



Bringing it all together

BT Falcon

User Guide



Welcome...

to your BT Falcon VoIP Telephone

- 6-Line LCD display
- Integrated 2 port 10/100 Ethernet switch
- Phone services:
 - Call Forward, Call Transfer, Call Hold, Redial
 - Group listening, Handsfree
 - Speed dial, Conference call
 - Phonebook, Call logs
 - Caller Display
- Headset port
- Multiple power options: power over Ethernet 802.3af and external power supply adaptor

BT Falcon

This User Guide provides you with all the information you need to get the most from your phone. You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

Need help?

If you have any problems setting up or using your BT Falcon, contact the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

Emergency Calls – IMPORTANT INFORMATION PLEASE NOTE

Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via the BT Broadband Voice service may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details associated with your primary Business PSTN billing address, this may not be where the call was originated.

Got everything?

- BT Falcon VoIP telephone
- Handset
- Handset cord
- Ethernet cable
- Mains power adaptor
- Desk mounting plinth

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Getting started

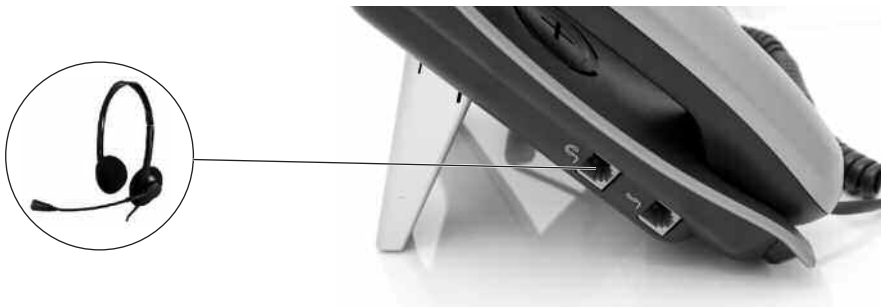
Setting up

1. Connecting the handset

Connect one end of the handset cord into the handset and the other end into the bottom socket located on the left-hand side of the telephone . Place the handset in the cradle on the telephone.

2. Connecting a headset

If you use a headset, connect the plug into the top socket located on the left-hand side of the telephone . Press the  button to activate the headset mode.



3. Connect stand

Attach the stand to the underneath of the telephone by inserting the short tabs into the smaller holes at the back first and then inserting the longer tabs into the larger, front holes.

4. Power

Plug the power lead into the socket labelled DC underneath the telephone. Plug the other end into the mains socket and switch on.



Power lead

If your network supports power over Ethernet (PoE) your BT Falcon can be powered from a powered Ethernet switch via the Ethernet cable. In this case the mains power adapter is not required.

5. Connecting to the network

Ensure your router has power and an internet connection. Connect the Ethernet cable into the socket labelled LAN underneath the telephone and plug the other end into the Ethernet port of the router or Ethernet switch as appropriate.

Ethernet cable from
Broadband Router
or Ethernet switch

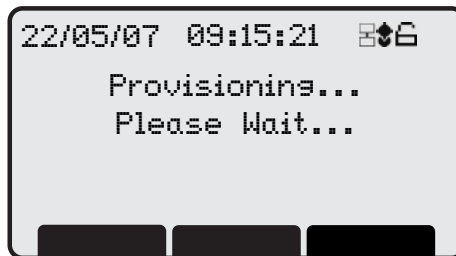


You can connect a network device to the Ethernet port, labelled PC, of your BT Falcon

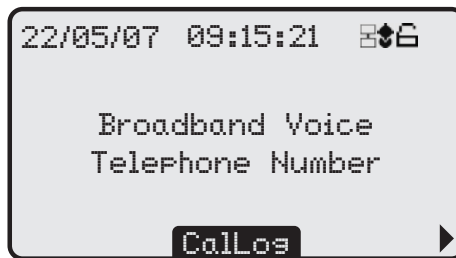
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6. Provisioning

When the power and Ethernet connections are made to your BT Falcon it will automatically connect to the BT Broadband Voice service. The lights on the phone will flash and the display will show...



Your BT Falcon is registering with the Broadband Voice service, which may take several minutes. When completed successfully the phone will display the idle screen.

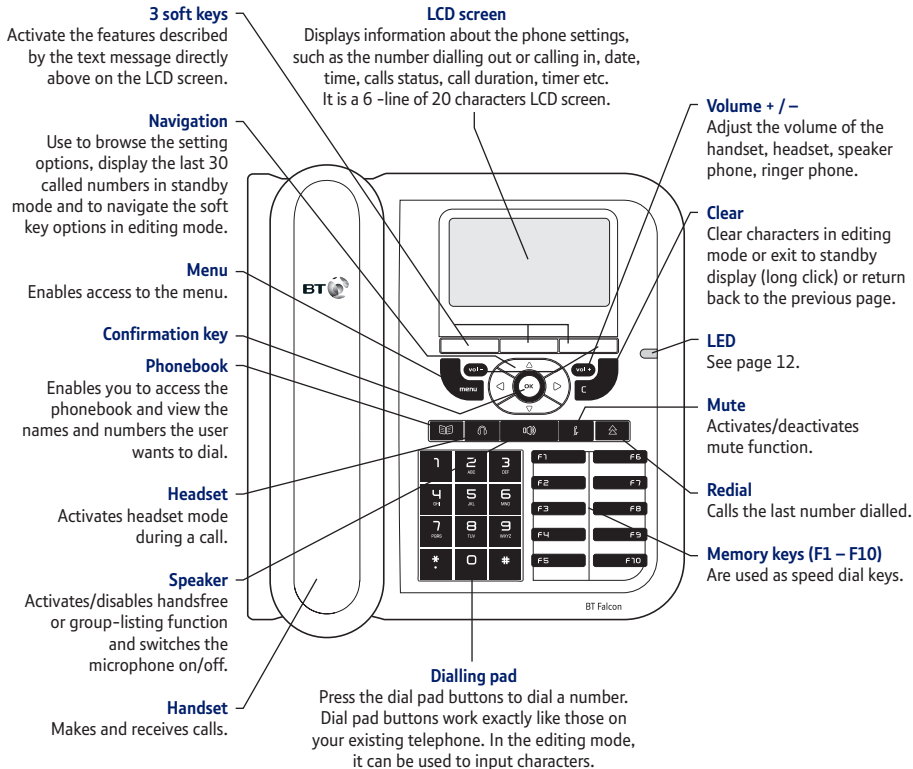


You are now ready to make calls using your BT Falcon.

If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

Getting to know your phone

Buttons

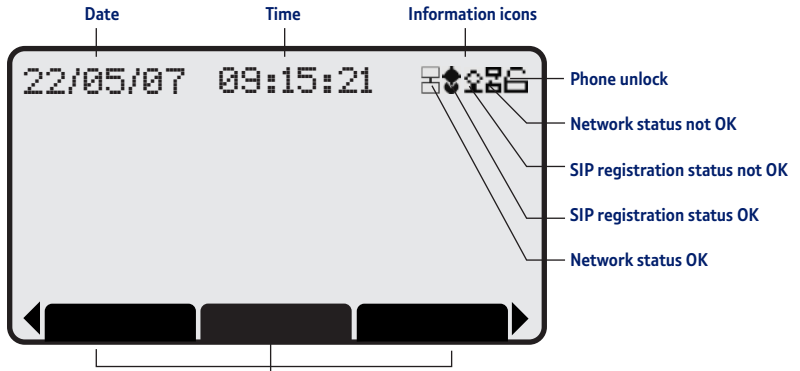


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LCD screen

Main display



Soft key information

Press the left or right scroll function keys ◀▶ to see additional soft key options

Soft keys

SOFT KEY	BRIEF DESCRIPTION
A/a/1	Switch between upper/lower/numerical case
Active	Activate option/service
Admin	Enter to administration sub-menu
Answer	Answer an incoming call
AutoAn	Shortcut to "Auto Answer"
Back	Return to previous menu
CallLog	Shortcut to Call log
Cancel	Cancel an action or exit to previous menu without applying changes
Conf	Set-up a conference call
DelChr	Delete character in edit mode
Delete	Delete specific entry
Detail	Show detailed information
Dial	Dial an entered phone number
DNDst	Do Not Disturb
Down	Contrast adjustment

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SOFT KEY	BRIEF DESCRIPTION
Dial	Shortcut to "Dial Subscribe"
EndCall	End active call
Edit	Edit content
Exit	Return to previous menu
Format	Change display format e.g. Date and Time
Hold	Put current call on hold
Lock	Locks the phone to stop outgoing calls
MsCall	Shortcut to missed call list
NewCall	Make a new call
OFF	Set specific service OFF
OK	Confirm setting
ON	Set specific Service ON
Option	Shortcut to phone services
PhBook	Shortcut to phone book
Reject	Call rejected and transferred to 1571 Voice Mailbox
Remove	Remove a conference participant
Save	Save the chosen setting

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SOFT KEY	BRIEF DESCRIPTION
Select	Select current item on the screen
Transf	Transfer a call
UnHold	Release a held line
Up	Contrast adjustment
View	View more detailed information

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Indicator definitions

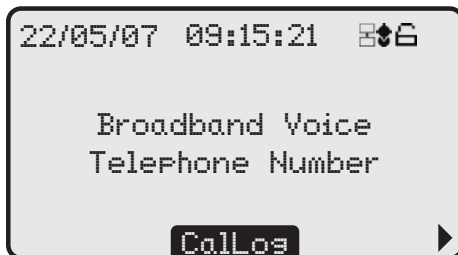
INDICATOR	COLOUR	CONDITION	STATUS
Speaker	Red	Default During startup Speaker on	Off On On
Headset	Red	Default During startup Headset on	Off On On
Mute	Red	Default During startup Mute on	Off On On
F1-F10	Green	Default During startup Incoming call During a call Call on hold	Off All on F1 flashes fast F1 on F1 flashes slow
LED	Red	During startup During registration to Broadband Voice or registration lost No connection to network During configuration or firmware download Reprogramming	On Flashes fast Flashes slow Flashes fast On
	Green	Incoming call Missed call	Flashes slow Flashes slow

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Entering characters

You can enter characters on the BT Falcon by using the numerical keypad, in the same way as when text messaging on a mobile phone. Below are listed the keys of the numerical keypad and opposite them the letters and characters that they enter.

KEY	LOWER CASE	UPPER CASE
1	1 . , = + - & ^	
2	a b c 2 à á â ã ä å ç	A B C 2 Ä Å Æ
3	d e f 3 è é ê ë	D E F 3 É
4	g h i 4 ì í î ï	G H I 4
5	j k l 5	J K L 5
6	m n o 6 ñ ò ó ô õ ö ø	M N O 6 Ñ Ø
7	p q r s	7 P Q R S 7
8	t u v 8 ù ú û	T U V 8 Ü
9	w x y z 9 ÿ	W X Y Z 9
0	0 Space @ % () [] < >	
*	* # ? ! : ; ' " _ /	
#	#	

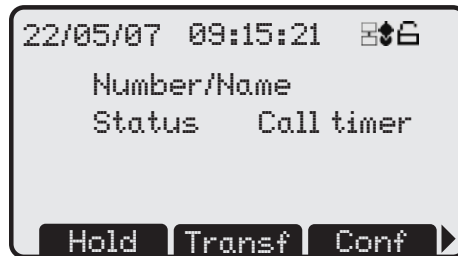
Display in idle mode

Soft key option 1

Soft key option 2

Lock

Soft key option 3

DNDst**Display during a call**

Soft key option 1

Soft key option 2

CalLos PhBook EndCal

Soft key option 3


NewCal


If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

Using the phone



There are five communications modes:

Handset mode – pick up handset and speak.







Handsfree mode – press .

Headset mode – press .

Handset and Group listening – pick up handset and press .

Headset and Group listening – press  and .

Switching from one mode to another

	Telephone handset	Handsfree	Headset
Telephone handset		<ol style="list-style-type: none"> 1. Press the  key 2. Replace the telephone handset 	Press the  key
Handsfree	Pick up the telephone handset		Press the  key
Headset	Pick up the telephone handset	<ol style="list-style-type: none"> 1. Press the  key 2. Press the  key 	

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Security

At any time you can press  to prevent the caller hearing you.

Make a call

1. Lift handset, listen for dial tone and key in number using dialling pad.

Or

Enter the number using the dialling pad and then lift the handset.

Make a call using handsfree

1. Press handsfree function key , listen for dial tone and key in number using dialling pad.


Or

Enter number using the dialling pad and press .

Making a call with the headset

1. Press , listen for the dial tone and key in the number using the dialling pad.

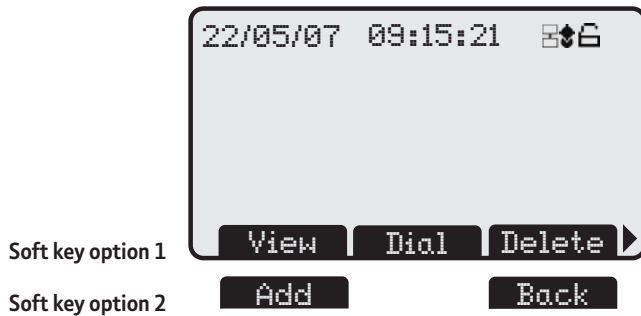
Or





Enter the number using the dialling pad and press .

Entering details into the Phonebook

To enter a space press the  key twice.




1. Press the function key .








2. Use scroll function key  to go to soft key option 2.
3. Press soft key Add.
4. Press soft key Edit.
5. Enter name (alphanumeric 20 characters max length) and press .
6. Use scroll function key  to move down onto <Null> line.
7. Press soft key Edit.
8. Enter telephone number (numeric length 24 characters max length) and press .

If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice




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9. Use scroll function key  to move down onto Default line.
10. Press the soft key **Edit** to change the ring tone allocated to the entry.
11. Use scroll function key  or  to choose a ring tone and press **Play** to hear a sample.
12. Press soft key **Save**.

Making a call using the Phone Book

1. Press phone book function key .
2. Use scroll function keys   to search list and highlight the required name.
3. As required, pick up handset, or press soft key **Dial** or function key , or press function key .

Making a call to one of the last 30 numbers you called or received

1. Press soft key **Call Log** and choose from list, **Missed Call Log**, **Received Call Log** or **Dialled Call Log**. Press soft key **Select**.
2. You can view the Dialled Call Log by pressing the  key.
3. Choose the required name/number from the list then, as required, pick up handset, or press soft key **Dial** or function key , or function key .

Programming F1 to F10 Function Keys

1. Press required **F1** to **F10** key.
2. Press soft key **Edit** and enter number.
3. Press soft key **Save** to store entry.



Soft key option 1

Soft key option 2

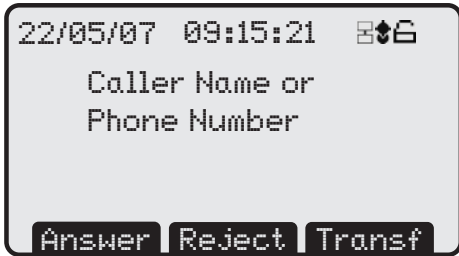
Making a call using Short Code dialling (Speed dialling)

1. Press appropriate **F1** to **F10** memory key.
2. As required, pick up handset, or press soft key **Dial** or function key **☎**, or function key **☎**.

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Receiving calls

When you receive an incoming call, the telephone will ring and the LED will flash green. The callers number or name will be displayed if the number is stored in the phonebook.



1. As required: Lift handset, or press soft key **Answer**, or F1, or , or .

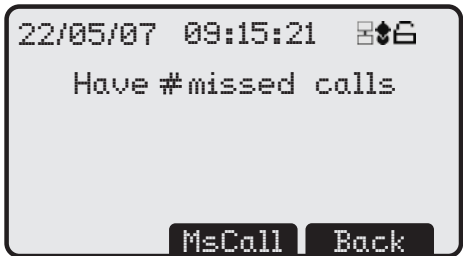
Reject a call






1. Press soft key **Reject** to reject the call. The call is then diverted to 1571 Voice Mailbox.

Note

Any Voice Mail messages can be retrieved by dialling 1571.

Missed calls

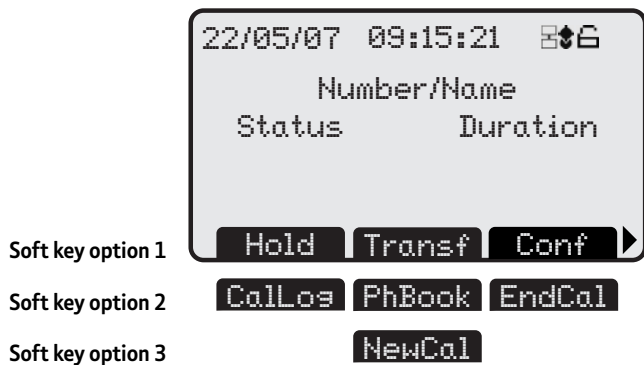


1. Green LED on phone flashing.
2. LCD screen indicates number of missed calls.
3. Click soft key **MsCall** and use   to search list.
4. Click soft key **View** to verify called number, date and time of call.
5. To return the call: Lift handset, or press soft key **Answer**, or , or , or .

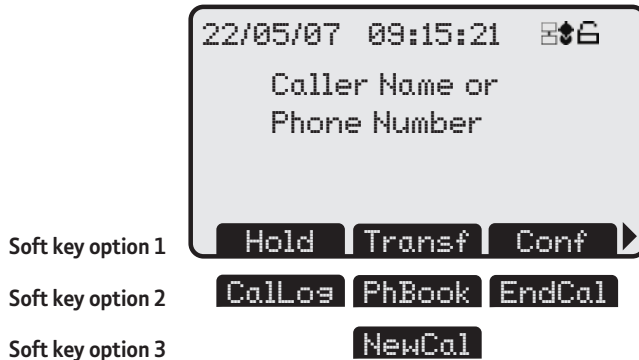
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Hold and Retrieve a call

1. During call press soft key Hold to put call on hold.
2. Press soft key Unhold to retrieve held call.



Call Transfer

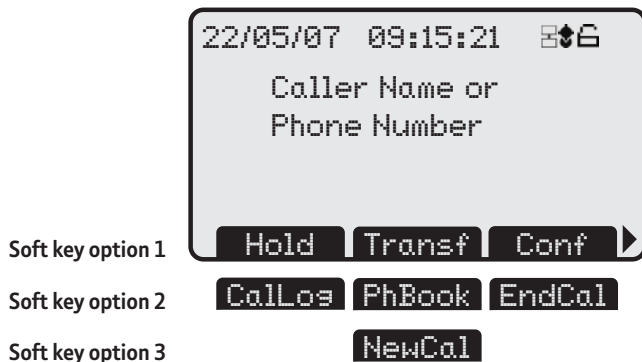


1. Press soft key **Transf** during call.
2. Dial the desired phone number to which you want the call transferred.
3. The original caller will be put on hold, while you confirm the called number will accept the call. Press soft key **Transf** and hang up to transfer the call (in some instances you will also need to press soft key **EndCal**) or press soft key **Back** to return to the caller.
4. To transfer the call without talking to the called number, press soft key **Transf** and hang up.

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3 – Way Conference Call

1. During call, press soft key Conf.
2. Enter desired phone number.



3. When called party answers, press soft key Conf to join all three parties together.

Dropping one participant from the Conference call




1. Use scroll key to highlight the line to be dropped.
2. Use scroll key to find the Remove soft key.
3. Press soft key Remove to remove line from conference call.

If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

Option Menu



Dial Subscribe

By turning on Dial Subscribe your BT Falcon will automatically dial a preset number at a preset time.

1. Press the  key, **Option** soft key then the **Select** soft key.
2. Press the **Change** soft key and enter the number you wish to dial, press the **OK** soft key.
3. Enter the hours and minutes, using the keypad, of the time that you want to make the call and press the **OK** soft key.
4. Use the   keys to turn the Dial Subscribe on or off and press the **Save** soft key.
The idle screen displays **DialSubscribing...**
Or, if you have added the **Sub** soft key (see Setting new shortcuts, page 39).
5. Press the **Sub** soft key and follow 2 to 4 above.

Call Waiting

By turning on Call Waiting you be notified when another call is received while you are already on a call. If Call Waiting is off the second caller will automatically be transferred to 1571 Voice Mailbox to leave a message.






1. Press the  key, **Option** soft key,  key to **CallWaiting** then the **Change** soft key.
2. Each press of the **Change** soft key turns the service on and off.

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Auto Answer

By turning on Auto Answer your BT Falcon will answer an incoming call after a preset time.



To turn on Auto Answer:

1. Press the  key, **Option** soft key,  key twice to **AutoAnswer** then the **Select** soft key.
2. Press the **Edit** soft key and enter the time in seconds for the answer delay.
Press **Save** soft key to confirm.
3. Press the  key and the **Edit** soft key to change the method of accepting the call, **Handsfree** or **Headset**, by pressing  or . Press **Save** soft key to confirm.

To turn off Auto Answer:

1. Press the  key, **Option** soft key,  key twice to **AutoAnswer**.
2. To turn Auto Answer off press the **Off** soft key.

To edit the Auto Answer settings:

1. Press the  key, **Option** soft key,  key twice to **AutoAnswer**.
2. Press the **View** soft key and change the settings as shown in 2 & 3.



Or, if you have added the **AutoAn** soft key (see Setting new shortcuts, page 39).

3. Press the **AutoAn** soft key and follow the instructions above.

Auto Reject

By turning on Auto Reject all incoming calls will be transferred to 1571 Voice Mailbox after a preset time if not answered.



To turn on Auto Reject:

1. Press the  key, **OPTION** soft key,  key three times to AutoReject then the **Edit** soft key.
2. Enter the time in seconds for the required delay. Press **SAVE** soft key to confirm.

To turn off Auto Reject:

1. Press the  key, **OPTION** soft key,  key three times to AutoReject.
2. To turn Auto Reject off press the **OFF** soft key.



To edit the Auto Reject delay setting:

1. Press the  key, **OPTION** soft key,  key three times to AutoReject.
2. Press the **VIEW** soft key and change the settings as shown in 2.

Auto Stop



By turning on Auto Stop all outgoing calls will be cancelled after a preset time.

To turn on Auto Stop:



1. Press the  key, **OPTION** soft key,  key four times to AutoStop then the **Edit** soft key.
2. Enter the time in seconds for the required delay. Press **SAVE** soft key to confirm.

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To turn off Auto Stop:








1. Press the  key, **Option** soft key,  key four times to **AutoStop**.
2. To turn Auto Stop off press the **Off** soft key.

To edit the Auto Stop delay setting:

1. Press the  key, **Option** soft key,  key four times to **AutoStop**.
2. Press the **View** soft key and change the settings as shown in 2.

Do Not Disturb

By turning on Do Not Disturb all incoming calls will be immediately transferred to your 1571 Voice Mailbox. You can preset time periods for Do Not Disturb to remain active.

1. Press the  key, **Option** soft key,  key five times to **DoNotDisturb** then the **Select** soft key.
Or, press the **DNDst** soft key
2. Press the **Edit** soft key and press  or  to turn the service **On** or **Off**.
Press **OK** soft key to confirm.
3. Press  and then the **Edit** soft key. Press  or  to change the time period.
Options are **Forever**, **Relative time** or **Absolute time**.
Option - **Forever**
4. Press **OK** soft key to confirm. The idle screen displays **DNDst:Forever**.

If you experience any problems, please call the Helpline on **0800 169 1146** or go to www.bt.com/business/broadbandvoice

Option – Relative time

5. Press **OK** soft key to confirm. Press the **▼** key then press the **Edit** soft key.
6. Enter the number of days, hours and minutes, using the keypad, that you require Do Not Disturb to be active (e.g. 00, 00:10 will keep Do Not Disturb on for 10 minutes then the service will automatically turn off).
7. Press **OK** soft key to confirm. The idle screen displays DNDst:00, 00:10 (R) and the day, hour, minute will decline until they reach zero.

Option – Absolute time

8. Press **OK** soft key to confirm. Press the **▼** key then press the **Edit** soft key.
9. Enter the time, using the keypad, that you require Do Not Disturb to be deactivated (e.g. 17:10 will automatically turn off Do Not Disturb at ten past five).
10. Press **OK** soft key to confirm. The idle screen displays DNDst:17:10 (A)

Phone Lock



By turning on Phone Lock no calls can be made from your BT Falcon. When a call is attempted the display will show **Wrong Number!** Phone Lock can be password protected and will require a PIN to set and clear (see Setting the password to lock the phone, page 38).

1. Press the **menu** key, **Option** soft key, **▼** key six times to **PhoneLock** then the **Change** soft key.
2. If password protected, enter your password/PIN (default is 0000) and press **OK** soft key.
3. Each press of the **Change** soft key turns the service on and off.

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Reboot

This option forces your BT Falcon to carry out a full system reboot and will only be required if requested by the BT Helpdesk or your system administrator.

1. Press the  key, **Option** soft key,  key seven times to **Reboot** then the **Select** soft key.
2. Press the **OK** soft key to confirm.

Calling features

Webcare is a web based facility that allows you to manage calling features on the line connected to your BT Falcon. Before Webcare can be used the Administrator must first set up a password for each line. This is managed using Selfcare. For more information on using Webcare, Selfcare and BT Hosted VoIP consult the userguide available at <http://www.btbroadbandoffice.com/help/>

Selfcare

For Administrator use only.

By using Selfcare the Administrator can add more lines, add geographic numbers and change the calling plan.

1. Log into Selfcare using <https://service.btbroadbandvoice.bt.com/selfcare/businessYourAccount> with the password that was emailed to you.
2. Click on the **Manage your lines** link and then select each line in turn, making the following changes:
 - a. Select **Password** and enter a new password for each of the lines, this is the password that will be used to access Webcare. The 056nnnnnnnn number will be the username. Ensure you keep a record of this information.

If you experience any problems, please call the Helpline on **0800 169 1146** or go to www.bt.com/business/broadbandvoice

- b. Select **Line name** to change the display name of each line, this will normally be the user of the line.
- c. Select **Administrator privileges** to give a user advanced Webcare privileges.

Webcare

1. Contact your Administrator and request the password allocated to you.
2. Log into Webcare using **<https://www.bbv-youraccount.com/Login.jsp>**
3. Enter your telephone number (typically starting 056) in the Directory number field, and your password and click on **Login**.
4. Use the navigation panel on the left to manage your calling features. A full description of the options is provided on the **Service manual** link.
5. The Administrator can also manage additional calling features and are able to configure:
 - a. The lines included in the Multi Access Directory Number (MADN).
 - b. The lines included in the Multiline Hunt Group (MLHG).

Personal settings

Setting the volume

1. Use the **vol -** or **vol +** keys when the telephone is ringing to adjust the ring tone level.

Or

Use the **vol -** or **vol +** keys during a conversation to adjust the speech volume.

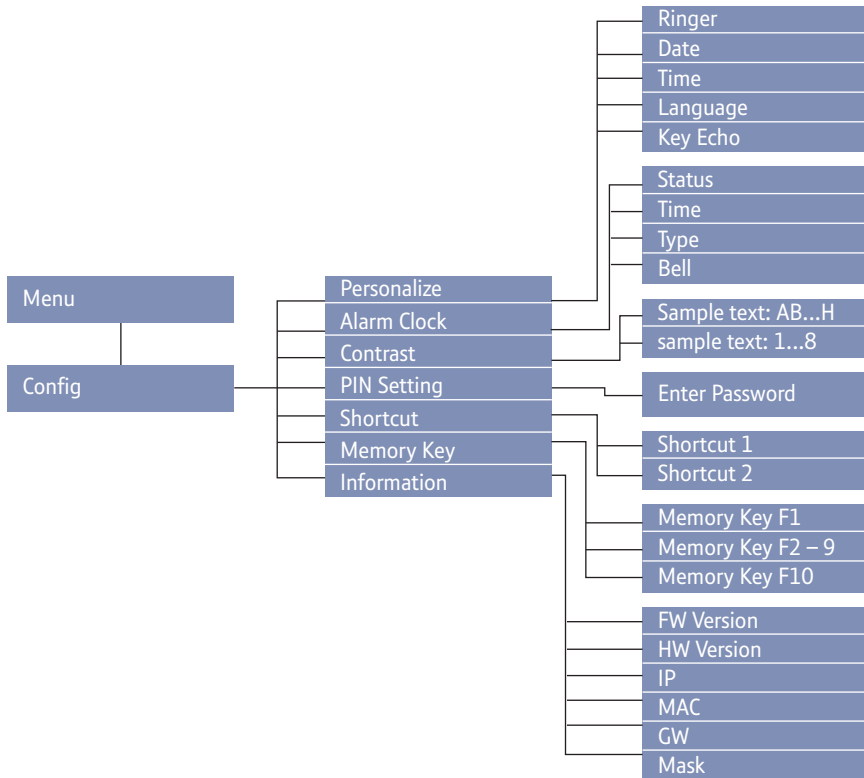
Mute

1. Press **[Mute]** during the conversation to put the telephone on mute.

If you experience any problems, please call the Helpline on **0800 169 1146** or go to **www.bt.com/business/broadbandvoice**






34 Using the phone

Config menu list





If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice



Changing the ringtone

1. Press the  key, **Config** soft key, **Select** soft key then **Edit** soft key.
2. Select a ring tone using the  or  keys. You can listen to the ring tone by pressing "Play". Set the volume by pressing  or .
3. When you have selected the desired ring tone and sound level press the **Save** soft key.





Changing the date format

1. Press the  key, **Config** soft key, **Select** soft key,  key then **Format** soft key.
2. Each press of **Format** changes the date style.
3. When you have selected the desired format press the **Back** soft key.

Changing the time format

1. Press the  key, **Config** soft key, **Select** soft key,  key twice then **Format** soft key.
2. Each press of **Format** changes 12hr/24hr.
3. When you have selected the desired format press the **Back** soft key.





Changing the language

1. Press the  key, **Config** soft key, **Select** soft key,  key three times then **Edit** soft key.
2. Select a language using the  or  keys.
3. Press the **Save** soft key to confirm.






If you experience any problems, please call the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

36 Using the phone




Changing the key beep (key echo)

1. Press the  key, **Confis** soft key, **Select** soft key,  key four times then **Edit** soft key.
2. Select **On** or **Off** using the  or  keys.
3. Press the **Save** soft key to confirm.






Turning the alarm on/off

1. Press the  key, **Confis** soft key,  key to **Alarm Clock**, **Select** soft key then **Edit** soft key.
2. Select **On** or **Off** using the  or  keys.
3. Press the **Save** soft key to confirm.
4. When the alarm is **On** an icon will flash in the display.
5. When the alarm time is reached an audible alert will be heard, turn off by pressing the  key.








Setting the alarm time

1. Press the  key, **Confis** soft key,  key to **Alarm Clock**, **Select** soft key,  key then **Edit** soft key.
2. Using the keypad enter the hours then the minutes.
3. Press the **Save** soft key to confirm.



Setting the alarm periodicity

1. Press the  key, **Config** soft key,  key to **Alarm Clock**, **Select** soft key,  key twice then **Edit** soft key.
2. Select **One Shot (once)** or **Periodic (daily)** using the  or  keys.
3. Press the **Save** soft key to confirm.

Setting the alarm tone



1. Press the  key, **Config** soft key,  key to **Alarm Clock**, **Select** soft key,  key three times then **Edit** soft key.
2. Select an alarm tone using the  or  keys. You can listen to the tone by pressing "Play".
Set the volume by pressing  or .
3. When you have selected the desired tone and sound level press the **Save** soft key.

Setting the contrast

1. Press the  key, **Config** soft key,  key twice to **Contrast** then **Select** soft key.
2. Use the **Down** and **Up** soft keys to change the contrast and press the **OK** soft key when the desired level is reached.



38 Using the phone

Changing the PIN (password) setting


1. Press the  key, **Config** soft key,  key three times to **PIN Settings** then **Select** soft key.
2. Enter **Password** is displayed, enter your password using the keypad (the default is 0000) and press the **OK** soft key.
3. Use the **Down** soft key to highlight **Change PIN Code**. Press the **Select** soft key.
4. Enter a new four digit PIN using the keypad and confirm with the **OK** soft key. Re-enter the new PIN and press the **OK** soft key.







Setting the password to lock the phone

If the **Flag** (password) is set to **ON** you will need to enter your PIN to lock and unlock the phone.





1. Press the  key, **Config** soft key,  key three times to **PIN Settings** then **Select** soft key.
2. Enter **Password** is displayed, enter your password using the keypad (the default is 0000) and press the **OK** soft key.
3. Press the **Change** soft key, each press turns the **Flag** on/off.
4. Press the **Back** soft key.

Setting new shortcuts

You can add two new soft keys to the idle screen that are available by pressing the  key twice. The two options are Auto Answer and Dial Subscribe.



1. Press the  key, Confir~~s~~ soft key,  key four times to Shortcut then Select soft key.
2. Use the  or  keys to highlight one of the options and press the Edit soft key.
3. Use the  or  keys to display the options and press the Save soft key to confirm.

Programming the memory keys F1 – F10

1. Press the  key, Confir~~s~~ soft key,  key five times to Memory Key then Select soft key.
2. Use the  or  keys to select the required F1 - F10 memory and press the Edit soft key.
3. Enter the required phone number using the keypad and confirm with the Save soft key.

Viewing the status of the BT Falcon

This information may be requested by the BT Helpdesk if you require support for your BT Falcon.

1. Press the  key, Confir~~s~~ soft key,  key six times to Information then Select soft key.
2. Information on the status of the phone is displayed.

General information

IMPORTANT

Access to emergency services is provided but calls, including emergency calls to 999, made via BT Broadband Voice may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the address of the associated telephone line where applicable.

Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 169 1146 for all repairs.

Cleaning

- Clean the handset and base 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.
- 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 phone could be damaged by an electrical storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Falcon 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 BT Falcon 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 or repaired 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 user guide or contact the BT Falcon Helpline on 0800 169 1446 or go to www.bt.com/business/broadbandvoice for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts. (Please note that we cannot take responsibility for goods damaged in transit). Please obtain and keep proof of posting from the Post Office.

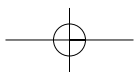
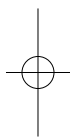
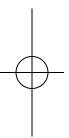
For your records

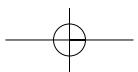
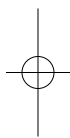
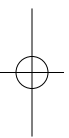
Date of purchase:

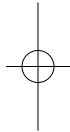
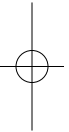
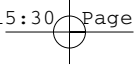
Place of purchase:

Serial number:

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







Offices worldwide

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