



Quick Set-up and User Guide



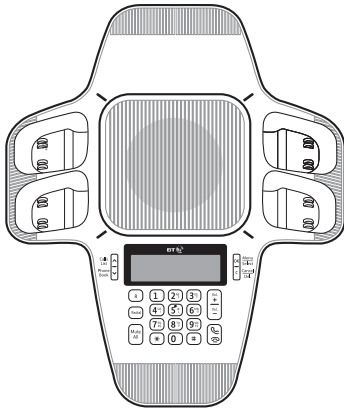
BT Conferencing Unit X500

Professional conferencing unit with wireless microphones

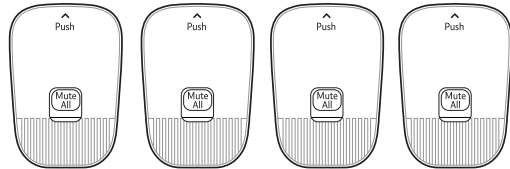
Important – please read first

- Only use the telephone line cord, power supply cables and rechargeable batteries supplied with your conferencing unit.
- Make sure the power supply is connected to a known working socket.
- Make sure you insert the four batteries and charge the wireless microphone batteries for eight hours before using them.
- To make sure you get the best range and reception from your conferencing unit, avoid interference by placing the base unit away from large metal objects such as metal cabinets, microwave ovens or electronic products such as computers and TVs.
- If you're using this product on a PSTN line you need to change the setting to PBX mode = Off, see page 33.

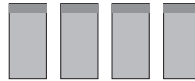
Check box contents



Base unit



4 x wireless mic units



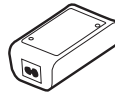
4 x 3.7V 240mAh
Li-ion Polymer batteries



Phone line cord



6 metre
connector cable



Connection box



Mains power adaptor
(item code 075566)

! Important

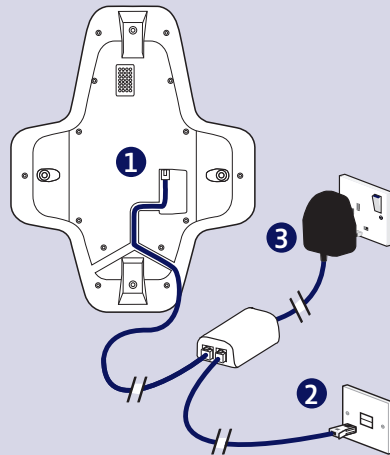
Only use the mains power adaptor, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your conferencing unit if you use any other type of batteries.

Quick set-up guide

Where to put your conferencing unit

- Place the base unit within 6 metres of a mains power socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the wireless mics or base unit in a bathroom or other humid area.
- The product works by sending radio signals between the wireless mics and base unit. The strength of the signal depends on where you position the base unit.

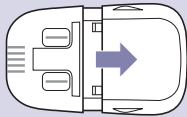
1 Plug in cables



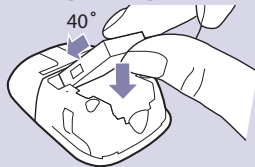
1. Plug the 6 metre connector cable into the base unit and the other end into the connection box's socket labelled **To Base**.
2. Plug one end of the phone line cord into the connection box's socket labelled **To Line** and the other end into the phone line wall socket.
3. Plug the end of the mains power adaptor into the connection box and the other end into the wall power socket and switch on.

2 Set up wireless mic units

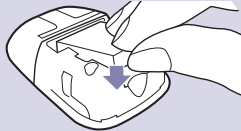
1. Take each wireless mic unit and slide open its cover.



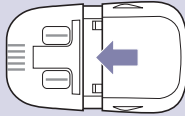
2. Insert one li-ion battery by lining up the charging contacts on the back of the battery with the contacts inside the battery compartment. The battery will be at a 40 degree angle.



3. Gently lower the battery down flat inside the battery compartment.



4. Replace the battery compartment cover.



5. Put each wireless mic unit on the base unit to charge for 8 hours. Each mic unit has a light when it's sitting in the powered-up base unit (red when charging and amber when fully charged).

Broadband on your phone line?

Make sure you use an ADSL filter between the phone line cord and your phone wall socket. You can get BT ADSL microfilters from bt.com/shop

If you use BT Infinity you will not need to use an ADSL microfilter. For other types of broadband, please check with your provider if a microfilter is required.

6 Quick set-up guide

Talk/standby time

Under ideal conditions, the wireless mic batteries should give up to 5 hours talk time or 70 hours standby on a single 8 hour charge.

Battery low warning

The wireless mic's red low battery light will flash when the battery is low. Place the mic on the base unit to re-charge.







Removing the batteries

Slide open the battery compartment cover. Push the lugs at the side open and gently lift the battery out from the finger recess.

3 Set date and time

How to change the date and time

1. Press **OK** when the base unit isn't in use.
2. Press **▼** or **▲** to scroll and find **Set Date/Time**, then press **OK**.
3. Press **▼** or **▲** to scroll and find the date, then press **OK**, or use the keypad to enter a two-digit number (**01-31**).
4. Press **▼** or **▲** to scroll and find the month, then press **OK**, or use the keypad to enter a two-digit number (**01-12**).
5. Press **▼** or **▲** to scroll and find the year, then press **OK**, or use the keypad to enter a two-digit number (**00-99**) and press **OK**.
6. Press **▼** or **▲** to scroll and find the hour, then press **OK**, or use the keypad to enter a two-digit number (**01-24**).

7. Press  or  to scroll and find the minute, then press , or use the keypad to enter a two-digit number (00-59).
8. Press  or  to scroll and find **AM** or **PM**.
9. Press  to save.

PBX Mode

Make sure the PBX mode is set correctly. This will depend on whether you are using the unit on a PBX or PSTN line.

The unit is set by default to PBX mode = On. If you're using the unit on a PBX, no action is required. If you're using the unit on a PSTN line, then you need to change the setting to PBX mode = Off. See page 33 for further details.

And that's it. Your BT Conferencing Unit X500 is ready to use.

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Getting to know your conferencing unit

Base unit

Calls List or

When idle, press to see calls list (see page 26). In menu, phonebook, calls or redial list, press to scroll up. When entering names or numbers, press to move the cursor to the right.

Phone Book or

When idle, press to see phonebook (see page 21). In menu, phonebook, calls or redial list, press to scroll down. When entering names or numbers, press to move the cursor to the left.

R

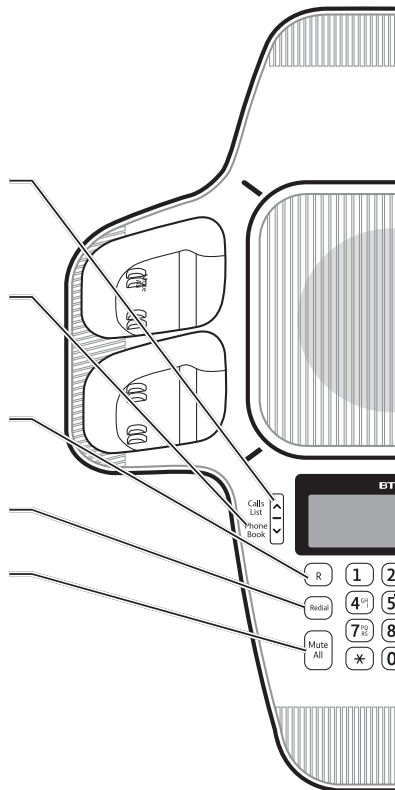
Press **R** to answer an incoming call during a call when you receive a call-waiting alert (see page 17).

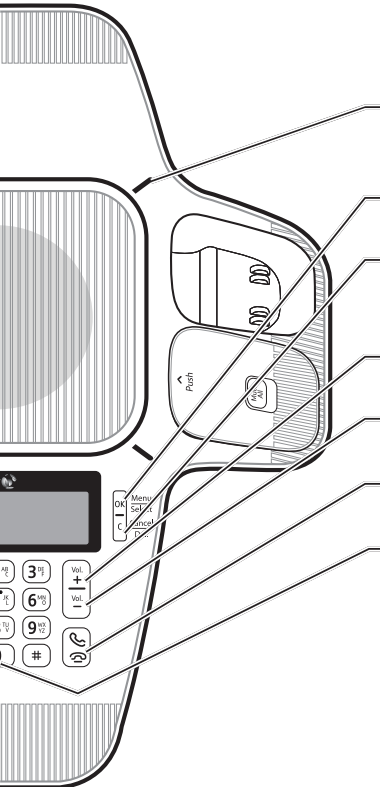
Redial

Press to see a list of the calls you've dialled (see page 18).

Mute All

Press to mute or unmute all microphones in use during a call (see page 16).





Lights

Lights are green during a call, red when mute is on or flashing green when there's an incoming call, (see page 14 for full light status indications).

OK

Press **OK** for the menu, to select an item or save an entry or setting.

C

Press **C** to go back or delete a character.
Press and hold to delete all characters.

Vol. +

Press to increase ringer or speaker volume.

Vol. -

Press to decrease ringer or speaker volume.

Talk/end call

Press to make, answer or end a call.

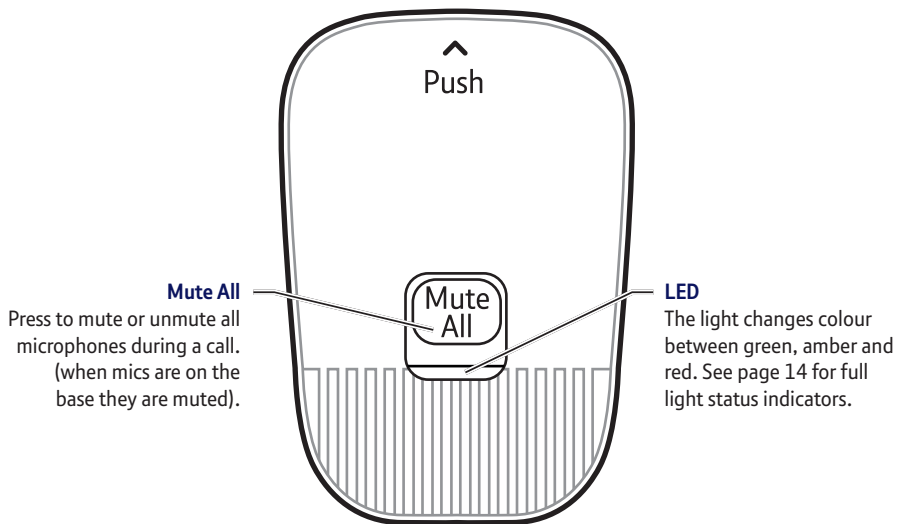
0

Press and hold to insert either a dialing pause (P) when entering numbers or a space while editing names.


12 Getting to know your conferencing unit

Wireless mics

There are two microphones in the base unit but you can also place the four wireless mics around the table which would be of benefit if you are sitting around a large conference table.



How to mute or unmute

Press  to mute or unmute all microphones. When the mics are on the base unit they are muted.

How long do the batteries last?

Use only the batteries that come with your conferencing unit or their equivalent. A wireless mic unit will last about five hours (in use, e.g. talking) or about 70 hours (on standby, e.g. not in use).

When should I charge the batteries?

You need to charge the batteries when you install a new battery or the wireless mic units red light flashes. Regularly place the mics back on the base unit to charge ready for your next call.

How long does it take to charge the batteries?

Allow up to eight hours to charge a unit's battery from empty.

Light status indicators

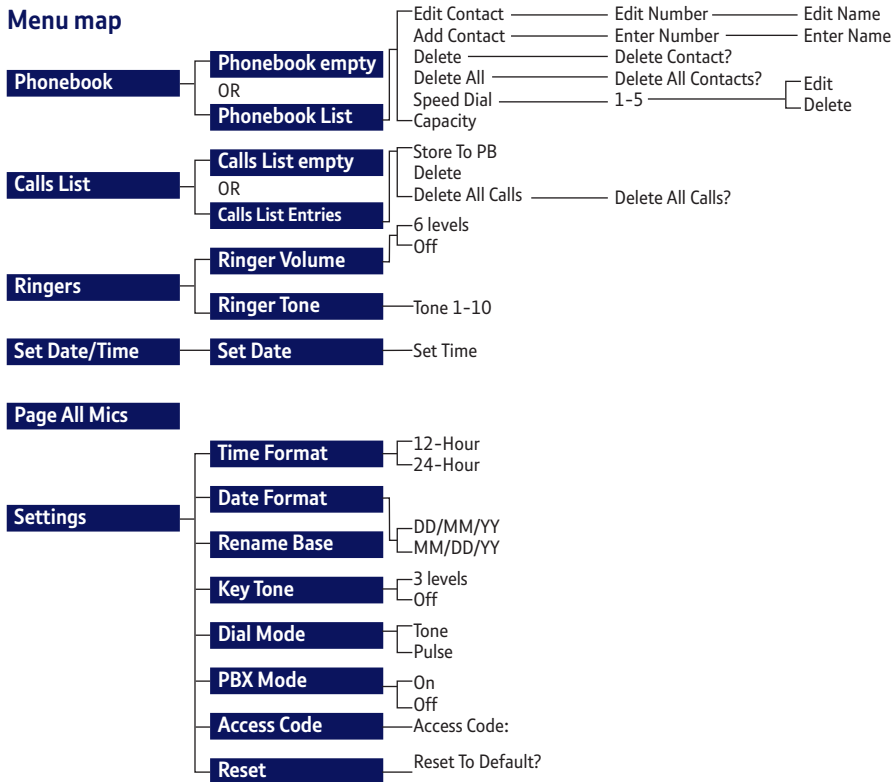
Wireless mic unit

On the base	<p>Steady red when charging. Steady amber when fully charged. No indication when charging in off-hook status. Flashes red and green alternately during registration.</p>
Off the base	<p>Flashes green when there's an incoming call. Steady green during a call. Flashes amber and green alternately if battery low during a call. Steady red when Mute is on during a call. Flashes amber and red alternately if battery low when the call is muted. Flashes red when the wireless mic unit has a low battery. Light is off when the wireless mic unit is in idle mode or without a battery. Flashes amber slowly when the wireless mic unit is out of range or not registered. Steady red during de-registration of the wireless mic.</p>

Base unit

Incoming call	<p>Flashes green.</p>
On a call	<p>Steady green. Steady red when Mute is on.</p>


Menu map



Using your conferencing unit

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


Make a call

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

Answer a call

Press .



End a call

Press  – and remember to put any wireless mic units on the base unit.



Redial last call

Press  and then .


Adjust volume


During a call, press  or  to increase or decrease the volume. You'll hear two beeps when the highest or lowest volume is reached.

Mute

1. During a call, press  to mute all microphones in the system.
2. Press  again to unmute all microphones in the system.



Silence the ringer

If you don't want to be disturbed, you can stop the phone from ringing when a call comes in. Press  several times until you see **Ringer Off**.

Or, just press the  button on the base unit.

Call waiting

If you've got a call waiting service and it is switched on, you hear a beep while you're on a call so you know that another call is trying to get through.

Press  to hold the call you're on and answer the new call. Press  again to switch between the two calls.




Redial list

About the redial list





Your conferencing unit stores the last ten phone numbers dialled.

See the redial list





See the redial list to find out who called, to return the call or to copy the caller's name and number to your phonebook.

1. Press  when the base unit isn't in use.
2. Press  or  to scroll the redial list.

Dial a redial list entry

1. Press  when the base unit isn't in use.
2. Press  or  to scroll to find the number you're looking for.
3. To dial, press .

Save a redial list entry to your phonebook

1. Find the number in your redial list (see **See the redial list** above) and press .
2. Press  or  to scroll to find **Store To PB**, and then press . The base unit shows **Edit Number**.

3. When the number shows, press **OK**. Use your keypad to edit the number:
 - press **▼** or **▲** to move the cursor to the left or right
 - press **C** to delete a number
 - press and hold **C** to delete all numbers.
4. Press **OK**. The base unit will show **Enter Name**. Use your keypad to edit the name:
 - press **▼** or **▲** to move the cursor to the left or right
 - press **0** to add a space
 - press **C** to delete a character
 - press and hold **C** to delete all characters.
5. Press **OK** to save.

Delete a redial list entry

1. Find the number in your redial list (see **See the redial list** on page 18) and press **OK**.
2. Press **▼** or **▲** to scroll to **Delete**, and then press **OK**.

Delete all redial list entries

1. Find the number in your redial list (see **See the redial list** on page 18) and press **OK**.
2. Press **▼** or **▲** to scroll to **Delete All**, and then press **OK**.

See page 22 for the full character map.

Press **C** to exit the phonebook, calls list or redial list when you're on a call.

If you get an incoming call while you are paging the mics, the incoming call will take priority and the paging will stop.

If you want to cancel the paging at any time press **C**.

How to get a number from the calls list while on a call

1. Press **OK**.
2. Press **▼** or **▲** to scroll to **Calls List** then press **OK**.
3. Press **▼** or **▲** to scroll to find the number you want.

How to get a number from the redial list while on a call

1. Press **Redial**.
2. Press **▼** or **▲** to scroll to find the number you want.

Page all microphones













You can page the mics to help you locate them.

1. Press **OK** when the base isn't in use.
2. Press **▼** or **▲** to scroll and find **Page All Mics**, then press **OK**.
3. All registered mics in range will beep for 60 seconds.
4. To stop the paging beep, press **Mute All** on the mic or place it back in the base unit.

Phonebook

Add a phonebook entry

Here's how to find letters when making an entry in the phonebook using the keypad: press a key and you'll get that key's first character (e.g. 'A'), press again and you'll get the next (e.g. 'B') etc. The first letter of every word you enter will be a capital letter.

1. Press  when the base unit isn't in use, then .
2. Press  or  to scroll and find **Add Contact**, then press .
3. When the screen shows **Enter Number** use your keypad to enter the number, then press .
4. When the screen shows **Enter Name** use your keypad to enter the name.
 - press  or  to move the cursor to the left or right
 - press  to add a space
 - press  to delete a character
 - press and hold  to delete all characters.
5. Press  to save.

See the full character map on page 22.

Numbers can be up to 30 digits.

Names can be up to 15 characters.

To insert a Pause (P), press and hold .

To insert a Pause (P), press and hold **0**.

Character map


Key	Character key press repetition										
	1×	2×	3×	4×	5×	6×	7×	8×	9×	10×	11×
1	1	.	-	'	()	*	#	&	/	,
2	A	B	C	a	b	c	2				
3	D	E	F	d	e	f	3				
4	G	H	I	g	h	i	4				
5	J	K	L	j	k	l	5				
6	M	N	O	m	n	o	6				
7	P	Q	R	S	p	q	r	s	7		
8	T	U	V	t	u	v	8				
9	W	X	Y	Z	w	x	y	z	9		
0	Space	0									
*											
#											

Search your phonebook

















You can search alphabetically.

1. Press **▼** when the base unit isn't in use.
2. Press **▼** or **▲** to scroll through your phonebook or use your keypad to enter the first digit of the name you're looking for. If there isn't anything matching your search, you'll see the closest result.

Call someone in your phonebook

Find a name in your phonebook (see **Search your phonebook** on page 22) and press .

Edit a phonebook entry

1. Press  when the base unit isn't in use, then press .
2. Press  or  to scroll and find **Edit Contact**, then press . The base unit will show **Edit Number**.
3. Use your keypad to edit the number:
 - press  or  to move the cursor to the left or right
 - press  to delete a number
 - press and hold  to delete all numbers.
4. Press . The base unit will show **Edit Name**.
Use your keypad to edit the name:
 - press  or  to move the cursor to the left or right
 - press  to add a space
 - press  to delete a character
 - press and hold  to delete all characters.
5. Press  to save.

Add phonebook entry to speed dial

You can copy up to ten phonebook entries (up to 12 characters each) to your speed dial locations (1-5).

Save a speed dial entry

1. Find a name in your phonebook (see **Search your phonebook** on page 22) and press **OK**.
2. Press **▼** or **▲** to scroll and find **Speed Dial**, then press **OK**.
3. Press **▼** or **▲** to scroll and find the speed dial location (1-5) you want.
4. Press **OK** to show your selected phonebook entry.
5. Press **OK** to save.

Dial a speed dial number

When the base unit isn't in use, press and hold **1** to **5*** to dial the number stored on that speed dial.

Delete a speed dial entry

1. Find a name in your phonebook (see **Search your phonebook** on page 22) and press **OK**.
2. Press **▼** or **▲** to scroll and find **Speed Dial**, then press **OK**.
3. Press **▼** or **▲** to scroll and find the speed dial location (**1-5**) you want to change and press **OK** twice.
4. Press **▼** or **▲** to scroll and select **Delete**, and then press **OK**.

Caller Display and the calls list

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

To make sure the caller's name is displayed, make sure you've stored the full telephone number in your phonebook, including the dialling code.

About caller display

Your conferencing unit supports caller display (type 1) service. Caller display information might not be available for every incoming call. Callers might block their names and/or phone numbers.





Calls list

If you use a caller display service, information about each caller will show after the first or second ring. If you answer a call before the caller's information appears, it won't be saved in the calls list.






The calls list stores up to 50 entries, each up to 16 digits for the phone number and 15 characters for the name. When the calls list is full, the oldest entry is deleted to make room for new incoming call information.

View and dial from the calls list

You can review the calls list to find out who called, to return the call, or to copy the caller’s name and number into your phonebook.

1. Press  when the base unit isn’t in use.
2. Press  or  to browse your entries.
3. To dial an entry, press  when the entry is displayed.

Delete a calls list entry / all entries

1. Press  when the base unit isn’t in use then .
3. Press  or  to scroll and find **Delete** or **Delete All Calls** and press .

Caller display screen messages

Shows	When
PRIVATE CALLER	The caller information is hidden by the caller
UNKNOWN CALLER	The caller information isn’t provided by the network

Missed call notification

If an incoming call has been missed (i.e. not answered), a missed call notification will be displayed on the idle screen.

To clear the notification you need to go into the calls list and view the missed call.






How to change your settings

Using the menu to change settings

You can use the main menu on your base unit to change the phone settings (see the menu map on page 15). The sort of things you can change are ringer volume and tone, date and time, base unit name, key tone, dial mode and PBX code. You can also reset the default settings.

Menu




How to enter the menu

1. Press  when the base unit isn't in use.
2. Press  or  to scroll to find what you're looking for.
3. Press  to select the item.
4. Press  to go back.








Volume

How to adjust the ringer volume

Here's how to increase or decrease ringer volume.

1. Press  or  when the base unit isn't in use to find the volume level you want.
2. Press  to save.











Here's how to turn ringer off

1. Press  when the base unit isn't in use.
2. Press  or  to scroll and find **Ringers**, then press .
3. Press  again.
4. Press  to scroll and find **Ringer Off**.
5. Press  to save. Your base unit will now not ring for all incoming calls.

Ringer tone

How to change your ringer tone

You've got a selection of ringer tones to choose from. Here's how to change your ringer tone.

1. Press  when the base unit isn't in use.
2. Press  or  to scroll and find **Ringers**, then press .
3. Press  or  to scroll and find **Ringer Tone**, then press .
4. Press  or  to scroll and try each ringer tone (**Tone 1 to Tone 10**).
5. Press  to save the tone you want.

Date and time

How to change the date and time

1. Press **OK** when the base unit isn't in use.
2. Press **▼** or **▲** to scroll and find **Set Date/Time**, then press **OK**.
3. Press **▼** or **▲** to scroll and find the date, then press **OK**, or use the keypad to enter a two-digit number (**01-31**).
4. Press **▼** or **▲** to scroll and find the month, then press **OK**, or use the keypad to enter a two-digit number (**01-12**).
5. Press **▼** or **▲** to scroll and find the year, then press **OK**, or use the keypad to enter a two-digit number (**00-99**) and press **OK**.
6. Press **▼** or **▲** to scroll and find the hour, then press **OK**, or use the keypad to enter a two-digit number (**01-24**).
7. Press **▼** or **▲** to scroll and find the minute, then press **OK**, or use the keypad to enter a two-digit number (**00-59**).
8. Press **▼** or **▲** to scroll and find **AM** or **PM**.
9. Press **OK** to save.

Base unit

How to rename your base unit

Your unit's new name can be up to 11 characters long.

1. Press **OK** when the base unit isn't in use.
2. Press **▼** or **▲** to scroll and find **Settings**, then press **OK**.
3. Press **▼** or **▲** to scroll and find **Rename Base**, then press **OK**.
4. The base unit will show the default name **BASE**. Enter your new name using the keypad:
 - Press **▼** or **▲** to move the cursor to the left or right.
 - Press **C** to delete a character.
 - Press and hold **C** to delete all characters.
5. Press **OK** to save.











The base unit will show the default name BASE or the existing name if it's already been changed.

See the full character map on page 22.

Key tone

How to turn off or adjust your key tone volume









The key tone is the beep you hear every time you press the keypad. It's easy to turn this off.

1. Press  when the base unit isn't in use.
2. Press  or  to scroll and find **Settings**, then press .
3. Press  or  to scroll and find **Key Tone**, then press .
4. Press  or  to scroll and try each tone (**Off**, or **1 to 3**).
5. Press  to save.

Dial mode

How to change your dial mode

The dial mode is preset to tone dialing. If you have a pulse service, you need to change the dial mode to pulse dialing before making a call.

1. Press  when the base unit isn't in use.
2. Press  or  to scroll and find **Settings**, then press .
3. Press  or  to scroll and find **Dial Mode**, then press .
4. Press **Tone** or **Pulse**.
5. Press  to save.

PBX mode

The conferencing unit is set by default to **PBX Mode=On**.

If you're using the unit on a PBX¹ then this mode is correct.

If you're using the unit on a PSTN² line you will need to change the setting to **PBX Mode=Off**.

Turn PBX off

1. Press **OK** when the base isn't in use.
2. Press **▼** to scroll and find **Settings**, then press **OK**.
3. Press **▲** to scroll and find **PBX Mode**, then press **OK**.
4. Press **▼** or **▲** to select **Off** and press **OK**.

If in any doubt of the correct PBX setting, contact your PBX Network Manager.

- 1 PBX=Private Branch Exchange (switchboard)
- 2 PSTN=Public Switched Telephone Network (analogue telephone line)

Set an access code

If you're connected to a switchboard, you might need to enter an access code (e.g. 9) before each number is dialled. Your conferencing unit can store an access code which is automatically dialled before each number.

1. Press **OK** when the base isn't in use.
2. Press **▼** or **▲** to scroll and find **Settings**, then press **OK**.
3. Press **▼** or **▲** to scroll and find **Access Code**, then press **OK**.
4. Enter the number you want (maximum 1 digit) and press **OK**.

Reset

How to reset to default settings

Your phonebook and speed dial entries won't be deleted if you reset your settings.

1. Press **OK** when the base unit isn't in use.
2. Press **▼** or **▲** to scroll and find **Settings**, then press **OK**.
3. Press **OK** until the base unit shows **Reset**, and then press **OK**.
4. The base unit shows **Reset To Default?** Press **OK**.

De-register and re-register the wireless mics

If you have purchased an additional wireless mic you will need to de-register and then re-register all the mics before you can use them.

1. When the conferencing unit is in idle mode, put all undamaged/working mics on the base unit.
2. Enter the code ***331734#** and press **OK** on the base unit.
3. The display will show **'Please Place All Wireless Mics On Cradle, Then Press OK'**.
4. Wait for the base to go through the de-registration and registration process.
5. Once the process has been successful, the display will show **'Registration done'** and you will hear a confirmation tone.

If you wish to stop the process you can press the **C** button.

If registration fails, you will see the error message **'Registration failed. Try again'**. Please follow the steps again.

Conferencing unit doesn't work

- Make sure all cables are plugged in correctly and that any batteries are installed and charged. After you've finished using your wireless mics on a call, remember to put them back on the base so they can charge.

There's no dial tone

- Make sure all cables are plugged in correctly and only use the line cord supplied. If you still haven't got a dial tone, connect another phone to the telephone wall socket to see if there's a problem with the phone line. If you still don't have a dial tone using another phone or you've recently changed your phone service to a digital service from a cable company or a VoIP service, call us.

Wireless mic unit doesn't work or there's no charging light

- Make sure there is a battery installed in the mic. See the light indicator status table on page 14.
- Make sure your base unit's cables are plugged in correctly.
- Make sure the base unit isn't near other DECT phones or electronic devices that could be causing interference.
- Make sure your wireless mic unit isn't out of range – try moving it closer.
- Try resetting the base unit. Unplug its power, wait for 15 seconds, then plug it back in. Give it a minute to reset.

There's a red light flashing on my wireless mic unit

- Put the wireless mic unit on the base unit so it can charge. If this doesn't work, replace the battery.

The phone doesn't ring

- Make sure the ringer volume isn't off (see page 28).
- Make sure your base unit's cables are plugged in correctly.
- Make sure the base unit isn't near other DECT phones or electronic devices that could be causing interference.
- Try resetting the base unit. Unplug its power, wait for 15 seconds, then plug it back in. Give it a minute to reset.

I have interference on the phone and wireless mic unit

- Sometimes other electrical equipment can interfere with your base and wireless mic units if they're placed too close. We recommend you put your units at least one metre away from electrical appliances or metal objects to avoid risk of interference.

Customer Helpline

If you're still having problems, call us on **0800 218 2182*** or go to **bt.com/producthelp**

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

Please see the phone number shown on your BT bill.

Important

This equipment isn't designed for making emergency phone calls when the power fails. You should make other arrangements for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Replacing the batteries

After a time, you might find that the batteries run out of charge more quickly. This is a standard sign of wear and you'll need to replace them.

Be careful with the batteries

Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your conferencing unit by using any other types of batteries. There's a risk of explosion if incorrect batteries are fitted.

Caution: dispose of used batteries properly.

When you have no further use for the batteries, please remove any batteries and dispose of them as per your local authority's recycling processes. For more information, please contact your local authority or the retailer where the product was purchased for advice on how to dispose of these batteries in an environmentally friendly way.

Safety information

- Only use the power supply suitable for the conferencing unit. Using an unauthorised power supply will invalidate your guarantee and may damage the unit. The item code for the base mains power supply is 075566.
- Use only the type of rechargeable batteries that come with your conferencing unit (x4 3.7V 240mAh Li-ion Polymer). You can get spares from the Helpline on 0800 218 2182*. The battery model number is BT191665.
- Radio signal transmitted between the base unit and the wireless mic units might cause interference to hearing aids.
- We recommend you get expert advice before using this product near emergency or intensive care medical equipment.
- If you have a pacemaker fitted, we recommend you check with a medical expert before using this product.
- Your conferencing unit might interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers, if placed too close. We recommend you place your product at least one metre away from such appliances to minimise any risk of interference.

Cleaning

Clean your conferencing unit 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 unit may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you don't put the product on any surface susceptible to heat damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your unit could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

How to recycle your equipment

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



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

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

Warning

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

Guarantee

Your BT Conferencing Unit X500 is guaranteed for 12 months from the day you bought it.

The guarantee, at BT's or its agent's discretion, covers repair or replacement of a faulty unit or any faulty parts (other than batteries). Products over 28 days old from the day you bought it might be replaced with a refurbished or repaired product.

Guarantee conditions

- The guarantee only applies to faults that occur within the 12-month guarantee period.
- You'll need to show proof of purchase.
- The equipment is returned to BT or its agent as instructed.
- This guarantee doesn't cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee doesn't affect your statutory rights.

Within the 12-month guarantee period

Before returning your product, please read the Help section on page 36 or contact the Helpline on 0800 218 2182*. You can find other common questions and answers at bt.com/producthelp

In the unlikely event of a fault, the helpdesk team will give you a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. You'll need the FRA number before returning the product. This doesn't affect your statutory rights.

Outside of the 12-month guarantee period

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the phone network. We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 or a local qualified repairer.

Returning your phone

If the helpdesk team can't fix things for you, they will issue a Fault Reference Authorisation number and ask you to return the product to where you bought it. If possible, please pack the product in its original packaging. Please also remember to include all parts, including the line cords, power supply unit and the original batteries.

For your records

Date of purchase:

Place of purchase:

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

Technical information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your conference unit 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.

42 General information

Switchboard compatibility

This phone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard service provider.

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, BT declares that this BT Conferencing Unit X500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit bt.com/producthelp

For a Better Future 

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit
bt.com/betterfuture

Offices worldwide

The 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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Available in other formats including braille, large print or audio CD.
If you would like a copy, please call 0800 218 2182*.

* Calls made from within the UK mainland network are free.
Mobile and international call costs may vary.

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