



# *Response 5 answering machine*

*User guide*



# At a glance

## MEMO/FF

Press to record a memo message for someone. Also fast forwards the tape during message playback.

## SAVE/STOP

Stops certain functions and saves messages after playback.

## Outgoing message

Use to record and check your outgoing message.

## ANSWER ON/OFF

Switches the answering facility on and off.

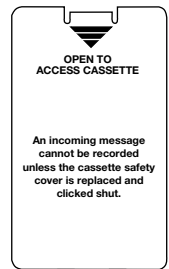
## Microphone

For recording an outgoing message or memo.

Cover

## Recording MC30 cassette

15 minutes per side, fits under the cassette safety cover.

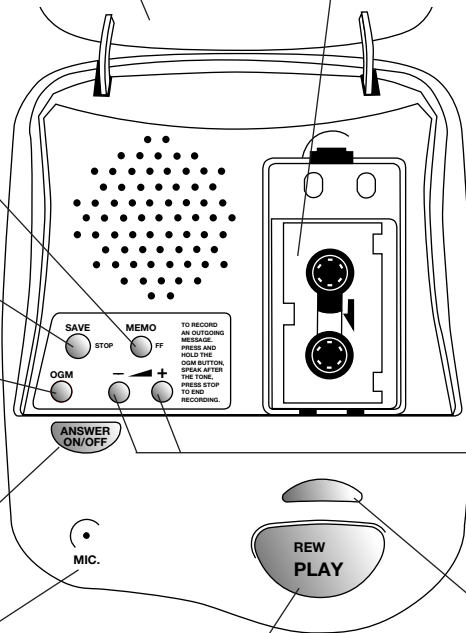


## Volume

Adjusts the volume for message playback.

## LED display

Lets you know whether the answering facility is on or off, and when messages have been left.



## Play/Rewind

Press to play back messages and memos. Also rewinds during playback of messages.

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## **Hints and tips boxes**

*In this user guide, we've included helpful tips and useful notes. They are shown in a grey box.*

# *Introduction*

*Your Response 5 answering machine is designed for ease of use and made to the high standards set by BT*

We thank you for making the right choice and expect that your Response 5 will give you 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)

**Purchase price:**

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

**Check that your Response 5 is complete.**

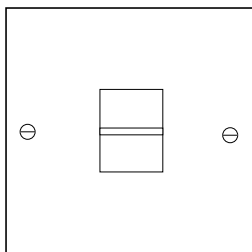
When you unpack you should have:

- Response 5 with telephone line cord attached.
- 13 amp mains power adaptor plug with power cord attached.
- 30-minute MC30 cassette (15 minutes per side) already fitted.
- Screws and wall plugs for wall mounting.

# *Setting up* *Follow these steps to get your Response 5 ready for use*

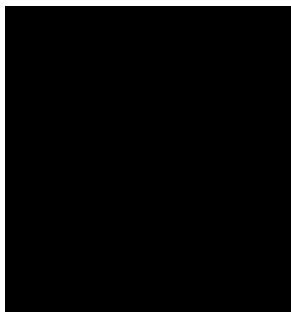
## *2 Fit the MC30 cassette*

### *1 Check your telephone wall socket*

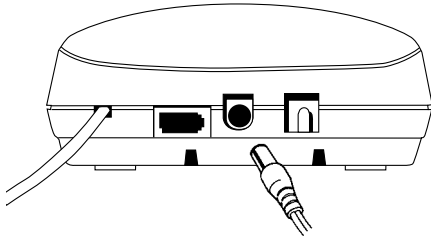


If you do not have a modern-style socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

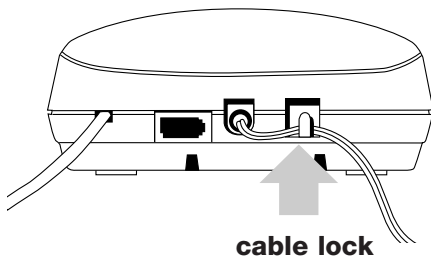
- Lift the main cover to reveal the control buttons and the cassette safety cover.
- Open the cassette safety cover.
- Check that the **A** side of the MC30 cassette is facing upwards.



### *3 Plug the mains power cord into back of the machine*



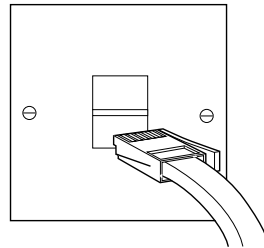
To prevent the power cord being pulled out accidentally, route it behind the cable lock on the back of your Response 5.



### *4 Plug the adaptor into a convenient mains power socket*

Switch the power on: your Response 5 automatically rewinds the tape and the red **LED** comes on.

### *5 Plug your Response 5 into the telephone wall socket*



*6 You can now plug your telephone into your Response 5.*

## *7 Wall mounting your Response 5*

Use the template on page 22 to drill holes in the wall. Leave a small gap between the screw heads and the wall.

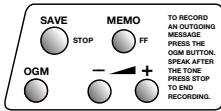
Place your Response 5 over the screw heads **(1)** and slide down **(2)**.

You can make and receive calls as normal on the attached phone.

Your Response 5 is now ready to use.

# Using your Response 5

## Answering machine controls

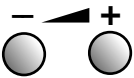


The buttons used to set your Response 5 are located beneath its cover. You will need to lift the cover to access these buttons.

*To ensure clear playback of messages and memos, always make sure that the volume is set to an audible level.*

## Setting the playback volume

You can adjust the playback volume as follows.



- Lift the cover.
- Press + button to increase the volume and - button to decrease the volume. You hear beeps which get louder as the volume is increased or quieter when the volume is decreased.

*You can adjust the volume during message playback.*

When recording your outgoing message, set the volume so that you can hear the beep that tells you when to begin speaking.

*The volume of your outgoing message is not affected by the volume setting for playback.*

## Switching the answering machine on and off

### To switch on



- Press and release the **ANSWER ON/OFF** button, your Response 5 will beep and the red LED will come on.

### To switch off



- Press and release the **ANSWER ON/OFF** button. Your Response 5 will beep before resetting the tape. The red **LED** goes out and then your Response 5 is switched off.

*Turning your Response 5 off does not delete messages. They will be saved for playback at a later time.*

## Outgoing message

The outgoing message is the message a caller hears when your Response 5 answers a call. It is supplied with the following pre-recorded outgoing message: *'Hello. Your call cannot be taken at the moment, so please leave your message after the tone'*. This message can be kept as your outgoing message, or if you prefer,

you can replace it by recording your own message.

### Please note

*Once you have recorded over the pre-recorded message it is permanently erased and you will not be able to return to it.*

### To record your own outgoing message

OGM



- Press and hold down the **OGM** button for about 10 seconds, until you hear a long beep.
- Then release the **OGM** button.

*Your outgoing message can be up to 30 seconds long.*

- Record your message – from 5 to 30 seconds long. Speak clearly, about 15-30cm from the microphone.
- Press the **SAVE/STOP** button to end recording. Your Response 5 will automatically rewind and play the message back to you.

### Please note

*Remember to end the recording by pressing the **SAVE/STOP** button.*

The machine is now ON and ready to take messages.

*Your Response 5 outgoing message may sound something like this: 'Hello, I am sorry I can't take your call at the moment, but if you leave your name and telephone number I'll call you back as soon as I can'.*

*If your outgoing message sounds too quiet, re-record the message speaking clearly, a little closer to the machine. Make sure the volume is set to an audible level.*

### To check your outgoing message

OGM



- Press and release the **OGM** button.

Your outgoing message will be played back to you.

### To change your outgoing message

You can change your outgoing message at any time by repeating the previous procedure.

## Receiving messages

Your Response 5 will automatically record incoming calls once it is connected to your telephone socket and switched to **answer on**.

When you get an incoming call, your Response 5 will answer the call after four rings. It will then play your outgoing message and record any incoming messages. Playback of your outgoing message must start within 3 seconds of a call being answered.

When a message has been recorded the red **LED** will flash.

*Callers can leave messages up to 1 minute long.*

### Response 5 will terminate a call under certain conditions

- *If a caller pauses for more than 6 seconds when leaving messages.*
- *If the end of the tape is reached during recording.*
- *If the length of the incoming message is longer than one minute.*

## To play back your messages

When the red **LED** is flashing:



- Press and release the **PLAY** button. Your messages are played back in the order they were received.

When you have played back all your messages, your Response 5 will pause for 8 seconds: during this time you can save your messages (see *To save messages* page 11).

### Please note

*Any new messages will be recorded over existing messages unless you save them.*

## To stop playback

While your messages are being played back:



- Lift the main cover.
- Press the **SAVE/STOP** button. Playback stops.

## To fast forward during playback

While your messages are being played back:



- Lift the main cover.
- Press and hold down the **MEMO/FF** button. The tape will fast forward through your messages.
- Release the **MEMO/FF** button to continue playback.
- If you hear two beeps, you have reached the end of the recorded messages. Release the **MEMO/FF** button and the tape rewinds to the start of the messages.

## To rewind during playback

While your messages are being played back:



- Press and hold down the **PLAY** button. The tape will rewind through your messages.
- Release the **PLAY** button to continue play back.
- If you hear two beeps you have reached the start of the recorded messages. Release the **PLAY** button and playback automatically begins.

### To save messages

At the end of playing back your messages:



- Wait until you hear the two beeps to indicate the last message has been played back.
- Press and release the **SAVE/STOP** button within 8 seconds. You hear a single, long beep.
- Your Response 5 will then reset the tape and the red **LED** flashes. New messages will be recorded at the end of the saved messages.

*or*

If your Response 5 has already rewound the tape back to the start:

- Press and hold down the **SAVE/STOP** button until you hear a beep. The machine will then reset the tape and the red **LED** flashes. New messages will be recorded at the end of the saved messages.

### To delete messages

Once messages have been played back, your Response 5 automatically resets to the beginning of the MC30 cassette. If your messages have not been saved they will be automatically recorded over when new messages are received.

## Recording a memo

You can use your Response 5 to record a memo to be played back later. Your Response 5 stores a memo and treats it in the same way as an incoming message.

### To record a memo

Make sure that your Response 5 is switched to **ANSWER ON**.



- Press and release the **MEMO/FF** button and wait for the tape to reset.
- When you hear a single beep, start recording your memo.

*You can record a memo of up to 1 minute long.*

- Press the **SAVE/STOP** button to end the recording.

*To save a memo after playback, follow the previous instructions 'To save messages'.*

## Call screening

Your Response 5 can answer an incoming call for you, allowing you to identify the caller and decide whether to take the call in person.

- Switch your Response 5 to **ANSWER ON**.
- Make sure the volume is set to an audible level.
- When the phone rings, let your machine answer the call and wait until the caller begins to leave their message.
- If you want to talk to the caller in person, pick up your attached phone's handset and speak. The Response 5 will automatically stop recording and reset to answer new calls.
- If you do not want to speak to the caller, allow your Response 5 to continue to take the call as a normal incoming message.

*If, when you lift the telephone handset, your Response 5 does not stop recording, either replace the handset and lift again, or press the **SAVE/STOP** button.*

# *Additional features*

## *Remote access*

You can switch on your Response 5 or play back messages and memos from another phone using a *Touchtone™* telephone keypad.

To access your Response 5 you will have to first enter a security code.

### **Security code**

*Your Response 5's security code is factory set and cannot be changed. Your code is printed on the cassette safety cover.*

## **To switch on your Response 5 from another phone**

This is useful if you forget to turn on your answering machine before going out.

- Dial your phone number.
- Wait for 20 rings.
- Your Response 5 will sound 2 beeps followed by your outgoing message.
- Hang up. Your Response 5 is now switched on and will answer incoming calls.

### **To access your Response 5 to play back messages**

- Ring your Response 5 as normal. You will hear your outgoing message, melody and beep.
- Enter your security code, holding it down for 3 seconds.

#### *If there are no messages*

- You will hear four quick beeps, enabling you to hang up without incurring extra call charges.

#### *If you have messages*

- You will hear two rings followed by a melody while the tape is rewinding.
- Your messages are played back.

*During playback, your Response 5 will pause after about 3 minutes. You will hear 2 short beeps. If you wish to continue playing your messages, enter your security code WITHIN 5 SECONDS of hearing the beeps, holding it down for 3 seconds. If you do not, your Response 5 will hang up and rewind to the beginning of the messages. Remember, your code must be held down for 3 seconds. The beeps indicate a pause and will be repeated every 3 minutes throughout the call until the end of the messages.*

#### *To save messages*

- At the end of playback, you hear two quick beeps.
- Enter your security code, holding it down for 3 seconds. You will hear two short beeps.
- Hang up. Your messages are saved and any new messages will be recorded after them.

#### *To replay your messages*

- At the end of playback, you hear two quick beeps.
- Enter your security code, holding it down for 3 seconds. You will hear two short beeps.
- Enter your security code again, holding it down for 3 seconds. Your machine plays a melody while rewinding. Your messages are then replayed.

At the end of playback, you can repeat these steps. If you hang up, your Response 5 will reset to record messages.

## **To record a new outgoing message from another phone**

*A new outgoing message can be recorded remotely at any time. However, as with recording a new outgoing message locally, any stored messages will be deleted. Playback any stored messages before recording a new outgoing message, as subsequent retrieval will not be possible.*

- Ring your Response 5 as normal. You hear your current outgoing message followed by a melody and then a beep.
- Enter your security code, holding the button down for 3 seconds. You hear 4 beeps.
- Enter your security code again, holding the button down for 3 seconds. You hear 2 beeps and a melody while your Response 5 sets the tape ready for recording.
- When you hear a single beep, record your new outgoing message.
- When you have finished, wait for 2 seconds then enter your security code, holding the button down for 3 seconds.
- You hear a beep and a melody and then your new outgoing message is played back to you.
- Hang up. The new outgoing message is now set.

Your Response 5 is now ready to take new incoming messages.

## **If the tape becomes full**

You will hear four beeps after your outgoing message. You can reset the tape to start recording from the beginning.

When you have heard your outgoing message and the four beeps:

- Using a *Touchtone*<sup>™</sup> telephone keypad, enter your security code, holding it down for 3 seconds, to play back your messages.
- After listening, hang up. Your Response 5 will reset to record from the beginning of the tape. Any existing messages will be recorded over.

# *Help*

*If you have any problems using your Response 5, this section gives you the most common, easy-to-follow solutions*

## **No dialling tone on telephone**

Check that your telephone is correctly connected to the socket on the back of your Response 5 and that your Response 5 is connected to the BT wall socket.

## **LED does not light up**

Check that your Response 5 is correctly connected to the mains power socket and that the power is switched on. Check that the power cable is inserted into the socket on the back of the machine.

## **Outgoing message does not record**

Speak clearly, close enough (15-30 cm) to the microphone when recording your message.

Make sure the MC30 cassette is inserted properly.

Check that the volume is not set to minimum.

## **Messages indicated, but none recorded**

This may happen if your caller hangs up after your machine starts recording.

### **Your Response 5 will terminate a call under certain conditions**

- *If a caller pauses for more than 6 seconds when leaving messages.*
- *If the end of the tape is reached during recording.*
- *If the length of the incoming message is longer than one minute.*

## **The messages are distorted or poor quality**

The early part of the tape may experience heavy wear and dirt may accumulate on the tape heads. Always make sure the cassette area is free of dirt and dust.

Every three months it is a good idea to turn the tape over. You will have to re-record your outgoing message.

**Cannot record messages or memos**

Check the MC30 cassette is not full. Turn over the MC30 cassette to side B (remember to record a new outgoing message on side B).

Make sure that the MC30 cassette is inserted correctly.

Check that an outgoing message is present, if not re-record.

Make sure that the cassette safety cover is replaced and clicked shut.

Check that the machine is switched on.

**Cannot remove MC30 cassette**

The tape head may still be engaged. Switch the mains power off and on until the tape head clears from the tape.

**The MC30 cassette is noisy during fast forward or rewind**

This is usually a sign that the tape is wearing out and needs replacing. Turn the tape over. If it is still noisy, replace the tape.

**Replacing the MC30 cassette**

The Response 5 is designed to take MC30 cassettes.

Open the cassette safety cover and insert the new MC30 cassette. (See page 4 *Fit the MC30 cassette.*)

**Cannot remotely access your Response 5**

Are you using the correct security code? Your Response 5's security code is printed on the cassette safety cover.

Are you using a telephone with a *Touchtone*<sup>™</sup> keypad?

Does the telephone you are using send a tone for at least 3 seconds when keypad buttons are pressed? (Certain telephones, for example cordless phones or payphones, may not send a tone of this length and therefore may not be compatible.)

**Machine will not answer**

Check the LED display is on continuously.

**Customer helpline**

*If you still have problems with your machine, call the Response 5 Helpline Service, Lo-Call 0845 769 7146.*

# Maintenance

## General

- Clean the unit with a soft cloth.
- **Do not** clean with a wet cloth.
- **Do not** clean with abrasive materials or solvents as these may damage the unit.
- **Do not** spray aerosol cleaners onto your Response 5.
- **Do not** place your Response 5 on untreated antique furniture.
- Avoid areas of high humidity.
- Keep out of direct sunlight.

## Extended periods of non-use

We recommend that you disconnect the machine from both mains supply and telephone line.

## Service

### Within the guarantee period

If you experience a problem with your Response 5, you should contact the BT Helpline on **Lo-call 0845 769 7146** (calls charged at local BT rate). If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

### *If you have to return your Response 5:*

- Disconnect the telephone.
- Pack the complete unit securely, preferably in the original packaging. (*No responsibility can be taken for goods damaged in transit.*)

### Outside the guarantee period

If your Response 5 is more than 12 months old, you will need to telephone one of the following numbers between 9:00am and 4:30pm, Monday to Friday, **01325 304346** or **01672 564444** to arrange for it to be repaired. This is a chargeable service.

# *Technical information*

## **Official approval**

The Response 5 is tested and approved for connection to the UK telecommunications network, provided that it is used in accordance with the guidelines in this booklet.

### *You may connect it to*

- direct exchange lines;
- extensions with new plug and socket; arrangements provided with these direct exchange lines;
- compatible PBXs.

### *You may not connect it*

- to shared service (party) lines;
- as an extension to a payphone.

**This product is designed for UK use only. Using it overseas may violate local laws.**

## **Ringer Equivalence Number (REN)**

If you connect too many telephones or other devices to your telephone line, they may not ring correctly. To work out how many telephones and devices can be connected to your line, add together all the RENs of all the apparatus you wish to connect. If this total exceeds 4, they may not ring or operate correctly.

The REN of your Response 5 and the majority of telephones in the UK (unless otherwise marked) is 1.

## **If you are connecting your Response 5 to a PBX**

Your Response 5 is only approved for use with compatible PBXs. For a list of suitable PBXs, telephone BT on **Freefone 0800 800 154**. If you do not have a compatible PBX, the Response 5 cannot be guaranteed to operate correctly under every possible condition of connection.

## **Safety advice**

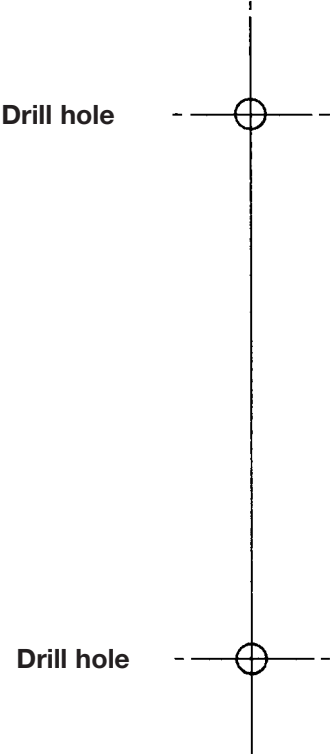
- Don't install the Response 5 near a sink, bath or shower. Electrical appliances can cause serious injury if used when you are wet or standing in water.
- Don't install the Response 5 where the various leads can be tripped over or walked on. This may cause injury or damage to the leads and your Response 5.

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*Wall-mounting template*





*Offices in Europe, North America,  
Japan and Asia Pacific.*

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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Voltage Directive)

**APPROVED** for connection to  
telecommunication systems specified  
in the instructions for use subject to  
the conditions set out in them

**504092**