

Let's set up your phone

First things first

Your phone is designed to work with the latest BT Hub.

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 light on the front of your hub.

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

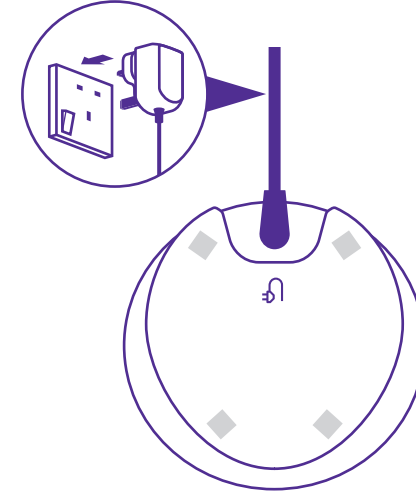
There's handy videos to help with setting things up at bt.com/help/digital-voice

⚠ 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 a problem with your broadband. So make sure you've got another way to call for help in an emergency.

1 Power up

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



2 Activate the batteries

Pull the plastic tab away from the handset.

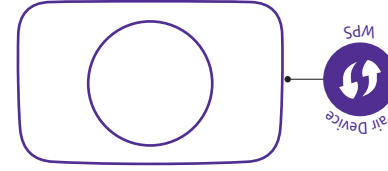


3 Link the handset



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

When asked, press and hold the **WPS** button on your hub for two seconds. It's half-way up on the left-hand side. The WPS button will flash while the phone and hub are linking, and the phone will show it's registering.



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?](#)



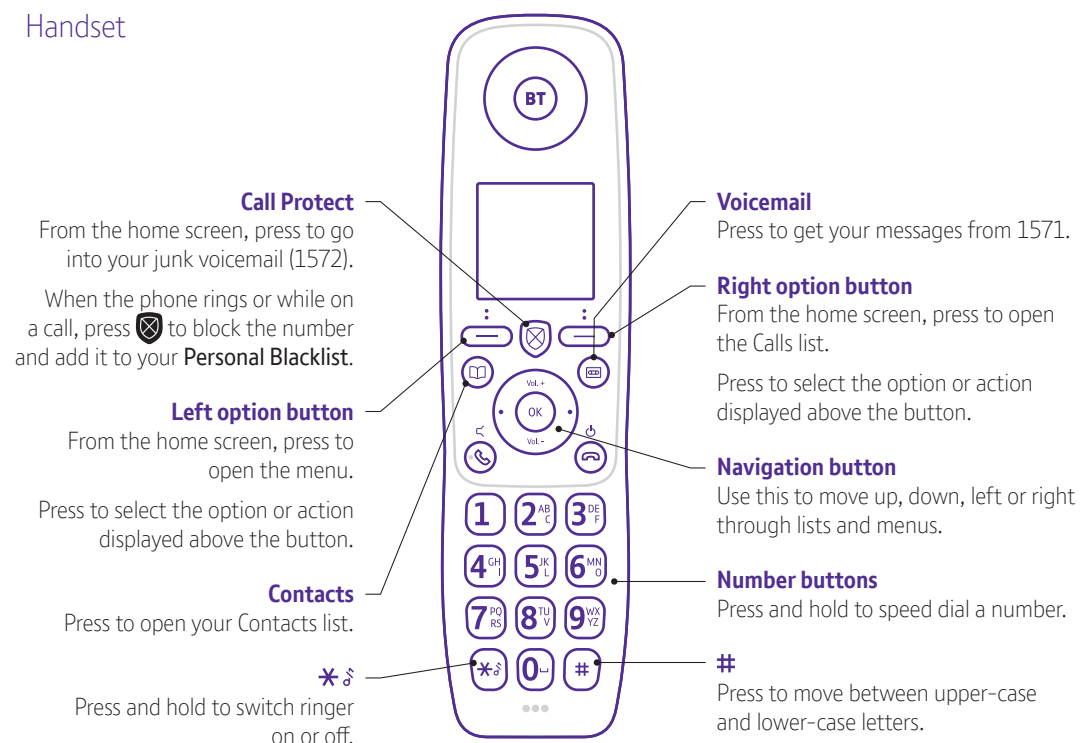
Let's get started

Essential Digital Home Phone

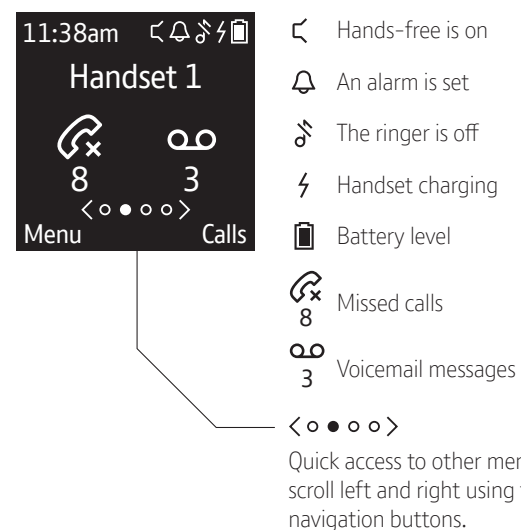


Get to know your phone

Handset



Home screen



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:

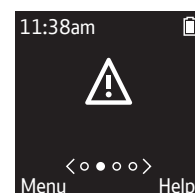
- Multi Call** – if you have more than one Digital Home Phone connected to your hub, two people can make separate outgoing calls at the same time. Or, you can be on the phone and another incoming call can still get through and ring any of your other Digital Home Phones.
This is great for busy households 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.
- 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 Blacklist**.
- 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.

You can find out about these and all the other handset features in the full user guide at bt.com/help/digital-voice

Need some help?

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

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



Other ways to get help

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 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

Safety instructions, precautions and care

Your Essential Digital Home Phone from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

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.
- 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.
- Designed for use at room temperatures between 0°C and 40°C.

Care and maintenance

- 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.

- Only use batteries of the same size and type described in this guide.

Warnings

- If your devices or power adapters 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 devices or power adapters. 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 phone could be damaged by an electrical storm. We recommend that you unplug 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 Essential 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

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Essential Digital Home Phone Type A (item code 090709) is in compliance with Directive 2014/53/EU.

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

Radio transmission information

Frequency range	Max power
1881.792–1897.344MHz	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 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. 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

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.

- Open the battery compartment cover on the back of the handset. For help with this, see the full user guide at bt.com/help/digital-voice
- Remove the old batteries and replace with two new AAA Ni-MH 800mAh rechargeable batteries.
- Replace the battery compartment cover.

Guarantee

Your Essential 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.