What’s in the box

**Essential Digital Home Phone**

**Power cable and plug**
- Item code 090713 – Type A
- Item code 092132 – Type B

**2 rechargeable batteries**
- Already in handset
  - (AAA NiMH 800mAh – Type A)
  - (AAA NiMH 850mAh – Type B)

**Charger base**

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**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 Essential 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 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.

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

⚠️ 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.
2. Plug the other end in at the wall and switch it on.

2. Activate the batteries

Pull the plastic tab away from the handset.

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 33.
Let's set up your phone

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. 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.

Pair Device

OK

Register the handset to the Hub

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 Essential Digital Home Phone is now ready for you to use
- To find out what’s new with Digital Voice, go to page 15.
- For help with Multi Call setting, go to page 24.
- Or for help with call blocking, go to page 18.

Or, you may find the answer in the Help section on page 30, or online at bt.com/help/digital-voice

Alternatively, call the Helpline on 0800 800 150*.

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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Get to know your phone

Handset buttons

Call Protect
From the home screen, press to go into your junk voicemail (1572).
When the phone rings or while on a call, press \( \text{\textbullet} \) to block the number and add it to your Personal Blacklist.

Left option button
From the home screen, press to open the menu.
Press to select the option or action displayed above the button.

Contacts
Press to open your Contacts list.

Vol.+/Vol.-
Press to turn the volume up or down.

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

Number buttons
Press and hold to speed-dial a number.

\[ * \]
Press and hold to switch ringer on or off.

Voicemail
Press to get your messages from 1571.

Right option button
From the home screen, press to open the Calls list.
Press to select the option or action displayed above the button.

Navigation button
Use this to move up, down, left or right through lists and menus.
Also use left or right to move between screens.

OK
Press to choose an on-screen option.

End call
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.
Get to know your phone

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 14.

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.
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 24).

- **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.

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

• **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.
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 17).

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 24.

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 24.

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.

Redial
Phone numbers that you’ve called are saved in the Calls list (see page 22).
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 with 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.

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.

If you need some help, call us on 0800 800 150 or go to bt.com/help/digital-voice
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 BT Blacklist and is turned on automatically with your new service.

Your own Personal Blacklist 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 Blacklist.

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 Blacklist.

2. Block the number during the call
   Press ☑ during the call. The number will go to your Personal Blacklist.

3. Block the number after the call
   Press ☑ and follow the steps to add the last incoming number to your Personal Blacklist.

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 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 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.

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.
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.

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.

Contacts

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.

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.

Contacts
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.

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.

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 Ringing 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.

Changing 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.

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

Changing the handset ringtone
1. In Settings, press Select when Sounds is highlighted.
2. Scroll to Ringing 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.

Menu Calls
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. Call mode is shown.
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.

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, 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

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.

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.
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.

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.

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.

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.
### 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**.

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

Important safety and care instructions

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.

⚠ 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 which 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 power adapters and rechargeable batteries provided by BT for this specific device; contact our helpdesk if you need a replacement.
• Electronic devices hate liquids; don’t place devices and power adapters in damp areas or near sources of water or splashes.
• This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals
• 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 and 40°C.

Care and maintenance
• Treat all parts with care; no shock or vibration, and don’t pull or twist any cables.
• 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.
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) and Type B (item code 090257) 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

<table>
<thead>
<tr>
<th>Frequency range (MHz)</th>
<th>Max power</th>
</tr>
</thead>
<tbody>
<tr>
<td>1881.792–1897.344</td>
<td>250mW</td>
</tr>
</tbody>
</table>

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.

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. Slide open the battery cover on the back of the handset and remove the old batteries.

2. Before you put new rechargeable batteries in, check which type you need. On the bottom of the handset charger, the label will say Type A or Type B.
   - **Type A**: use AAA Ni-MH 800mAh
   - **Type B**: use AAA Ni-MH 850mAh

3. Insert the new batteries and replace the battery compartment cover.
General information

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.
Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 800 150*.