Your BT One Phone user guide

Everything you need to know to get the most out of BT One Phone
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BT One Phone – a new way to transform your working day

Say goodbye to juggling calls between your mobile, your landline and their own different numbers and voicemails. Say hello to the benefits of being able to do everything you need with just one phone.

Once you’re set up you’ll have access to all the call handling features you’re used to from your desk phone – wherever you are.

This user guide will walk you through exactly what you need to do to get started, and introduce you to the features and functions you can use.

Make sure you make a note of where to find this user guide to help you get the most out of BT One Phone.

In the meantime, happy reading.
1. Getting started

1.1 Getting started couldn’t be easier
Just put your SIM card into your phone and switch it on. Then you’re ready to make and receive calls.

There’s more about handling active calls from your phone in section 3.

A note about your SIM card
You’ll receive a single SIM card which can be a mini, micro or nano SIM. You just need to push out the right size SIM for your phone. Have a look in your phone’s user guide to find out which one you need.

Your BT One Phone SIM card carries your unique identity for the mobile network, and can be used in almost any handset. You can store numbers and text messages on your SIM, as well as on your phone’s memory.

To move contacts from another phone to your BT One Phone you should consult your phone’s user guide.

1.2 Your phone numbers
As a BT One Phone user, you get the following phone numbers. A call to any of these numbers will reach you:

Mobile phone number: (e.g. 07123 456 789)
Landline number: (optional, e.g. 01234 567 890)
Extension number: (e.g. 7890) – you can use extension numbers instead of the full mobile or landline number to make or receive calls from colleagues wherever you are in the UK.

You can have up to five additional numbers, if needed, which will reach you on your phone.

You’ll find your personal numbers in the letter in your welcome pack. Or you can see an overview of all your numbers on the BT One Phone portal in the Overview tab under Subscription data, and in your Call Settings menu bar in the My Status section. On the BT One Phone mobile app, select My Status in the main menu and My Numbers are listed at the bottom of the screen.

The number displayed to the person you’re calling will depend on your settings. Your administrator can tell you more about your settings.

The BT Wi-fi app
If you receive a text prompting you to download the BT Wi-fi app – giving you free, unlimited access to over 5 million BT Wi-fi hotspots in the UK – click on the link to download it. You’ll receive a second text – click on the link to configure the BT Wi-fi app with your login details. The app will save your username and password so you don’t have to enter them every time you want to use it.
1. Getting started

1.3  Your subscription

There are two subscription types:

- **office worker** – which means you can only use your BT One Phone inside the office; or
- **mobile worker** – which means you can use BT One Phone both inside and outside of the office.

To find out which subscription type you have, refer to the letter in your welcome pack. Or you can find your subscription information on the BT One Phone portal in the Overview tab under Subscription data.

1.4  Activating and using a SIM PIN

Your SIM will not have an active SIM PIN when you first receive it. If you choose to set one up to protect your SIM from misuse, your device user guide will tell you how – it’ll only take a minute.

You’ll need to know the default PIN, which is **0000**. You can change it to something more memorable by following the instructions. Make sure you keep a record of your PIN in a safe place.

When asked to enter an active SIM PIN, you have three attempts to enter it correctly. If you enter the wrong PIN three times in a row, your SIM card will lock. To unlock your SIM you’ll need a PUK code, which you can find on the BT One Phone portal in the Personal info tab under My Subscriptions. Put this PUK code into your phone to unlock your SIM.

1.5  Registering to use the BT One Phone portal

One of the many benefits of BT One Phone is the control it gives you over your personal settings and preferences through the BT One Phone portal.

To access the portal you’ll need to register and create a password. Here’s how:

- Go to [bt.com/btonephoneportal](http://bt.com/btonephoneportal) and click on the Register button.
- Enter your mobile number (with 44 at the beginning, no zero and no spaces e.g. 447123456789). You’ll need to add a code to prove you’re human, not a machine.
- Click Next.
- Enter your mobile number again as the username that you’ll use to log in to the portal.
- Choose whether you want your password sent to you by email or text and click Next.
- Enter your username and the temporary password you’ve been sent.
- You’ll be prompted to change the temporary password to something more memorable.

You’re now registered to use the BT One Phone portal and can log in.

**Using your BT One Phone portal**

To access the BT One Phone portal once you’re registered, go to [bt.com/btonephoneportal](http://bt.com/btonephoneportal) and enter your username and password. We’ll tell you more about all the things you can do on the portal in section 6.
1. Getting started

1.6 Personalising your voicemail

Voicemail functions
You can find out more about accessing your messages and the full range of voicemail functions in section 4.

With BT One Phone, you have just one voicemail for all of your numbers – mobile, landline, extension and any additional numbers. So no matter which number someone uses to call you, you can be sure you’ll get the message.

It’s easy to set up, although it’s best to do this in the UK.

To set up your voicemail name and a personal greeting, just:
• dial 8888 from your BT One Phone
• follow the instructions.

If you’ve got an office worker subscription you’ll need to do this inside the office.

You can set up voicemail from another phone by calling 07953 223888 or +44 7953 223888 from any phone while you’re abroad. You’ll need to make sure you’ve set up a VPBX PIN code (see below).

1.7 Your VPBX PIN code

The privacy and security of your voicemail is protected by a PIN (called the VPBX PIN code). You’ll need this PIN if you want to access your voicemail from another phone in the UK and when using any phone to call from abroad. Set it up as soon as you can so you don’t forget.

Here’s how to set up, change or review your VPBX PIN code:
• dial 8880 from your BT One Phone in the UK and choose option 3; or
• go to the BT One Phone portal in the Personal info tab under Username and password; or
• if you’re using another phone or you’re abroad, call the BT One Phone helpdesk; the number to use is 0845 154 8844 in the UK or +44 1923 723330 when you’re abroad.

1.8 Installing Alert Client

Alert Client lets you manage calls, send texts and update your presence status from your computer. To download and install Alert Client you’ll need administrator rights to your computer. Just follow these steps:
• Log in to the BT One Phone portal – if it’s your first visit you’ll need to register and create a password.
• Once you’re in the portal, click on Call Settings then choose Download in the menu bar.
• Click on Install Now under the Alert Client icon and follow the on-screen instructions.

When installing Alert Client we recommend using an up-to-date browser like the current version of Firefox, Safari or Google Chrome. You might be directed to install or upgrade your Flash player and, if so, click on the Get Adobe Flash Player icon. You may be asked to install Adobe Air, and, if so, press Yes.

An icon will appear on your desktop to show that the installation has been successful. Double click on the Alert Client icon then enter your username and password and press Log-in to open it.

You’ll only need to complete this process once.
1. Getting started

1.9 Download your mobile app

Logging in and getting around the app
To log in to the mobile app, just use the same username and password as you use to log in to the BT One Phone portal. If you can’t remember your details, tap what are my login details? at the bottom of the screen. There’s more about how to use the mobile app in section 8.

The BT One Phone mobile app is an easy and convenient way to access your account wherever you are. For the app to work, a data connection over mobile data or wi-fi is required.

You can find the mobile app in your app store by searching for BT One Phone. It can be installed from the following links:

To install the mobile app, you’ll need:
- Android 4.1 or higher; or
- Apple iOS 7 or higher; or
- Windows 8.1 or higher.

Here are some of the most useful features you’ll find on the mobile app:
- **Directory** – gives you contact information for all your colleagues and lets you call or send them messages from the app.
- **Local directory sync** – downloads your contacts from the company directory and stores them in your phone’s local address book.
- **My Presence** – lets you update your presence status while on the move.
- **My Groups** – lets you check which groups you’re in.
- **Follow-me** – set up, so all your calls are forwarded to another number.
2. Network and data settings

2.1 Network label

The network label you see when you insert a BT One Phone SIM card into your phone depends on your device and where you are.

Here are the different network names that you might see, and when and why they’re seen.

<table>
<thead>
<tr>
<th>Network Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT One Phone</td>
<td>When you’re connected to the BT One Phone dedicated mobile network in your office.</td>
</tr>
<tr>
<td>BT One Phone UK</td>
<td>When you’re connected to the BT One Phone dedicated mobile network but at another office location.</td>
</tr>
<tr>
<td>BTOP</td>
<td>When you’re connected to the BT One Phone dedicated mobile network in your office and the phone you’re using doesn’t have enough room on the screen to show the full network name.</td>
</tr>
<tr>
<td>BT One Phone UK</td>
<td>When you’re connected to the BT Mobile network outside your office.</td>
</tr>
<tr>
<td>BTOP UK</td>
<td>When you’re connected to the BT Mobile network outside your office and the phone you’re using doesn’t have enough room on the screen to show the full UK network name.</td>
</tr>
<tr>
<td>234-08</td>
<td>If you’re using a very old phone, it may only show the mobile operator code. This just means the phone can’t translate the operator code so it shows the actual code. All mobile operators have an operator code.</td>
</tr>
<tr>
<td>BT One Phone.UK</td>
<td>When you arrive back in the UK and connect to the BT Mobile network after using your phone abroad.</td>
</tr>
<tr>
<td>International roaming partner</td>
<td>When you’re roaming internationally the network name you’ll see will usually be the Mobile Network Operator (MNO) that you’re connected to in that county.</td>
</tr>
</tbody>
</table>

Some phones may show an ‘R’ above their network signal strength which indicates that the phone is roaming on the BT Mobile network outside your office.
2. Network and data settings

2.2 Data services

Setting up an iPhone for data access
To get your iPhone working with BT One Phone you’ll need to install a new configuration file. Click on the link for details of how to do this.

Access Point Name (APN) settings contain information that’s needed to make data connections through your phone – especially internet browsing. In most cases, APN and MMS (picture) settings are automatically set up in your phone, so you can use mobile data straight away.

If you need to update or check your APN settings for BT One Phone, go to your settings menu and find your APN menu. This is often found in the mobile network settings section.

Make sure your APN is set as follows:

<table>
<thead>
<tr>
<th>Configuration option</th>
<th>Configuration information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Point Name (APN)</td>
<td>internet.btonephone.com</td>
</tr>
<tr>
<td>APN type</td>
<td>Default</td>
</tr>
</tbody>
</table>

You shouldn’t need to configure any other information.

If you need to configure your MMS settings, make sure they’re set as follows:

<table>
<thead>
<tr>
<th>Configuration option</th>
<th>MMS configuration information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Point Name (APN)</td>
<td>mms.btonephone.com</td>
</tr>
<tr>
<td>MMSC</td>
<td><a href="http://mmsc">http://mmsc</a></td>
</tr>
<tr>
<td>MMS proxy</td>
<td>proxy.btonephone.com</td>
</tr>
<tr>
<td>MMS port</td>
<td>8080</td>
</tr>
<tr>
<td>APN type</td>
<td>MMS</td>
</tr>
</tbody>
</table>

Refer to your phone’s user guide for more information.
3. Handling live calls on your phone

3.1 Useful numbers

From your BT One Phone you can dial:
- 8888 for voicemail
- 8880 for the dial-in service menu
- 8844 for the helpdesk
- 8899 to accept pick up group calls
These will only work inside the UK.

3.2 Call handling

You can also use your Alert Client to handle calls
See section 5 for details of how to handle your calls with Alert Client and other Alert Client functions.

You have the following call handling options when using BT One Phone in the UK:
- Placing a call on hold.
- Transferring a call (with or without talking to the person you’re transferring to first).
- Switching between two active calls.
- Setting up a three-way conversation.
- Call waiting, to help you manage incoming calls while you’re on another call.
- Ring back when free – you can request an automatic call back when calling another BT One Phone user.

There’s more about these everyday functions below, or take a look at the guide to short codes included in your welcome pack.

Placing a call on hold
- To put a call on hold, press # #.
- To go back to the call, press #.

Transferring a call
You can transfer calls, either received or made, to another person. The process depends on whether or not you want to talk to the person you’re transferring the call to first.

To speak to the person you’re transferring the call to first (consultative call transfer):
- Press # # to put the original caller on hold.
- Dial the phone number (a colleague’s extension, full number or an external number) followed by #.
- Speak to the person you’re transferring the call to.
- Transfer them to the caller by hanging up.
- If you decide to transfer the call to someone else press 1 – the original caller will remain on hold.
- Dial the new phone number, followed by # and repeat as before.

To transfer the call without first talking to the person you’re transferring the call to (blind call transfer):
- Press # # *.
- Dial the phone number (extension or full number) followed by # then hang up.

If you want to get back to the original caller during the transfer or you make a mistake while dialling the phone number, press * #. This will reconnect you with the caller.
3. Handling live calls on your phone

3.3 Additional functions

Switching between two active calls
Known as call toggling, this feature lets you switch between two active calls after the first part of a consultative call. During a call, you can press 2 to toggle between the two calls. When you end the call, the other two calls are connected.

Setting up a three-way conversation
You can involve a third person in your call to have a three-way conversation.

To set up a call between yourself and two other callers:
- call the first participant and put them on hold by pressing # #
- call the second participant by dialling their phone number followed by #
- when the second call connects, press 3 to connect all three of you.

You can end the call by hanging up. This will end the call for everyone. If one of the other participants drops out, the remaining people will stay connected in a two-way call.

Call waiting
The call waiting feature lets you know when you have an incoming call while you’re on another call.

You can choose to accept or decline another call:
- To accept the incoming call while you’re on another call, select Answer on your phone.
- This will put the current call on hold and allow you to speak to the incoming caller.
- You can end this second call by hanging up, which will return you to your original call.

If you don’t want the incoming call to interrupt the call you’re on, just let it ring or hang up, and the call will be handled according to your settings in the BT One Phone portal.

Ring back when free
The Ring back when free function is only available for internal calls. If you try to call another BT One Phone user in your company and get an engaged tone, you can request an automatic call back:
- A recorded message will let you know that the call back has been activated and then your call will end.
- When your colleague becomes free, you’ll be called back; once you’ve picked up the call, you’ll be transferred to your colleague.

When you get your call back, your company’s main number will be displayed.

The Ring back when free function stays active for a maximum of 60 minutes. If your colleague does not become available in that time, you will need to repeat the Ring back when free process.

You can request a call back from as many colleagues as you like, unless they have already got a call back request from someone else – you can only have one call back request for any one number.

If you don’t get an engaged tone, but are transferred directly to your colleague’s voicemail, you can still press 9 to request a call back – your colleague will be notified by text or email.
4. Managing your voicemail

4.1 Accessing your messages

To access your messages from your BT One Phone you can either:

• dial 8888; or
• dial 8880 for the dial-in service menu and choose option 2; or
• if you’ve installed the BT One Phone mobile app on your phone, select My Status in the main menu and then tap Call voicemail.

You can access voicemail from another phone by calling 07953 223888 or +44 7953 223888 from any phone while you’re abroad. You’ll need to make sure you’ve set up a VPBX PIN code (see section 1), otherwise you won’t be able to access your messages.

4.2 Voicemail functions

While you’re listening to a message, you can access the following functions by pressing the relevant key on your phone:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>to find out the caller’s name and number</td>
</tr>
<tr>
<td>1</td>
<td>to return the call</td>
</tr>
<tr>
<td>2</td>
<td>to forward the message to a colleague</td>
</tr>
<tr>
<td>4</td>
<td>to play the next message</td>
</tr>
<tr>
<td>5</td>
<td>to repeat the message</td>
</tr>
<tr>
<td>6</td>
<td>to listen to previously saved messages (after listening to all your new ones)</td>
</tr>
<tr>
<td>7</td>
<td>to delete the message</td>
</tr>
<tr>
<td>9</td>
<td>to save the message</td>
</tr>
</tbody>
</table>

Just press * to take you back to the dial-in service menu.

Notifications
Your company will have set up BT One Phone to deliver some or all of the following notifications to you by email, by text message or by a combination of the two:

• A missed call – a call received when your phone was turned off, or when you were out of coverage and the caller didn’t leave a message.
• A new voicemail.
• A ‘Ring back when free’ request.
• A new fax.

To choose either email or text notifications, please contact your administrator.
5. Using Alert Client

Alert Client gives you the option to manage your calls, send texts and update your presence status from your computer. See section 1 for instructions on installing Alert Client.

Once you’ve installed Alert Client, you’ll find the orange VPBX Alert Client icon in your tool tray at the bottom right hand corner of your screen. Remember to look in hidden icons and you can then pin it to your taskbar.

5.1 Incoming calls

When you receive an incoming call and before you answer it, an Alert Client window will automatically appear on your computer and allow you to:

- Click **Decline** to end the call.
- Click **Forward** to forward the call to one of your colleagues or an external number – you can type in a number or search for a contact in your directory.
- Click **Voicemail** to forward the call to your voicemail.

To accept a call, you must answer it on your phone or a smart headset paired with your device.

When you answer the call, the Alert Client window changes to show another set of in-call options. Here you can:

- Click **Decline** to end the call.
- Click **Hold** to put the caller on hold.
- Click **Transfer** to transfer the call directly to a colleague or an external number. Enter their number yourself or open the users phone book, where you can search the corporate directory, then click on their name to transfer the call.
- Click **Consultation** to speak with a colleague before transferring the call to them. Enter their number yourself or open the users phone book, where you can search the corporate directory, then click on their name. This will put the caller on hold and call the number of the person selected. The consultation call window appears where you can:
  - click **Decline** if you change your mind before you’re connected and want to return to the caller.

Once you’re connected:

- click on **Toggle** to switch between the two calls
- click **Conference** to set up a three way conference
- hang up to transfer the call.

Call pick-up

If you are part of a pick-up group, Alert Client notifies you of a group call. To pick up a call, click on **Accept**.
5. Using Alert Client

5.2 Call waiting

If you have the call waiting feature, then Alert Client will let you know you’ve got another incoming call while you’re on the phone (if not, check with your administrator to see whether it can be enabled). Here’s what you can do when this happens:

- To accept this new call, answer it on your phone.
- If you don’t want the incoming call to interrupt the call you’re on, you can click Reject on your Alert Client window. The rejected call will then be dealt with according to your settings – so, for example, if you’ve specified that calls go to voicemail, they will go there.
- If you end the first call, the second call will be connected automatically.

5.3 Other Alert Client functions

As well as helping you manage incoming calls, Alert Client also gives you access to a range of other functions.

Changing user
This feature lets you log in to your own BT One Phone account if the computer has more than one user.

- Right click on the Alert Client icon (in your tool tray at the bottom right hand corner of your screen).
- Click on Change User.
- Enter the new username and password. This is the same username and password as you use to log in to the BT One Phone portal.

Sending a text

- Right click on the Alert Client icon.
- Click on Send Text.
- Enter the complete mobile phone number of the person you want to text in the Message to field, or enter the name of an internal contact in the search function of the directory.
- Enter your message in the Enter your message field.
- Click Send.

If you receive a call while you’re writing a text in Alert Client, your text will be saved so you can continue with it after your call has finished.

Accessing the BT One Phone portal

- Right click on the orange Alert Client icon.
- Select Open VPBX to open the Call Settings area of the BT One Phone portal.

Updating your presence status

Left click on the Alert Client icon; the Status Info window will open, displaying your current presence status. Click on the Change status drop down menu then choose your revised status, for example ‘Out of office’, and enter your date and time preferences, then click OK to save. This will immediately update your presence status and the information in the Status Info window and in the company directory.
6. Your BT One Phone portal

The **BT One Phone portal** is an online tool that makes it easy to manage your personal settings and preferences, helping you work smart on the move.

### 6.1 Accessing the BT One Phone portal

To access the BT One Phone portal once you’re registered, go to [bt.com/btonephoneportal](http://bt.com/btonephoneportal) and enter your username and password.

After logging in you’ll land on the **Overview** tab, where you can see your subscription data and user information.

Below this there are buttons for **Quick actions** that let you register a fault, access the Call settings area of the portal and block your IMEI number (if you’ve lost your phone or it’s been stolen). If call recording is included in your subscription you’ll see an extra Call recording button in the Quick actions area. Clicking on this button will take you to the call recording portal.

There are further tabs where you can see your five most recent calls, the last products added (for example, a data bundle), your latest orders and recently registered faults. In each tab you can click on any of the links for more detail of an entry.

**Session timeout**

You’ll be automatically logged out after 15 minutes of inactivity.

### 6.2 Your account and personal data

In the **My account** tab you can view your account and subscription. **Reports** lets you create, view and download usage reports as a summary or itemised usage or for the top five called numbers. You can view your latest orders and recently registered faults here too.

In the **Personal info** tab you’ll find **User information** once again. This is also where you can change your password or voicemail PIN code – under Username and password, click on the required Change button, enter your new details and then click **Confirm**.

You can also see your personal data by clicking on **My Settings** in the Call Settings menu bar and choosing the **Personal info** option. Here you can view, or complete, any labels that have been assigned to you to indicate your subject matter expertise and knowledge/skill areas (if these have been set up by your administrator).

In the **Documents** tab you’ll find any reports, such as usage reports, that you’ve created – they’re automatically stored here.

**Changing your password**

You can change your password in the Personal info tab under Username and password. Just click on Change my password. Enter your new password details and click **Confirm**.
6. Your BT One Phone portal

6.3 Your call settings

Click on Call Settings in Quick actions to get to your own user area (or virtual VPBX). Or, if you’ve installed Alert Client, right click on the Alert Client icon (in your tool tray at the bottom right hand corner of your screen) and select Open VPBX.

Your Call Settings user area is divided into the following sections:

- My Status.
- Directory.
- My Availability.
- My Settings.
- My Groups (if you’re a member of a call group).

Additional functions may be available to you depending on your company’s specific settings. Your administrator can tell you more.

6.4 My status

Click on My Status in your Call Settings menu bar for a snapshot of your current settings and activity history, broken down into the following sections:

- My status — your current presence status e.g. In a meeting.
- My calls — your five most recent calls.
- My messages — an overview of new and saved voicemail messages and faxes.
- My groups — the call groups you are a member of, including whether you are currently logged in or out of these groups. You can click on each of the groups to see a list of all other members.
- My numbers — an overview of all your phone numbers (mobile, landline, extension and any additional numbers) and the current routing template for each one.
- Follow-me — your current ‘follow-me’ (i.e. forward all calls) activation status and the number used. You can also see whether any of your colleagues have activated their ‘follow-me’ to forward their calls to you.

To make changes to your follow-me and presence settings, you’ll need to go to the My Availability section.
6. Your BT One Phone portal

6.5 Directory

The directory within the BT One Phone portal gives you contact information for all your colleagues, including the departments and groups they’re in, their presence status and whether they’re on another call. You can also view short numbers for all external staff and suppliers (if your administrator has set these up).

To view your company’s contacts, click on Call Settings and then Directory in the menu bar. To expand the directory structure, just click on the ‘+’ symbol to the left of your company’s name.

Searching for people

Using the drop-down menu in the search field, you can search the list of people in a variety of ways:

- **Automatic filter search** – enter the name or number.
- **Search for names** – enter the first name or surname.
- **Search for labels** – enter the label for the subject matter expert you want (these are created by the administrator to help search for the right contacts).
- **Search for numbers** – enter the phone number or short number.
- **Search for email addresses** – enter the email address.

The search results will be a list of people who fit the criteria you entered.

- Click on the person you were looking for to see their contact details.
- Click on Cancel to cancel the search.

Searching for people by department

To search the directory for people by department:

- Click on the ‘+’ symbol to the left of your company’s name to see a company organisation chart.
- Click on a department to see a list of all the employees in that department, and their direct dial numbers.
- Click on the person you were looking for to see their full contact details.
- Click on Cancel to cancel the search.

Contact status information in the directory

The Type column shows whether the directory entry is a user, group or external contact.

The Presence Status column shows a colleague’s availability status by colour:

- **Green box** = available.
- **Yellow box** = offline.
- **Red box** = busy.

The Line Status column shows a colleague’s phone status – whether or not they’re on a phone call – by colour:

- **Green** = colleague is not on a phone call.
- **Red** = colleague is on a phone call.

The presence status and phone status in the directory are accurate at the time the directory search was made. To refresh the presence and phone status shown in the directory you will need to make a new search or click on an entry to see their details.
6. Your BT One Phone portal

6.6 My Availability

Other ways to set up a Follow-me number

- Dial 8880 from your BT One Phone for the dial-in service menu and choose option 4; or
- On the BT One Phone mobile app, select Follow-me in the main menu.

The previous sections have shown where you can view your ‘follow-me’ and presence settings; in My Availability you can change them.

The My Availability section gives you access to the following functions:

Follow-me

A ‘Follow-me’ number is an internal or external number that you choose to forward all your incoming calls to. This is useful if you’ve left your BT One Phone at home, for example, and want to forward calls to another phone.

To set up a Follow-me number on the BT One Phone portal, tick the Follow-me box and enter the number for the phone you want to forward incoming calls to. Then click OK to confirm.

To deactivate the Follow-me number, just click on the Follow-me box to remove the tick and then click OK to confirm.

When Follow-me is set up to forward calls to an internal number, and the call goes unanswered for 30 seconds, it will be diverted back to your main number. It’ll then be dealt with according to your settings (e.g. sent to your voicemail), so you’ll never miss a call.

When Follow-me is set up to forward calls to an external number, it acts as a straightforward call diversion.

Presence status

Your presence status lets your colleagues know whether you’re available to take a call. It also affects the way your calls are handled, depending on where you are and what you’re doing. Certain rules are set up by your administrator for each presence status, which will determine where calls to each of your numbers (i.e. mobile, landline, extension, and additional numbers) will go. So if, for example, you set your presence status to On holiday, and your settings are that all calls to any of your numbers should be forwarded to the company’s main number, then this will happen automatically.

To change your presence status:

- In the Presence Settings tab click on the Current Status drop down menu.
- Choose the status that applies to you (e.g. On holiday).
- Set an end time for this status.
- Click on OK to confirm.

To revert to default presence status, select Default from the drop-down menu and click OK to confirm.

Contact your administrator for details of all the possible status settings available to you.

Other ways to change your presence status:

- Dial 8880 from your BT One Phone for the dial-in service menu and choose option 1.
- On the BT One Phone mobile app, select My Presence in the main menu.
- Using the Alert Client, choose the relevant status from the drop down menu in Change Status.
Presence Schedule
You may see a Schedule tab but only if you’ve been given permission to do so. Think of this as your diary. Here you can schedule your presence status to update automatically according to the meetings and plans you put into it. So if you have a team meeting every week on a Monday morning from 10am to 11am, your presence will be set to Meeting during that time.

Here’s how to configure your presence schedule:

- To set a one-off presence status use the Day, Week or Month tab in the calendar view, or for a recurring status use the Regular tab.
- Use your mouse to select the times you want from the calendar view – a window will then appear.
- Enter each period you want, selecting a presence status from the drop-down menu (e.g. on Holiday).
- Click Save.
- Your status is now saved in the BT One Phone system and will be used to dictate how your calls are handled – depending on the rules set up in the system for that particular presence status.

To delete a presence status saved in your schedule, click on the little ‘x’ in the schedule display.

To apply the schedule, in the Presence Settings tab click on the Current Status drop down menu and select Scheduled Status.
6. Your BT One Phone portal

6.7 My Settings

In My Settings you will see two options to view: **Personal info** and **Call Log**. This section tells you what you can do in each of these.

**Personal info**
In Personal info you can view your personal data, such as your numbers, your email address and your login username. You can also view, or complete, any labels that have been assigned to you to indicate your subject matter expertise and knowledge/skill areas (if these have been set up by your administrator).

**Call Log**
In this section you can view your entire call history — all your incoming and outgoing calls and their duration:

- Click on **Call Log**.
- Select the specific dates for the call log you want to review.

Or you can use one of the following filters to display a selection of your call history:

- **Media** — to choose voice or fax calls.
- **From** — to choose calls made from a specific phone number. Enter the relevant number in the **Value** field and click **Search**.
- **To** — to choose calls made to a specific phone number. Enter the relevant number in the **Value** field and click **Search**.
- **Result** — to select calls by their result (e.g. accepted, missed, forwarded).
- **Voice Message** — to choose voicemails.

Click **Cancel** to end the process.

6.8 My groups

**Other ways to administer your groups**
Dial **8880** from your BT One Phone for the dial-in service menu and choose option **6** for the group manager administration functions.

**Seeing which groups you’re a part of**
- In the **BT One Phone portal** open your **Call Settings** and click on **My Status** in menu bar. **My Groups** tells you the call groups you’re part of.
- If you’ve installed the mobile app on your phone there’s a group check feature so you can see which groups you’re in.

This is where you can manage your settings for any of the groups you’re part of.

**Presence management**
The Group Presence function lets you change your log in/log out status for all, or selected, groups.

**Group administration**
As a group manager, you can:

- Open and close all groups or a specific group on another user’s behalf.
- Register or un-register members.
- View the group’s call logs.
- Open or close groups.

Your administrator can tell you if you’re authorised to do this.
7. Using the dial-in service menu

The dial-in service menu lets you set up and manage your features and settings from your phone. So, if you’re ever in a situation where you cannot access the BT One Phone portal, the good news is that you can do everything on your phone using the dial-in service menu.

7.1 Accessing the dial-in service menu

To access the dial-in service menu, just dial 8880 from your BT One Phone in the UK. You can access the menu from another phone by calling 07953 223880 or +44 7953 223880 from any phone while you’re abroad. You’ll need to make sure you’ve set up a VPBX PIN code (see section 1).

You can press * at any time to get back to the main menu.

7.2 Dial-in service menu options

Once you’re in the dial-in service menu, the audio instructions will explain your options. Select the relevant number to access one of the following functions:

1. Change your presence status
2. Listen to your voicemail
3. Set up your voicemail
4. Set up a follow-me number
5. Manage your groups
6. Group manager administration functions
7. Create a Meet Me conference bridge number and PIN
8. Listen to group voicemail.
7. Using the dial-in service menu

1. Change your presence status
   • Choose option 1 in the dial-in service menu. The system will tell you your current presence status.
   • Follow the instructions to choose the status you want. If you want your status to follow the schedule settings set up using the BT One Phone portal, press 99#.
   Each presence status has a default duration. If you want to use that default just enter the presence status code, followed by #.
   If you want the status to be active for longer than the default duration, then enter the code for the presence status you want followed by the time (in HHMM format) and then #.
   For example, 011600# means status 01 will be active until 4pm.
   Some presence statuses work on days rather than hours, for example ‘On holiday’.
   If you want to specify a finishing date, enter the code for the status you want followed by the finishing date (in DDMM format) and then #.
   For example, 022910# means status 02 will be active until 29 October.
   If you want to use the default presence status, just press 00#. It’ll stay as Default until you update it to In a meeting, or On holiday for example.

2. Listen to your voicemail
   • Choose option 2 in the dial-in service menu.
   Information about the voicemail functions you can access while you’re listening to a message can be found in section 4.

3. Set up your voicemail
   To set up your voicemail name and a personal greeting, and to listen to or change your VPBX PIN code:
   • Choose option 3 in the dial-in service menu and then follow the instructions.
7. Using the dial-in service menu

**Set up a follow-me number**

- Choose option 4 in the dial-in service menu.
- Press 0 # if you’re calling from another phone and want to use it as your follow-me number.
- Enter the phone number followed by # if you’re calling from your BT One Phone and wish to forward your calls to another number.
- To deactivate your follow-me number, press 0.

When **Follow-me** is set up to forward calls to an internal number, and the call goes unanswered for 30 seconds, it will be diverted back to your main number and then dealt with according to your settings (e.g. sent to your voicemail), so you’ll never miss a call.

When **Follow-me** is set up to forward calls to an external number, it acts as a straightforward call diversion.

**Manage your groups**

If you’re a member of a call group you can use the dial-in service to manage your group status and log yourself in and out of it:

- Choose option 5 in the dial-in service menu to change your group status.
- Press 1 to change your status for all your groups; or
- press 2 and enter GROUPID # to change your status for one specific group.

Your group manager can tell you what your group ID(s) are.

- Then press 1 to log into the group; or
- press 2 to log out.

**Group manager administration functions**

If you’re a group manager, you can use the dial-in service to manage the group status (open/closed) for all members.

- Choose option 6 in the dial-in service menu for the group manager administration functions.
- Then press 1 to change the status of all groups; or
- press 2 and enter GROUPID # to change the status of one specific group.

Your group manager can tell you what your group ID(s) are.

- Then press 1 to open the group; or
- press 2 to close the group.
7. Using the dial-in service menu

**Create a Meet Me conference bridge number and PIN**

To hold conferences you’ll need to create an individual conference bridge number, which is then reserved just for you. People dialling into conference calls that you’ve set up will use this number once they’ve dialled into the BT One Phone Meet Me conference phone number.

To set up your individual Meet Me conference bridge number and chairperson’s PIN:

- Press 7 in the dial-in service menu.
- Follow the instructions to create a bridge number and chairperson’s security PIN for your conference bridge.

We recommend you choose your extension number as your bridge number, as it makes it easier to set up, find, and use bridge numbers across the company.

**Using BT One Phone Meet Me conferencing**

It’s really easy to use the BT One Phone Meet Me conference service and join a conference:

- Dial the BT One Phone Meet Me conference phone number.
- Enter the Meet Me bridge number of the person who set up the conference.
- Wait for the chairperson to join the call (open the bridge).

If you’re the chairperson:

- Dial the BT One Phone Meet Me conference phone number.
- Enter your individual Meet Me conference bridge number.
- Enter your chairperson security PIN.

The conference bridge will open and all the waiting attendees will enter into the conference.

**Listen to group voicemail**

If you’ve been given permission, you can use the dial-in service to listen to messages left for a group:

- Choose option 8 in the dial-in service menu.
- Enter the unique group code. Your administrator will let you know what this is.

You can use the usual voicemail functions while listening to a group message. See section 4 for details.
8. Mobile apps

### 8.1 The BT Wi-fi app

As a BT One Phone customer you have free, unlimited access to over five million BT Wi-fi hotspots in the UK. Wi-fi is great because it won’t use up your data allowance. If you receive a text prompting you to download the BT Wi-fi app:

- Click on the link to download it.
- You’ll receive a second text – click on the link to configure the BT Wi-fi app with your login details.
- The app will save your username and password so you don’t have to enter them every time you want to use it – just make sure your phone is wi-fi enabled.
- Tap on the BT Wi-fi app as soon as you’re in range of a BT Wi-fi hotspot and you’ll be connected automatically.

### 8.2 The BT One Phone mobile app

The BT One Phone mobile app is an easy and convenient way to access your account wherever you are. See section 1 for details of how to download the BT One Phone mobile app.

Once installed, you’ll see the mobile app icon on your home page. To open the app, click on the icon and log in with the same username and password as you use to log in to the BT One Phone portal. If you can’t remember your details then tap What are my login details? at the bottom of the screen.

The first time you open the app, you’ll be asked if you want to download contacts from your BT One Phone company directory and store them in your phone’s local address book. Click Skip to go straight to the app – you can download company contacts later if you change your mind. Click Sync to go ahead with the download – you’ll see a progress screen to show you how it’s going. You’ll then see their names if they call, making it easy to tell when one of your colleagues is trying to contact you.

The mobile app functions depend on the privileges assigned to you by your administrator.

### Getting around the app

Simply tap the three line menu icon in the top left-hand corner and you’ll get through to the main functions, including contacts and status settings.

### My Status

My Status shows you your current presence status, the number of new and saved voicemail messages, your last three calls, any groups you’re part of and other useful information. Tapping on your presence status will take you direct to My presence. Tapping on Directory takes you to the company directory feature.
8. Mobile apps

Directory
The Directory gives you contact information for all your colleagues, including their presence status and whether they’re on another call. Quickly find the people you talk to the most by tapping the star icon in their contact details and adding them to your Favourites – they’ll then appear at the top of the directory listing. Or you can tap on a letter down the side to jump quickly to contacts whose surname starts with that letter. Tap on a contact to view their full details. The phone and text icons let you automatically call colleagues or send them messages from the Directory.

My Presence
My Presence lets you update your presence status while on the move. To do this, tap on your current status to view a list of presence options. Select your new status and update any time or date information if the default values aren’t right. Then tap on Update Presence to make the change. Your status in the company directory will update as well so your colleagues know if you’re available to take calls. And any calls will now follow the call handling rules set up by an administrator for this status.

Follow-me
This is where you can set up a Follow-me number, that’s a UK number that you can forward all your incoming calls to. Enter the number for the phone you want to forward incoming calls to and then tap Activate. Tap Deactivate to stop call forwarding to a Follow-me number.
8. Mobile apps

**My Groups**
My Groups lets you check which groups you’re in (if any). Click on a group to see a list of group members and their presence status.

**Settings**
In Settings you can turn on **Local directory sync** if you decided to skip this when first downloading the app. It’ll download your contacts from the company directory and store them in your phone’s local address book. **Log out** will disconnect the app from the BT One Phone service.

**Help**
Use Help to contact the BT One Phone helpdesk and view active call handling options depending on the privileges for your user account.
### 9. Going abroad with BT One Phone

You’ll need to make sure that your administrator has enabled your subscription for international roaming. You can then make and receive calls on your phone in countries all over the world, so even when you’re abroad you can stay connected. You’ll also be able to access your voicemail, send and receive texts and email. Speak to your administrator to find out what subscription extras are available to help you work abroad.

#### Finding your SIM toolkit

The SIM toolkit usually looks like an app on your phone, but the location will vary depending on which phone you have:

<table>
<thead>
<tr>
<th>Android phones:</th>
<th>Windows phones:</th>
<th>iPhones:</th>
<th>Blackberry phones:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The BT One Phone SIM toolkit for Android phones can be found in the general applications folder. It has a SIM card icon with a settings wheel.</td>
<td>The BT One Phone SIM toolkit in Windows phones can be found in Settings&gt;Mobile Network&gt;SIM Applications.</td>
<td>The BT One Phone SIM toolkit in iPhones can be found in Settings&gt;Phone.</td>
<td>The BT One Phone SIM toolkit in Blackberry 10 phones is in the general applications folder. It has a SIM card icon and says BT One Phone.</td>
</tr>
</tbody>
</table>

#### 9.1 Connecting to overseas mobile and data networks (roaming)

**Data roaming**

Data roaming may incur additional costs, which will vary depending on the country you’re in. Please make sure that if you don’t want to use data when you’re away, you turn your data roaming option off so you don’t get charged. You’ll need to switch data roaming back on when you get home to continue using data.

To make and receive calls and text messages when you’re abroad, you’ll need to connect to a local mobile network. You can use 4G where it’s available; otherwise you’ll need to connect using 2G or 3G. For further information, take a look at a list of our 4G international roaming partners.

**Countries where 4G is available**

Your device should automatically connect to a local 4G network. The network’s name, code name or number should show on your screen. If this doesn’t happen automatically you can set the network manually in your phone settings.

**Countries where 4G isn’t available**

Where there’s no local 4G network, it’s best to disable 4G connectivity on your phone before you travel so that it connects to the local mobile network using 2G or 3G.

The location to disable 4G will vary depending on which phone you have:

**Android phones:** the settings for devices running Phones 8.1 can be found in Settings > Mobile Networks > Network Mode > WCDMA/GSM(auto connect).

**Windows phones:** the settings for devices running Phones 8.1 can be found in Settings > Mobile+SIM > Highest Connection Speed > 3G; for 10 Mobile the location is Settings > Network & Wireless/Mobile & SIM > Data Roaming Options.

**iPhones:** the setting can be found in Settings > Mobile Data > Voice and data > 3G.

**Blackberry phones:** the setting can be found in Settings > Networks and Connections > Mobile Network > Network Mode.
9. Going abroad with BT One Phone

SIM service pop-up
On certain phones, usually older Android ones, you may see a SIM service pop-up screen when you’re abroad. If this happens, you must select the BT One Phone roaming option, otherwise you won’t be able to connect to data services. This is likely to happen less often as phones are updated with new software and settings.

If you can’t find it, check your phone guide.
Once you’ve disabled 4G, turn your phone off, wait a few minutes and then turn it on again. To make the most of BT One Phone when you arrive back in the UK, you’ll need to remember to enable 4G.

Check signal, roaming bars and network selection settings
Here’s what to do if you don’t automatically connect to a local mobile network:

- Confirm that your administrator has enabled your subscription for overseas roaming.
- Check that you’re somewhere with mobile coverage – the signal indicator on your homescreen will show signal bars.

If your subscription is enabled for overseas roaming and you have adequate mobile coverage, the next step is to check your roaming option:

- Go to your BT One Phone SIM toolkit.
- Select the roaming menu. You’ll see three roaming options.

<table>
<thead>
<tr>
<th>Roaming option</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto selection</td>
<td>A default option that lets you connect to a local mobile network no matter where you are</td>
</tr>
<tr>
<td>UK only</td>
<td>You won’t be able to connect to overseas mobile networks</td>
</tr>
<tr>
<td>International only</td>
<td>Forces your phone to connect to an overseas mobile network</td>
</tr>
</tbody>
</table>

- If your roaming option is set to UK only change it to Auto selection.
- If your roaming option is already set to Auto selection and you can’t connect to a local mobile network, select the International only option.

If you change your roaming option to International only, remember to change it back to Auto selection or UK only when you arrive back in the UK.

9.2 Using BT One Phone when abroad
To make a call from overseas, dial the international country code (e.g. 0044 or +44 for the UK), followed by the local or network code (minus the zero) and the phone number (e.g. +44 1234 567 890). One thing you won’t be able to do is dial internal extension numbers, or short numbers from abroad, so please use the full mobile or landline numbers instead.

You can access BT One Phone services from any phone when you’re abroad by calling +44 7953 223888 for voicemail or +44 7953 223880 for the dial-in service menu. You’ll need to make sure you’ve set up a VPBX PIN code (see section 1), otherwise you won’t be able to access these services. If you’re using your phone and the overseas mobile network forwards your mobile number, you’ll be asked to enter the VPBX PIN code followed by #. Otherwise, you’ll be asked to enter your mobile number followed by # then your VPBX PIN code followed by #.
9. Going abroad with BT One Phone

9.3 Connecting to overseas data networks

Check data roaming is enabled
You’ll need to confirm that your administrator has enabled your subscription for overseas data roaming. Then check to see that you’ve chosen the enable data roaming function in your phone settings. The location for this depends on which phone you have:

Android phones:
The setting can be found in Settings>Mobile Networks>Data Roaming.

Windows phones:
The setting can be found in Settings>Mobile+SIM>Data Roaming Options.

iPhones:
The setting can be found in Settings>Mobile Data>Data Roaming.

Check APN settings are correct
If you don’t connect automatically to local data services, you’ll need to make sure you have the correct access point name (APN) setting. This is often found in the mobile network settings section (if you can’t find it, check your phone guide). Make sure the phone APN is internet.btonephone.com. You won’t need a username or password.

If you reach your international data usage limit, you’ll need to ask your administrator to extend it if you want to continue using overseas data networks.
10. Help and support

Unlocking your SIM
If you enter an incorrect PIN three times in a row, your SIM card will be locked. To unlock it, you’ll need your PUK code, which you can find on the BT One Phone portal in the Personal info tab under My Subscriptions. Just put the code into your phone to unlock your SIM.

If you need help, and your administrator is unable to assist you, we have a dedicated helpdesk for orders, billing, faults, general queries and for lost, stolen or replacement SIMs. To contact the helpdesk, call 0845 154 8844 (or 8844 from a BT One Phone) and select the required menu option. The number to use if you’re abroad is +44 1923 723330. If you’ve installed the BT One Phone mobile app, select Help in the main menu and tap on the Call helpdesk button.

The helpdesk is open Monday to Friday 8am to 6pm.

To report lost or stolen SIMs, you can contact us 24/7 using the same numbers. Or you could try any of these other sources of help:

- You can refer to the FAQs that are available at bt.com/btonephonehelp and on the BT One Phone portal.
- You can contact us via email at care.btonephone@bt.com

For in–depth billing data go to the BT One Phone portal where you can analyse call usage and charging at a company and individual user level. Or to see all of your One Bill details online, including VAT, and to make payments, you can go to the BT Business eBilling portal on My BT Business account. You can also opt out of paper billing here.