



# *Freestyle 60*


**Cordless Telephone**

# User Guide


This equipment is not designed for making emergency telephone 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 telephone networks and private switchboards in the United Kingdom.

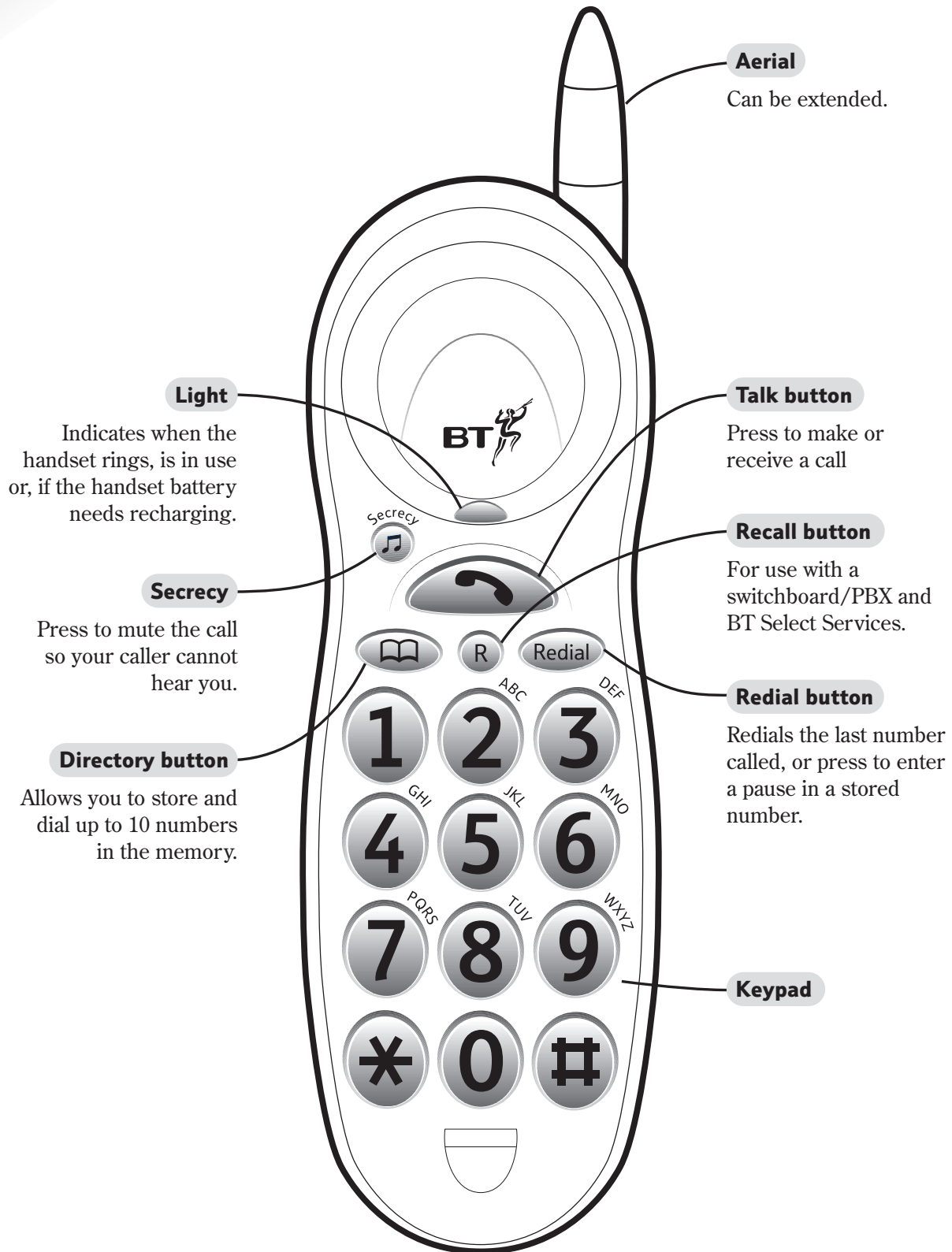
**Please open this page for an 'at a glance'  
guide to your Freestyle 60**



**Please open this page for a further  
'at a glance' guide to your Freestyle 60**

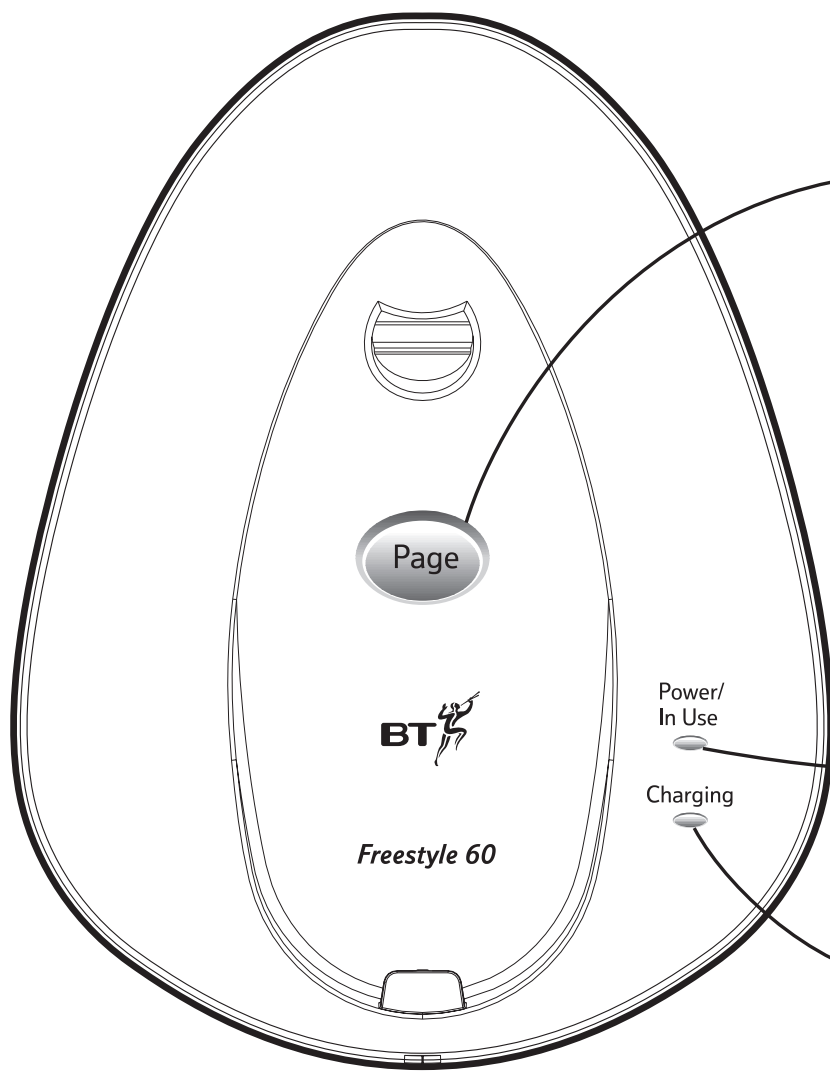
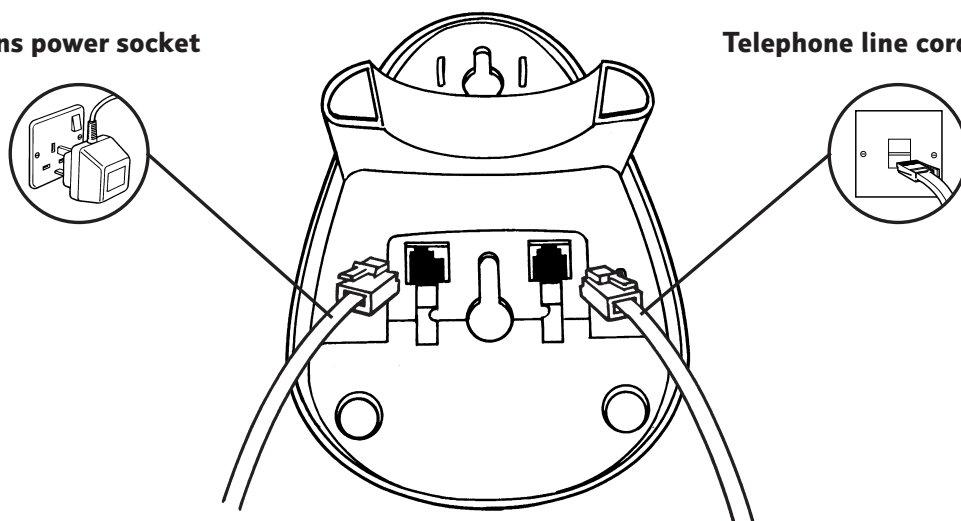


# At a glance



**Mains power socket**

**Telephone line cord socket**



**Page button**

Press to page the handset.

**Power/In use light**

Comes on when connected to the power supply and flashes when in use.

**Charging light**

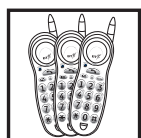
Comes on to indicate charging when the handset is on the base.

# Key features



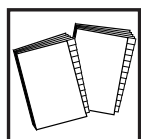
## Big buttons

Larger buttons designed for ease of use, especially for those with poor eyesight, a disability or the elderly.



## Add up to 3 additional handsets

Use up to 3 additional handsets with each base.



## 10 number directory

Allows you to store up to 10 of your most frequently used numbers in the memory so they can be easily dialled.



## Secrecy

You can mute a call and speak to someone else in the room without your caller hearing. You and your caller will hear music whilst on hold.

# *In this guide*

<b><i>At a glance</i></b>	<b>1</b>
<b><i>Key features</i></b>	<b>3</b>
<b><i>Introduction</i></b>	<b>5</b>
<b><i>Safety information</i></b>	<b>6</b>
<b><i>Setting up</i></b>	<b>7</b>
<b><i>Using your Freestyle 60</i></b>	<b>10</b>
<i>Making and receiving calls</i>	10
<i>Last number redial</i>	11
<i>Secrecy</i>	11
<i>Directory</i>	12
<i>Paging</i>	13
<i>Call Waiting</i>	14
<b><i>Using Freestyle 6</i></b>	
<b><i>Additional Handsets</i></b>	<b>16</b>
<i>Registering your handset</i>	16
<i>Transferring calls</i>	17
<b><i>General information</i></b>	<b>18</b>
<i>Guarantee</i>	18
<i>If you have to return your product</i>	18
<i>Technical information</i>	19
<i>Call security</i>	19
<i>Switchboard compatibility</i>	19
<i>Switchboard access codes</i>	19
<b><i>Help and advice</i></b>	<b>21</b>
<b><i>Wall mounting</i></b>	<b>24</b>
<b><i>Index</i></b>	<b>25</b>
<b><i>Wall mounting template</i></b>	<b>26</b>

# Introduction

Your Freestyle 60 is designed for ease of use and made to the high standards set by BT.

You can expect your Freestyle 60 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

## For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the base unit)

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

## Unpacking your Freestyle 60

Check that your Freestyle 60 is complete. If anything is missing, please contact your place of purchase immediately.

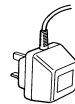
Freestyle 60 handset.



Freestyle 60 base unit.



Power supply unit.



Telephone line cord.



Wall mounting screws.



## HELPLINE

*If you have problems with your phone, call the Freestyle 60 Helpline on 0845 7697146.*

# *Safety information*

## **General**

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the power supply unit is 872264.

Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not dismantle the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for repairs.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

## **Cleaning**

Simply clean the handset and base station with a damp (not wet) cloth, or an antistatic 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 heat up when the batteries are being recharged. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

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

# Setting up

Follow these steps to set up your Freestyle 60 ready for use.

## Plan the location

Situate your Freestyle 60 close enough to the mains power socket and telephone socket so that the cables will reach.

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

Do not situate the product in the bathroom or other humid areas.

Your Freestyle 60 works by sending and receiving radio signals between the base unit and the handset.

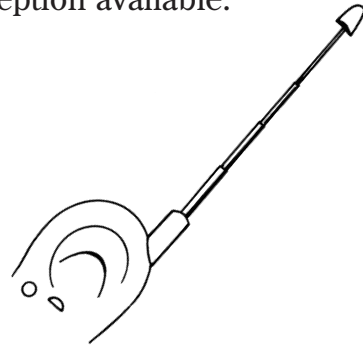
The strength of the signal depends on where you site the base unit and how the aerial is deployed.

The higher the base unit is located, the better. An upstairs room is ideal.

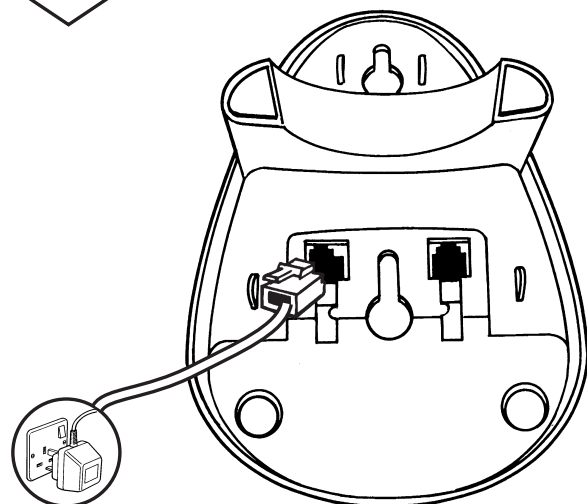
Your product can be wall mounted, for more information *see page 24*.

## 1 Handset aerial

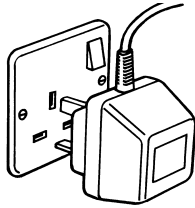
Your Freestyle 60 handset uses a compact aerial which we recommend you pull out to obtain the best signal and reception available.



## 2 Plug the power supply cord into the back of the base unit



**3 Connect the base unit power supply to a power socket**



The power supply unit must remain plugged in all the time.

**Note**

*Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.*

**4 Charge the handset**

When you first use your Freestyle 60, the rechargeable battery in the handset needs charging for 24 hours.

Place the handset on the base unit, ensuring the contacts are touching. The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

**Note**

*When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.*

*If the handset battery is running low, the light on the handset will flash every 10-15 seconds.*

*If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.*

*Place the handset on the base unit to recharge.*

*However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset.*

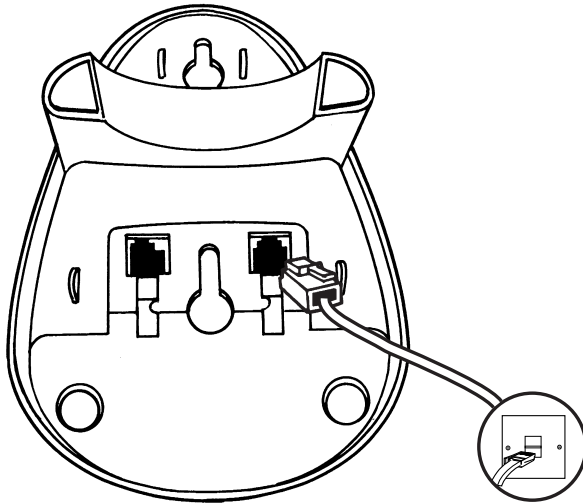
*Eventually they will need to be replaced. New batteries can be obtained from the BT shop or from the Helpline.*

*To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.*

**WARNING**

*Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.*

- 5 Plug the telephone line cord into the bottom of the base unit and plug the other end of the line cord into the telephone wall socket**



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*Your Freestyle 60 is now ready for use.*

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### Helpline

*If you have any difficulties setting up your Freestyle 60 please call the Helpline on 0845 7697146.*

# Using your Freestyle 60

## Making and receiving calls

### To make an external call

*Press the buttons in the order shown:*

Lift the handset off the base unit.



Press the **TALK** button.

Power/  
In Use



The **POWER/IN USE** light on the base unit begins to flash and the light on the handset comes on.

Listen for the dialling tone.

**123** Dial the number you want.

### To end a call



Press the **TALK** button.

*Or*

Replace the handset on the base unit.

### To receive a call

When the phone rings:

If your handset is on the base unit, simply pick it up to answer the call.

*Or*

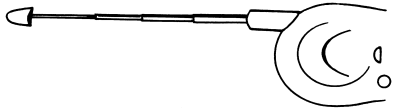


If your handset is off the base unit then the handset light will flash, press the **TALK** button to answer the call.

### Note

*The handset range is up to 250 metres from the base unit in ideal conditions. If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected. Your Freestyle 60 automatically scans the available radio channels and selects the best quality reception to use.*

**Note**



*Your Freestyle 60 handset uses a compact aerial which can be pulled out to obtain the best signal and reception available.*

**Note**

*An Inductive Coupler has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to **T** and adjust the position of the handset until you get the best reception.*

**Last number redial**

Your Freestyle 60 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

**To redial the last number called**



Press the **TALK** button and wait for the dialling tone.



Press the **REDIAL** button. The number is dialled automatically.

**Secrecy**

When on a call you can talk to someone in the same room, without your caller hearing.

**To switch Secrecy on and off**



During a call press *and release* the **SECURITY** button.

Your caller will be put on hold and both you and the caller will hear music until the **SECURITY** button is pressed again.

The handset light will flash.

You can now talk to someone in the room without your caller hearing you.

The handset will beep every minute until **SECURITY** is turned off.



Press *and release* the **SECURITY** button again to return to your caller.

## Directory

You can store ten of your most frequently used telephone numbers in the directory. Please note that the numbers can be no longer than 20 digits long.

### Note

*You can mix manual and memory dialling as required, for example, you can dial the area code **020 8304** from the directory and then complete the number manually.*

### To store a number in the directory



Press the **DIRECTORY** button.

**0-9**

Enter the location number between **0** and **9**, under which you want to store the number.

**123**

Enter the telephone number you want to store.



Press the **DIRECTORY** button to confirm.

You will hear a confirmation tone.

### Note

*Storing a number in the directory automatically overwrites any previous number stored under the same location code.*

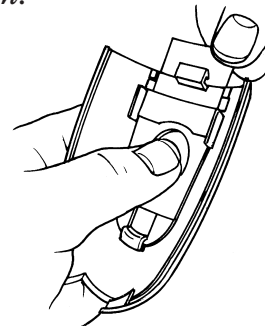
*Stored numbers can include switchboard and network services that use the **\*** and **#** buttons as well as **PAUSE** and **RECALL** functions.*

*To enter a pause in a directory number press the **REDIAL** button.*

### Note

*There is a directory label included on the reverse side of your handset. You can use this to keep a record of which location number you have used for each telephone number.*

*To remove the directory label from the battery cover lid, push up with thumb as shown.*



### To dial a number in the directory



Press the **TALK** button.



Press the **DIRECTORY** button.



Enter the location number between **0** and **9**, under which the number is stored.

The number is dialled automatically.

### To delete stored numbers

Any existing number stored in the directory can be overwritten by entering a new number under the same location. Simply follow the steps under the storing numbers sections previously shown.

### To adjust the base ringer volume

There are 3 levels to choose from, **HIGH**, **LOW** and **OFF**.  
1 = **HIGH**; 2 = **LOW** and 3 = **OFF**.  
The default setting is **HIGH**.



Press the **DIRECTORY** button.



Press the **#** button.

**1-2-3**

Enter the setting you want, **1-3**.



Press the **DIRECTORY** button to confirm the setting.

You will hear a confirmation tone.

You will also hear a sample ring of the base ringer at levels 1 and 2.

## Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

### To page the handset



Press the **PAGE** button on the base unit.

The handset will ring.



You can stop paging at any time by pressing the **PAGE** button on the base unit or any buttons on the handset.



Pressing the **TALK** button will not only stop the paging but also seize the line. Press the **TALK** button a second time to clear the line.



After approximately one minute your handset will return to standby.

#### Note

*You cannot page the handset while it is being used on a call. An incoming call will override a page call and the handset will ring as normal.*

*If additional handsets are registered to the Freestyle 60 base unit then all handsets will ring when paged.*

## Call Waiting

#### Note

*To use Call Waiting you will need to subscribe to the Service from your network provider. A quarterly fee is payable.*

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

## To use Call Waiting

R

You can answer the second call, without disconnecting your first caller, by pressing the **R** button. The first caller will be put on hold.

R

When you have spoken to the second caller you can return to the first caller by pressing the **R** button again. You can switch back and forth between the 2 calls without disconnecting either if you wish.



If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.



The handset will then ring. Press the **TALK** button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

# Using Freestyle 6 Additional Handsets

You can buy and use up to 3 Freestyle 6 additional handsets (or Quartet 1000 additional handsets) with your Freestyle 60 to extend your phone system, without needing to install extension sockets for each new phone. Please note that Quartet 1000 handsets are compatible with your Freestyle 60 but the Quartet 1000 has more advanced features. For more information on Quartet 1000 additional handsets please refer to the Quartet 1000 user guide.

Each additional handset is supplied with its own charger and user instructions, but the following information will tell you how to register and use an additional handset with your Freestyle 60.

## Note

*You must charge your additional handset for 24 hours before registering it.*

## Registering your handset

You must register your Freestyle 6 additional handset before it can be used with your Freestyle base unit.

## Note

*Once your Freestyle 6 handset has been registered to your base unit it cannot be re-registered to another base unit.*

## To register an additional handset

Place the handset you wish to register on the base unit and then remove it.

Press *and hold* the base unit **PAGE** button for 5 seconds until both the POWER/IN USE light on the base unit and the light on the handset begin to flash.

Release the **PAGE** button and press the **TALK** button on the handset.



Your additional handset is registered automatically and you will hear a long confirmation beep and the light will stop flashing.



Press the **DIRECTORY** button. You will hear a beep confirming that the new number has been stored.

#### Note

*Check that your additional handset is registered correctly by pressing the **TALK** button and listening for a dial tone. If you do not hear a dial tone your additional handset is either out of range of the base unit or it has not been registered properly, or the base unit line cord is not plugged in.*

#### Note

*Make a note of the handset number by writing it on the directory label on the additional handset's charger.*

## Transferring calls

You can transfer calls between handsets that are registered to the base unit.

### To set the handset number

Each additional handset must be assigned an identity number (2, 3 or 4). Your Quartet 1100 handset is already registered as HANDSET 1. A Quartet additional handset is pre-set as HANDSET 2. However, further additional handsets can be numbered as they are added.



Press the **DIRECTORY** button.

Press the **SECRECY** button.

**2-4**

Enter the handset number between **(2 and 4)**.

### To transfer a call



During your call press the **SECRECY** button and then the handset number that you want to transfer the call to.

The called handset will ring.

If the call is not answered within 30 seconds the calling handset will ring.



Press the **TALK** button to speak to the caller.

If after a further 30 seconds the call is not taken the caller will be disconnected.

# General information

## Guarantee

Your Freestyle 60 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 Freestyle 60 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 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 21 or contact the Helpline on **0845 769 7146** for assistance. In the unlikely event of a defect occurring, please follow the Helpline'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. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

## If you have to return your product

Prior to returning your product, please read the Help section on page 21, or contact the Helpline on **0845 769 7146** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

## Technical information

How many telephones can you 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 Freestyle 60 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.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 872276.

## Call security

Your Freestyle 60 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

## Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

## Switchboard access codes

### To set the dialling mode



Press the **DIRECTORY** button.



Press the **\*** button. You will hear a tone.



Press **1** for Tone dialling.

*Or*



Press **2** for Pulse dialling.



Press the **DIRECTORY** button.

You will hear a confirmation tone.

### To insert a pause in the memory

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

Redial

If so, press the **REDIAL** button to insert a pause before entering the telephone number.

### To use the recall facility

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

R

# Help and advice

If you have any problems using your Freestyle 60, this section will give you the most common, easy to follow solutions.

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> <li>• <b>No dialling tone.</b></li> </ul>	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
	<ul style="list-style-type: none"> <li>• <b>Telephone will not dial out.</b></li> </ul>	<p>Mains disconnected.</p> <p>Power cut.</p> <p>Handset battery pack is discharged.</p>
<ul style="list-style-type: none"> <li>• <b>Telephone cannot receive calls.</b></li> </ul>		<p>Place the handset on the base unit and recharge it for 24 hours ensuring the <b>CHARGING</b> light is on.</p> <p>Handset not registered, Register the handset, see page XX.</p>
	<ul style="list-style-type: none"> <li>• <b>You have dialling tone but the telephone will not dial out.</b></li> </ul>	<p>You may be trying to use tone dialling on a pulse dialling exchange.</p> <p>You are connected to a PBX and are not dialling the access code.</p>

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> <li>• <b>Base unit does not ring but lights show on base unit.</b></li> </ul>	Telephone is not connected to the telephone line.	Plug the telephone into the telephone socket.
	The base ringer is set to off.	Set the base ringer setting to a higher volume.
	Line fault or faulty socket.	Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.
<ul style="list-style-type: none"> <li>• <b>Callers are faint.</b></li> <li>• <b>Interference.</b></li> <li>• <b>Buzzing.</b></li> <li>• <b>Tinniness.</b></li> </ul>	You are moving out of range.	Move closer to the base unit.
	The base unit or the handset are too close to electrical equipment or metal obstructions.	Relocate the base unit or move around with the handset until reception improves.
<ul style="list-style-type: none"> <li>• <b>No Quickdial store.</b></li> </ul>	You may have pressed the <b>TALK</b> button first before storing the number.	Don't press the <b>TALK</b> button when storing numbers.
<ul style="list-style-type: none"> <li>• <b>Call appears to have been cut off after pressing the <b>SECRECY</b> button.</b></li> </ul>	You may have pressed a number key on the handset after pressing the <b>SECRECY</b> button. The current handset will try to transfer the call to another handset.	Wait 30 seconds; the call will return to the current handset. Or press the <b>TALK</b> button and the call will return immediately.
<ul style="list-style-type: none"> <li>• <b>Light on the handset is flashing.</b></li> </ul>	The handset needs recharging or there is an incoming call.	Replace the handset on the base unit, ensuring that the base unit is plugged in and that the <b>CHARGING</b> light is on.
<ul style="list-style-type: none"> <li>• <b>No <b>CHARGING</b> light on the base unit.</b></li> </ul>	Dirty contacts on base unit or handset.	Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.

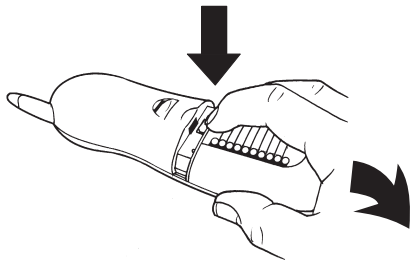
*If you are still experiencing difficulties please call the Helpline on 0845 769 7146.*

## Batteries

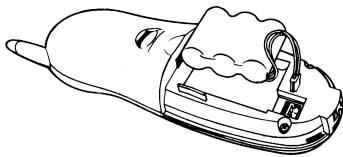
Although the battery pack is rechargeable it will eventually need to be replaced, see below for details on how to replace the battery pack.

### To replace the battery pack

Remove the battery cover by pressing down on top of the lid and slide the cover off.



Unplug the connector and remove the old battery pack.

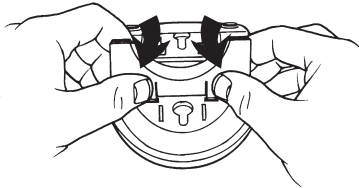


Plug the new battery pack connector in and lower the battery pack into recess then replace lid.

# Wall mounting

Your Freestyle 60 can be wall-mounted by removing the desk bracket.

To remove, just squeeze the bracket in with thumbs and lift off as shown.



Please refer to page 25, wall-mounting template.

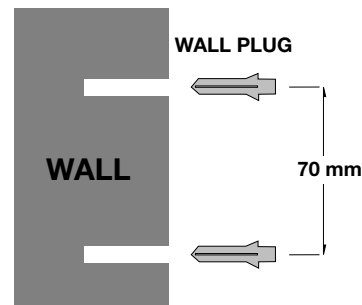
## Note

*Before you wall-mount your Freestyle 60, check that:*

- *the wall can support the weight of the base unit and handset;*
- *the position you choose leaves enough space so that the base unit is clear of any obstruction on the wall, such as a shelf or cupboard. Room should be left so that the handset can be placed on charge without touching any obstructions.*

For the best operating conditions, try to place the base unit away from large metal objects and other electrical appliances.

- 1 Drill 2 holes for the screws and insert the wall-plugs provided (if required).



- 2 Drive the screws into the wall, leaving about 4mm free on which to mount the bracket and base unit.
- 3 Make sure that the power supply and the telephone cables are connected to the base unit, then fit the cables into the channels on the bottom of the base unit.
- 4 Attach the base unit by hooking it over the screws protruding from the wall.

## Handset hook

Keeps the handset in place when the Freestyle 60 is wall mounted.

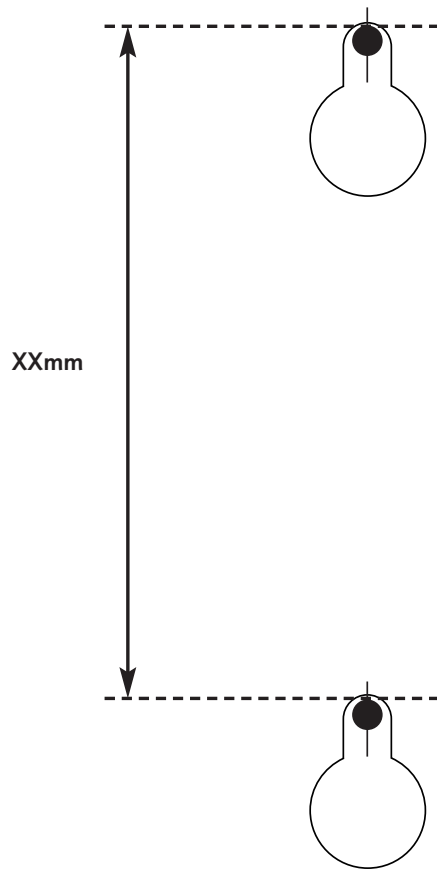
Revolve the handset catch on the top of the base unit. The handset will now be able to rest on the hook when wall-mounted.



# Index

<b>A</b>			
Additional handsets	16	Help	21
Aerial	10	Helpline	5
At a glance	1	<b>I</b> nductive Coupler	11
<b>B</b> ase ringer	14	<b>L</b> ocation of product	7
Batteries		<b>M</b> ake a call	10
charging	8	<b>P</b> aging	14
low warning	8	Pause	20
<b>C</b> all security	19	Phone socket	2, 9
Calls		Power supply unit	2, 7
end	10	<b>R</b> ecall	20
external	10	Receive a call	10
make	10	Redial	11
receive	10	Registering a handset	16
redial	11	Returning product	18
Call Waiting	15	Ringer	
Charge handset	8	base	13
<b>D</b> irectory	11	<b>S</b> afety information	6
deleting	12	Security coding	19
dial	12	Setting up	7
label	12	Switchboard use	19
store	11	<b>T</b> echnical information	19
Dialling mode	19	Telephone line cord	2, 9
<b>G</b> uarantee information	18	<b>U</b> npacking	5
<b>H</b> andset		<b>V</b> olume	
aerial	10	base ringer	14
charging	8	<b>W</b> all mounting	24
register	16	Wall mounting template	26

# *Wall mounting template*



### **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.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this Freestyle 60 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Freestyle 60 is published on the web site  
<http://www.suncorptech.com/bt>



## 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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