User Guide

BT Videophone 2000

Welcome...

to your BT Videophone 2000

- Colour screen with digital camera for video calls
- Select the type of view you prefer for video calls
- Secrecy button to temporarily switch off sound and vision
- Web browser – surf the net from your phone
- Wireless or wired connection
- Easy to use on-screen menus
- Make and receive calls handsfree
- Easy BT Broadband Talk connection via a router/hub
- Record and set your own ringtones, wallpaper images and photos
- 300 Entry phonebook for your most frequently used names and numbers
- Copy numbers to and from SIM Cards
- Copy data to and from SD/MMC Cards
- Voice calls if the mains power fails – using the standard network telephone line (included)
- Automatic check for software updates. Your phone will download new features and functions as soon as they are available. For information, visit www.bt.com/broadbandtalk/video

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in ‘Getting Started’, on the next few pages.

Need help?

If you have any problems setting up or using your BT Videophone 2000, contact the Helpdesk on 0800 028 3228

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

Got everything?

- BT Videophone 2000
- Mains power adaptor
- Ethernet cable
- Telephone line cord
- Base stand
- User guide and Quick start guide

To use your BT Videophone 2000 you will need:

- Broadband line (minimum 128kbps)
- Compatible broadband router/hub (with spare Ethernet port if connecting to a wired router)
- BT Broadband Talk subscription. This includes your broadband telephone number and password.

To subscribe to BT Broadband Talk go online to www.bt.com/broadbandtalk or call 0800 800 150 from another phone

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Location

Place your BT Videophone 2000 close enough to a mains power and router/hub, so that the cables will reach.

Place the telephone on a smooth surface and if possible on a non-slip base.

Fit stand, if required.

The stand slots into the base of your BT Videophone 2000.

WARNING
Do not place your BT Videophone 2000 in the bathroom or other humid areas.

Which socket?

Power socket

Telephone line socket

Ethernet socket

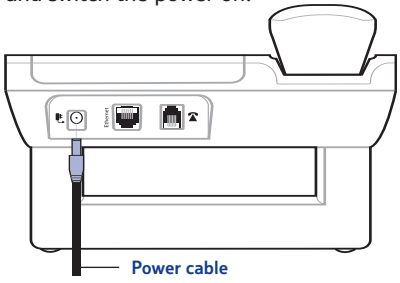
Setting up

Have your BT Broadband Talk user name and password ready.

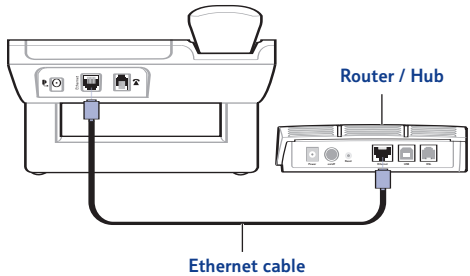
If you have not set up a BT Broadband Talk account yet, you can subscribe to BT Broadband Talk by calling BT on 0800 800 150 or go online at **www.bt.com/broadbandtalk**

Decide if you will be connecting either wired or wirelessly

1. Plug the mains power cable into the back of the BT Videophone 2000. Plug the power adaptor into the mains wall socket and switch the power on.



2. When you see Wecome to the BT Videophone. Please set the connection to your Broadband router now. Press the **OK** button.
3. Wireless (WLAN) is highlighted. If you do not have a wireless network, scroll to Wired (Ethernet). Plug the Ethernet cable into the back of your BT Videophone 2000 and plug the other end into the socket at your router/hub. Press **OK**.
4. Now go to page 10 to enter your BT Broadband Talk account details.



5. For wireless connection, follow the steps under *Wireless network selection* on the next page. For wired connection, go to Enter your Broadband Talk account details on page 10.

If you cannot register at this time, switching off the mains power will mean your phone will re-start with the Welcome screen when you switch the power back on. Or if you exit the registration, press the option button under Register to restart.

For wireless network selection

1. Your BT Videophone 2000 searches for all available wireless networks.
2. When networks are found, they are listed on the screen. If necessary, scroll to the name of network you want and press **OPTIONS**. The screen shows the Wireless Scanning menu.
3. Select Network is highlighted. Press **OK**. The network details are displayed. Press **Select**.
4. If requested, enter the network key (sometimes called WEP key) and press **OK**. If you make a mistake press **DELETE** to delete the last digit.
5. The screen shows Wireless WLAN connection set and then changes to the Welcome screen.
6. Go to Enter your BT Broadband Talk account details on page 10.

Network not listed?
If the wireless network you want to use is not listed, it may be hidden to prevent unauthorised use. You must search for it manually. Follow the steps under 'If no network found', on the next page.

If no network is found

If the network you want to use is not listed or if your screen shows No wireless networks found it may be because your network is hidden and also protected by a security code to prevent unauthorised access.

1. Press **OPTIONS** and either press **OK** to select Search again or scroll to Enter network manually then press **OK**.
2. Screen shows Enter SSID, Enter your network SSID name and press **OK**.
3. If requested, enter your network security code and press **OK**. Searching for wireless network: and network name.
4. When the network is found, you are ready to register. Follow, 'Enter your BT Broadband Talk account details' below. If the network is still not found select Try again.

   If you still cannot find your wireless network, check that it is functioning properly. If the problem persists, contact the Helpdesk on 0800 028 3228.

Enter your BT Broadband Talk account details

1. When asked if you have a BT Broadband Talk account, press **Yes**.
2. Press **Register**. Your phone will:
   - perform cable/network connection check.

- perform a software update check. This may take a few minutes. If new software is found, your BT Videophone 2000 will restart automatically after downloading the software

3. When your see `Please enter your BT Broadband Talk details`, press **OK**.
4. Enter your BT Broadband Talk telephone number and press **OK**. If you make a mistake, use to position the cursor, if necessary, then press **DELETE** to delete the digit.
5. Enter your password and press **OK**.

Use the # button to toggle around the characters Abc abc 123.

6 Your BT Videophone 2000 checks that these details are correct.
7. The screen displays a '`Congratulations`' message and your phone number.
8. Press **Exit**. The display reverts to the idle screen and the telephone number and the wireless or

wired symbol is displayed to show the connection is enabled. The time and date should be updated automatically within 5-10 minutes.

Your BT Videophone 2000 is now ready for use

Entering your BT Broadband Talk number and password

Your number starts 056 and there are no spaces between the digits. Your password can include numbers and letters and be up to 16 characters long. Passwords are case sensitive so make sure you are using the correct upper and lower case letters.

To switch between upper and lower case letters and numbers, press #. Indication is given on the screen of the current case.

ABC = upper case only

abc = lower case only

Abc = first letter in upper case

123 = numbers only

Cable connection problem?

Make sure the Ethernet/cable is connected correctly (if connecting via an ethernet connection) and that your router/hub is plugged into the broadband phone line. Check that your broadband line is working. If you can access the internet on a computer connected to the same router, then it is probably working correctly.

Now press Try again.

If you still cannot connect, make sure you are entering your BT Broadband Talk account details correctly as shown above. If you continue having problems with the cable or Broadband connection, call the BT Videophone 2000 Helpdesk on 0800 028 3228.

Getting to know your phone

Screen
Raise screen to the best position.

Options
Select onscreen options.

Secrecy
Press during a Video call, to temporarily stop your caller seeing and hearing you. You can still see and hear your caller.

Press Secrecy again to switch the video and sound back on.

Press during a voice call to switch off the microphone, so your caller cannot hear you. Press again to resume your conversation.

Loudspeaker
Under handset.

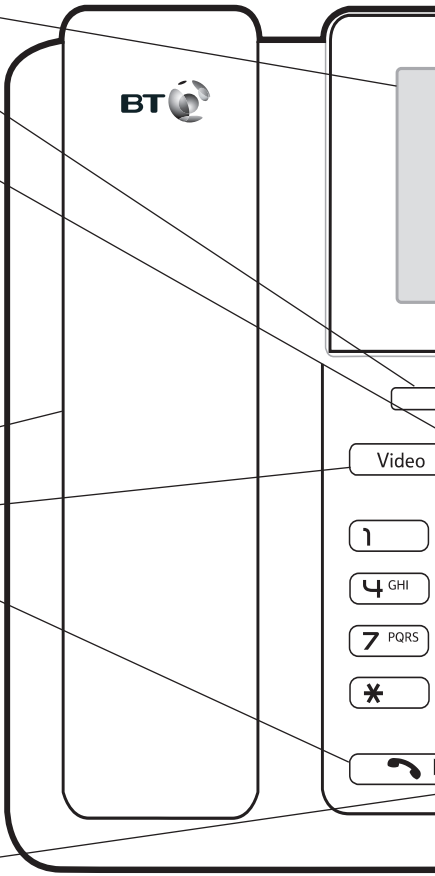
Video
Press to make a video call.

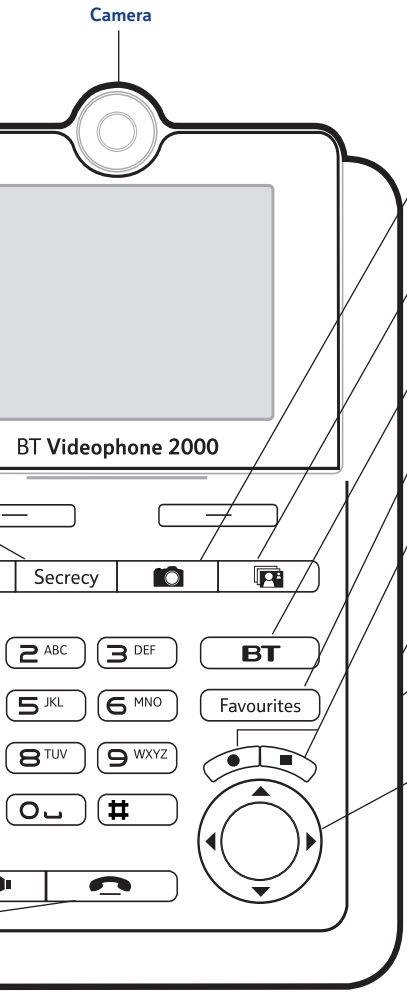
Talk / Handsfree
Press to switch the loudspeaker on for handsfree dialling and conversations.

During a call via the handset, press Handsfree to switch the call to the loudspeaker or back to the handset again.

End Call
During a hands free conversation, press to end the call.

When browsing the menus: press to return to the previous menu level.





Camera
Gives direct access to the camera, audio and video clip recorder.

View
During a video call, enables you to change the picture layout.

BT
Opens the BT Services menu.

Favourites
Opens the Web address directory.

Web browser buttons

- ● Opens web pages.
- ■ Takes you back to web menu.

SD/MMC card slot
Lets you copy data to and from a memory card, page 31-32.

SIM card slot
Lets you copy directory numbers to and from your mobile phone, page 31-32.

Navigation
Enables you to move through the different menus.

In standby, press Up to view details of received calls and press Down to open the Redial list.

- Opens the Dialled calls list.
- Opens the Received calls list.
- Opens the list of Phonebook entries.
- Dials 1571 to access the BT network answering service.

On screen menu

Calls list
Calls list with details of missed, received and dialled calls.

Images & Sounds
Access the images, sounds and videos menu.

Phonebook
Opens the phonebook.

Web Browser
Allows you to store details of up to 4 favourite websites.

Settings
Select your personal preferences for your phone, video and network settings.

BT Services
Lets you access pre-stored BT network services.

Display icons

Time
09:30 (HH:MM)

Date
18/04/06
(DD:MM:YY)

ALARM CLOCK
Alarm/event reminder set

LAN
Router cable connection

WIRELESS
Wireless connection

SIGNAL
Wireless signal strength

MISSED CALLS
You have missed calls

Menu map

Calls Lists
- Missed calls
- Received calls
- Dialled calls
- Delete calls list

Web Browser
- 4 entries available

BT Services
- 1571
- Helpdesk
- BT118500
- Withhold my number
- Display my number

Images & Sounds
- Images
- Sounds
- Videos
- Delete
- Copy

Settings
- Phone settings
- Video settings
- Network settings

Phonebook
- Add new contact
- List
- Search
- Modify
- Delete
- Copy

Navigating the menus

Your BT Videophone 2000 has a simple on screen menu.

Each menu has a list of options, which you can see above.

When the handset is switched on and in standby:

1. Press **MENU** to open the main menu.
2. Use the button to highlight the menu you want and press **OK** .
3. When the menu item you want is displayed, press:

   OK to select the highlighted option

   BACK to return to the previous level

   to scroll through the list of options

   to return to the standby screen

Character map

The following table shows you where each letter and punctuation character can be found.

0 , _ - > space 0
1 , . - > @ 1 and other character symbols
2 ABC A B C 2
3 DEF D E F 3
4 GHI G H I 4
5 JKL J K L 5
6 MNO M N O 6
7 PQRS P Q R S 7
8 TUV T U V 8
9 WXYZ W X Y Z 9
* Character symbols
# A B C 2 a b c 1 2 3
- > a b c A b c A B C 1 2 3

Choose text type.

Press # to change between Lower Case, Upper Case letters and numbers,

abc – lower case letters

Abc – upper case for the first letter

ABC – upper case only

123 – numbers

To enter a space, press 0.

Symbols

To open the symbols map, press *. The following symbols are available.

. , ? ! “ ‘ @ : ; ( ) / \ & * # [ ] { } % -
+ = > < ~ ^ _ € $ £ ¥ ⊔

Note
When entering text on a website, you have the options of numbers and lower case letters only.

Video calls

Make a video call

1. Enter the number and then press Video.

   The number is dialled and you see your image on the dialing screen. Providing the person you are calling also has a compatible video phone, and answers their phone in Video mode, you will be able to see each other.

   If the person you are calling does not have a videophone, the call is automatically connected as a voice call.

2. During a video call, press **Options** and scroll to select from:

   Phonebook – press **OK** to open the Phonebook, then to scroll through the list.

   Switch to voice call – press **OK**. The screen is switched off. To ask your caller to resume the video call, press the Video button.

   Refresh rate – press **OK** then to adjust the rate you see.

   Audio volume – press **OK** then to adjust the volume.

   Brightness – press **OK** then to adjust the brightness.

   Contrast – press **OK** then to adjust the contrast.

   Technical information – press **OK** to see technical information about the call.

Want to change the layout of your video call?
There is a choice of screen layout options. You can select one temporarily during your call or select one as the default setting. See Video call view page 58.

Call timer
The duration of your call is shown in the display during the call and for a few seconds after you hang up.

Receiving a video call

1. The display shows the caller's number or the name if the number is listed in your phonebook.
2. Lift the handset or press to answer.
3. The screen shows `The other person has requested a video call`. Press Video to start the call.
4. Or you can press Video and you are connected in a handsfree video call.
5. To hang up, replace the handset or press .

Adjust volume during a video call

1. During a call, press

Take a still picture of your caller

1. During your video call, press .
2. `Take a picture` is highlighted, press **OK**.
3. When you are ready to take the picture, press **CAPTURE** or press **BACK** to return to call as normal.
4. Press **SAVE** to keep the image or **DELETE** to reject it.

View photos
Once you have taken the picture, it is stored in the Taken photos folder of the Images and Sounds directory. See page 41.

Access the phonebook during a call

You can look up numbers or add numbers to your phonebook.

1. During a call, press **OPTIONS**, Phonebook is highlighted. Press **OK**.
2. Scroll to the entry you want.
3. Press **BACK** to return to your call.

Adjust brightness

1. During a call, press **OPTIONS**, scroll to Brightness and press **OK**.
2. Press to adjust the setting.

Adjust contrast

1. During a call, press **OPTIONS**, scroll to Contrast and press **OK**.
2. Press to adjust the setting.

Adjust the refresh rate

This sets how fluid the picture is. The more fluid the picture is the lower the image quality will be.

1. During a call, press **OPTIONS**, scroll to Refresh rate and press **OK**.
2. Press to adjust the setting.

You can also change video settings when the phone is in standby
As well as Brightness and Contrast, you can also set a split screen, the viewpoint of the camera and more. See Video Settings, page 58.

Voice calls

Make a voice call

1. Lift the handset and enter the number.

Or

Preparatory dialling

1. Enter the number first. If you make a mistake, press **Delete** to delete the last digits.
2. Lift the handset or press . The number is dialled.

Numbers can also be dialled using the phonebook, page 28, and from the Calls list, page 36.

If you have stored a name for the calling number in your phonebook, then the caller's name will be displayed instead of their number. See page 26 for more information.

Options during a voice call

During a voice call press **OPTIONS** and scroll or if necessary to:
Phonebook – press **OK** to store an entry during the call.
Audio volume – press **OK** adjust the volume.
Received calls – press **OK** to display a list of Received calls.
Missed calls press **OK** to display a list of Missed calls.
Dialled calls – press **OK** to display a list of Dialled calls.
Technical information – press **OK** to display technical information.

IMPORTANT
If your call is not answered it will either divert to the network 1571 answering service (if being used) or Number Unavailable is displayed and the phone returns to standby.

End a call

Replace the handset or press .

Receive a voice call

When the phone rings, the screen displays Incoming call and the caller's number. If the number is stored in your phonebook the name and number is displayed.

1. Lift the handset or press to take the call handsfree. If you try to answer a voice call by pressing the Video button, the voice call starts.

Handsfree calls

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

Please note
When you receive a call and the caller's name is stored in the phonebook, their name is displayed instead of the number. If you have assigned a picture to the phonebook entry this will be shown as well.

Technical information
During a voice or video call, one of the choices in the Options menu is Technical Information. This is normally only used to provide information to the Helpdesk.

Make a handsfree voice call

1. Dial the number then press .

Make a handsfree video call

1. Dial the number and press Video.

Switch between receiver and handsfree

1. During a call, press to put the call on the loudspeaker. Lift the handset to listen privately.

Redial

Your handset automatically saves up to the last 20 numbers dialled in the Dialled calls list.

1. Press . The last number called is displayed.
2. Scroll to number you want to redial.
3. Press to dial or lift the handset.

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. During your call, press Secrecy. Your caller cannot hear you. If it is a video call, the screen image of you is blanked so your caller cannot see you, the icon displayed.
2. You can still see and hear your caller.
3. Press Secrecy again to resume your call.

Volume

Adjust volume during a call

1. During the call, press **OPTIONS**, scroll to Audio Volume and press **OK**.
2. Scroll to select Handset or Handsfree and press **OK**.
3. Press to set the volume.
4. Press **BACK** to return to standby.

Opening the phonebook

In standby, press the **Names** option button.

Or

Press **MENU**, scroll and to the **Phonebook** menu and press **OK**.

Or

During a call, press **OPTIONS**, then **OK** to select **Phonebook**.

Add a new entry

Each entry can hold a home number, mobile number and an email address.

1. Open the **Phonebook** menu and scroll to Add new contact. Press **OK**.
2. Enter the name and press **OK**.
3. Enter the number and press **Next**.
4. Enter a mobile if required and press **Next**.
5. Enter an email address if required and press **Next**.
6. Press **Save** to store the entry,

   Or

   To select a specific ringer melody to be played when a call is received from this person:

   Scroll to Assign Melody and press **OK**.

Scroll to select the type of ringer melody you want.

Videophone melodies – to select from the pre-set tones

New audio – to record a ringtone sound Press **OK**. Follow the on-screen prompts to set the melody.

Press **Assign** then scroll to Save and press OK.

Press **Back** to return to standby.

Recorded audios – from recordings you have made.

Received melodies – recordings received from SD/MMC cards.

To add an image to be displayed when a call is received from this person.

Scroll to Assign Image and press **OK**.

Scroll to select the type of image you want:

Videophone images – a choice of 5 are pre-set on the telephone.

New – to take a photo,

Taken Photos – to select from the gallery.

Press **OK**. Follow the on-screen prompts to set the image.

Press **OK** then scroll to Save and press **OK**.

Press **Back** to return to standby.

Phonebook icons
The phonebook displays icons to show what contact methods have been stored

= home number

= mobile number

= email address

= melody

Dial from the phonebook

1. Open the **Phonebook** menu.
2. Scroll to the entry you want.
3. To dial, lift the handset or press . If there is only one number it will be dialled. If there are two of more numbers stored, they are displayed. Scroll to the number you want and press **Call**.

Search for an entry alphabetically

1. Open the **Phonebook** menu.
2. Enter the first the name and press **OK** to display the first name beginning with that letter.
3. If necessary, scroll to the entry you want.
4. To dial, press for a voice call **OR** for video **OR** lift the handset which always displays as a voice call. If there is only one number stored it will be dialled. If there are two or more numbers stored they are displayed. Scroll to the number you want and press **Call**.

Edit an entry

1. Open the **Phonebook** menu. Scroll to List and press **OK**.
2. Scroll to the entry you want and press **Options**.
3. Scroll to Modify and press **OK**.

4 Scroll if required to the part of the entry you wish to edit: name, home, mobile, email, melody or image.

5. Press **OK** and make the change you need and press **SAVE**.

6. Scroll to the next part of the entry you wish to change and press **OK**.

7. Press **BACK** to return to standby.

Delete an entry

1. Open the **Phonebook** menu. Scroll to List and press **OK**.

2. Scroll to the entry you want and press **OK**.

3 Scroll to Delete and press **OK**.

4. Press **Yes** to confirm or **No** to cancel.

5. Press **BACK** to return to standby.

Assign a ringtone and/or image to an entry

1. Open the **Phonebook** menu. Scroll to List and press **OK**.

2. Scroll to the entry you want and press **OPTIONS**.

3. Scroll to Modify and press **OK**.

4. To set a ringtone scroll to show icon and press **OK**. Follow prompts to delete or replace the melody.

You can replace a ringtone with:

Videophone melodies – press **OK** then scroll to select the melody then press **Set**.

New audio – press **OK**, press **Record** to begin recording (maximum 20 seconds). Press **Stop** to end recording. Press **Back**.

Recorded audios – press **OK** then scroll or if required to select the melody from recordings you have made then press **Set**.

Received melodies – (e.g. ringtones you have copied from an SD/MMC card). Press **OK** then scroll to select the melody then press **Set**.

5. To set an image, scroll to Image and press **OK**. Press Options and follow the prompts to delete or replace an image.

You can replace an image with:

Videophone Images - to select from a photo taken of your caller.
Press **OK** then scroll through the list. When the image you want is displayed, press **Set**.

New photo – Press **OK** then select **Capture** to take a photo. (Press **OPTIONS** to set the 10 timer – gives you a 10 second countdown before the picture is taken). Press **Save** to keep the image or **Delete**. To assign the image, press **Set**.

Taken Photos – press **OK** then scroll through the list. When the image you want is displayed, press **Set**.

Received images – (e.g. images you have copied from an SD/MMC card). Press **OK** then scroll to select the image then press **Set**.

Copy phonebook entries to a SIM or SD/MMC card

You can copy entries to or from a SIM or SD/MMC card

1. In standby, open the **Phonebook**, scroll to Copy from and press **OK**.
2. If required, press to scroll to the SIM or SD/MMC card option you want and press **OK**.
3. Insert SIM or SD/MMC card.
4. Enter PIN if required and press **OK.**
5. Press **OK** to select All Entries to copy the all phonebook entries, the press **Copy**. The phonebook is copied.

   or

   Scroll to Some Entries to choose the entries you want to copy then press **OK**. Press **Select** to choose the entry or **Deselect** to ignore the entry.
6. Press **Copy** to copy all the selected entries.
7. Press **BACK** to return to the previous menu level.

The PIN is only required for SIM cards.

Copy a phonebook entries from a SIM or SD/MMC card

You can copy entries to or from a SIM or SD/MMC card

1. In standby, press **Phonebook**, scroll to Copy and press **OK**.
2. If required, press to scroll to the option you want and press **OK**.
3. Insert SIM or SD/MMC card.
4. Enter SIM or SD/MMC card PIN code if required and press **OK**.
5. Press **OK** to select All Entries to copy the all phonebook entries, the press **Copy**. The phonebook is copied.

   or

   Scroll to Some Entries to choose the entries you want to copy then press **OK**. Press **Select** to choose the entry or **Deselect** to ignore the entry.
6. Press **Copy** to copy all the selected entries.
7. Press **BACK** to return to the previous menu level.

   If the name is already stored:

1. Press **View** to see the existing entry then press **Replace** to replace the existing entry or **Ignore** to cancel.
2. If you press **Replace**, both the old and new numbers are shown. Press **Replace** again to store the new number or **Ignore** to cancel.

Please note
If you enter the SIM PIN incorrectly and it becomes locked, you will need to contact your mobile phone supplier to unlock it.

Call lists

Your BT Videophone 2000 lets you view details of:

Received calls – calls that have been answered

Missed calls – calls that have not been answered

Dialled calls – calls made from your BT Videophone 2000.

Up to 60 entries can be stored in the Dialled, Received and Missed calls lists.

Open the Call Lists menu

1. Press **MENU**. `Call Lists` is highlighted. Press **OK**.

Missed calls

1. Open the **Call Lists** menu and press **OK** to open the Missed Calls list.
2. If the caller's number is stored in the Phonebook, the name is displayed.
3. Press **OPTIONS** to access the following:

   `Details` - press **OK** to see call details. Press **Call** to dial.

   `Delete` – scroll to `Delete the call from the lists` and press **OK**. Press **Yes** to confirm or **No** to cancel.

   `Withhold my number` – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll to withhold my number and press **OK**. To call the number, lift the handset or press or Video.

Please note

indicates a voice call.

indicates a video call.

Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that you number is displayed. Scroll to Display my number and press **OK**. To call the number, lift the handset or press or Video.

4. Press **BACK** to return to standby.

Received calls

1. Open the **Call Lists** menu. Scroll to Received Calls and press **OK**.
2. Press **OK** to see a list of received calls. If the caller's number is stored in the Phonebook, the name is displayed.
3. Press **OPTIONS** to access the following:

   Details – press **OK** to see call details. Press **Call** to dial.

   Delete – scroll to Delete the call from the lists and press **OK**. Press **Yes** to confirm or **No** to cancel.

   Withhold my number – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll to Withhold my number and press **OK**. To call the number, lift the handset or press or Video.

   Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that you number is displayed. Scroll to Display my number and press **OK**.

To call the number, lift the handset or press or Video.

4. Press **BACK** to return to standby.

Dialled calls

1. Open the **Call Lists** menu. Scroll to Dialled Calls and press **OK**.
2. If the caller's number is stored in the Phonebook, the name is displayed.
3. Press **OPTIONS** to access the following:

   Details – press **OK** to see call details. Press **Call** to dial.

   Delete – scroll to Delete the call from the lists and press **OK**. Press **Yes** to confirm or **No** to cancel.

   Withhold my number – This dials the prefix 141 when you ring this caller back to prevent your number being displayed. Scroll to Withhold my number and press OK. To call the number, lift the handset or press or Video.

   Display my number – if your number is usually withheld, this option adds the prefix 1470 when you ring this caller back so that you number is displayed. Scroll to Display my number and press **OK**. To call the number, lift the handset or press or Video.

4. Press **BACK** to return to standby.

Please note

indicates a voice call.

indicates a video call.

Dial an entry in a calls list

1. Open the call list and scroll to the number you want and press or Video to make a call.

Delete calls list

You can delete all entries in one of the Call Lists or all entries in all Call Lists.

1. Open the **Call Lists** menu and scroll to Delete Calls.
2. Press **OK**. If required scroll to the list you want to delete or choose All Calls if you want to clear the entire Call Lists directory.
3. Press **OK**. Press **Yes** to confirm or **No** to cancel.
4. Press **BACK** to return to standby.

BT Services

Your BT Videophone 2000 menu gives you quick access to a range of useful services.

1571 answering service

You will be able to check for voicemail messages by pressing when your phone is in standby mode.

Helpdesk

If you need help using your BT Videophone, this option dials the Helpdesk number – 0800 028 3228. (Local call rates apply)

BT 118500

Dials 118500 for BT's directory enquiries service.

Withhold my number

Puts 141 before the next number you dial, so that your phone number is withheld.

Display my number

If your number is normally withheld, this puts 1470 before the next number you dial so that your phone number is displayed.

Using the BT Services Menu

1. Press **MENU**, scroll to and press **OK**.
2. Scroll if required to select from the following options:

   1571 – press **OK**. The BT answering service is dialled. Follow the voice prompts to play, repeat and delete your messages.

   Helpdesk – press **OK** to dial the helpdesk number.

   Directory enquiries – press **OK** to dial BT Directory Enquiries

   Withhold my number – press **OK** to add 141 to the next call you dial.

   Display my number – press **OK** to add 1471 to the next number you dial.
3. Press **BACK** to return to standby.

Web browser

You can use your BT Videophone 2000 to access the internet to browse websites.

Store addresses of up to four favourite websites. **www.bt.com** is pre-stored. If desired, you can overwrite this with a preferred address.

Add/edit a website address

1. Press **MENU**, scroll to Web Browser and press **OK.** The list of sites is displayed.
2. If required, scroll to the entry you want and press **EDIT**. If there is an existing address, press **DELETE** to delete. Move the cursor through the address by pressing .
3. Enter the new site address.
4. Press **OK** to add the address. Press **OK** again to open the website.
5. Press to return to standby.

Dial a website address

1. Press **MENU**, scroll to Web Browser and press **OK**. The **Favourites** list is displayed.
2. If required, scroll to the entry you want and press **OK**. The website is dialled.

Quick dial a favourite website

If you have stored a web address in the Favourites list, press Favourites. Scroll to the address you want. Press **OK**.

Entering a website address
For example, to enter. www.bt.com

Press 9 WXYZ to enter W.

Wait for the cursor to move right then and press 9 WXYZ again

Wait for the cursor to move right then and press 9 WXYZ again

To enter the dot, press *. The symbols map is displayed with the dot highlighted, press **OK**.

Press 2 ABC twice to enter b

Press 8 TUV once to enter t

To enter a dot, press * twice

To enter @ – press *, scroll across the symbols map to @ then press **OK**.

Press 2 ABC three times to enter c

Press 6 MNO three times to enter o

Press 6 MNO once to enter m

Navigate around a website page

Once the website is displayed:

Press to navigate around the page and highlight different sections.

Press to select the highlighted option.

Press to exit to the web browser menu.

Enter a new website address while browsing

1. Press . The screen highlights Enter Web address. Press **OK**.
2. Enter the address and press **OK** to go to the site.

Return to the previous web page

1. While browsing, press , scroll to **BACK** and press **OK**.
2. To go forward again, press , scroll to **FORWARD** and press **OK**.

Exit the web browser

1. While browsing, press , scroll to EXIT and press **OK**.
2. To return to standby press .

Open the Images & Sounds menu

1. From standby, press **MENU** and scroll to Images & Sounds.
2. Press **OK**. The menu is displayed.

Using images

1. Open the Images & Sounds menu and press **OK** to select Videophone Images.
2. Scroll through the list of images.
3. Press **OK** and select from:

   Set as Wallpaper – press **OK** to set the image as your screen background

   Sort – press **OK** and choose to order the images by Name or by Size

   Details – press **OK** to see details about the image.

Take a new photo

1. Open the **Images & Sounds** menu and press **OK** to select Videophone Images.
2. Scroll to New Photo and press **OK.**
3. Press **Options** to select from:

   Camera Timer – press **OK** to start a 10 second countdown before the picture is taken.

   Quality – press **OK** to adjust the image quality.

Note
Press to cancel any action and returns to standby.

Taken photos

1. Open the **Images & Sounds** menu. Press **OK** to select Images. Scroll to Taken Photos.
2. Press **OK**. Scroll through the photo gallery to the image you want.
3. Press **OPTION** to select from:

   Set as Wallpaper – press **OK** to set the image as your screen background.

   Delete – press **OK** then **Yes** to delete the image.

   Rename – press **OK** to rename the image.

   Assign to phonebook – press **OK**. Either enter the first letter of the name or press **OK** to open the list of entries. Scroll to the entry you want. Press **OK** to assign the image.

   Sort – press **OK** and choose to order the images by name or by size.

   Details – press **OK** to see the name, date and file size.
4. Press **Back** to return to the previous level.

Received images

1. Open the **Images & Sounds** menu. Press **OK** to select Images. Scroll to Received images.
2. Press **OK**. Scroll through the photo gallery to the image you want.
3. Press **OPTION** to select from:

Set as Wallpaper – press **OK** to set the image as your screen background.

Delete – press **OK** then **Yes** to delete the image.

Rename – press **OK** to rename the image.

Assign to Phonebook – press **OK**. Either enter the first letter of the name or press **OK** to open the list of entries. Scroll to the entry you want. Press **OK** to assign the image.

Sort – press **OK** to arrange the list of video clips by Name or by Size.

Details – press **OK** to see details of the video clip.

4. Press **Back** to return to the previous level.

Using stored sounds

1. Open the **Images & Sounds** menu. Scroll to Sounds and press **OK**.
2. Select from:

Videophone melodies – press **OK** to play stored melodies. Press **OPTIONS** to set the melody as a ringtone.

New audio – press **OK** to record a new audio clip.

Recorded audio – press **OK** to select a recorded audio clip as a ringtone.

Received melodies – press **OK** to select a received melody as a ringtone.

Create a Video clip

1. Open the **Images & Sounds** menu, scroll to Videos and press **OK**.
2. Press **OK** to select New Video.
3. Press **OK** to record a video clip. Press **Stop** to end recording. Recoding stops automatically after 20 seconds.
4. Press **Save** or **Delete**.
5. Press **Options** to select from:

   Play – press **OK** to play a clip.

   Delete – press **OK** then Yes to delete a selected clip.

   Rename – press **OK** to change the name of the clip.

   Sort – press **OK** to arrange the list of video clips by Name or by Size.

   Details – press **OK** to see details of the video clip.

7. Press to return to standby.

Record a sound clip

1. Open the **Images & Sounds** menu. scroll to Sounds and press **OK**.
2. Press **OK** to select Record new audio.
3. Press **Record** to begin and **Stop** to end. Maximum length 20 seconds. The audio clip is played back.
4. Press **BACK** to return to standby

Using recorded sound clips

1. Open the **Images & Sounds** menu, scroll to Sounds and press **OK**.
2. Scroll to Recorded audios and press **OK**
3. Scroll through the audio clips.

   When listening to an audio clip press **OPTIONS** to select from:

   Set as ringing – press **OK** to use the clip as the phone's ringtone.

   Delete – to delete the clip

   Rename – to set or change the name of the clip

   Assign to phonebook entry – press **OK** and enter the first letter of the entry you want. Press **OK**. Scroll to the exact phonebook entry and press **OK.** When you receive a call from than number, the sound will be played as the ringtone.

   Sort – press **OK** then choose by Name or by Size to list the clips.

   Details – press **Ok** to see the name, date and file size of the clip.

3. Press **BACK** to return to standby.

Using received video clips

Play clips copied from another source, e.g. SD/MMC card.

1. Press **MENU** and scroll to **Images & Sounds** and press **OK**.

Importing images, sounds and videos
Images from an SD/MMC card which are larger than a VGA size format, can still be downloaded onto your BT Videophone 2000 as a VGA version of the image will be displayed. These images can be used as wallpapers and assigned to phonebook entries in the same way as the images you take with your videophone's camera.

Compatibility
Your BT Videophone 2000 is compatible with:

.wav and .midi sound files

3gp video files

Any files on your SD/MMC cards that are not compatible with your BT Videophone 2000 – such as MP3 files - will not be displayed as options for downloading.

If you don't hear any sound when playing a ringtone, sound clip or video, adjust the volume level

2. Scroll to Videos and press **OK**.
3. Scroll to Received Videos and press **OK**.
4. Scroll to the clip you want
5. Press **Play** to view the clip.

Deleting an individual image or sound
When playing a specific image or sound, use the Options menu to delete that single image or sound.

Deleting all clips in an Images, Sounds or Videos folder

Use the **Images & Sounds** menu to delete multiple Images, Sounds & Melodies or Videos.

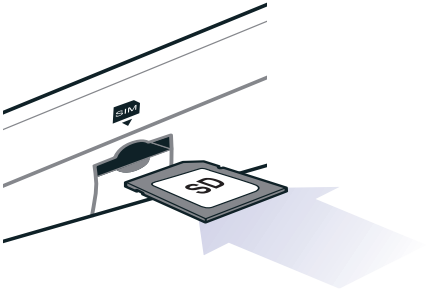
To delete an individual image, sound or video, use the options menu available when playing the individual file.

1. Press **MENU** and scroll to **Images & Sounds** and press **OK**.
2. Scroll to Delete and press **OK**.
3. If necessary scroll to the option you want – Images, Sounds or Videos, and press **OK**.
4. Select the delete option you want and press **OK.**
5. Press **OK** again to confirm or **NO** to cancel.
6. Press to return to standby.

Copying images, sounds, videos and ringtones

You can copy images, sounds, videos and ringtones to and from an SD/MMC card.

1. Insert the SD/MMC card into the tray on the right hand side of the videophone



2. Open the **Images & Sounds** menu.
3. Scroll to Copy and press **OK**.
4. Scroll if necessary to select. To SD/MMC or From SD/MMC and press **OK**.
5. Scroll to select the type of file you want to transfer and press **OK**. The available files are displayed.
6. Scroll through the list and press **Select** to tick each file you want copied. If you make a mistake and press **Delete**.
7. Press **COPY** to copy the list.

   If requested, enter the SD/MMC password.
8. Press to return to standby.

Some SD/MMC cards may require unlocking before you can use them.

Phone Settings

Open the phone settings menu

1. Press **MENU**, scroll to SETTINGS and press **OK**
2. Press **OK** to select Phone Settings.

Set ringer melody

This also lets you record your own ringer melody.

1. Open the **Phone Settings** menu.
2. Press **OK** to select Ringing.
3. Press **OK** to select Melody.
4. Press **OK** to set the melody for Voice calls or scroll to Video calls then press **OK**.
5. Scroll to select the option you want:

   to select one of your videophone's melodies

   Videophone's melodies – the first melody is played. Scroll to hear each melody. Press **Set** to select or **Back** to return to the previous level.

   to record your own ringer melody

   New audios – press **OK** then **Record** to start. Press **Stop** to end recording then **Save** to keep the recording or **Delete** then **Yes** to cancel. Press **Back** to return to standby.

to set your own recorded melody

Recorded audios – press **OK**. The first recorded melody is played. Scroll to hear any other recorded melodies. Press **Set** to select the ringer melody or **Back** to return to the previous level.

to select a received melody

Received melodies – if you have melodies, the first one is played. Scroll to hear each melody. Press **Set** to select or **Back** to return to the previous level.

Set ringer volume

1. Open the **Phone Settings** menu.
2. Press **OK** to select Ringing.
3. Scroll to Volume and press **OK**.
4. The current melody volume is played. Scroll to set the new volume and press **OK**.
5. Press **BACK** to return to standby.

Set audio volume

You can adjust the default handset or handsfree volume.

1. Open the **Phone Settings** menu.
2. Scroll to Audio Volume and press **OK**
3. Scroll to select Handset or Handsfree and press **OK**.

4. Press to set the volume and press **OK** to confirm.
5. Press **BACK** to return to standby.

Date and time

Set date and time

1. Open the **Phone Settings** menu.
2. Scroll to Date and time and press **OK**.
3. Press **OK** to select Set date and time.
4. Use the keypad to enter the date (DD/MM/YYYY) and press **OK**.
5. Enter the time (HH/MM) and press **OK**.

Set network time

This ensures the time on your BT Videophone 2000 is automatically updated by your network. You can switch this function off by selecting Disable (i.e. Off). The default setting is Enable (i.e. On).

1. Open the **Phone Settings** menu.
2. Scroll to Date and time and press **OK**.
3. Scroll to Network time and press **OK**.
4. Select Enable or Disable and press **OK**.

Manual network time update

1. Open the **Phone Settings** menu.
2. Scroll to Date and time and press **OK**.
3. Scroll to Network time and press **OK**.
4. Scroll to Update and press **OK**.

Set alarm

Use the alarm to remind you of up to 4 appointments or special events. The correct time and date must be set first.

1. Open the **Phone Settings** menu.
2. Scroll to Date and time and press **OK**.
3. Scroll to Alarm and press **OK**.
4. If required, scroll to one of the 4 entries.
5. Enter the date you want and press **OK**.
6. Enter the time you want and press **OK**.
7. Write in details of the appointment of event and press **OK**. This will be displayed when the alarm goes off.
8. The standby screen shows to indicate the alarm has been set.

Display settings

Personalise how your BT Videophone 2000 screen looks.

Wallpaper

1. Open the **Phone Settings** menu.
2. Scroll to Display and press **OK**.
3. Press **OK** to select Wallpaper and select from the following options:

   to choose a pre-set image

   Videophone's images – press **OK** then scroll through the images. Press **Set** to select the photo or **Back** to return to standby.

   to set your own picture using the camera

   New photo – press **OK.** Press **Capture** to take the picture or use Options to set a 10 second timer and select the quality of image. Press **Save** to keep the picture or **Delete** to cancel.

   to choose from photos you have taken

   Taken photos – press **OK** then scroll through the photos. Press **Set** to select the photo or **Back** to return to standby.

   to choose a received image

   Received images - press **OK** then scroll through the images. Press **Set** to select the photo or **Back** to return to standby.

Menu colour

1. Open the **Phone Settings** menu.
2. Scroll to Display and press **OK**.
3. Scroll to Menu Colour and press **OK**.
4. Scroll to see the different colours. Press **OK** to set colour.
5. Press **Back** to return to standby.

Screen saver

The screen can be set to switch off after a set length of time.

1. Open the **Phone Settings** menu.
2. Scroll to Display and press **OK.**
3. Scroll to Screen saver and press **OK**.
4. Press **Yes** to enable or screen saver. If the screen save is enables, the disable option will be displayed.
5. Enter standby time before the screen saver starts (Minutes/Seconds) and press **OK**.
6. Press **Back** to return to standby.

Please note
Press to cancel an action at any time.

Technical

View technical details

This can be used to provide useful information if you need to call the Helpdesk. It will include information about the hardware and software in use, your IP address, telephone number and MAC address.

1. Open the **Phone Settings** menu.
2. Scroll to Technical and press **OK**.
3. Details about your BT Videophone 2000 are displayed.
4. Press **Back** to return to standby.

Software upgrades

Automatic checks

Your BT Videophone 2000 will automatically check for software updates on a regular basis.

When checking for updates the display shows Checking for new updates. You do not need to do anything.

Please note
If your BT Videophone 2000 is disconnected from the power supply it will automatically check for new software upgrades when the power is connected again.

Check for software updates manually

1. Open the **Phone Settings** menu.
2. Scroll to Technical and press **OK**.
3. Scroll to Check for software updates and press **OK**.
4. Follow the on-screen prompts as necessary. During downloading, the screen displays the progress. When the download is finished, your BT Videophone 2000 is restarted.
5. When complete the display shows New software has been downloaded. Press **OK** to return to standby.
6. Press **Back** to return to standby.

For information about upgrades and instructions on new features, go to **www.bt.com/broadbandtalk/video**

If the download progress bar stops

If your BT Videophone 2000 experiences problems during the software update, the download progress bar will stop. To reset your phone, disconnect it from the mains

Cancel upgrade
While downloading any upgrade, if you need to use the phone urgently, press Cancel then Yes to confirm. The phone returns to standby.

power and the Ethernet cable (if connected) for a few seconds, then plug them in again. If there is a connection problem, this will be shown on-screen.

Reset

You can restore the original settings to:

- Phonebook
- Phone Settings
- System

Reset phonebook

This will delete all the entries in the phonebook.

1. Open the **Phone Settings** menu.
2. Scroll to Reset and press **OK**.
3. Press **OK** to select Phonebook.
4. Press **Yes** to confirm or **No** to cancel
5. Press **BACK** to return to standby.

Reset phone settings

This will change all of the personalised settings on the phone back to their default state.

1. Open the **Phone Settings** menu.
2. Scroll to Reset and press **OK**.
3. Scroll to Settings and press **OK**.
4. Press **Yes** to confirm or **No** to cancel

5. Press **BACK** to return to standby.

Reset phone

This will restore your BT Videophone 2000 to its original settings and you will need to re-connect and register your BT Broadband Talk connection again. Phonebook entries and all images and sound folders that you have saved are deleted. All settings are returned to their default state.

1. Open the **Phone Settings** menu.
2. Scroll to Reset and press **OK**.
3. Scroll to System and press **OK**.
4. Press **Yes** to confirm or **No** to cancel
5. Press **BACK** to return to standby.

Video settings

Open the Video settings menu

1. Press **MENU**, scroll to **Settings** and press **OK**
2. Scroll to Video Settings and press **OK**.

Video call view

This menu lets you set the standard image style for video calls.
The default setting is **Picture in Picture**.

1. Open the Video Settings menu and press **OK** to select Video Call View.

   Scroll to select

   Picture in Picture – see a small image of yourself in the bottom right corner

   Full screen remote – your caller in full screen

Side by side simple – you and your caller with basic information about your call displayed

Side by side technical – you and your caller, this time with more technical call information displayed.

2. Press **BACK** to return to standby.

Video monitor enable/disable

You can use your BT Videophone 2000 as a monitor camera. Ring it from another compatible videophone and see your camera's view.

To do this, you must first *"enable"* the video call monitor. To return to normal use, change the setting back to *"disable"*.

1. Open the Video Settings menu, scroll to Video monitor and press **OK.**

Changing the video layout during a call will only apply while the call lasts.

To change the video layout for all calls, you must select the Video call view as shown on this page when the phone is in standby.

2. Press **OK** to **enable** or **disable** the monitor then press **Yes** to confirm or **No** to cancel.
3. Press **BACK** to return to standby.

Video monitor – telephone number

To stop unauthorised people using your videophone as a monitor, you can enter up to three authorised telephone numbers. Only calls from these numbers will be accepted for the Video Monitor function.

1. Open the **Video Settings** menu, scroll to Video monitor and press **OK**.
2. Scroll to Telephone number and press **OK**.
3. Press **OK** to select Number 1 or scroll to Number 2 or Number 3 then press **OK**.
4. Press **BACK** to return to standby.

Refresh rate

This sets how fluid the picture is. The more fluid the picture the lower the image quality.

1. Open the Video settings menu, scroll to Refresh rate and press **OK**.
2. Press to adjust the setting then press **OK**
3. Press **BACK** to return to standby.

Local view

Lets you see your image as the other caller is seeing it.

1. Open the **Video Settings** menu, scroll to Local view and press **OK**.
2. Press **OK** to select Remote view or scroll to Camera then press **OK**.
3. Press **BACK** to return to standby.

Mirror image

If enabled, you see a mirror image of your movements on the screen.

1. Open the **Video Settings** menu, scroll to Mirror image and press **OK**.
2. Press **OK** to Enable or Disable then press **Yes** to confirm or **No** to cancel.
3. Press **BACK** to return to standby.

Camera – adjust brightness

1. Open the **Video Settings** menu, scroll to Camera and press **OK**.
2. Press **OK** to select Brightness.
3. Press to adjust the setting then press **OK**
4. Press **BACK** to return to standby.

You can also change video settings when the phone is in standby
As well as Brightness and Contrast, you can also set a split screen, the viewpoint of the camera and more. See Video Settings, page 58

Camera – adjust contrast

1. Open the **Video Settings** menu, scroll to Camera settings and press **OK**.
2. Scroll to Contrast and press **OK**.
3. Press to adjust the setting then press **OK**.
4. Press **BACK** to return to standby.

Open the network settings menu.

Press **MENU**, scroll to **Settings** and press **OK**

Scroll to Network Settings and press **OK**.

Connection profile

You can set the profile for wired or wireless connection.

1. Open the **Network Settings** menu and press **OK**.
2. Press **OK** to select Connection profile.

to set wireless

Scroll if necessary to Wireless and press **OK**.
Press **OK** to Enable. If already enabled a message is displayed.

to set wired

Scroll if necessary to Wired and press **OK**.
Press **OK** to Enable. If already enabled a message is displayed.

to set wired settings

Scroll if necessary to Wired and press **OK**.
Scroll to Settings then press **OK**.
Press **OK** to select Network Settings.
Press **OK** or scroll to Apply then press **OK** to restart your Ethernet interface.
The settings are displayed. Press **BACK** to return to standby.

Press Connection profile, then press **OK**.

Scroll to Wired and press **OK**. Enable is highlighted, press **OK**. The display shows Setting new connection. A recheck of the connections will occur, then return to the idle screen.

to enable/disable DHCP

Scroll if necessary to Wired and press **OK**.
Scroll to Settings then press **OK**. Network settings is highlighted, press **OK**.

Scroll to IP Address and press **OK**
Select Dynamic IP or Static IP and press **OK**.
Press **BACK** to return to standby.

to restart Ethernet interface

Scroll if necessary to Wired and press **OK**.
Scroll to Settings then press **OK**.
Scroll to Apply. Press **Yes** to restart or **No** to cancel.
Press **BACK** to return to standby.

Bandwidth profile

1. Open the Network Settings menu and press **OK**.
2. Scroll to Bandwidth profile and press **OK**.
3. Press **OK** to select High or scroll to Medium or Low then press **OK** to set the profile.

Service registration

1. Open the Network Settings menu and press **OK**.
2. Scroll to Service registration and press **OK**.
3. Display shows Checking BT Broadband Talk account details. Please Wait. Then returns to idle.

Phone does not work / No display
Check that the phone is connected to the mains correctly and that the power is switched on at the mains plug.

Speech breaks up during a video call or poor video.
Are there other people making voice calls on other phones connected to the Broadband Talk number? You may have too many people using the same broadband line. The number of calls you can make at the same time can vary depending on your Broadband bandwidth.

Unable to register to BT Broadband Talk.
If registration fails. Check that you have entered account details in correct format. The letters are case sensitive. To switch between Upper Case and Lower Case letters when entering the password, press .

If you continue to have problems, call the Helpdesk on: 0800 028 3228.

Lost your BT Broadband Talk phone number and password
Call the Helpdesk on: 0800 028 3228.

Can't make calls
Please ensure you have subscribed to BT Broadband Talk and set up the videophone to connect to the service.

Haven't got a spare Ethernet port on your router/hub?
You will either need to get an expansion socket, remove one of the other cables or buy a router/hub with more sockets.

Can't make video calls?
When dialling you have to press Video to start a call as a video call.

Broadband connection problems / Display tells me I have a network connection problem
Call the Helpdesk on 0800 028 3228

Can't connect the videophone to your BBT account.
Have you entered the correct phone number and password? Try going the registration process once more and enter them again

The software download progress bar has stopped
Reset your phone by disconnecting it from the mains power for a few seconds, then plug it in again. If there is a connection problem, this will be shown on-screen.

Ringer does not sound
Have you set the ringer volume to Off? To adjust the ringer volume, see Set ringer volume, page 49.

Making voice calls if the mains power fails

If the mains power fails, you will not be able to make video calls.

You can make voice calls by plugging the telephone line cord into the line socket on your BT Videophone 2000 and connecting the other end to the telephone line wall socket.

When the mains power comes back on, disconnect the telephone line cable from your phone and wall socket.

General sales enquiries
- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).

Billing enquiries

- Refer to the telephone number shown on your BT Broadband Talk telephone bill.

If you are still experiencing difficulties, please call the BT Videophone 2000 Helpdesk on 0800 028 3228.

Safety information

- Only use the power supply suitable for the BT Videophone 2000. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- The item code for the base mains power supply is 028695.
- Do not open your BT Videophone 2000. This could expose you to high voltages or other risks. Contact the Helpdesk on 0800 028 3228 for all repairs.

Cleaning

- Clean the BT Videophone 2000 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 product may become warm so we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

- When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

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

If you experience any problems, please call the Helpdesk on 0800 028 3228

Guarantee

Your BT Videophone 2000 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Videophone 2000 or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 66 or contact the Helpdesk on 0800 028 3228 for assistance. In the unlikely event of a defect occurring, please follow the Helpdesk's instructions for replacement or repair.

Outside of the 12 month guarantee period:

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

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords and power supply unit.

Please note
That we cannot take responsibility for goods damaged in transit. Please obtain and keep proof of posting from the Post Office.

Technical information

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

For your records

Date of purchase:

Place of purchase:

Serial number:

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

Declaration of Conformance

Hereby, LG-Nortel declares that this BT Videophone 2000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Videophone 2000 is published on the website: www.capstancommunications.com/bt

Visit us at www.bt.com

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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