

**This product may be purchased from Connevens Limited secure online store
at www.DeafEquipment.co.uk**



DeafEquipment.co.uk

Solutions to improve the quality of life





At a glance

Top

Twin Talk socket for connection of your telephone, fax or modem

Switch

Selects whether the attached phone will ring to your existing or new phone number.

Ring LED

Indicates your line is ringing when either your existing or new number is called. It will flash a few seconds before any phone begins to ring.

Twin Talk line cord to wall socket

Underneath

Product Label

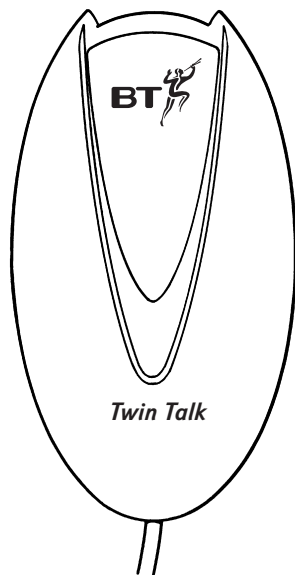
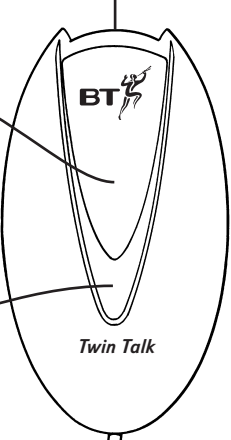
Battery compartment cover

2 x AA batteries

Space for Wall Mounting Pad

Battery Saver Tab

Release Catch



For BT Twin Talk to operate correctly you must subscribe to BT's Call Sign service. A quarterly fee is payable.

The Call Sign service is not available on cable or from any other telephone service provider.

Introduction

Unpacking

If anything is missing, please contact your place of purchase immediately.

Two Twin Talks each with 2 X AA batteries fitted

Two fixing pads

For your records

Date of purchase:

Place of purchase:

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

Safety information

General

Do not dismantle your Twin Talk.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Do not expose your product to direct sunlight, extreme cold or place it near heating appliances.

Do not submerge any part of your product in water and do not use it in damp, humid or wet conditions.

Do not expose your product to fire, explosive or other hazardous conditions.

Cleaning

Simply clean 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.

Note

If the batteries are exhausted, telephones will not be able to make or receive calls and therefore cannot be used to connect to the emergency services. In these circumstances you should connect the telephone directly to the telephone wall socket.

Setting up

The BT Call Sign service gives you two telephone numbers on your telephone line – your existing number and a new number.

Note

BT Call Sign is only available on BT exchange lines. Twin Talk will not work on connections provided by other telephone service providers. Your first 3 months use of the Call Sign service is provided free with your Twin Talk pack.

To connect to BT Call Sign

Call BT on freephone 0800 169 1406 to connect to your Call Sign service. Lines are open 8.30am-5.00pm, Monday to Friday.

The BT Customer Services Advisor will ask for your name, address and the date you want your Call Sign service to be connected.

Please be ready to quote the PIN number on the back page of this user guide.

The Advisor will give you your new telephone number. The new number can be listed in the telephone directory, to list your new entry ring BT on 150.

Note

Your BT bill will show the cost of keeping the Call Sign service along with a credit to cover the first three months charge. After three months, Call Sign will be continued automatically at the usual quarterly price.

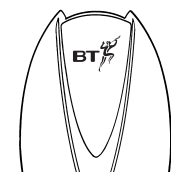
Installing BT Twin Talk

Twin Talk has been designed for simple connection to your existing telephone wiring and sockets.

You can install Twin Talk:

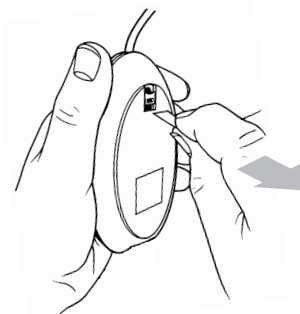
- for two phones
- for a phone and fax/modem
- as a Mini Business System which automatically transfers an unanswered call to another phone, see 'Creating a Mini Business System'.

1 Check the switch



Make sure the switch is towards the Twin Talk telephone socket.

2 Pull out the battery saver tab

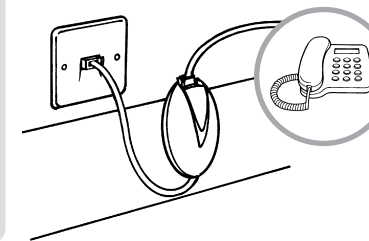


3 Connect the first Twin Talk

Unplug your telephone from the wall socket.

Plug the Twin Talk into the wall socket.

Plug your telephone into the Twin Talk.



Note

If you subscribe to Broadband, ensure that your Twin Talk is plugged into the Broadband microfilter.

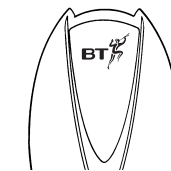
4 Set the switch

If you want your **existing number** to ring on this telephone, ensure that the switch is set towards the Twin Talk telephone socket.



Switch setting for existing telephone number.

For your new number to ring at this phone, move the switch towards the Twin Talk line cord.



Switch setting for new telephone number.

Important

Your Twin Talk will be operational about 12 seconds after installation.

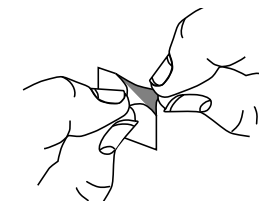
5 Plug in the second Twin Talk

Follow steps 1-4 shown previously to connect your second Twin Talk to your other wall socket.

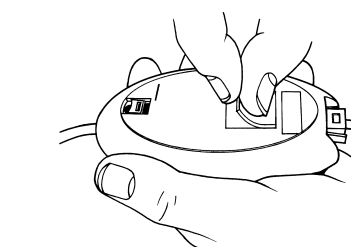
Wall mounting your BT Twin Talk

You can fix your Twin Talk to the wall or skirting board using the sticky pads provided.

First separate the two pads.



Pull the backing paper off one pad and press it over the square shape on the battery cover.



Important

We recommend that you add further BT Twin Talks to other telephone sockets in your home or office. Any phones connected to your telephone line which are not plugged into a Twin Talk:

- will ring to all incoming calls
- will ring a few seconds before phones connected to a Twin Talk
- may interrupt calls being made on other Twin Talk extensions
- do not offer call GuardCall privacy (see GuardCall) so users can listen into calls and talk to your callers
- may interfere with the operation of other Twin Talk extensions

Using your BT Twin Talk with a fax machine/PC fax modem

Your Twin Talk system can be used to provide a second telephone number for your fax. This can be a fax machine or the fax modem and software installed on your PC.

Twin Talk ensures the callers dialling your fax number will only be connected to your fax machine, while callers dialling your phone number will ring your telephone.

Note

If giving your fax machine the new number, try a test call to make sure the number works. A few fax machines will only answer to the normal ringing pattern of your existing number.

If the new number does not work on your fax, then use your existing number for fax and your new number for phone calls.

BT Twin Talk

Allows you to route incoming calls to the phone of your choice

User Guide

Note

Twin Talk takes a few seconds to process incoming calls therefore your phone will not start to ring until a few seconds after ringing is first applied to your line. This should be taken into consideration if you use auto answer devices such as fax machines, answering machines or BT Call Minder. For further information log on to www.twintalkhelp.com

Creating a Mini Business System

You can use BT Twin Talk in your office or home to set up a Mini Business System, giving you:

- Separate numbers – for different people or departments.
- Fewer missed calls – if an incoming call to either phone number is not answered within a few rings, your other Twin Talk extension will then start to ring.

To set up your Twin Talks as a Mini Business System

Unplug Twin Talk from the wall socket. Remove and then replace one of the batteries.

Slowly and deliberately move the switch backwards and forwards four times.

Follow *Installing Twin Talk* steps 3 and 4.

Repeat on other Twin Talk.

To remove the Mini Business option from Twin Talk

Follow Step 1 of the *Installing Twin Talk* section of this guide.

Remove and replace one of the batteries and then follow Steps 3 and 4 of the *Installing Twin Talk* section.

GuardCall

BT Twin Talk protects calls from being interrupted if someone else lifts a handset on a phone connected to your telephone line through another Twin Talk.

So, for example, if your PC is connected to the Internet you will not lose the call or any data being transferred.

Note

Your PC will work as normal when connected via Twin Talk.

To transfer an incoming call to another Twin Talk extension

Replace the handset on the phone where the call was answered.

Pick up the handset on the other Twin Talk extension.

Note

When transferring a call, Twin Talk GuardCall ensures that only one phone can be connected to the call at any one time.

Ringback

If you use the BT Ring Back service to let you know when an engaged number is free, all your phones will ring, irrespective of the switch setting on your Twin Talks.

Help

If all phones ring no-matter which number is called you may have one of the following problems

There may be a fault in your internal wiring.

It is most likely that the line polarity is reversed on one or more of your extensions. For further information log on to www.twintalkhelp.com.

You may have a phone on your line which is not plugged into a Twin Talk.

Cannot make or receive calls through my Twin Talk?

Can you make and receive calls at this extension without Twin Talk connected. If not then the extension is wired incorrectly. For further information log on to www.twintalkhelp.com

The battery saver tab has not been removed.

The batteries may be flat, incorrectly fitted or have been removed. Replace them as shown opposite.

Problems with Caller Display?

Sometimes my phone does not:

- show Caller Display information
- clear Caller Display information
- light up the display

This is the reaction of some phones in response to the pause between the caller display information being received and the point at which the phone begins to ring.

While this may limit the caller information display on some calls, it is not a fault with your Twin Talk or telephone.

My cordless DECT phone rings once, even though the number allocated to it was not dialled?

On some DECT cordless phones that use the Caller Display service, the phone may begin to ring even though its number was not called. The phone is ringing in response to the Caller Display signal. You can set up Twin Talk to block the Caller Display signal to this phone.

1 Unplug the Twin Talk from the wall socket.

2 Open the battery compartment cover and remove one of the batteries.

3 Set the switch towards the Twin Talk line cord.

4 Replace the battery and battery compartment cover.

5 To set the phone to answer calls to your existing number, move the switch towards the Twin Talk telephone socket.

6 To set the phone to answer calls to your new number, leave the switch where it is.

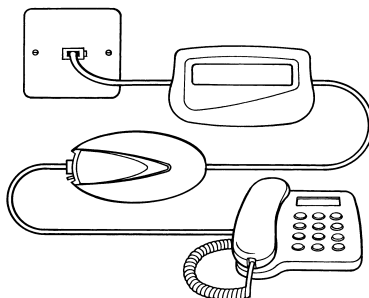
The Caller Display signal is now blocked for this phone and the callers number will not be displayed. All other phones connected to your line will still receive Caller Display information.

Note

If you want your Twin Talk to pass the Caller Display signal on to your phone again, then follow steps 1 to 6 above but ensure that the switch is set towards the Twin Talk socket at step 3.

My Caller Display box isn't working properly?

Plug it directly into the wall socket and then connect the Twin Talk to it.



Testing your Twin Talks:

1 Disconnect all the telephones connected to your line.

2 Connect a Twin Talk to the master socket (the first socket in the house).

3 Connect a telephone to Twin Talk.

4 Get somebody to call your existing telephone number. The telephone should ring when the switch is set towards the telephone socket (see *Installation section 1*) but not when it is in the other position, (you can move it whilst the phone is ringing).

Repeat with the other Twin Talk. If Twin Talk works then the problem must be within the internal wiring.

Help website

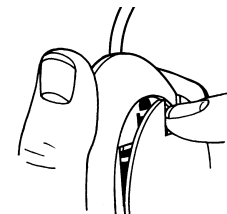
Additional help and advice is available by visiting the www.twintalkhelp.com website.

To replace the batteries

Unplug from wall socket.

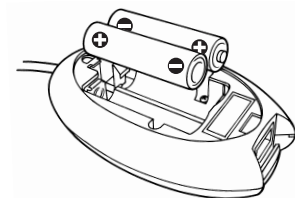
Each Twin Talk takes 2 x AA batteries.

Remove battery compartment cover.



Remove old batteries and then ensure the switch is towards the Twin Talk telephone socket.

Insert new batteries as indicated and replace cover.



Use this guide to re-set your Twin Talks as before.

General information

Your BT Twin Talk 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 Twin Talk 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 may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover button and any faults or defect caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, Small Planet Technology on 01792 513225 or a local qualified repairer.

Ringer Equivalence Number

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Twin Talk has a REN of 0. Any other instrument provided by BT may be assumed to have a REN of 1 unless otherwise stated. A total REN of 4 is allowed.

Twin Talk is a UK Registered Trademark 22080229

Twin Talk is a UK Registered Design 2104768

Twin Talk is a the subject of UK Patent Application 0122899.8

Declaration of Conformity with European Community Directive 1999/5/EC.

The Declaration of Conformity may be viewed at www.twintalkhelp.com

PIN Number



Offices worldwide

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.

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