Advanced Digital Home Phone
with Alexa built-in

User guide

What's in the box

Advanced Digital Home Phone with Alexa built-in

Charger base

Power cable and plug
Item code 090713

2 rechargeable batteries
Already in handset
(AAA NiMH 800mAh)

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 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.

Handy help online
Get help 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. Never use the Alexa feature to call the emergency services.

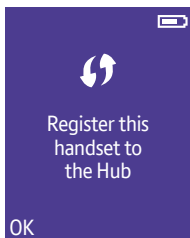## 1 Power up and activate the batteries

Connect the power cable to the back of the charger base. (Only use the power supply unit provided – item code 090713.)

Then plug the other end in at the wall and switch it on.

Pull the plastic tab away from the handset to activate the batteries.
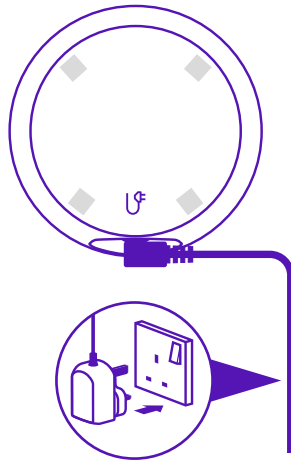
2 Link the handset with your hub

Register this
handset to
the Hub

OK

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.

Pair Device

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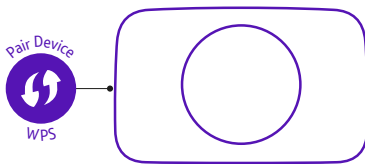
Software downloads
Once your phone is registered, it might have to download a software update. Let it do that and then continue with set-up.

If you're setting up your handset for the first time, you will be asked if you'd like to add some contacts
Press **Yes** to add some contacts and follow the on-screen steps. Or to skip and do it later, press **No**.

By adding contacts, you'll have the option to **Allow** the sharing of these when you set up your Alexa feature in Step 3, and you can then call these contacts by name using Alexa.

Contact sharing can be turned on and off in your Advanced Digital Home phone menu.

See page 15 for more information on Contact sharing.

3 Set up Alexa on your phone

Alexa Setup

Your device comes with Amazon Alexa. To setup, press the Alexa button.
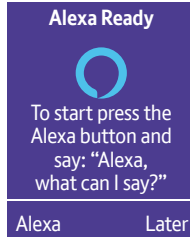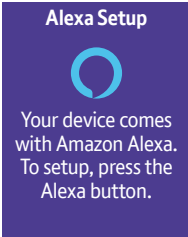
Press the ⦿ button and follow the on-screen steps. You'll need another device, like a smartphone or tablet with internet access, to go through the next part of the Alexa setup journey, pressing next when prompted.

Open a web browser on your other device and type in the web address shown on the handset. Sign into your Amazon account, or create one and follow the instructions.

If you press later, you can set up the Alexa feature at any time by pressing the ⦿ button from the home screen and following the on-screen steps.

Alexa Ready

To start press the Alexa button and say: "Alexa, what can I say?"

Alexa   Later

The Amazon website and your phone will show you that Alexa has been set up successfully.

To try out Alexa, press ⦿, wait for the Alexa listening screen and ask a question.

Alexa listening...

Cancel
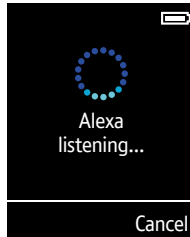
☆ Download the latest version of the Alexa App, from the app store, or log onto **alexa.amazon.com** to enjoy all the features of Alexa.

All done.

Your phone is set up and ready to go
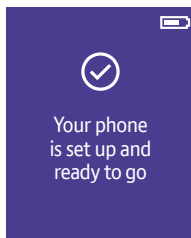
You can now set up any extra Digital Home Phone handsets (up to five in total) by following steps 1 to 2.

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?

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 Alexa go to page 15.
- For help with Multi Call setting, go to page 14.
- Or for help with call blocking, go to page 22.

Or, you may find the answer in the Help section on page 38, 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.

If you think the problem might be your Alexa feature, check your account with Amazon via the Alexa app or online with your Amazon account.

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

In this guide

Get to know your phone

Call Protect
When the phone rings or while on a call, press 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.
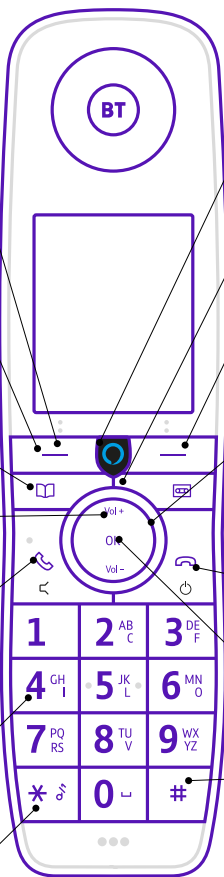
Alexa
Press to use Alexa to make calls, play music,
ask questions and lots more.

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.

End call
Press to end a call.

Press and hold to turn the phone on or off.

OK
Press to choose an on-screen option.

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

Home screen

11:38am ⌂⍾♪⚡▭	
Handset 1	

⌐× Hands-free is on

⌂ An alarm is set

♪ The ringer is off

⚡ Handset charging

▭ Battery level

⌐× Missed calls
8

⌂⚪ Voicemail messages
3

⟨ ○ ● ○ ○ ⟩

Quick access to other menus: scroll left and right using the navigation buttons.

See more about this on page 13.

Alexa notifications

●
Alexa session in use
If you have other Advanced Digital Home Phones with Alexa built-in, you will see a blue circle in the top of the display to show at a glance, that someone is already using the Alexa feature.

●
Alexa notification
Alexa can send notifications to your handset (and other Alexa enabled devices), to update you on when your Amazon orders will arrive. If you see the yellow circle in the top of the display, press ◉ and say, "What are my notifications?".

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.

⟨ ○ ● ○ ○ ⟩
Menu   Calls

Vol +
OK
Vol –
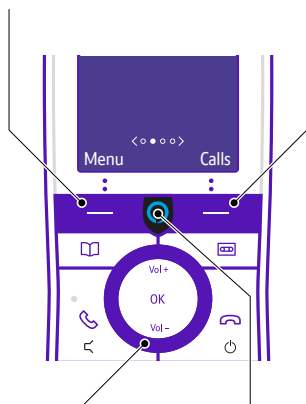
Navigation buttons
Scroll up or down through the menu options.

Alexa button
Press and release to use Alexa.

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.
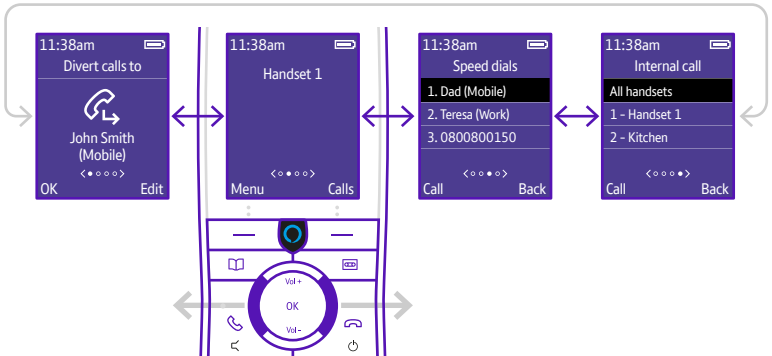
What's new with your Digital Voice service?

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

- Alexa Built In – share your contacts and link your phone to your Amazon account and make voice activated BT calls to your friends and contacts. Press and release the Alexa button and say for example, "Alexa, call Mum". Once confirmed, Alexa dials the call for you. You can also use the Alexa feature to listen to music, play the radio or ask questions.

- 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 this in the Settings menu, under Line settings.

- Call Protect (1572) – when on a call, press the left option button to block the number and add it to your Personal Blacklist. Access BT Call Protect from the main menu, to go in and listen to your junk voicemail (1572).

- Accessibility – there are some useful features to help with seeing and hearing, all under this menu setting.

- My BT portal – you can use your Calling Features, like Call Divert and Call Protect, from your handset or the portal. 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 the Alexa service

If you've already set up Alexa on your phone, you can now use it to make calls, ask to play music, hear the news, check the weather and lots more.

Contact sharing and making calls with Alexa

When you first set up your Alexa service on your Advanced Digital Home Phone, the web browser page will ask you to "tick and allow" access to the contacts you have stored on your hub. By doing this, you will always be able to use the Alexa feature to dial these contacts from your Advanced Digital Home Phone.

Using Alexa

1 Press 🔵, the display will show **Alexa listening…** and a beep will be heard.

2 You can then ask Alexa what you need. For example: "Alexa, what's the weather?" The screen will display **Alexa thinking…**
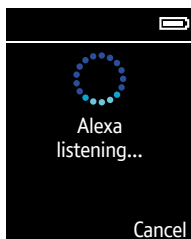
3 When a response is provided, the display will show **Alexa speaking…**
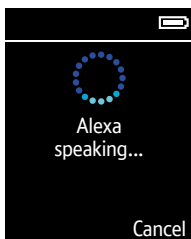
☆ Warning
You will not be able to call the emergency services from this phone in the event of a power cut, so make sure you have another way to call for help in an emergency.

Make a call using Alexa
You can call a contact from your Digital Home Phone using Alexa. Press 🛡 the display will show 'Alexa listening…' and a beep will be heard.
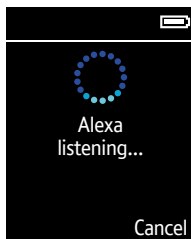
Say the name of the person you want to call, e.g. "Call Mum". Alexa will ask you to confirm, once you confirm, the number will be dialled.
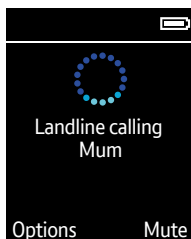
You can however, decide if you want to unshare or remove these permissions at any time.

☆ If you also download the Alexa App and allow the sharing of your mobile contacts, these can also be dialled from your Advanced Digital Home Phone.

Share/unshare your hub contacts with Alexa
1 Press **Menu** when your phone is on the home screen and scroll to Alexa Settings, press **Select**.

2 **Contact Sharing** is highlighted; press **Select** and then press **Select** again to either **Share** or **Unshare** your hub contacts.

☆ If you choose to unshare your hub contacts, you can still use the Alexa feature for other things (i.e. check the weather) and if you've downloaded the Alexa app, or added contacts online at **alexa.amazon.com** you can still dial these contacts using the 🛡 button.

Remove permission for Amazon to hold your contacts
You can fully remove your permission to share your hub contacts with Alexa. Once you have done this, you will need to go back through the Alexa set up journey to be able to continue to use the other Alexa features.

1 Press **Menu** when your phone is on the home screen and scroll to Alexa settings, press **Select**.

2 **Contact Sharing** is highlighted, press **Select** and then scroll down to Remove Permission and press **Select**. Follow the on-screen instructions, using a web browser to complete the final steps. You will see your BT Hub and the option to "remove". Click on **Remove**.

Your hub contacts are now no longer accessible to Alexa.

You will need to continue the set-up journey if you want to be able to still use other Alexa features (i.e. ask the weather). Just don't tick the Contacts box on the web browser, just click Allow.

Deregister Alexa from your hub
If you want to remove the Alexa service completely from your hub.

1 Press **Menu** when your phone is on the home screen and scroll to **Alexa settings**, press **Select**.

2 Scroll down to **Deregister Alexa** and press **Select**.

3 Follow the on-screen instructions. Alexa is now deregistered from your hub.

If you want to use the Alexa service again. Press 🔵 and follow the set-up instructions.

Alexa notifications
Alexa can send notifications to your handset (and other Alexa enabled devices), to update you on when your Amazon order will arrive. If you see the yellow circle in the top of the display, press ⦿ and say, "What are my notifications?". You can turn this feature off in your Alexa app settings.
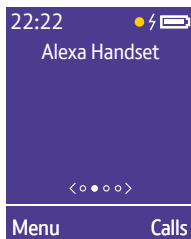
Alexa session in use
If you have other Advanced Digital Home Phones with Alexa built-in, you will see a blue circle in the top of the display to show at a glance, that someone is already using the Alexa feature.
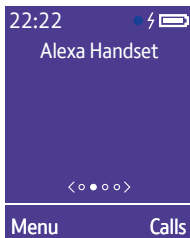
Using your phone

Making calls

Preparatory dialling
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 21).

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 26.

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 31.

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 29).

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.

```
11:38am              ▭

         Handset 1

            ◯◯
             3

         ‹ ∘ ● ∘ ∘ ›
Menu                Calls
```

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 'Find Handset' feature in your Hub Manager.

Type **bthomehub.home/** into a web browser to open up your Hub Manager.

Click on your phone number and then click on the handset that you are trying to find. (add your Admin password if you need to) and then click on **Find Handset**.

The handset will ring for 2 minutes enabling you to find it.

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 Blacklis**t 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 **Block** on the left hand soft key 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 **Options** during the call and then select **Block**. The number will go to your **Personal Blacklist**.

3 Block the number after the call
After you've hung up, press **Menu** and then press **Select**. The handset will dial into your 1572 Call Protect menu and give you the option to add the last number to your Blacklist.

☆ **Want to send straight to voicemail without answering?** Press 🔽 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 **Menu** on the home screen, then press **Select** for the Call Protect menu. You can then make changes to your Call Protect service. You can also change these settings at **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 **Menu** on the home screen and then press **Select** to go into the Call Protect menu.

How do I switch off Call Blocking?
Press **Menu** on the home screen, then press **Select** to go into the **Call Protect** menu and follow the steps.

You can also switch it off at **bt.com/mybt**

☆ **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. 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 [icon] 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 [icon] to open Contacts.
2 Scroll to the contact you want and press [icon] to dial, or [icon] to view the contact details.
3 If the contact has more than one number, choose the one you want to dial and press [icon] again.

Editing your contacts
1 Press [icon].
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 [icon].
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 [icon] 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.

Backing up your contacts if you need to reset or replace your Hub

If you ever have to reset or replace your Hub, you can back up your contacts so that they can be imported back onto the Hub. This way, you won't have to worry about adding them all in again.

1 Open a new web browser on any device connected to your hub and type in **bthomehub. home/** in the address bar. This will open the Hub Manager.
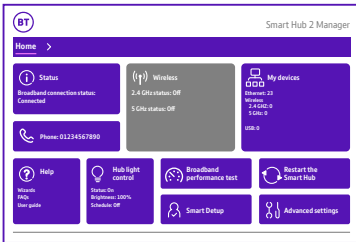
2 Click **Phone** on the left-hand side to open the screen shown below.
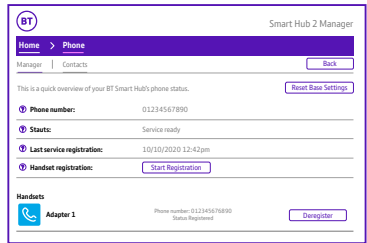
3 Click **Contacts**.
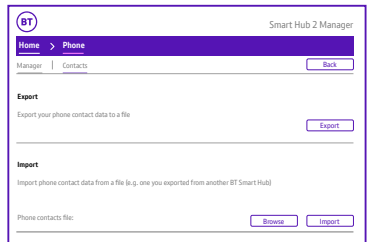
4 Click **Export** and save (these will usually be saved in your download files, but you can choose your own location).

5 Once you've reset or replaced
your hub and registered
your handsets, you can then
follow the same instructions
as above, but click on **Import**,
find your file, select it and your
contacts will be added back.

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 Dialled 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.


```
11:38am          ▭
        Handset 1
          ⤺×
           8
        ‹ ○ ● ○ ○ ›
Menu              Calls
```
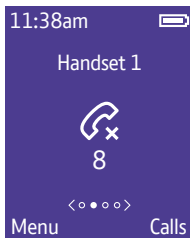
View and dial from the Calls list
1 On the home screen, press the right option button to get to your Calls list. You can then press the right navigation button to look at the different lists.
2 When you're in the list you want, use the navigation buttons to scroll through the list until you get to the 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 **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**.

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**.

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 presss **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, e.g the DECT system PIN will default back to 0000 and any changes to line settings will reset.

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 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**

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**.

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 have up to five Digital Home Phone handsets registered 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 3). 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.

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**.

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.
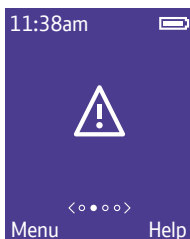
For Alexa issues, check your account with Amazon via the Alexa app or online.
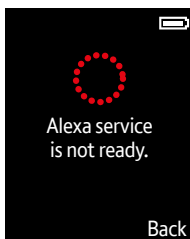
* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

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 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.
- 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.
- 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, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section of this guide.
- 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 product could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during a 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.
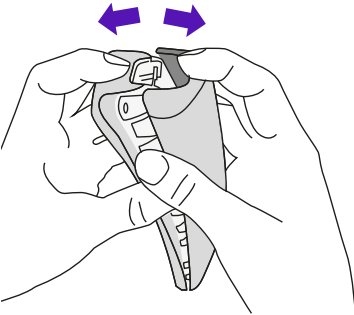
2 Remove the old batteries and replace with two new AAA Ni-MH 800mAh rechargeable batteries.
3 Replace the battery compartment cover.

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

Radio Equipment Directive Declaration of Conformity and Power Efficiency information
Hereby, British Telecommunications plc declares that the radio equipment type Advanced Digital Home Phone (item code 101806) is in compliance with Directive 2014/53/EU. You'll find the full text of the EU declaration of conformity and power efficiency information is available at 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 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. Website address: **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 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 0800 800 150*.

O alexa built-in

Advanced DHP with Alexa built-in 1.0

CE