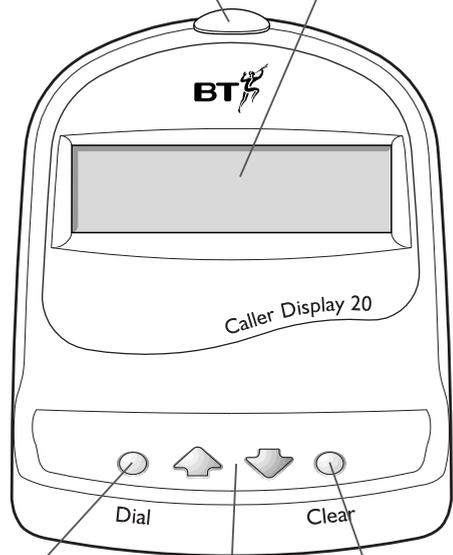




# At a glance

**New call indicator**  
Flashes when calls have been received since you last viewed the calls list.

**Display**  
Displays number information in the calls list. Also shows battery low warning for up to two weeks before the batteries run out.



**Dial button**  
Press to dial a number shown on the display.

**Scrolling buttons**  
Use to move up and down through the calls list. Also used to adjust the contrast of the display.

**Clear button**  
Deletes numbers stored in the calls list.

## IMPORTANT

Check that your Caller Display 20 is complete. When you unpack it you should have:

Caller Display 20 with telephone line cord attached



Screws and wall plugs for wall mounting



Wall-mounting bracket



You will need 4 x AAA alkaline batteries.



## Introduction

Your Caller Display 20 is designed for ease of use and is made to the high standards set by BT.

Thank you for choosing BT's Caller Display 20. You can expect many years of quality service.

Please read the instructions carefully before use and keep this User Guide for future reference.

### Hints and tips boxes

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

### For your records

**Date of purchase:**

**Place of purchase:**

**Serial number:**  
(see base of unit)

**Purchase price:**

(for warranty purposes, proof of purchase is required, so please keep your receipt)



## Installing your Caller Display 20

### Situating your Caller Display 20

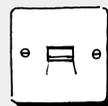
Position your Caller Display 20 close enough to a phone socket for the cables to reach.

Do not stand it on carpets or other similar surfaces which might generate fibres.

Do not cover or enclose the machine. Allow a free flow of air to its surfaces.

Your Caller Display 20 can be wall-mounted. For instructions on how to do this, see 'Wall-mounting'.

### Check your telephone wall socket

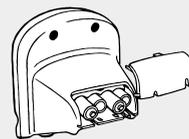


If you do not have a modern-style socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct type. This is a chargeable service.

### Insert batteries

- 1 Open the battery compartment at the back of your Caller Display 20 by pushing it upwards from the bottom edge.  
\* You will need 4 x AAA alkaline batteries.

- 2 Insert the batteries as shown in the diagram then replace the lid.



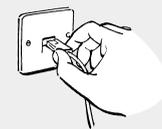
It is important to maintain the batteries in your Caller Display 20. Without battery power the screen showing callers' details and other display features will not work.

### Battery low indication



When the batteries are nearing the end of their useful life the display will show a 'battery low' symbol. The same symbol will be shown when the batteries are completely flat.

### Plug your Caller Display 20 into the wall socket



### Connecting a telephone to your Caller Display 20

To connect a telephone to your Caller Display 20, plug the telephone line cord into the socket on the back of the unit.

Alternatively, connect both the Caller Display 20 and your telephone to the wall socket via a doubler socket.

### BT's Caller Display Service

Your Caller Display 20 receives and displays caller information, which is transmitted over the BT network. The information will include the date and time the call is received, and in most cases the caller's phone number.

To enable your Caller Display 20 to show this information, you will first have to subscribe to BT's Caller Display Service, details of which are obtainable from BT on:

**Freefone 0800 800 150** for residential customers.

**Freefone 0800 800 152** for business customers.

### Information displayed via other UK networks

To enable your Caller Display 20 to display information transmitted via another UK network, you will first have to subscribe to that network's own Caller Display service. Call your service provider for more information.

▶ Your Caller Display 20 is now ready for use



## Using your Caller Display 20

### Using the calls list

When your Caller Display 20 receives a call, it automatically stores the caller's phone number and other information in the 'calls list', including the date and time of the call.

It can store up to a maximum of 30 calls. To make room for new incoming calls it discards old stored numbers, starting with the oldest.

Your Caller Display 20 will store the callers details whether the call has been answered or not.

### Setting the date and time

The date and time will be set automatically the first time you receive a call, provided you have subscribed to a Caller Display service.

### New calls indicator

The red 'new calls' indicator flashes to tell you that new calls have been

received since you last checked the calls list.

The number of new calls received will also be displayed in the top right hand corner of the screen.

### Reading the calls list



- 1 Press the ▼ button. This brings up details of the most recent incoming call.



- 2 Press the ▼ button again to display the next most recent call. Continue pressing until the display shows *END OF LIST*.



- 3 Press the ▲ button at any time to move up the list.

### Adjusting the contrast on the display

You can adjust the contrast on the display to make the screen lighter or darker.



- 1 Press *and hold* the ▼ button.



- 2 Press the ▲ button. The display shows *LCD CONTRAST*.



- 3 Press the ▲ button until the contrast you want is available.



- 4 Release the ▼ button. The contrast on the display is now set.

### Dialling numbers stored in the calls list



- 1 Press the ▲ and ▼ buttons to find the number you wish to dial from the calls list.



- 2 Press the Dial button. The number on the display is dialled automatically. When the number is dialled the display will show *LIFT HANDSET*.

- 3 Lift the handset of the telephone connected to your Caller Display 20 within 10 seconds.



When the connected telephone is in use the 'extension in use' icon appears.

If you have dialled the wrong number, or wish to stop dialling out, press the Clear button.

### Deleting a single number from the calls list



- 1 Press the ▲ and ▼ buttons until you have found the number you wish to delete.



- 2 Press the Clear button twice in quick succession (within one and a half seconds). The number is now deleted.

### Deleting *all* numbers from the calls list



① Press the and buttons to display any call from the calls list.



Clear

② Press and hold the Clear button for approximately 6 seconds until the display shows *LIST EMPTIED*. All numbers in the calls list are now deleted.

### Caller information not available

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed on your Caller Display 20.

In this case, Caller Display 20 provides you with some explanatory information about the type of call you have received. This comes in the form of a text message and will be one of the following:

**INT'L** (International)  
Call received from outside the UK.

**UNAVAILABLE**  
The caller's exchange/network/switchboard does not operate a Caller Display service.

**WITHHELD**  
The caller has not permitted his or her number to be sent.

**OPERATOR** \*  
The call has been made via the operator.

### **PAYPHONE** \*

The caller is ringing from a payphone.

### **RINGBACK** \*

The telephone number you have set on Ring Back is now free to receive your call.

### **NO NUMBER**

See 'HELP' section. This message will not be stored in the calls list.

\* *Some text messages can have numbers associated with them. Your Caller Display 20 will alternate between the text message and the telephone number. They will be displayed for 5 seconds each.*



## Help

*If you have any difficulty using your Caller Display 20, look in this section first for solutions to the most common problems.*

○ **No dialling tone**  
Make sure the telephone line cord is plugged into the telephone socket at the back of the unit and that the telephone line cord is connected to your wall socket.

Check that no other extension is in use.

○ **Display screen not functioning properly or goes blank**  
Check whether the batteries are fitted correctly.

Adjust the contrast on your display (see '*Adjusting the contrast on the display*').

○ **Caller Display messages not being received**  
To be able to receive and display messages, you must subscribe to the Caller Display Service on your line. For more information about the service, please call BT free of charge or your service provider.

○ **Phone does not ring**  
Check that the ringer is not switched off on the phone that is connected to your Caller Display 20.  
Check that no other connected phones are off the hook.

Check whether you have too many phone extensions in your home or office. For help with this, please refer to the section '*How many phones can you have?*' in Technical Information.

*BT can supply a REN booster to support up to 8 separate pieces of equipment connected to your line.*

○ **NO NUMBER displayed**  
Your Caller Display 20 checks the content of the Caller Display messages it receives. If it detects a problem with a message, it displays *NO NUMBER* rather than risk leaving a message with a possible mistake. This does not mean your telephone is faulty.

If you continually receive *NO NUMBER* messages, call BT free of charge or your service provider.



## Technical information

### Environment

Your Caller Display 20 should be kept free of dust, moisture, high temperature and vibration, and it should not be exposed to direct sunlight. It should not be used in bathrooms or near water.

### Warning

*Your Caller Display 20 is designed to be operated in a normal office or domestic environment only, where the relative humidity is no more than 60%.*

### Maintaining your Caller Display 20

Clean 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 with aerosol cleaner. Do not place on untreated antique furniture.

### How many phones can you have?

Although you may have any number of sockets, it is important to limit the number of phones and other items connected in order to ensure that each phone will ring.

All telephone equipment has a Ringer Equivalence Number (REN), which is used to calculate how many pieces of equipment may be connected to any one telephone line. Your Caller Display 20 has a REN of 0.

Telephones provided by BT have a REN of 1, unless otherwise stated on the underside of the phone. Even where the number of telephones has been limited there is no guarantee that different types of phone on the same line will ring, even when the REN is less than 4. You must not connect more than 4 Caller Display products to a single line.

### Network connection information

Your Caller Display 20 is designed to work with both BT and other UK networks, including cable. The equipment operates in the same way on all networks, but on some UK networks the caller's information will not be displayed until after the first ring.

*The Caller Display service does not function when connected to most switching systems.*

Advice on connection to BT systems can be obtained by dialling BT *Freefone 0800 800 152*.

### ▶ Guarantee

*If you own your Caller Display 20 and it is under BT's guarantee:*

BT guarantees the product for one year, provided that:

- The goods have only been used for their intended purpose, and have not been subjected to misuse or been wilfully or accidentally damaged.
- The goods have not been tampered with or repaired by anyone other than BT, its staff or its agents.

If a fault does occur, and you bought the unit yourself, it will be either repaired or replaced free of charge provided you return it to where you purchased it and produce your receipt.

The terms and conditions of this guarantee do not affect your statutory rights.

*If you own your Caller Display 20, but the guarantee period has expired:*

If your Caller Display 20 needs repair after the guarantee period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network.

For details of BT's recommended repair agents, please call BT free of charge on **Freefone 0800 800 150**, or visit your nearest BT shop.



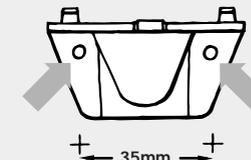
## Wall-mounting

Your Caller Display 20 can be wall-mounted using the screws and wall plugs provided. Use the wall-mounting bracket provided.

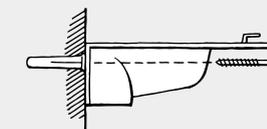
Before you wall-mount your Caller Display 20, check that:

- the wall can support the weight of the apparatus
- the position you choose leaves sufficient space for the unit to be clear of any obstruction on the wall, such as a shelf or cupboard.

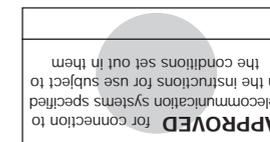
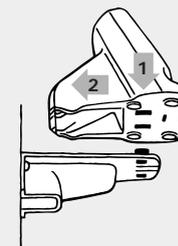
① Hold wall bracket against wall ensuring it is level. Then, with a pencil, mark through holes in bracket for drilling. Alternatively make 2 marks 35mm apart.



② Drill 2 holes suitable for the wall plugs supplied then screw to the wall through the holes in the bracket.



③ Place your Caller Display 20 centrally over the bracket, ensuring the 2 lugs on the bracket engage into the slots on base of unit as shown. Then slide the unit towards the wall until it clicks into position.



CE compliant to 89/336/EEC (EMC Directive) & 73/23/EEC (Low Voltage Directive)



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Offices in Europe, North America, Japan and Asia Pacific



### CALLER DISPLAY 20

# Userfriendly Guide

For use with BT's Caller Display\*



\*Caller Display service requires set-up by BT or your service provider and connection to a digital exchange