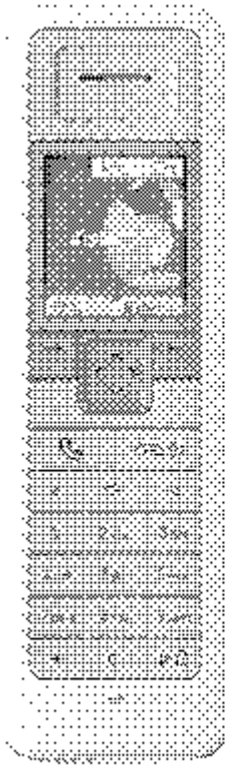
TH25/TC28330PE1 Handset

User Guide



Welcome . . .

To your TH25/TC28330PE1

Digital Cordless Handset

- Hi-Definition Sound
- 65K Color display with back light and choice of 5 wallpapers.
- Keep track of incoming calls with the 50 number calls list.
- 150 Entry phonebook, with the facility to store a home, work and mobile number for each of your contacts
- 20 Number redial list, for quick and easy redialing
- 10 Ringtones available

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

This phone has been designed to work with TH25/TC28330PE1 Total Broadband and TH25/TC28330PE1 Broadband Talk. Before you make your first call you will need to set up your phone. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

Need help?

If you have any problems setting up or using your TH25/TC28330PE1 Phone please contact the Helpline on XXX-XXX-XXXX.

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

Got everything?

- TH25/TC28330PE1 handset
- TH25/TC28330PE1 charger cradle
- 2 x rechargeable batteries
- Mains power adaptor
- You need TH25/TC28330PE1 Total Broadband account
- You need a TH25/TC28330PE1 Broadband Talk account
- You need a TG790 Home Hub

Hi-Definition sound will not work without a TH25/TC28330PE1 Broadband Talk account. Visit XXX.com to get this service if you don't already have this.

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Getting started . . .

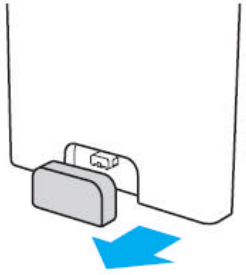
Location

You need to place your TH25/TC28330PE1 in the charger cradle and then place both handset and charger cradle in the TH25/TC28330PE1 to set it up. When you are doing this you don't need to use the power supply provided as the handset and charger cradle take their power from the hub. After this you can place the handset and charger cradle anywhere in the house where there is mains power and you can then use the power supply provided.

You will need to place your handset and charger into the hub from time to time to receive updates and new services to your phone as your TH25/TC28330PE1 is fully upgradeable.

Setting up the handset

1. Remove the grey cover from the front of the TH25/TC28330PE1. If it does not come off easily, carefully apply a little more force.



Warning

Do not place your TH25/TC28330PE1 Handset in the bathroom or other humid areas.

Handset range

The TH25/TC28330PE1 Handset has a range of 300 meters when there is a clear line of sight between the hub and the handset. When there is no clear line of sight between the hub and the handset, the range could be reduced to 50 meters. Thick stone walls can severely affect the range.

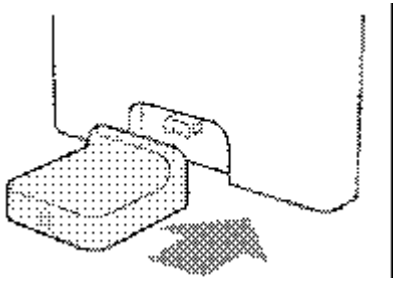
Signal strength

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

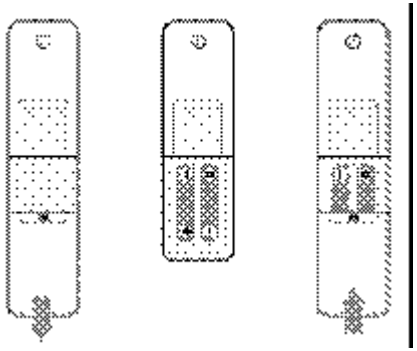
When it flashes, you are out of range.

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

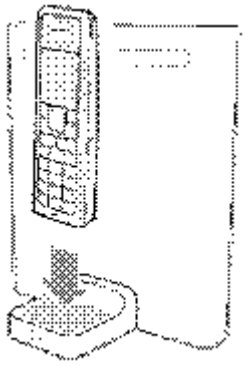
2. Attach the cradle to the TG790 Advanced Gateway



3. Slide open the battery compartment on the back of your TH25/TC28330PE1 Handset. Insert the 2 x AAA rechargeable batteries supplied. Slide back the cover to close.



4. Place the TH25/TC28330PE1 handset into the cradle on the TG790 Advanced Gateway. You should hear a beep when the handset has been placed correctly. Charge your handset for at least 24 hours on first charge before using the phone.



IMPORTANT

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

Talk/Standby time

In ideal conditions, the handset batteries should give about 7 hours talk time or 100 hours standby. Note the new batteries do not reach full capacity until they have been in normal use for several days.

Battery symbols

Battery charged

Battery half charged

Battery low

Battery empty (icon will be red)

Important

You can leave your handset in the charging cradle attached to the Advanced Gateway if you wish or you can locate your handset anywhere in your home, using the main power adapter and charging cradle to keep the handset charged. Occasionally you will need to connect the handset to the charge connected to the Advanced Gateway to receive new upgrades. You will be asked to do this when there is new software.

5. On the handset:
   - Screen prompts on the handset will help guide you through the registration process. It's easy! PLEASE REGISTER YOUR HANDSET TO THE TG790 GATEWAY will appear on the screen.
   - Press OK. You then need to press and hold the wireless button on the back of the Advanced Gateway for 3 seconds (the phone light on the Advanced Gateway will then flash) then you can release the button.
   - Press OK and place the handset in the charger connected to the Advanced Gateway. Once the handset and charger cradle are in the Advanced Gateway, REGISTERING HANDSETS, PLEASE WAIT appears on the screen. DON'T REMOVE HANDSET UNTIL YOU GET A CONFIRMATION MESSAGE.

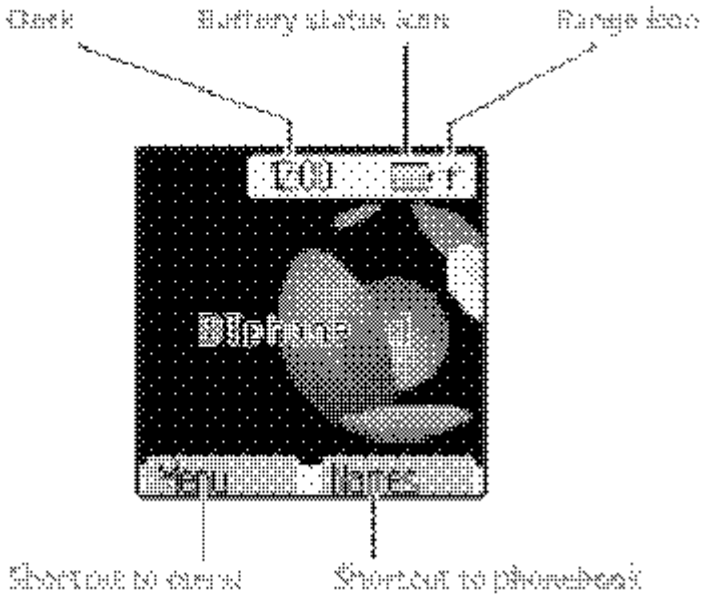
Battery performance

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

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

If registered successfully you should see: HANDSET REGISTERED. If unsuccessful then HANDSET REGISTRATION FAILED will appear and you will have to try the process again. You will be returned to the please register screen.

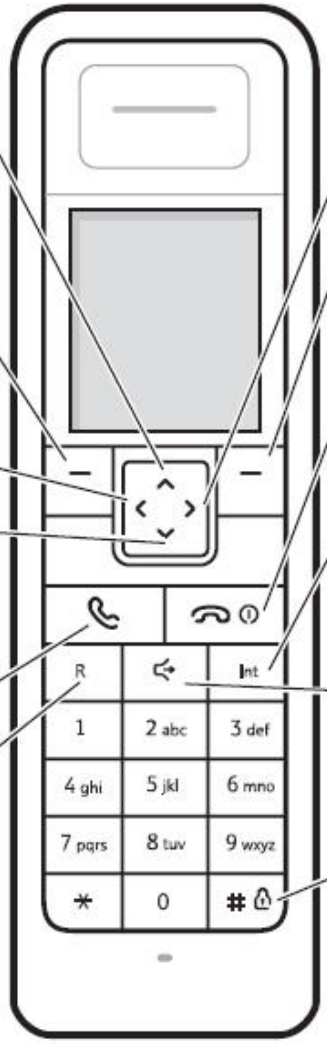
Standby display



Your TH25/TC28330PE1 Handset is ready for use.

Getting to know your phone

Handset buttons



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

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

Left
To position cursor during navigation.

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

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

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

Right
To position cursor during navigation.

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

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

Int
In standby, press to make an internal call (if you have more than one handset registered to the base), page 64.
During a call, press to start a transfer of the call by making an internal call.

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

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

Navigating the menus

Your TH25/TC28330PE1 handset has a menu system to guide you through the handset and setting options. Refer to the menu map on the next page for the available options.

When the handset is displayed the idle screen:

1. In standy press Menu to open the main menu.
2. Use and to scroll through the menu list.
3. When the menu item you want is displayed, press OK to select and view the sub-menus available.
4. At any time, press Back to go up one level

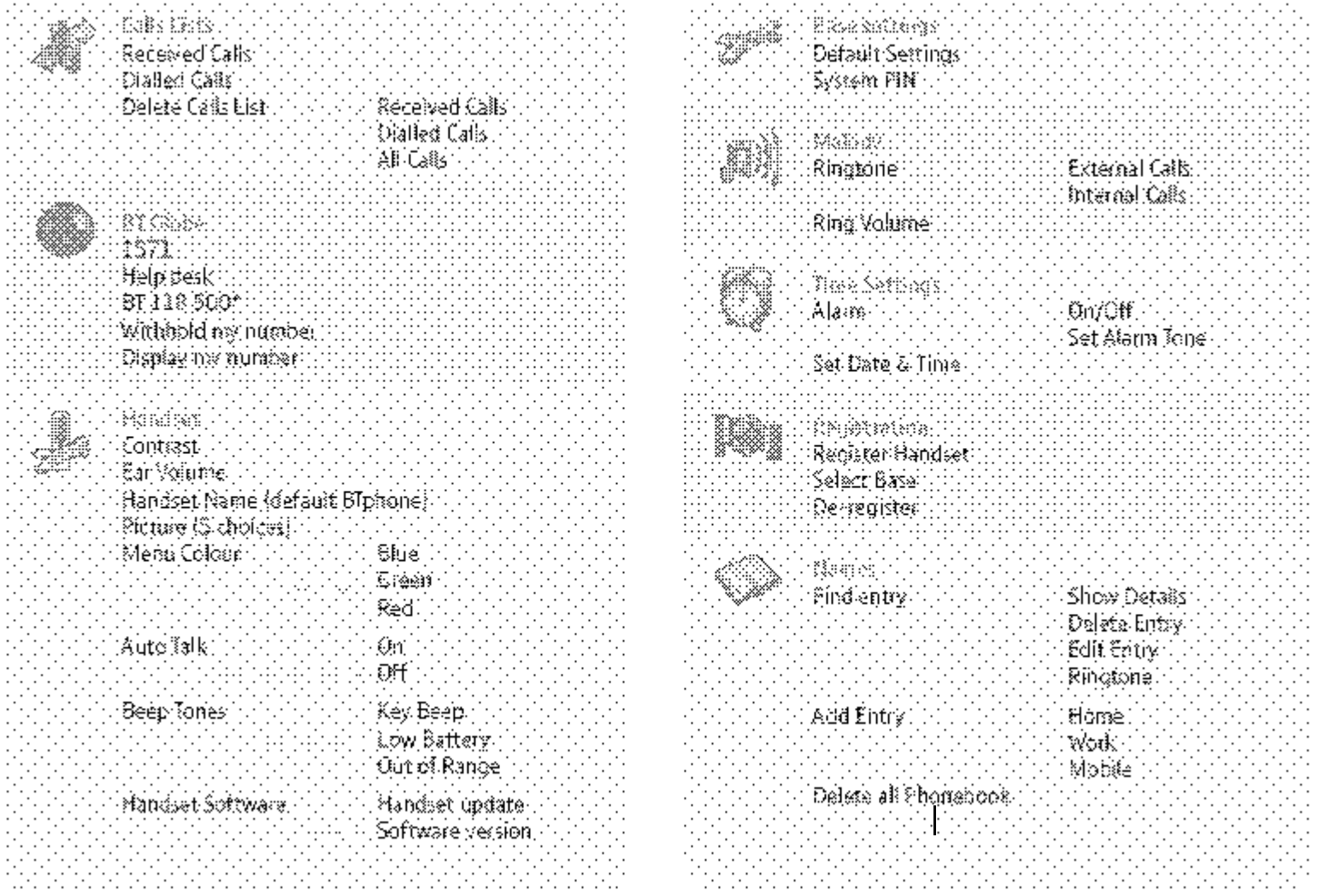
Option buttons

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

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

Or press and release the button.

Menu map



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

Making calls with TH25/TC28330PE1 Handset

As part of your TH25/TC28330PE1 Total Broadband subscription, you get access to TH25/TC28330PE1 Broadband Talk which gives you free UK evening and weekend calls (up to one hour) over your broadband connections.

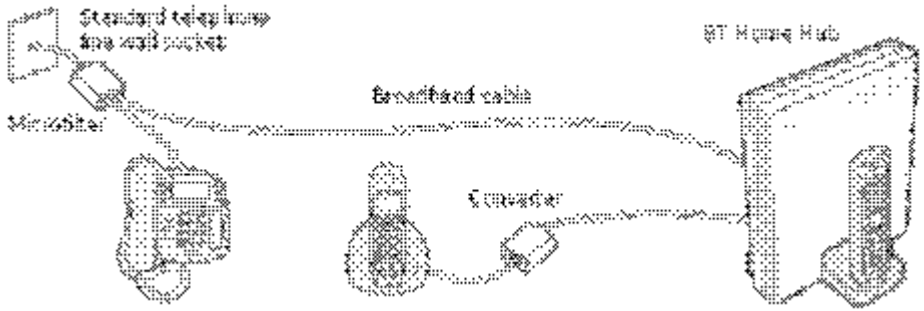
TH25/TC28330PE1 Broadband Talk is a simple and convenient way to make calls over the internet. The only difference is that calls go through your broadband connection rather than your normal phone line.

With TH25/TC28330PE1 Broadband Talk, you get a separate number, most of the benefits of an extra line, incredibly cheap international call rates and free calling features including 1471 and BT Answer.

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

Making and receiving calls

Once you' ve got TH25/TC28330PE1 Broadband Talk set up, all calls made with your TH25/TC28330PE1 handset will use BT Broadband Talk. You can also have a phone plugged into the back of the hub which will also use TH25/TC28330PE1 Broadband Talk.



Corded or DECT phone plugged into phone line	Corded or DECT phone plugged into back of Hub	TH25/TC28330PE1 Handset
Standard phone line	TH25/TC28330PE1 Broadband Talk line	TH25/TC28330PE1 Broadband Talk line
Incoming and outgoing calls on standard line	Incoming and outgoing calls on Broadband Talk line	Incoming and outgoing calls on Broadband Talk line
Calls charged according to your TH25/TC28330PE1 Together option package	Free Evening & Weekend calls to UK landlines*	Free Evening and Weekend calls to UK landlines*
Dial 1571 to check messages that have been left on your standard number	Dial 1571 to check messages that have been left on your TH25/TC28330PE1 Broadband Talk number	Dial 1571 to check messages that have been left on your TH25/TC28330PE1 Broadband Talk number
Choosing which phone you want ringing You can control which phones connected to your Hub will ring by using the Hub Manager. To find out how to access the Hub Manager using your computer, go to the Hub icon on your desktop.		

You don't need to use an additional phone line and wall socket with the TH25/TC28330PE1 hub phones, this is because the hub phone works with the hub and the hub is connected to the telephone line.

You can still use your normal phone line for outgoing calls by pressing 5 first before the number you want to call. This will work for all hub phones and a phone plugged in the back of the hub.

Remember – if you do this you won' t take advantage of the great TH25/TC28330PE1 Broadband Talk call rates!

To see TH25/TC28330PE1 Broadband Talk call charges: visit www.bt.com/broadbandtalk and go to the ‘ what it costs’ section.

You can make outgoing calls using your standard phone line number by dialing 5 and then the number you want to call. After dialing 5 you must wait for a different dial tone to the one you normally use with TH25/TC28330PE1 Broadband Talk before dialing a number. Remember if you do this you won’t be taking advantage of TH25/TC28330PE1 Broadband Talk rate.

How do I know TH25/TC28330PE1 Broadband Talk is set up on my Hub?

The ‘ Phone’ icon on the front of your hub will be lit up, a solid green colour and you will hear a higher pitched dial tone than normal dial tone. If the service is down or not activated (there will be no green icon on the hub), all calls will be made using your landline number. You will not be able to receive calls to your TH25/TC28330PE1 Broadband Talk number on the hub handset until TH25/TC28330PE1 Broadband Talk is active on the hub. Go to www.bt.com/bbv and follow the on screen instructions. You will need your TH25/TC28330PE1 Broadband Talk number and password handy.

Hi Def calls

Your TH25/TC28330PE1 Hub phone is designed with High Definition Sound (Hi-dS ™) capability.

If somebody using a TH25/TC28330PE1 Hub Phone (or other Hi-dS ™ capable device) calls someone else using a Hi-dS ™ capable device, then the call will automatically set itself to the best call quality using the Hi-dS ™ call quality feature. Hi-dS ™ works automatically, so you don't need to do anything to enjoy high-quality sound.

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

Multiple calls

No more hogging the phone….with TH25/TC28330PE1 Broadband Talk you can make more than one phone call at the same time. You can have 2 calls going on at the same time via the TH25/TC28330PE1 Hub phone handsets and a third call using a phone plugged into the socket in the back of the hub.

If you also have a videophone or TH25/TC28330PE1 Soft Phone associated with your TH25/TC28330PE1 Broadband Talk number you can also use them to make simultaneous calls up to a total of 4 calls across all your TH25/TC28330PE1 Broadband Talk phones.

In situations where there are already 2 calls in progress on TH25/TC28330PE1 Hub phone handsets, a warning: MAXIMUM NUMBER OF CALLS ALREADY IN PROGRESS is displayed on any other additional TH25/TC28330PE1 Hub phone handsets you may have around the house informing you that you cannot make any more calls. There is also a special busy tone presented if you press the button to make a call when it is not possible.

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

Call quality

Usual call quality using TH25/TC28330PE1 Broadband Talk should be better than on a mobile phone, but it can be affected by general congestion on the internet, or by heavy traffic on the broadband link into your home (e.g. if someone in your home is playing games online). We cannot, therefore, guarantee call quality.

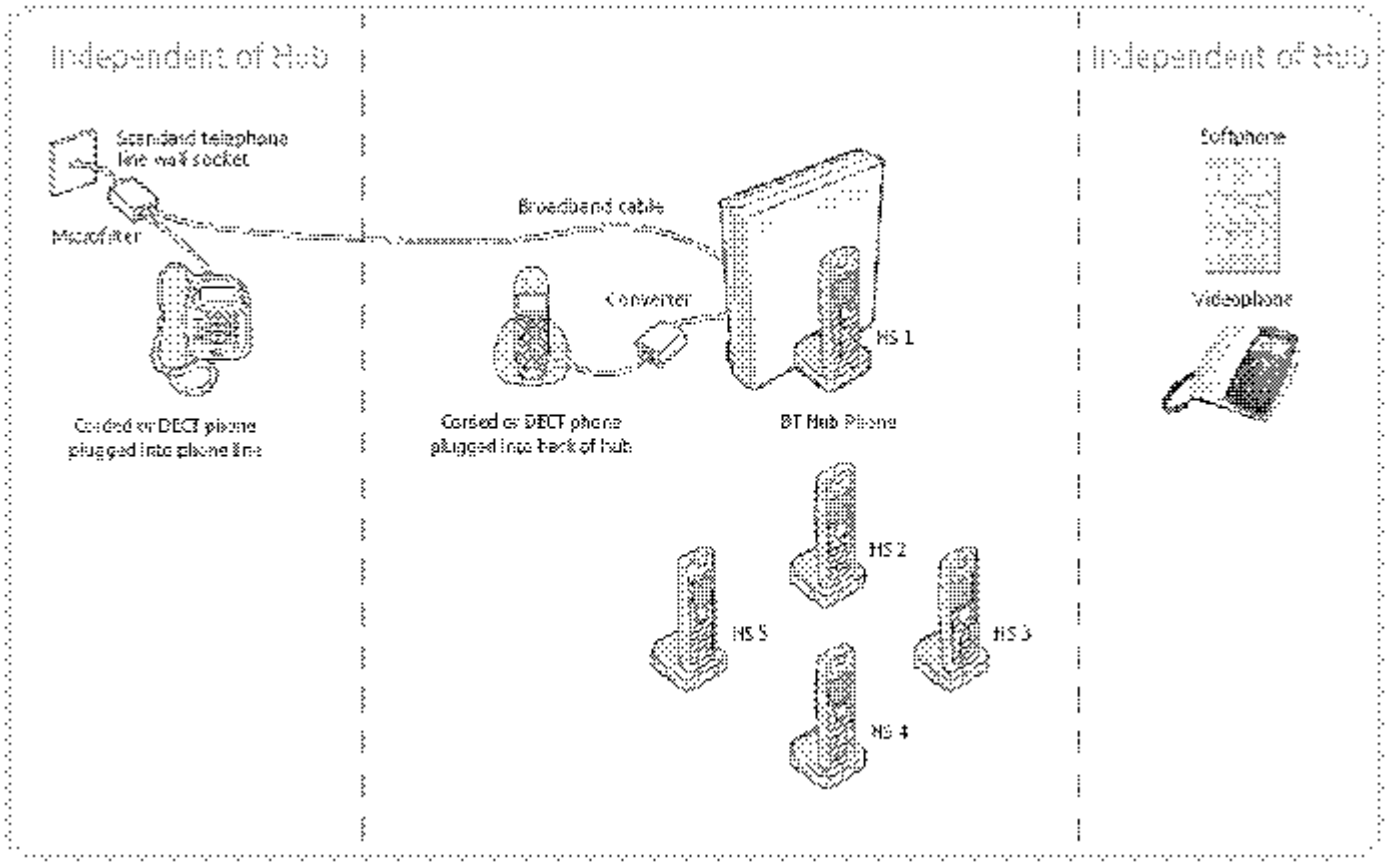
Call transfers

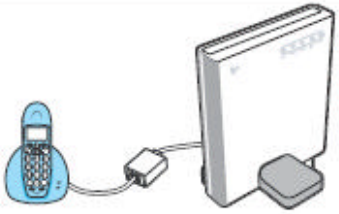
If there is only a single call in progress on one Hub Phone that call can be transferred to another Hub Phone. It is not possible to transfer calls between Hub Phones and the phone plugged into the back of the hub.

Your TH25/TC28330PE1 Broadband Talk bill

Broadband Talk can be added onto to your existing phone bill. If you have your calls itemized any calls you make using TH25/TC28330PE1 Broadband Talk will be listed in a separate section on your bill. However, you won't see any charges if you have the free Evening and Weekend package and only made Broadband Talk calls to UK landlines between 6.00pm and 6.00am or at weekends. Please note that you' ll be charged for calls to excluded numbers (mobile,premium rate or international).

Making and receiving multiple calls



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

REMEMBER that call limits apply:

2 calls on Hub handsets and one call on the phone plugged into the back of the Hub.

The table assumes you have answered your calls on Hub phones first.

Frequently asked questions:

What happens to service in the event of power ornetwork failure?

The TH25/TC28330PE1 Broadband Talk service will fail in the event of power or network failure. In a network failure, however you will not lose service as your Broadband Talk phone will automatically revert back to your landline. You will know this because the dial tone will be the normal dial tone instead of the high pitch Broadband Talk tone, and the phone icon light will not work. If there is no power to the Hub you won' t be able to make any calls.

What happens when I make emergency calls?

If you make an emergency call to 999 or 112 from your TH25/TC28330PE1 Broadband Talk line, the Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.

Emergency Location Information is captured and passed to the Emergency Services for use in the case of an emergency call being made via the service. The location information captured is limited to the address of the BT telephone line. Important: if there' s a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. We recommend your primary telephone line is maintained for contacting emergency services.

Can I take my TH25/TC28330PE1 Broadband Talk number with me to another provider?

It is not currently possible to transfer your Broadband Talk 056 number to another provider.

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

What numbers can I call?

You can call:

- • Any person in the UK
- • Other Broadband Talk customers
- • Anywhere in the world
- • Any UK mobile number
- • All 08 numbers (including 0800/0845/0870)
- • Premium rate numbers
- • Personalised numbers (some 07 numbers)
- • TH25/TC28330PE1 directory enquiries 118500/505
- • Emergency Services
- • You can't call the operator, non TH25/TC28330PE1 directory enquiries, 101 (non-emergency calls i.e Community support and anti social behaviour), short code numbers like 150, 151 and dial-up Internet service providers.

Using the phone

Switching the handset power off

Press and hold .

Switching the handset power on

Press and hold .

Make an external call

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

Preparatory dialing (pre-dial)

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

End a call

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

Dialing numbers quickly

Numbers can also be dialed in Handsfree mode (page 27), using the phonebook (page 35), and from the calls list (page 40). When using TH25/TC28330PE1 Broadband Talk you need to use the full dialing number. If you make a mistake, press Clear to delete the last digit.

Receiving calls

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

Call timer

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

Handsfree calling

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

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

Auto-answer

If you have switched auto-answer off (see page 50) then you will need to press after lifting the handset to take the call.

Hi-Definition Sound

This is available when both parties are using this technology, Hi-dsTM provides richer sound quality on calls over your TH25/TC28330PE1 Broadband Talk service.

To make a handsfree call

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

To switch to handsfree during a call

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

Earpiece volume

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

Silence the handset ringer

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

1. Press and the ringer will switch off.

To end a handsfree call, press .

To change the earpiece volume using the handset menu, see page 47.

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

Secrecy

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

1. During your call, press

. SECRECY is displayed and your caller cannot hear you.
2. To resume your call, press .

Keypad lock

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

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

The default setting is OFF.

To switch key lock on:

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

To switch key lock off:

1. Press Unlock . ARE YOU SURE? Is displayed.
2. Press Yes to unlock the handset.

Redial

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

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

To redial a number

From standby:

1. Press to access the redial list.
2. Press or to scroll and display the number you want.
3. Press to dial the number.

Via the menu:

1. Press Menu to access the menu.
2. Press or to scroll and display CALLS LISTS and press OK .
3. RECEIVED CALLS is displayed. Press or until DIALED CALLS is displayed and press to display the redial list.
4. Press or to scroll and display the number you want.
5. Press to dial the number.

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

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

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

Redial names can be up to 16 characters.

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

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

Delete a redial number

1. Press to access the redial list.
2. Press or to scroll and display the number you want and press .
3. Press or to scroll and display DELETE, then press OK . CALL DELETED is displayed and the display goes back to the redial list or standby if no more redial numbers are stored.

Delete the redial list

1. Press Menu to access the menu.
2. Press or to scroll and display CALLS LISTS and press OK .
3. Press or to scroll and display DELETE CALLS LIST, then press OK .
4. Press or to scroll and display DIALED CALLS and press OK .

5. DELETE DIALED CALLS LIST? Is displayed, press Yes to confirm. ALL DIALED CALLS DELETED is displayed.

Save a redial list number to the phonebook

1. Press to access the redial list.
2. Press or to scroll and display the number you want to save and press Options.
3. Press or to scroll and display HOME, WORK OR MOBILE and press OK.
4. Press Edit to edit the name. Use the keypad to enter a name and press OK to confirm.
5. Press Save to save the entry.

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

You can enter a name of up to 16 characters.

Use Clear to delete incorrect characters.

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

Phonebook

Store a phonebook entry

You can use the phonebook to store up to 150 entries. For each entry you can store a name together with home, work and mobile numbers. Stored numbers can be up to 20 digits and stored names up to 16 characters long. Phonebook entries are stored alphabetically.

1. Press Menu to access the menu. Then press or to display NAMES and press OK to select.
2. Press or to display ADD ENTRY and press OK to select.
3. NAME is displayed, press OK to select.
4. Enter a name using the keypad (see character map, page 34), then press OK

Deleting characters/digits

If you make a mistake, press Clear.

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

Character map

Button	Lower Case	Upper Case
	space . , : ; ! ? i ¿ ' " 1	space . , : ; ! ? i ¿ ' " 1
	to change between upper and lower numeric case.	
	to change between upper and lower case.	
	to change numbers.	

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

Press 8 tuv for T.

Press 6 mno three times for O.

Press 6 mno for M.

The maximum length for names is 16 characters.

You cannot store an entry without a number.

Dial a phonebook entry

From standby:

1. Press Names to access the phonebook.
2. Press OK to select FIND ENTRY then press or to scroll to the entry you want.

Or to search alphabetically:

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

3. Press to dial the number. You can also highlight the name you want and press . If there is only one number associated with the entry it will be dialed. If there is more than one, a screen will be displayed with all the numbers for you to select which one you want to call.

Pressing will scroll forward alphabetically through the phonebook entries.

Pressing will scroll backwards alphabetically through the phonebook entries.

Via the menu:

1. Press Menu to access the menu.
2. Press or to scroll and display NAMES and press OK to select.
3. Press or to scroll and display FIND ENTRY and press to select.
4. Press or scroll to the entry you want.
   Or to search alphabetically:
   Enter the first letter of the name you want using the keypad, then scroll to the exact entry using or.
5. Press to dial the number.

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

TH25/TC28330PE1 Broadband Talk Tip
When using TH25/TC28330PE1 Broadband Talk you always need to store the number with the national dialing code.

Edit a phonebook entry

1. Press Names to access the phonebook.
2. Press OK to select FIND ENTRY then press or to display the entry you want.
3. Press OK to display the entry selected. Press Options then use or to scroll and display EDIT ENTRY. The name and numbers for the entry are displayed.
4. To edit the name/number:

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

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

   Use Clear to delete incorrect characters/digits.
   Enter new characters/digits using the keypad.
5. Press OK to confirm, then Save to save the changes. ENTRY SAVED is displayed.
6. Press to return to standby.

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

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

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

Store a phonebook entry with an assigned ring.

1. Press Names to access the phonebook.
2. Press OK to select FIND ENTRY then press or to display the entry you want.
3. Press Options then use or to display RINGTONE and press OK.
4. OFF is displayed if no melody has been previously set. Use or to select a melody.
5. Press OK when you hear the melody you want. RINGTONE SAVED is displayed.

Delete a phonebook entry

1. Press Names to access the phonebook.
2. Press OK to select FIND ENTRY then press or to display the entry you want.
3. Press Options then use or to display RINGTONE and press OK.

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

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

You can also access the phonebook via the menu. see page 35.

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

4. Press OK DELETE <ENTRY>? is displayed.
5. Press Yes to confirm. ENTRY DELETED Is displayed.
6. Press to return to standby.

Delete all phonebook entries

1. Press Menu to access the menu.
2. Press or to scroll and display NAMES and press OK to select.
3. Press or to scroll and display DELETE ALL PHONE BOOK and press OK to select.
4. Press or scroll to the entry you want.
   Or to search alphabetically:
   Enter the first letter of the name you want using the keypad, then scroll to the exact entry using or.

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

Making calls with TH25/TC28330PE1 Handset

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

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

View/dial numbers in the calls list

Via the menu:

1. Press Menu to access the menu.
2. Press or to scroll and display CALLS LISTS and press OK.
3. RECEIVED CALLS is displayed, press OK to display the calls list.

TH25/TC28330PE1 Broadband Talk has automatic presentation of the caller's number.

Caller information not available

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

In this case, your TH25/TC28330PE1 will show one of the following explanatory messages:

WITHHELD

UNAVAILABLE

From standy:

Press to access the Calls list.

2. The most recently received call details are displayed. Press or repeatedly to scroll through the list.
   For each entry, the callers number is displayed or their name if a name/number match is found in the phonebook and the date and time the call was received.
3. Press to dial the displayed number.
   Or
   Press Back repeatedly to exit the calls list and return to the idle screen.

If the time on your handset is not correct you will not see the correct time that a call was received. To set the time on the Hub, see page 58.

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

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

Save a calls list entry to the phonebook

1. Press to access the Calls list. The most recently received call details are displayed.
2. Press or repeatedly to scroll to the entry you want.
3. Press Options . SAVE NUMBER is displayed, press OK to confirm.
4. Press to select the type of number (HOME, WORK or MOBILE) and press OK to confirm.
5. Press Edit . Enter a name using a keypad and press Save to save the entry.

Delete a calls list entry

1. Press to access the Calls list.
2. Press or repeadtedly to scroll to the entry you want.
3. Press Options , then press until DELETE is displayed.
4. Press OK to confirm. CALL DELETED is displayed.

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

The name can be up to 16 characters.

Delete all calls list entries

1. Press Menu to access the menu.
2. Press or to scroll and display CALLS LISTS and press OK.
3. Press or to display DELETE CALLS LIST and press OK.
4. RECEIVED CALLS is displayed, press OK.
5. DELETE RECEIVED CALLS LIST? Is displayed, press Yes to confirm.

   ALL RECEIVED CALLS DELETED is displayed.

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

Making calls with TH25/TC28330PE1 Handset

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

Any other Hub handsets will also ring for incoming calls.

Speak to a second caller

1. Press

to answer the second call and put your current caller on hold.

   Press

again to return to your first caller and to switch between both callers.

   Or

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

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

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

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

TH25/TC28330PE1 Calling Features

By using the TH25/TC28330PE1 globe menu, your TH25/TC28330PE1 handset gives you easy access to a range of TH25/TC28330PE1 features.

- **1571** – Voicemail for TH25/TC28330PE1 Broadband Talk
- **Helpdesk** – TH25/TC28330PE1 Hub Helpdesk assistance
- **BT 118 500*** - TH25/TC28330PE1 Directory assistance
- **Withhold my number** – stops your number being presented to the person you are calling
- **Display my number** – if you normally hide your number you can use this function to show your number when dialing.

To dial a feature

1. Press Menu to access the menu.
2. Press or to scroll and display and press .
3. Press or until the feature you require is displayed: 1571, HELP DESK, BY 118 500, WITHHOLD MY NUMBER or DISPLAY MY NUMBER and press to dial.

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

Handset settings

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

Adjust the display contrast

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

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

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

Adjust the earpiece volume

There are 5 volume levels to choose from.

1. Press Menu to access the menu.
2. Press or to scroll and display HANDSET and press OK.
3. Press or until EARVOLUME is displayed and press OK.
4. Press or to scroll and select the volume level you want, then press Save.
5. Press Back repeatedly to return to the idle screen.

Name a handset

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

2. Press Menu to access the menu.

3. Press or to scroll and display HANDSET and press OK.
4. Press or until HANDSET NAME is displayed and press OK.
5. The current handset name is displayed and you are now in edit mode. Enter a new name for your handset using the keypad and press OK to confirm.
6. Press Back repeatedly to return to the idle screen.
   When in standby, the new handset name will be shown in the display. The handset number will be shown in the right of the display.

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

Display wallpaper

You can select from 5 wallpapers for your handset display.

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

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

Menu background color

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

1. Press Menu to access the menu.
2. Press or to scroll and display HANDSET and press OK.
3. Press or until MENU COLOR is displayed and press OK.
4. The current menu color is highlighted. Press or to select a new menu color and press Save to confirm. SAVED is displayed.

To exit to standby at any time, press Back.

Auto-talk

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

1. Press Menu to access the menu.
2. Press or to scroll and display HANDSET and press OK .
3. Press or until AUTO TALK is displayed and press OK .
4. The current setting is displayed. Press or to select ON or OFF then press OK . The new setting is displayed.
5. Press Back repeatedly to return to the idle screen.

The default setting is ON.

Beep tones

Your TH25/TC28330PE1 handset emits beeps to alert you to certain situations. You can set the handset to beep:

- To beep as confirmation each time a handset button is pressed (key beeps).
- If the battery is low.
- If you go out of range of the base.

These beeps can be switched ON or OFF.

To switch key beeps On/Off

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

However, beeps which confirm settings cannot be switched off.

The default setting for all key beeps is ON.

4. Press or until KEY BEEP is displayed and press OK .
5. Press or to select ON or OFF is displayed then press OK . SAVED is displayed.
6. Press Back repeatedly to return to the idle screen.

To switch low battery beeps On/Off

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

5. Press or to select ON or OFF is displayed then press OK . SAVED is displayed.
6. Press Back repeatedly to return to the idle screen.

To switch out of range beeps On/Off

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

1. Press Menu to access the menu.
2. Press or to scroll and display HANDSET and press OK .
3. Press or until BEEP TONES is displayed and press OK .
4. Press or until OUT OF RANGE is displayed and press OK .
5. Press or to select ON or OFF is displayed then press OK . SAVED is displayed.
6. Press Back repeatedly to return to the idle screen.

Handset ring tones and volume

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

To change the call ringer volume

1. Press Menu to access the menu.
2. Press or to scroll and display MELODY and press OK.
3. Music icon is displayed, press OK to confirm.
4. Press until RING VOLUME is displayed and press OK.
5. Press or to scroll through the volume levels. Press OK when you reach the volume you want.

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

To change the ring tone

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

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

   To select an internal call ringer melody, press to display

   INTERNAL CALLS, then press OK to select.
6. Press or to scroll and hear the melodies.
7. When you hear the melody you want, press OK to select.
   RINGTONE SAVED is displayed.
8. Press Back repeatedly to return to the idle screen.

Hub base settings

Reset your TH25/TC28330PE1 handset to the default settings

1. Press Menu to access the menu.
2. Press or to scroll and display BASE SETTINGS and press OK.
3. Press or until DEFAULT SETTINGS is displayed and press OK.
4. Enter the PIN code and press to confirm.

System PIN

Your TH25/TC28330PE1 handset has a system PIN code which you will need to change various settings. The default code is 0000. You may want to change this to prevent unauthorized changes to your settings.

To change the System PIN code

1. Press Menu to access the menu.

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

The default setting is 0000.

2. Press or to scroll and display BASE SETTINGS and press OK.
3. Press or until SYSTEM PIN is displayed and press OK.
4. ENTER OLD PIN is displayed. Enter you old 4 digit PIN then press OK.
5. ENTER NEW PIN is displayed. Enter a new 4 digit PIN and press OK. CONFIRM NEW PIN is displayed.
6. Re-enter your new 4 digit PIN again for verification then press OK. SYSTEM PIN CHANGED is displayed.
7. Press Back repeatedly to return to standby.

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

Press Clear if you enter an incorrect digit.

Hub base settings

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

1. Open the Hub Manager: click the icon on your desktop or browse to http://XXXXXXXXX
2. Read the Hub firmware version in the purple box at the bottom of the screen.
3. For firmware 6.2 and above:

   Click ADVANCED in the menu, then CONTINUE TO ADVANCED . . .

   Enter the login information: username admin; password admin

   Click SYSTEM in the menu, then TIME

   Enter the current time and date

   Click APPLY.

4. For firmware starting with 6.1.xxxx

   Click ADVANCED in the menu, then CONTINUE TO ADVANCED

   Click SWITCH TO ANOTHER USER

Please note:
Please ensure the handset is taken from the Hub. During British Summer time you will need to amend the Hub manager on the time settings page.

Enter the login information: username admin; password admin

Click CONFIGURATION.

Click CONFIGURATION in the horizontal menu on the right

Enter the current time and date

Click APPLY

5. Your Hub is now set to the correct time. The Hub Phone will now receive the time during the next incoming call.

Alarm

You can use your TH25/TC28330PE1 handset as an alarm clock. You can set a single alarm or set an alarm to sound at the same time each day.

When an alarm is set the icon will be displayed when in standby mode.

1. Press Menu to access the menu.
2. Press or to scroll and display TIME SETTINGS and press OK .

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

1. ALARM is displayed, press OK to select.
2. ON/OFF is displayed, press OK to select.
3. Press or to select the type of alarm ON ONCE, ON DAILY or OFF and press OK.
4. Enter the time in 24 hour format, using 2 digits for the hour and 2 for the minutes (e.g. for 10:54pm, press 2, 2, 5, 4) then press OK to save the alarm. DONE is displayed.

To change the alarm melody

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

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

To cancel an alarm setting

1. Press Menu to access the menu.
2. Press or to scroll and display TIME SETTINGS and press OK.
3. ALARM is displayed, press OK to select.
4. ON/OFF is displayed, press OK to select.
5. Press or until OFF is displayed and press OK. DONE is displayed.
6. Press Back repeatedly to return to standby.

To silence the alarm

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

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

Using additional handsets

You can register up to five TH25/TC28330PE1 handsets to your TG790 Advanced Gateway.

You can use up to two TH25/TC28330PE1 phones at any one time to make calls. See page 17-21 for more information about using the handsets with TH25/TC28330PE1 Broadband Talk.

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

Registering a Hub phone to your TG790 Home Hub manually

At the Hub:

1. Go into the menu and select REGISTRATION/REGISTER HANDSET. Select the base required and press OK.
2. A screen prompt is presented on the handset display press and hold the wireless button on the back of the Hub for 3 seconds (the phone light on the Hub will then flash) then you can release the button.
3. Press the wireless button. After 3 seconds the phone LED starts to flash.
4. Press OK on the handset.

5. You are then asked to enter the system PIN (0000) and press OK.
6. Shows REGISTERING HANDSET. PLEASE WAIT.
7. You should then get confirmation that the handset is registered.
   The handset will automatically be allocated the next available handset number which will be displayed when in standby mode.

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

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

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

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

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

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

Internal calls

Making internal calls

You can make internal calls between two TH25/TC28330PE1 handsets that are registered to your hub. This can only occur if there are no other calls in progress on additional handsets. Once an internal call is in progress all other handsets will show, MAXIMUM NUMBER OF CALLS IN PROGRESS.

1. Press INT.
2. Enter the other handset number using the keypad (e.g.;). The called handset will ring and show the calling handset' s number.

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

Receiving internal calls

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

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

Transferring calls

You can transfer an external call to another handset reqistered to your TH25/TC28330PE1 phone if no other calls are in progress.

During an external call:

1. Press INT and the number of the other handset. Your caller is put on hold. The other handset will ring.
2. When the handset answers, press to transfer the call.

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

De-register a handset

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

1. Press Menu to access the menu.
2. Press or to scroll and display REGISTRATION and press OK.
3. Press or DE-REGISTRATION is displayed and press OK to select.
4. SYSTEM PIN is displayed. Enter the PIN code using the keypad and press OK to confirm.
5. ON/OFF is displayed, press OK to select.
6. Press or to select the handset you want to remove, remembering that you cannot deregister the same handset that is in use and press OK.
7. ARE YOU SURE? Is displayed, press Yes to confirm, HANDSET DE-REGISTERED is displayed.
   OR
   Press No to cancel.

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

Press Clear if you enter an incorrect digit.

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

Software upgrades

Automatic software upgrade

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

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

When the handset display shows NEW HANDSET SOFTWARE. DOWNLOAD NOW? You can either select Yes to upgrade immediately or select Later. The message will be displayed again 24 hours later. If Yes is pressed, a message is displayed requesting you to put the handset on the charger linked to the hub.

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

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

Press Later if you decide not to upgrade.

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

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

Manual software upgrade

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

1. Press Menu to access the menu.
2. Press or to scroll and display HANDSET and press OK.
3. Press or until HANDSET SOFTWARE is displayed and press OK to select.
4. CHECK SOFTWARE is displayed. Press OK to confirm.
5. As requested, place the handset on the charger linked to the Hub. During download, once it is on the charger, the display shows DOWNLOADING, LEAVE HANDSET IN CHARGER. . . . The backlight may turn off but do not remove the handset from the charger. Leave handset in charger. When the upgrade is complete, DOWNLOAD COMPLETE is displayed and the handset resets and automatically re-connects to the base.

While the handset is being updated, the update cannot be cancelled. If you take out the handset from the cradle, the update is interrupted. If you put it back within 30 seconds, the update will resume and will be completed correctly. If you do not put it back within 30 seconds, then the handset is unusable and you need to use the rescue mode from the Hub. see page 69.

It may take 3 minutes to upgrade successfully.

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

Rescue mode

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

To use the rescue mode on the Hub Manager

1. Make sure your handset is in the cradle plugged into the hub.
2. Open the Hub Manager. Click the icon on your desktop or browse to http://xxxxxxxxxx.
3. Click TELEPHONES in the menu
4. Click the RESCUE button
5. You won't get any indications on the handset screen whilel the rescue is taking place but it will return to the idle screen after about 5 minutes and give you an indication of success at the end.
   You should call the help desk if the rescue mode was unsuccessful.

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

Help

Many common problems are caused by incorrect connections. Please reboot your hub by turning it on and off (from the mains) and check that your TH25/TC28330PE1 has been correctly set up before ringing the Helpline. You can also restart the Hub by logging into the advanced settings and selecting the option to restart/return to factory settings.

If you are having difficulties with TH25/TC28330PE1 Broadband Talk got to www.bt.com/broadbandtalk and go to the support and advice section for information.

No display

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

No incoming calls to your handsets?

Your TH25/TC28330PE1 Broadband Talk service may not be set up. You could also check your call routing settings (eg you may have call divert in place). The ringer volume may be set too low for you. See page 54 to adjust the volume. Also, check your Hub manager and TH25/TC28330PE1 Broadband Talk self care pages for your current settings.

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

Sometimes your BT Hub Phone 1010 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Hub Phone 1010 at least one metre away from such appliances to avoid any risk of interference.

The handset charger is not working

You should hear a beep when placing the handset in the charger and also see a scrolling battery charging indicator.

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

Make sure your handset has slotted correctly into the charger.

Check the batteries are fitted correctly into the handset.

Check you are using the correct power adapter supplied.

I cannot dial numbers from the phone book

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

Caller' s number is not displayed

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

TH25/TC28330PE1 Hub Phone Helpline

If you are having difficulties using your TH25/TC28330PE1 handset check www.xxxxxxxxx for support and advice. You can also call the dedicated Helpline on xxx-xxx-xxxx. Lines are open 24 hours, 7 days a week.

General information

Safety

General

- Only use the power supply included with the product. Using an unauthorized power supply will invalidate your guarantee and may damage the telephone. The item code for the power supply is 027300 OR 34503.
- Check the item code originally supplied before ordering a new one.
- For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing.
- Recommended batteries should have a power rating of 600mAh 1.2v or greater mAh. You should always replace both batteries at the same time and use the rating supplied originally.
- Do not open the handset (other than to change batteries). This could expose you to high voltages or other risks. Contact the Helpline for all repairs.
- It is recommended that advice from a qualified medical expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one meter away from such appliances to minimize any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Hearing aid
Please note that the BT Hub Phone 1010 works by sending radio signals between the handset and base. These signals may interfere with some hearing aids, causing a humming noise.

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

Cleaning

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

Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibers, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Product disposal instructions

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

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

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

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

Guarantee

Your TH25/TC28330PE1 digital cordless telephone is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at Thomson's or its agent's discretion the option to replace the TH25/TC28330PE1, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to Thomson or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the 'Help' section beginning on page 70, or contact the TH25/TC28330PE1 Helpline on xxx-xxx-xxxx, Lines are open 24 hours, 7 days a week.

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

Outside of the 12 month guarantee period:

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

If you have to return your BT Hub Phone 1010

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

For your records

Date of purchase:

_____

Place of purchase:

_____

Serial number:

_____

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

Enter your base PIN here:

[/ / /]

(See page 56 for more information)

Technical information

Only use the approved base mains power supply, or item code 027300 or 34503.
When ordering replacements please check what the item code is for the originally supplied power supply unit. Only use approved AAA NiMH rechargeable batteries.

Interference Information

Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED OPERATION.

Privacy of Communications may not be ensured when using this phone