



# Advanced Digital Home Phone

## User guide

# What's in the box

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## Advanced Digital Home Phone



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## Power cable and plug

Item code 090713



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## 2 rechargeable batteries

Already in handset  
(AAA NiMH 800mAh)



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## Charger base



### Important

Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type. BT accepts no responsibility for damage caused to your Advanced Digital Home Phone if you use any other type of batteries.

# Let's set up your phone

## First things first

Your phone is designed to work with both EE and BT Smart Hubs

Make sure you set up your hub first. And remember to keep your hub switched on so you can always use your new phone.

You can set up your phone when you get a steady blue or aqua light on the front of your hub.

### Tip

If you have any problems setting up your Digital Home Phone, give it five minutes and then try again. It could be that your hub is updating and needs to finish first.

### More help online

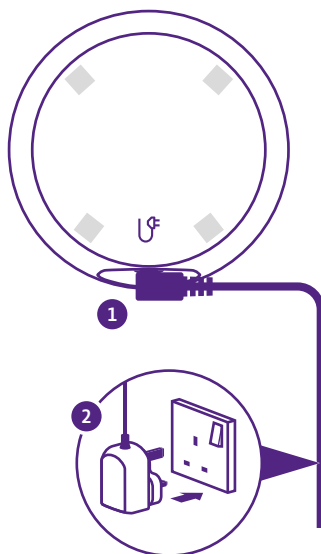
If you'd like to see some handy videos to help with setting things up, go to [bt.com/help/digital-voice](http://bt.com/help/digital-voice)

### ⚠ Making emergency calls

You won't be able to call 999 (or any other numbers) from this phone if there's a power cut or you have a problem with your broadband connection. So make sure you've got another way to call for help in an emergency.

## 1. Power up

- 1 Connect the power cable to the back of the charger base. Only use the power supply unit provided (item code 090713).
- 2 Plug the other end in at the wall and switch it on.



## 2. Activate the batteries


- 1 If there is a pull tab attached to the battery compartment, please remove.



- 2 Place the handset in the charging base to power on. Alternatively, hold the **End call** button for 5 seconds.



### Battery low warning

You'll hear an alert beep and the  icon will flash.

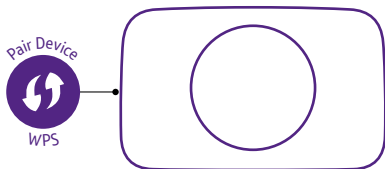
Place the handset on the base to charge. If the charge completely runs out, the handset will switch off.

### Battery performance

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. See page 32.

### 3. Link the handset

- 1 Press **OK** on your phone and follow the on-screen steps.
- 2 When asked, press and hold the WPS button on your hub for two seconds. The WPS button will flash while the phone and hub are linking, and the phone will show it's registering.



Depending on your Smart Hub version, the WPS button may be located on the side or back of your hub.

- 3 Press **OK** on your phone and follow the on-screen steps.

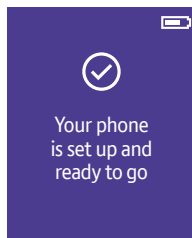
#### Software downloads

Once your phone is registered, it might have to download a software update. Let it do that and then continue with set-up.

#### Now add some contacts

When asked, press **Yes** to add some contacts, and follow the on-screen steps. Or to skip and do it later, press **No**.

## All done.



You can now set up any extra Digital Home Phone handsets (up to five) by following steps 1 to 3.

### Charge up

Now you've set up your phone, it's a good idea to let it charge fully. Just put it on the charger base for up to 16 hours.

### Handsets set up but not working?

If your service is being activated today, you might be trying too early. Take a break and try again later. Or have a look at **Need some help?** on page 30.

### Your Advanced Digital Home Phone is now ready for you to use

- To find out what's new with Digital Voice, go to page 14.
- For help with Multi Call setting, go to page 23.
- Or for help with call blocking, go to page 17.

Or, you may find the answer in the Help section on page 30, or online at **[bt.com/help/digital-voice](http://bt.com/help/digital-voice)**

Alternatively, call the Helpline on 0330 1234 150\*.

If you call the Helpline for advice, it's a good idea to call using another phone so you can follow any instructions using your Digital Home Phone.

\* Calls made from within the UK mainland network are free. Mobile and international call costs vary.

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## Handset buttons

When the phone rings or while on a call, press  to block the number and add it to your **Personal Blocklist**.

From the home screen, press to open the menu.

Press to select the option or action displayed above the button.

Press to open your Contacts list.

Press to turn the volume up or down.

Press to make and answer calls.  
Press twice to use hands-free speaker.

Press and hold to speed-dial a number.

Press and hold to switch ringer on or off.

Press to get your messages from 1571.

From the home screen, press to open the Calls list.

Press to select the option or action displayed above the button.

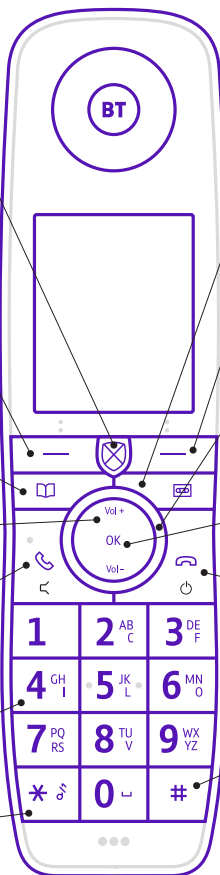
Use this to move up, down, left or right through lists and menus.

Also use left or right to move between screens.

Press to choose an on-screen option.

Press to end a call.  
Press and hold to turn the phone on or off.

Press to move between upper-case and lower-case letters.



### Home screen



- Hands-free is on
- An alarm is set
- The ringer is off
- Handset charging
- Battery level
- Missed calls
- Voicemail messages



Quick access to other menus: scroll left and right using the navigation buttons. See more about this on page 13.


## Finding your way around your phone

Navigating your way around your phone's menu is simple. Each menu has its own list of options.

### When the handset is switched on and at the home screen

- 1 Press the left option button. It'll bring up the phone's menu.
- 2 Use the navigation button to scroll through the menu and find the option you want.
- 3 When you've found it, press **Select** to open that submenu.

To go back, press **Back**.

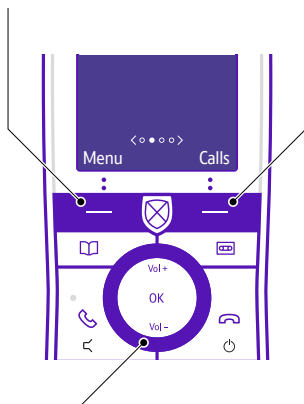
To return to the home screen, press . If you don't press anything for 30 seconds, the handset will automatically return to the home screen.

Left option button

Press to select the option displayed on the screen above the button or to confirm entry.

Right option button

Press to select the option displayed on the screen above the button or to go back a step.



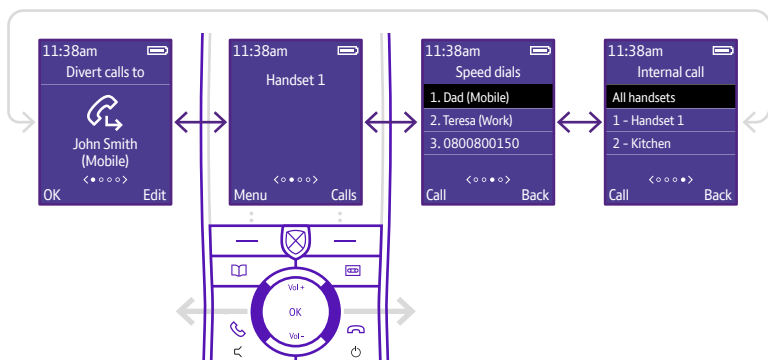
## Navigation buttons

Scroll up or down through the menu options.

## Get to know your phone



### Quickly access features

Access the call divert, speed dial and internal call features directly from the home screen by pressing the navigation button left or right.



# What's new with your Digital Voice service?


You'll find a few features are new or a bit different from your 'old' home phone. Things like:


- **Multi Call** – if you have more than one Digital Home Phone connected to your hub, two people can make separate outgoing calls at the same time. Or, you can be on the phone and another incoming call can still get through and ring any of your other Digital Home Phones.  
  
This is great for busy households who don't want to miss important calls. But if you'd rather stick to just one call at a time, you can change to this in the **Settings** menu, under **Line settings** (see page 23).
- **Accessibility** – there are some useful features to help with seeing and hearing, all under this menu setting.
- **My BT portal and app** – you can use your Calling Features, like Call Divert and Call Protect, from your handset, the portal or the app. This can be handy if you want to check or change any settings when you're not at home. Just remember your BT ID to log in to your account at [bt.com/mybt](https://bt.com/mybt).
- **Call Protect (1572)** – from the home screen, press  to go to your junk voicemail (1572). When the phone rings, or while on a call, press  to block the number and add it to your **Personal Blocklist**.

You can find out about these – and all the other handset features – in this guide and online at [bt.com/help/digital-voice](https://bt.com/help/digital-voice)

# Using your phone

## Making calls


Dial the number (if you make a mistake, press **Clear** to go back) and press .

To end your call, press .

## ☆ Remember


If you've got more than one Digital Home Phone handset, two people can be on separate calls at the same time.

## Taking calls

Press  to answer. If the caller is in your Contacts, your screen will turn green and their name is displayed, or just the number if they're not.

If you don't want to take a call, press **Ignore** to silence the ringer. Or press **Reject** to send the call straight to your voicemail (see page 16).

## Ending calls

When you've finished on a call, just press  to end it.


## ☆ Auto answer and auto end call

If auto answer is set to on you can answer a call by simply lifting the handset off the base. It's off by default. To switch it on, see page 23.

Auto end call is on by default, so you can also end a call by placing the handset on the charger base. To switch it off, see page 23.

## Making a hands-free call

If you're already on a call, just press  to switch to hands-free speaker.

If you want to make a call using hands-free straight away, press  twice, then dial the number.

## Mute

When you're on a call, you can easily mute it by pressing the right option button. The phone screen will show **Call Muted**. To unmute, just press the right option button again.

## Changing the call volume

When you're on a call, use the **Vol. +** and **Vol. -** buttons to adjust the volume in the earpiece, or speaker if using hands-free.


## Amplify

If you need an extra volume boost, keep pressing the **Vol. +** button until **Amplify** appears. Amplify will switch off again once you've finished.

## Using your phone

### Redial

Phone numbers that you've called are saved in the Calls list (see page 21).

- 1 From the home screen, press **Calls** to open the Calls list. You'll see your most recent call.
- 2 Use the navigation button to scroll to the entry you want to redial, then press .

### Call Waiting


If you're on a call, you'll hear beeps when other calls are trying to get through.

Press **Reject** to carry on your conversation. Or press **Switch** to answer the new call (so your first call will go on hold).

To go back to your original call, press **Switch** again or, to bring both calls together into a 3-way call, press **Join**.

If you have other handsets set up and are using Multi Call, they'll also ring. Tip: press **Ignore** on these other handsets to stop the ringing sound.


### Turning the handset ringer on or off

The quickest way to turn your handset ringer on or off is to press and hold  when you're on the home screen.


Press **Vol.+** or **Vol.-** from the home screen to change the ringer level.

### Voicemail (1571)

This service answers your calls when you can't. Callers can leave a message, which you can hear by dialling **1571**.

If you've got messages waiting for you to listen to, you'll see  lit up and hear an alert (if set). You can also see the number of messages waiting for you.



Press  to listen to your messages. You can also record your own personal greeting or change the ringer delay from this menu.

### Finding the handset (Paging)

If you've misplaced your handset, you can use the paging facility in the Hub Manager. See your hub's user guide.

# Block nuisance calls (Call Protect)


With your Call Protect service, we identify and add a list of nuisance callers who we'll send straight to your junk voicemail, cutting down your unwanted calls. This is the **Blocklist** and is turned on automatically with your new service.

Your own **Personal Blocklist** is also turned on automatically with your new service and allows you to send numbers to your junk voicemail. It puts you back in control of your calls: you can block certain call types, like Withheld, International or Unrecognised numbers, sending them straight to your **Personal Blocklist**.


## How do I block calls or send them to voicemail?

There are three ways you can block calls.


### 1 Block a number before answering it

Press  as the incoming call rings. Your phone will go hands-free and you'll hear it add the number to your **Personal Blocklist**.


### 2 Block the number during the call

Press  during the call. The number will go to your **Personal Blocklist**.

### 3 Block the number after the call

Press  and follow the steps to add the last incoming number to your **Personal Blocklist**.


## ☆ What happens if you can't block a call?

You'll hear an alert when you press . Remember: you can't block incoming calls from your contacts or speed dial numbers.


## ☆ Want to send straight to voicemail without answering?

Press **Reject** while the phone is ringing.

## How do I change my Call Protect settings?

To change which calls are automatically sent to your junk voicemail, press  on the home screen to go to the **Call Protect** menu and choose what you want to do. You can also change these settings at [bt.com/mybt](https://bt.com/mybt)


## Where do calls I block go?

They go to your Call Protect junk voicemail. You can still listen to any messages moved to your junk voicemail and unblock any numbers that you need to keep. Just press  on the home screen and follow the steps.



## Block nuisance calls (Call Protect)

### How do I switch off Call Blocking?

Press  on the home screen to go to the **Call Protect** menu and follow the steps.

You can also switch it off at [bt.com/mybt](https://bt.com/mybt) or by using the My BT app.

### ☆ Important

If you have important numbers that will always need to get through, eg doctor's surgery, National Floodline, Carer Line, BT SMS Service numbers etc, make sure you've added them to your Contacts or Allowed list.


When storing international numbers, replace + with 00, then enter the rest of the number.

# Contacts





You can store up to 500 contacts on your phone. They'll be shared with any other Digital Home Phone handsets you've got registered to your hub.

If a caller is in your Contacts, you'll be able to see their name on the display when they call you. And the screen colour will change to green.


## Adding a contact

- 1 Press  to open your Contacts list.  
Tip: your own number is always at the top of this list.
- 2 If there's no contacts stored, press **Add**. If there is, press **Options** then **Add contact**.
- 3 Now follow the options on-screen to add the contact, then press **Save**.


## View or dial a contact

- 1 Press  to open Contacts.
- 2 Scroll to the contact you want and press  to dial, or  to view the contact details.
- 3 If the contact has more than one number, choose the one you want to dial and press  again.


## Editing your contacts

- 1 Press .
- 2 Scroll to the contact you want to edit and press **Options**.
- 3 Scroll down to **Edit contact** and press **Select**.
- 4 Go through the options on-screen to make your changes, then press **Save**.

## Deleting contacts

- 1 Press .
- 2 Scroll to the contact you want to delete and press **Options**.
- 3 Scroll down to **Delete contact** and press **Select**.
- 4 You'll be asked to confirm you want to delete the contact. Press **Yes**. The contact will be deleted from your handsets.

## Deleting all contacts

- 1 Press  then **Options**.
- 2 Scroll down to **Delete all** and press **Select**.
- 3 You'll be asked to confirm you want to delete all your contacts from every Digital Voice handset you have registered to your hub. Press **Yes**.  
**All contacts deleted** will show on-screen.


# Speed dial

You can add a contact to speed dial using the 1–9 buttons of your phone.


## Saving a speed dial entry from the home screen

- 1 Dial the number you want to add to your speed dial list.
- 2 On the keypad, press and hold down the number you want to assign it to.

## Dialling a speed dial entry

Press and hold down the number button you've assigned it to. Or from the home screen, press the right navigation button, then scroll to the number you want to use and press .

## Saving a speed dial entry from your Contacts list or Calls list


- 1 Press  then the right navigation button to open the **Speed dial** menu.
- 2 If there's no speed dials stored, press **Add**. If there is, press **Options** then **Add Speed dial**.
- 3 Press **Options** and choose **From contacts** or **From calls list** and press **Select**.
- 4 Scroll to the entry you want to assign to the speed dial and press **Select**. If the entry has more than one number, choose the one you want.

- 5 The available speed dials are shown. Scroll to the one you want to use and press **Select**. The number is saved.


## ☆ Tip

Numbers that are in your **Contacts** and saved to speed dial aren't updated if you make changes to your contacts. You'll need to update your speed dial numbers, too.

## Editing a speed dial entry

- 1 Press  then the right navigation button.
- 2 Scroll to the speed dial entry you want to edit and press **Options**.
- 3 Scroll down to **Edit speed dial** and press **Select**.
- 4 Follow the on-screen steps to change the speed dial entry. Press **Select** to save your change.

## Delete a speed dial entry

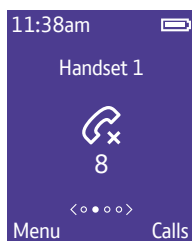
- 1 Press  then the right navigation button.
- 2 Scroll down to the entry you want to delete and press **Options**.
- 3 Scroll down to **Remove** and press **Select**. You'll get a message confirming you've deleted the speed dial entry.

# The Calls list


Your Calls list shows you All Calls, Missed Calls, Answered Calls and Dialed Calls. The latest call you've missed, made or taken will show first in your Calls list.

## Missed call notification

When your phone is on the home screen, the display will show the calls you've missed.



## View and dial from the Calls list

- 1 On the home screen, press the right option button to get to your Calls list. You can then press the right navigation button to look at the different lists.
- 2 When you're in the list you want, use the navigation buttons to scroll through the list until you get to the number you want to dial.
- 3 When you've found it, press .

## Deleting an entry or all of the Calls list

- 1 Press the right option button to open the Calls list.
- 2 Scroll through to the list to get to the call you want to delete. If you want to delete the whole list, just stay on the first entry. Press **Options**.
- 3 Choose **Delete Call** or **Delete all calls** and press **Select**.

## Saving a Calls list entry to your Contacts

- 1 Press the right option button to show your calls.
- 2 Use the navigation buttons to get to the call you want to save and press **Options**.
- 3 Scroll down until **Save number** is highlighted.
- 4 Press **Select** to save the number.
- 5 Select either **New contact** or **Add to contact**, then scroll to the type of number you want to save (Home/Mobile/Work) and press **Select**.
- 6 Add the name and press **Save**.

# Settings

Changing the settings on your new phone is quick and simple. The settings you can customise include:

- ringtone
- keypad tone
- display appearance
- call and line settings.

You can get to the settings by pressing **Menu** when your phone is on the home screen and then scrolling to **Settings**.

## Changing the handset ringtone and volume

Your phone is set to ring at volume 3 by default but you can change that and the ringtone it plays.

- 1 In **Settings**, press **Select** when **Sounds** is highlighted.
- 2 Scroll to **Ringtone** and press **Select**.
- 3 Choose whether you want to change the ringtone of an internal or external call and scroll to that option.
- 4 Then use the right and left navigation buttons to choose a tone you like and scroll down to **Volume**.
- 5 Use the right and left navigation buttons to choose how loudly you want your phone to ring and press **Save**.

## Turn the handset tones on or off

- 1 In **Settings**, press **Select** when **Sounds** is highlighted.
- 2 Scroll down to **Handset tones** and press **Select**.
- 3 Choose the type of alert tone you want to switch on or off, then use the navigation buttons to highlight the option.
- 4 When you've made the changes you want to make, press **Save**.

## Handset display options

- 1 In **Settings**, scroll to **Display** and press **Select**.
- 2 Use the navigation buttons to change the settings for the colour scheme, contrast, text size, time format and screen saver.
- 3 When you've made the changes you want to make, press **Save**.

## Handset name

- 1 In **Settings**, scroll to **Handset settings** and press **Select**.
- 2 Scroll to the handset you want to rename and press **Select**.
- 3 Press **Clear** to delete the current name, then type in the new name using the phone keypad and press **Save**.

## Settings

### Call settings

These settings allow you to have **Auto answer** and **Auto end call** set to on or off. When set to On, they allow calls to be answered or ended automatically when the handset is put in or taken out of the charging cradle.

- 1 In **Settings**, scroll to **Call settings** and press **Select**.
- 2 Use the navigation buttons to switch **Auto answer** and **Auto end call** on or off and press **Save**.

### Auto join

This setting lets other Digital Home Phone handsets join an existing call without being invited.

- 1 To turn it on or off, go to the **Settings** menu, scroll to **Line settings** and press **Select**.
- 2 Scroll down to **Calls settings** and press **Select**.
- 3 Press the down navigation button until you get to **Auto join calls**, then use the right and left navigation buttons to toggle the setting on or off and then press **Save**.

### Call mode

If you have more than one Digital Home Phone connected to your hub, two people can make separate outgoing calls at the same time. Or, you can be on the phone and another incoming call can still get through and ring any of your other Digital Home Phones. We call this Multi Call.

This is great for busy households who don't want to miss important calls. But if you'd rather stick to just one call at a time, you can change from multi call to single call.

- 1 In **Settings**, scroll to **Line settings** and press **Select**.
- 2 Scroll down to **Calls settings** and press **Select**. **Call mode** is shown.
- 3 Use the left or right navigation button to choose either **Multi** or **Single** call mode and press **Save**.

### Changing the system PIN

Some settings changes might ask you to type in your PIN before you save your changes. Here's how to change the PIN.

- 1 In **Settings**, scroll to **DECT settings** and press **Select**.
- 2 When you see **Change system PIN**, press **Select** again.

## Settings

- 3 You'll then be asked to enter your old PIN. If you didn't set one, it'll be 0000. If you did, add the old one and press **Select**.
- 4 Type in the new PIN and press **Select** to save.

### Resetting the handset or base settings

- 1 In **Settings**, scroll to **Reset** and press **Select**.
- 2 Choose to reset the base or the handset and press **Select**.
- 3 You'll be asked to confirm you want to go ahead with the reset. Press **Yes**.

### ☆ Tip

If you reset the **handset** settings all the handset settings will return to their default settings, eg the handset name, ringer melody, all volume levels, display and alarm settings.

If you reset the **base** settings all the base settings will return to their default settings, eg the base ringer melody, all volume levels, PBX access codes and answer machine settings.

# Calling Features

To get to the Calling Features menu, from the home screen, press **Menu** then **Select**. Use the up and down navigation buttons until you get to the Calling Feature that you need. You can change the settings for Calling Features here, or at [bt.com/mybt](http://bt.com/mybt)

## Call Diversion

You can divert your incoming calls to another phone number if you're unavailable or busy.

- 1 In **Calling Features**, scroll to **Call Diversion** and press **Select**.
- 2 Choose whether you want to set the diversion for all calls, calls received when your phone is set to **Busy**, or any unanswered calls. Press **Select**.
- 3 When **Set up** is highlighted, press **Select** again.
- 4 Key in the number you want to divert your calls to. If you want to add a diversion to a number from your Contacts, press **Options** and choose a contact.
- 5 When you've entered or found the number, press **Save** to set the diversion.

## Call Waiting

Call Waiting lets you know if someone is trying to call you when you're already on the phone.

- 1 In **Calling Features**, scroll to **Call Waiting** and press **Select**.
- 2 If you've got more than one handset registered to the base, choose the one you want to switch Call Waiting on for. Press **Select**.
- 3 Use the navigation buttons to scroll between turning the service on, off or checking it. Press **Select** when you've chosen your option.

## Call Barring

You can stop certain calls being made using Call Barring. You can choose to stop all outgoing, international, operator, mobile, premium rate, or 123 and 118 calls.

### ☆ Note

Call Barring is a subscriber service, which you can set up from your phone on first use (as below), or online at [bt.com/mybt](http://bt.com/mybt)

- 1 In **Calling Features**, scroll to **Call Barring** and press **Select**.
- 2 **Set up** is highlighted, press **Select**.
- 3 Choose the type of calls you want to bar and press **Select**.



## Calling Features

- 4 When you want to change any Call Barring settings, you will need to enter your PIN. Type it in and press **OK** to save your changes.

### Hold a 3-way call

- 1 To hold a call with two other people, press **Options** when a call is in progress.
- 2 When **3-way call** is highlighted, press **Select**.
- 3 Add the number using your keypad.

Or choose someone from your Contacts list or your Calls list: press **Options**, select the list, scroll to the number and press **Call**.

# Alarm and clock

You can set an alarm on each handset you've got registered to your base and you can choose to show the clock in a 24-hour or 12-hour format.

To get to the Alarm menu, from the home screen, press **Menu**, scroll down to **Alarm** and press **Select**.

## Setting an alarm

- 1 Open the **Alarm** menu and press **Add**.
- 2 Choose when you want the alarm to sound.
- 3 Set the time, melody, format and frequency of the alarm, then press **Save**.

## Editing or deleting an alarm

- 1 Open the **Alarm** menu, scroll to the alarm you want (if there's more than one set), and press **Options**.
- 2 Scroll down to **Edit alarm** or **Delete** and press **Select**.
- 3 Make your changes if editing, or confirm the deletion, and press **Save**.

## Stopping the alarm when it goes off

When your alarm goes off, you can choose to stop it by pressing the right option button or snooze it by pressing the left option button.

If you snooze your alarm, it'll go off again after ten minutes. You can snooze alarms up to six times.

## Changing the time format

Choose between using the 12 or 24-hour clock. The default setting is 12-hour.

- 1 Press **Menu**, scroll to **Clock** and press **Select**.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Display** and press **Select**.
- 4 Scroll to **Time format** and press **Select**.
- 5 Use the left and right navigation buttons to change between 12 or 24. Then press **Save**.

# Using extra handsets

You can add up to five Digital Home Phone handsets to the hub.

## Registering an extra handset

- 1 Turn the extra handset on. You'll see the registration screen.
- 2 Follow set-up steps 1 to 3 (see page 4). Tip: if you've changed your system PIN, you'll need to enter it while setting up.

## Deregister a handset

- 1 From the menu, go to **Settings** and press **Select**. Then scroll down to **Registration** and press **Select**.
- 2 Scroll down to **Deregister** and press **Select**. Choose the handset you want to deregister and press **Select**.
- 3 If you've changed your system PIN, you'll need to enter it and press **OK**.

## Transfer a call

If you have more than one Digital Voice handset, you can transfer calls to your other handsets.

- 1 When on a call, press **Options** and scroll down to **Transfer call** and press **Select**.
- 2 Choose which handset to transfer the call to and then press **Call**.
- 3 Once the other handset picks up, press **Transfer**.

# Accessibility

If you have impaired sight or hearing, you can change some sound and display settings. To do that, press **Menu**. Then scroll down to get to **Accessibility**.

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## Vision settings

### Changing text size

- 1 Select **Vision** and scroll to **Large text**.
- 2 Press the right or left navigation button to select **On** or **Off**, then press **Save**.

### Changing the colour scheme

- 1 Select **Vision** and scroll to **Colour scheme**.
- 2 Press the right or left navigation button to choose a scheme, then press **Save**.

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## Hearing settings

### Changing tones

- 1 Select **Hearing** and scroll to **Adjust tone**.
- 2 Press the right or left navigation button to choose the tone, then press **Save**.

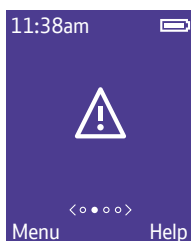
### Boosting the ringer

- 1 Select **Hearing** and scroll to **Ringer boost**.
- 2 Press the right or left navigation button to select **On** or **Off**, then press **Save**.

# Need some help?

You might see this screen if your handset has a problem.

Press **Help** for more information on what's happening.



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## Other ways to get help

### Go to [bt.com/help/digital-voice](https://bt.com/help/digital-voice)

It's the quickest and easiest way to get help, all day, every day.

### Chat with us online at [bt.com/chat](https://bt.com/chat)

We're here to help seven days a week between 7am and 11pm.

### Call us on 0330 1234 150\*

Any time between 8am and 9pm (Mon–Fri), and 8am to 8pm (Sat–Sun).

Make sure you're next to your Digital Home Phone and hub if you call.

\* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

### Get help from other users

Join the conversation in the BT Community Forum at [bt.com/community](https://bt.com/community)

# General information



## Important safety and care instructions.

### Keep for future reference.

Your Advanced Digital Home Phone from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

### Making emergency calls

You won't be able to call 999 (or any other numbers) from this phone if there's a power cut or you have a problem with your broadband connection. So make sure you've got another way to call for help in an emergency.

### Installation and location

- For indoor use only in the UK.
- Position all parts, including power adapters away from heat and sun (eg away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.

- Only use the power adapter (item code 090713) and rechargeable batteries provided by BT for this specific device.
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
- Product may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place on a mat if needed.
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.

### Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; don't use water or solvent.
- Regularly check that objects don't cover any parts or any vents that could cause overheating.

## General information

- When not in use, store in a dry place and away from extreme heat or cold.

### Warnings

- If any parts of your product, power adapters or any cables appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact our helpdesk. See terms in the Guarantee section below.
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug power during an electrical storm.
- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

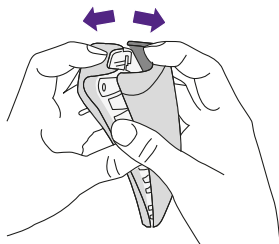
### Battery safety information

- Only use batteries of same size and type as advised in the set-up section of this guide.
- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut.
- Don't subject the product to extremely low air pressure as the battery may explode or leak flammable liquid or gas.

### Replacing the handset batteries

After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

- 1 Open the battery compartment cover on the back of the handset.



## General information

- 2 Remove the old batteries and replace with two new AAA Ni-MH 800mAh rechargeable batteries.
- 3 Replace the battery compartment cover.

## Other information

The Advanced Digital Home Phone contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at [bt.com/help/gplcode](http://bt.com/help/gplcode)

### EU – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type Advanced Digital Home Phone (model number X63-F82) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [bt.com/help/digital-voice](http://bt.com/help/digital-voice)

### UK – Radio Equipment Directive Declaration of Conformity

Hereby, BT declares that the radio equipment type Advanced Digital Home Phone (model number X63-F82) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of

conformity is available at:  
[bt.com/help/digital-voice](http://bt.com/help/digital-voice)

The Advanced Digital Home Phone power efficiency information is available at the following internet address: [bt.com/help/digital-voice](http://bt.com/help/digital-voice)

## Radio transmission information

Frequency range (MHz)	Max power
1881.792–1897.344	250mW

## Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management.

The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the



## General information

crossed out wheelie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way.

For more information please visit

**[bt.com/weee](https://bt.com/weee)**

Website address: **[bt.com/weee](https://bt.com/weee)**

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods.

If you're a household user, you can also take it to your local recycling centre – go to [recyclenow.com](https://recyclenow.com) to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

## Guarantee

Your Advanced Digital Home Phone is guaranteed for 1 year from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:

- This guarantee only covers problems found in the 1-year guarantee period.
- You'll need your receipt or other proof of purchase.
- Your product is returned to BT or one of our partners as instructed.
- This guarantee doesn't cover any problems 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 doesn't affect your statutory rights.

Available in other formats including braille,  
large print or audio CD. If you would like a  
copy, please call 0330 1234 150\*.