



Digital Voice Adapter

User guide

Let's set up your Digital Voice Adapter

First things first

Your Digital Voice Adapter is designed to work with the latest BT Hub. It gives you the freedom to keep using your existing home phones when your service moves over to Digital Voice.


Make sure you set up your new hub first and keep it powered on, so that you can always use your home phones.

You can set up your Adapter when you have a steady blue light on the front of your hub.

If you have any problems setting up your adapter, give it 5 minutes and then try again. It could be that your hub is updating and needs to finish that first.


Handy help online
Get help setting things up at
bt.com/help/digital-voice

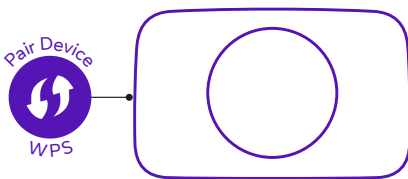
1 Link the Digital Voice Adapter with your hub

For ease of linking, plug your Digital Voice Adapter into a power socket close to where your BT Hub is. (So you can reach both  buttons easily). Once its linked, you can then move it to wherever you want your home phone to be.



If you changed your base PIN on your Hub from the default 0000, you will need to change it back temporarily, before you link your Digital Voice Adapter to your Hub. See how to access the BT Smart Hub Manager on page 4.

On your hub

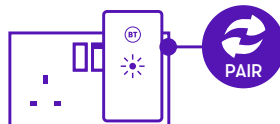
Press the  button (it's half way up, on the left-hand side).



On your Adapter

Within 1 minute of pressing the Hub  press and hold the  button for 6 seconds (it's on the right-hand side).

The light on the front of the Adapter will flash quickly during registration. Once registration is complete, the light will show solid green.



Tip

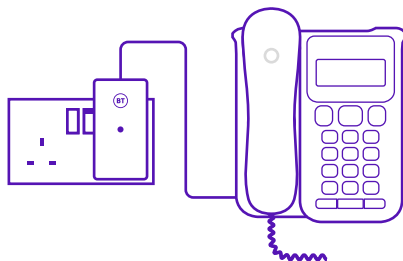
Once registered to your Smart Hub, your Digital Voice Adapter will remember its link, even if you unplug it and move it elsewhere around your home.

You don't need to use a main power socket, you can also plug the Digital Voice Adapter into an extension cable.

2 Connect a home phone

Plug your home phone's existing telephone line cord into the socket on the top of the Digital Voice Adapter.

Your phone will now have the same dial tone as when it was plugged into your old wall socket.



Making emergency calls

You won't be able to call 999 (or any other numbers) from phones connected to your hub or Digital Voice Adapter if there's a power cut, or a problem with your broadband. So make sure you've got another way to call for help in an emergency.

What your Digital Voice Adapter light means

- 1 On initial plug in – flashes 0.5 seconds on, 2 seconds off
- 2 During registration – flashes quickly 0.5 seconds on, 0.5 seconds off
- 3 Once registered – stays solid green
- 4 During a call – flashes slowly 1 second on, 1 second off
- 5 Once registered, if there's a connection problem with your broadband – flashes 0.5 seconds on and 2 seconds off.

Maximum Digital Voice devices

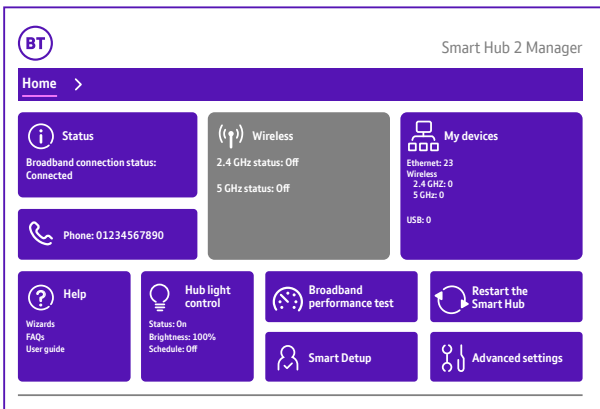
You can register a maximum of 5 Digital Voice devices (that includes Digital Voice Handsets or Digital Voice Adapters) to your new Hub at one time.

How to access the BT Smart Hub Manager

If you need to de-register the Adapter from your hub

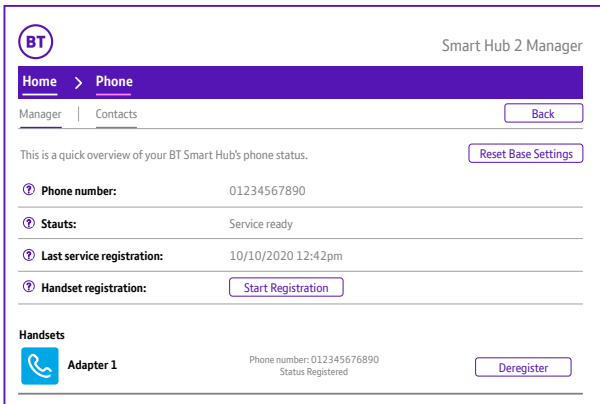
From time to time you might find that you need to remove your Adapter from your hub. If you don't have any Digital Voice Handsets registered, you can do this from the Smart Hub Manager.

Open a new web browser on any device connected to your hub and type **bthomehub.home/** in the address bar. This will open the Hub Manager.



Click **Phone** on the left-hand side to open the page shown below.

Then scroll down to the Adapter that you want to de-register, click **Deregister** and follow the instructions.



If you have a Digital Voice Handset registered to your hub, you can deregister the Adapter by using the Handset menu.

- 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**.
- 3 Scroll to the **Adapter** you want to deregister and press **Select**.

Need some help?

Phone doesn't ring anymore?

If your home phone is more than 10 years old, there's a chance that it might be incompatible with the Digital Voice Adapter. Call 0800 800 150.*

Go to 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

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

Call us on 0800 800 150*

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

Make sure that you are next to your home phone and new hub if you call.

Get help from other users

Join the conversation in the BT Community Forum at bt.com/community

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



Important safety and care instructions.

Keep for future reference.

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

Installation and location

- For indoor use only in the UK.
- Position all parts 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.
- 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 (e.g. 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; no water or solvent. Regularly check that objects don't cover any parts or any vents which could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If your device appears damaged, stop using it 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. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.

- There is a slight chance your adapter could be damaged by an electrical storm. We recommend that you unplug the power during an electrical storm.
- It's recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Radio signals transmitted between the handset and base may cause interference to hearing aids.

Other information

The Digital Voice Adapter 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

Radio Equipment Directive Declaration of Conformity and Power Efficiency information

Hereby, British Telecommunications plc declares that the radio equipment type Digital Voice Adapter (Item code 100121, Model no. X16-G90) is in compliance with Directive 2014/53/EU.

You'll find the full text of the EU declaration of conformity and power efficiency information at bt.com/help/digital-voice

Radio transmission information

Frequency range	Max power
1881.792–1897.344MHz	19.9dBm

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 crossed out wheellie 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. Here's the address: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton DL6 7ZY.

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** to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

Website address: **bt.com/weee**

Guarantee

Your Digital Voice Adapter 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 **0800 800 150***.

