



How to use your BT One Phone



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What's in this guide?

Top tip

It's best to use a mobile phone we've provided. Not every model will work with One Phone. And, if you unlock another device to use with One Phone, we can't guarantee your service or offer you support.

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Say goodbye to juggling calls

And say hello to a life with one phone,
one voicemail and all sorts of call handling features.

Follow the steps in this guide. And start using
the functions at your fingertips.

1. Get started

1.1 Start making and receiving calls

Getting started couldn't be easier. Just put your SIM card into your phone. Then switch it on. That's it. You're ready to make and receive calls.

Your SIM card

We'll send you a single SIM card. This carries your unique identity and allows you to use our mobile network. It's a place to store numbers and text messages.

Depending on how you push it out of its packaging, it can become a mini, micro or nano SIM. Choose the right size for your phone.

If you're unsure what type you need, check your phone's user guide. It will also tell you how to move contacts over to your One Phone.

1.2 Learn your phone numbers

You'll get your personal phone numbers with your welcome pack. A letter will set out your:

- mobile number (e.g. 07123 456 789)
- optional landline number (e.g. 01234 567 890)
- extension number for colleagues to call (e.g. 7890)

You can also find your numbers on the One Phone portal. Just:

1. open the Overview tab
2. look under Subscription data
3. then select My status in the Call settings menu.

To see them using the One Phone app, select My status in the main menu. They're listed at the bottom of the screen under My numbers.

The number people see when you call depends on your settings. Your administrator can tell you more.

1. Get started

1.3 Find your subscription information

Learn about your subscription by reading the letter in your welcome pack. Or open the Overview tab on the One Phone portal. Everything you need to know is under the heading Subscription data.

There are two types of subscription:

1. SIP/Office worker
This means you use your One Phone Desk phone in the office or from Home.
2. Mobile worker
This means you can keep using your One Phone when you're out and about.

1.4 Activate and use your SIM

When you first get your SIM, it's default PIN is 0000.

You'll quickly get the chance to change it to something more memorable. Note down your new PIN in a safe place.

Your SIM will lock if you get your PIN wrong three times in a row. If this happens, you'll need your Personal Unlocking Key (sometimes called a PUK code).

Copy it from the letter in your welcome pack or read it from the One Phone portal. You'll find it in the Overview tab, under Subscription data.

1.5 Register to use the One Phone portal

Control your settings using the One Phone portal. To register:

1. go to bt.com/btonephoneportal
2. click Register
3. enter your mobile number without spaces, starting with 44 and no zero
4. when prompted, enter the same mobile number as your username
5. decide whether your temporary password should be sent by email or text
6. use your temporary password and username to log in.

At this point, you'll be asked to replace your temporary password with something more memorable. And, that's it. You're registered and ready to use the One Phone portal.

Find out more about the portal in [section six](#).

1. Get started

1.6 Personalise your voicemail

You have a single voicemail for all your numbers. So you'll never miss a message again.

Set up your voicemail and personal greeting by dialling 8888 and following the instructions. If you are a SIP Deck phone subscription, you may have to do this inside your building.

[Section four](#) explains the voicemail functions you get with One Phone.

Top tip

It's easiest to set up your voicemail from the UK. If you're abroad (or using another phone), you'll have to call +44 7953 223888 or 07953 223888. Have your Voicemail PIN ready.

1.7 Set up your Voicemail PIN

Your voicemail's protected by a code – your Voicemail PIN. You'll need this code to listen to your voicemail abroad or over another phone. Get it by:

1. dialling 8880 from your One Phone
2. choosing option three.

Or set up your Voicemail PIN from the One Phone portal by:

1. opening the Personal info tab
2. looking under Username and password.

If you're trying to do this while abroad or using another phone, our helpdesk can guide you. Call +44 1923 723339 or 0345 154 8844 in the UK.

1.8 Manage calls, send texts and update your presence from your computer

Install Alert Client to manage calls, send texts and change your presence status from your computer.

Make sure you have administrator rights to your computer and download it by:

1. logging into the One Phone portal
2. clicking on Call settings
3. choosing Download from the menu
4. selecting Install now under the Alert Client icon and following instructions.

An icon for Alert Client should then appear on your desktop. Double click the icon and enter your One Phone username and password.

Learn more about Alert Client in [section five](#).

Top tip

Use an up-to-date browser, like Firefox, Safari or Chrome.

1. Get started

1.9 Download the One Phone mobile app

Once you download the app, you can manage your One Phone from your mobile. Use it wherever you have wi-fi or mobile data.

Search for 'BT One Phone' in your app store of choice. It's available from:



There's more about using the app in [section eight](#).

Top tip

Your mobile needs to have Android 4.1, Apple iOS 7, Windows 8.1 or higher for the app to work.

Features on your mobile app

After you sign in using the same username and password as your regular One Phone, the app can:

- store contact information in its Directory
 - download the company directory using Local Directory Sync
 - update your status using My Presence
 - check your working groups using My Group
 - forward calls to another number using Follow-me.
-

2. Check network and data settings

2.1 Interpret your network label

When you insert your SIM card, you'll see a network label. This can tell you about your device and location.

Network label	Meaning
BT One Phone	You're connected to the One Phone network in your office.
BT One Phone UK.	You're connected to the One Phone network, but not in your office.
BTOP	You're connected to the One Phone network in your office.
BT One Phone UK	When you're connected to the BT Mobile network outside your office.
BTOP UK	You're connected to the BT Mobile network outside your office.
234-08	You're connected to the One Phone network and using an older phone.
BT One Phone.UK	You've connected to the BT Mobile network after being abroad.
Other	You're roaming internationally. You'll see the name of a local Mobile Network Operator.

Top tip

If the letter R shows above your mobile's network strength icon, you're probably away from your desk and roaming on our mobile network.

2. Check network and data settings

2.2 Update your APN and MMS settings

You might need your Access Point Name (APN) to browse the internet using your phone. You can see it under Network Settings.

You should be able to use mobile data without changing your APN settings. If you do need to update or check them, the Access Point Name should be internet.btonephone.com. And the type should show as Default.

If you need to configure your Multimedia Messaging Service (MMS), choose these settings:

APN	mms.btonephone.com
MMSC	http://mmsc
MMS proxy	proxy.btonephone.com
MMS port	8080
APN type	MMS

3. Handle calls

3.1 Use these shortcuts

When you're using your One Phone in the UK, dial:

- 8888 for voicemail
- 8880 for the dial-in service menu
- 8844 to speak to our helpdesk
- 8899 to accept a pick up group call

3.2 Handle live calls

If you're on a call in the UK, you can:

- put it on hold
- transfer it
- switch between the call and another active conversation
- set up a three-way conversation
- manage incoming calls while you're on another call
- request an automatic call back when calling another One Phone user who's engaged.

Let's start by looking at the hold and transfer functions.

Putting a call on hold

- To place a call on hold, press ##.
- If you press # one more time, you'll go back to it.

Transferring a call

You have more options when you transfer a call. If you want to speak to the person you're passing the call to:

1. press ## to put the caller on hold
2. dial the number (it can be a colleague's extension, a full number or an external number) followed by #
3. speak to them
4. transfer the original call to them by hanging up.

Top tip

If you decide to transfer the call to someone else, press one and repeat from step two.

If you want to transfer the call without speaking to the person you're passing the call to:

1. press ## *
2. dial the number (extension or full number) followed by #
3. transfer the original call to them by hanging up.

Top tip

If you want to talk to the original caller at any time or you make a mistake dialling, press * #

3. Handle calls

3.3 Explore additional functions

Your One Phone can switch between active calls, set up three way conversations and ask callers to ring back later. Here's how these features work:

Switching between two active calls

1. When you've got two active calls – the original caller and the person you're transferring them to – press 2 to toggle between them.
2. Connect the two active calls by hanging up.

Setting up a three-way conversation

1. Call the first participant and put them on hold by pressing # #.
2. Call the second participant's number followed by #.
3. When the second call connects, press 3 to connect all three of you.

You can end the conversation by hanging up. This will end the call for everyone. If another participant drops out, you'll remain in a two-way call.

Call waiting

While you're on the phone, the call waiting feature will tell you if someone else rings.

You then have to decide whether to pick up or reject the incoming call:

- To accept the call, select Answer. Once you've dealt with the interruption, hang up to return to your original call.
- To reject the call, just let it ring or hang up. The interrupting call will then be handled according to your settings on the One Phone portal.

Top tip

Call waiting's a network service. So you'll have to speak to your administrator to check if it's enabled on your phone.

Ring back when free

You can only use this feature to deal with internal calls.

If a colleague's One Phone is engaged when you ring, you can request an automatic call back. Here's how:

1. Press 9.
2. A recorded message will let you know you've requested a call back.
3. Wait for a call from your company's main number.
4. Pick up it up to get transferred to your colleague.

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.

You can request a call back from as many colleagues as you like, but it won't work if they've already got a request from someone else.

Top tip

This function stays active for 60 minutes. If your colleague's still tied up at the end of the hour, you'll have to repeat this process to get a call back.

4. Manage your voicemail

4.1 Listen to your messages

Either dial 8888 or 8880.

8880 will take you to the dial-in service menu. You can reach your voicemail from here by choosing option two.

You can also listen to voicemail messages using the mobile app. Simply select My Status in the main menu and tap Call Voicemail.

If you need to listen to your voicemail messages from another phone, call 07953 223888. To do this while abroad, dial +44 7953 223888. Make sure you have your Voicemail PIN to hand. (Read [section one](#) to learn more.)

Email and text notifications

Your company might have set up One Phone to send you email or text notifications when you have:

- missed a call
- received a voicemail message
- been asked to ring back when free
- a new fax.

Talk to your administrator if you'd like to change how they're sent.

4.2 Control your voicemail

As you listen to your messages, you can take action using these keys:

Press	To
0	Find out the caller's name and number
1	Return the call
2	Forward the message to a colleague
4	Play the next message
5	Repeat the message
6	Listen to previously saved messages (after listening to all your new ones)
7	Delete the message
9	Save the message
*	Go back to the dial-in service menu

5. Use Alert Client

5.1 Set up Alert Client

With Alert Client, you can manage calls, send texts and update your status from your computer. Find out how to install it in [section one](#).

Once it's installed, the purple Alert Client icon should appear at the bottom right of your screen.



Top tip

If the icon doesn't appear, look in hidden icons. You can then pin it to your taskbar so it's always handy.

5.2 Receive incoming calls

When someone calls you, an Alert Client window will appear on your computer. It gives you the choice to:

- click Cancel and end the call
- click Forward to pass the call to a colleague or an external contact
- click Voicemail to let the caller leave a message.

If you want to answer the call, press the relevant buttons on your phone or headset.

As soon as you accept the call, Alert Client will give you more options. Decide whether you want to:

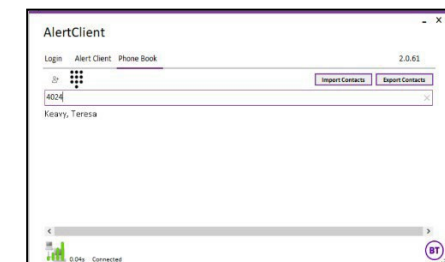
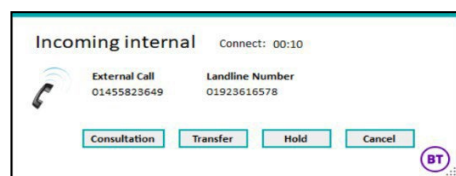
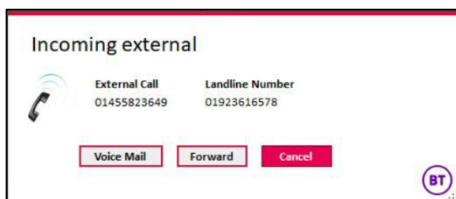
- click Cancel and end the call
- click Hold to make the caller wait
- click Transfer to pass the call directly to a contact.
- or click Consultation to put the caller on hold and speak to a colleague before passing the call on to them.

If you've chosen Transfer or Consultation, you need to select which colleague you'd like to pick up the call. Do this by entering their number or open the users' phone book and search for them in the corporate directory.

If you've decided to ring a colleague for a Consultation, but change your mind before they pick up, you can click Decline to return to your first call. And if you carry on and speak to your colleague, you can click Toggle to switch between calls or even set up a three way conversation by selecting Conference. Hang up to transfer the call.

Call pick-up

Alert Client will let you know about any group calls you receive. You'll only get these if you're part of a pick-up group. Click Accept to take the call.



5.3 Manage waiting calls

Your One Phone might have call waiting activated. With this in place, Alert Client warns you when you have an incoming call even if you're already speaking on the phone.

When this happens, you can:

- accept it by answering on your phone
- turn it down by clicking Reject on the Alert Client window
- end the first call to automatically connect to the incoming caller.

5. Use Alert Client

5.3 Manage waiting calls

When you reject a call, your One Phone will handle it according to your settings. Sending it to voicemail, for example.

Not sure whether call waiting's activated? Check with your administrator.

5.4 Try other functions

Alert Client does more than managing calls. Here's the lowdown on its other functions:

Changing users

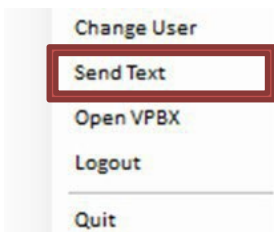
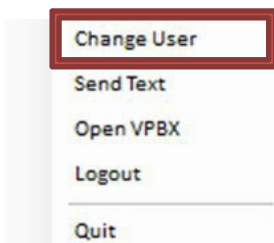
Sharing your computer with another One Phone user? Log in to your account by.

1. right-clicking the Alert Client icon to the bottom right of your screen
2. clicking on Change User
3. entering your new username and password.

Sending a text

To send a text message from Alert Client:

1. right-click the Alert Client icon
2. click Send Text
3. enter your contact's mobile number in the Message To field
4. type your text in the Enter Your Message field
5. click the Send button.



Top tip

If you're interrupted by a call while you're writing a text, don't worry. A draft's saved automatically. So you can continue writing it once the call's over.

Getting to the One Phone portal

To open the Call Settings area of the One Phone portal:

1. right-click on the Alert Client icon
2. select Open VPBX.

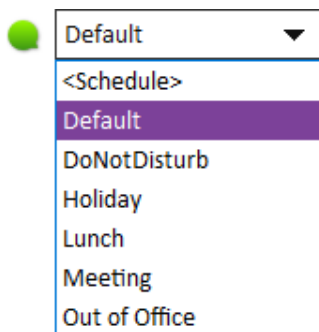
Updating your presence status

Let colleagues know what you're up to with your presence status.

Your presence status shows in the Status Info window and your company directory.

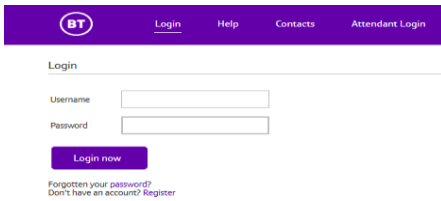
Here's how to change it:

1. Left-click on the Alert Client icon to open the Status Info window.
2. Click on the Change Status dropdown menu.
3. Choose your status.
4. Enter any date and time preferences.
5. Click OK to save.



6. Manage your One Phone using the portal

6.1 Log in to the One Phone portal

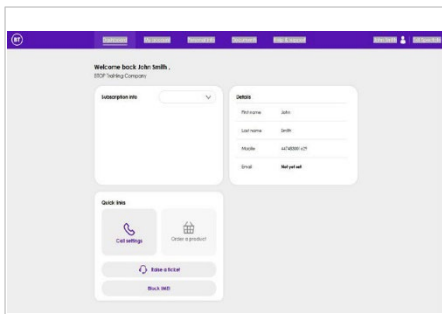


Use the One Phone portal to manage your settings and preferences. Once you've registered, you can log in by:

1. visiting bt.com/btonephoneportal
2. entering your username and password.

You'll be greeted by the Overview tab. It details your subscription data and user information. Scroll down to find Quick actions. From here, you can:

- register a fault
- go to Call settings
- block your IMEI number
- look through your call recordings (if you have this function).



Other tabs give you the details of your:

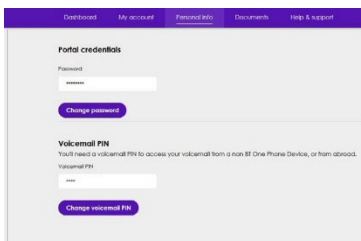
- recent activity
- recently added products
- latest orders
- reported faults.

Top tip

The portal will automatically log out after 15 minutes of inactivity.

There's all kinds of account and subscription information in the My account tab, including your latest orders and registered faults. You can even make and download a report summarising how you've used your One Phone or the numbers you dial most often.

6.2 Check your account, subscription and personal information



Top tip

Once you've made a report, it's automatically stored in the Documents tab.

On the Personal info tab, under Overview, you can see your user information. This tab is also where you can change your password or Voicemail PIN. To do this:

1. look under Username and password
2. click on the relevant Change button
3. enter your new details
4. click Confirm.

There's also a Personal info section in My Settings. The option to see your personal information appears in the Call Settings menu. Here you can check the labels against your name. Your administrator might peg you as a 'subject matter expert', for example.

6. Manage your One Phone using the portal

6.3 Review your call settings

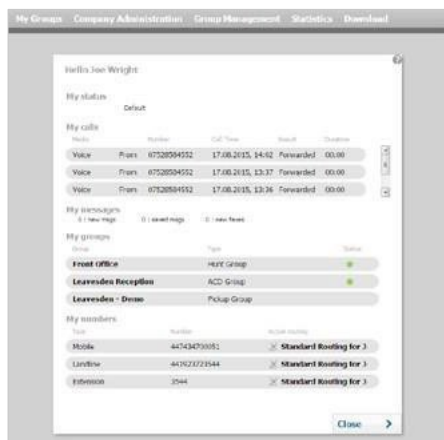
Choose Call Settings under Quick Actions to get to your user area.

If you have Alert Client, you can see your settings by right-clicking its icon and selecting Open VBPX.

The following sections look at the main Call Settings functions in more detail. You may have other functions as well – this depends on your company settings. Your administrator can tell you more.

6.4 Check your status

Click on My status in the Call Settings menu for a snapshot of your settings and recent activity. It breaks down into these sections:



My status

This is how you appear to colleagues. You might show up as in a meeting, for example.

My calls

This lists your five most recent calls.

My messages

This gives an overview of voicemail and fax messages that are new or saved.

My groups

This sets out your groups and tells you whether you're logged in to them as an active member. Click on them to see who else is in the group.

My numbers

This is a reminder of all your mobile, landline and extension numbers. This section also shows how the One Phone routes calls

Follow-me

If you've asked your calls to be forwarded, this section shows the number callers can expect to reach. You can also see whether any colleagues are forwarding their calls to you.

Top tip

Go to the My Availability section to make changes to your follow-me settings or your presence status.

6. Manage your One Phone using the portal

6.5 Look up colleagues in your company directory



One Phone holds contact information for your colleagues in a directory. Uncover their:

- direct dial number
- presence status
- department
- groups
- short numbers.

To view your company's contacts:

1. click on Call Settings
2. open the Directory from the menu bar

To expand the directory, click the + symbol next to your company name.

Top tip

Your directory's on the One Phone app as well. Tap Directory in the main menu.

Searching for people

There are a few ways to find a company contact. Using the drop-down menu in the search field, you can search by number, name and email address. You can even look people up using their label. Or click on the name of their department to see a list of contacts, including them and their colleagues. Click on a name to see the person's details.

Viewing a contact's status

You should be able to see contacts' presence and line statuses in the directory, along with a description of their relationship with your company.

Type	Lin.	Extension	Department	Title	Last name	Mobile name	First name
	🟢	7054	Adastral Park	Mr	Grace		Andrew
	🟢	7055	Adastral Park	Mr	Sohi		Maninder

Type	This tells you whether the contact is a user, a group member or someone who works outside the company.
Presence	The box in this column indicates their availability: Green = available. Yellow = offline. Red = busy.
Line	This column shows whether your contact's on the phone. Green = not on the phone. <ul style="list-style-type: none"> • Red = having a phone conversation.

Top tip

When you search for a contact, the directory checks their presence and line status. The colours you see are accurate right after the search, but soon become outdated. Search again or click through to a contact's full details to see their live status.

6. Manage your One Phone using the portal

6.6 Set your availability

You can change your presence and follow-me statuses under My Availability. Here’s a quick reminder of these functions and a step by step guide to changing them:

Follow-me

This function lets you forward all of your incoming calls to another phone. It comes in handy if you’ve left your One Phone at home or are taking some time off work.

To set up Follow-me:

1. visit the My Availability section of the One Phone portal
2. tick the Follow-me box
3. enter the internal or external number you want calls to reach
4. click OK to confirm.

To deactivate Follow-me:

1. untick the Follow-me box
2. click OK to confirm.

If you choose an internal number, incoming calls will ring for 30 seconds. If it isn’t answered in that time, the call will divert to your main number. This makes it easier to catch up with missed calls and voicemail messages.

If you use an external number, follow-me will act as a straightforward call diversion function.

Other ways to set up a follow-me number

- Dial 8880 on your One Phone and choose option four from the dial-in service menu.
- Or tap Follow-me in the main menu of the One Phone mobile app.

Presence status

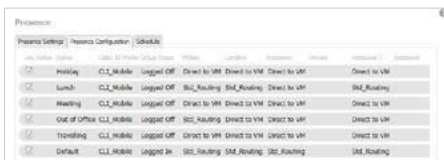
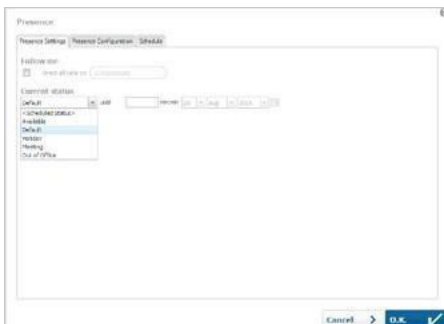
Let your colleagues know you’re free to talk or discourage them from calling. Set your status by:

1. opening the Presence Status tab
2. clicking on Current Status in the dropdown menu
3. choosing your new status
4. setting an end time
5. confirming your status by clicking OK.

Your presence status affects the way One Phone handles calls to each of your numbers. For example, an administrator can tell One Phone to forward calls to your main number while you’re on holiday – leaving your mobile undisturbed.

Other ways to change your status

- Dial 8880 on your One Phone and choose option one from the dial-in service menu.
- Or tap My Presence in the main menu of the One Phone mobile app.
- Or even head to the Change Status section on Alert Client.



6. Manage your One Phone using the portal

Schedule meetings and time off

You might have permission to look at – or even change – your presence schedule.

It updates your presence status as you go through the working week.

So, for example, if you schedule a regular meeting between 10am and 11am every Monday, your presence will show as 'Meeting' during this hour.

When you go into the Schedule tab, you have a choice to make.

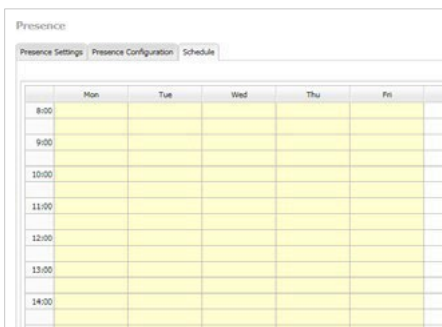
- Want to set a one-off appointment?
Visit the Day, Week or Month tab in the calendar.
- Want your status to reflect a regular meeting or event?
Head to the Regular tab.

Once you're in the right tab:

1. select the times you want with your mouse
2. choose the presence status for each period from the drop-down menu
3. click Save.

Finally, to apply the schedule:

1. visit the Presence Settings tab
2. click on the Current Status dropdown menu
3. select Scheduled Status.

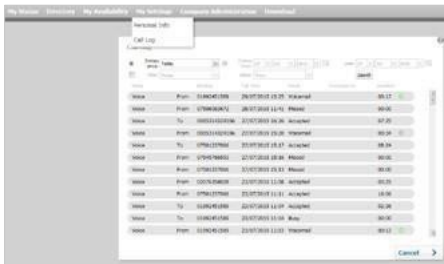


Top tip

To delete a scheduled event, click on the x symbol beside it.

6. Manage your One Phone using the portal

6.7 Look over your Personal Info and Call Log



You'll find your Personal Info on the My Settings tab. This is the place to look over personal data, including your:

- numbers
- email address
- login username
- labels.

My Settings also holds your Call Log – a record of incoming and outgoing calls and their duration. To investigate:

1. click Call Log
2. select the range of dates you want to review.

Or you can filter by:

- Media – to choose voice or fax calls
- From – to search for calls from a specific number
- To – to look up calls to a specific number
- Result – to select calls by their result (for example, accepted, missed, forwarded)
- Voice Message – to choose voicemail.

6.8 Manage your groups

On the portal's My Groups page, use the Group Presence function to change the log in/log out status for your groups.

If you're a group manager, the Group administration function lets you::

- open and close groups
- register or remove members
- view the group's call logs.

Other ways to administer groups

Dial 8880 on your One Phone and choose option six from the dial-in service menu.

Checking which groups you belong to

You can open Call settings on the portal and click on My Status in the menu. It's easy to find the My Groups section from there.

Or simply use the group check feature on the mobile app.

7. Choose from the dial-in service menu

7.1 Listen to the dial-in menu

Use the dial-in menu to manage your One Phone features and settings from your phone without the online portal. To find the menu either:

- dial 8880 on your One Phone in the UK
- or call up using another phone by dialling 07953 223880.

If you're overseas, the number to ring is +44 7953 223880. You'll need a Voicemail PIN. [Section one](#) explains how to set one up.

Top tip

Press * to go back to the main menu, anytime.

7.2 Find the right option

Once you reach the dial-in service menu, a voice will run through your options. These include pressing:

- | | |
|---|--|
| 1 | to change your presence status |
| 2 | to listen to your voicemail |
| 3 | to set up your voicemail |
| 4 | to set up a follow-me number |
| 5 | to manage your groups |
| 6 | to administer groups |
| 7 | to create a Meet Me conference bridge number and PIN |
| 8 | to listen to group voicemail |
-

7. Choose from the dial-in service menu

Pressing 1 to change your presence status

When you choose option one, the system reminds you of your current status.

You can then change your status by:

- listening to the options and choosing a status
- or activating the presence schedule set up on the One Phone portal by dialling 99#.

Want your status to last the usual amount of time? Press # after you've entered your choice.

To keep your status for longer, add some timings as you enter your choice. Give these in HHMM format. For example, dial 011600# to keep status one until 4pm.

Some statuses are meant to last days, rather than hours. When you go on holiday, you can enter the final date in the DDMM format. For example, 022910# means status two will stay until 29 October.

If you want to use the default presence status, just press 00#. It'll stay as Default until you update it.

Pressing 2 to link to your voicemail

Turn to [section four](#) for information on voicemail functions.

Pressing 3 to set up your voicemail

Choose this option to include your name and a personal greeting in your voicemail. You can also hear your Voicemail PIN. And you can change it by following instructions.

Pressing 4 to set up a follow-me number

Once you've selected this option, either:

- enter the phone number you want as your follow-me number and then press # if you're calling from your One Phone
- press 0# if you're calling from the phone you want to use as your follow-me number
- or press 0 to deactivate your follow-me number.

Other ways to set up a follow-me number

If you'd rather use the One Phone portal, click on Call Settings and look in My Availability.

And on the One Phone mobile app, select Follow-me from the main menu.

Pressing 5 to manage your group status and login

From this option in the menu, you can:

- press 1 to change your status in every one of your groups
- press 2 and enter a group ID followed by # to change your status in a specific group.

Then:

- press 1 to log in to the group
- press 2 to log out.

Top tip

The group manager should know the ID number for your group.

7. Choose from the dial-in service menu

Pressing 6 to administer groups

Choose this option if you're a group manager and want to manage the group status (open/closed). Then:

- press 1 to change the status of all of your groups
- press 2 and enter a group ID followed by # to change the status of a specific group.

Once you've done this:

- press 1 to open the group
- press 2 to close it.

Pressing 7 to create a Meet Me conference bridge number and PIN

If you're planning on holding a meeting, this is the option to choose. Just sit back and follow the instructions.

This part of the dial-in menu will help you set up an individual bridge number. People will use dial this number to find your conference call, after ringing the One Phone Meet Me number.

Top tip

Worried about having too many numbers to remember? Reuse your extension number when you set up your bridge number.

Using One Phone Meet Me conferencing

Use the One Phone Meet Me conference facility to hold calls with as many as 25 people. Involve everyone in a single conversation. Or divide the group between a number of smaller conferences.

To join a meeting, enter the main One Phone Meet Me number, followed by the bridge number of the person running the conference. Then wait for the chairperson to join.

If you're chairing a conference, enter the main One Phone Meet Me number, followed by your bridge number and chairperson PIN. As soon as you do this, the conference bridge will open and attendees can join.

Your administrator can tell you the main One Phone Meet Me number.

Pressing 8 to listen to group voicemail

If you have permission, you can use this option to listen to messages left for your group. You just need the group code from your administrator.

Read section four to learn about voicemail functions. They apply equally to your group voicemail and personal messages.

& Download apps

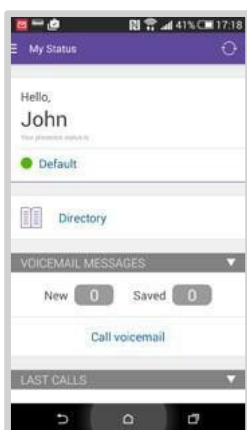
8.1 Control your One Phone from our mobile app

Manage your account on the move with the One Phone mobile app. [Section one](#) explains how to download it.

Once it's installed, you can log in with the same username and password you use with the portal. Tap 'What are my login details?' if you're drawing a blank.

The first time the app opens, it will ask if you want to download your company's contacts. Press:

- sync to store names and numbers from the One Phone directory in your phone's address book
- or skip to ignore this option for the moment.



Getting around the app

Tap the menu icon in the top left-hand corner to open the app's main functions – including Contacts and Status Settings.

Your functions

The administrator controls what you can do with the app. Read about the main sections of the app below.

My Status

Go here to find your:

- current status
- new and saved voicemail messages
- last three calls
- groups.

While tapping your presence status takes you to My presence, pressing Directory opens your company's contacts.

8. Download apps



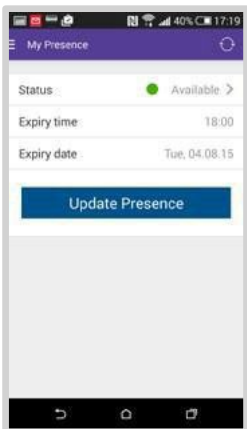
Directory

The Directory holds your colleagues' contact information, including their presence status.

When you're looking at a contact's details, you can use the phone and text icons to ring them or start drafting a message.

Press one of the letters running down the right-hand side of the screen to jump to contacts with that initial.

Add people to your Favourites by tapping the star icon in their contact details. This puts their number at the top of your Directory.

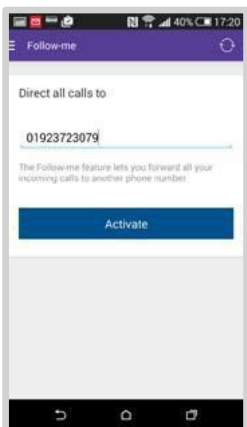


My presence

Update your presence here. Just:

1. tap on your current presence status
2. look through a list of options
3. select a new status
4. change the time and date information, if the default values don't apply to you
5. tap on Update Presence to make the change.

Colleagues will now see if you're available to take calls. And any calls will follow the call handling rules set up by an administrator for this status.

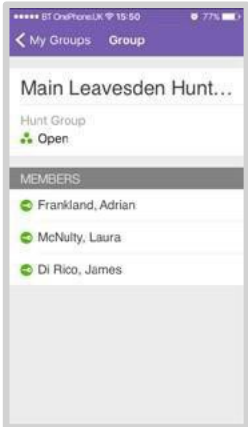


Follow-me

Open this section to forward incoming calls to another UK number. Enter the number you want to use and tap Activate.

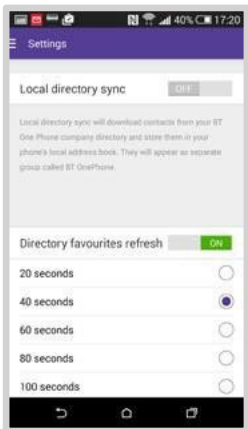
If you want to stop calls forwarding to a Follow-me number, go to this section and select Deactivate.

8. Download apps



My Groups

If you're part of any groups, this is where you can check which groups you're in, the other group members and their presence status. Simply click on the name of a group to see this information.

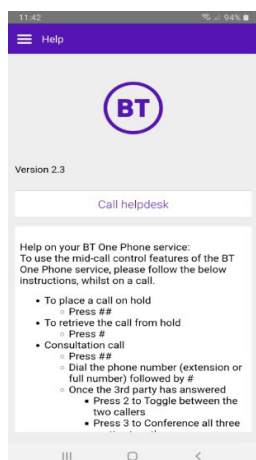


Settings

This is where you can download your company's contacts to your phone.

You'll always have the option of syncing with your local directory – even if you skipped the process when you first opened the app.

Log out will disconnect the app from the One Phone service.



Help

Contact our helpdesk from this section.

You'll also be able to look at your call handling options.

9. Going abroad

9.1 Check your options with the administrator

Talk to your administrator if you want to make and take calls as you travel the world. Get permission to listen to voicemail, send texts and email. And add extra features to your subscription.

9.2 Connect to overseas mobile and data networks

You have to connect to a local mobile network to call and text while abroad.

Use 4G if it's available. Otherwise, you'll have to rely on 2G or 3G.

[Read about our international roaming partners](#)

Connecting to 4G

In places with 4G, your phone should connect to a local network. The network's name, code name or number will then appear on your screen. If this doesn't happen automatically, you can select a network in your phone's settings.

Connecting to 2G or 3G

If you're travelling somewhere that doesn't have 4G, it's best to disable your phone's 4G connectivity before you travel. Change its settings, then turn the phone off. Wait a few minutes and turn it on again. Once this is done, your mobile will try to connect to 2G and 3G networks instead.

Here's how to change your settings:

If you have a...	Look under...
Android phone	Settings > Mobile Networks > Network Mode > WCDMA/GSM (auto connect)
Windows phone running Phone 8.1	Settings > Mobile + SIM > Highest Connection Speed > 3G
Windows phone running 10 Mobile	Settings > Network & Wireless/Mobile & SIM > Data Roaming Options
iPhone	Settings > Networks and Connections > Mobile Network > Network Mode
Blackberry phone	Settings > Networks and Connections > Mobile Network > Network Mode

Checking your signal, roaming bars and network selection settings

If you don't connect to a local network automatically, try these checks:

- Confirm your administrator has enabled your subscription for overseas roaming.
- Check the signal bars at the top of your screen to tell if you're somewhere with mobile coverage.
- Check the roaming option in your SIM toolkit. If it's set to 'UK only' change it to 'Auto selection'. If it's already set to 'Auto selection', 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. Going abroad

Finding your SIM toolkit

The SIM toolkit usually looks like an app. Its location varies from phone to phone:

Android phones	The SIM toolkit is in the general applications folder.
Windows phones	Settings > Mobile Network > SIM Applications
iPhones	
Blackberry	The SIM toolkit's in the general applications folder. Its icon is a SIM card. And it will read BT One Phone.



Getting a SIM service pop-up

Older mobiles might get a message when you arrive overseas. The pop-up presents a choice of SIM services. Select One Phone roaming to connect to your data services. It might show up as 'BTOP Roaming'.

Top tip

The cost of using a foreign data network depends on the country you're visiting. If you don't want to be charged, turn your data connectivity off.

9.3 Make calls overseas

To make a call from another country:

1. dial the international country code (e.g. 0044 or +44 for the UK)
2. follow it with the local or network code (minus the zero)
3. punch in the rest of the phone number you want to ring.

Use full phone numbers. Short and internal extension numbers don't work outside of the UK.

There's also a way to use One Phone services from another phone when you're abroad. As long as you've set up a Voicemail PIN, you can call:

- +44 7953 223888 for voicemail
- +44 7953 223880 for the dial-in service menu.

You might also need your Voicemail PIN if the local network wants to confirm your identity before it forwards your mobile number. See [section one](#) for advice on how to get a PIN.

9. Go abroad

9.4 Switch data roaming on

Android phones	Settings > Mobile Networks > Data Roaming
Windows phones	Settings > Mobile + SIM > Data Roaming Options
iPhones	Settings > Mobile Data > Data Roaming

Checking your APN settings

You won't be able to connect to local data services without the right access point name (APN) settings. It should be internet.btonephone.com.

You can usually check your APN under your phone's network settings.

Top tip

If you run out of data, consider asking your administrator to increase your allowance.

10. Ask for help

Your administrator should be able to answer most of your questions. And, if you stump them, you can always call our helpdesk.

Our experts are ready to help with orders, bills and faults, between 8am and 6pm – Monday to Friday. Ring the helpdesk on:

- 8844 from a One Phone
- 0345 154 8844 in the UK
- +44 1923 723330 when you're abroad.

Or press the Call Helpdesk button on your One Phone mobile app. You can find it by choosing Help from the main menu.

You can report a lost or stolen SIM at any time using the same methods.

Unlocking your SIM

Your SIM will lock if you enter the wrong PIN three times.

You'll need your PUK code to unlock it. Find your code on the One Phone portal. It's in the Overview page under Subscription data.

Top tip

More help's available from the One Phone portal and bt.com/btonephonehelp

The portal covers your bills in a lot of detail. You can see how people have been charged, as well as how they've used their phones. Or look at usage across the whole company.

If you have a 'My account', our eBilling portal holds a lot of useful information.

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