



BT Home SmartPhone User Guide



Touch screen home phone with web browsing

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Getting started

Important – please read first

- Only use the line cord, power supplies and battery supplied with your BT Home SmartPhone.
- Make sure the power supply is connected to a socket that you know is working.
- Connect your phone to the power supply and allow the batteries to charge for 16 hours before you connect the line cord to your telephone socket.

Where to put your phone

- Place the base close to a mains power socket and a phone socket so the cables will reach.
- Don't place the phone or base in a bathroom or other humid area.
- To make sure you get the best range and reception from your handset, avoid interference by placing the base unit away from large metal objects (such as fridge freezers and microwave ovens) and electrical appliances (such as computers and TVs).

- Your phone works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.

IMPORTANT

- Don't connect the phone line to a phone socket until the handset is fully charged.
- You should keep the base station plugged into the mains power socket all the time.

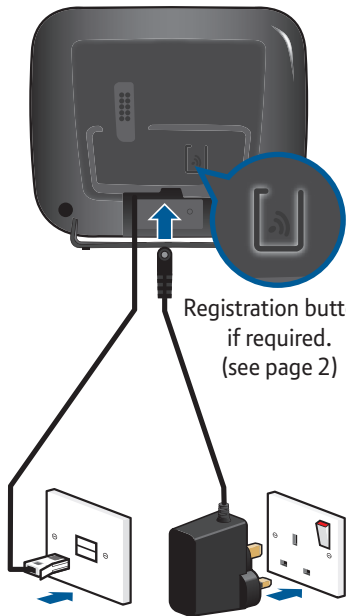
Answer phone – handy hint

Make sure you set the telephone to Answer & Record, and the Ring delay to answer before any voicemail service (BT Answer 1571 or similar). The default setting is five rings. If you want to change this, please see page 25.

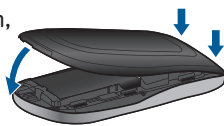
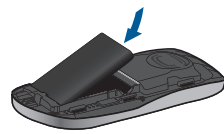
Set up your BT Home SmartPhone

1 Plug in and charge

1



2



3

Charger base



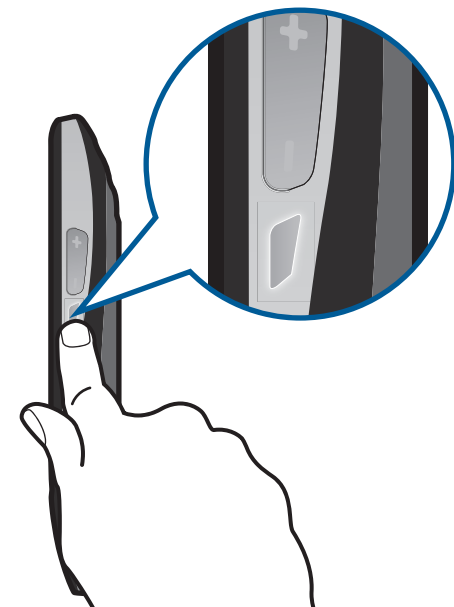
4



You can also plug the USB charger into the bottom left of your Home SmartPhone handset to charge it directly.

2 Turn on


When the screen is off, press the small button on the side of your SmartPhone to turn it on. The handset vibrates and the screen turns on.




3 Set up your phone

When you set up your Home SmartPhone for the first time you'll be taken through the following steps.

Registration

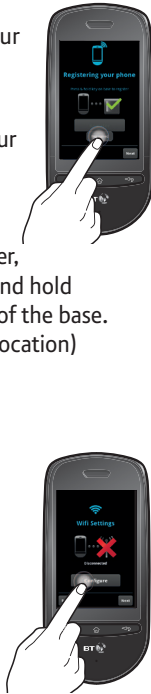
1 If  is shown then your handset is successfully registered to the base.

If  is shown then your handset has become de-registered and you should follow the on screen steps to re-register, making sure you press and hold the button on the back of the base. (See page 1 for button location)

2 Press **Next**.

Select Wi-Fi network


3 Touch **Configure** on the Wi-Fi settings window.




4 Select your usual Wi-Fi network name.


Slide your finger up and down to see more networks.

5 Touch the **Password** box to enter the Wi-Fi password or key for that network.

You can select **Show password**. If you make a mistake, touch the  icon to delete.

Touch **Done** or press .

6 Touch **Connect**.

When you're connected press .

7 Touch **Next**.



Set date and time

8 To change the date and time touch **Set**.

9 Adjust the date or time using + or -. Touch **OK** to confirm.

10 Touch **Finish** to return to the Home screen.



If you need to change these settings in the future, they can be accessed through the Settings menu.

4 Learn about your home screen

Notification panel

Touch and slide down to show Answer phone messages, missed calls, updates and calls in progress.

Screen tips

Touch to learn more.

Wi-Fi

Shows Wi-Fi signal strength.

Update

Shows when new software is available.

Wallpaper

Choose from the settings menu.

Download new apps

See 5 for details.

Answer phone

Touch to open messages window.

Call

Touch to open number keypad.

Menu

Press to open app options and settings.

Apps / Launcher

Touch to open app screen.

Home

Press to return to home screen or press and hold to see recent apps.

Battery level

DECT

Shows DECT signal strength.

Contacts

Touch to access your contact and calls log, view favourites and make calls.

Internet browser

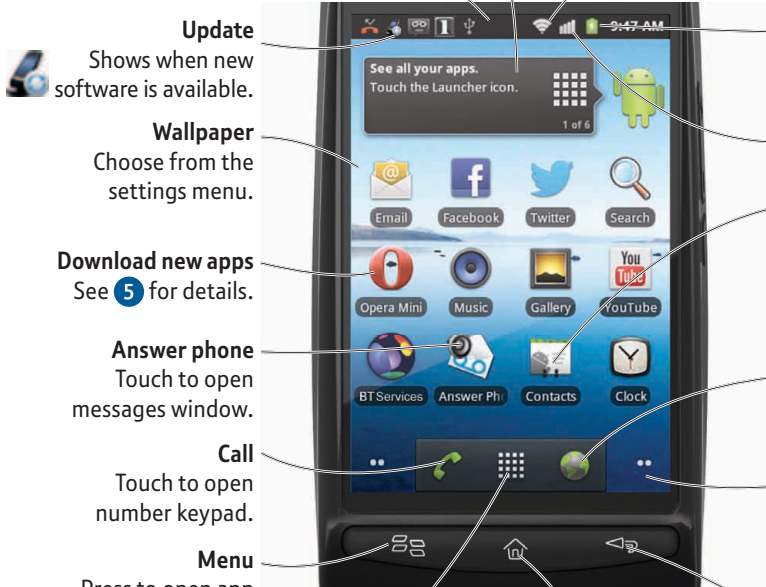
Touch to open browser.

Pages

Touch to show additional home screens.

Back

Press to close the keyboard or return to previous screen or app.



5 Use your phone

How to use the touch screen

Touch once to open a menu, start an app or confirm something.

Slide left, right, up or down to scroll lists or screens.


Pinch two fingers together or spread them apart to zoom in or out on an image.

Touch and hold icons for extra options.

Rotate the handset for landscape view in certain apps.




Main menu and internet browsing

Press the  key to return to the home screen or wake up your handset.

Touch the  icon to browse the internet.

Download new apps

Touch the  icon on the home screen, then touch **Opera Mobile Store**.

Touch the  icon to see a list of your apps. Scroll down to see more.

Make a call

1 Touch the  icon.



2 Enter number.

You can also dial from the calls log or contacts screens.



3 Touch the  icon to call.



During a call

Touch **Mute** if you don't want your caller to hear you, or **Speaker** for handsfree mode.

A green bar will show when these keys are active.

End a call

1 Touch the  icon.




2 The call is ended.

Take a call

1 The phone rings and calling screen shows.



2 Pick up the handset from the charger to answer calls.

If it's not in the charger, then slide the  icon to the right.



6 Using the answer phone

1 Message icon shows.



2 Touch the Answer Phone icon.



3 The screen shows who's called.





Press  to play the first new message.

Press  to play the next message.

Press  to play the previous message.

Press  to pause playback.



Touch , then press  key, then touch **Outgoing message** to play, change or delete your outgoing message. Touch the , then press  key, then touch **Settings** to set up remote access or change answer delay, recording quality or answer mode.

Batteries

Talk/Standby time

Under ideal conditions, the handset batteries should give up to 8 hours of talk time or 80 hours on standby on a single charge. (This doesn't mean you can unplug the base or leave the handset without charging it for this long).

Please note that new Li-ion rechargeable batteries don't reach full capacity until they've been in normal use for several days.

Battery performance

- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After charging your handset for the first time, subsequent charging time for the batteries is about six hours.
- The charge capacity of the rechargeable battery will go down over time, which will reduce your phone's talk and standby time. Eventually it will need replacing. For details on how to get a replacement battery, call the helpline on 0808 100 9889*.

Battery low warning

When the handset needs recharging, the icon will flash, you'll see the message Battery low in the display and you'll hear a warning beep every minute. You can remove the display message by selecting Hide. If the battery charge completely runs out, the display will show Batteries flat. Please charge, and the handset will switch off. You'll need to recharge the handset batteries before you can use the handset. Place it back on the charger or connect the usb cable.

If you ever need to remove the battery, carefully remove the rear case by using the slot at the bottom of the handset and then gently working the cover off around the edges.

Using your BT Home SmartPhone on a broadband line?

If so, you need to fit an ADSL microfilter between the phone line cord and the phone socket. You can get BT ADSL microfilters from **bt.com/shop**. If you use BT Infinity, you won't need to use an ADSL microfilter. For other types of broadband, please check with your provider if you need to fit a microfilter.

Help


Most problems can be fixed with a few simple checks, or you might find the answer in the Help section on page 54 of this guide or our online frequently asked questions at **bt.com/producthelp**. Or call the Helpline on 0808 100 9889*. If you want to replace the battery please replace it with similar type, they are available from Helpline.

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary. Our dedicated advisors are more likely to be able to help you than the retailer where you bought your phone.

Understanding your phone's basics

How to use the Home screen, touchscreen, menus, apps and more.

Getting to know the Home screen

The Home screen shows your icons, widgets, shortcuts, and other items. To show the Home screen, press the **Home**  button at any time.



The Status bar shows the time, signal strength, battery status, notifications and other information.

Widgets are apps that you can use directly on the Home screen.

Touch an item to open it. Touch & hold an empty spot to add a shortcut.



Touch the Launcher icon to see your apps.

To see other parts of the Home screen, slide your finger left or right across the screen.

Waking up your phone

If you don't use your phone for a while, it goes to sleep to save the battery. To wake it up:

- 1 Press the **Power**  button.

Using the touchscreen

Touch the screen in different ways to use your phone.

Touch once to open a menu, start an app or confirm something.

Slide left, right, up or down to scroll lists or screens.






Pinch two fingers together or spread them apart to zoom in or out on an image.

Touch and hold icons for extra options.


Rotate the handset for landscape view in certain apps.

Using your phone's buttons

These are the main buttons on your phone.

































-  – Press to go back to the last screen you were looking at or to close the on-screen keyboard if it's open.
-  – Press to open a menu of options for the screen you're looking at.
-  – Press to show the main Home screen. Press & hold to show your most recently used apps screen.
-  – Press to turn the screen on or off. Press & hold for other power options.
-  – Press to change the volume of a call, the ring tone or other sounds.

Working with menus

You can change most settings on your phone using menus. To see the main options for the screen you're looking at, press . Some items also have extra options. To see them, touch & hold the item.

Your phone's status

You'll find the Status bar at the top of every screen. The icons below show the status of your phone and any notifications.

 Speakerphone is on	 Ringer is silenced
 Vibrate mode	 Phone microphone is muted
 Alarm is set	 Battery is very low
 DECT signal strength	 Battery is low
 Connected to a Wi-Fi network	 Battery is partially drained
 No signal	 Battery is full
 New E-mail message	 Battery is charging
 New Answer phone message	 More notifications
 Upcoming event	 Call in progress
 Handset out of range	 Missed call
 SD card is full	N/A Call on hold
 An open Wi-Fi network is available	 Call forwarding is on
 Phone is connected via USB cable	 Song is playing
 Phone is sharing its data connection via USB (USB tethering)	 Uploading data
 Phone is sharing its data connection as a Wi-Fi hotspot (Wi-Fi tethering)	 Downloading data
 Phone is tethered in multiple ways	 Download finished
 Software update available	

Notifications

Notification icons let you know about missed calls, new messages, alarms and other status messages e.g. USB connected etc.

Depending on your settings, your phone might also light up, make a sound or vibrate when you get a notification.

You can open the **Notifications panel** to see a list of all your notifications.

Opening the Notifications panel

- 1 Drag the **Status bar** down from the top of the screen.

Closing the Notifications panel

- 1 Drag the tab at the bottom of the Notifications panel to the top of the screen

Responding to a notification

- 1 Open the **Notifications panel**.
- 2 Touch a notification to respond to it.




Clearing all notifications

- 1 Open the **Notifications panel**.
- 2 Touch **Clear** at the top right of the panel.



Using the on-screen keyboard

Try a different kind of touch typing with the on-screen keyboard.

Entering text


- 1 Touch a text box to show the keyboard.
- 2 Touch the **Delete**  key to remove characters to the left of the cursor.
- 3 Press **Back**  to close the keyboard.
-  Touch once to capitalise the next letter you type. Touch & hold for all capitals.

Entering numbers, symbols, and other characters



- 1 Press the **Symbols** key  to use the numbers and symbols keyboard.
- 2 Touch & hold a **vowel, C, N** or **S** to choose an accented vowel or other character.
- 3 Touch & hold the **Full stop** key  to enter common symbols.
- 4 Touch & hold a number or symbol key to enter other symbols.

Editing text

- 1 Touch the text you want to edit (you'll see a blinking bar (or cursor) that shows where you are). Use the cursor's orange tab to move it. If it disappears, just touch the text again.

- 2 Type, delete or select text to make changes.
- 3 Press the **Back**  button to close the keyboard.

Selecting text to cut, copy, delete or replace

- 1 Touch & hold the text you want to select.
- 2 Touch **Select word** or **Select all**. The selected text is highlighted in orange, with a tab at each end.
- 3  Drag a tab to add or remove text.
- 4 To cut or copy your selection, or to replace it with already copied text, touch the selected text and choose what you'd like to do.
- 5 To replace the selected text with new text, just start typing.
- 6 To clear the selection, touch some text you haven't selected or press the **Back**  button.

Getting a bigger keyboard

Turn your phone on its side to change the layout of the keyboard.

Using applications (apps)

The Launcher has icons for all the apps that came with your phone and any that you've downloaded since. All apps that you've opened keep running so that you can work with several at the same time and switch between them.

Opening and closing the Launcher



Touch the launcher icon

Scroll down to see more



Touch an app icon to open it

To add an app icon to the Home screen, touch & hold it on the Launcher until it vibrates, then drag it to the Home screen.


Opening an app


Touch an app's icon on the Launcher. Or touch an app's icon on the Home screen.

Switching to an open app

- 1 Press & hold the **Home**  button. A small window opens, with icons of apps that you've used recently.
- 2 Touch an icon to open its app. Or press **Back**  to return to the current app.

Locking your screen


- 1 On the Home screen, press **Menu**  and touch **Settings** then **Location & security**.
- 2 Touch **Set up screen lock**. If you've already set up a screen lock, touch **Change screen lock** to modify it or to turn off screen locking.
- 3 Touch Pattern, PIN, or Password to set things up.

If you touch **Pattern**, you'll need to create a pattern that will unlock the screen. For help press **Menu** .

Changing or adding to your Home screen

It's easy to take control of your Home screen.

Adding a shortcut, widget or folder

- 1 Touch **Home** .
- 2 Touch or touch and hold an empty space until it vibrates.
- 3 In the new menu, touch what you want to add.


Moving an item

- 1 Touch & hold what you want to move, until it vibrates.
- 2 Drag the item to its new location either on the same page or off to the side (to move it to another Home screen) and lift your finger.

Removing an item

- 1 Touch & hold the item you want to remove, until it vibrates.
- 2 Drag the item to the Recycle Bin icon and lift your finger.

Changing your wallpaper

- 1 Press **Menu**  and touch **Wallpapers**.
- 2 Touch **Gallery**, **Live wallpapers** or **Wallpapers**.
- 3 Touch **Save** or **Set wallpaper**.

Renaming a folder

- 1 Touch the folder to open it.
- 2 Touch & hold the folder window's title bar.
- 3 Enter a new name and touch **OK**.


Optimising battery life

You can extend your battery's life between charges by turning off features that you don't need. You can also keep an eye on how your phone uses battery power.

Extending battery life


- 1 Use the Settings app to turn things off that you aren't using, such as Wi-Fi.
- 2 Turn down display screen brightness and set a shorter screen timeout. If you don't need them, turn off automatic syncing for Gmail, Calendar, Contacts and other apps under the Settings menu (see page 55).

Checking the battery charge level

On the Home screen, press **Menu**  and touch **Settings** then **About phone** then **Status**. You'll see the battery status at the top of the screen.

Monitoring and controlling what uses the battery

The **Battery use** screen shows which apps use the most battery power. You can also use it to turn off apps that you've downloaded if they're using too much power.



On the Home screen, press **Menu**  and touch **Settings** then **Applications** then **Battery use**.

Touch an app to get more details about its power use.




Managing memory

Your phone manages its memory automatically. But sometimes you might want to know what's using how much.

Get details about an app

- 1 Press **Home** , press **Menu**  and touch **Manage apps**.
- 2 Touch an app, process or service.
- 3 Choose your changes.



Stop a misbehaving app

- 1 Press **Home** , press **Menu**  and touch **Manage apps**.
- 2 Touch the **Running** tab.
- 3 Press **Menu**  and touch **Show cached processes** or **Show running services** to switch backwards and forwards.
- 4 Touch a misbehaving app, process or service and then touch **Stop**.



Important

When you stop an app, process or service, some of the functions on your phone might also stop. If this happens, you might need to restart your phone to get everything working again.

Uninstall an app

- 1 Press **Home** , press **Menu**  and touch **Manage apps**.
- 2 Touch the **Downloads** tab then the app you want to uninstall.
- 3 Touch the **Uninstall** button and touch **OK**.

Change where an app is stored



- 1 Press **Home** , press **Menu**  and touch **Manage apps**.
- 2 Touch the **Downloaded** tab.
- 3 Touch an app in the list. If you can move it, the **Move** button is active.
- 4 Touch **Move to SD card**.
- 5 Touch **Move to phone** to move the app back to the phone's internal storage.

Connecting to networks and devices

Your phone can connect to Wi-Fi networks and computers so you can transfer files.

Connecting to Wi-Fi

When you first set up your phone, the wizard will have helped you sort out your Wi-Fi. But here's how to reconnect to Wi-Fi, if you need to. Otherwise skip to step 4.

1. Press **Home**  then **Menu** , and touch **Settings**.
- 2 Touch **Wireless & networks** then **Wi-Fi settings**.
- 3 Turn on **Wi-Fi**.
- 4 Touch **Wi-Fi settings**.
- 5 Touch your chosen network
 - a If you've saved the Wi-Fi details before, press **Connect**. Then you should connect straight away.
 - b If your chosen network doesn't appear, then enter the SSID (name) of the network. If the network is secured, touch the Security menu and then the type of security needed.

- 6 Enter the password that's needed. Your password characters will appear as asterisks, unless you've checked the 'show password' box. Touch **Done**.

- 7 Touch **Connect**.

Getting notifications when open networks are in range

By default, when Wi-Fi is on, you receive notifications in the Status bar when your phone detects an open Wi-Fi network.

- 1 Turn on Wi-Fi.
- 2 Check **Network notification**.

Forgetting a Wi-Fi network

You may want to do this if you don't want the phone to connect to it automatically.

- 1 Turn on Wi-Fi if it's not already on.
- 2 In the Wi-Fi settings screen, touch & hold the name of the network.
- 3 Touch **Forget network**.

Connecting to a computer

Here's how to transfer music, pictures, and other files between your phone and a computer.

Important

Follow your computer's instructions for connecting and disconnecting USB devices, to avoid damaging or corrupting files.

If you're using USB tethering, you need to turn that off before you can use USB to transfer files.

Connecting your phone to a computer via USB

Use a USB cable to connect your phone's storage to your computer. This will give you access to your phone's SD card.

- 1 Open the Notifications panel and touch **USB connected**.
- 2 Touch **Turn on USB storage**.

Your phone's SD card is mounted as a drive on your computer. You can now copy files between your phone and your computer.



Disconnecting your phone from the computer

Follow your computer's instructions to unmount the USB storage / SD card and disconnect USB devices correctly to avoid losing information.



- 1 Unmount the USB storage / SD card on your computer.
- 2 Open the Notifications panel and touch **Turn off USB storage**.
- 3 Touch **Turn off USB storage**.

Removing an SD card from your phone

If you need to remove your SD card, it's best to do it when your phone's turned off. But if your phone's turned on, you need to unmount your card before removing it

- 1 Press **Home**  then **Menu** , and touch **Settings**, to open the Settings app.
- 2 Touch **Storage** then **Unmount**.
- 3 Remove the SD card from the phone.




Erasing your phone's SD card

- 1 Press **Home**  then **Menu** , and touch **Settings**.
- 2 Touch **Storage**.
- 3 Touch **Erase** twice.



Connecting to virtual private networks

Virtual private networks are often used in offices and work places, controlling access to a Wi-Fi network. To set up VPN access from your phone, you need to obtain the details from your network administrator.

Adding a VPN

- 1 Press **Home**  then **Menu** , and touch **Settings**.
- 2 Touch **Wireless & networks** then **VPN settings** then **Add VPN**.
- 3 Follow the instructions for VPN settings from your network administrator.
- 4 Press **Menu**  then touch **Save**.


Connecting to a VPN

- 1 Press **Home**  then **Menu** , and touch **Settings**.
- 2 Touch **Wireless & networks** then **VPN settings**.
- 3 Touch the VPN to which you want to connect.
- 4 Enter any details that are needed and touch **Connect**.

Disconnecting from a VPN



Open the Notifications panel and touch the ongoing notification for the VPN connection.

Editing or deleting a VPN

- 1 Open the Settings app.
- 2 Touch **Wireless & networks** then **VPN settings**.
- 3 Touch & hold the VPN you want to edit or delete.
- 4 Touch **Edit network** or **Delete network**.
- 5 Edit then press **Menu**  then touch **Save** or touch **OK** to delete.

Installing a certificate from your phone's SD card

If your organisation's VPN or Wi-Fi networks rely on secure certificates, you need to store them in your phone's secure storage before you can set up VPN access.

- 1 Copy the certificate from your computer to the root of its SD card (i.e. not in a folder).
- 2 Press **Home**  then **Menu** , and touch **Settings**.
- 3 Touch **Location & security**.
- 4 Touch **Install from SD card**.
- 5 Touch the file name of the certificate to install – you might need to enter its password.
- 6 Enter a name for the certificate and touch **OK**.



Making and receiving calls

You can make a call by dialling a phone number or touching a number in contacts, your call log, on web pages and other places. When you're on a call, you can answer incoming calls and set up conference calls.

Making and ending calls

You can make calls with the Phone app. You can also make calls when working in the Call log (see 'Working with the Call log' on page 22) or in Contacts (see page 31).


Making a call on your phone.

Touch the Phone  at the bottom of the Home screen or the Phone app  in the Launcher or on the Home screen. Or, if you're already working with Contacts or the Call log, touch the **Phone** tab.


You can make a call in two ways:

Making a call by dialling


- 1 Touch the keys on the Phone tab to enter the phone number you want to call.


If you enter a wrong number, touch  to erase digits one by one.

To erase the entire number, touch & hold .


- 2 Touch the green Phone  to dial the number that you've entered.

 The length of the call.

 Information from Contacts about the person you're calling.



 Touch to enter more numbers during your call.

During a call


Touch  to put the call into hands free mode or to return to handset mode when in call. If you're in hands free mode, you'll see an icon in the notification bar and the key will show a green line.

Touch **Mute** to mute the microphone so your callers can't hear you and the key will show a green line. Touch mute again to turn on the microphone.


You can also use other apps during a call. For example, using the Browser to look up information. You'll see the green phone icon in the Status bar while the call is under way.

Use the  and  keys to change the earpiece volume or speakerphone volume from 1 (low) to 6 (high).

Ending a call

Touch **End** . Or replace the handset on the base.

The screen will confirm the call has been ended.


Note: you can't end a call by using the  **Back** key, as this will take you back to the last app you used and keep the call running in the background. Your line will be engaged and you may be charged for the call.

Answering or rejecting calls

If you've subscribed to Caller ID, you'll see a caller's phone number and any other information about the caller that you've entered in Contacts. All incoming calls are recorded in the Call log.

Answering a call

If the handset is in the charger then pick it up to answer a call.

If it's not in the charger or if you have switched auto talk off then slide the  to the right. If you were already on a call, the first call is placed on hold while you answer the new call.

To silence the ringer before answering the call, press the **Volume Down** button.

Managing multiple calls

If you accept a new call when you're already on another call, you can switch between the two callers or merge them into a conference call. You can also set up a conference call with multiple callers.

During a call

Call waiting

If you're already on a call and you've got a call waiting service switched on, your phone will beep to let you know when you get a second incoming call.

- Press **ACCEPT** to take this new call.
- Your first caller is then put on hold and you can talk with your second caller.

Making a second call

- You can put one call on hold and make a second one by pressing Recall and dialling the number using the keypad.
- The second call is then launched, made with the first call still on hold.

The caller on hold hears a beep made by the network.

Ending one of the calls and carrying on with the other one

- To end one call and take the other, press Menu and then HANGING UP.
- The call in progress is ended and you can take the second call.

Switching between current calls

Touch the **Swap**.

The current call is put on hold and you join the other call.



Touch to swap calls with the call on hold.



Touch to merge the calls into a conference call.

Setting up a conference call

- 1 Call the first participant.
- 2 When connected, touch **Add call**.
- 3 Place the next call, using the Phone tab, the Call log, or your contacts.
- 4 When you're connected, touch **Merge calls**.

The participant is added to the conference call.

During a conference call, touch **Manage** to drop a conference call participant or to talk privately with one of the participants.

Ending a conference call and disconnect all callers

Touch **End**

Caller Display and Call log

If you've subscribed to Caller Display, you'll be able to see your caller's number on your handset display (if your caller doesn't withhold it) before you answer a call. If you've stored your caller's name in your contacts list and it matches the number calling, you'll see the caller's name.

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

To make sure the caller's name is displayed, store the full telephone number in your contacts list, including the dialling code. You can store more than one number for the same caller.


There are some incoming calls where a number isn't displayed and a network message is recorded instead:

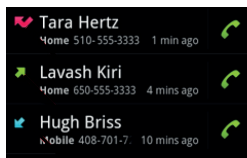
- Unavailable = number is unavailable
- Withheld = caller withheld the number
- International = international number
- Operator = call from the operator
- Payphone = call from a payphone
- Ringback = a ringback call

Working with the Call log

The Call log is a list of all the calls you've made, received, or missed. You can use it to redial a number, return a call, or add a number to your Contacts.

Opening the Call log

Press the  button. Or, if you've got the **Phone** or **Contacts** tab open, touch the **Call log** tab. You'll see a list of calls.




 Touch to call back

 Missed call

 Outgoing call

 Incoming call

Touch & hold an entry for more options

 Touch to open a group of calls exchanged sequentially with the same number

Dialling a number in the Call log

Touch the green phone icon at the right of the entry.

Taking other actions on a Call log entry


Touch a Call log entry to open:

- a screen where you can call the contact again, add the number to your Contacts, and learn more about the original call.
- Touch and hold a contact to show a menu where you can call the contact, see contact information, edit the number before you redial, and more.

Adding an entry's number to your Contacts

- 1 Touch & hold the entry then touch **Add to contacts**.
- 2 Touch an existing contact or touch **Create new contact** to add the number.



Clearing the Call log

While viewing the Call log, press **Menu**  and touch **Clear call log**.


You can also touch & hold an entry in the log to **Remove from call log**.

Calling your contacts

Instead of entering the number in the Phone tab, you can touch one of your contact's phone numbers to dial it. Calling a **contact**


- 1 Open your contacts by touching the **Contacts**  in the Launcher or Phone  then **Contacts** tab.
- 2 Touch the contact to call.
- 3 Touch the phone number you want to use.

Calling a favourite contact

- 1 Touch the Phone  on the Home screen and then the **Favourites** tab.
- 2 Touch the favourite to call.
- 3 Touch the phone number to use to call the contact.

Answer phone

Your BT Home SmartPhone can digitally record up to 24 minutes of messages. You can operate your Answer phone from the handset or remotely from any other Touchtone™ telephone. Before you use your Answer phone, you need to set the date and time so message times will be correct.

When you get a new Answer phone message, the Answer phone  appears in the Status bar.

Listening to your Answer phone messages

Open the Notifications panel and touch **Answer phone message**. The Notifications panel will show new messages and will change when:


- you get a new message
- you delete a message
- you read a message

You can also access the Answer phone by touching the icon on the Home screen.

Switching the Answer phone on or off and setting the answer mode

The Answer phone has three main settings: Answer & Record, Answer Only and Off. Your BT Home SmartPhone comes set up with Answer & Record mode as the default.

To change between these settings:

- touch the Answer phone  on the Home screen
- press **Menu**
- touch **Settings**
- select **Answer mode**

Outgoing messages

The outgoing message is the message a caller first hears when your Answer phone picks up their call. You can choose from two recorded messages: one lets your callers leave a message (Answer & Record) and one just answers the call (Answer Only). Or you can record your own. The pre-recorded messages are:

- **Answer & Record:** callers are asked to leave a message.
 - Your caller will hear 'Hello, your call cannot be taken at the moment, so please leave your message after the tone'.

- **Answer Only:** callers are asked to call again and aren't invited to leave a message.
 - Your caller will hear 'Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later'.

You can:

- listen to an outgoing message on your handset
- change it
- delete your own recorded outgoing message and go back to the default message.

Recording your own outgoing message

You can record your own outgoing message for both Answer & Record and Answer Only. They can be up to 120 seconds long. Once you've recorded them, you can listen to and change them if you want, before saving them.

To record your own outgoing message:

- touch the **Answer phone** icon on the Home screen
- press **Menu**
- touch **Outgoing message**

- select **Change**
- record your message
 - If you want to record your own Answer Only message, remember to tell your callers they won't be able to leave a message.

Answer delay

With answer delay, you can set how many times the phone rings before the Answer phone cuts in and takes the call. You can choose from two to ten rings.

The default answer delay is set as five rings. To change this:

- touch the **Answer phone** icon on the Home screen
- touch **Settings**
- select **Answer Delay**
- touch the number of rings you want

To work with BT 1571 (or another network-based voicemail service)

To make sure your Answer phone cuts in before your voicemail, set the answer delay to fewer rings than your voicemail service. For BT 1571, set the answer delay to no more than five rings.

Playing back messages using your handset

When you get a new message, the screen will show:

- your caller's number – if you've got Caller Display
- your caller's name – if you've got Caller Display and you've stored a name for this number
- the month, day and time your caller left their message

New (unplayed) messages are played first (oldest to most recent) and then old (played) messages (oldest to most recent). You need to listen to new messages before you can play old messages.

Message playback stops if you get an incoming call.

You can't delete messages that you haven't played back.

Messages are saved automatically if you don't delete them.





All your messages share your Answer phone's memory – outgoing messages (the default and your own) as well as incoming messages. The maximum length of incoming messages that can be stored is:

- 12 minutes for high-quality recording
- 24 minutes for standard-quality recording

Managing your messages

Touch the **Answer phone** icon on the Home screen. The display will show details of the time and date of your first message. If you have Caller Display, it also shows your caller's number and name if you've saved their details.

You can use the icons on screen:


-  = **next**, plays the next message
-  = **previous**, plays the previous message
-  = **pause**, pauses playing messages
-  = **play**, plays the current message
- **Restart**, plays the current messages again
- **Resume**, resumes playing the paused messages
- **Delete**, deletes the current message

Remote access


With remote access, you can control your Answer phone from any Touchtone™ phone, even if your Answer phone was turned off when you left.

Before you can use remote access, you'll need to set up a remote access PIN, then turn on remote access.

To set up or change the remote access PIN for the first time:

- touch the Answer phone  on the Home screen
- press **Menu**
- touch **Settings**
- select **Remote access**
- touch **Remote access PIN** and enter a new PIN
- touch **OK**

To turn remote access on or off:

- touch the Answer phone  on the Home screen
- press **Menu**
- touch **Settings**
- select **Remote access**

- touch **Remote access** to switch it on or off

Once you've set up remote access, you can control your Answer phone remotely by calling your phone from an outside line and entering the four-digit PIN once you hear your outgoing message.

To activate remote access:

- use your phone's keypad to enter *
- enter your remote PIN
- you'll hear a beep letting you know you've got access to the Answer phone
- if there are any new messages, listen to these first
- at the end of playback, another beep lets you know the Answer phone is ready for you to use remotely

Here's a list of what you can do remotely:

- listen to messages
- switch the Answer phone on or off
- go to the next message
- go back to the beginning of the message
- go to the previous message
- delete the current message

- pause and resume the current message

Use this table to see which buttons do what:

Key	Action
0	Play\Pause message
3	Delete the message being played
5	Read message
9	Enable\Disable the answering machine
*	Go back to the beginning of the message
**	Go to the previous message
#	Go to next message

Table 1: Default actions in remote access

If you forget to switch on your Answer phone

If you've switched on remote access, you can still turn on your Answer phone remotely.

Here's what to do:

- call your number from another phone and let it ring; after 20 rings, the machine will switch on and answer your call
- press * and enter your four-digit remote access PIN when asked
- play back your messages (see 'Using your Answer phone remotely' on page 26)

Note: if you haven't switched your Answer phone to On, it will switch off when the call ends.

If the memory's full

The memory's full when there's no more space for recording or you've had 59 messages. On the Home screen, you'll see a memory full icon.

You can still use the Answer phone menu and play back your messages but you'll see an error message – **Memory full. No messages can be left** – and you'll hear Memory full before you play back new or old messages.

If the memory becomes full while a message is being played or recorded, the recording will stop and the already recorded message will be saved. If an incoming message is being recorded, the base will hang up.

When the memory's full, you can't change the outgoing message until you've deleted some old messages.

If you've set your Answer phone to Answer & Record, it'll automatically switch to Answer Only mode when the memory's full. Before your Answer phone can record new messages, you need to delete the old (played) ones.

To delete messages, see page 24. Once you've done this, your machine will go back to Answer & Record mode (unless you've used the handset menu to change the setting manually).

BT Calling Features

You need to subscribe to the specific BT Calling Feature to be able to use some of these services. You might have to pay a fee.

For more details on BT's Calling Features, go to bt.com/callingfeatures, see the user guide supplied when you subscribed to your service or call BT free on 0800 800 150.

If you're not connected to the BT network, some of these features might not be available. Call diversion services might allow other divert options. Please contact your telephone network provider for details.

- Call Diversion – diverts incoming calls to another number of your choice. You can choose:
 - all calls to be diverted
 - calls only to be diverted when the line's busy
 - calls only to be diverted if you don't answer them

- Ring back – gives you an automatic call back from an engaged number, so you don't need to dial a busy number over and over again. Just dial 5, wait for a confirmation message and hang up. Your phone will keep trying the busy number for up to 45 minutes.
- Reminder call – lets you book an alarm call. It's like an alarm clock, but it lets you book an alarm call several days ahead. You can set repeat reminders every day or as a one-off call to remind you of an event.
- Anonymous call reject – blocks calls from withheld or anonymous numbers. If a caller withholds their number, they won't be able to get through to you.


Searching

You can search for information on your phone and on the web using Google Search.

Searching your phone and the web


You can use Google Search to find information on the web as well as items and information on your phone

Searching your phone and the web


1 Press the **Home** button  to return to the Home screen.


2 Press the **Search** icon .

 Touch to change the target of your search.


 Shortcuts to already chosen search suggestions.

3 Start entering what you want to search for, or touch an already chosen search result.

 Touch to search the web.

 Touch the pencil icon to enter the text of a suggestion in the search box, to quickly refine your search.

4 If what you're searching for is in the list of suggestions, touch it in the list.


5 If what you're searching for isn't in the list, touch the arrow  in the search box or touch the Go key on the on-screen keyboard to search the web.

Targeting where you want to search

You can target your searches to just the web or to just a single app's information on your phone.

1 Open Google search.

2 Touch the icon at the left of the Google search box.


 Touch to open the Searchable Items settings, to change the items in the panel.

Touch **Web** to search only the web. Or touch an app to target your search to just that app's information.

3 Touch the icon that represents where you want to search.

Changing what you can target when searching the phone

Many apps can make some or all of their information searchable from the Google search box. You can change which apps use Google search.

1 Open the search targets panel and touch the settings .

2 Check or uncheck the apps whose information you want to be able to search.

Adding dedicated Search widgets to your Home screen

1 Touch & hold an empty location on a Home screen.

2 Touch **Widgets** in the Add to Home screen menu.

3 Touch **Google Search** in the Choose widget menu.


4 Touch the **Web** icon or the icon for the app you want the widget to target.

Managing your search privacy

You can control how your search history is stored and used.

- 1 Open Google Search.
- 2 Press Menu, and touch **Search settings**.
- 3 Touch **Clear shortcuts** to erase the list of already chosen search results.
- 4 Touch **Google Search** and touch **Manage** to manage the web search history.

Changing Google Search settings

- 1 To change **Google Search** settings, press **Menu** 
- 2 Touch **Search settings** when you're using the Google Search box.
- 3 Change your settings

Contacts

You can store your contacts on your BT Home SmartPhone, as you would with a standard home phone.

Or you can sign in to an online service like a Google Account. Existing contacts you have there will be downloaded to your phone. After that, any changes you make to your contacts on the phone or the web are made in both places the next time you sync.

Opening your contacts

Touch the **Contacts**  on the Home screen or in the Launcher.

Touch **Favourites** to see only your favourite contacts

Touch a contact to see its details.



Touch an icon to open Quick Contact.

Opening a list of your favourite contacts

Open your contacts and touch the **Favourites** tab.

Viewing details about a contact


- 1 Open your contacts.
- 2 Touch the contact whose details you want to view.

You can also press **Menu**  and touch **Edit contact** to edit the contact's information, or touch **Delete contact** to delete all information about the contact. To save changes press .

Adding contacts

You can add contacts on your phone and if you want to synchronise them with the contacts in your Google Account, Microsoft Exchange ActiveSync account, or other accounts that support syncing contacts.

Adding a new contact

- 1 Open your contacts.
- 2 Press **Menu**  and touch **New contact**.
- 3 If you've got more than one account with contacts, touch the account you want to add the contact.
- 4 Enter the contact's name.
- 5 Touch a category of contact information. Scroll the page to see all categories.
- 6 Touch a category's plus button to add more than one entry for that category, e.g. work or home. Touch the button to the left of the item of contact information to see preset category labels.


7 Touch the Picture Frame icon to select a picture to show next to the name in your lists of contacts and in other apps.

8 When you're finished, press .


Importing, exporting, and sharing contacts

If you've contacts stored in vCard format on an SD card, you can import them into Contacts on your phone.

Importing contacts from your SD card


- 1 Open your contacts.
- 2 Press **Menu**  and touch **Import/Export**.
- 3 Touch **Import from SD card**. The contacts are imported.

Exporting contacts to your SD card

- 1 Open your contacts.
- 2 Press **Menu**  and touch **Import/Export**.
- 3 Touch **Export to SD card**.
- 4 Touch **OK** to confirm.

Contacts creates a .vcf file on your SD card. This file contains all of your contacts.

Sharing a contact

- 1 Open Contacts.
- 2 Open the contact you want to share.
- 3 Press **Menu**  and touch **Share**.

Adding a contact to your favourites


- 1 Open your contacts.
- 2 Touch a contact to see its details.
- 3 Touch the star to the right of the contact's name. The star turns gold.

Removing a contact from your favourites list

- 1 Open your contacts and touch the **Favourites** tab.
- 2 Touch a contact to see its details.
- 3 Touch the gold star to the right of the contact's name. The star turns grey and the contact is removed from your favourites.

Searching for a contact

You can search for a contact by name.

- 1 Open your contacts.
- 2 Press the **Search** button .
- 3 Start entering the name of the contact you're searching for.
- 4 Touch a matching contact in the list to open its Details screen.


Editing contact details

- 1 Open your contacts or favourites.
- 2 Touch & hold the contact whose details you want to edit.
- 3 Touch **Edit contact**.
- 4 Edit the contact information, using the same controls as when you create a contact.
- 5 Touch **Done**.

Changing a contact's default phone number

- 1 Open your contacts or favourites.
- 2 Touch the name of a contact in the list to see its details.
- 3 Touch & hold the phone number to use as the contact's default phone number.
- 4 Touch **Make default number**.

Setting a ringtone for a contact

- 1 Open your contacts or favourites.
- 2 Touch the name of a contact and press **Menu**  and touch **Options**.
- 3 Touch the one to play when the contact calls.
- 4 Touch **OK**.


Deleting a contact

- 1 Open your contacts or favourites.
- 2 Touch the name of a contact in the list to see its details.
- 3 Press **Menu** and touch **Delete contact**.
- 4 Touch **OK** to confirm that you want to delete the contact.


Changing which contacts are shown

You can hide contacts that don't have phone numbers. You can also decide which groups of contacts, for each account, you want to show in the Contacts list.


Set whether contacts without phone numbers are shown

- 1 Open your list of contacts.
- 2 Press **Menu**  and touch **Display options**.
- 3 Check or uncheck **Only contacts with phones**.



Change what groups are shown

- 1 Open your list of contacts.
- 2 Press **Menu**  and touch **Display options**.
- 3 Touch an account to open its list of groups.
- 4 Check or uncheck the groups whose contacts you want to see in Contacts.
- 5 Touch **Done**.

Changing how contacts are shown



- 1 Open your list of contacts.
- 2 Press **Menu**  and touch **Display options**.
- 3 Touch **Sort list by** to set whether contacts are listed in order of their last name or first name.
- 4 Touch **View contact names as** to set whether you want to see contacts with their last name or first name first.

Joining contacts

- 1 Open your contacts or favourites.
- 2 Touch the contact entry to which you want to add information.
- 3 Press **Menu**  and touch **Edit contact**.
- 4 Press **Menu**  and touch **Join**.
- 5 Touch the contact whose information you want to join with the first contact.

Separating contact information

Each contact on your phone may contain information from a variety of sources—you may have entered it, Contacts may have joined information automatically when you added an account, you may have joined contacts manually, and so on.

- 1 Open your contacts or favourites.
- 2 Touch the contact entry whose information you want to separate.
- 3 Press **Menu**  and touch **Edit contact**.
- 4 Press **Menu**  and touch **Separate contact**. The contact information is separated into individual contacts in the list of contacts.

Synchronising your Phone with online accounts


You can sync contacts, email, calendar events and other information with your phone from Microsoft Exchange ActiveSync accounts or other kinds of accounts.

You choose how your account interacts with the apps on your phone using the Account & Sync settings and the settings in Calendar, Email and other apps. Use a web browser to change your password and other general account settings.

If you do this, you can see notifications for new events on the pull-down list of notifications. So, if you get a new email, an icon will show and you'll see **1 new email** listed with missed calls and Answer phone messages.

Adding an account


You might need to know the account's domain or server address.

- 1 Press **Menu** , then Touch Settings then touch Accounts & sync
- 2 Touch **Add account**.
- 3 Touch the kind of account to add.

- 4 Follow the on-screen steps (for example, for an email account, you need to enter your email address and password).

- 5 Set up the account.


Removing an account

- 1 Press **Menu** , then Touch Settings then touch Accounts & sync.
- 2 Touch the account you want to delete and then touch **Remove account**.
- 3 Confirm that you want to remove the account.

Configuring account sync and display options



You can set up background data use and synchronisation options for all of the apps on your phone. You can also choose what kinds of data you synchronise for each account.

Configuring general sync settings


- 1 Press **Menu** , then Touch Settings then touch Accounts & sync.
- 2 Check or uncheck **Background data** to control whether apps and services can transmit data when you aren't working with them directly.

- 3 Check or uncheck **Auto-sync** to control whether changes you make to information on the phone or on the web are automatically synced with each other.

Syncing information manually

- 1 Press **Menu** , then Touch Settings then touch Accounts & sync.
- 2 Touch the account whose data you want to sync.
- 3 Press **Menu**  and touch **Sync now**.

Changing an account's sync settings

- 1 Press **Menu** , then Touch Settings then touch Accounts & sync.
- 2 Touch the account whose sync settings you want to change.
- 3 Check or uncheck the kinds of information you want to sync to the phone.

Incoming server settings

Your account's incoming settings are different, depending on the kind of email service your account uses: Exchange ActiveSync, IMAP or POP3.

Settings for Microsoft Exchange ActiveSync accounts

Domain\Username	Your username is the part before the @example.com in your email address.
Password	The password for your email account.
Server	For example: owa.example.com.
Use secure connection (SSL)	Check this option if you want to connect to the server securely.
Accept all SSL certificates	Check this option if you want to accept a server certificate that isn't accepted by the Email app.

Settings for IMAP accounts

Username	This is either your full email address or the part before the @example.com
Password	The password for your email account.
IMAP server	For example: imap.example.com
Port	Set the Security type first to enter the typical server port number in this field automatically. Or enter a different port number, if needed.
Security type	Select (Accept all certificates) if you want to accept a server certificate that isn't accepted by the Email app.
IMAP path prefix	Leave blank unless told otherwise.

Settings for POP3 accounts

Username	This is either your full email address or the part before the @example.com
Password	The password for your email account.
POP3 server	For example: pop3.example.com
Port	Set the Security type first to enter the typical server port number in this field automatically. Or enter a different port number, if needed.
Security type	Select (Accept all certificates) if you want to accept a server certificate that isn't accepted by the Email app.
Delete email from server	Use to set up Email so your email service provider deletes from its server any email you delete.

Outgoing server settings

If you use an IMAP or POP3 account for receiving email, you typically use an SMTP server to send email from that account. Microsoft Exchange ActiveSync accounts don't have separate outgoing server settings.


SMTP server	For example: smtp.example.com
Port	Set the Security type first to enter the typical server port number in this field automatically. Or enter a different port number, if needed.
Security type	Select (Accept all certificates) if you want to accept a server certificate that isn't accepted by the Email app.
Require sign-in	Check this option to enter a username and password for your SMTP server, if needed.
Username	Your username on the SMTP server. Visible only if Require sign-in is checked.
Password	Your password on the SMTP server. Visible only if Require sign-in is checked.

Email

Use the Email app to read and send emails. The first time you open Email, you're asked to set up an email account. After that, you can set up Email to send and receive email from additional accounts. The Email set-up wizard helps you set up your account so you can read and work with the same email as you do on a computer.

If you synchronise your online email account with your BT Home SmartPhone, you'll get a notification and be able to read your emails on your handset. For how to synchronise accounts, see page 34.

Opening Email and the Accounts screen

You use the Email app to read emails. Touch the Email  on the Home screen or in the Launcher.

Only some of your account's recent emails are downloaded to your phone. To download earlier messages, touch **Load more messages** at the bottom of the email list.

Reading your messages


- 1 Open the Combined Inbox, an account's Inbox, or another folder of messages.
- 2 Touch the message to read.

Attachments you download are stored on your phone's SD card.


Responding to a message

You can reply to or forward a message. You can also delete messages and manage them in other ways.


Replying to or forwarding a message

While reading a message, touch **Reply** or **Reply all**. Or press **Menu**  and touch **Reply**, **Reply all**, or **Forward**.


Marking a message as unread

While reading a message, press **Menu**  and touch **Mark as unread**.

Deleting a message

While reading a message, touch **Delete**. Or Press **Menu**  and touch **Delete**.


Starring messages

While reading a message, touch the star in its header. Or while looking at a list of messages in a folder, touch a message's star. The star turns gold . Touch the star to **Unstar a message**




Viewing starred messages

Open the Accounts screen and then touch **Starred**.

Working with messages in batches

- 1 In the Inbox or mailbox, check the messages that you want to work with.
- 2 Touch **Mark unread**, **Add star**, or **Delete**. You can also press **Menu**  and touch **Deselect all**.

Compose and send an email message

- 1 Press **Menu**  and touch **Compose**.
- 2 Address the message. Separate multiple addresses with commas.
- 3 Press **Menu**  and touch **Add Cc/Bcc** to address a copy or blind copy of the message.
- 4 Enter a subject for the message.
- 5 Enter the text of the message.
- 6 Press **Menu**  and touch **Attach** to send a photo (or other attachment) with the message.
- 7 Touch **Send**.


If you're not ready to send the message, touch **Save as draft** to save it in a Drafts folder. Touch **Discard** to abandon a message, including any saved drafts.

Working with account folders


Each account has Inbox, Outbox, Sent, and Drafts folders. Depending on the features supported by your account's service provider, you may have other folders, too.

View an account's folders

- 1 Open the Accounts screen.
- 2 Touch an account's folder icon.

You can also open an account's folders while viewing its Inbox or other folder, by touching **Menu**  and then touching **Folders**.

Opening the Accounts screen

From a folder screen, press **Menu**  and touch **Accounts**.

Opening your Combined Inbox

- 1 Open **Accounts**.
- 2 Touch **Combined Inbox**.

Messages in the Combined Inbox are colour coded to match your accounts .


Adding a signature to your messages

- 1 Open the Accounts screen.
- 2 Touch & hold the account you want to change then touch **Account settings**.
- 3 Touch **Signature**.
- 4 Enter a signature.
- 5 Touch OK.
- 6 When you're finished changing settings, press **Back**.

Browser

Your BT Home SmartPhone has a Browser to see web pages and to search for information on the web.

Opening Browser


Touch the Phone  at the bottom of the Home screen or the Phone app icon in the Launcher.




The address (URL) of the current page.

Some sites scroll the URL bar off the top of the screen, but you can drag the page down or press **Menu** to see it again.



Open a web page or search the web

- 1 Touch the URL box at the top of the Browser screen.
- 2 Enter the web page address (URL). Or enter terms you want to search for.
- 3 Touch a suggestion or enter an address and touch the arrow .


Refreshing the current page

Press **Menu**  and touch **Refresh**.


Stopping a page opening

Touch the Cancel  to the right of the URL. Or press **Menu**  and touch **Stop**.

Finding out more about the current page

Press **Menu**  and touch **More** then **Page info**.

Setting your home page


- 1 Browse to the page you want to set as your home page.
- 2 Press **Menu**  and touch **More** then **Settings** then **Set home page**.
- 3 Touch **Use current page**. Or enter a different page's address (URL).
- 4 Touch **OK**.

If you prefer to open new Browser windows without opening a web page, leave this field blank.


Navigating within a web page

Web pages that are adapted for mobile devices open at a size to suit your phone. Often, you can't zoom or even scroll their contents. Web pages that aren't adapted for mobile devices typically open as a zoomed-out page so you can get the big picture.

Once on a web page, you can:

- **scroll** a web page – slide your finger on the screen
- **zoom in or out** – on a web page
 - i Pinch your fingers together and then slide them apart to zoom in or place your fingers apart and slide together to zoom in
 - ii slide your finger slightly on the screen to reveal the **Zoom** control , then touch the plus or minus side of the **Zoom** control to zoom in or outor
 - iii double-tap on the section of the web page you want to view, then touch an area with two fingers at once and pinch them together to zoom out, or spread them apart to zoom in
- **open a link** – touch a link to open it


Find text on a web page

- 1 Press **Menu**  and touch **More** then **Find on page**.
- 2 Enter the text you're looking for.
- 3 Touch the left or right arrow to scroll to and highlight the previous or next matching word.


Go back and forward among the pages you've opened

Press the **Back** button . Or Press **Menu**  and touch **Forward**.

See Browser history

- 1 Touch the bookmark  at the top right of the screen.
- 2 Touch the **History** tab.
- 3 Touch a time period to see the pages you've visited.
- 4 Touch & hold a page in the list to see other options.
- 5 Touch a page in the history to reopen it.

Viewing your most frequently visited pages

- 1 Touch the bookmarks  at the top right of the screen.
- 2 Touch the **Most visited** tab.
- 3 Touch & hold a page in the list to see options.
- 4 Touch a page to open it.



Following shortcuts for links, phone numbers, and addresses

The browser recognises links, as well as some phone numbers, addresses, and similar information, as information that you may want to act on directly. Touch & hold a link to see shortcuts for opening, bookmarking, saving, and sending the link via email. Touch a phone number to open the Phone app with the number entered.


Working with multiple Browser windows

You can open up to eight Browser windows at once and switch among them.


Opening a new Browser window

Press **Menu**  and touch **New Window**. Or Press **Menu**  and touch **Windows**, then touch **New window**.

Switching Browser windows

- 1 Press **Menu**  and touch **Windows**.
- 2 Touch a window to open it.

Closing a Browser window

- 1 Press **Menu**  and touch **Windows**.
- 2 Touch the Close Box [icon] on the window to close it.

Downloading files

You can download files and even apps from web pages. The files are stored on your phone's SD card.



Allow installing apps from the web or email

By default, your phone needs permission to download apps from the web or an email message.

Downloading a file

Touch & hold an image or a link to a file or to another web page, then touch **Save**.

Cancelling a download

- 1 Press **Menu**  and touch **More** then **Downloads**.
- 2 Touch & hold an item in the list and then touch **Cancel download**. Or press **Menu**  again and touch **Cancel all downloads**.




Viewing the files you've downloaded

Press **Menu**  and touch **More** then **Downloads**.


Working with bookmarks

You can bookmark web pages so that you can quickly return to them.



Bookmarking a web page

- 1 Open the web page to bookmark.
- 2 Touch the bookmark  at the top of the screen (or press **Menu**  and touch **Bookmarks**), then touch **Add**. Or press **Menu**  and touch **More** then **Add** bookmark.
- 3 Edit the name and the address if needed and touch **OK**.




Opening a bookmark

- 1 Touch the bookmark  at the top of the screen. Or press **Menu** and touch **Bookmarks**.
- 2 Touch a bookmark to open it.

Editing a bookmark

- 1 Touch the bookmark  at the top of the screen. Or press **Menu**  and touch **Bookmarks**.
- 2 Touch & hold the bookmark to edit.
- 3 Touch **Edit bookmark** in the menu
- 4 Edit the name or address.
- 5 Touch **OK**.



Sharing a bookmark

- 1 Touch the bookmark  at the top of the screen. Or press **Menu**  and touch **Bookmarks**. bookmark 
- 2 Touch & hold the bookmark to share.
- 3 Touch **Share link** in the menu.
- 4 Touch the app you want to use to send the bookmark.

Adding a bookmark shortcut to the Home screen

- 1 Touch & hold an empty spot on your phone's Home screen.
- 2 Touch **Shortcut**.
- 3 Touch **Bookmarks**.
- 4 Touch a bookmark to add it.

Deleting a bookmark

- 1 Touch the bookmark  at the top of the screen.
Or press **Menu**  and touch **Bookmarks**.
- 2 Touch & hold a bookmark to delete it.
- 3 Touch **Delete bookmark** in the menu.
- 4 Touch **OK**.

Changing Browser settings

To open the Browser settings screen, press **Menu** and touch **More** then **Settings**.

Working with apps and shortcuts

When you are connected to the internet via Wi-Fi you can use the following resident apps or download your own from the Opera Mobile store.

Facebook

Facebook is a popular social networking site that you can use to keep in touch with friends and family. If you already have a Facebook account, you can access it on your BT Home SmartPhone by adding your account details (see page 34).

If you don't have a Facebook account, simply touch the app to sign up.

Once signed in to your Facebook account, you can make friends with other Facebook account holders and 'like' Facebook groups such as TV shows, shops or pop groups. You can also play games, share photographs and more.

Twitter

Twitter is another social networking tool that lets you 'follow' others who post updates on their Twitter account (and keep others up to date with your 'tweets' or status alerts). If you already have a Twitter account, you can access it on your BT Home SmartPhone by adding your account details (see page 34).

If you don't have a Twitter account, simply use touch the app to sign up.




Twitter lets you post updates status alerts or 'tweets' of up to 140 characters, or provide links to photos that you wish to share with others. You can mark key words or topics with # or 'hashtag' so that others can find your 'tweet' more easily when searching.

Opera Mini

Use Opera Mini's speed dials to access the Opera Mobile store and download apps. You can also use Opera Mini for browsing and other speed dial shortcuts.

YouTube

YouTube is Google's online video streaming service for watching, discovering and sharing videos. You can browse, search for, view, upload and rank YouTube videos on your phone.

- 1 Touch the YouTube shortcut  on the Home screen.
- 2 Touch a video in the YouTube home screen to watch it.
- 3 Touch the video to pause or continue playing. Turn your phone on its side to watch the video in full-screen view. You can also double-tap the video to switch between full-screen view and the video's watch screen. Press **Back**  to stop playback and return to the videos list.
- 4 Touch a tab to learn more about the video.
- 5 Press  and touch **Home** on any YouTube screen to return to the YouTube home screen.

If you want to create and upload videos to YouTube, you need to create your own channel on the YouTube site and then add it as an account (see page 34). You can also use your account to create your own play lists of favourite videos to share.

TuneIn Radio

Allows you to choose and play local, national and international radio stations on your handset.

Connecting your BT Home SmartPhone to your wireless network

Press the **Home** button  and then the Menu button  and touch **Settings**.

- 1 Touch **Wireless & networks** then Wi-fi settings.
- 2 Turn on wi-fi.
- 3 Select your network name (SSID).
- 4 If the network is secured, enter the password (your password characters will show as asterisks unless you've checked the **show password** box) and then touch **Done**.
- 5 Touch **Connect**.

Calendar

You can use a local calendar stored on your Home SmartPhone or synchronise it with an online service such as Microsoft Exchange ActiveSync.

Viewing your calendar and events

Your **Calendar** lets you see events that you've created or others have invited you to. To open it, touch the Calendar icon on the Home screen or in the Launcher.

To change between these views:

- press **Menu**
- touch **Day, Week, Month, Agenda** or **Today**

Day view – shows one day's events in a table of one-hour rows.

Week view – shows one week's events.

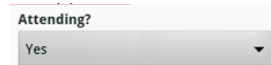
Month view – shows one month's events. Scheduled events are blue in the day's vertical bar.

Agenda view – shows a list of your events in chronological order.

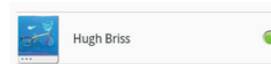
Today – shows a list of the current day's events.

View information about an event

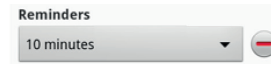
In **Agenda, Day,** or **Week** view, touch an event to see more about it. In **Month** view, touch a day to switch to **Agenda** view. Then touch an



Touch to set whether you'll attend this event.




Other attendees' status is shown below yours.



Touch to change when you want to be reminded about this event.

 Touch to delete this reminder.

 Touch to add another reminder for this event.

Working in Day view

Swipe left or right to see earlier or later days.

Touch & hold a time slot or an event to create a new event at that time.

Touch an event to see its details.

Learn more about events in Day or Week view

Touch an event to see more about it.

Touch & hold an event to see options for viewing, editing or deleting the event and for creating a new event at that time.

Add an event in Day or week view

Touch & hold an empty time slot to see your options for creating a new event at that time.

Working in Week view



An all-day event.



Touch & hold a time slot or an event to create a new event at that time.

Touch an event to see its details.

Drag left or right to see earlier or later days.


Creating an event

Use Calendar on your phone to create events.

- 1 In any Calendar view, press **Menu**  and touch **New event**.
- 2 Add details about the event.
- 3 Invite guests by entering their the email addresses. Separate multiple addresses with commas.
- 4 Press **Menu**  and touch **Show extra options** to add more about the event.
- 5 Scroll to the bottom and touch **Done**.

Editing or deleting an event

You can edit or delete an event that you created on the phone or on the web.

- 1 Open the summary of the event.
- 2 Press **Menu**  and touch **Edit event** or **Delete event**. Touch **Show extra options** to add or edit event details.
- 3 Make your changes to the event.
- 4 Touch **Done** or **OK**.

Setting an event reminder

You can set one or more reminders for an event.

Set an event reminder

- 1 Open the event summary.
- 2 If you already have a reminder set, touch the Plus button to add a reminder for ten minutes before.
- 3 Touch the reminder time and the length of time before the event that you want to be reminded of it.

Delete an event reminder

Open the event summary and touch the reminder's Minus button.

Responding to an event reminder


If you set a reminder for an event, an icon appears in the Notifications area of the Status bar when the reminder time arrives.

Synchronising and showing calendars


When you add a Microsoft Exchange ActiveSync account to your phone that includes a calendar service, the events from that calendar are added and kept up to date in your Phone's Calendar.

You control whether an account synchronises changes to calendar events with the Settings application's Accounts & Sync Settings screen.

Set whether calendars are stored on the phone or visible

- 1 Press **Menu** , touch **More** then **Calendars**.
- 2 Touch the icon next to a calendar to change whether it's stored on the phone and visible in Calendar.
- 3 Touch **OK**.

Changing Calendar settings

To change Calendar settings, open a Calendar view, press **Menu** , and touch **More** then **Settings**. And then choose your options.

Camera

Your Home SmartPhone has a camera and video recorder that you use to capture and share pictures and videos. Pictures and videos are stored on the phone's SD card.


Opening Camera and taking pictures or videos

You take pictures and shoot videos with Camera.

Opening Camera

Touch the Camera icon  in the Launcher or on the Home screen.

Touch small picture to preview your pictures or videos in Gallery.


 Touch settings to change them.

 Touch to take a picture or shoot a video.





Drag up to shoot videos; drag down to take photos.


Taking a picture

- 1 If needed, drag the control to the Camera position.
- 2 Touch the  icon to adjust your exposure picture quality and other settings if you wish.
- 3 Frame your subject on screen.
- 4 Touch the on-screen Shutter icon.
- 5 Touch the thumbnail to view, share, and work with your pictures in Gallery.

Capture a video

- 1 If needed, drag the control to the Video position.
- 3 Point the lens to frame the scene where you want to start.
- 4 Touch the on-screen Start Video  icon.
- 5 Touch the Stop Video  icon to stop shooting.
- 6 Touch the thumbnail to view, share, and work with your videos in Gallery.

Changing Camera settings


- 1 Open the Camera screen and touch the icon for the settings you want to change.
- 2 Touch the setting category you want to control and then touch a setting.
- 3 Press **Back**  to close the Settings menus.
- 4 Take your pictures using the new settings.


Gallery


Use Gallery to see your pictures and play videos.

Opening Gallery and viewing your albums

Touch the Gallery [icon] in the Launcher or on the Home screen. Or open Gallery from Camera by touching the thumbnail image at the top right or by pressing Menu and touching **Gallery**. Touch an album to open it and see its contents.


 Touch to open Camera.


 Touch to return to the main Gallery screen.

 An album of the photos and videos you took with Camera.

 A Picasa web album.

Slide left or right to see more albums.

 Peek into a stack by touching it with two fingers and spreading them apart.

You can return to the main Gallery screen at any time by touching its  at the top left of the screen.

Working with albums


Albums are groups of images and videos in folders on your SD card.

Opening an album and see its contents

Open Gallery and touch the album whose contents you want to view.


 The name of the album.


Touch a picture or video to see it.

 Touch an arrow to scroll a screenful at a time. Drag left or right to scroll rapidly.


 Touch to switch from grid to stack view.

Changing how the contents of an album are shown


Drag the Album View switch  to the right to see the contents of the album in stacks.

Drag the Album View switch  to the left to see the album contents in a chronological grid again.

Working with batches of pictures or videos

- 1 Open the album to see the pictures and videos to work with.
- 2 Press **Menu**  twice.
- 3 Check or uncheck the items you want to work with.
- 4 Use the controls at the bottom of the screen to act on the checked items.


Share an album

- 1 Open the main Gallery window.
- 2 Press **Menu**  twice.
- 3 Check or uncheck the albums you want to share.
- 4 Touch **Share** at the bottom of the screen. Then touch the app to use to share the selected albums.


Important

If you're sharing an album via email, don't delete the original of an attachment before the message is completely sent, or it won't be sent.

Get details about an album

- 1 Open the main Gallery window.
- 2 Press **Menu**  twice.
- 3 Check or uncheck the albums you want to know more about.
- 4 Touch **More** at the bottom of the screen. Then touch **Details**.

Deleting an album

- 1 Open the main Gallery window.
- 2 Press **Menu**  twice.
- 3 Check or uncheck the albums you want to delete.
- 4 Touch **Delete** at the bottom of the screen. Then touch **Confirm Deletion**.

Working with pictures

Use Gallery to see pictures that you've taken with Camera, downloaded, copied onto your SD card, or that are stored in Picasa web albums.


Viewing and browsing pictures

Open a Gallery album and touch a picture. Turn the phone to see the picture in upright (portrait) or sideways (landscape) orientation. Touch the picture to see the Zoom and other controls.


Watching a slideshow of your pictures

Touch a picture to see the controls and touch Slideshow. Touch a picture to end the slideshow.


Rotate a picture

- 1 Touch a picture to see the controls and touch **Menu** .
- 2 Touch **More** and choose what you want to do.
- 3 Touch **Rotate left** or **Rotate right**.


Using a picture as a contact icon or as Home screen wallpaper

- 1 Touch the picture to see the controls and touch **Menu** .
- 2 Touch **More**.
- 3 Touch **Set as**.

Cropping a picture

- 1 Touch a picture to see the controls and touch **Menu** .
- 2 Touch **More**.
- 3 Touch **Crop**.
- 4 Use the cropping tool to select the part to crop. Drag from the inside of the tool to move it. Drag an edge or a corner to resize it.
- 5 Touch **Save** to save a copy of the picture when you've cropped it.

Getting details about a picture

- 1 Touch the picture to see the controls and touch **Menu** .
- 2 Touch **More**.
- 3 Touch **Details**.


Sharing a picture

- 1 Touch a picture to see the controls and touch **More**.
- 2 Touch **Share**.
- 3 Touch the app you want to use to share the picture.

Important

If you're sharing a picture via email, don't delete the original picture before the message is completely sent or the attached picture won't be sent.

Deleting a picture

- 1 Touch a picture to see the controls and touch **Menu** .
- 2 Touch **Delete**.
- 3 Touch **OK**.


Working with videos

Use Gallery to play and share videos that you've taken with Camera.

Playing videos

- 1 Open a Gallery album and touch a video.
- 2 Touch the video to see the playback controls.


Sharing a video

- 1 While viewing an album, press **Menu**  twice.
- 2 Check the videos or pictures to share.
- 3 Touch **Share**.
- 4 Touch the app you want to use to share the selected videos.

Important

If you're sharing one or more videos via email, don't delete the originals before the message is completely sent or the attached videos won't be sent.

Deleting a video

- 1 While viewing an album, press **Menu**  twice.
- 2 Check the videos or pictures to delete.
- 3 Touch **Delete**.
- 4 Touch **Confirm Deletion**.

Music

Music plays audio files that are stored on your phone's SD card.

Transferring music files to your phone


Before you open Music, you need to copy audio files from your computer. Here's how.

- 1 Connect the phone to your computer with a USB cable and mount the SD card on your computer.
- 2 To organise your audio files, you can use the computer to create a music folder at the top level of the SD card.
- 3 Use the computer to copy music and other audio files into the folder that you created. If the music files have accompanying artwork in JPEG format, rename the art file `albumart.jpg` and include it in the same folder as the music files.
- 4 If you've created any playlists, create a subfolder for them in your music folder and copy the playlists into it.
- 5 Unmount the SD card from the computer and disconnect the phone.

Important

To prevent damage to your files, follow your computer's instructions for unmounting USB devices.


Opening Music and viewing your music library

Touch the Music  icon in the Launcher or on the Home screen.



Searching for music in your library

- 1 Open the main Library screen and press **Search**
- 2 Start typing the name of the artist, album or track you're looking for.
- 3 Touch a matching song to play it. Or touch a matching album or artist to see a list of associated songs.

Deleting a song from the SD card







Touch & hold a song in a library list then touch **Delete**. Or on the Playback screen, press **Menu**  and touch **Delete**.


Playing music

To play a song, touch it in your library to listen to it. Or while viewing a list of tracks in an album, press **Menu**  and touch **Play all**. You can return to the Playback screen from most other screens in the Music app by pressing **Menu**  and touching **Playback**. You can return to the Playback screen from any other app by opening the Notifications panel and touching the ongoing music notification.

Controlling playback

The Playback screen contains several icons that you can touch to control the playback of songs, albums, and playlists:



-  Touch to pause playback.
-  Touch to resume playback.
-  Touch to skip to the next track in the album, playlist, or shuffle.
-  Touch to skip to the previous track in the album, playlist, or shuffle.
-  Touch to open the current playlist.
-  Touch to play the current playlist in shuffle mode (tracks are played in random order).

-  Touch to toggle repeat mode:
Don't repeat, Repeat the playlist,
or Repeat the current track.

Controlling playback volume


Press the phone's **Volume Up/Down** button.

Playing your tracks in a party shuffle

In the Playback or a Library screen, press **Menu**  and touch **Party shuffle** to play tracks in random order. Music creates a current playlist of a dozen tracks selected randomly and starts playing them. When it finishes playing the first dozen tracks, it adds another dozen and keeps playing. Stop Party Shuffle by pressing **Menu**  and touching **Party shuffle off**.

You can add a track to the end of the Party Shuffle playlist by touching & holding the name of a track in your library. Touch **Add to playlist** and then **Current playlist**.

Using a song as a ringtone

Touch & hold a song in a library list. Then touch **Use as phone ringtone**. Or on the Playback screen, press **Menu**  and touch **Use as ringtone**.

Working with playlists

You can create playlists to organise your music files into sets of songs, which you can play in the order you set or in a shuffle.

Creating a playlist

- 1 When viewing a list of songs in the library, touch & hold the first song you want to add to the new playlist.
- 2 Touch **Add to playlist**.
- 3 Touch **New**.
- 4 Enter a name and touch **Save**.


Adding a song to a playlist

- 1 While viewing a list of tracks in the Library, touch & hold a song to add it to a playlist.
- 2 Touch **Add to playlist**.
- 3 Touch the name of the playlist to add the song to.

Rearranging songs in a playlist

- 1 Open a playlist by touching it in the Playlist library.
- 2 Drag a song up or down to change its order in the playlist.

Removing a song from a playlist

- 1 Open a playlist.
- 2 Touch & hold a song and then touch **Remove from playlist**. Or press **Menu**  and touch **Clear playlist** to remove all the songs from the playlist.

The song isn't deleted from your phone or other playlists; it's removed only from the playlist.

Renaming or delete a playlist

- 1 Open the Playlist library.
- 2 Touch & hold a playlist. Then touch **Rename** or **Delete**.

No songs are harmed by deleting a playlist.

Creating playlists on your computer

You can create playlists on your computer to use in Music. You copy playlists onto your SD card in the same way as you copy music. The best way is to create a subfolder within your music folder for playlists.

- 1 Enter each music file name to include in the playlist on its own line.
- 2 Use music file names as shown on your computer. Music ignores all but the track names when showing the playlist.
- 3 Save the file with the .m3u extension




Clock


As well as showing the date and time, Clock shows information about the weather and your phone. You can also use Clock to turn your phone into an alarm clock.

Viewing the date, time and other information

You can use Clock to keep an eye on several things at once. To open it, touch the Clock on the Home screen or in the Launcher.





-  The time when the next alarm's set.
-  Touch to dim the screen.
-  Touch an icon to set an alarm, view a slideshow, listen to music or go to the Home screen.


To return to the Home screen, touch the **Home**  at the bottom of the Clock screen.

Watching a slideshow



You can play a slideshow of the pictures in your Gallery albums in place of the date and time.


- 1 Touch the Slideshow  at the bottom of the Clock screen.
- 2 Press **Back**  to end the show.

Playing music

You can play music while the Clock is shown. Touch the Music  icon at the bottom of the Clock screen and select the music you want to play.


Dimming the Clock display


- 1 Touch the Dimmer  to dim the clock.
- 2 Touch the Dimmer  icon again to keep normal brightness.


If you can't see the Dimmer icon, press & hold the **Home** button  and touch the Clock icon to return to normal brightness.


Setting alarms


- 1 Touch the Alarm icon at the bottom of the Clock screen.

 Touch to add an alarm.

 Touch to turn an alarm on or off.

 **9:00 AM** Touch to open a screen where you can set the alarm's time and other settings.

 Touch to return to the main Clock screen.

- 2 Touch the  icon next to an alarm to turn it on or off.
- 3 Touch an existing alarm to change its time and settings. Or touch **Add alarm** to add a new one.
- 4 Touch **Time** to set the time of the alarm. Then change the time by touching the + or - buttons and the AM or PM buttons. Or touch a time to type the time you want.
- 5 Touch **Ringtone** to select a ringtone for the alarm.
- 6 Touch **Vibrate** to have the phone vibrate, in addition to playing the ringtone.
- 7 Touch **Repeat** to set the days when you want the alarm to sound.

- 8 Touch **Label** to enter a name for the alarm.
- 9 When you're finished, touch **Done**. The alarm will sound at the time you set.
- 10 Press Back <⌂> to return to the main Clock screen.


Changing Clock alarm settings

To change Clock alarm settings, touch the Alarm ⌚ at the bottom of the Clock screen. Then touch **Settings**.

Calculator

Use Calculator for easy maths or complex equations.




Open and use the Calculator

- 1 Touch the Calculator  on the Home screen or in the Launcher.
- 2 Enter numbers and arithmetic operators on the basic screen.
- 3 Drag the basic screen to the left to open the advanced screen.
- 5 Touch **Clear** to delete your last entry. Touch & hold **Clear** to delete everything shown.

Settings

You use the Settings app to choose how your phone looks, sounds, communicates, protects your privacy, and operates in many other ways.

Opening Settings

Press **Home**  then **Menu** , and touch **Settings**. Or touch the Settings  on the Home screen or in the Launcher.

Wireless & networks settings

Use Wireless & Network settings to set up and manage connections to networks and devices via Wi-Fi.

What's on the Wireless & Network settings screen

- **Wi-Fi** Check to turn on Wi-Fi so you can connect to Wi-Fi networks.
- **Wi-Fi settings** Sets up and manages wireless access points.
- **VPN settings** Set up and manage Virtual Private Networks.

What's on the Wi-Fi settings screen

- **Wi-Fi** Check to turn on Wi-Fi so you can connect to Wi-Fi networks.

- **Network notification** Check to receive a notification when an open Wi-Fi network becomes available.
- **Wi-Fi networks** Shows a list of Wi-Fi networks you've already set up and those detected when the phone last scanned for Wi-Fi networks.
- **Add Wi-Fi network** Opens a screen where you can add a Wi-Fi network by entering its SSID (the name it broadcasts) and security type.
- **WPS connect** - Allows you to connect to your Wi-Fi network using WPS.

What's on the VPN settings screen

- **Add VPN** Opens a screen that prompts you to select the type of VPN to add. You'll then need to give your VPN details.
- **VPNs** The list of VPNs that you've already set up.

Call settings

Use Call settings to set up network based answering services or Internet calling.

What's on the call settings screen

- **Voicemail settings** If you're using your network provider's network voicemail service (e.g. BT 1571), a screen opens where you can enter the phone number to use for listening to and managing your voicemail. You can enter a comma (,) to insert a pause into the number – for example, to add a password after the phone number.
- **Accounts** Set up your account information for internet calling
- **Use internet calling** Set up your preferences for internet calling
 - **What's on the internet calling (SIP) accounts screen**
 - **Receive incoming calls** Check this for your phone to maintain a connection with your internet calling service provider.
 - **SIP accounts** The list of internet calling accounts that you've already set up.
 - **Add account button** Opens a screen where you can add an internet calling account.

Handset and base settings

- **Handset** – see and change the settings on your handset
 - **Registration** – lets you register your handset to other DECT bases
 - **Register with PIN code**
 - **Select base** – choose which one you want to connect to
 - **Rename handset** – lets you change the name of your handset (e.g. Lounge)
 - **Auto pick up** – check this so your phone will answer automatically when picked up from the base
 - **Auto hang up** – ends a call automatically when the handset is replaced in the base
- **Base settings**
 - **Registration** – allows you to set the base in registration mode (e.g. if you want to add more handsets)
 - **Delete handset** – allows you to delete handsets from the system
 - **Change PIN code** – lets you change the base registration PIN
 - **Reset** – will delete all data stored on your DECT base eg Answerphone messages, call logs etc.

- **Intrusion** – allows users of other handsets registered to the same base to join a call by picking up the handset
- **Call restrictions** – allows you to restrict which numbers can be dialled.
- The following advanced settings also appear but we recommend that you don't change these (they may affect how your phone works)
 - **Network type** – check **Public** for most residential phone connections or **Private** if you have a private network
 - **Recall duration** – allows you to set the duration of the Flash or Recall mode; this should be set at 100ms
 - **PABX prefix** – use this to set up an automatically dialled access code (e.g. 9) if you're connected to a switchboard

BT Services settings

Useful numbers are stored here to save you having to look them up.

- **Helpdesk** – gives you a shortcut to the product Helpdesk for the BT Home SmartPhone
- **Divert** – gives you a shortcut to set up, check or cancel calls diverted through your

network provider's call diversion service

- **Calls** – gives you a shortcut to your network provider's call waiting, anonymous call reject or call diversion services
- **Ringback** – gives you a shortcut to set up, check or cancel ringback calls through your network provider's ringback service
- **Call reminder** – gives you a shortcut to set up, check or cancel call reminder calls through your network provider's call reminder service
- **Custom 1** – left blank for you to enter your own shortcuts
- **Custom 2** – left blank for you to enter your own shortcuts

Answer phone settings

Use the Answer phone settings to control:

- **Remote access** – activate remote access and set the PIN
- **Answer delay** – choose how many rings before your Answer phone picks up
- **Recording quality** – set the recording quality to High or Standard
- **Answer mode** – choose between Off, Answer & Record or Answer Only

Sound settings

Use the Sound settings to choose how and at what volume the phone rings, vibrates, or alerts you in other ways when you get a call, notification, or an alarm sounds. You also use these settings to set the volume for music or other media with audio, and some related settings.

- **Silent mode** Check to silence all sounds (including call and notification ringtones) except the audio from music, videos, and other media and any alarms you've set. (You need to silence media and alarms in their own apps.)
- **Vibrate** Choose when you want the phone to vibrate when you get a phone call or notification.
- **Volume** Opens a screen where you can set the volume of ringtones, notifications, media (music, videos, and so on) and alarms.
- **Phone ringtone** Opens a screen where you can select the ringtone when you get a phone call.
- **Intercom ringtone** Opens a screen where you can select the intercom ringtone.
- **Paging ringtone** Opens a screen where you can select the paging ringtone.

- **Notification ringtone** Opens a screen where you can select the ringtone when you get a notification.
- **Audible touch tones** Check to hear tones when you use Phone to dial a number.
- **Audible selection** Check to play a sound when you touch buttons, icons, and other on-screen items.
- **Screen lock sounds** Check to play a sound when the screen is locked or unlocked.
- **Haptic feedback** Check to have the phone vibrate briefly when you touch soft buttons and perform other actions.
- **Secrecy tone** Check to play a sound when Mute is activated.

Display settings

Use the Display settings to adjust brightness and other screen settings.

- **Brightness** Opens a screen for adjusting the brightness of the screen. You can check Automatic brightness to set the phone to adjust the brightness automatically, using the phone's built-in light sensor.
- **Auto-rotate screen** Check to automatically switch the orientation of the screen as you turn the phone sideways or upright.

- **Animation** Set whether you want to enjoy animated transitions for some effects (such as opening menus).
- **Screen timeout** Set how long to wait after you touch the screen or press a button before the screen darkens.

Location & security settings

Use these to secure your phone and its data.

- **Use wireless networks** Check to use information from Wi-Fi networks to determine your approximate location, for use in Maps and so on.
- **Set up screen lock** Set your phone to require a pattern, PIN, or password to unlock your screen. If you have set screen lock on then 'Use visible pattern' and 'Use tactile feedback' will also show.
- **Visible passwords** Check to show each character of passwords as you enter them.
- **Select device administrators** Opens a screen with a list of the apps you've authorised to control parts of your phone, such as an email app, that you granted authority to control certain security policies on the devices that connect to it. Touch an app in this list to disable authority to be a device administrator.

- **Use secure credentials** Check to allow apps to access your phone's encrypted store of secure certificates and related passwords and other credentials.
- **Install from SD card** Touch to install a secure certificate from an SD card.
- **Set password** Set or change the password for your secure credential storage.
- **Clear storage** Deletes all secure certificates and related credentials and erases the secure storage's own password.

Applications settings

Use to see settings to view details about the apps installed on your phone.

What's on the applications settings screen

- **Unknown sources** Check to permit installation of non Google Play apps.
- **Manage applications** Opens a list of all the apps and other software installed on your phone.
- **Running services** Opens a list of apps, processes, and services that are currently running or are cached.
- **Storage use** Opens a list of all apps on your phone with information about the storage they use.

- **Battery use** Opens a list of the apps that have used battery power since you last charged your phone.
- **Development** Use if you're developing your own Android applications (see <http://developer.android.com>).

Accounts & sync settings

Use to add, remove, and manage your accounts.

What's on the accounts & sync settings screen

- **Background data** Check to permit apps to synchronise data in the background.
- **Auto-sync** Check to permit apps to synchronise data on their own schedule. If you uncheck this setting, you need to touch an account in the list on this screen, press **Menu** ☰, and touch **Sync now** to synchronise data for that account. Synchronising data automatically is disabled if **Background data** is unchecked. In that case, the **Auto-sync** checkbox is dimmed.
- **Manage accounts** The rest of this screen lists the accounts you've added to the phone e.g. Facebook, Twitter. Find out more by touching each account or to Add a new account by touching the 'Add account' button.

Privacy settings

You use the Privacy settings to manage your personal information.

- **Factory data reset** Opens a screen where you can erase your personal data from the phone handset including information about any accounts, your system and app settings, and any downloaded apps. Resetting the phone does not erase any system software updates you've downloaded. This will also de-register the handset from the Base station.
- **Base reset** - this will delete your personal data (calls lists etc) from the base. This will also delete handset registration.

Storage settings

Use the Storage settings to monitor the used and available space on your phone's internal storage and on your phone's SD card.

- **SD card** Lists the amount of space on your phone's SD card and the amount you've used to store photos, videos, music, downloads, and other files.
- **Unmount SD card** So that you can safely remove it when the phone is on.
- **Erase SD card** Permanently erases everything on your phone's SD card.

- **Internal storage** The amount of internal phone storage used by the operating system, its components, apps, and their permanent and temporary data.

Language & keyboard settings

Use to select the language for the text on your phone and for setting the on-screen keyboard.

What's on the Language & Keyboard screen

- **Select language** Select the language to use for the text on your phone.
- **User dictionary** Opens a list of the words you've added to the dictionary.
- **Android keyboard** Lets you control how the keys react when you touch them. If you have a dictionary installed you can also control how word suggestions are given. The correction and capitalisation features affect only the English version of the keyboard.
 - **Vibrate on keypress** Check to have the phone vibrate briefly each time you touch a key on the on-screen keyboard.
 - **Sound on keypress** Check to play a brief sound each time you touch a key on the on-screen keyboard.
 - **Popup on keypress** Uncheck to prevent a larger image of each key from showing

above the key when you touch it.

- **Touch to correct words** Uncheck to turn off the feature that underlines a word in a text field if you touch the word and the keyboard has suggestions for other words.
- **Auto-capitalisation** Check to have the on-screen keyboard automatically capitalise the first letter of the first word after a full stop, the first word in a text field, and each word in name fields.
- **Show settings key** Set to include the settings key on the keyboard.
- **Input languages** Opens the Input Languages screen, where you can check the languages you want to have available when using the on-screen keyboard.
- **Quick fixes** Check to automatically correct some common misspellings as you type.
- **Show suggestions** Check to show suggested words in a strip above the on-screen keyboard as you type.
- o **Auto-complete** Check to automatically enter a suggested word, highlighted in the strip above the keyboard, when you enter a space or punctuation.

Accessibility settings

Use to set up any accessibility plug-ins you've installed on your phone.

- **Accessibility** Check to enable all installed accessibility plug-ins.
- **Power button ends call** Check to cause pressing the power button to end a phone call, rather than turning the screen on and off.

Date & time settings

Use Date & Time settings to set your preferences for how times and dates are shown.

- **Automatic** Uncheck to set the date, time, and time zone on the phone manually.
- **Set date** If Automatic is unchecked, you can manually set the phone's date.
- **Select time zone** Can be used to set the local time ie GMT or BST
- **Set time** If Automatic is unchecked, you can set the phone's time.

- **Use 24-hour format** Check to show the time using 24-hour time format.
- **Select date** Select the format for showing dates.

About phone settings

About phone includes information about your phone.

What's on the about phone screen

- **Software updates** Reports on the availability of Android system software updates.
- **Status** Lists of information about your battery, network connection, and other details.
- **Battery use** Opens a list of the apps and operating system components you've used since you last charged the phone.
- **Legal information** Get legal information about the software included with your phone.
- **Model Number** – BT Home SmartPhone
- **Version information and Build number** Lists details about the Android, baseband, kernel and build number of your phone's hardware and operating system software.

Using additional handsets

As your BT Home SmartPhone works with GAP, you can register up to six GAP handsets to your base to extend your phone system without installing telephone extension sockets for each new phone.

If a handset becomes unregistered, you need to register it to the base again.

You have one minute to complete the registration process.

To re-register your handset to the base

- 1 Touch **Settings**
- 2 Touch **Dect settings**
- 3 Touch **Handset settings**
- 4 Touch **Registration**
- 5 Select a base to register to
- 6 Touch **Register**
- 7 On the back of the base station press and hold the registration button (see page 5)
- 8 The handset shows 'registration successful'

If registration doesn't work the first time, try again in case the base registration period ran out of time.

If you've already registered six GAP handsets to the base, the registration will fail. You need to de-register another handset before you can register the new one.

Registering another make of handset to your BT Home SmartPhone base

If you want to register another make of handset (because it's not a BT Home SmartPhone handset) to your BT Home SmartPhone base, you need to:

- follow the registration instructions that came with the handset
- then continue with the base part of registration

Note: if you register other types of handset, not everything will work. For example, so you might only be able to make and receive calls on the additional handset, and you can't use the Answer phone (as it's part of your BT Home SmartPhone system).

Help

Phone doesn't work

- Check that the mains power is correctly connected.

No dial tone

- Only use the telephone cord supplied with the phone.
- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.

Can't make or receive calls

- Check that the mains power is correctly connected.
- The handset may need recharging.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

You have a dial tone, but the phone won't dial out

- If you're connected to a switchboard, check whether you need to dial an access code. See page 56.

Handset doesn't ring

- The ringer volume may be switched off. See page 56.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 56).

No display

- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery.

Range icon flashes

- Make sure the handset is registered to the base. See page 56.
- Check that the mains power is correctly connected to the base.
- Check that the handset is within range of the base.

- If the battery is low, place the handset on the charger to recharge.

You hear the busy tone when trying to use the phone

- Make sure the handset is in range of the base.
- Another handset registered to your BT Home SmartPhone base may be on the line and Auto Join is switched off. See page 56.

Answer phone messages have the wrong date and time

- Have you set the date and time?

Can't access your messages from another phone

- Have you changed the remote access PIN? See page 56. Always keep a note of the new PIN in a safe place.
- Has remote access been turned off? To turn it on, see page 26.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider? See page 22.
- The caller may have withheld their number.
- Network may not have the caller's number.
- An exact name/number match was not found in your contacts. Check that you've stored the full dialling code.

Can't register a handset to a base

- You can register up to six GAP handsets to your BT Home SmartPhone base and you can register your BT Home SmartPhone handset to up to four bases. Check that you haven't registered more than this.
- Check that you've entered the correct system PIN number (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

Buzzing noise on my phone or on other electrical equipment nearby

- Electrical equipment can interfere with your BT Home SmartPhone if it's too close. We recommend that you place your BT Home SmartPhone at least one metre away from electrical appliances or metal objects to avoid interference.

Helpline

If you're still having problems, call us on **0808 100 9889*** or go to **bt.com/producthelp***

Sales



- Call **150** (BT residential lines) or **152** (BT business lines).
- For non-BT line customers, call **0800 800 150*** (residential) or **0800 800 152** (business).

Billing


Call the number shown on your BT bill.

FAQs



Remote access to the answer machine

- 1 Touch the Answer phone icon  on the Home screen.
- 2 Press **Menu** .
- 3 Touch **Settings**.
- 4 Select **Remote access**.
- 5 Enter 0000 and touch **Done**.
- 6 Touch **Authenticate**.
- 7 Touch **Remote access** to switch it on or off.

Updating your BT Home SmartPhone software


When you see  in the notification panel, a software update is available. Touch and slide down to show the update in the notification centre. Launch the update process and follow the instructions in the phone display.

Checking manually for software updates.

- 1 Press the **Home** button  and then the **Menu** button  and touch **Settings**.
- 2 Scroll down to **About Phone** and touch to open it.
- 3 Select **Software update**.
- 4 Touch **OK** to check for new software updates.



Importing contacts from your mobile phone

If your contacts are stored on a smartphone or a computer, you'll need to export these onto a .vcf contact file. Save the .vcf file on a micro SD card and insert it into your BT Home Smartphone.

- 1 Touch **Contacts**.
- 2 Press the **Menu** button .
- 3 Touch **Import/Export**.
- 4 Touch **Import from SD card**.

Your phone will read the contacts and add them to the contacts list.

Tip: if your contacts are already saved to your email account (for example, Gmail contacts) they'll automatically display as soon as you add the email account to the phone.

- Press the **Home** button  and then the **Menu** button  and touch **Settings**.
- Touch **account and sync**, touch **add account** and follow the instructions.

Fixing 'Handset is out of range' notification





This tells you that the handset has lost its connection with the base station.

- 1 Check that mains power is on at the base station.
- 2 Check that the batteries are fully charged.
- 3 Check that the handset is within range of the base. The range can be affected if the base is close to metal objects, including TVs and electrical devices.
- 4 Turn off the mains power for few seconds and then turn in on again.
- 5 Try re-registering the handset to the base (see your user guide).

If none of these fix things, please contact the help team.



Answer phone doesn't record messages

- 1 Memory might be full. Your BT Home SmartPhone can digitally record up to 24 minutes of messages.
- 2 Check that the answering machine is turned on and set to **Answer & record** mode (if it's set to **Answer Only** mode, it won't record).

- 1 Touch the Answer phone icon  on the Home screen.
- 2 Press **Menu** .
- 3 Touch **Settings**.
- 4 Touch **Answer mode**.
- 5 Touch **Answer & record**.
- 3 If you've got BT Answer 1571 or a similar service, you might need to change the Answer delay setting on your phone so that the answering machine takes the call before the network answering service.
- 4 For BT1571, set the Answer delay to not more than five rings.
 - 1 Touch the Answer phone icon  on the Home screen.
 - 2 Press **Menu** .
 - 3 Touch **Settings**.
 - 4 Touch **Answer delay**.
 - 5 Select five rings.

Troubleshooting wi-fi connection

If you can't find or connect to a wi-fi network, or if the signal strength appears weak or low, try these steps.

- 1 Press the **Home** button  and then the **Menu** button  and touch Settings
- 2 Touch **Wireless & networks** and turn wi-fi off and then on again.
- 3 Check that you're in range of your wi-fi router.
- 4 Check that your wi-fi router and/or modem are connected to power and turned on.
- 5 Check whether other devices (like laptops or tablets) can connect to the wi-fi network and get online.

General information

Important – please read

This equipment is not designed for making emergency phone calls when the power fails. You need to make other arrangements for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom and the Republic of Ireland.

Replacing the handset battery

After a time, you might find that the handset battery runs out of charge more quickly. This is a standard sign of wear and the battery will need replacing.

- 1 Open the handset rear cover by using a fingernail and starting at the bottom of the handset and working your way round the cover.
- 2 Take the battery out.
- 3 Replace the the handset rear cover, pressing firmly around the edge to fasten.

Caution

Don't put the battery in water, throw it into a fire or throw it out with ordinary domestic rubbish. We accept no responsibility for damage caused to your BT Home SmartPhone

by using any other types of battery. If you fit an incorrect battery, it might explode.

Safety information

- Only use the power supply suitable for the BT Home SmartPhone. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The code for the base mains power supply is 066270.
- Use only the approved Li-ion Polymer battery supplied. You can get a spare or replacement battery from the BT Home SmartPhone helpline. Call 0808 100 9889*.
- Don't open the handset (except to replace the handset battery) or the base. This could expose you to high voltages or other risks. Call the helpline on 0808 100 9889* for all repairs.
- If the keypad is locked, you can still make calls to 999 and 112 emergency numbers by dialling the number then pressing the green handset icon.

- Radio signals transmitted between the handset and base may cause interference to hearing aids.
- We recommend that you get advice from a qualified expert before using this product near emergency or intensive care medical equipment.
- We recommend 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, such as TVs and radio sets, clock/alarms and computers if you put them too close. We recommend that you put your product at least one metre away from such appliances to reduce interference.
- Never dispose of batteries in a fire – you might cause an explosion and/or release highly toxic chemicals.

Cleaning

- Clean the handset and base (or charger) 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 might cause a static shock.

Environmental

- Don't expose to direct sunlight.
- The handset may become warm when the battery is being charged or during prolonged use. This is normal. However, we recommend that you don't place the product on any surface that might be damaged by heat.
- Don't stand your product on carpets or other surfaces that generate fibres, or put it where it might stop the free flow of air over its surfaces.
- Don't put any part of your product in water and don't use it in damp or humid conditions, such as bathrooms.
- Don't expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.



It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Guarantee

Your BT Home SmartPhone is guaranteed for 12 months from the date you bought it.

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 Home SmartPhone or any of its parts (other than batteries) identified as faulty or below standard, or as a result of poor-quality work or materials. If your product is over 28 days old from the date you bought it, we might replace it with a refurbished or repaired product.

Guarantee conditions

- This guarantee will only apply to defects that occur within the 12-month guarantee period.
- You need to have proof of purchase.
- You need to return the equipment to BT or its agent as instructed.
- This guarantee doesn't 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 doesn't affect your statutory rights.

In the 12-month guarantee period

Before returning your product, read the Help section beginning on page 62 or call the BT Home SmartPhone Helpline on 0808 100 9889*. Or you can go to frequently asked questions at bt.com/producthelp.

If there's a defect, the helpdesk will issue a fault reference authorisation number (FRA) and instructions for replacement or repair. Note: you need the FRA number before returning the product. This doesn't affect your statutory rights.

Outside 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 recommended repair agent, Discount Communications on 0800 980 8999*, or a local qualified repairer.

Returning your phone

If the helpline can't fix your problem, they'll give you a fault reference authorisation number and ask you to return the product to the place where you bought it. Where possible, pack the product in its original packaging. Remember to include all parts, including the line cords, power supply units and the original batteries.

Technical information

How many telephones can I have?

All telephone equipment has a Ringer Equivalence Number (REN). This is used to work out the number of items you can connect to any one telephone line. Your BT Home Smartphone has a REN of 1. You can have a total REN of 4. If you have more than REN 4, the telephones might not ring. Some types of telephone might not ring even when the REN is below 4.

Any additional handsets and chargers that you register have a REN of 0.

Connecting to a switchboard

This telephone may be connected to most types of switchboard. If you have a problem, get in touch with your switchboard service provider.

Recall is used when connected to certain switchboards or PBXs and some BT Calling Features, or those services available from your network provider. The BT Home SmartPhone supports time break recall but not earth loop recall.

Radio Equipment and Telecommunications Terminal Equipment

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

It meets the essential requirements of the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Declaration of Conformance

BT declares that this BT Home Smartphone complies with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For a copy of the Declaration of Conformance, please go to bt.com/producthelp.

For your records

Date of purchase:

Place of purchase:

For the guarantee, you need proof of purchase, so please keep your receipt.

Your base system PIN is:

Enter your remote access PIN is:

Small print

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To operate the device safely and easily, please read the information on page 62.

This guide describes how to use release 2.3.5 of the Android™ technology platform.

Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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Available in other formats including braille,
large print or audio CD. Please go to bt.com or
call 0800 800 150*.

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