



# *Response 160 telephone and answering machine*

*User guide*



# At a glance

## Directory label

Lets you keep a reference of one-touch/quick dial numbers stored in the memory.

## Ringer volume

Adjusts the sound level of the ringer - **hi/low/off**. It is on the underside of the unit.

## Rewind

Rewinds your messages. Also used in to set the day, time and answer delay.

## Answer

### On/Off/Stop

Switches the answering machine on and off. Also used to cancel other commands.

## Microphone

For recording an outgoing message or memo.

## Wall mounting catch

## Park tab

When your Response 160 is wall mounted, you can rest the handset on the park tab if you need to put the phone down without disconnecting your caller.

## Loudspeaker volume

Adjusts the volume during message playback.

## Fast forward

Lets you fast forward through your messages. Also used in setting the day, time and answer delay.

## Play/Pause

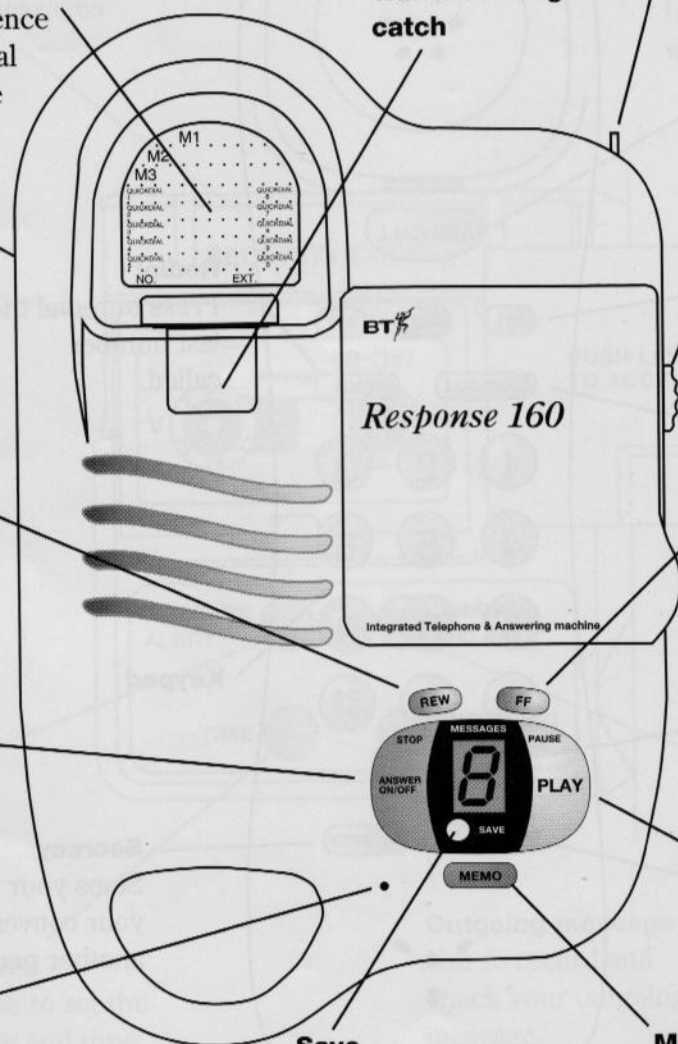
Lets you play back recorded messages and memos.

## Memo

Lets you record a memo message on the tape.

## Save

Saves messages on tape after playback.



**End Call**

Saves replacing the phone on hook before making a follow-on call.

**One-touch memory buttons**

Press to dial a stored number

**Quick dial**

Enables two-touch dialling of up to 10 stored numbers.

**Recall**

For use with BT Select Services and switchboards.

**Store**

Lets you store numbers in the memories.

**Redial**

Press to redial the last number called.

**Keypad**

**Secrecy**

Stops your caller hearing your conversation with another person.



**Security code**

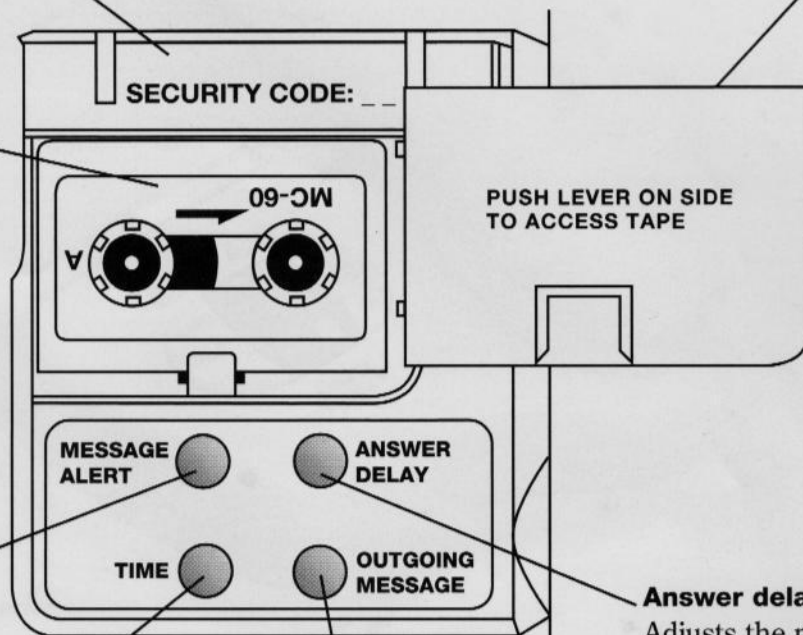
Two-digit code which allows you access to your messages from another phone.

**Cassette Cover**

Cover must be closed before the Response 160 will take any messages.

**Recording cassette tape**

30 minutes per side.  
The cassette compartment lid must be kept firmly closed for the machine to operate.



**Message Alert**

Switches a 'message waiting' beep on or off.

**Time**

Use to set the day and time.

**Outgoing message**

Use to record and check your outgoing message.

**Answer delay**

Adjusts the number of rings before the machine answers.

# *In this guide*

<i>At a glance</i>	<i>1</i>
<i>Introduction</i>	<i>5</i>
<i>Setting up</i>	<i>6</i>
<i>Using the telephone</i>	<i>9</i>
<i>Using the answering machine</i>	<i>13</i>
<i>Additional features</i>	<i>22</i>
<i>Help</i>	<i>25</i>
<i>Technical information</i>	<i>29</i>
<i>Index</i>	<i>32</i>

## **Customer Helpline**

If you have problems with your machine,  
call the Response 160 Helpline Service,  
**Lo-call 0345 585589.**

## **Hints and tips boxes**

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



# *Introduction*

*Your Response 160 is designed for ease of use and made to the high standards set by BT.*

We thank you for making the right choice and expect that your Response 160 will give you many years of quality service

Please read the instructions carefully before use and retain this user guide for future reference.

## *For your records*

**Date of purchase:**

**Place of purchase:**

**Serial number (on the underside of base):**

**Purchase price:**

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

### **Customer Helpline**

*If you have problems with your machine, call the Response 160 Helpline Service, Lo-call 0345 585589.*

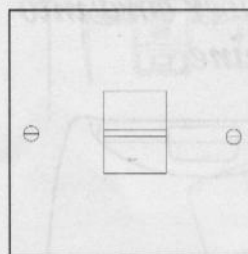
# Setting up

*Follow these steps to get your Response 160 ready to use.*

**Check that your Response 160 is complete.**  
**When you unpack you should have:**

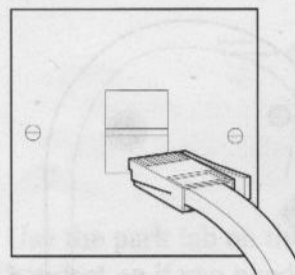
- Response 160 with telephone line cord attached.
- Mains power cable with 13 amp adaptor plug attached.
- Screws and wallplugs for wall mounting.

## *1 Check your telephone wall socket*



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

## *2 Plug your Response 160 into the phone socket*

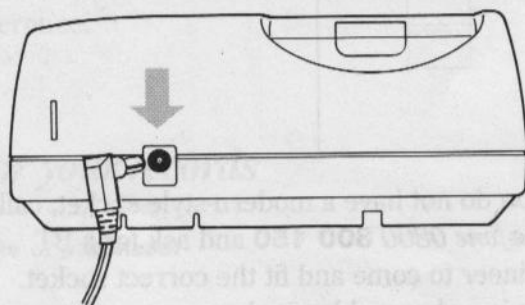


### 3 Check the volume control

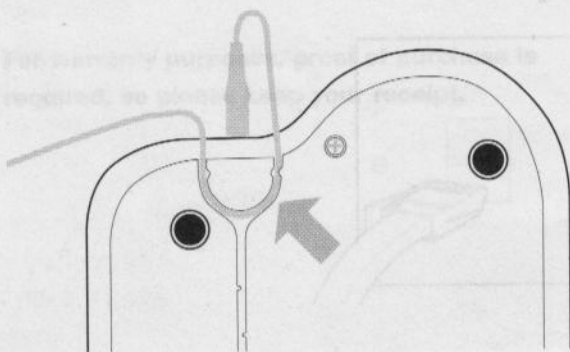


Make sure the loudspeaker control is turned up so you can hear the voice prompts and messages. Slide the control to at least half-way on the scale.

### 4 Plug the mains power cord into the back of the machine



To prevent the mains power cord being pulled out accidentally, route the cable through the 'U' channel on the underside of the base.



**Warning:** Only use the power adaptor plug supplied with this unit BT Adaptor 760. Using any other type of adaptor could damage your machine beyond repair.

### 5 Now plug the adaptor into a convenient mains power socket

When the power is switched on, your Response 160 automatically announces its status. You hear the voice prompt announce: 'Saturday 12:01pm. Please wait.'

After a few seconds the voice says: 'Your outgoing message is, 'Hello, your call cannot be taken at the moment, so please leave your message after the tone.'

Your Response 160 will rewind the tape to standby.

The voice announces, 'Set to time saver. Answer on.'

The display slowly flashes '0' and the machine is ready to take messages.

**If you do not hear any announcement.**

Check that the volume control - on the right-hand side of your Response 160 - is turned up.

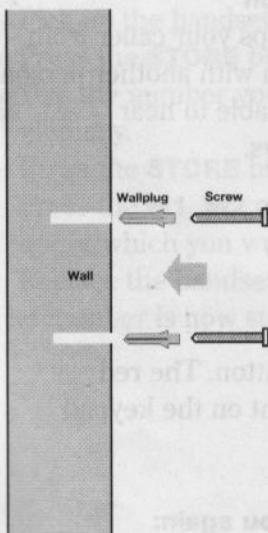


## 6 Press any button on the base unit to stop the display flashing '0'

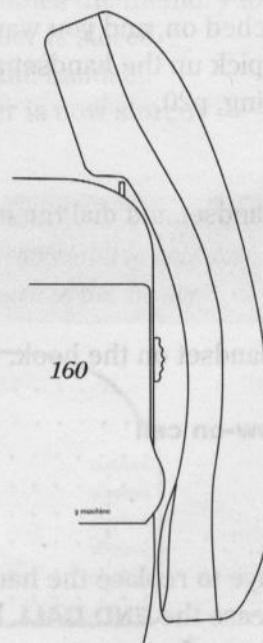
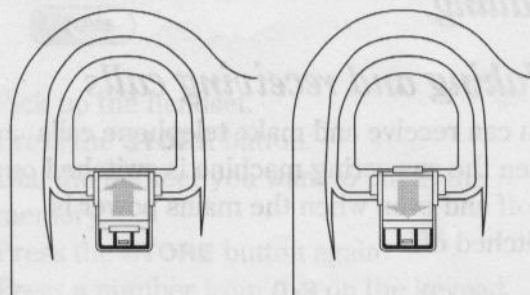
*A flashing '0' indicates that the mains supply has just been connected, or that there has been a power failure.*

## 7 Wall mounting your Response 160

Use the template on page 31 to drill holes in the wall.



Pull out the wall-mounting catch on the base unit, reverse it and replace it. The handset will now be able to rest on the hook when your Response 160 is wall mounted.



Use the park tab on the base unit to rest the handset on if you need to put the phone down without disconnecting your caller.

# Using the telephone.

*Your Response 160 is a TouchTone phone and operates on telephone lines with multi-frequency dialling.*

## Making and receiving calls

You can receive and make telephone calls when the answering machine is switched on or off and even when the mains power is switched off.

If you receive a call while the answering machine is switched on, and you want to take the call, simply pick up the handset and talk. See Call Screening, p20.

### To make a call

- Pick up the handset and dial the number you want.

### To end a call

- Replace the handset on the hook.

### To make a follow-on call

**END CALL**

- You do not have to replace the handset.
- Press and release the **END CALL** button.
- Dial the number you want.

### To redial the last number

**REDIAL**

- Press the **REDIAL** button. The last number you called is redialled automatically. This feature will redial a number of up to 32 digits long.

### To use the secrecy button

The **SECRECY** button stops your caller from hearing your conversation with another person. However, you will still be able to hear everything your caller says.



- Press the **SECRECY** button. The red **SECRECY** indicator light on the keypad comes on.

### To let your caller hear you again:

- Press the **SECRECY** button and talk. The red **SECRECY** indicator light goes off.

## Storing and dialling numbers in the memory

Your Response 160 has three one-touch memory buttons and ten quick dial memories. Each stored number can be up to 16 digits long.

The **\***, **#** and **R** buttons can be stored in the memory as part of a number.

### To store a number in the one-touch memory

Use the one-touch **M1**, **M2** and **M3** buttons.



- Pick up the handset.
- Press the **STORE** button.
- Dial the number you want to put in the memory.
- Press the **STORE** button.
- Press the **M1**, **M2** or **M3** one-touch button under which you want to store the number.
- Replace the handset.

The number is now stored.

### To store a number in the quick dial memory

Your Response 160 can store your 10 most frequently used numbers for dialling at the touch of just two buttons.

**STORE**

- Pick up the handset.
- Press the **STORE** button.
- Dial the number you want to put in the memory.
- Press the **STORE** button again.
- Press a number from **0-9** on the keypad.

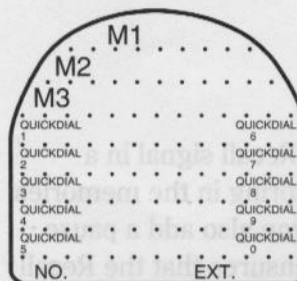
This becomes the memory location where the number is stored.

- Replace the handset.

The number is now stored.

### Directory label

Use the directory label to note down the numbers you have stored in the memory



### To store a number longer than 16 digits

By following the steps for storing a number, you can store the first 16 digits under one memory location. This can be a one-touch or quick dial memory. Store the remaining digits under another memory location.

### To store a pause

If, when storing a number, you need to enter a pause:

**REDIAL**

- Press the **REDIAL** button. This enters a **PAUSE** in the stored number.

You can then continue entering the rest of the number.

*Pauses may be needed if your Response 160 is connected to a switchboard and when using certain phone services.*

### To store a Recall

**(R)**

When you need to put a Recall signal in a number which you are storing in the memories, it is recommended that you also add a pause immediately after. This ensures that the Recall is correctly dialled.

At the point where you need to enter Recall:

- Press the **RECALL** button.
- Press the **REDIAL** button, to store a pause, and continue storing the number as normal.

### To change a number stored in the one-touch or quick dial memories

Follow the steps for storing a number. The existing number is replaced by the new one.

### To delete a number stored in the memory

**STORE**

**REDIAL**

- Pick up the handset.
- Press the **STORE** button.
- Press the **REDIAL** button.
- Press the **STORE** button.
- Press the one-touch memory button – or the **0-9** button on the keypad - under which the number is stored.
- Replace the handset.

The number is now deleted.

### To dial a number stored under the M1, M2 or M3 one-touch buttons

**M1**

**M2**

**M3**

- Pick up the handset.
  - Press the one-touch button you want.
- The number is dialled automatically.



### To dial a number stored in one of the quick dial memories.

#### QUICK DIAL

- Pick up the handset.
- Press the **QUICKDIAL** button.
- Press the button **(0-9)** on the keypad under which the number you want is stored.
- The number is dialled automatically.

### To dial and store a number in one operation

#### STORE

#### M1

#### M2

#### M3

- Pick up the handset.
- Dial the number you want.
- At any time during the call, press the **STORE** button twice.
- Select the location under which you want to store the number: either press one of the **M1**, **M2** or **M3** one-touch buttons; or a 0-9 number for storing it in one of the quick dial memories.
- The number is stored when you replace the handset at the end of the call.

### Combined memory and keypad dialling

You can dial part of a number (such as an area code) using your Response 160's memory, and dial the rest of the number manually.

### To adjust the ringer volume

Use the switch on the underside of the base unit. The ringer volume can be set to **OFF**, **LOW** or **HI**.

RINGER  
OFF LOW HI



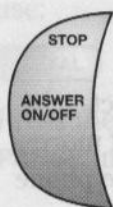
### Recall

Use the **R** button to access BT's Select Services eg: Call Waiting. To find out more information about BT's Select Service phone BT on **Freefone 0800 800 150**.



# Using the answering machine

## Switching the answering machine on and off

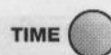


- Press the **ANSWER ON/OFF/STOP** button. The voice announces, 'Answer off'. Display shows a single dash '-'.  
When you need to put a Recall signal in a number which you are storing in the memories, it is recommended that you also add a pause immediately after. This ensures that the Recall is correctly dialled.
- Press the **ANSWER ON/OFF/STOP** button again. The voice announces, 'Answer on'. The display shows the number of messages recorded.

## Time and day setting

Your Response 160 will add the time and day to the end of each message recorded.

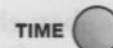
### To check the day and time



- Press the **TIME** button. The voice announces the current day and time setting.

### To set the correct day

The Response 160 will always follow this three-step sequence.



- Press and hold down the **TIME** button. Voice announces the current day, eg 'Saturday'.
- Press the **FF** or **REW** buttons to move forward or backward until the voice announces the day you want.
- Release the **TIME** button. The day is now set and confirmed by the voice.

*If you are changing a time already set - to allow for British Summer Time, for example - the voice will start at the current day and time.*

### To set the correct hour



- Press and hold down the **TIME** button again. The voice announces the current hour, eg 'Twelve midday'.
- Press the **FF** or **REW** buttons to move forward or backward until the voice announces the hour you want.
- Release the **TIME** button. The hour is now set and confirmed by the voice.

### To set the correct minute



- Press and hold down the **TIME** button again. Voice announces the current minute, eg '01'.
- Press the **FF** or **REW** buttons to move forward or backward until the voice announces the minute you want.
- Release the **TIME** button. The minute is now set and the voice announces the full day and time setting.

*If, while setting the day/time, you either press the ANSWER ON/OFF button or do not make an entry for more than 60 seconds, the partly set day/time will be saved and announced*

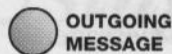
## Outgoing messages

Your Response 160 has a pre-set message, 'Hello, your call cannot be taken at the moment so please leave your message after the tone'. This will automatically be played unless you record your own outgoing message.

### To check your outgoing message

- Press and release the **OUTGOING MESSAGE** button. The voice announces, 'Your outgoing message is...' and plays the current outgoing message.

### To record your own outgoing message



*For a better quality recording, speak clearly approximately 15-20cm from the microphone.*

- Press and hold down the **OUTGOING MESSAGE** button. When it is ready to record your message, the voice announces, *'Please speak after the tone'*.
- After the long beep, speak your message. You are recorded through the built-in microphone. Your message can be up to two minutes long. Display flashes 'r' during recording.
- Stop recording by releasing the **OUTGOING MESSAGE** button. The machine gives a confirmation beep.
- Your new outgoing message is now automatically played back to you for checking. At the end of playback, your machine resets to **ANSWER ON** mode.

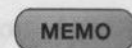
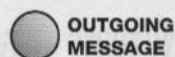
### Take time to think about your message

*The pre-set message has been designed specifically to say only that a call cannot be taken at the moment. It does not suggest you are out or away.*

### To change your own outgoing message

You can change your outgoing message at any time simply by recording a new message.

### To revert to the pre-set outgoing message



This operation also resets the message counter display to '0'.

- Press and hold down the **OUTGOING MESSAGE** and **MEMO** buttons together until you hear a short beep. The tape will rewind and the voice announces, *'Your outgoing message is Hello, your call cannot be taken at the moment so please leave your message after the tone'*.
- The message counter display shows '0'. If you press the **PLAY** button, the voice announces, *'You have no messages'*.

### Recording time

*The Response 160 is supplied with a 60-minute cassette tape which gives a total recording capacity of 30 minutes per side, including the time allowed for your outgoing message. If desired, the tape can be turned over by hand. You will need to record a new outgoing message.*

## Setting the answer delay

You can set the number of times your Response 160 will ring before answering a call.

### Time Saver

*Your Response 160 is pre-set to TIME SAVER. So when you call your Response 160 to listen to any messages, the machine will answer your call after two rings if any messages are waiting. If there are no messages, it will ring six times before answering your call, giving you the opportunity to ring off and avoid being charged for the call.*

### To check the current answer delay setting



- Press the **ANSWER DELAY** button. The voice announces the current status of the machine.

### To change the answer delay

You can select **TIME SAVER** or **2 to 9** rings before the answering machine takes a call.

- Press and hold down the **ANSWER DELAY** button. The display shows the current setting.
- Keeping the **ANSWER DELAY** button held down, press the **FF** or **REW** button to scroll up or down until you reach the setting you want. The voice announces the number of rings and the display shows the number.
- Release the **ANSWER DELAY** button at the required setting. The voice confirms the setting you have chosen

## Using the Stop button



Pressing the **ANSWER ON/OFF/STOP** button will cancel most answering machine functions, except when the machine is going through a set-up procedure after a power failure.



## Receiving messages

Your Response 160 will automatically record incoming calls once it is connected to the mains power and phone socket, and set to **ANSWER ON**.

If you receive more than 9 messages, the display shows a flashing '9'.

The day and time is automatically added to each incoming message. This is announced at the end of each message at playback, but is not heard by your caller when they leave their message.

### Maximum length of incoming message

*The maximum length of recording time for incoming messages is three minutes. Equally, if a caller does not speak for more than four seconds, the machine will stop recording. In both cases, the caller will hear the voice say, 'Thank you for calling' before the line is disconnected.*

### 'Time up' warning

*About 13 seconds before a caller has reached the maximum message recording time of three minutes, the voice will announce, 'Please complete your call within ten seconds'.*

### If the tape becomes full during an incoming call

*Display flashes 'F'*

*If the MC60 runs out during a call, the voice will announce, 'Please complete your call within 10 seconds', approximately 13 seconds before the end of the tape. You will also hear this voice prompt during playback.*

*If you are using a shorter tape, an MC30 for example, the voice announces, 'Memory full, thank you for calling' and the call will be disconnected.*

### After 59 messages have been recorded

*If your Response 160 reaches a total of 59 messages waiting, the display will flash 'F' and will not record any more incoming messages. If you are away or cannot operate the machine at the base unit, you can still access your messages from another phone. Simply dial your number and let your Response 160 ring 20 times. Once connected to your machine, you can enter the security code and play back and delete messages.*



### To play back messages



- Press the **PLAY/PAUSE** button. The voice will announce, 'You have 'n' messages, please wait'. (If there are no messages, the voice announces, 'You have no messages'.)
- The tape then rewinds. Display flashes '-'.
- Your messages are played in the order in which they were received. The day and time of recording is announced at the end of each message. During playback the display shows 'P'.

When all the messages have been played back, the voice announces, 'End of messages, to save all messages, press SAVE'. The display counts down from 8 to 0, giving you eight seconds to decide to save or rewind back through your messages.

If the **SAVE** or **REWIND** buttons are not pressed during the countdown, your Response 160 automatically rewinds the tape, sets the message counter to '0' and returns to **ANSWER ON** mode. New incoming messages will be recorded over previous messages.

### To save messages



- Press the **SAVE** button at any time during playback – or during the 8-second countdown after all messages have been played, or before new messages are recorded. The voice announces, 'All messages saved'.
- The machine returns to **ANSWER ON** mode and the tape will record new messages from the end of the last message.

### To fast forward or rewind your messages

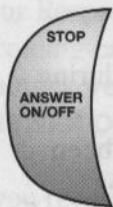
During playback, or when the tape is on **PAUSE**, you can fast forward (**FF**) or rewind (**REW**) through your messages.



- Press and hold down the **FF** or **REW** button. The tape will fast forward or rewind through the tape. Display shows flashing '-'.
- When you release the button, playback continues automatically.

If you fast forward to the end of the last remaining message, the voice announces, 'End of messages, to save all messages, press SAVE'. The display counts down from 8 to 0, giving you eight seconds to press the **SAVE** button.

### To stop playback



- Press the **ANSWER ON/OFF/STOP** button. The machine will return to **ANSWER ON** mode. No messages will be saved.

### To pause during playback



- During playback, press the **PLAY/PAUSE** button.
- The voice announces 'Message paused' every 10 seconds and the display flashes 'P'.
- Press the **PLAY/PAUSE** button again to continue playback.

If the Response 160 is left in **PAUSE** for more than 60 seconds, the machine will automatically **SAVE** all messages and reset to **ANSWER ON**.

### To record a memo

**MEMO**

You can use your Response 160 to record a memo to be played back later.

- Press and hold down the **MEMO** button. You hear a beep and the tape winds to the correct position for recording.
- The voice announces, 'Please speak after the tone'.
- Keeping the **MEMO** button held down, speak clearly into the answering machine's built-in microphone. Display flashes 'r'.
- When you have finished recording, release the **MEMO** button.
- Your memo is now stored and can be played back later. Response 160 automatically adds the day and time to the end of your message.

*Memos can be any length, until the tape is full. Your Response 160 treats it in the same way as an incoming message.*

*To play back, save, fast forward or rewind memos, follow the same steps as for messages.*

## Call screening and call intercept

You can let your Response 160 answer a call for you, so you can then decide whether to take the call or record a message.

- Make sure that the loudspeaker volume is set to an audible level.
- Allow the incoming call to be answered by your Response 160. You will hear the caller begin to leave a message.
- If you decide to take the call, simply lift the handset and speak. Recording will stop automatically.

### Call intercept from an extension phone

You can also intercept a call from an attached extension phone, on the same line.

Picking up the handset should automatically stop your Response 160 recording. If it doesn't, press and release the hook switch of the extension phone, once.

## Remote access

You can switch on your Response 160 from another telephone and play back messages and memos using the *Touchtone*\* keypad.

### To access your Response 160 from another phone to play back and delete messages



- Ring your Response 160 as normal.
- After you hear your outgoing message, wait for the tape to wind – you will hear a series of short beeps.
- Then you hear a long beep which is the invitation-to-record tone. You have up to 4 seconds to press the \* button.
- You hear the voice announce, 'Please enter your security code'. At the base unit, the display flashes 'A'.
- Enter your security code using the keypad. After entering the first digit, wait for the confirmation beep before entering the second digit. After the second digit your Response 160 announces, 'You have 'n' messages, please wait'. Your messages are then played back.

*If there are no messages, you will hear, 'You have no messages. Thank you for calling'.*

- At the end of play back the voice announces, 'End of messages' and you are given the options:
- To replay messages, press **2**, to delete all messages, press **5**.
- Press **2** on the keypad to replay your messages. You can replay your messages two more times. After the third playback, the voice announces, 'End of messages, thank you for calling'.
- Press **5** on the keypad to delete all messages. The tape rewinds to the beginning and new messages will be recorded over the existing messages. The voice announces, 'All messages deleted. Thank you for calling'.

*Messages deleted by remote access can be saved if the **SAVE** button on the Response 160 is pressed before any new messages are recorded.*

*Your Response 160 security code is factory set and cannot be changed. Your code is printed under the lid.*

*Response 160 allows two attempts at entering a security code. If you make a mistake, the voice announces, 'Error, please enter your security code'. If the second attempt is incorrect, the voice announces, 'Thank you for calling', and the line is disconnected.*

*Your machine waits for up to 8 seconds for you to enter each digit of your two-number code. If you do not enter a number within this time, the voice will announce, 'Thank you for calling', and disconnect the call.*

#### **To switch remote access on/off**

You can prevent or allow remote access to your Response 160.

**REW**

**FF**

- Press and hold down the **FF** and **REW** button together for longer than three seconds. If you hear one short beep, the display shows '0'. Remote access is denied.

or

- Press and hold down the **FF** and **REW** button together for longer than three seconds. If you hear two short beeps the display shows '9'. Remote access is enabled.



# Additional features

## Message Alert

As well as displaying the number of messages left, your Response 160 will beep every six seconds to notify you that there are messages waiting. It stops beeping when you press the **PLAY/PAUSE** button.

The factory setting is to have the Message Alert switched on.

### To switch the audible message alert on/off

**MESSAGE  
ALERT**



- When the alert feature is **ON**, press the **MESSAGE ALERT** button once. The voice will announce, 'Message alert off'. Display shows '0'.
- When alert feature is **OFF**, press the **MESSAGE ALERT** button once. The voice will announce, 'Message alert on'. Display shows '0'.

## Remote Switch On

If your Response answering machine is off, you can switch it back on at any time from another phone. It will then take calls and record messages as normal.

### To switch on your answering machine from another phone

- Call your Response 160 and let it ring.
- After 20 rings, the answering machine will switch on and you will hear your outgoing message.
- Hang up. Your Response 160 is now switched on.



## Play All

You can set your Response 160 to play back a whole side of the tape. This will include new messages and any existing old messages that have yet to be overwritten.

### To play all messages



- Press the **PLAY/PAUSE** button for longer than two seconds. Voice announces, 'Play all', and the machine will play all the messages on the tape.
- At the end of playback, the machine returns to the previous setting.

Your Response 160 will play the whole of the tape unless you press the **ANSWER ON/OFF/STOP** button. The **SAVE** button is not effective during **PLAY ALL** but you can fast forward or rewind.

### VOICE PROMPTS

	ON	OFF
When recording an outgoing message or <b>MEMO</b>	<i>'Please speak after the tone'</i> followed by one long beep.	one long beep
When about to play back your outgoing message	<i>'Your outgoing message is...'</i>	one short beep
At the end of your outgoing message playback	<i>'To record a new outgoing message, press and hold the outgoing message key.'</i>	one long beep

## Voice Prompt Select

As you become used to operating your Response 160, you may prefer to turn off some of the voice prompts that are normally played when you record and play back your outgoing messages.

### Switching selected voice prompts on/off



- Press the **MESSAGE ALERT** button for longer than 2 seconds. One beep means the voice prompts are switched **OFF**. Two beeps means they are switched **ON**.

*The table below shows which voice prompts will be disabled.*

## Connecting to a switchboard

Your Response 160 can use switchboard facilities such as call transfer and conference calls (only if *Touchtone* and Timed Break Recall are recognised by the switchboard). Connect only to compatible, approved switchboards and PBXs. For information, contact your communications manager.

### To store a pause

**REDIAL**

**STORE**

Some switchboard services may need a **PAUSE** between the access number and the number to be dialled. Pressing the **REDIAL** button while storing a number will insert a **PAUSE** into the memory.

- Pick up the handset.
- Press the **STORE** button.
- Dial the access number (usually 9, for an outside line).
- Press the **REDIAL** button.
- Dial the number you want to store in the memory.
- Press the **STORE** button.
- Press the one-touch memory button – or the **0-9** button on the keypad - under which you want to store the number.
- Replace the handset.

# *Help* If you have any problems using your Response 160, this section gives you the most common solutions.

## **No dialling tone on telephone**

Check that your telephone is correctly connected to your BT wall socket.

## **Display does not light up**

Check that your Response 160 is correctly connected to the mains power socket and that the power is switched on. Check that the power cable is inserted into the socket on the back of the machine.

## **Outgoing message does not record**

Speak clearly, close enough (15-20cm) to the microphone when recording your message.

Make sure the memory is not full. When the memory is full, the display will flash 'F'.

## **Incoming message does not record**

Make sure your Response 160 is set to answer-on mode and that the memory is not full. When the memory is full, the display will flash 'F'.

Caller may be speaking too quietly or has a bad connection.

Check that the cassette is inserted correctly.

## **Cannot access remotely**

Make sure that the telephone you are using to access your Response 160 has a *TouchTone* keypad.

When entering your code, make sure you allow enough time between digits for your Response 160 to recognise each one. Make sure that remote access has not been switched off (see page 21).

## **No response to buttons**

If you encounter a problem and your Response 160 will not respond to any button pressed, then turn off the power. Turning the power back on will reset your Response 160 to answer-on mode.

## **'E' flashing quickly**

Check that the tape is properly loaded in the cassette compartment and is not broken or jammed.

## **Answering machine does not answer**

Check that the inner cassette cover is properly closed.

**The messages are distorted or poor quality**

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

**Cannot remove tape**

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

For good performance, only use premium quality cassettes.

**The tapes and tape heads**

Every three months, turn the tape over and re-record your outgoing message.

Every six months, clean the cassette mechanism using a cotton bud dipped in a tape head cleaning fluid and change the tape.

**Replacing the cassette**

Response 160 is designed to take MC60 micro-cassettes with normal bias. Cassettes containing a shorter tape are available, but will reduce the incoming message recording time.

Open the cassette compartment lid and cassette cover to insert the micro-cassette with side A facing upwards. Take up any slack by turning the spool with a pencil.

**Noisy fast winding**

This is usually a sign that the tape is wearing out. Replace as described previously.

**If the mains power fails**

Your Response 160 has built-in back-up power.

If there has been a mains power failure of less than 4 hours, all the messages the machine has recorded and any information you have stored on the machine's memory will be retained except the time and day. The indicator will flash slowly, showing the number of messages received or 'F' for full.

If the mains power failure is longer than 4 hours, all stored information may be lost and, if so, you will need to repeat the Setting Up procedure.

*If you still have a problem with your machine, call the Response 160 Customer Helpline on Lo-call 0345 585589.*



**Factory settings for the Response 160.**

Your machine is supplied with the following factory settings.

Outgoing message: *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'.*

Answer Delay: Time Saver

Answering Machine: **ON**

Indicator: '0' flashing

Audible Alert: **ON** - you hear a beep every six seconds if a message is waiting

Remote Access: **ON** - so you can phone in to listen to your messages

Voice Prompts : All **ON**

Time/Day: Saturday, 12.01pm.

If there is a mains power failure of more than four hours, the machine may automatically revert to these settings. If this happens, follow the original Setting Up procedure and re-enter the information you want.

## Response 160 display

Status	Display
Power off	Blank
Power on/answer off	Single dash '-' (flashing slowly until any button on the base unit is pressed)
Answer on/0-9 messages/after mains power is connected	'0' flashing slowly, or '1-9' to indicate that messages are received. (Number flashes until any button on the base unit is pressed)
Answer on/0-9 messages	'0-9'
Answer on, more than 9 messages	'9' flashing
Message play/Outgoing Message play	'P'
Message paused	'P' flashing
Message/Memo recording	'r' flashing
Rewind/fast forward	'-' flashing
Waiting time at end of playback	'8-0' countdown
During remote access	'A' flashing
Audible Message Alert ON	'B'
Audible Message Alert OFF	'B'
Remote access ON	'G'
Remote access OFF	'B'
Answer delay	't' or '2' to '9'
Memory full	'F' flashing quickly
Fault	'E' flashing quickly

# Technical information

## Environment

Your Response 160 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

### *Warning*

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

## Your Response 160 has built-in back-up power

If there has been a mains power failure of less than 4 hours, all the information you have stored on the machine's memory will be retained except the time and day. The indicator will flash slowly, showing the number of messages received or 'F' for full.

If the mains power failure is longer than 4 hours, all stored information may be lost. If so, you will need to repeat the Setting Up procedure.

## How many phones you can have

All items of telephone equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. Your Response 160 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed (for example: if your Response 160 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4).

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.

## Connection information

- Your Response 160 may be connected to public networks in the United Kingdom.
- It may also be connected to switching systems that use tone (MF) signalling with timed break recall. If in doubt, your switch supplier or maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by dialling BT **Freefone 0800 800 152.**

If you do not have a compatible switchboard, it cannot be guaranteed that your Response 160 will operate correctly under all possible conditions of connection.

The machine cannot be used to answer calls on PBXs configured for dial 8 night services unless a suitable adaptor is purchased (not available from BT).

Compliant to 89/336/EEC (EMC Directive) and 73/23/EEC (Low Voltage Directive).

Micro cassette	3, 25
Outgoing message	14
Transferring	15
elch and	14
pre-recorded	14
checking	14
Play all	23
Recall	12
Receiving calls	9
Remote access	20, 21
Remote switch on	22
RJN	29
Ringer volume	12
Stop button	16
Switchboard	24
Technical information	29
Telephone wall socket	6
Time saver	16
Voicemail	23
Volume	7
Wall mounting	3, 31



## Wall-mounting template

### Environment

Your Response 160 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

### Warning

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

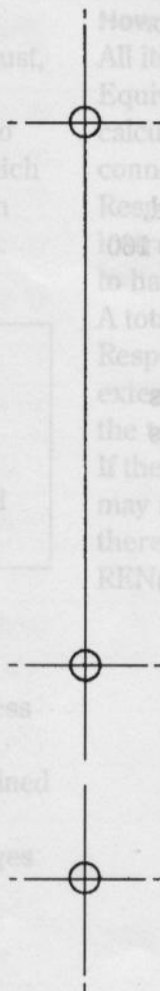
Your Response 160 has built-in back-up power

If there has been a mains power failure of less than 4 hours, all the information you have stored on the machine's memory will be retained except the time and day. The indicator will flash slowly, showing the number of messages received or 'F' for full.

If the mains power failure is longer than 4 hours, all stored information may be lost. If so, you will need to repeat the Setting Up procedure.

Drill hole

Drill hole



### Connection information

- Your Response 160 may be connected to public networks in the United Kingdom.
- It may also be connected to switching systems that use tone (MTF) signalling with timed break recall. If in doubt, your switch supplier or maintenance should be consulted.

All installations must be carried out by a qualified electrician. The equipment must be connected to a dedicated line and not to a shared line. The equipment must be connected to a dedicated line and not to a shared line. The equipment must be connected to a dedicated line and not to a shared line.

If you do not have a dedicated line, you must have a dedicated line. The equipment must be connected to a dedicated line and not to a shared line. The equipment must be connected to a dedicated line and not to a shared line.

The machine cannot be used to handle calls on PBXs configured for dial 8 digit services unless a suitable adaptor is purchased (not sold by us). With this adaptor, you can use the machine to handle calls on a 2 digit service. The machine must be connected to a dedicated line and not to a shared line. The equipment must be connected to a dedicated line and not to a shared line.

# Index

Additional features	22	Micro cassette	3, 26
Answer delay	16	Outgoing message	14
Answer machine		recording	15
Switch On/Off	13	pre-recorded	14
Audible message alert	22	checking	14
Call screening	20	Play all	23
Day and time	13	Recall	12
setting	13	Receiving calls	9
check	13	Remote access	20, 21
Directory label	10	Remote switch on	22
Display	28	REN	29
Help	25	Ringer volume	12
Mains power cord	7	Stop button	16
Making calls	9	Switchboard	24
Message alert	22	Technical information	29
Messages	17	Telephone wall socket	6
fast forward	18	Time saver	16
receiving	17	Voice prompts	23
playback	18	Volume	7
saving	18	Wall mounting	8, 31
pause	19		
Memo	19		
Memory	10		
changing numbers	11		
dialling numbers	11		
storing numbers	10		



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

The Telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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

© British Telecommunications plc 1996.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Printed in China. Issue No.1 (1/97).  
Designed by The Art & Design Partnership Limited.



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

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



**504090**