BT

Bringing it all together

User guide

BT Hub Phone 1020

Welcome...

to your BT Hub Phone 1020
Digital Cordless Handset

- Hi-Definition Sound

- Black and white graphic display with back light

- Keep track of incoming calls with the 50 number calls list

- 150 Entry phonebook, with the facility to store a home, work
  and mobile number for each of your contacts

- 20 Number redial list, for quick and easy redialing

- 10 Ringtones available

This user guide provides you with all the information you need to get the most from your phone.

This phone has been designed to work with BT Total Broadband and BT Broadband Talk. Before you make your first call you will need to set up your phone. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

Need help?
If you have any problems setting up or using your BT Hub Phone 1020 please contact the Helpline on 0845 600 7030.

Alternatively, you may find the answer in 'Help' at the back of this guide.

This user guide is relevant for a particular version of software. Hub Phones are upgradeable so that you can always have the latest features and functions. To find out if you have the latest version of software and how to download it you can go to the support and advice section on www.bt.com

Got everything?

• BT Hub Phone 1020 handset

• BT Hub Phone 1020 charger

• 2 x rechargeable batteries

• Mains power adaptor

• You need to be a BT Total Broadband customer

• You need to have a BT Broadband Talk account

• You need a BT Home Hub

Please note
Hi-Definition sound will not work without a BT Broadband Talk account. Visit bt.com to get this service if you don't already have this. If you do already have BT Broadband Talk set up, the phone light on your hub will be steady green.

In this guide

4

6   **In this guide**

Getting started

Location

You need to place your BT Hub Phone in the charger cradle and then place both handset and charger cradle in the BT Home Hub to set it up. When you are doing this you don't need to use the power supply provided as the handset and charger cradle take their power from the hub. After this you can place the handset and charger cradle anywhere in the house where there is mains power and you can then use the power supply provided.

You will need to place your handset and charger into the hub from time to time to receive updates and new services to your phone as your BT Hub Phone 1020 is fully upgradeable.

Setting up the handset

1. Remove the grey cover from the front of the BT Hub.
If it does not come off easily, carefully apply a little more force.
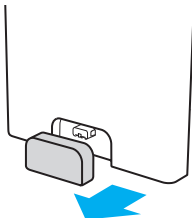
WARNING
Do not place your BT Hub Phone 1020 in the bathroom or other humid areas.

Handset range
The BT Hub Phone 1020 has a range of 300 metres when there is a clear line of sight between the hub and the handset. When there is no clear line of sight between the hub and the handset, the range could be reduced to 50 metres. Thick stone walls can severely affect the range.

Signal strength
The ￥ icon on your handset indicates when you are in range.

When it flashes, you are out of range.

When you move out of range of the base, you will hear the out of range tone. This tone is repeated until you move back into range.

8 Getting started

IMPORTANT
The hub must be plugged into the mains power socket at all times.

IMPORTANT
You can leave your handset in the charging cradle attached to the BT Home Hub if you wish or you can locate your handset anywhere in your home, using the mains power adapter and charging cradle to keep the handset charged. Occasionally you will need to connect the handset to the charger connected to the BT Home Hub to receive new upgrades. You will be asked to do this when there is new software.
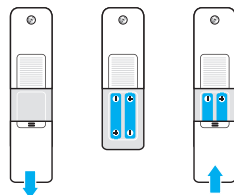
Battery symbols

Battery charged

Battery half charged

Battery low

Battery empty

2. Attach the cradle to the BT Home Hub.
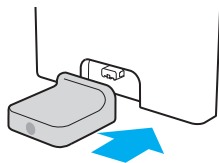
3. Slide open the battery compartment on the back of your BT Hub Phone handset. Insert the 2 x AAA rechargeable batteries supplied. Slide back the cover to close.

4. Place the BT Hub Phone 1020 into the cradle on the BT Home Hub. You should hear a beep when the handset has been placed correctly. Charge your handset for at least 24 hours on first charge before using the phone.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 ·8423
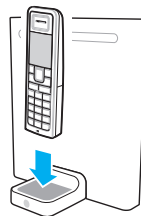
5. On the handset:

Screen prompts on the handset will help guide you through the registration process – it's easy!

• REGISTER TO HUB will appear on screen. Press **OK**. PRESS AND HOLD HUB BUTTON will then appear on screen.

Press and hold the wireless association button on the back or side of the Hub for 3 seconds (the phone light on the Hub will then flash), then you can release the button.

• Press **OK** and place the handset in the charger connected to the Hub. Once the handset and charger cradle are in the Hub, REGISTERING, PLEASE WAIT appears on screen.

DO NOT REMOVE THE HANDSET UNTIL YOU GET A CONFIRMATION MESSAGE.

If registered successfully you should see: HANDSET REGISTERED.

If unsuccessful then REGISTRATION FAILED will appear and you will have to try the process again. You will be returned to the please register screen.

If this fails, then please see the manual registration process on page 60.

Battery performance
The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time.

Eventually they will need to be replaced. Please ensure you use the same mAh rating for battery replacement to the batteries that were provided when you received the handset.

Talk/Standby time
In ideal conditions, the handset batteries should give about 7 hours talk time or 100 hours standby.

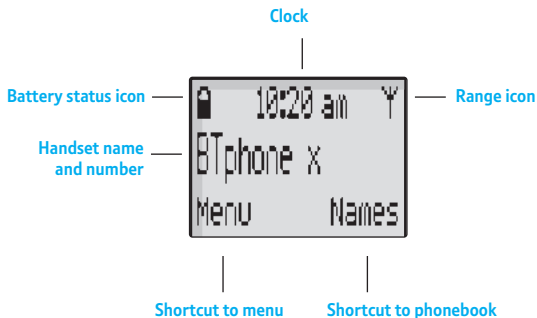Note that new batteries do not reach full capacity until they have been in normal use for several days.

10 Getting started

Clock
The clock on the front screen will disappear if any missed calls or the keypad lock are displayed.

The handset number is related to the number of handsets you have registered to the Hub. You can have up to five handsets registered to the Hub.
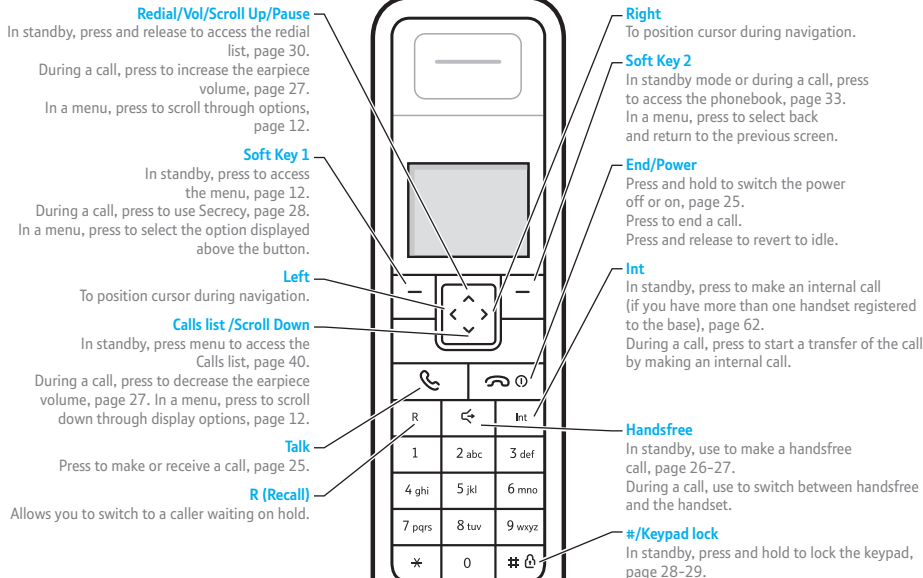
Standby display

Clock

Battery status icon ——

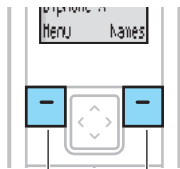Range icon

Handset name and number

Shortcut to menu

Shortcut to phonebook

Your BT Hub Phone 1020 is ready for use.

Hub Phone 1020   Issue 3   Edition 1   03.10.07.07   8423

Getting to know your phone

Handset buttons

Redial/Vol/Scroll Up/Pause
In standby, press and release to access the redial list, page 30.
During a call, press to increase the earpiece volume, page 27.
In a menu, press to scroll through options, page 12.

Soft Key 1
In standby, press to access the menu, page 12.
During a call, press to use Secrecy, page 28.
In a menu, press to select the option displayed above the button.

Left
To position cursor during navigation.

Calls list /Scroll Down
In standby, press menu to access the Calls list, page 40.
During a call, press to decrease the earpiece volume, page 27. In a menu, press to scroll down through display options, page 12.

Talk
Press to make or receive a call, page 25.

R (Recall)
Allows you to switch to a caller waiting on hold.

Right
To position cursor during navigation.

Soft Key 2
In standby mode or during a call, press to access the phonebook, page 33.
In a menu, press to select back and return to the previous screen.

End/Power
Press and hold to switch the power off or on, page 25.
Press to end a call.
Press and release to revert to idle.

Int
In standby, press to make an internal call (if you have more than one handset registered to the base), page 62.
During a call, press to start a transfer of the call by making an internal call.

Handsfree
In standby, use to make a handsfree call, page 26-27.
During a call, use to switch between handsfree and the handset.

#/Keypad lock
In standby, press and hold to lock the keypad, page 28-29.

Option buttons

Soft Key 1   Soft Key 2

Press **Back** ▬ to go back one level in a menu.

Keep pressing **Back** ▬ to return to the idle screen at any time.

Or press and release the ☎ button.

Navigating the menus

Your BT Hub Phone 1020 handset has a menu system to guide you through the handset and setting options. Refer to the menu map on the next page for the available options.

When the handset is displaying the idle screen:

1. In standby press **Menu** ▬ to open the main menu.

2. Use ⬍ and ⬍ to scroll through the menu list.

3. When the menu item you want is displayed, press **OK** ▬ to select and view the sub-menus available.

4. At any time, press **Back** to go up one level.

Hub Phone 1020 Issue 3 Edition 1 03.10.07.07 8423

Menu map

Calls Lists
Received Calls
Dialled Calls
Delete Calls List   Received Calls
                        Dialled Calls
                        Delete All

Names
Find entry   Show Detail
                        Edit Entry
                        Set Melody
                        Delete Entry
Add Entry   Home
                        Work
                        Mobile
Delete all

Melody
External Calls
Internal Calls
Ring Volume

Handset settings
Ear Volume
Handset Name (default BTphone)
Auto Talk   On
                        Off
Beep Tones   Key Beep
                        Low Battery
                        Out of Range
Software   Handset update
                        Software version

Base settings
System PIN
Default Settings

Time Settings
Alarm   On/Off
Date
Time

Registration
Register Handset
Select Base
De-register

BT Services
1571
Help desk
BT 118 500*
Withhold number
Display number

* Please note that there are other directory enquiries services available. Please refer to bt.com for BT 118 500 pricing information.

Making calls with BT Broadband Talk

14

As part of your BT Total Broadband subscription, you get access to BT Broadband Talk which gives you free UK evening and weekend calls (up to one hour) over your broadband connection.

BT Broadband Talk is a simple and convenient way to make calls over the internet. The only difference is that calls go through your broadband connection rather than your normal phone line.

With BT Broadband Talk, you get a separate number, most of the benefits of an extra line, incredibly cheap international call rates and free calling features including 1471 and BT Answer.

For more detail, charges and terms and conditions please go to **www.bt.com/broadbandtalk**

Making and receiving calls

Once you've got BT Broadband Talk set up, all calls made with your BT Hub Phone will use BT Broadband Talk. You can also have a phone plugged into the back of the hub which will also use BT Broadband Talk.

Making and receiving calls with BT Broadband
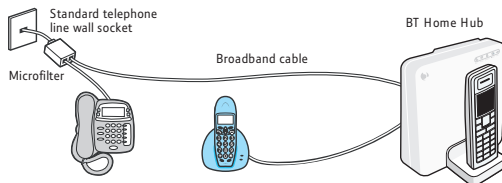
Standard telephone line wall socket

Microfilter

Broadband cable

BT Home Hub

There is an option within the Hub manager to set incoming landline calls (from your standard phone number) to ring on your Hub Phone.

Go to http://bthomehub.home and change your settings on the telephones page.

Corded or DECT phone plugged into phone line	Corded or DECT phone plugged into back of Hub	BT Hub Phone
Standard phone line	BT Broadband Talk line	BT Broadband Talk line
Incoming and outgoing calls on standard line	Incoming and outgoing calls on Broadband Talk line	Incoming and outgoing calls on Broadband Talk line
Calls charged according to your BT Together option package	Free Evening & Weekend calls to UK landlines*	Free Evening & Weekend calls to UK landlines*
Dial 1571 to check messages that have been left on your standard number	Dial 1571 to check messages that have been left on your BT Boadband Talk number	Dial 1571 to check messages that have been left on your BT Broadband Talk number

Choosing which phone you want ringing
You can control which phones connected to your Hub will ring by using the Hub Manager. To find out how to access the Hub Manager using your computer, go to the hub icon on your desktop.

To see BT Broadband Talk call charges: visit **www.bt.com/broadbandtalk** and go to the 'what it costs' section.

You can make outgoing calls using your standard phone line number by dialling 5 and then the number you want to call. After dialling 5 you must wait for a different dial tone to the one you normally use with BT Broadband Talk before dialling a number. Remember if you do this you won't be taking advantage of BT Broadband Talk rate.

How do I know BT Broadband Talk is set up on my Hub?

The 'Phone' icon on the front of your hub will be lit up, a solid green colour and you will hear a higher pitched dial tone than normal dial tone. If the service is down or not activated, all calls will be made using your landline number. You will not be able to receive calls to your BT Broadband Talk number on the hub handset until BT Broadband Talk is active on the hub. Go to **www.bt.com/bbv** and follow the on screen instructions. You will need your BT Broadband Talk number and password handy.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

Hi Def calls

Your BT Hub phone is designed with High Definition Sound (Hi-dS™) capability.

If somebody using a BT Hub Phone (or other Hi-dS™ capable device) calls someone else using a Hi-dS ™ capable device, then the call will automatically set itself to the best call quality using the Hi-dS™ call quality feature. Hi-dS™ works automatically, so you don't need to do anything to enjoy high-quality sound.

You won't get Hi Def sound from the phone plugged into the back of the hub though as this is only available on devices which carry the Hi-Def™ logo.

Multiple calls

No more hogging the phone... with BT Broadband Talk you can make more than one phone call at the same time.

You can have 2 calls going on at the same time via the BT Hub phone handsets and a third call using a phone plugged into the socket in the back of the hub.

If you also have a videophone or BT Soft Phone associated with your BT Broadband Talk number you can also use them to make simultaneous calls up to a total of 4 calls across all your BT Broadband Talk phones.

In situations where there are already 2 calls in progress on BT Hub phone handsets, a warning: **LINE IN USE** is displayed on any other additional BT Hub phone handsets you may have around the house informing you that you cannot make any more calls. There is also a special busy tone presented if you press the 📞 button to make a call when it is not possible.

When using multiple handsets you can make internal calls between handsets or transfer a call between handsets. You can only use this functionality if there isn't call in progress on another handset.

Call quality

Usual call quality using BT Broadband Talk should be better than on a mobile phone, but it can be affected by general congestion on the internet, or by heavy traffic on the broadband link into your home (e.g. if someone in your home is playing games online). We cannot, therefore, guarantee call quality.

Call transfers

If there is only a single call in progress on one Hub Phone that call can be transferred to another Hub Phone.
It is not possible to transfer calls between Hub Phones and the phone plugged into the back of the hub.

Your BT Broadband Talk bill
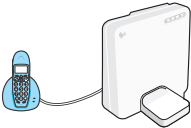
Broadband Talk can be added onto to your existing phone bill. If you have your calls itemised any calls you make using BT Broadband Talk will be listed in a separate section on your bill. However, you won't see any charges if you have the free Evening and Weekend package and only made Broadband Talk calls to UK landlines between 6.00pm and 6.00am or at weekends. Please note that you'll be charged for calls to excluded numbers (mobile,premium rate or international).

20 **Making calls with BT Broadband Talk**

Making and receiving multiple calls

Independent of Hub

Standard telephone
line wall socket

Microfilter

Broadband cable

Softphone

Videophone

HS 1

Corded or DECT phone
plugged into phone line

Corded or DECT phone
plugged into back of hub

BT Hub Phone

HS 2

HS 5

HS 3

HS 4

Independent of Hub

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

	Phone in back of hub	**Hub handsets**	**Soft phone**	**Videophone**
Incoming call 1	All phones ring.			
Incoming Call 2	All phones ring, call waiting on the device you picked up your incoming call 1 on.			
Incoming Call 3	All available phones ring, apart from call waiting on the device(s) you picked up your incoming call 1 & call 2 on. If call 1 and 2 have been answered on Hub phones, other Hub phones will not ring.			
Incoming Call 4	If two hub phones have been answered, any additional hub handsets will not ring and will have a message on the screen: LINE IN USE. If any one of the two hub phones hangs up all the handsets will ring. As there is a limit of two calls on the handsets at any one time. Calls can still be answered on the phone at the back of the hub or Softphone or Videophone.			
Incoming Call 5	Calls will go straight to voicemail. Limits reached.			

REMEMBER that call limits apply:
2 calls on Hub handsets and one call on the phone plugged into the back of the Hub.
The table assumes you have answered your calls on Hub phones first.

Frequently asked questions:

What happens to service in the event of power or broadband failure?

Your service may cease to function if there is a power cut or broadband connection failure. Access to Emergency services is provided but calls including ermergency calls to 999 or 112 made via BT Broadband Talk may not work in the event of power or broadband connection failure. These failures may becaused by reasons outside our control. Location information, provided to the emergency services, is limited to the address of the associated telephone line where applicable. BT does not currently support number portablilty.

What happens when I make emergency calls?

If you make an emergency call to 999 or 112 from your BT Broadband Talk line, the Hub will automatically use your standard telephone line.

This is a safety measure to ensure the emergency services can identify your location, if necessary.

Emergency Location Information is captured and passed to the Emergency Services for use in the case of an emergency call being made via the service. The location information captured is limited to the address of the BT telephone line.

Important: if there's a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. We recommend your primary telephone line is maintained for contacting emergency services.

Can I take my BT Broadband Talk number with me to another provider?

It is not currently possible to transfer your BT Broadband Talk number to another provider.

You Hub and Hub phone cannot be used with another provider.

What numbers can I call?

- Any person in the UK

- Other Broadband Talk customers

- Anywhere in the world

- Any UK mobile number

- All 08 numbers (including 0800/0845/0870)

- Premium rate numbers

- Personalised numbers (some 07 numbers)

- BT directory enquiries 118500/505

- Emergency services

- **You cannot call**: the operator, non-BT directory enquiries, 101 (non-emergency calls, ie. Community support and anti-social behaviour), directory enquiries for disabled customers, short code numbers like 150, 151 dial-up Internet service providers and text relay.

Using the phone

Switching the handset power on/off

Press and hold ☎.

Press and hold ☎ to switch the handset back on again.

Make an external call

1. Press 📞 listen for the dial tone then dial the number.

Preparatory dialling (pre-dial)

To see the number on the display before dialling use pre-dial. Pre-dial numbers can be up to 20 digits long.

1. In standby, enter the number you want to dial.

2. Press 📞 to dial.

End a call

1. Press ☎ or place the handset back on the charger cradle. If auto talk option is on.

Dialling numbers quickly
Numbers can also be dialled in Handsfree mode (page 26), using the phonebook (page 35), and from the calls list (page 40).

When using BT Broadband Talk you need to use the full dialling number.

If you make a mistake, press **Clear** to delete the last digit.

When you receive a call, the handset will ring the selected ringer melody.

Auto-talk
If you have switched auto-talk off (see page 48) then you will need to press 📞 after lifting the handset to take the call.

Hi-Definition Sound
This is available when both parties are using this technology, Hi-dS™ provides richer sound quality on calls over your BT Broadband Talk service.

Receiving calls

1. Press 📞 to answer the call or, if the handset is on the charging cradle, simply lift it and speak.

Call timer

Your handset automatically times the duration of all calls, showing the time on the display from 10 seconds after dialling to 3 seconds after the call ends.

Handsfree calling

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to both sides of your conversation.

To make a handsfree call

1. Press 🔊 listen for the dial tone then dial the number. You will hear it being dialled over the loudspeaker.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

To switch to handsfree during a call

1. At any time during the call, to toggle between handsfree mode and handset mode, press ⬛.

Earpiece volume

1. During a call, press ⬛ to increase or ⬛ to decrease the earpiece volume. The display shows the volume control screen.

Silence the handset ringer

When the phone is ringing, you can silence the ringer without disconnecting the call.

1. Press ⬛ and the ringer will switch off.

To end a handsfree call, press ⬛.

To change the earpiece volume using the handset menu, see page 46.

The earpiece volume will remain at the level set for all calls until changed.

Secrecy

During a call, you can mute the microphone so that you can talk to someone nearby without your caller hearing you.

1. During your call, press **Secrecy** ▬. SECRECY is displayed and your caller cannot hear you.

2. To resume your call, press **Off** ▬.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying the handset around.

While the keypad is locked you will still be able to answer external calls. When you end the call the keypad will remain locked.

The default setting is OFF.

To switch key lock on:

1. Press and hold #🔒. KEYPAD LOCKED and the 🔒 icon is displayed.

To switch key lock off:

1. Press **Unlock** ▬. PRESS # TO UNLOCK KEYS is displayed.

2. Press #🔒 to unlock the handset.

Redial

Your handset automatically saves the last 20 numbers you dialled into a redial list, together with the date and time you made each call. From the list you can dial, delete or save a number to the phonebook.

While key lock is switched on, it is still possible to make calls to emergency numbers (999/112).

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07   8423

If a name/number match is found in the phonebook the name will be displayed instead of the number.

If you have dialled the same number on more than one occasion, the call will appear only once in the redial list.

Each redial number can be up to a maximum of 20 digits long. Numbers exceeding 20 digits will not be stored.

Redial names can be up to 12 characters.

When you are at the top of the list, pressing [ ] takes you to the oldest call and when at the bottom, pressing [ ] takes you to the newest.

If there are no numbers saved in the redial list EMPTY will be displayed.

To redial a number

From standby:

1. Press [ ] to access the redial list.

2. Press [ ] or [ ] to scroll and display the number you want.

3. Press [ ] to dial the number.

Via the menu:

1. Press **Menu** [ ] to access the menu.

2. Press [ ] or [ ] to scroll to CALLS LISTS and press **OK** [ ].

3. RECEIVED CALLS is displayed. Press [ ] or [ ] until DIALLED CALLS is displayed and press **OK** [ ] to display the redial list.

4. Press [ ] or [ ] to scroll and display the number you want.

5. Press [ ] to dial the number.

Delete a redial number

1. Press to access the redial list.

2. Press or to scroll and display the number you want and press **Options** .

3. Press or to scroll to DELETE CALL, then press **OK** .

CALL DELETED is displayed and the display goes back to the redial list or standby if no more redial numbers are stored.

Delete the redial list

1. Press **Menu** to access the menu.

2. Press or to scroll to CALLS LISTS and press **OK** .

3. Press or to scroll and display DELETE CALLS LIST and press **OK** .

4. Press or to scroll and display DIALLED CALLS and press **OK** .

If you decide not to delete all calls list entries, press **No** ▬ to exit and return to standby.

You can enter a name of up to 12 characters.

Use **Clear** ▬ to delete incorrect characters.

If a number is already stored in the phonebook, you will not have the option to SAVE NUMBER.

Save a redial list number to the phonebook

1. Press to access the redial list.

2. Press or to scroll and display the number you want to save and press **Options** ▬.

3. SAVE NUMBER will appear. Press **OK** to enter the name of the person and press **Save**.

4. HOME NUMBER appears. If you do not wish to save this as a home number then scroll through the options to select WORK or MOBILE. Then press **OK**. ENTRY SAVED is displayed.

Phonebook

Store a phonebook entry

You can use the phonebook to store up to 150 entries.
For each entry you can store a name together with home, work and mobile numbers. Stored numbers can be up to 20 digits and stored names up to 12 characters long. Phonebook entries are stored alphabetically.

To access the phonebook via the menu:

1. Press **Menu** ▬ to access the menu.

   Then press ‹› or ‹› to display NAMES and press ▬ to select.

   Or, to access the phonebook from standby: press **Names** ▬ to access the phonebook.

2. Press ‹› or ‹› to display ADD ENTRY.

3. Enter a name using the keypad (see character map, page 34), then press **SAVE** ▬.

Deleting characters/digits
If you make a mistake, press **Clear** ▬.

34 **Phonebook**

Entering names:
For example, to enter the name Tom:

Press `8 tuv` for T.

Press `6 mno` three times for O.

Press `6 mno` for M.

The maximum length for names is 12 characters.

You cannot store an entry without a number.

BT Broadband Talk Tip
When using BT Broadband Talk you always need to store the number with the national dialling code.

4. Once you have entered the name you are taken to the home number screen. Either enter a number or press **Save** to move to the next number screen. You can store home, work and mobile for each contact.

Character map

Button	Lower Case	Upper Case
`1`	space . , : ; ! ? ¡ ¿ ' " 1	space . , : ; ! ? ¡ ¿ ' " 1
`*`	to change between upper and lower numeric case.	
`# ⬆`	to change between upper and lower case.	
`⬍`	to change numbers.	

Dial a phonebook entry

From standby:

1. Press **Names** ▬ to access the phonebook.

2. Press **OK** to select FIND ENTRY then press ⬍ or ⬍ to scroll to the entry you want.

   Or, to search alphabetically:

   Enter the first letter of the name you want using the keypad, then scroll to the exact entry using ⬍ or ⬍.

3. Press 📞 to dial the number. You can also highlight the name you want and press 📞. If there is only one number associated with the entry it will be dialled. If there is more than one number for a contact when you press 📞 it shows H: W: M: with the number. Use ⬍ or ⬍ to select the number you want and press 📞 to use it for calling.

Pressing ⬍ will scroll forward alphabetically through the phonebook entries.

Pressing ⬍ will scroll backwards alphabetically through the phonebook entries.

Via the menu:

1. Press **Menu** ▬ to access the menu.

2. Press ⬍ or ⬍ to scroll and display NAMES and press **OK** ▬ to select.

3. Press ⬍ or ⬍ to scroll and display FIND ENTRY and press **OK** ▬ to select.

4. Press ⬍ or ⬍ to scroll to the entry you want.

   Or, to search alphabetically:

   Enter the first letter of the name you want using the keypad, then scroll to the exact entry using ⬍ or ⬍.

5. Press 📞 to dial the number.

Edit a phonebook entry

1. Press **Names** ▬ to access the phonebook.

2. Press **OK** to select FIND ENTRY then press ▲ or ▲ to display the entry you want.

3. Press **Options** ▬ then use ▲ or ▲ to scroll and display EDIT ENTRY. The name and numbers for the entry are displayed.

4. To edit the name/number:

   Press **OK** to select FIND ENTRY then press ▲ or ▲ to highlight the name/number you want to edit and press **Edit** ▬.

   Use ▲ or ▲ to scroll backwards or forwards through the characters and ▲ or ▲ for digits.

   Use **Clear** ▬ to delete incorrect characters/digits.

   Enter new characters/digits using the keypad.

5. Press **OK** ▬ to confirm, then **Save** ▬ to save the changes. ENTRY SAVED is displayed. When you save you go through H,W,M options to edit and save.

6. Press ☎ to return to standby.

You can also access the phonebook via the menu, see previous page.

Press **Back** ▬ at any time to go back to the previous display.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

Store a phonebook entry with an assigned ring.

1. Press **Names** ▬ to access the phonebook.

2. Press **OK** to select FIND ENTRY then press ◊ or ◊ to scroll and display the entry you want.

3. Press **Options** ▬ then use ◊ or ◊ to display SET MELODY and press **OK** ▬.

4. OFF is displayed if no melody has been previously set. Use ◊ or ◊ to select a melody.

5. Press **OK** ▬ when you hear the melody you want. SAVED is displayed.

Delete a phonebook entry

1. Press **Names** ▬ to access the phonebook.

2. Press **OK** to select FIND ENTRY then press ◊ or ◊ to display the entry you want.

3. Press **Options** ▬ then use ◊ or ◊ to display DELETE ENTRY.

As you press ◊ or ◊ a sample of each melody is played.

Storing a phonebook entry with an assigned ringtone means that you know who is ringing when the phone is set to a distinctive ring.

4. Press **OK** ▬, DELETE <ENTRY>? is displayed.

5. Press **Yes** ▬ to confirm. DELETED is displayed.

6. Press ☎⊙ to return to standby.

Delete all phonebook entries

1. Press **Menu** ▬ to access the menu.

2. Press ◊ or ◊ to scroll and display NAMES and press **OK** ▬ to select.

3. Press ◊ or ◊ to display DELETE ALL and press **OK** ▬ to select.

4. DELETE ALL? is displayed, press **Yes** ▬ to select and receive a confirmation screen.

If you decide not to delete all phonebook entries, press **No** ▬ to cancel.

Caller Display and the calls list

BT Broadband Talk has automatic
presentation of the caller's number.

Caller information not available
Occasionally the telephone number of
the caller is not available and cannot
therefore be displayed.

In this case, your BT Hub Phone 1020
will show one of the following
explanatory messages:

WITHHELD

UNAVAILABLE

The calls list will store up to 50 numbers. When the calls list is
full, a new call replaces the oldest.

If a name/number match is found in the phonebook the name
will be displayed instead of the number. Numbers can be up
to a maximum of 20 digits long. Numbers exceeding 20 digits
will not be stored.

View/dial numbers in the calls list

Via the menu:

1. Press **Menu** ▬ to access the menu.

   Press ◆ or ◆ to scroll and display CALLS LISTS and
   press **OK** ▬.

   RECEIVED CALLS is displayed, press **OK** ▬ to display the
   calls list.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

From standby:

Press ⬌ to access the Calls list.

2. The most recently received call details are displayed.
Press ⬍ or ⬍ repeatedly to scroll through the list.

For each entry, the caller's number is displayed, or their name if a name/number match is found in the phonebook and the date and time the call was received.

3. Press 📞 to dial the displayed number.

Or

Press **Back** ➖ repeatedly to exit the calls list and return to the idle screen.

If the time on your handset is not correct you will not see the correct time that a call was received. To set the time on the Hub, see page 56.

If there is a name match it will show you H W or M so you know which number someone called you on.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

Press **Clear** ▬ to delete incorrect characters and then press **OK** ▬ to confirm.

The name can be up to 12 characters.

Save a calls list entry to the phonebook

1. Press ◆ to access the Calls list. The most recently received call details are displayed.

2. Press ◆ or ◆ repeatedly to scroll to the entry you want. Date and time is displayed.

3. Press **OK** and enter a name. You will go to home number. You can scroll around the 3 options. H, W, M. When the one you want is displayed press **OK.**

4. ENTRY SAVED is displayed and the screen will go back to the calls list showing the name rather than the phone number.

Delete a calls list entry

1. Press ◆ to access the Calls list.

2. Press ◆ or ◆ repeatedly to scroll to the entry you want.

3. Press **Options** ▬, then press ◆ until DELETE is displayed.

4. Press **OK** ▬ to confirm. CALL DELETED is displayed.

Delete all calls list entries

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display CALLS LISTS and
   press **OK** ▬.

3. Press ◆ or ◆ to display DELETE CALLS LIST and press
   OK ▬.

4. RECEIVED CALLS is displayed, press **OK** ▬.
   EMPTY is displayed.

If you decide not to delete all calls list
entries, press **No** ▬ to exit and return
to standby.

Call Waiting

You will hear a beep every 5 seconds if an incoming call arrives while you are already on the phone. This beep is not audible to the person you are speaking to. The second caller's number (or name if a phonebook match is found) will appear on the handset display.

Any other Hub handsets will also ring for incoming calls.

Speak to a second caller

1. Press R to answer the second call and put your current caller on hold. Press R again to return to your first caller and to switch between both callers.

   Or

2. If you want to end the current call and pick up the waiting call, press ☎. The handset will ring. Press 📞 again to connect to the waiting caller.

Call Waiting is set automatically, you can turn this feature off by using #43#. When you turn Call Waiting off you will hear a beep.

Any other handsets will ring if the maximum number of calls isn't already in progress.

The second caller is only charged from the second you answer, not while they are waiting to be connected.

BT Calling Features

By using the BT globe menu your BT Hub Phone 1020 gives you easy access to a range of BT features.

These are:

- **1571** – Voicemail for BT Broadband Talk

- **Helpdesk** – BT Hub Helpdesk assistance

- **BT 118 500*** – BT Directory assistance

- **Withhold number** – stops your number being presented to the person you are calling

- **Display number** – if you normally hide your number you can use this function to show your number when dialling.

*Please note that there are other directory Services available. Please refer to bt.com for pricing information.

To dial a feature

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display `BT SERVICES` and press **OK** ▬.

3. Press ◆ or ◆ until the feature you require is displayed: `1571`, `HELP DESK`, `BT 118 500`, `WITHHOLD NUMBER` or `DISPLAY NUMBER` and press **OK** ▬ to dial.

Handset settings

To exit and return to the idle display at any time, press **Back** ▬ repeatedly.

You can choose a range of settings to suit your personal preferences.

Adjust the earpiece volume

There are 5 volume levels to choose from.

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display `HANDSET SETTINGS` and press **OK** ▬.

3. Press ◆ or ◆ until `EAR VOLUME` is displayed and press **OK** ▬.

4. Press ◆ or ◆ to scroll and select the volume level you want, then press **Save** ▬

5. Press **Back** ▬ repeatedly to return to the idle screen.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

Naming a handset

Each handset registered to the base is assigned a number.
You can give a handset a name to match the user or location
e.g. DAVE or OFFICE. The name can be up to 8 characters long.
The number is given automatically and cannot be changed.

1. Press **Menu** ▬ to access the menu.

2. Press ◊ or ◊ to scroll and display HANDSET SETTINGS and
    press **OK** ▬.

3. Press ◊ or ◊ until HANDSET NAME is displayed and press
    OK ▬.

4. The current handset name is displayed and you are now in
    edit mode. Enter a new name for your handset using the
    keypad and press **OK** ▬ to confirm.

5. Press **Back** ▬ repeatedly to return to the idle screen.

    When in standby, the new handset name will be shown in
    the display. The handset number will be shown in the right of
    the display.

If you make a mistake, press **Clear** ▬
to delete the last character.

Auto-talk

The default setting is ON.

When you receive a call, if the handset is on the cradle you can answer it by lifting the handset off the cradle, this is called auto-talk. When you switch auto-talk off, all calls must be answered by pressing 📞.

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display HANDSET SETTINGS and press **OK** ▬.

3. Press ◆ or ◆ until AUTO TALK is displayed and press **OK** ▬.

4. The current setting is displayed. Press ◆ or ◆ to select ON or OFF then press **OK** ▬. The new setting is displayed.

6. Press **Back** ▬ repeatedly to return to the idle screen.

Beep tones

Your BT Hub Phone 1020 handset emits beeps to alert you to certain situations. You can set the handset to beep:

- As confirmation each time a handset button is pressed (key beeps).

- If the battery is low.

- If you go out of range of the base.

These beeps can be switched ON or OFF. However, beeps which confirm settings cannot be switched off.

To switch key beeps On/Off

1. Press **Menu** to access the menu.

2. Press or to scroll and display HANDSET SETTINGS and press **OK** .

3. Press or until BEEP TONES is displayed and press **OK** .

4. Press or until KEY BEEP is displayed and press **OK** .

The default setting for all key beeps is ON.

5. Press ◊ or ◊ to select ON or OFF then press **OK** ▬.
   SAVED is displayed.

6. Press **Back** ▬ repeatedly to return to the idle screen.

To switch low battery beeps On/Off

During a call, if the battery charge level is low you will hear a
warning beep every 30 seconds to alert you that the batteries
need recharging.

1. Press **Menu** ▬ to access the menu.

2. Press ◊ or ◊ to scroll and display HANDSET SETTINGS and
   press **OK** ▬.

3. Press ◊ or ◊ until BEEP TONES is displayed and
   press **OK** ▬.

4. Press ◊ or ◊ until LOW BATTERY is displayed and
   press **OK** ▬.

5. Press ◊ or ◊ to select ON or OFF then press **OK** ▬.
   SAVED is displayed.

6. Press **Back** ▬ repeatedly to return to the idle screen.

To switch out of range beeps On/Off

During a call, if the handset moves out of communication range with the base you will hear a warning beep to alert you to move closer to the base for improved reception and to avoid being disconnected.

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display HANDSET SETTINGS and press **OK** ▬.

3. Press ◆ or ◆ until BEEP TONES is displayed and press **OK** ▬.

4. Press ◆ or ◆ until OUT OF RANGE is displayed and press **OK** ▬.

5. Press ◆ or ◆ to select ON or OFF then press **OK** ▬. SAVED is displayed.

6. Press **Back** ▬ repeatedly to return to the idle screen.

Handset ring tones and volume

You have a choice of 10 ringtones and 5 volume levels (or you can switch the ringer OFF). You can select a different ring tone for external calls (calls from an external incoming number) or internal calls (calls from another handset).

To change the call ringer volume

1. Press **Menu** to access the menu.

2. Press or to scroll and display MELODY and press **OK** .

You can also adjust the volume level during a call using the or buttons.

3. EXTERNAL CALLS, INTERNAL CALLS or RING VOLUME is displayed, press **OK** to confirm.

4. Press until RING VOLUME is displayed and press **OK** .

5. Press or to scroll through the volume levels. Press **OK** when you reach the volume you want.

To change the ring tone

1. Press **Menu** ▬ to access the menu.

2. Press ◊ or ◊ to scroll and display MELODY and
   press **OK** ▬.

3. EXTERNAL CALLS / INTERNAL CALLS is displayed, press **OK**
   ▬ to confirm.

4. Press ◊ until appropriate RINGTONE is displayed
   and press **OK** ▬.

5. SAVED is displayed.

   To select an external call ringer melody, press **OK** ▬ to select.

   Or

   To select an internal call ringer melody, press ◊ to display
   INTERNAL CALLS, then press **OK** ▬ to select.

6. Press ◊ or ◊ to scroll and hear the melodies.

7. When you hear the melody you want, press **OK** ▬ to select.
   SAVED is displayed.

8. Press **Back** ▬ repeatedly to return to the idle screen.

54 Hub base settings

To exit and return to the idle display at any time, press **Back** ▬ repeatedly.

When you reset to default this doesn't include calls list or phone book contents.

If you change your system PIN on one handset it will change the system PIN on all Hub phones registered to the Hub. This is because the Hub controls the system PIN.

The default setting is 0000.

Reset your BT Hub Phone 1020 to the default settings

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display BASE SETTINGS and press **OK** ▬.

3. Press ◆ or ◆ until DEFAULT SETTINGS is displayed and press **OK** ▬.

4. Enter the PIN code and press ▬ to confirm.

System PIN

Your BT Hub Phone 1020 has a system PIN code which you will need to change various settings. The default code is 0000. You may want to change this to prevent unauthorised changes to your settings.

To change the System PIN code

1. Press **Menu** ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display BASE SETTINGS and press **OK** ▬.

3. Press ⬍ or ⬍ until SYSTEM PIN is displayed and press **OK** ▬.

4. OLD PIN is displayed. Enter your old 4 digit PIN then press **OK** ▬.

5. NEW PIN is displayed. Enter a new 4 digit PIN and press **OK** ▬. CONFIRM is displayed.

6. Re-enter your new 4 digit PIN again for verification then press **OK** ▬. SYSTEM PIN CHANGED is displayed.

7. Press **Back** ▬ repeatedly to return to standby.

As you enter the PIN number, each digit is displayed as ✱ for security reasons.

Press **Clear** ▬ if you enter an incorrect digit.

Time settings

Setting the time

You can set the time in your Hub, so that all handsets show the right time:

Please note:
If you are on the latest Hub firmware the time and date is set automatically. If you are not then follow the simple manual steps opposite.

1. Go to a computer that is connected to your Hub (wired or wireless) and open the Hub Manager: click the icon on your desktop or browse to http://bthomehub.home

2. Read the Hub firmware version in the purple box at the bottom of the screen.

3. For firmware 6.2 and above:

   Click ADVANCED in the menu, then CONTINUE TO ADVANCED...
   Enter the login information: username admin;
   password admin
   Click SYSTEM in the menu, then TIME
   Tick the auto-configuration box.
   Under TIME SERVER 1, type ntp.homehub.btopenworld.com
   Click APPLY.

4. For firmware starting with 6.1.xxxx
   Click ADVANCED in the menu, then CONTINUE TO ADVANCED
   Click SWITCH TO ANOTHER USER

Enter the login information: username admin;
password admin
Click CONFIGURATION
Click CONFIGURE in the horizontal menu on the right
Tick the auto-configuration box.
Under TIME SERVER 1, type ntp.homehub.btopenworld.com
Click APPLY.

5. Your Hub is now set to the correct time.

Alarm

You can use your BT Hub Phone 1020 handset as an alarm
clock. You can set a single alarm. When an alarm is set the 🔔
icon will be displayed when in standby mode.

Remember to ensure your time is set
correctly in the hub as per the
instructions in section, 'Setting
the time'.

To set an alarm

1. Press **Menu** ▬ to access the menu.

2. Press ⬥ or ⬥ to scroll and display TIME SETTINGS and
press **OK** ▬.

3. Scroll to ALARM ON/OFF, press **OK** ▬ to select.

4. Press ‹▲▼› or ‹▲▼› to select the type of alarm ON or OFF and press **OK** ▬.

5. Enter the time in 24 hour format, using 2 digits for the hour and 2 for the minutes (e.g. for 10.54pm, press 2, 2, 5, 4) then press **OK** ▬ to save the alarm.

To cancel an alarm setting

1. Press **Menu** ▬ to access the menu.

2. Press ‹▲▼› or ‹▲▼› to scroll and display TIME SETTINGS and press **OK** ▬.

3. ALARM ON/OFF is displayed, press **OK** ▬ to select.

4. Press ‹▲▼› or ‹▲▼› until OFF is displayed and press **OK** ▬.

5. Press **Back** ▬ repeatedly to return to standby.

To silence the alarm

When the alarm time is reached, the alarm will sound and ALARM will be displayed. The alarm will ring for 1 minute unless stopped.

1. When the alarm sounds, press ☎ ⓪. The handset returns to standby.

Using additional handsets

60

You can register up to five BT Hub phone 1020 handsets to your BT home hub.

You can use up to two BT Hub phones at any one time to make calls. See page 17-21 for more information about using the handsets with BT Broadband Talk.

Follow the automatic registration process on page 9 (see beginning of the user guide). If you are having problems you can try this manual method below.

Registering a Hub phone to your BT Home Hub manually

At the Hub:

1. Go into the menu and select REGISTRATION. Scroll to the base you require. Select the base required and press **OK**.

2. You are then asked to enter the system PIN (0000) and press **OK**.

3. A screen prompt is presented on the handset display PRESS AND HOLD WIRELESS BUTTON. Press and hold the wireless button on the back or side of the Hub (depending on which Hub you have) for 3 seconds (the phone light on the Hub will then flash) then you can release the button.

4. Press the wireless association button. After 3 seconds the phone LED starts to flash.

5. Press **OK** on the handset.

6. The display shows `REGISTERING HANDSET.PLEASE WAIT`.

You should then get confirmation that the handset is registered.

The handset will automatically be allocated the next available handset number which will be displayed when in standby mode.

If your handset is already registered to a base, the * symbol will be shown to the right of the base number.

If there are already 5 handsets registered to the base you will hear a double beep.

Each digit of the PIN code will be displayed as a * for security reasons.

Press **Clear** ▬ if you enter an incorrect digit.

If you enter the wrong PIN code you will hear a double beep.

Internal calls

Making internal calls

You can make internal calls between two BT Hub phone handsets that are registered to your hub. This can only occur if there are no other calls in progress on additional handsets. Once an internal call is in progress all other handsets will show `LINE IN USE`.

If an incoming call is received whilst you are on an internal call you hear Call Waiting beeps. If you end the internal call, all the handsets will then start to ring and show the Caller Display for the incoming call.

1. Press **INT**.

2. Enter the other handset number using the keypad
(e.g. `2 abc`). The called handset will ring and show the calling handset's number.

If there is no response, press 📞⓪ to end the call at your handset.

Receiving internal calls

1. When the handset rings, press 📞 to answer.

2. Press 📞⓪ to end the call.

Transferring calls

You can transfer an external call to another handset registered to your BT Hub Phone 1020 if no other calls are
in progress.

During an external call:

1. Press **INT** and the number of the other handset. Your caller is put on hold. The other handset will ring.

2. When the handset answers, press 📞 to transfer the call.

   If the other handset does not answer, press 📞 to talk to the original caller again.

De-register a handset

You cannot deregister the handset that is in use you will need to pick up an additional handset. For example you cannot delete handset 1 from handset 1 you will need to do this from Handset 2, Handset 3, Handset 4 or Handset 5.

You will always have one handset registered to the
BT Home Hub.

Each digit of the PIN code will be displayed as a ✳ for security reasons.

Press **Clear** ▬ if you enter an incorrect digit.

If you enter the wrong PIN code you will hear a double beep.

1. Press Menu ▬ to access the menu.

2. Press ◆ or ◆ to scroll and display REGISTRATION and press **OK** ▬.

3. Press ◆ or ◆ until DE-REGISTER is displayed and press **OK** ▬ to select.

4. SYSTEM PIN is displayed. Enter the PIN code using the keypad and press OK ▬ to confirm.

6. Press ◆ or ◆ to select the handset you want to remove, remembering that you cannot deregister the same handset that is in use and press **OK** ▬.

7. ARE YOU SURE? is displayed, press **Yes** ▬ to confirm, HANDSET DE-REGISTERED is displayed.

   Or

   Press **No** ▬ to cancel.

Software upgrades

Automatic software upgrade

Your BT Home Hub checks regularly for handset software upgrades. If there is a new version of software available it will send a message to any registered handsets needing to be upgraded.

If you have handsets located around the home you will need to place the charging cradle and phone into the front of the hub to receive the upgrade.

When the handset display shows NEW SOFTWARE. DOWNLOAD NOW?. You can either select **OK** ▬ to upgrade immediately or select **Later** ▬.

The message will be displayed again 24 hours later. If you choose to upgrade the display will show PLEASE WAIT, for a few seconds. The handset then needs to be placed within the cradle connected to the Hub.

During download, once it is on the charger, the display shows DOWNLOADING, LEAVE HANDSET IN CHARGER.... The backlight may turn off but **do not remove the handset from the charger**. Leave handset in charger.

If you have several handsets around the home and want to upgrade all of them, you don't need to change the cradle in the Hub everytime. Just upgrade all the handsets via the same cradle within the hub.

Press **Later** ▬ if you decide not to upgrade.

When the handset is on the charger and the software is being upgraded, you will not be able to use the handset to receive calls.

Upgrades are free of charge and there are no call fees associated with upgrading. It's merely there to give you the latest version of software available. These may contain new features or fixes.

When the handset is on the charger and the software is being upgraded, you will not be able to use the handset to receive calls.

Upgrades are free of charge and there are no call fees associated with upgrading. It's merely there to give you the latest version of software available. These may contain new features or fixes.

If you try to upgrade using the menu and there is no upgrade available, you will see the message NO UPGRADE AVAILABLE.

Manual software upgrade

If new software is available and you selected to upgrade later, you can manually upgrade the software at any time using the handset menu.

1. Press **Menu** ▬ to access the menu.

2. Press ◄ or ► to scroll and display HANDSET and press **OK** ▬.

3. Press ◄ or ► until SOFTWARE is displayed and press **OK** ▬.

4. CHECK SOFTWARE is displayed, press **OK** ▬ to confirm.

5. As requested, place the handset on the charger linked to the Hub. During download, once it is on the charger, the display shows DOWNLOADING, LEAVE IN CHARGER.... The backlight may turn off but do not remove the handset from the charger. Leave handset in charger. When the upgrade is complete, DOWNLOAD COMPLETE is displayed and the handset resets and automatically re-connects to the base.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07   8423

Rescue mode

If the upgrade was unsuccessful, or if the handset was lifted from the charger during the upgrade for more than 90 seconds, the user can initiate a new upgrade of the handset software from the hub manager.

Rescue mode is applied when a handset appears dead because the handset was removed while upgrading.

To use the rescue mode on the Hub Manager:

1. Make sure your handset is in the cradle plugged into the hub.

2. Open the Hub Manager. Click the icon on your desktop or browse to http://bthomehub.home

3. Click **Telephones** in the menu.

4. Click the **Rescue** button.

5. You won't get any indications on the handset screen while the rescue is taking place but it will return to the idle screen after about five mins and give you an indication of success at the end.

   You should call the help desk if the rescue mode was unsuccessful.

68 # Help

Many common problems are caused by incorrect connections. Please reboot your hub by turning it on and off (from the mains) and check that your BT Hub Phone 1020 has been correctly set up before ringing the Helpline. You can also restart the Hub by logging into the advanced settings and selecting the option to restart/return to factory settings.

If you are having difficulties with BT Broadband Talk got to www.bt.com/broadbandtalk and go to the support and advice section for information.

No display
The batteries may be flat or dead. Recharge or replace the batteries, see page 8.

No incoming calls to your handsets?
Your BT Broadband Talk service may not be set up. You could also check your call routing settings (eg you may have call divert in place).

The ringer volume may be set too low for you. See page 52 to adjust the volume.

Also, check your Hub manager and BT Broadband Talk self care pages for your current settings.

Buzzing noise on my radio, TV, computer or hearing aid
Sometimes your BT Hub Phone 1020 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Hub Phone 1020 at least one metre away from such appliances to avoid any risk of interference.

The handset charger is not working

You should hear a beep when placing the handset in the charger.

Check that the power adaptor is properly plugged into the charger.

Make sure your handset has slotted correctly into the charger.

Check the batteries are fitted correctly into the handset.

Check you are using the correct power adapter supplied.

I cannot dial numbers from the phone book

You need to store the full area code when you're using BT Broadband Talk.

Caller's number is not displayed

The number has been withheld by the caller, is unavailable or is an international call, see page 40.

What if I'm having problems making a call?

To make a call you must always include the full area code, even if calling locally,
e.g. 0208, 0207, 01702

Does my computer need to be on to make BT Broadband Talk calls?

No, it doesn't but your BT Home Hub must be switched on and your phone light steady green.

Help

What happens when I make emergency calls?
If you make an emergency call to 999 or 112 from your BT Broadband Talk line, the Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.
Emergency Location Information is captured and passed to the Emergency Services for use in the case of an emergency call being made via the service. The location information captured is limited to the address of the BT telephone line.
Important: if there's a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. We recommend your primary telephone line is maintained for contacting emergency services.

What happens to service in the event of power or network failure?
Your service may cease to function if there is a power cut or broadband connection failure.
Access to Emergency services is provided but calls including ermergency calls to 999 or 112 made via BT Broadband Talk may not work in the event of power or broadband connection failure.
These failures may becaused by reasons outside our control. Location information, provided to the emergency services, is limited to the address of the associated telephone line where applicable.
BT does not currently support number portablilty.

BT Hub Phone Helpline
If you are having difficulties using your BT Hub phone 1020 check www.bt.com/broadbandtalk for support and advice. You can also call the dedicated Helpline on 0845 600 7030. Lines are open 24 hours, 7 days a week.

General information

Safety

IMPORTANT
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

General

• Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the power supply is either 027300, 034503, 040691 or 040692.

  Check the item code originally supplied before ordering a new one.

• For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing.

• Recommended batteries should have a power rating of 750mAh 1.2v or greater mAh. You should always replace both batteries at the same time and use the rating supplied originally.

• Do not open the handset (other than to change batteries). This could expose you to high voltages or other risks. Contact the Helpline for all repairs.

• It is recommended that advice from a qualified medical expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

• It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

• Your product may interfere with other electrical equipment, e.g. TV and radio sets,clock/ alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

• Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Hearing aid

Please note that the BT Hub Phone 1020 works by sending radio signals between the handset and base. These signals may interfere with some hearing aids, causing a humming noise.

Cleaning

Simply clean the handset and hub with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.

- The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.

- Do not expose your product to fire, explosive or other hazardous conditions.

- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Hub Phone 1020 digital cordless telephone is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Hub Phone 1020, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

• The guarantee shall only apply to defects that occur within the 12 month guarantee period.

• Proof of purchase is required.

• The equipment is returned to BT or its agent as instructed.

• This guarantee does not cover any faults or defects 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 does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the 'Help' section beginning on page 68, or contact the BT Hub Phone 1020 Helpline on 0845 600 7030, Lines are open 24 hours, 7 days a week.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

If you have to return your BT Hub Phone 1020

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07 8423

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base PIN here:

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(See page 54 for more information)

Technical information

Only use the approved base mains power supply, either item code 027300, 034503, 040691 or 040692. When ordering replacements please check what the item code is for the originally supplied power supply unit.

Only use approved AAA NiMH rechargeable batteries.

R&TTE

This product is intended for use within the UK for connection to the public telephone network.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Thomson Telecom, declares that this BT Hub Phone 1020 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Hub Phone 1020 is published on the website: www.bt.com

Hub Phone 1020 Issue 3 Edition 1 05.10.07.07   8423
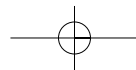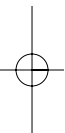
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