



User guide

Vanguard



Before you use your Vanguard



Important!

Do not plug in or attempt to use your Vanguard until you've read this page.

You must set the exchange switch

For your Vanguard to work properly, you must first set the exchange switch (see Diagram A). If you are on a modern exchange, set it to **MFT**. Otherwise set it to **LD**. **MFE** is only used when your Vanguard is connected to certain switchboards. Page 8 gives details.

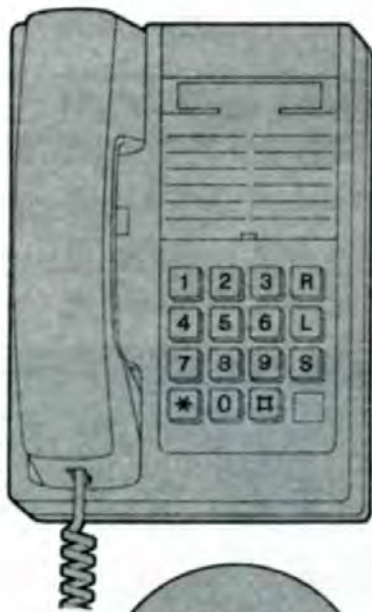


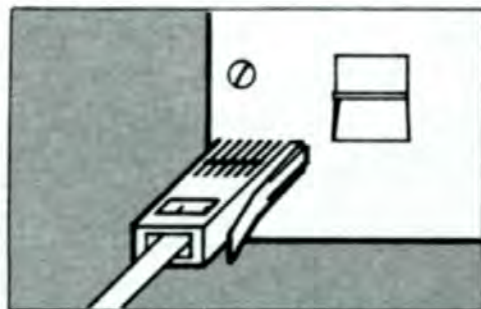
Diagram A

How you can tell which switch position to use


- The switch is pre-set to **MFT** – if it has been moved, reset it to the **MFT** position
- Lift up the plastic cover on your phone socket
- Make sure the spring clip on the plug is on the right
- Plug in the Vanguard
- Try making a call
- If it works, you are on a modern exchange and can leave the switch on **MFT**
- If it doesn't work, set the switch to **LD**. Your exchange has not yet been modernised, but your Vanguard will still work perfectly.

Do you have the right phone socket?

The Vanguard can only be plugged into the new-style phone socket shown here. If you haven't got one, or you would like an extension fitted, call free on 0800 800 150 or fill in the enclosed card and send it to your nearest BT sales office.



Note – Once you have a new-style socket, you can fit extensions yourself using approved kits. There are no extra rental charges for extensions.

Inductive coupler 

This improves the sound quality for people with hearing aids. Switch your hearing aid to 'T'. It may help to press **S** while you listen. Release it to speak. (Vanguard 4003AR White only).

Handset hook (for phones on the wall)

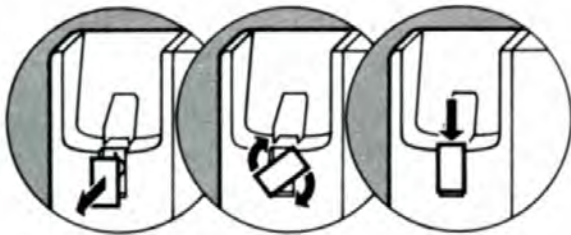
You can hang the handset on here if you need to leave the phone during a conversation. It saves having to put the phone down or leave it dangling.



Handset clip (for phones on the wall)

This stops the handset falling off the phone:

- Pull out the clip
- Twist it round until it clicks into place
- Hang the handset on it.

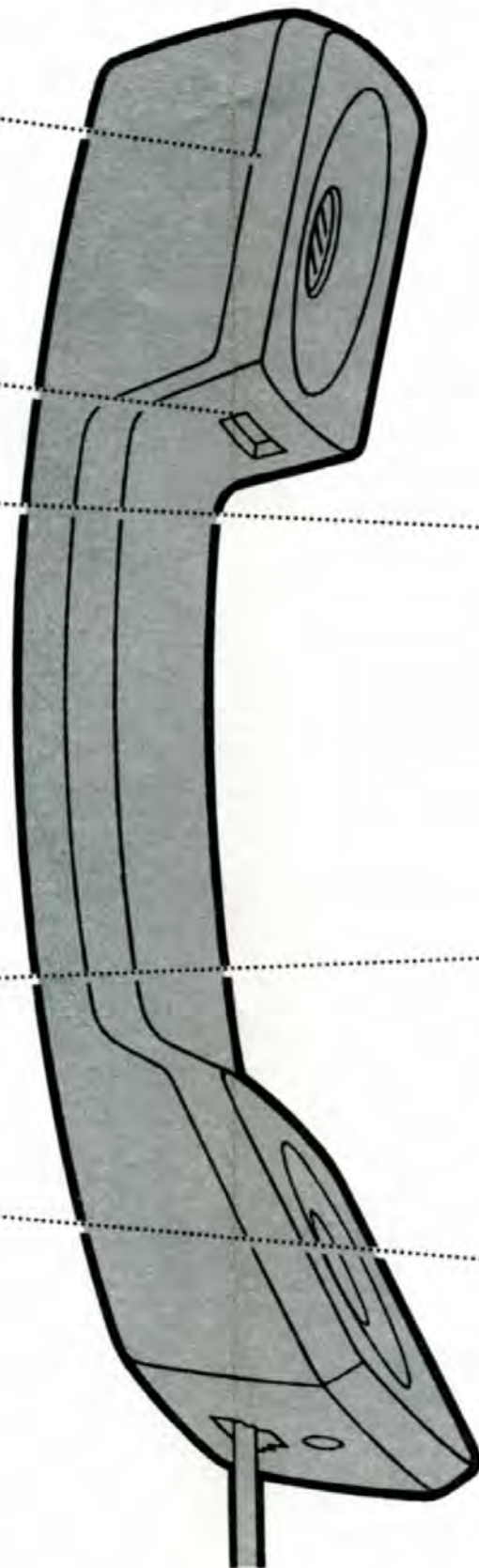


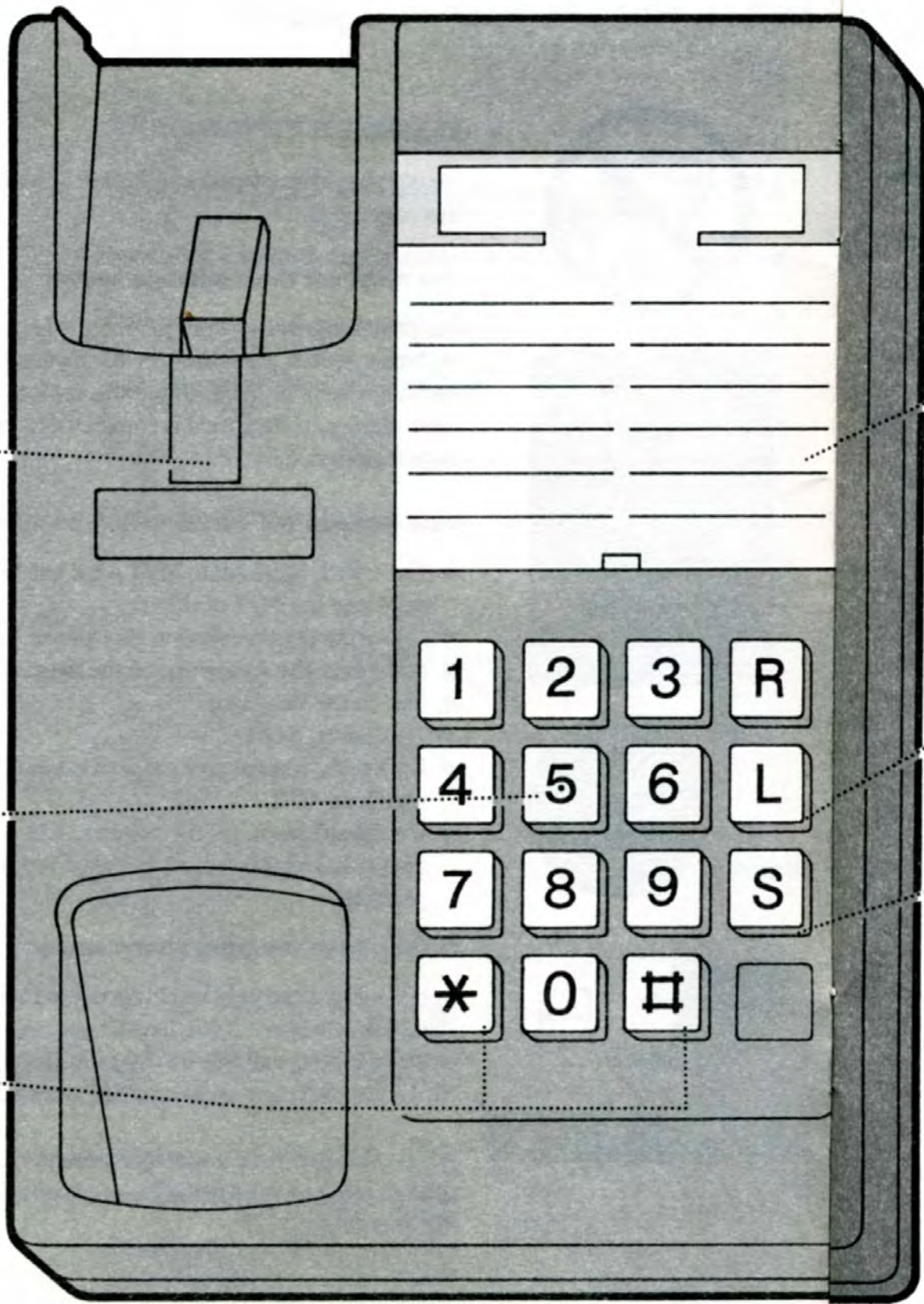
Raised dot

This raised dot on the **5** button can help you to find the other numbers if you are visually handicapped or dialling in the dark.

Network services buttons

If you are on a digital exchange, these buttons can help you to use a range of network services such as Call Diversion and Call Waiting. Page 11 gives more details.







Volume switch for ringer

This lets you choose how loud the phone rings:

- **HI** for loud or **LO** for quiet
- **OFF** if you don't want to be disturbed.

Important numbers

To save you looking up numbers you dial often, write them on this label (use pencil so it can be changed if necessary). To lift up the cover:

- Press on the top edge until the bottom edge flips up
- To put it back, slot in the top and then bottom edges.

Last number redial

If the last number you dialled was engaged, or there was no answer, you can redial it by pressing this button:

- Pick up the handset and wait for dialling tone
- Press **L** and Vanguard will redial the number for you.

Secrecy button

This lets you speak to someone else in the room without the caller hearing you:

- Press and hold down the **S** button – you'll still be able to hear everything your caller is saying to you
- When you want to talk to your caller again, let go of the **S** button.

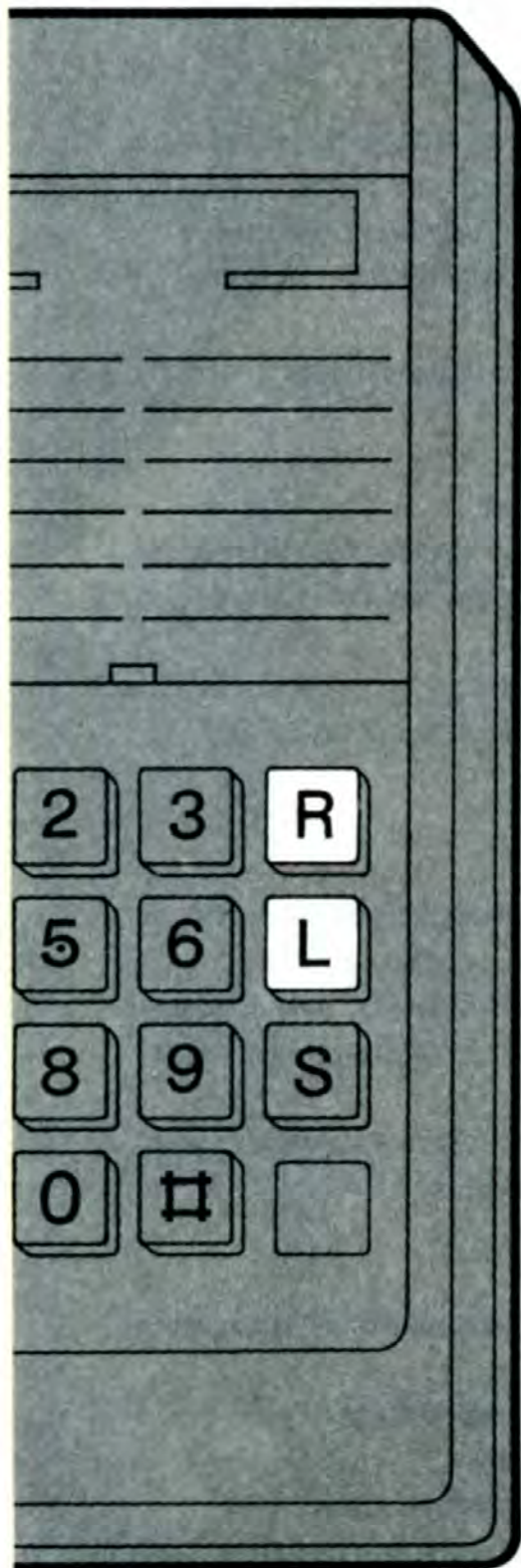


Exchange switch

Before you use your Vanguard, set this switch to the correct position:

- **MFT** for modern exchanges
- **LD** for older ones
Page 3 tells you how to do this
- **MFE** is used only with switchboards
Page 8 gives details.

Using Vanguard on a switchboard



Exchange switch

If you're using your Vanguard with a modern switchboard which has facilities like call transfer and conference calls, you must make sure the exchange switch is in the correct position. This depends on the type of switchboard and which 'recall mode' it uses.

If it uses Earth Recall (all modern BT switchboards do), set the switch to **MFE** position. If it uses Timed Break Recall (some modern non-BT switchboards do), set the switch to **MFT**. If you're on an old *exchange* set it to **LD**, whatever type of switchboard you have. If you are not sure, please ask your communications manager or the person who maintains your switchboard.

Please note that you should follow these instructions *instead of those given on page 3*.

Last number redial

If your last number was engaged, or there was no answer, you can redial it by pressing this button:

- Pick up the handset
- If necessary, dial the relevant number to get an outside line
- Press **L** and it will redial the number for you.

Recall button

The **R** button allows you to use various switchboard facilities. Contact your communications manager or the person who maintains your switchboard to find out what facilities are available.

Installation and maintenance

Decide where to put it

On a flat surface

The Vanguard has feet which you can unfold to set the phone at an angle.

On the wall

If you are short of space, you can hang it on the wall. You don't need a special bracket. Just make sure your wall can support the weight of the phone, then:

- Use the template sheet provided to mark the positions of the screws
- Put in the screws leaving about 5mm to hang the phone on
- To help the Vanguard fit flush against the wall, push the cords through the channels underneath.

Taking care of your Vanguard

Don't – leave it in direct sunlight as the colour could fade.

Don't – use abrasive or aerosol cleaners, like furniture polishes and cream cleaners, which could damage its cover or circuits.

We recommend that you clean your Vanguard with a damp cloth.

Don't – use it near a bath or water. Phones use electricity, so can be dangerous.

Don't – try to adjust or repair it yourself – you could make the problem worse.

Advanced network services

Your Vanguard can use *TouchTone** dialling.

If you are on a modern exchange, this gives you faster, clearer connections every time you make a call. If you are on a *digital* exchange, you get all the benefits of *TouchTone** dialling plus access to a wider range of network services described below.

For example, key a special short code into your Vanguard and your phone can ring at any time of day or night to remind you to do something – this is our Reminder Call service.

Another useful service is Charge Advice. Key in a short code before you phone someone and as soon as you've finished your call, your phone will ring and an electronic 'voice' will tell you the exact cost of the call.

Each time you take advantage of one of these services a small charge will simply be added to your next phone bill.

There are a number of other services that you can now use if you are on a digital exchange. They will help to save you time and make it easier to keep in touch. Each one's available for a quarterly rental charge. They include:

Divert your calls to where you can be reached

Call Diversion diverts your calls to another phone number.

Know when another caller's trying to get through to you

Call Waiting lets you know there's an incoming call as you talk to someone else.

Hold a three-way conversation

With Three-Way Calling, you can speak to two callers at the same time.

For more information about these advanced network services, or to find out if you're on a modern exchange, please call us free on 0800 800 150.

*TouchTone is a registered trade mark of British Telecommunications plc in the UK.

Help!

If your Vanguard doesn't seem to be working properly, you can run through these simple checks

- Is the handset on properly? If so, check other extensions around the house
- Is it plugged in properly?
- Is the dialling switch on the side in the correct position?
See page 3
- Is the volume switch set to **OFF** by mistake?

Another possibility is that you have too many phones plugged in. Or perhaps you have a fax machine or answering machine plugged in too. This is important because your telephone line only has a small amount of electricity running through it to make your phones ring, so it may be necessary to limit the number of phones or other pieces of equipment you have in your house.

To help you, every phone has what is called a Ringer Equivalence Number (REN), which is shown on a label beneath the phone. In most cases a standard line should provide enough current for two or more phones whose RENs add up to no more than 4.

Your Vanguard has a REN of 1. Any other phone provided by BT may be assumed to have a REN of 1 unless stated otherwise on the base.

Even where the number of phones has been limited there is no guarantee that different types of phones on the same line will ring.

If you're still having trouble, you can check if there is a problem with your socket or line

- If you have a working phone on another extension, plug in your Vanguard instead and try making a call
- If it works, the original socket must be faulty
- If the phone doesn't work, then the Vanguard must be faulty – see page 10 for what to do now.

Technical information

Vanguard has been approved for use of the following facilities:

- Simple telephone facility
- Loop Disconnect dialling/MF tone dialling
- Timed break recall/earth loop recall
- Secrecy
- Automatic storage of last number dialled

Any other usage will invalidate the approval of the apparatus if, as a result, it then ceases to conform to the standards against which approval was granted.

You *may* connect it to:

- Direct exchange lines
- Extensions with new plug and socket arrangements provided with these direct exchange lines
- Compatible switchboards (see below)
- As an extension to a payphone.

You may *not* connect it to:

- Shared service (party) lines
- 1+1 carrier systems.

Connecting Vanguard to a switchboard

If your switchboard and the wiring are privately owned, your Vanguard can be connected to it by the authorised maintainer or by BT, or, if 14 days' notice has been given to the authorised maintainer, another person may connect it.

Important!

Compatible switchboards

Your Vanguard is only approved for use with a compatible switchboard including those which provide secondary proceed indication. If you would like a list of suitable switchboards, contact BT on 0800 800 152.

If you do have a compatible switchboard it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on 0800 800 152.