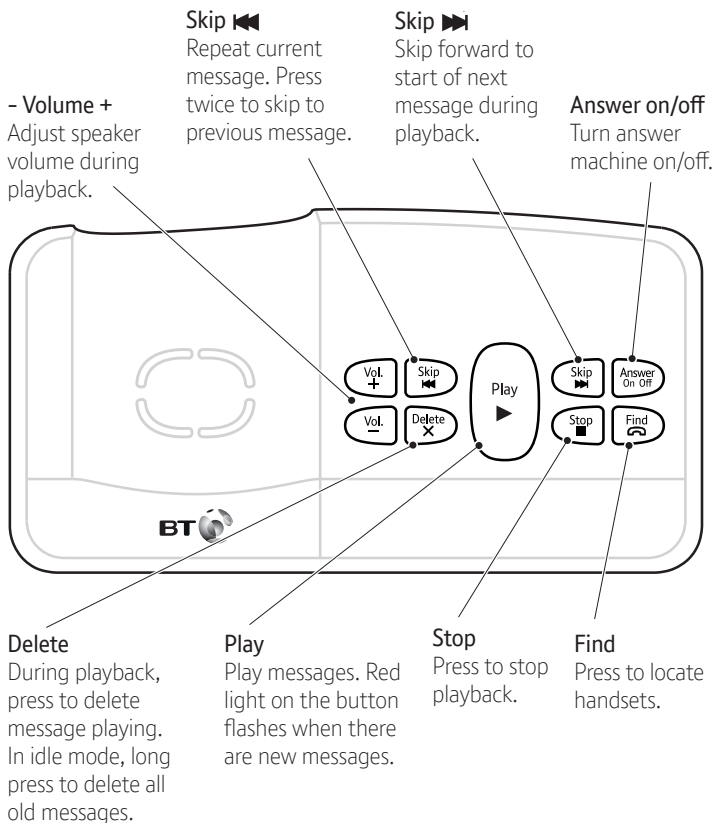


#### Navigation buttons

Scroll up or down through the menu options.

## Getting to know your phone


### Base buttons






# Using the phone


## Switching the handset on and off

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

## Making an external call

1. Press .
2. When you hear the dial tone, type the number.

## Preparatory dialling

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




## Ending a call

1. Press .

## Call timer

Your handset will automatically time your outgoing and incoming calls. The call timer will display after the first 10 seconds of the call. Once the call has ended, the total call time will show on the display for 3 seconds.


## Receiving a call

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




### Tip


#### Auto answer

If auto answer is set to **ON**, you can answer a call by simply lifting the handset from the base or charger. You can switch this feature **OFF** so that calls can only be answered by pressing the  key. Auto answer **OFF** is the default setting, see page 34.



## Using the phone

### Mute

1. During the call, press  to mute your microphone. Your display screen will show **MUTE ON**, so you'll know your caller can't hear you.

2. Press  again to unmute. The display will go back to showing the call length.



### Incoming speech / Handsfree volume

To turn the volume up or down during a call, use  or .

When you press them, you'll hear the volume change.


### Handsfree

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



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

2. Press  to end the call.

### Answering a call using handsfree

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

### Switch to handsfree during a call

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

### Redial

You can redial any of the last ten numbers you've called on your BT3110.



### Redialing the last number

1. Press **Redial**. Your last dialled number will show on the display screen.

2. Press  to call it.

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








1. Press **Redial**. The last number will show.

2. Press  or  to get to the number you want.







3. Press  to connect your call.

## Using the phone





### Saving a redial number to the phonebook

1. Press **Redial** and use the  or  to get to the number you want to save.
2. Press  key, then  to scroll down to **SAVE NUMBER**, press .
3. Use the keypad to type in the name and press .
4. If you need to, edit the number and press . **SAVED** will be displayed.

### Deleting a number from the redial list

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

### Deleting the entire redial list


1. Press **Redial** and then .
2. Press  until you see **DELETE ALL**. Press .
3. You'll be asked to confirm. Press .

### Do Not Disturb

The Do Not Disturb feature lets you choose for calls to ring silently. When set to **ON**, the base and handset(s) won't ring. The handset backlight won't come on and the only sounds the handset will make are the 'battery low' and 'out of range'. Base call screening will be set to off.









### Turning Do Not Disturb off

When you have Do Not Disturb switched to **ON**, it'll show on the screen when your phone is in idle mode.

1. When you're on the handset's standby screen, press  to turn the feature **ON** or **OFF**. The setting you've changed it to will show on the display and the handset will play the confirmation tone.



## Using the phone

### Turning the handset ringer up, down or off

1. Open the main menu by pressing , then scroll through to **PERSONAL SET** using  and press .
2. You'll see **HANDSET TONE** on the display screen, press .
3. You'll see **RING VOLUME** on the display screen, press .
4. Use the  or  again to scroll through the volumes. Choose between volumes 1-5 or **OFF** and press .

### Finding your handset (paging)

You can alert a handset user that they are wanted or locate a missing handset.

1. Press  on the base. All handsets registered to the base will ring.
2. To stop the ringing, press  on the base again or press any button on the handset.

If you get an incoming call or text message while you're paging a handset, the incoming call or message takes priority and paging will stop.

If the handset ringer is switched off on a handset, it will be temporarily switched back on so the handset can be found.


Paging calls can't be answered by a handset.

# Call block

Your BT3110 can block calls by type or **BY NUMBER**. To get the most out of it, you'll need to subscribe to a Caller Display service from your network provider. Charges may apply.



## Blocking calls by type

You can choose to block International, Withheld, Unavailable or Payphone numbers.




1. To block one of these call types, press  to open the menu.

2. Press  to get to **CALL BLOCK** and then press .

3. You'll see **BY CALL TYPE** on the display screen. Press .

4. Use the  or  to scroll between **INTERN'L, WITHHELD, UNAVAILABLE, PAYPHONE**.

When you've found the one you want, press .

5. Use the  or  to scroll between **ON** and **OFF** and press .



## Important

### When blocking calls by type



The caller name is not shown either on the display or logged in the call list. Only **BLOCKED CALL** is shown with call type.


## Blocking a number




You can block specific numbers by adding them to a list. For this setting to work, you'll need to switch **BLOCK MODE** on. If you add a number to this list, your phone will only ring silently.



1. Open the menu and press  until you get to **CALL BLOCK**.

Press .

2. Press  until you get to **BY NUMBER** and press .










3. **BLOCK MODE** will be displayed, press .

4. Press  or  to get to **ON**, then press . **BLOCK MODE** will be set to **ON**.











5. To add a number to the **BLOCKED LIST**, press  until you see **ADD NEW** and press .

6. Type in the number you want to block, then press  to save it.













### Viewing the Blocked list

1. Press  to open the main menu and then use the  or  to find **CALL BLOCK**. Press .
2. Press  to find **BY NUMBER** and press .
3. Use the  or  again to find **VIEW**. Press .









### Editing a number in the Blocked list

1. Press  then press  until you see **CALL BLOCK**. Press .
2. Press the  or  to scroll through to **BY NUMBER** and press .
3. Press  to get to **EDIT**, then press .
4. Find the number you want to edit and then press . When you've finished editing it, press  to save your changes.

### Deleting a number from the Blocked list

1. Press . Scroll  to **CALL BLOCK** and press .
2. Use the  or  to get to **BY NUMBER** and press .
3. Press  until you see **DELETE**. Press .
4. The first number in your blocked list will show on the screen. Use the  or  to scroll through to the number you want to delete. When you've found it, press . Then press  again to confirm.

### Deleting all of your blocked numbers

1. Press  then press  to get to **CALL BLOCK**. Press .
2. Press  until you see **BY NUMBER** on the display screen. Press .
3. Press  until you get to **DELETE ALL**. Press .
4. **CONFIRM?** will show on the handset display screen. Press .

# Phonebook

You can save up to 50 numbers to your phonebook. Names can be up to 12 characters and numbers can be 24 digits.

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

## Store a phonebook entry

1. When your handset is on the home screen, press **Mute Menu** to open the menu.

2. You'll see **PHONEBOOK**. Press **Mute Menu**. Use **Vol.** or **Calls** to find **ADD NEW**. Then press **Mute Menu**.

3. Type in the phonebook entry name using the keypad, then press **Mute Menu**.

4. Add the phone number and press **Mute Menu**. **SAVED** will be displayed.



### Note

When storing international numbers, replace **+** with **00**, then enter the rest of the number.

## Store quickdial numbers in buttons **1** and **2<sup>AB</sup>**

1. When your handset is on the home screen, press **Mute Menu** to open the menu.

2. You'll see **PHONEBOOK**. Press **Mute Menu**. Use **Vol.** or **Calls** to find **EDIT**. Then press **Mute Menu**.

3. Scroll to **1\_HOTKEY** or **2\_HOTKEY**, press **Mute Menu** and edit name if you need to using the keypad, then press **Mute Menu**.

4. Add the phone number and press **Mute Menu**. **SAVED** will be displayed.



### Tip

If you make a mistake, press **Back** to delete the last letter you typed. To add a space, press **1**.

You can get to your phonebook by pressing **Back**.



### Important

The same number can not be stored in the Phonebook and quickdial button.

### Dial a quickdial memory number

To dial the quickdial number, long press button **1**  or **2** <sup>AB</sup> .

The number will be dialled out automatically.

### Character map

**1** Space - 1

**2** A B C 2

**3** D E F 3

**4** G H I 4

**5** J K L 5

**6** M N O 6

**7** P Q R S 7

**8** T U V 8

**9** W X Y Z 9

**0** 0


**\*** \*

**#** #

### Viewing/dialling a phonebook entry



1. When the handset is on the home screen, press <sup>Back</sup> . The first entry will show.

2. Press  or <sup>Calls</sup>  to scroll through the entries.

3. When the phonebook entry you want shows on the screen, press  to dial it.

### Searching alphabetically for a phonebook entry










1. When the handset is on the home screen, press <sup>Back</sup> .

2. Use the keypad buttons to search for the name. For example, to find a phonebook entry beginning with 'S', press **7** <sup>PQ</sup> <sub>RS</sub> four times and then use the  or <sup>Calls</sup>  to scroll through the entries until you find the one you need.



## Phonebook







### Editing a phonebook entry

1. Press . **PHONEBOOK** is displayed, press .
2. Scroll  to **EDIT** and press .
3. Scroll  or  to the entry you want and press .
4. Edit the name and press .
5. Edit the number and press  to save.


### Adding a pause to a saved number

If your new phone is connected to a switchboard, you might need to add a pause to a stored number. A pause will normally be after the switchboard access code (for example 9). When storing a number, press and hold **#** key to add P. To add a dash to your phonebook entry, press **1** twice.

### Deleting a phonebook entry

1. Press . **PHONEBOOK** is displayed, press .
2. Scroll  to **DELETE** and press .
3. Scroll to the entry you want to delete and press . The display shows **CONFIRM?**
4. Press  to confirm.

### Deleting the entire phonebook

1. Press . **PHONEBOOK** is displayed, press .
2. Scroll  to **DELETE ALL** and press .
3. The display shows **CONFIRM?** Press  to confirm.

# Caller display and the Calls List

## Caller display



### Important

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

When you do, you'll be able to see your caller's number on your handset display, as long as it's not withheld.

If the number is unavailable, the number will show as **UNAVAILABLE**.

If the number is withheld, the number will show as **WITHHELD**.



If your call is coming from a payphone, **PAYPHONE** will be displayed. International calls will show as **INTERN'L**. On the display screen and operator calls will appear as **OPERATOR**. If you've requested a Ringback, that'll also show on the handset display.

If a number is stored in your handset, the caller's name will be displayed and the incoming call icon will show.













## The calls list

The calls list is where you can find all missed and received calls. The most recent call will show at the top of the list, followed by the rest in chronological order. Your calls list will store up to 20 calls. When it's full, the newest call will replace the oldest.







If you miss a call,  will show on the handset display screen.

Each number on the calls list will have an icon alongside it,  for answered calls and  for unanswered (missed) calls.







## Viewing or dialling an entry in the calls list

1. Press  to get to the calls list. You'll see the most recent entry. If you haven't got any numbers stored to the calls list, **LIST EMPTY** will show.
2. Use  or  to scroll through the list.
3. If you want to call a number from the list, when it shows on the screen, press . Or to view call details, press   **VIEW** will be displayed, press   again to see date and time, and then press   again to see callers name, press   again to see callers number.







### Saving a calls list entry to your phonebook

1. At the home screen, press  to scroll through to the number you want to save and press .
2. Press  until **SAVE NUMBER** shows on the display screen. Press .
3. Type in the phonebook entry name, using the handset keypad. Press .
4. The number you're saving will be displayed. Edit it if you need to, then press  to save the number. **SAVED** will show on the display screen.






### Deleting an entry in the calls list

1. At the home screen, press  key to scroll through to the entry you want to delete and press .
2. Press  until you get to **DELETE** and press . You'll be asked to confirm, press , **DELETED** will be displayed.
3. If you want to go back to the home screen, press .

### Deleting all of the calls list

1. Press  to get to your calls list. The most recent call will show first. Press .
2. Use the  or  to scroll through the menu until you get to **DELETE ALL** and press . You'll be asked to confirm. Press  to delete.

### Adding a calls list entry to the blocked list










1. At the home screen, press  to scroll through to the entry you want to add to the blocked list and press .
3. Scroll  to **CALL BLOCK** and press . Edit the number if you need to and press . **SAVED** is displayed.

# Answer machine

Your BT3110 can record up to 12 minutes of messages. It can be used via the base, handset and remotely from any Touchtone™ telephone.

## Using the answer machine from the handset

### Switch the answer machine on or off and set the answer mode

1. Press  Scroll  or  to **ANSW MACHINE** and press .
2. Scroll to **ANSWER MODE** and press .
3. Scroll  or  to display either **ANSWER ONLY**, **ANSWER + REC** or **OFF** and press . When the answer machine is on the  button will light up.  
If your answer machine is set to off, choosing **ANSWER ONLY** or **ANSWER + REC** will turn it on.

### Outgoing messages

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

With the pre-recorded messages, you'll get two options. **ANSWER + REC** lets callers leave a message; **ANSWER ONLY** just answers your calls. The default outgoing message is **ANSWER + REC**.

## Answer & Record










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

### Answer only

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



### Record your own outgoing message

You can record either an **ANSWER + REC** message or an **ANSWER ONLY** message. If you chose **ANSWER + REC**, your caller will be able to leave a message. If you choose **ANSWER ONLY**, they won't.


1. To record your own outgoing message, press .
2. Press  until you get to **ANSW MACHINE**. Press .
3. Then use the  or  to find **OGM SETTING** and press .
4. Then use the  or  to choose **ANSWER + REC** or **ANSWER ONLY** and press .

## Answer machine

5. Scroll through to **RECORD**.




6. Press  to start recording your message. When you're done, press  again and your message will be played back to you.


### Play the current outgoing message

1. Press  to get to the menu.

2. Press  until you get to **ANSW MACHINE**. Press .


3. Then press the  or  until you find **OGM SETTING**. Press .

4. Then use the  or  to choose **ANSWER + REC** or **ANSWER ONLY** and press .

5. When you see **PLAY** on the display screen, press . Your current message will be played back to you.


### Recording a memo

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

1. Press  to bring up the handset menu.

2. Press  until you get to **ANSW MACHINE**. Press .


3. Press  until you see **RECORD MEMO**. Press .

4. Record your memo, when you have finished recording, press .

5. Your memo will then be played back to you.




### Setting the answer mode

As mentioned on page 29, there are two answering machine modes: **ANSWER + REC** and **ANSWER ONLY**. Answer + Rec also lets callers leave a message. Answer Only doesn't. Here's how to set it.

1. Press  to get to the handset's main menu.

2. Press  until you get to **ANSW MACHINE**. Press .

3. Press until you see **ANSWER MODE** and press .

4. Use the  or  to choose the answer mode you want and press .

## Answer machine

### Setting the ring delay

Ring delay is the number of times the phone will ring before the answer machine picks the call up for you. You can choose from three to eight rings or Time saver.



#### Important

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

If you use BT Answer 1571, or another voicemail service, make sure the answer delay is set so your answer machine will pick up the call before the voicemail service does. So your answer delay should be less than the answer delay on your voicemail service.











#### Note

If you use BT Answer 1571, do not set the answer delay on your answer machine to more than 5 rings.


Please note that any blocked calls will still be able to leave a message on your 1571 voicemail service.





If you've got Time saver switched on, when you call in to check your answer machine messages remotely, it'll only answer the call

after five rings if you don't have new messages. That way, you won't get charged for the call if you haven't got any messages to check.

1. Press , scroll  to **ANSW MACHINE**, then press .
2. Press  until you get to **RING DELAY**. Press .
3. Press  or  to get to the number of rings you want and press .

### Playing messages using the handset

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


1. To play your messages, press  on your handset.
2. Press  to get to **ANSW MACHINE**, then press .
3. Press  and your new messages will be played.





If you don't have any new messages, your old messages will be played in the order they were left with the oldest first.

If you've got caller display, the number of the message and the date and time they left the message will be shown on the screen.








## Answer machine

### Message playback

When you're playing messages, press  to display the following options: **REPEAT, NEXT, PREVIOUS** and **DELETE**.

Use the  or  and buttons to scroll through the options and press  to select one. Press  to stop playback and return to standby.


### Deleting all old played messages

1. Press , then scroll  or  to **ANSW MACHINE** and press .
2. Press  until you get to **DELETE ALL**. Press .
3. You'll be asked to confirm. Press .


### Using the answer machine from the base

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


When you turn your answer machine on, it will say, hello your call cannot be taken at this moment, so, please leave your message after the tone.

To turn the answer machine on and off using the base, just press .

### Playing messages using the base


Press  to play your messages.

If you have any new messages, they will be played. If you don't have any new messages, old messages will be played.

If you want to play your old messages, after playing your new messages, press  again.

### Message playback on the base


During playback, you can press:

 to stop playback.


 to delete the message being played.

 to skip to the next message.

 to skip to the previous message.

 to turn the playback volume up or down.

### Deleting all played messages










1. When the base isn't in use, press and hold  on the base for 2 seconds to delete all old messages.

## Answer machine









### Remote access

With Remote access, you can listen to your answer machine messages from another phone. You'll need to set a PIN. The default PIN is 0000, the feature will need to be switched on for it to work.

### Setting or changing the remote access PIN

1. Press , scroll  to **ANSW MACHINE** and press .
2. Press  until you see **REMOTE ACC.** and press .
3. Press  until you get to **CHANGE PIN.** Press .
4. Type your current 4 digit PIN (0000 if you haven't already set one). Press .
5. Type in your new 4 digit PIN and press  and then repeat this step. Your new PIN will be saved.

### Turning remote access on or off

1. Press , then scroll  to **ANSW MACHINE** and press .
2. Press  until you get to **REMOTE ACC.** and press .
3. Press  or  to choose between **ON** and **OFF**, then press  to confirm.

### Operating your answer machine remotely

1. Dial your number from another phone.
2. When you hear your outgoing message, press **#** and then enter your 4 digit remote access PIN (default PIN is 0000). You will hear a confirmation beep.
3. You can then use the below keys to operate the answering machine:
  - 1 Replay previous message
  - 2 Play all messages
  - 3 Play next message
  - 6 Delete current message
  - 7 Switch Answer machine on
  - 8 Stop playback
  - 9 Switch Answer machine off





# Handset Settings



## Setting the handset ringtone

You can choose from five ringtones.

1. Press  scroll  to **PERSONAL SET**, press .

2. **HANDSET TONE** will appear on the screen, press .


3. Press  to **RING MELODY**, press .




4. Press  or  to hear the ringtones, press  to save.

## Setting the handset ringer volume

1. Press  scroll  to **PERSONAL SET**, press .

2. **HANDSET TONE** will appear on the screen, press .

3. **RING VOLUME** will show, press .

4. Press  or  to adjust the volume, press  to save. There are 5 volume levels or **OFF**.

## Turning the handset tones on or off

Each time you press a button on your keypad, a tone will sound. You can set this to on or off. The default setting is on.


1. Press  scroll  to **PERSONAL SET**, press .




2. **HANDSET TONE** will appear on the screen, press .

3. Press  until you get to **KEY TONE**. Press .


4. Then use the  or  to scroll between **ON** and **OFF** and press .

## Changing the handset name

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

1. Press  scroll  to **PERSONAL SET**, press .









2. Press  until you get to **HANDSET NAME**. Press .

3. Type in the name you want to give your handset using the keypad and press  to save.

## Handset Settings











### Changing the call settings

You can set your BT3110 to Auto Answer, which lets you answer a call by taking the handset off of the base when it's ringing, without having to press any buttons.










1. Press  scroll  to **PERSONAL SET**, press .
2. Scroll  to **AUTO ANSWER**, press .
3. Press  or  to select **ON** or **OFF** and press  to save.

# Base Settings

## Setting the base ringtone

1. Press  scroll  to **PERSONAL SET**, press .
2. Press  until you get to **BASE TONE** and press .
3. Press  until you get to **RING MELODY**. Press .
4. The base will play your current ringtone. Press  or  to choose then press . There are 5 ringtones to choose from.








## Setting the base ring volume

1. Press  scroll  to **PERSONAL SET**, press .
2. Press  until you get to **BASE TONE** and press .
3. **RING VOLUME** is displayed, press .
4. The base will ring at its current volume. Use the  or  to buttons to choose the volume you want.
5. When you've chosen the right volume, press  to save your changes. There are 5 volume levels and **OFF**.

## Change the system PIN








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

number and the default is set to 0000.

1. Press  scroll  to **ADVANCED SET** and press .
2. **CHANGE PIN** will be displayed, press .
3. If you haven't set one before, you'll be prompted to set a four-digit PIN. When you've done it, press . Or if you're changing a PIN you've already set, you'll be asked to type in the current PIN. Then follow the instructions on the screen to set a new one and press .
4. Enter your new PIN again and press . **SAVED** will show on the screen.

## Reset

If you choose to do this, your BT3110 will go back to the settings it had when it arrived. Your phonebook will still be saved on your phone if you reset.

1. Press  scroll  to **ADVANCED SET** and press .
2. Press  until you get to **RESET** and press .
3. **RESET?** will show on the screen. Press  to confirm. Your phone will restart automatically. Press  to confirm. You will then be prompted to set date and time.







# Clock/Alarm



## Note



The clock on your BT3110 is 12 hour format.

## Setting the date and time









1. Press , scroll  to **CLOCK/ALARM** and press .
2. **DATE & TIME** is displayed, press .
3. Use the keypad to type in the date (e.g. DD-MM-YY) and press .
4. Enter the time (e.g. 06-30 for 6:30) and press  to save.





## Tip

Press  or  to toggle between 'A' for AM or 'P' for PM.

## Setting an alarm

1. Press , scroll  to **CLOCK/ALARM** and press .
2. Scroll  to **SET ALARM** and press .
3. Press  or  to select **ON** or **OFF** and press .

4. If you selected **ON**, enter the time you want to set the alarm for and press . When you've set your alarm, the  icon will show on the display screen.

## Switching the alarm off

When the alarm goes off, the screen will light up and the alarm tone will sound. To switch it off, press any button.

# Using additional handsets

## Registering an additional handset

If you bought your BT3110 as a multipack, all the handsets that came with it will already be registered to the base.

If you buy new handsets separately, you'll need to register them before you can use them. You can register up to four handsets.

Once the registration process has started, you need to complete it within two minutes. If you run out of time you can start again.



### Tip


You can register up to four GAP compliant handsets to your BT3110 base to extend your phone system, without needing to install telephone extension sockets for each new phone.

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



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




Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

### At the base:


1. Press and hold  for 5 seconds until you hear a beep. You now have 90 seconds to register a handset.

### At the handset:

2. If the handset isn't registered to a base, press  and then enter the 4 digit PIN (default is 0000) and press .

Or, if the handset is already registered to a base, press  and scroll  to **ADVANCED SET** and press .

3. Press  until **REGISTER** is displayed. Press .



4. You'll be asked to confirm your PIN. Type in your 4 digit PIN (default is 0000) and then press . You will hear a beep if registration is successful and the handset is automatically assigned an available handset number.

### De-registering a handset




You'll need to use one handset to de-register another. You can't de-register the handset you're using.

## Using additional handsets

1. Press  scroll  to **ADVANCED SET** and press .


2. Press  until you come to **UNREGISTER**. Press .




3. Type your 4 digit PIN (default is 0000), then press .

4. Scroll  or  to select the handset number to de-register and press . You will hear a confirmation beep.

### Making an internal call between handsets

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


1. If there's only 2 handsets registered to the base, press and hold  and the other handset will ring automatically.



2. If there are more than 2 handsets registered, press and hold  and then scroll  to the handset you want to call and press .




### Transferring a call



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

#### During an external call:

1. If there's only 2 handsets registered to the base, press and hold  and the other handset

will ring automatically. Press  to answer the call on the other handset and press  on the first handset to complete the transfer. **Or**



2. If there are more than 2 handsets registered, press and hold  and then scroll  to the handset you want to call and press . The other handset will ring.




3. Press  on the other handset. When the other handset answers, press  on the first handset to complete the transfer.



### Holding a three-way call


You can hold a three way call between 2 internal callers and 1 external caller.

#### During an external call:

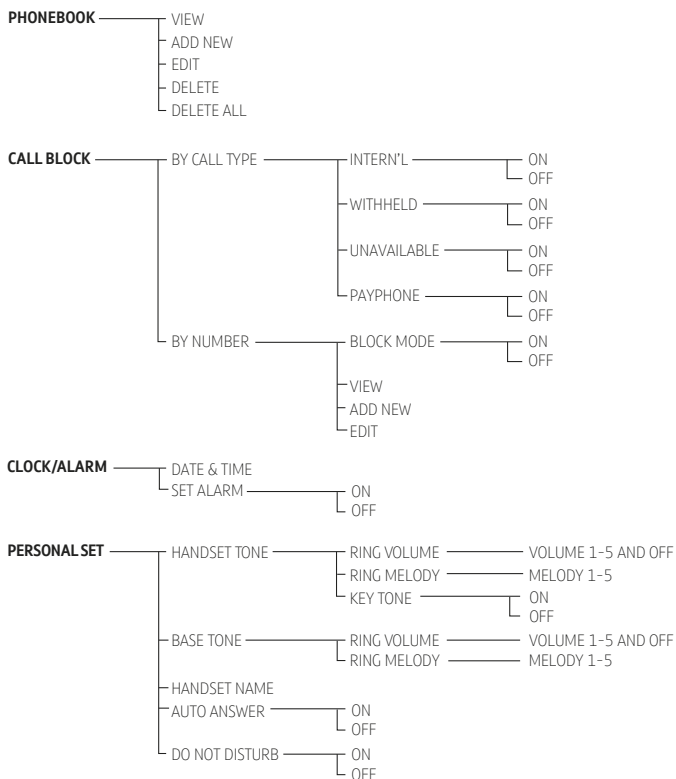
1. If there's only 2 handsets registered to the base, press and hold  and the other handset will ring automatically. Press  to answer the call on the other handset. **Or**

2. If there are more than 2 handsets registered, press and hold  and then scroll  to the handset you want to join the call and press . The other handset will ring.

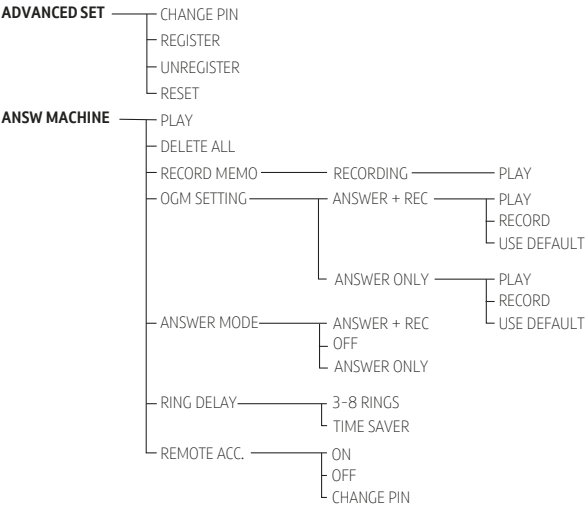
3. Press  on the other handset. When the other handset answers, press and hold  on the first handset to connect all 3 callers.

4. Press  to end the call when you have finished your three way call.

# Menu map



# Menu map





# Help

## **Cannot make calls or receive calls, phone doesn't ring**

This may be due to several factors. Please try the following tests in order.

- First, ensure that you're using the line cord that was supplied with the phone. Your existing line cord may not be suitable.
- Check that both ends of the supplied line cord are connected securely.
- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- Ensure that the batteries are charged.
- Confirm that the ringer is not switched off on either the handset or the base. See pages 20 and 35.
- Check if call divert is activated on the line.
- Check your BT Call Blocking settings. See Page 21.
- Make sure the handset is registered to the base. See page 37.
- Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.

If you've checked the above and still cannot make or receive calls, your phone doesn't ring or 'Line cord error' is displayed on your handset, please try the following tests in order:

- If the line cord isn't connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try connecting another known working telephone to the telephone line socket. If you cannot make or receive calls on another known working telephone either, please contact your service provider for the line to be checked.
- Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

### **Interference, noise or poor speech quality**

This may be due to several factors. Please try the following tests in order:

- Ensure that your main base is not placed close to any electrical or metal appliances.
- If you have a broadband service, on most broadband lines, an adsl filter is required. Please try the phone with adsl filters installed in all the sockets that are in use. Please go to [bt.custhelp.com/app/answers](http://bt.custhelp.com/app/answers) for instructions on installing adsl filters, or call **0800 111 4567**.
- If your phone is already attached to the filter, it may be that the filter is faulty. Please try another filter
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
- Try testing your telephone on a telephone line in a different property

(e.g a neighbour's or a friend's line). This will help verify whether the phone or line is at fault.

### **Phone doesn't seem to get a very good range**

Conditions such as the construction of the building in which the base/handset is placed including the wall material and thickness of walls can affect the range. Please ensure that:

- your main base is not placed close to any electrical or metal appliances.
- the distance between the base and handset is obscured by as few walls as possible.
- try placing your base in another location of the property

### **Handset continually displays 'Searching' on the screen**

If the handset displays 'Searching' on the screen, this indicates that the handset has lost its link with the base. Please try the following tests in order:

- Confirm that the power lead has not been inadvertently disconnected from the base.
- Ensure that the handset batteries are correctly installed and are fully charged.

- Ensure that the handset and base are within range of each other.
- Disconnect the batteries and mains power, wait for 10 minutes, then reconnect and try again.

### **Answering machine doesn't record messages**

- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
  - Check that you have the answering machine turned on to receive messages.
  - If you have BT 1571 or a voicemail service from your network provider, please make sure that answer delay on your answer machine is set to answer before the voicemail service.
  - Disconnect the batteries, line cord and mains power, wait for 10 minutes, then reconnect and try again.
- If you've checked the above and still your answering machine does not record messages, please try the following tests in order:
- If the line cord is not connected to the telephone master socket (usually the one nearest to the front door), test it in the master socket without any adapters, filters, splitters or extension cables. If the problem clears there may be a problem with your internal wiring between the telephone sockets it may be that the adapter, filter, splitter or the extension cable the phone was connected to is faulty.
  - Try connecting another known working answering machine telephone to the telephone line socket. If your answer machine doesn't record messages on your other known working answering machine telephone either, please contact your service provider for the line to be checked.
  - Try testing your telephone on a telephone line in a different property (e.g a neighbour's or a friend's line). This will also help verify whether the phone or line is at fault.

# General information



## Important

This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services. This product is intended for connection to analogue public switched phone networks and private switchboards in the United Kingdom.

## Replacing the handset batteries

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

1. Open the battery compartment cover.
2. Lift the batteries out and remove them. Replace with two new AAA Ni-MH 300mAh rechargeable batteries.
3. Replace the battery compartment cover.

## Caution

Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT3110 by using any other types of batteries. There is a risk of explosion if incorrect batteries are fitted.

## Safety

- Only use the power supply suitable for the BT3110. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 094096. If you've bought a multiple pack, the item code for the charger mains power supply is 094096.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available by calling Discom on 0800 9808 999\*.
- Don't 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 0800 145 6789\* for all repairs.

## General information

- 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 any surface susceptible to heat damage.
- 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 phone line cord during an electrical storm.

## General information

### How to recycle your equipment

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



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

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

### Warning

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

### Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type BT3110 Telephone (094186, 094187, 094188) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:  
**[bt.com/bt3110](http://bt.com/bt3110)**

### Radio transmission information

#### Frequency range

1881.792 – 1897.344MHz

#### Max power

21.0dBm or 125.89mW

### Operating temperature

0°C to 40°C.

### Guarantee

Your BT3110 is guaranteed for 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 BT3110 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.

## General information

### Guarantee conditions

- 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 doesn't 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

Prior to returning your product, please read the Help section beginning on page 41 or contact the BT3110 Helpline on 0800 145 6789. Additional answers to frequently asked questions are available from **bt.com/bt3110**

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 phone network.

We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 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.

## General information

### Technical details

#### How many phones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT3110 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

#### Connecting to a switchboard

##### Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

#### Recall (R)

Recall is used when connected to certain switchboards/PBXs and some BT Calling Features, or those services available via your network provider. The BT3110 supports timed break recall but not earth loop recall.





## Offices worldwide

The services we've described in this publication may not always be available and we may change them. Nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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We're registered in England at 81 Newgate Street, London EC1A 7AJ (company number 1800000).

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

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