



User guide

BT Hub Phone 1010

- Hi-Definition Sound
- 65K Colour display with back light and choice of 5 wallpapers.
- 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.
- 9 Polyphonic ringer melodies and 1 polytone ringer melody to choose from.

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 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 1010 please contact the Helpline on 0845 600 7030

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

Got everything?

- BT Hub Phone 1010 handset
- BT Hub Phone 1010 charger base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor rating 600 mAh (item code 027263)

In addition, if you purchased this handset without BT Broadband Talk, you will need to visit bt.com to get this service. Hi-Definition Sound will not work without a BT Broadband Talk account

- You need a BT Broadband account
- You need a BT Home Hub
- You need a BT Broadband Talk account

In this guide

Getting started

Location	7
Setting up the handset	7
Standby display	12

Getting to know your phone

Handset buttons	13
Navigating the menus	14
Menu map	15

Using the phone

Switching the handset power on/off ..	16
Make an external call	16
Preparatory dialling	16
End a call	16
Receiving calls	17
Call timer	17
Handsfree calling	17
Earpiece volume	18
Silence the handset ringer	18
Secrecy	19
Keypad lock	19

Redial	20
Redial a number	21
Delete a redial number	22
Delete the redial list	22
Save a redial list number to the phonebook	23

Phonebook

Store a phonebook entry	24
Character map	25
Dial a phonebook entry	26
Edit a phonebook entry	27
Store a phonebook entry with a VIP ring	28
Delete a phonebook entry	29
Delete all phonebook entries	30

Caller Display and the calls list

View/dial numbers in the calls list ..	31
Save a calls list entry to the phonebook	33
Delete a calls list entry	33

Delete all calls list entries	34
Call Waiting	35
Speak to a second caller	35

BT Calling Features

1571	36
BT Helpdesk	37
BT 118 500	38
Withhold my number	38
Display my number	39

Handset settings

Adjust the display contrast	40
Adjust the earpiece volume	41
Naming a handset	41
Display wallpaper	42
Menu background colour	43
Auto-talk	44
Beep tones	45
To switch key beeps On/Off	45
To switch low battery beeps On/Off ..	46
To switch out of range beeps On/Off ..	47

To change the external call ringer volume	48
To change the ringer melody	49

Base settings

Reset your BT Hub Phone 1010 to the default settings	51
To change the System PIN code	51

Time Settings

Setting the time	53
To set an alarm	54
To change the alarm melody	55
To cancel an alarm setting	55
To silence the alarm	56

Using additional handsets

Registering a new handset to your BT Hub Phone 1010 base	57
Making internal calls	59
Receiving internal calls	59
Paging	60

6 In this guide

Transferring calls	60
Selecting a base to use	61
De-register a handset	62

Software upgrades

Automatic software upgrade	63
Manual upgrade	64
Rescue mode	65

Help	66
------------	----

General information

Safety	69
General	69
Cleaning	69
Environmental	70
Product disposal instructions	70
Guarantee	71
If you have to return your	
BT Hub Phone 1010	72
Technical information	72
R&TTE	73
Declaration of Conformance	73

Getting started

7

Location

You need to place your BT Hub Phone 1010 in the BT Home Hub to set it up. After this you can place your handset and charger anywhere in the house where there is mains power.

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.

Setting up the handset

1. First things first, you will need to charge your handset. Open the battery compartment. Insert the 2 x AAA rechargeable batteries supplied observing the polarity (+ and -) markings. Then slide the battery compartment cover into place.

See diagram on the next page for reference.

WARNING

Do not place your BT Hub Phone 1010 in the bathroom or other humid areas.

Handset range

The BT Hub Phone 1010 has a range of 300 metres outdoors 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.

Do not connect the phone until the handset is fully charged.

Talk/Standby time

In ideal conditions, the handset batteries should give about 10 hours talk time in normal talk time or 7 hours talk time in Hi-Definition Sound or 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

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

Battery symbols



– Battery charged



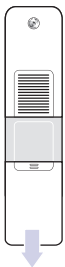
– Battery half charged



– Battery low

Battery low warning

If the battery charge becomes low during a call you will hear a warning beep every minute (provided the battery warning tone is set to on,

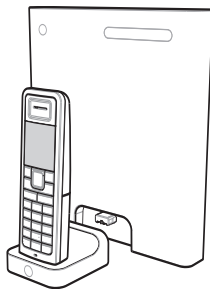


Place the handset in the base to charge, you hear a beep tone and the  icon begins scrolling.

You should charge the handset for at least **16** hours on first charge.

- Put the phone and charging cradle into the front of the home hub. You will need to remove the front plate from the hub.

See diagram on the next page for reference.



3. On the hub:

Put the hub into registration mode, by pressing the **wireless association key** (located on the back of the hub).

The Power / in use LED flashes.

It is now ready to be associated with a new handset.

This registration mode lasts 90 seconds after pressing the button. Once this is completed the LED is switched off.

see page 46. If the battery runs out you will be cut off. You will need to recharge the handset before using it again.

During charging, the  icon will scroll in the display.

Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

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. New batteries are available from the BT Hub Phone 1010 Helpline on 0845 600 7030.

10 Getting started

4. On the handset:

From idle mode:

Press **Menu**  to access the menu.

Navigate through the menu using  and  until **Registration** is highlighted.

Press **OK** , **Register Handset** is displayed.

Press **OK** , **Base 1** is displayed.

Press  to select the base unit number you want to register to. Already used base units have a * sign on the right of the base name.

Press **OK** , **System PIN** is displayed. While typing the PIN code (0000), digits are displayed as asterisks. Press **Back/Clear**  to delete the last character or to go back to previous menu if you have made a mistake.

Press **OK** , to validate and start the registration. **Base search x** is displayed where x is the base number.

Handset Registered is displayed. Validate the base association by pressing  and the handset goes back to idle.

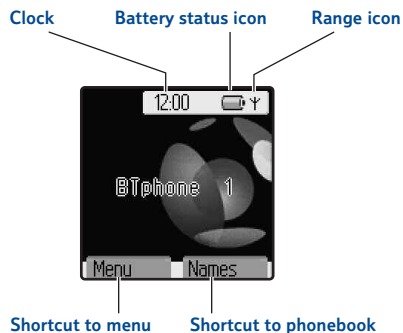
If the handset does not locate the base, it goes back to idle mode. Try again by changing the base number and make sure there are no interferences in the environment. If the handset emits a double beep, it means that the PIN code is wrong or the base has already 5 subscribed handsets.

The handset searches for a link with the hub and then the display goes into standby mode:

When a handset is associated with a base, a number is attributed to the handset by the base. This number is displayed on the handset after the name and must be used for internal calls.

12 Getting started

Standby display



Your BT Hub Phone 1010 is ready for use.

Getting to know your phone

13

Handset buttons

Redial/Vol/Scroll Up/Pause
In standby, press *and release* to access the redial list, *page 21*.
In standby, press *and hold* to enter a pause (during pre-dialling), *page 25*.
During a call, press to increase the earpiece volume, *page 18*.
In a menu, press to scroll up through display options, *page 14*.

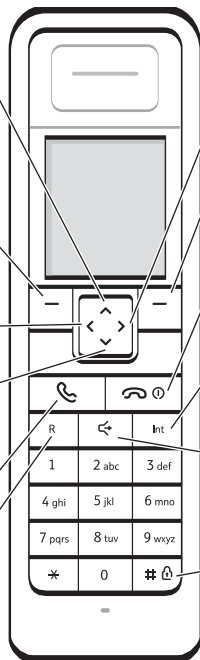
Soft Key 1
In standby, press to access the menu, *page 14*.
During a call, press to use Secrecy, *page 19*.
In a menu, press to select the option displayed above the button.

Left
In a menu, press to scroll through display options, *page 14*.

Calls list /Scroll Down
In standby, press menu to access the Calls list, *page 31*.
During a call, press to decrease the earpiece volume, *page 18*. In a menu, press to scroll down through display options, *page 14*.

Talk
Press to make or receive a call, *page 16*.

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



Right
In a menu, press to scroll through display options, *page 14*.

Soft Key 2
In standby mode or during a call, press to access the phonebook, *page 24*.
In a menu, press to select back and return to the previous screen.

End/Power
In standby, press and release to switch the handset power off, *page 16*.
In standby, press and hold to switch the handset power on. *page 16*.
Press to end a call, *page 16*.

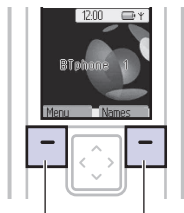
Int
In standby, press to make an internal call (if you have more than one handset registered to the base), *page 59*.
During a call, press to transfer a call (if you have more than one handset registered to the base), *page 60*.

Handsfree
In standby, use to make a handsfree call, *page 17-18*.
During a call, use to switch between handsfree and the handset.

#/Keypad lock
In standby, press *and hold* to lock the keypad, *page 19-20*.

14 Getting to know your phone

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.

Navigating the menus

Your BT Hub Phone 1010 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.

Menu map



Calls Lists

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



BT Globe

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



Handset

Contrast
Ear Volume
Handset Name (default BTphone)
Language
Picture (5 choices)
Menu Colour Blue
Green
Red
Auto Talk On
Off
Beep Tones Key Beep
Low Battery
Out of Range
Handset Software Check software
Software version



Base settings

Default Settings
System PIN



Melody

Ringtone External Calls
Internal Calls
Ring Volume



Time Settings

Alarm On/Off
Set Alarm Tone
Set Date & Time



Registration

Register Handset
Select Base
De-register



Names

Find entry Show Details
Delete Entry
Edit Entry
Ringtone
Add Entry Home
Work
Cell
Delete all Phonebook

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

Using the phone

Dialling numbers quickly

Numbers can also be dialled in Handsfree mode (*page 18*), using the phonebook (*page 24*), and from the calls list (*page 31*).

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

Switching the handset power off

Press and hold .

Switching the handset power on

Press and hold .

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 25 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 base.

Receiving calls

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

If you have subscribed to your network's Caller Display service, the caller's number, or name (if an exact name/number match is found in the phonebook) will be displayed, *see page 31* for more information.

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.

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

Auto-answer

If you have switched auto-answer off (*see page 44*) then you will need to press  after lifting the handset to take the call.

18 Using the phone

To end a handsfree call,
press .

To change the earpiece volume
using the handset menu, see
page 41.

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

To make a handsfree call

1. Press  listen for the dial tone then dial the number.
2. Press  again.
3. Dial the number, you will hear it being dialled over the loudspeaker.

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.

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** . **SECREC**Y 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.

20 Using the phone

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

You can also redial a number using the Menu, see *page 21*.

To switch key lock on:

1. Press *and hold* . **KEYPAD LOCKED** and the  icon is displayed.

To switch key lock off:

1. Press **Unlock** . **UNLOCK CONFIRM?** is displayed.
2. Press **Yes**  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.

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 and display **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.

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 16 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.

22 Using the phone

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 and display **DELETE**, 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 and display **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 **DIALED CALLS** and press **OK** .

5. **DELETE DIALLED CALLS LIST?** is displayed, press **Yes**  to confirm. **ALL DIALLED CALLS DELETED** is displayed.

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. Press  or  to select **HOME**, **WORK** or **CELL** and press **OK** .
4. Press **Edit**  to edit the name. Use the keypad to enter a name and press **OK**  to confirm.
5. Press **Save**  to save the entry.

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 16 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**.

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 16 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 **OK**  to select.

Or, to access the phonebook from standby:

Press **Names**  to access the phonebook.

2. Press  or  to display **ADD ENTRY** and press **OK**  to select.
3. **NAME** is displayed, press **OK**  to select.
4. Enter a name using the keypad (see character map, page 25), then press **OK** .

Deleting characters/digits

If you make a mistake, press **Clear**



- Press  to select the type of number you want to store and press **Edit**  to select.
- Enter the telephone number, then press **OK** .
- You can store 2 further numbers for this contact in the same way.
- When all numbers for this contact are stored press **Save**  to confirm.

Character map

Button	Lower Case	Upper Case
	-	. , ; ! ? ' " 1
	a b c 2 A á â ã ä å æ ç ?	A B C 2 Ä Å Æ Ç ?
	d e f 3 E é ê ë %	D E F 3 É %
	g h i 4 î ï _	G H I 4 Ì _
	j k l 5 -	J K L 5 -
	m n o 6 Ñ ò ó ô õ ö ø (	M N O 6 Ñ Ö (

Entering names:

For example, to enter the name Tom:

Press  for T.

Press  three times for O.

Press  for M.

The maximum length for names is 16 characters.

You cannot store a name without a number.

Inserting a Pause

You can insert a Pause in the dialling sequence by pressing *and holding* . This can be useful if your phone is connected to an internal switchboard, see page 73.

26 Phonebook

Button	Lower Case	Upper Case
	p q r s 7 B /	P Q R S 7 /
	t u v 8 U ú ü :	T U V 8 Ú Ü :
	w x y z 9)	W X Y Z 9)
	space 0 @ & u	space 0 @ &
	* ? £ \$ ¥	
	#	

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 .

Pressing  will scroll forward alphabetically through the phonebook entries.

Pressing  will scroll backwards alphabetically through the phonebook entries.

3. Press  twice to dial the number.

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.

If no entries are stored in the phonebook, **NO ENTRY STORED** will be displayed instead of **FIND ENTRY**.

You can also access the phonebook via the menu, see above.

28 Phonebook

To change individual characters

You cannot overwrite digits or characters, you can only clear and insert. New digits or characters appear after the cursor.

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

3. Press **OK** to display the entry selected. 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 display 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.
6. Press  to return to standby.

Store a phonebook entry with a VIP 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 **RINGTONE** 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. **RINGTONE 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**.
4. Press **OK** , **DELETE <ENTRY>?** is displayed.
5. Press **Yes**  to confirm. **ENTRY DELETED** is displayed.
6. Press  to return to standby.

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

You can also access the phonebook via the menu, see page 27.

If there are no more phonebook entries stored, **ENTER NAME** will be displayed.

30 Phonebook

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

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 PHONEBOOK** and press **OK**  to select.
4. **DELETE ALL PHONEBOOK <ENTRY>?** is displayed, press **Yes**  to select.

Caller Display and the calls list

31

If you subscribe to a Caller Display service you can see your caller's number on your handset's display (unless it has been withheld) before you answer the call.

The calls list will store up to 50 numbers. When the calls list is full, a new call replaces the oldest. If the caller rings on more than one occasion, the latest call will be displayed.

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.

IMPORTANT

To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable.

For more information on BT's Calling Features, call BT on Freephone 0800 800 150.

32 Caller Display and the calls list

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 1010 will show one of the following explanatory messages:

WITHHELD

UNAVAILABLE

CALLBACK

B (Blocked)

U (Unknown)

If you did not answer a call (missed call) you will see the * icon next to the caller's number.

If the calls list is empty, NO ENTRY STORED will be displayed.

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

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

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.

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.
3. Press **Options** . **SAVE NUMBER** is displayed, press **OK** to confirm.
4. Press to select the type of number (**HOME**, **WORK** or **CELL**) and press **OK** to confirm.
5. Press **Edit** . Enter a name using the keypad and press **Save** to save the entry.

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.

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

The name can be up to 16 characters.

34 Caller Display and the calls list

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** .
5. **DELETE RECEIVED CALLS LIST?** is displayed, press **Yes**  to confirm.
ALL RECEIVED CALLS DELETED is displayed.

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

Call Waiting

Providing you have subscribed to your network provider's Call Waiting service, you will hear a soft 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.

Instead of the engaged tone, the second caller will hear an announcement asking them to hold the line.

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.

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

BT Calling Features

The BT Calling Features works in exactly the same way as the main name and number directory and can store up to 10 entries.

If you prefer, you can delete the pre-stored entries and replace them with your own numbers.

If you experience any problems, please call the Helpline on 0845 600 7030.

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

By using the BT globe menu your BT Hub Phone 1010 gives you easy access to a range of BT features.

These are:

- 1571
- Helpdesk
- BT 118 500*
- Withhold my number
- Display my number

1571

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **BT Globe** and press **OK** .

1571 is automatically dialled.

BT Helpdesk

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **BT Globe** and press **OK** .
3. Press  or  until **HELP DESK** is displayed, Press **OK** .

The BT Helpdesk for this product will be automatically dialled.

BT 118 500

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **BT Globe** and press **OK** .
3. Press  or  to scroll and display **BT 118 500** and press **OK** .

118500 is automatically dialled.

Withhold my number

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **BT Globe** and press **OK** .
3. Press  or  to scroll and display **WITHHOLD MY NUMBER** and press **OK** .

The pre-dial screen is displayed with 141 entered and the cursor flashing ready for you to enter more digits.

Display my number

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **BT Globe** and press **OK** .
3. Press  or  to scroll and display **DISPLAY MY NUMBER** and press **OK** .

The pre-dial screen is displayed with 1470 entered and the cursor flashing ready for you to enter more digits.

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 display contrast

You can lighten or darken the contrast of the display to make it easier for you to see according to the lighting conditions where you are using the handset.

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **HANDSET** and press **OK** .
3. Press  or  until **CONTRAST** is displayed and press **OK** .
4. The current contrast level is highlighted. Press  or  to scroll and adjust the contrast to the level you want, then press **Save**  to confirm.
5. Press **Back**  repeatedly to return to the idle screen.

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** 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.

Naming a handset

Each handset registered to the base is assigned a number. You can give a handset a name as well as a number to match the user or location e.g. **DAVE** or **OFFICE**. The name can be up to 8 characters long.

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

42 Handset settings

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

2. Press  or  to scroll and display **HANDSET** 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.

Display wallpaper

You can select from 5 wallpapers for your handset display.

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **HANDSET** and press **OK** .

3. Press  or  until **PICTURE** is displayed and press **OK** .
4. The current picture is highlighted in the list. Press  or  to scroll through the different wallpapers and press **OK**  to view them.
5. Press **Use**  to select a wallpaper or **Back**  to go back to the pictures list and choose another wallpaper.
6. Press **Back**  repeatedly to return to the idle screen.

Menu background colour

You can select Blue, Red or Green as the background colour for the menu.

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **HANDSET** and press **OK** .
3. Press  or  until **MENU COLOUR** is displayed and press **OK** .

44 Handset settings

To exit to standby at any time, press **Back** .

The default setting is ON.

4. The current menu colour is highlighted. Press  or  to select a new menu colour and press **Save**  to confirm. **SAVED** is displayed.

Auto-talk

When you receive a call, if the handset is on the base you can answer it by lifting the handset off the base, 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** 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 1010 handset emits beeps to alert you to certain situations. You can set the handset to beep:

- 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.

To switch key beeps On/Off

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **HANDSET** and press **OK** .
3. Press  or  until **BEEP TONES** is displayed and press **OK** .

However, beeps which confirm settings cannot be switched off.

The default setting for all key beeps is ON.

46 Handset settings

4. Press  or  until **KEY BEEP** 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 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** 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** 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.

48 Handset settings

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

Handset ringer melody and volume

You have a choice of 9 polyphonic melodies and 1 polytone melody and 5 volume levels (or you can switch the ringer OFF). You can select a different ringer melody for external calls (calls from an external incoming number) or internal calls (calls from an internal handset).

To change the external call ringer volume

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **MELODY** and press **OK** .
3. Music icon is displayed, press **OK**  to confirm.
4. Press  until **RING VOLUME** is displayed and press **OK** .

The ringer volume setting applies to external calls only.

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

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

To change the ringer melody

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **MELODY** and press **OK** .
3. music icon is displayed, press **OK**  to confirm.
4. Press  until **RINGTONE** is displayed and press **OK** .
5. **EXTERNAL CALLS** 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.

50 Handset settings

7. When you hear the melody you want, press **OK**  to select. **RINGTONESAVED** is displayed.
8. Press **Back**  repeatedly to return to the idle screen.

Base settings

51

Reset your BT Hub Phone 1010 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 1010 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** .

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

WARNING

All handset and base settings will be reset.

If you reset the handset and base, you will lose any names or numbers stored in the phonebook, redial list and calls list.

The default setting is 0000.

52 Base settings

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

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

3. Press  or  until **SYSTEM PIN** is displayed and press **OK** .
4. **ENTER OLD PIN** is displayed. Enter your old 4 digit PIN then press **OK** .
5. **ENTER NEW PIN** is displayed. Enter a new 4 digit PIN and press **OK** . **CONFIRM NEW PIN** 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.

Time settings

53

Setting the time

You can set the time manually if you have not subscribed to a Caller Display service.

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **TIME SETTINGS** and press **OK** .
3. Press  or  until **SET DATE & TIME** is displayed and press **OK**  to select.
4. Enter the date, using 2 digits for the day and 2 for the month (e.g. for 12th March, press 1, 2, 0, 3) and press **OK**  to save.
5. Enter the time in 24 hour format, using 2 digits for the hour and 2 for the minute (e.g. for 8.59pm, press 2, 0, 5, 9) and press **OK**  to save. **TIME & DATE SAVED** is displayed.
6. Press **Back**  repeatedly to return to standby.

Alarm

You can use your BT Hub Phone 1010 handset as an alarm clock. You can set a single alarm or set an alarm to sound at the same time each day. When an alarm is set the  icon will be displayed when in standby mode.

To set an alarm

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **TIME SETTINGS** and press **OK** .
3. **ALARM** is displayed, press **OK**  to select.
4. **ON/OFF** is displayed, press **OK**  to select.
5. Press  or  to select the type of alarm **ON ONCE**, **ON DAILY** or **OFF** and press **OK** .
6. 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. **DONE** is displayed.

To change the alarm melody

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **TIME SETTINGS** and press **OK** .
3. **ALARM** is displayed, press **OK**  to select.
4. **ON/OFF** is displayed, press  or  until **SET ALARM TONE** is displayed and press **OK**  to select.
5. Press  or  to scroll and select an alarm melody, then press **OK**  to save. **ALARM TONE SAVED** is displayed.

You will hear a sample of each melody as the  or  button is pressed.

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** is displayed, press **OK**  to select.
4. **ON/OFF** is displayed, press **OK**  to select.

56 Time settings

5. Press  or  until **OFF** is displayed and press **OK** . **DONE** is displayed.
6. 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 **Stop** . The handset returns to standby.

Using additional handsets

57

You can register up to 5 handsets with your BT Hub Phone 1010 base and your BT Hub Phone handset can be registered with up to 4 bases. With 2 or more handsets, you can make internal calls, page handsets and transfer external calls between your handsets.

If you purchase a new handset to use with your BT Hub Phone 1010 it will have to be registered to the base. You will need to do this before you can use it.

Registering a new handset to your BT Hub Phone 1010 base

At the Hub:

1. Put the hub into registration mode, by pressing the **wireless association** button. The Power/In Use light begins to flash. The hub will stay in registration mode for 90 seconds in which time you need to register the handset.

At the Handset:

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

The registering of additional handsets refers to additional BT Home Hub 1010 handsets. Other handsets will be available in the future. You will need to refer to their userguides for connection to the BT Home Hub.

58 Using additional handsets

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.

If registration fails, the handset will return to standby mode and you will need to repeat the registration procedure and try a different base number.

2. Press  or  to scroll and display **REGISTRATION** and press **OK** .
3. **REGISTER HANDSET** is displayed, press **OK**  to select.
4. **BASE 1** is displayed. Press  or  to select the base number you want to register to and press **OK** .
5. **SYSTEM PIN** is displayed. Enter the PIN code using the keypad and press **OK**  to confirm and begin registration.
6. **BASE SEARCH X** is displayed (where X is the base number). When registration is successful **HANDSET REGISTERED** is displayed. Press **OK**  to return to standby.

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

Internal calls

Making internal calls

You can make internal calls between two handsets registered to your BT Hub Phone 1010 base.

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  to end the call at your handset.

Receiving internal calls

1. When the handset rings, press  to answer.
2. Press  to end the call.

60 Using additional handsets

Paging

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press **PAGE** (for more than 3 seconds) on the Hub. Any registered handset(s) will ring for 30 seconds.
2. Press any button on the handset(s), or press **PAGE** again on the Hub to stop the paging ring.

Transferring calls

You can transfer an external call to another handset registered to your BT Hub Phone 1010 base.

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 internal handset does not answer, but hangs up before the call is transferred, the external caller is automatically re-connected to the first handset.

If the other handset does not answer, press **INT** to talk to the caller again.

Selecting a base to use

If your handset has been registered to more than one base you can select which one it uses. Alternatively, you can select **AUTOMATIC** and the handset will automatically select and use the base nearest to you.

1. Press **Menu**  to access the menu.
2. Press  or  to scroll and display **REGISTRATION** and press **OK** .
3. Press  or  until **SELECT BASE** is displayed and press **OK** .
4. Press  or  to select the base number you want to use or **AUTOMATIC** and press **OK** .

As the handset links up with the selected base, **BASE SEARCH X**.

5. Press **OK**  to confirm and **BASE X SELECTED** is displayed, then the handset returns to standby.

The base numbers that your handset is registered to are indicated by the * symbol.

X is the number of the selected base.

If the handset loses the link (goes out of range) with the base, you can select **AUTOMATIC** on the handset to automatically link to the nearest registered base.

62 Using additional handsets

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.

De-register a handset

You cannot deregister the handset that is in use.

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. **CONFIRM?** is displayed, press **Yes**  to confirm, **DE-REGISTERED** is displayed.

Or

Press **No**  to cancel.

Software upgrades

63

Automatic software upgrade

Your BT Hub checks the network every 24 hours for software updates and if new software versions are available it sends a message to any registered handsets needing to be upgraded.

When the handset display shows **A NEW VERSION IS AVAILABLE. DO YOU WANT TO UPGRADE NOW?** You can either select **Yes**  to upgrade immediately or select **Later**  to display a reminder icon when in standby.

The message will be displayed to the user again 24 hours later. If **Yes**  is pressed, a message is displayed requesting you to put the handset on the charger linked to the hub.

Once it is on the charger, the display shows **UPGRADING**. When the upgrade is complete, **UPGRADE SUCCESSFUL** is displayed and the handset resets and automatically re-connects to the base.

If a handset not needing any software upgrade is put in the charger, nothing happens.

Press **Cancel**  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.

64 Software upgrades

While the handset is being updated, the update cannot be cancelled. If the user takes out the handset from the cradle, the update is interrupted. If the user puts it back within 90 seconds, the update will resume and will be completed correctly. If the user doesn't put it back within 90 seconds, then the handset is unusable and the user needs to use the rescue mode from the hub, see page 65.

If you try to upgrade using the menu and the reminder was not displayed when in standby, it means that there is no upgrade available. You will see the message NO UPGRADE AVAILABLE.

Manual 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 **HANDSET 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. The display shows **UPGRADING**. When the upgrade is complete, **UPGRADE SUCCESSFUL** is displayed and the handset resets and automatically re-connects to the base.

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 web interface of the hub.

Help

Many common problems are caused by the telephone and power cables being incorrectly connected, not connected at all or the power being turned off. Please check that your BT Hub Phone 1010 has been correctly set up (see page 7) before ringing the BT Hub Phone Helpline.

No display

The batteries may be flat or dead. Recharge or replace the batteries, see page 8.

No dial tone

Is the telephone line cord plugged into the telephone wall socket?
Check that the base station is connected to the mains power and switched on.

You cannot link up with the base station

Is the  icon flashing in the display?
The mains power cable may not be connected at the base or switched on.
Are you in range of the base? Move closer to the base.
The batteries could be low or flat.
Recharge or replace the batteries.

No ring on the handset

Check that the base station is plugged into the phone socket and that the mains power is switched on.

The ringer volume may be set too low for you. See page 48 to adjust the volume.

Buzzing noise on my radio, TV, computer or hearing aid

Sometimes your BT Hub Phone 1010 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your BT Hub Phone 1010 at least one metre away from such appliances to avoid any risk of interference.

The handset charger is not working

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 the base is plugged in to a working mains power socket and that the power is switched on.

Are you using the correct power adaptor?

Caller's number is not displayed even though you have subscribed to a Caller Display service

The number has been withheld by the caller, is unavailable or is an international call, see page 32.

Caller's name is not stored the full displayed even though their number is stored in the phonebook

When storing phonebook numbers, you must remember to number, including the dialling code. Only exact name/number matches will allow the name to be displayed.

BT Hub Phone Helpline

0845 600 7030

Call the dedicated BT Hub Phone Helpline:

- if you are having difficulties using your BT Hub Phone 1010
- if you need replacement batteries or mains power lead

Lines open 24 hours, 7 days a week

General information

69

Safety

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 base mains power supply is 027263.
- 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 600mAh 1.2V. Batteries are available from the BT Hub Phone 1010 Helpline 0845 600 7030.
- Do not open the handset or base (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 1010 works by sending radio signals between the handset and base. These signals may interfere with some hearing aids, causing a humming noise.

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.

Cleaning

Simply clean the handset and hub with a damp (not wet) cloth, or an anti-static wipe. Never use

70 General information

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 1010 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 1010, 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.

72 General information

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:

[/ / /]

(See *page 51* for more information)

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 66*, or contact the BT Hub Phone 1010 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. We recommend that you contact BT's approved repair agent, Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

If you have to return your BT Hub Phone 1010

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.

Technical information

Only use the approved base mains power supply, item code 027263.

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 and compatible switchboards.

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 1010 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 1010 is published on the website:
www.bt.com



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2006.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
BT Hub Phone 1010 Issue 1 (04/06) 3
Designed and produced by The Art & Design Partnership Ltd.
Printed in China

