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Specialist phones will still work with Digital Voice. To set them up and connect on your Switch Over Day, you'll need to plug them into the back of your Smart Hub 2. If you have a second specialist phone, or want to have your phone away from your Smart Hub 2, you'll need to order an adaptor for free. Depending on the kind of phone you have, you may not get all the features that come with Digital Voice. But you'll still have a much clearer line and, if your phone has special features, these will still work. Please note: while corded big button phones currently work during a power cut, they won't on Digital Voice. If there's a power cut, we recommend using a mobile phone. If this isn't possible, please phone us on 0800 800 150, and we'll help find a solution for you. We'll be sending you a text, email or letter with your switchover date. An adaptor to connect your home phone to the WiFi Hub's Some step-by-step instructions to get you set up. Please read all this info carefully and only set up on your switchover date - your adaptor won't work before then. Still stuck? We're here to help - just call us on 150 from a Virgin Media home phone or 0345 454 1111 from any other phone. And if you can't find your instructions, don't worry - we've popped them below as well. Once that's done, wait a couple of minutes for the dial tone, then make a test call - your new landline service will be set up and ready to use. Just got home phone? Don't worry - you won't need to add broadband or TV to your package. We'll install the Hub at no additional cost and without changing the services you get with us - you'll simply need to book an engineer. What should I do if my Virgin Media home phone's not working? Can't make calls? Here are a few easy fixes: Check that it's your switchover date - the service won't work before then. Make sure the phone cable and adaptor are connected securely. If you have a Hub 3, a green phone icon should flash during setup - if the light is red or not showing, check the connections to the Hub, switch it off and on, then try again. Not receiving calls? Try this: Check you don't have Anonymous Caller Rejection switched on - this might be stopping you from receiving calls from withheld numbers. Run a test on your broadband and landline service here. Still no luck? Call us on 150 from a Virgin Media home phone or 0345 454 1111 from any other phone. Do I set up the WiFi Hub if you've got a new Hub? If you've got a new Hub, it should have come with a handset and installation instructions, which you can also find here. If you're an engineer installing a new Hub, you should be all set for you. I was given a new WiFi Hub. Why are my devices no longer connected? Your new WiFi Hub will come with a factory-generated WiFi name, so you'll have to reconnect your devices using the network name and password on the back of the Hub. What to mirror your previous name and password? Find out here. How do I know if my phone line's working once the switch has happened? You'll know the switch has happened and that your phone line's working because there'll be a dial tone on the phone when it's plugged in, and you'll be able to make and receive calls. A loved one needs some help. Can I contact Virgin Media on their behalf? If you have a friend or relative who needs support with their Virgin Media account, you can call as a third-party contact. You'll just need to give us their account details. 24 hours after your switchover - or the next Monday, if you've switched on a Friday - you can grab these features for no extra cost: Call Divert/ Direct incoming calls to another phone number - you'll only get this if your phone doesn't have a voicemail service. Reminder/ Call set up an automatic call to ring you at a specified time. Call Waiting/ Queues incoming calls if you're already on the phone. Anonymous Caller Rejection/ Block withheld numbers from calling you. Three-way Calling/ Chat to two callers at once. Quick Dial/ Save numbers to dial in just a few taps. To set them up, simply call us on 150 from a Virgin Media home phone or 0345 454 1111 from any other phone. Already have these features? Their settings will reset when the switch happens, so you'll need to set them up again. Don't worry if you currently pay for any of them - the cost will be removed from your account when you switch. Unfortunately, Ring Back When Free will no longer be available. How to set up and activate Digital Voice - Standard service (v) | id=txt-7958ba8a23 class=cmp-text> Digital Voice has a lot to offer as your digital home phone service. Let's get started by setting it up. Please start by choosing your router to see installation details for each: For Axon/Greenwave C4000 Routers (v) | id=c4000 class=cmp-text> For Axon/Greenwave C4000 Routers (v) | id=equipment-class=cmp-text> Equipment list Check to see that you received this equipment: Digital Voice adapter/ Power adapter/ Ethernet cable/ Installation guide 911 sticker How to set up Digital Voice - Standard service on Axon/Greenwave C4000 Routers (v) | id=set-up-class=cmp-text> How to set up Digital Voice - Standard service on Axon/Greenwave C4000 Routers Digital Voice will only work for phones that are directly connected to the Digital Voice adapter. We recommend that you use cordless phones with your Digital Voice service. Connect the adapter to the cordless handset base station and distribute the remote handsets throughout your house. Please note: any phones connected to wall jacks will not work with your Digital Voice service. Connect the adapter (v) | id=adapter-class=cmp-text> Connect the adapter. The Digital Voice adapter will automatically self-configure after it's connected to your Brightspeed Fiber service. All you need to do is plug in the device and connect the cables. vFind a good place for the adapter. vPlace the adapter near your modem. As with most electronic equipment, pick a place that has good air circulation, so it won't get too hot. vConnect cords and cables. vPlug one end of your Ethernet cable into the Internet port on the back of the adapter (blue jack, pictured) and the other end into an Ethernet port on the back of your modem. Then insert a standard telephone cable into the phone port (green jack, pictured) and plug the other end of the cable into your touch-tone phone or cordless phone base. vPower up your Digital Voice adapter. Connect the power adapter to the Power port on the back of the Digital Voice adapter and plug it in. The "POWER" light on the top of the Digital Voice adapter should light up. Let the adapter self-configure. Your Digital Voice adapter will now automatically self-configure to work with your Digital Voice service. Important Note: The configuration process can take up to 15 minutes. Do not unplug or restart the device while any of the lights are flashing. Doing so may cause the unit to malfunction. The Power, Ethernet, and Phone LEDs will be solidly lit when the adapter is ready for use. Find your Digital Voice phone number (v) | id=number-class=cmp-text> Find your Digital Voice phone number. You can find your Digital Voice phone number a couple of ways: Sign in to your Digital Voice account (v) | id=account-class=cmp-text> Sign in to your Digital Voice account. You'll receive a welcome email after you order your Digital Voice service. This email will include your username and a link to create your password. After you're signed in, you can view account details, call records, voicemail messages, and more. To access your account after setup, please visit vFor more details on advanced configuration and star codes, please refer to this guide. Don't forget about battery back-up (v) | id=txt-756c52f584 class=cmp-text> Don't forget about battery back-up For Calix u6 Routers (v) | id=calixu6-class=cmp-text> For Calix u6 Routers: Equipment list (v) | id=equipment-calixu6-class=cmp-text> Equipment list Calix u6 routers have a standard phone jack for direct connection of your wired or cordless phone. No additional equipment is required. How to set up Digital Voice - Standard service on Calix u6 Routers (v) | id=set-up-calixu6-class=cmp-text> How to set up Digital Voice - Standard service on Calix u6 Routers Digital Voice will only work for phones that are directly connected to the Calix u6 router's phone port. We recommend that you use cordless phones with your Digital Voice service. Connect the router's L1 port to the cordless handset base station and distribute the remote handsets throughout your house. Please note: any phones connected to wall jacks will not work with your Digital Voice service. Find your Digital Voice phone number (v) | id=number-calixu6-class=cmp-text> Find your Digital Voice phone number. You can find your Digital Voice phone number a couple of ways: Sign in to your Digital Voice account (v) | id=account-calixu6-class=cmp-text> Sign in to your Digital Voice account. You'll receive a welcome email after you order your Digital Voice service. This email will include your username and a link to create your password. After you're signed in, you can view account details, call records, voicemail messages, and more. To access your account after setup, please visit vFor more details on advanced configuration and star codes, please refer to this guide. Don't forget about battery back-up (v) | id=txt-e244f1e18 class=cmp-text> Don't forget about battery back-up Still have questions? We're here to help! Contact us. If you're setting up your Digital Voice service yourself, we'll send you a text message and email to confirm your Digital Voice service is ready to go. Follow the instructions below to get set up. If an engineer is setting up the service for you, then all you need to do is be at home when they visit. For Declaration of Conformity documents, which describe how your device conforms with Essential Health & Safety requirements, please visit this page and select your device for more details. Did you receive a new Smart Hub? We will send you a new Smart Hub if you need one as part of your Digital Voice service (this will be a Smart Hub 2). Download the user guide below (supplied as a PDF document) or follow the instructions in Connecting and setting up your BT Hub to get the best possible speed with your BT Smart Hub 2. BT Smart Hub 2 user guide - self install How do you set up Digital Voice? Using a Digital Voice handset Once your Smart Hub has a steady blue light: Power up - unpack your Digital Voice handset and connect the power cable to the back of the charger base. Plug the other end in at the wall and switch on. Activate the batteries - pull the plastic tab away from the handset. Link the handset - press OK on your phone and follow the on-screen steps. When asked, press and hold the WPS button on your Hub for two seconds - it's halfway up on the left hand side. The WPS button will flash while the phone and Hub are linking and the phone will show it's registering. Software downloads - once your phone is registered, it might have to download a software update. Let it do that and then continue with the set up. Add some contacts - when asked, press Yes to add some contacts and follow the on-screen steps. Or to skip and do it later, press No. All done - you can now set up any extra Digital Home Phone handsets (up to five) by following steps 1 to 3. Charge up - now that you've set up your phone, it's a good idea to let it charge fully. Just put it on the charger base for up to 16 hours. Are you using your own handset? Please note: If you're using your own phone handset, phones bought before 2015 may not ring while connected to your Digital Voice Adapter. If you are experiencing this issue, call us from your BT or EE mobile on 150, or 0330 123 1105 from any other phone, and we'll supply a free microfilter that will enable your phone to ring. Using a wired handset Plug the handset's phone cable directly into the green phone port on the back of the hub. Using a wired handset away from your hub Use a Digital Voice Adapter to: set up your handset away from the hub. Use additional handsets with a cord. Use your wireless handset base unit away from the hub. We'll send you a Digital Voice Adapter. It connects wirelessly to your hub and works like an extension socket. Find out how to set up a Digital Voice Adapter. Once setup, your adapter can be unplugged from the mains and set up where you want your phone. Using a wireless handset with base unit If you have a wireless handset with one main base unit and additional handsets, plug the main base unit's phone cable into the phone port on the back of the hub. Also, ensure you plug the base unit into your mains socket for power. The other wireless handsets will work as usual. You can also use a Digital Voice Adapter to wirelessly connect the main base unit to your hub. Download the user guides for your Digital Voice phone - Essential Digital Home Phone - user guide (PDF) Advanced Digital Home Phone - user guide (PDF) Setting up your FW500 Hybrid Home Phone (PDF) How soon can I make and receive calls? Once you've got a steady blue light on your Hub and have set up your handset as explained above, you'll be able to start using your Digital Voice service. If you have a brand new number, you'll be able to receive incoming calls then too. If we're moving your existing phone number onto your new service, you'll receive inbound calls on your Digital Voice Home Phone after 15 minutes. Once your number are coming through to your Digital Voice service, it's time to unplug any existing handsets from your old service, as these will no longer work. Remember, you can connect a phone directly to the phone port on the back of the Hub if you wish. Please note: in rare cases, where your number was originally allocated by another company, your Digital Voice service may be delayed until 8am on the working day after you set up your Smart Hub 2. Your old service will continue to work in the meantime. How to set up and activate Digital Voice - Standard service (v) | id=txt-7958ba8a23 class=cmp-text> Digital Voice has a lot to offer as your digital home phone service. Let's get started by setting it up. Please start by choosing your router to see installation details for each: For Axon/Greenwave C4000 Routers (v) | id=c4000 class=cmp-text> For Axon/Greenwave C4000 Routers: Equipment list (v) | id=equipment-class=cmp-text> Equipment list Check to see that you received this equipment: Digital Voice adapter/ Power adapter/ Ethernet cable/ Installation guide 911 sticker How to set up Digital Voice - Standard service on Axon/Greenwave C4000 Routers (v) | id=set-up-class=cmp-text> How to set up Digital Voice - Standard service on Axon/Greenwave C4000 Routers Digital Voice will only work for phones that are directly connected to the Digital Voice adapter. We recommend that you use cordless phones with your Digital Voice service. 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Then insert a standard telephone cable into the phone port (green jack, pictured) and plug the other end of the cable into your touch-tone phone or cordless phone base. vPower up your Digital Voice adapter. Connect the power adapter to the Power port on the back of the Digital Voice adapter and plug it in. The "POWER" light on the top of the Digital Voice adapter should light up. Let the adapter self-configure. Your Digital Voice adapter will now automatically self-configure to work with your Digital Voice service. vConnect cords and cables. vPlug one end of your Ethernet cable into the Internet port on the back of the adapter (blue jack, pictured) and the other end into an Ethernet port on the back of your modem. Then insert a standard telephone cable into the phone port (green jack, pictured) and plug the other end of the cable into your touch-tone phone or cordless phone base. Power up your Digital Voice adapter. 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This email will include your username and a link to create your password. After you're signed in, you can view account details, call records, voicemail messages, and more. To access your account after setup, please visit vFor more details on advanced configuration and star codes, please refer to this guide. Don't forget about battery back-up (v) | id=txt-e244f1e18 class=cmp-text> Don't forget about battery back-up Still have questions? We're here to help! Contact us. This article is for customers who want to set up the Digital Voice Adapter they've received as part of the move to the Digital Voice service. About the Digital Voice Adapter When your landline service moves to Digital Voice, you may want to keep using your current home phones. If your phone is near your Smart Hub, you can plug it into the green port on the back of the hub. However, if you want your phone to be in a different room to your hub, you can use a Digital Voice Adapter to place it wherever you want in your home. For more details on advanced configuration and star codes, please refer to this guide. Don't forget about battery back-up (v) | id=txt-756c52f584 class=cmp-text> Don't forget about battery back-up For Calix u6 Routers (v) | id=calixu6-class=cmp-text> For Calix u6 Routers: Equipment list (v) | id=equipment-calixu6-class=cmp-text> Equipment list Calix u6 routers have a standard phone jack for direct connection of your wired or cordless phone. No additional equipment is required. How to set up Digital Voice - Standard service on Calix u6 Routers (v) | id=set-up-calixu6-class=cmp-text> How to set up Digital Voice - Standard service on Calix u6 Routers Digital Voice will only work for phones that are directly connected to the Calix u6 router's phone port. We recommend that you use cordless phones with your Digital Voice service. Connect the router's L1 port to the cordless handset base station and distribute the remote handsets throughout your house. Please note: any phones connected to wall jacks will not work with your Digital Voice service. Find your Digital Voice phone number (v) | id=number-calixu6-class=cmp-text> Find your Digital Voice phone number. You can find your Digital Voice phone number a couple of ways: Sign in to your Digital Voice account (v) | id=account-calixu6-class=cmp-text> Sign in to your Digital Voice account. You'll receive a welcome email after you order your Digital Voice service. This email will include your username and a link to create your password. After you're signed in, you can view account details, call records, voicemail messages, and more. To access your account after setup, please visit vFor more details on advanced configuration and star codes, please refer to this guide. Don't forget about battery back-up (v) | id=txt-e244f1e18 class=cmp-text> Don't forget about battery back-up Still have questions? We're here to help! Contact us. Before you start, check that there is a steady blue light on the front of your smart hub. For ease of setup, plug the adapter into a power socket near your hub. The adapter will flash for 0.5 seconds on and 2 seconds off while you plug it in. Then the steps to set up are: Press the WPS button on your hub. Within 1 minute of pressing the WPS button on the hub, press and hold the WPS button on the side of your adapter. The green light will flash quickly, 0.5 seconds on and 0.5 seconds off. Once registered with your hub, the green light will stop flashing and show a solid green light, indicating it's ready. You can then unplug it and move it to wherever you want your phone set up. Plug your adapter into power again and the phone handset into the adapter, and you're all set. The green light on your adapter will flash when you're on a call and go solid green when the call ends. You can use up to a combination of 5 adapters and Digital Voice handsets to have a phone where you want it. Your adapter is guaranteed for 1 year from when you bought it - we'll either replace or repair it. However, if you have an issue more than 28 days after you bought it, we might replace it with a refurbished or repaired one. Deregistering a Digital Voice Adapter Deregister an adapter from your hub if you need to remove or deregister your adapter from your hub and don't have any Digital Voice Handsets registered, you can do this from Smart Hub Manager. You can access it from any device connected to your hub. Open a web browser and browse to 192.168.1.254. Tap return, and this will open Smart Hub Manager, then: Select the Phone tab Scroll to the adapter you want to deregister Select Deregister and follow the instructions Deregister an adapter from a Digital Voice handset From your handset's menu: go to Settings and press Select scroll down to Registration and press Select scroll down to Deregister. Tap Deregister, and press Select scroll to the adapter you want to deregister, and press Select Setting up your Analogue Telephone Are you wanting to setup your analogue telephone to work with your Digital Voice service, then you must disable the Digital Voice voicemail. There are two ways to do this. Call BT and ask them to cease the Voicemail or login to your BT online account. The account option is best as the voice is removed straight away. Login and then click on My BT - Your products - Digital Voice - Voicemail essentials. It is a zero cost option. Click for Frequently Asked Question's Fault finding on Digital Voice SIP connectivity (General) SIP connectivity (Asterisk) BT Digital Voice Features and User Guide - Using a basic telephone BT Digital Voice Advanced Home Phone User Guide - Using a BT Wireless telephone BT Digital Voice tone on how to register a DECT/Wireless phone Virgin Media Features and User Guide Virgin Media Digital Hub Vodafone Digital Hub Types of service and connectivity Telephone Line only A BT Smart Hub 2 or similar will be provided by your provider. This will have a standard BT socket on it so a standard telephone will still work (but only if it is a tone (MF) dialling phone). The hub will be locked to telephone line use only. It is mains powered and requires a mains socket nearby. The telephone socket in the hub can be connected to your existing house telephone wiring - click here for details. BT will also provide a Digital Voice Adapter (these were free of charge) which will allow the phone to be placed in another position within your premises. This adapter requires a mains power socket nearby. BT will supply a cordless phone that connects to the hub, if requested. These were supplied free at first but are now charged for. Broadband/Fibre to the Cabinet (FTTC) and Telephone line A BT Smart Hub 2 or similar is fitted which has the same functionality as the Fibre to the Premises hub described below. The difference is that it is connected via broadband and therefore operates at a lower speed. It also uses the local copper cable from the green cabinet, which is not as efficient as fibre to the premises. Even though you have Fibre to the Cabinet, the local connection will be completed with copper. The original Master socket will still be (or upgraded) but will provide Broadband only. The cable that connects to the Master socket on a Smart Hub 2 is non-standard, as it has a non-standard RJ45 connector on the hub. The telephone line is now presented on the rear of the hub and is MF (tone) dialling only. It will not support a dial telephone. Click here if you have a dial telephone. The line socket on the rear of the Smart Hub can be connected to your existing house telephone wiring if required - click here for details. The Smart Hub is mains powered and requires a mains power socket nearby. BT will also provide a Digital Voice Adapter (these were free of charge) which will allow a phone to be placed in another position within your premises. This adapter requires a mains socket. BT will supply a cordless phone that connects to the hub, if requested. These were supplied free at first but are now charged for. Try Ebay or similar selling platforms for these cordless phones at reasonable prices. Click here for a pictorial overview Fibre to the Premises (FTTP) and Telephone line A BT Smart Hub 2 or similar is installed that is a: Router WiFi device Analogue telephone line connection DECT wireless device The BT equipment supplied at an FTTP installation requires 2 mains power socket outlets. The BT Smart Hub has 4 network ports (RJ45) and a telephone socket. The telephone socket can be connected to your existing house telephone wiring - click here for details. This socket will allow only Tone (MF) dialling - and will not support a dial telephone. Click here if you have a dial telephone. BT will, if asked, supply a Digital Voice analogue adapter and a Digital Voice telephone or two Digital Voice telephones. The digital adapter allows an analogue telephone to be connected at a remote location. The adapter is DECT based and requires a mains socket. This adapter will only support Tone (MF) dialling and will not allow a dial telephone to dial out. Click here if you have a dial telephone. The Digital Voice telephones supplied by BT are cordless DECT telephones. These were supplied free at first but are now charged for. Click here for more information on how to use DECT with the Smart Hub Click here for a pictorial overview Technical Information Wiring the Hub telephone socket to house wiring Your existing house wiring (if you have more than one socket in the premises) will be connected to a Network Terminating Point socket (i.e. the first one, which is called a master socket or NTE). This socket is owned by the provider and will have a removable plate on the front. Your house wiring connects to this removable plate. As this wiring is not connected to the new hub it has effectively been made redundant. But - it can be connected to the back of the hub if required. If you wish to connect your house wiring to the hub then the house wiring MUST be disconnected from the master socket (NTE). This is essential and if you do not understand about this then get an expert. Do not just plug a cable into the front socket on the Master Socket and the other end into the telephone socket in the back of the Smart Hub! Click here for instructions on connecting your house wiring to the Smart Hub DECT on the BT Smart Hub 2 This hub supports DECT (CATiQ 2.1) and has two internal DECT antennae. A maximum of five DECT cordless devices can be connected to the hub. Click here for the BT statement - at the end of the video Numerous DECT devices can be connected to the hub including other makes of DECT telephone. The PIN is 0000. An important point to remember is that DECT is similar to WiFi in so much as it has a range which can change depending on the building. In some cases no signal may reach your phone and the only way to remedy this would be to use a DECT repeater device. BT has advised that the Smart Hub 2 does NOT support DECT repeaters (Feb 2022). Click here for a work around to see what DECT devices are connected, log into the BT Smart Hub 2 Manager (the login/password information is on the rear of the hub). Navigate to the Phone section, which is found to the left of the home page. BT Digital Voice Adapter This is a DECT device which has a BT socket on it. It plugs into a mains socket. This allows a standard telephone or bell to work remotely in locations away from the hub with no direct wiring. It has a good ringing output which is REN 2. It will allow only Tone (MF) dialling - and will not support a dial telephone. Click here if you have a dial telephone. One of these adaptors will be required if an extension bell is installed or you wish to locate your phone or bell away from the hub. A Digital Voice Adapter will use up one of the 5 DECT device registrations available on a BT Smart Hub 2. Linking to the hub: Plug the Digital Voice Adapter into a mains socket and switch on. The device will be ready to use. Many people have analogue telephones with dials or an early press button telephone (with no # or * buttons) but because the Smart Hub 2 and Digital Voice Adapters will only operate with tone (MF) dialling, then use of a dial is ineffective. So what to do - you need to purchase a Dial Pulse to MF converter. These converters can be used in a number of ways:- The converter is plugged into the BT socket on the hub and a dial phone connected to the converter. The converter is connected to a Digital Voice Adapter and a dial phone connected to the converter. If your house wiring is connected to the hub then the converter can be plugged into a socket and a dial phone connected to the converter. There are a number of converters to be found, but be careful as some of these require special wiring into the phone or need a power supply. It is better to buy a self contained converter and there is one called the Dial-A-Tone. This dialler will convert the dial pulses produced by the phone into tones, which will be recognised by the new equipment and does not require a power supply. This type is available from a company called Vintage Telephony. This link takes you directly to the Dial-A-Tone page vThis web site has no connection with this company. BT Digital Voice Handsets There are two types of handsets (as of October 2021) and these are called Essential and Advanced. They are DECT wireless telephones. See below for the specification. These handsets are powered by batteries and are supplied with a charger which requires connection to a mains socket. With a new telephone, pull out the plastic tab on the base of the telephone to engage the batteries. Then plug the charger into a mains socket and then place the phone in the charger. Leave on charge initially for a minimum of 16 hours. Linking new phones to the Smart Hub: On the phone press OK The display says "register this handset to the hub" Press the WPS button, on the side on the hub, for 2 seconds - The WPS button flashes blue whilst registering. The phone will say registering and when it is registered the display states "Registered" These handsets have the ability to store contact names and numbers, but please beware that this information is stored on the Smart Hub and not the telephone. This causes a problem if you either change or default the Smart Hub as the stored information will be lost. Click here on how to back up contact information. These telephones also support more than one handset on the same call, known as conference. With these handsets the function "AutoJoin" needs to be activated. Go to - Settings - Line Settings - Calls Settings - Auto Join Calls - toggle this to on and Save. The User Guide tells you this but does not tell you how to use the function. To join a call in progress, press the green talk button and get dial tone - the display says "Join Call" - press the right hand option button. These handsets were supplied free by BT at first but are now charged for, so shop around for some good prices. For more information on these phones please visit the BT web site. Click here for the User Guide BT guide on how to register a DECT phone BT guide on 1571 Voicemail Overview of both DV Telephones Advanced Digital Phone with Alexa Essential Digital Phone Display: 2.0-inch colour display 1.8-inch black and white display Alexa button: vYes v No Handset Features HD Calling: vYes v Yes Phone Book: vYes, up to 500 saved numbers vYes, up to 500 saved numbers Hands-Free Calling: vYes v Yes Caller Display: vYes v Yes Call Waiting/ Indication: vYes v Yes Voicemail Forwarding: vYes v Yes One-Touch Calling: vYes, using Alexa button vNo Accessibility Options: vYes, includes: Ringer Volume Boost Large Text vNo Other: Control smart home devices Check news & weather Stream music (using Alexa) - Handset Connectivity Cordless: Yes (uses DECT) Yes (uses DECT) Wireless Range: Up to 50m indoors Up to 300m outdoors Up to 50m indoors Up to 300m outdoors Requires Smart Hub 2: Yes Yes Other Battery Life: Up to 12h talktime Up to 180h standby Up to 12h talktime Up to 240h standby Handset Dimensions: 19.1 x 5.1 x 3.9 cm 19.1 x 5.1 x 3.9 cm Charger Dimensions: 2.7 x 7.3 x 7.2 cm 4.2 x 8.0 x 7.6 cm Weight: 151g handset, 67g charger 151g handset, 67g charger Frequently asked questions Q. How many telephones can be connected to the telephone port on the back of the Smart Hub 2? A. Most telephone devices have a technical specification which will advise of the REN rating of that device. There appears to be nowhere that can advise of the REN rating of the Smart Hub 2 and even the BT Community Hub has been unable to discover this much asked question. REN is to do with incoming ringing, so the best advice to give is to plug the phones in one at a time and check that they all ring. As most devices support up to a REN 4, then the advise is not to go above that level. Your telephones will have a REN rating on the base, so just add up the values. Q. The installation looks like a mess, I don't want it on show or in my living room. What can I do? A. A difficult question to answer as every installation is different. Your right it does look a mess and if FTTP there two boxes and 2 mains plugs required. It is not pretty in the hallway or on the front room wall. The equipment is best in a cupboard, out of the way. The best option is to get the supplier to run the external cable into the loft and then drop it down, through the ceiling, into a cupboard or at a high level on a wall. Remember that you also require mains power at that point. Most people today use WiFi so the position in most modern houses will be good no matter where placed. The thick walls of older houses and stone built cottages appear to reduce WiFi coverage so careful consideration of position is called for. If WiFi is a problem then locate the hub as central as possible in the house. Q. I have a number of sockets already used and still wish to use them. A. You can but the cable feeding these sockets will have to be connected to the back of the Smart Hub. Click here for more information Q. I am using an old phone and it doesn't ring since Digital Voice was fitted. A. Try using an old ADSL filter fitted in line with the telephone line cord. Click here for Vodafone Digital issues. Q. I have a bell in my house. Will it still work? A. It will if it is connected to a Digital Voice Adapter, the back of the hub or the house wiring (if this is connected to the hub). Q. I have a dial phone. Will that work on the new system? A. The new BT system only works with tone (MF) telephones. If your telephone is of the press button type then see if there is a switch on the base to change the way it dials out (marked LD or Pulse or MF). Choose MF if it is available. You can also buy devices that convert dial pulse to tone, so antique phones can still work. Click here for more information Q. I have my telephone line from BT and my broadband from another company. How will that work? A. Either use BT as the telephone and broadband supplier, or use your original broadband supplier and get an internet based telephone provider to supply the line. Internet telephone providers use a VOIP service which comes in different flavours. Speak to your broadband supplier or search the internet for "VOIP residential suppliers" in the first place. Q. If I use a VOIP telephone service can I still use my old phones? A. You can, if the VOIP provider can connect to a device called an Analogue Telephone Adapter (ATA). ATA devices have a telephone socket and a network port that will connect directly into one of the network ports on the rear of the Smart Hub. Some providers will sell you an adaptor or you can buy your own. These devices require programming and your supplier will advise of the settings. Click here for information on SIP provision. Q. Can SIP devices be connected to a BT Smart Hub A. The answer is yes but you will have to make sure you have information on connectivity to hand from your SIP provider. Click here for Asterisk server connection. Click here for information on SIP provision. Q. How many DECT wireless telephones can I connect to the Smart Hub 2? A. BT advise that up to 5 phones can be registered, but remember that a Digital Voice Adapter (if fitted) will use up one registration. Q. My wireless DECT phones do not work in certain parts of my house - can the coverage be extended? A. Normally a DECT repeater device could be used but the Smart Hub 2 does NOT support these devices. There are a couple of ways to get around this:- A Digital Voice adapter could be installed at a distant working point away from the Smart Hub 2 and then connect a DECT telephone base unit into the Digital Voice adapter. The DECT base would operate separately from the DECT on the Smart Hub 2 and would not have exactly the same functionality as phones off the Smart Hub 2, but will receive and make calls. Connect a DECT base unit (that supports DECT Repeaters) into the socket on the Smart Hub 2 and then fit a DECT repeater at a distant point and register it to this DECT base unit. You will not get full interoperability with the Smart Hub 2 but will be able to answer calls, receive calls and transfer calls to any DECT telephones connected to this stand alone DECT system. Q. Do I have to use BT supplied telephones? A. No - but the BT DECT phones will be fully functional. You can use your own telephones via a digital voice adapter. The adapter will be connected to the back of the hub or your house wiring. Cordless mobile telephones can also be connected to the Smart Hub, but you will need to purchase a Dial Pulse to MF converter. These converters can be used in a number of ways:- plug the main base unit into the back of the BT hub and still use them. Q. What about answering machines? A. You can use your own answering machine. The BT Hub does not have an internal answer phone, instead BT provide the answering service at the exchange, which is called the 1571 answering service. If you use your own answering machine then the BT answering service must be deactivated. The BT answer service is always activated on change over - so be aware - see next question on how to deactivate it. Q. Do the BT supplied telephones have a Conference function A. They do - it's called Auto Join. This function must be switched on and this is described in the User Guide. How to use the function is not described. To join a call in progress, press the green talk button and get dial tone - the display says "Join Call" - press the right hand option button. Q. People complain that they leave voicemails and that I do not reply to them. A. The BT Voicemail is most probably switched on and this is answering incoming calls before your answering machine cuts in. If a voice mail is left on the BT system then your dial tone turns into an interrupted beep. Dial 1571 - option 1 to listen to the voice mail. To get the BT Voicemail deactivated you either have to call BT or logon to your BT account. The BT account way is well painful - follow these instructions: Once logged in My BT - choose My BT - Your Products - Manage - VoiceMail - choose cancel service - follow the instructions - this is a free sales order. Q. Can I reach the messages on the BT Digital Voice Voicemail when away from home? A. You can and the Voicemail can send your mobile a text message - Click here for the instructions. Q. How do I switch off the Voicemail on EE 1571 - so I can use my own Answer machine? It appears that the Voicemail on EE cannot be switched off. This is the work around: Dial 1571 and select Option 2 from the first menu. Then step through the menus to get to "Personalise your 1571" and change the setting for "Number of rings" before 1571 clicks in. Set it to "Long", which is 10 rings. Then set your own answer machine to "9 Rings". That still gives you plenty of time to get to the phone to answer it but, if you don't, then your own answer machine clicks before 1571. Q. How do I switch off Virgin 1571 Voicemail? A. Dial 1571 and choose the option to cancel your voicemail. Q. My WiFi does not go very far? A. Probably due to the building it is installed in. BT can supply WiFi extenders to help extend the distance. Each extender requires a mains socket. You can also buy adaptors that plug into the mains supply - they come in pairs with one connected into the hub and one at a distant position. The distant adaptor will be a WiFi access point. Q. I use my old DECT wireless system and phones and cannot see the calling number. A. This happens sometimes. Make sure that CLI is activated on BT. Then check your DECT system to see if the caller log or missed call log shows numbers. If you can see numbers then add these to the internal directory of the DECT system and name them. The name should then show on incoming calls. Q. I have a phone which has stopped working - what do I do? A. Does the internet work - try to reach www.bbc.co.uk. If the internet works then use a known working telephone and plug it into the back of the Smart Hub. If you still have no dial tone then call BT or your provider. Q. Can I backup the Smart Hub data and the telephone contacts directory? A. You can, but you have to backup the hub data and contacts data separately. This will be lost if the hub is replaced or a factory reset of the hub takes place. Click here for backing up the hub - Click here for backing up the contacts directory. Q. The white BT wall box (ONT - Optical Network Termination Device) that connects to my Smart Hub has a red light showing stating a fault - why is this as the phone and internet work fine? A. This normally happens after a power failure. Inside the ONT are a couple of batteries. These batteries will be at a low voltage after a power outage and will start recharging. As they charge the red light will extinguish and the charging light will go yellow and then go out when they are fully charged. Wait 36 hours and if the red light still shows then the batteries will require replacing. This is the customers responsibility according to BT. I-1 ONT Before working on the battery ensure that the power is switched off to the ONT and that the battery lead is removed from the ONT. The ONT cover consists of two cover parts which are hinged on the left. The bottom cover opens by just pulling on the right hand side side. The top cover is fixed by a single Phillips screw which will now be visible. It is to the right and just under the top door - you can see the screw hole in the picture to the right. With the screw removed the cover will require a good pull up. With both covers open, the battery unit can be seen to the top right of the picture with the ONT unit on the top left. To remove the battery pack, slide the battery unit upwards and lift off the locators. On the rear of the battery box is a slide cover, which once removed exposes the four rechargeable AA batteries. Unsure they are replaced with the same rechargeable type. Do NOT, under any circumstances, use ordinary AA batteries. Some older units will have an external battery box (before April 2019). A temporary alternative to replacing batteries is to remove the Battery pack in its entirety and plug the power cable directly into the ONT. This is not advisable as batteries provide some form of mains filtering. BT advise that the battery backup unit uses four 2000 mAh-NiMH BYD rechargeable AA batteries at 1.2V. This YouTube video shows how