

Notice

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1. Get started

Getting started couldn't be easier

Just put your BT One Phone SIM card into your phone and switch it on.

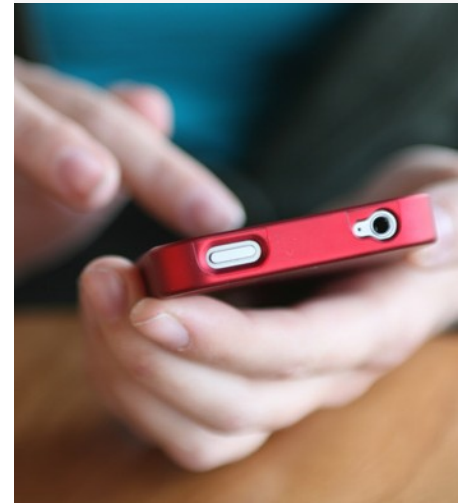
You're ready to make and receive calls

There's more about handling active calls in the [BT One Phone user guide](#) and our [Call Handling video](#). We've also included a handy guide to short codes in your welcome pack. To move contacts from another phone, you should refer to your phones user guide.

Data services

To use mobile data, you'll need to make sure you have the correct access point name (APN) settings in your phone. Go to your phone settings and find your APN menu – this is often found in the mobile network settings section. The APN for BT One Phone users is internet.btonephone.com. You shouldn't need to edit this or add any other information.

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 phones user guide to find out which one you need. To make sure you experience the quality of service you'd expect, use mobile phones that are supplied by us and approved for BT One Phone. We can't guarantee service quality or provide support for other unlocked, GSM devices.



2. Access 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 to work smart on the move to assist you can watch the [Registering on the Portal video](#)

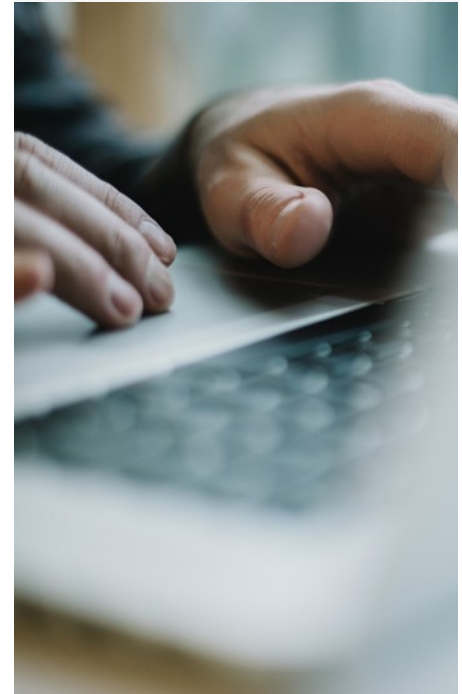
To access the portal you'll need to register and create a password.

Here's how:

- go to 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.

To access the BT One Phone portal once you're registered, go to bt.com/btonephoneportal and enter your username and password. If you've forgotten your password there's a link on the portal login page that you can use to request another one.

For details of all the things you can do on the portal and where to view your call log and your company's contacts, take a look at section 6 in the [BT One Phone user guide](#) or our [BT One Phone portal video](#).



3. Access and personalise your voicemail

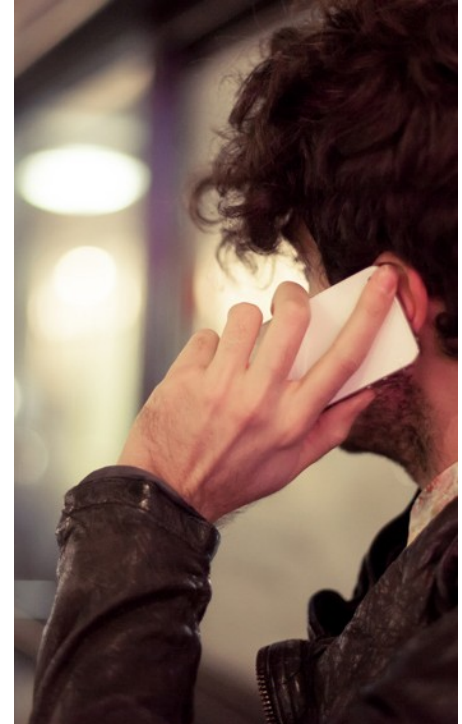
With BT One Phone, you have just one voicemail for all of your numbers – landline, mobile, extension and any additional numbers. So no matter which number someone uses to call you, you can be sure you'll get the message.

To set up your voicemail name and a personal greeting, dial 8888 from your BT One Phone and then follow the instructions. If you've got an office worker subscription you'll need to do this inside the office.

Once your voicemail has been set up, 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 (step 5), select My status in the main menu and then tap Call voicemail.

You can find out more about the full range of voicemail functions and how to set-up and access voicemail from another phone in section 4 in the [BT One Phone user guide](#).



4. Install the Alert Client

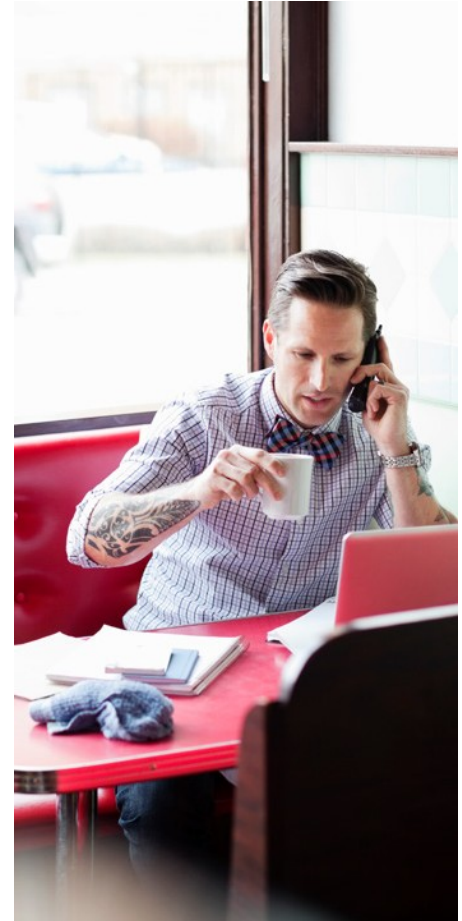
The Alert Client lets you manage calls, send texts and update your presence status from your computer. For more about Alert Client's features, take a look at section five in the [BT One Phone user guide](#) or our [Alert Client video](#).

To download and install the Alert Client you'll need administrator rights to your computer. Here's how:

- log in to the [BT One Phone portal](#) – if it's your first visit you'll need to register and create a password (step one)
- 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.

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.



5. Download your mobile app

The BT One Phone mobile app is an easy and convenient way to access your account wherever you are.

Here are some of the most useful features you'll find on the mobile app:

- The 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.

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



To use the BT One Phone mobile app, you'll need either:

- Android 4.1 or higher;
- Apple iOS 7 or higher;
- Windows 8.1 or higher.

That's it – you're ready to go. If you need more help you can find out how in the next section.



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** (step 2). If you can't remember your details then 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 of the **BT One Phone user guide** and our **Mobile app video**.

6. Get help with BT One Phone

We want to make sure you have the support you need to get the most out of BT One Phone. Our user guides, videos and self-service tools will introduce you to the many features and functions designed around the way you work and are available on the portal once you have registered.

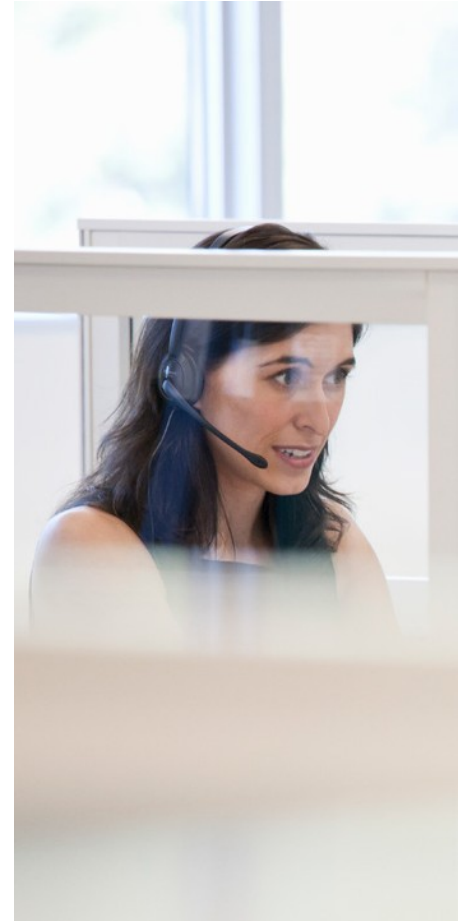
If you still need help and your administrator isn't able to help you, we have a dedicated helpdesk for orders, billing, faults, general queries and for lost, stolen or replacement SIMs. To contact the helpdesk call **0345 154 8844** or just 8844 from your BT One Phone device and select the required menu option. The number to use if you're abroad is +44 1923 723330. If you've installed the 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:

- refer to the FAQs that are available at bt.com/btonephonehelp and on the **BT One Phone portal**



Find out more

bt.com/business | 0800 800 152

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