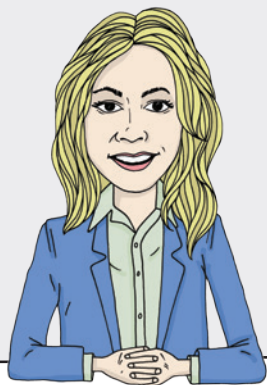


# BT W52P IP DECT PHONE.

USER GUIDE.



# WHAT'S IN THIS GUIDE.



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NEED  
HELP?

If you have any problems setting up or using your BT IP Phone, contact the IP Comms Service Hub on **0800 389 0537**.

EMERGENCY  
CALLS.

### 999 or 112 emergency calls.

Your BT Cloud Voice phone number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see. If you use your BT Cloud Voice service at a different address, the registered address does not automatically change. So if your work location changes let your BT Cloud Voice service administrator know as they might also need to change your registered address.

You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

# SET UP.

This guide will tell you everything you need to know about your phone. To get started follow the simple instructions in this user guide or use the quick start guide that came with your phone. It's quick and simple.

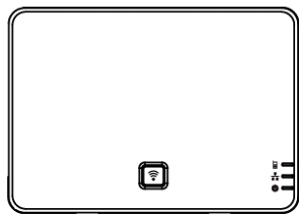
## Got everything?

The following items are included in your W52P package

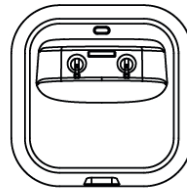
- Base Station
- Handset
- Charge Cradle
- 2 Power Adapters
- 2 Rechargeable Batteries
- Ethernet Cable
- 1 Belt Clip
- Quick Start Guide



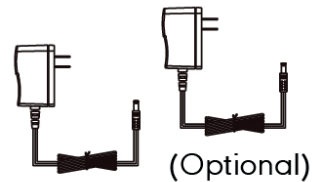
Handset



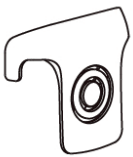
Base Station



Charger Cradle



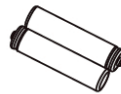
Two Power Adapters



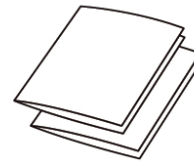
Belt Clip



Ethernet Cable



Two Rechargeable  
Batteries



Quick Start Guide

# PHONE INSTALLATION.

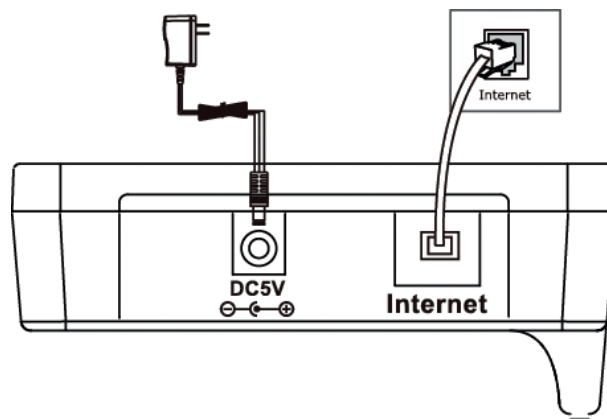
## Connecting the base station.

There are two options for power and network connection of the base station. Your system administrator will let you know which one to use.

### AC power

To connect the AC power you need to:

1. Connect the DC plug on the power adapter to the DC5V port on the base station then connect the other end of the power adapter into an electrical power outlet.
2. Connect the Ethernet cable (included) between the Internet port on the base station and the one in your network or the switch/hub device port.



### Note:

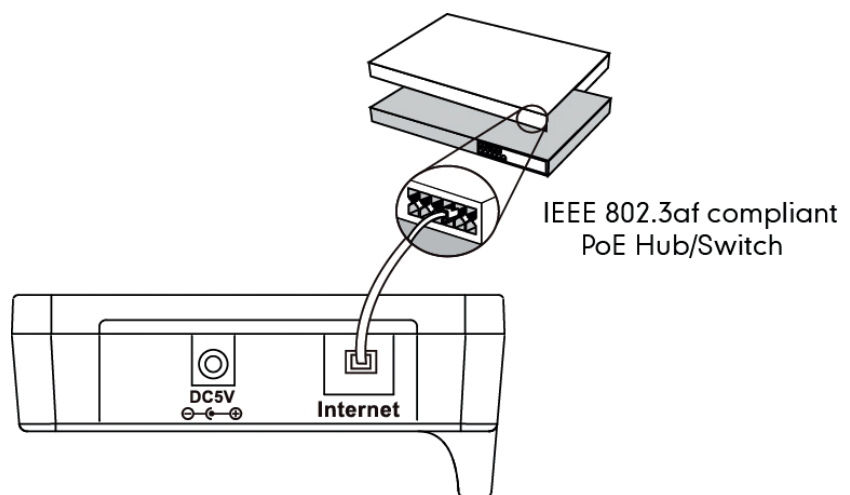
If in-line power is provided, you don't need to connect the AC adapter. Make sure the switch/hub is PoE compliant.

**Important!** Don't remove the power and network supplying the base station while it is updating firmware and configurations.

### Power over Ethernet (PoE)

Using the Ethernet cable (included), you can power your base station from a PoE-compliant (IEEE 802.3af) switch or hub.

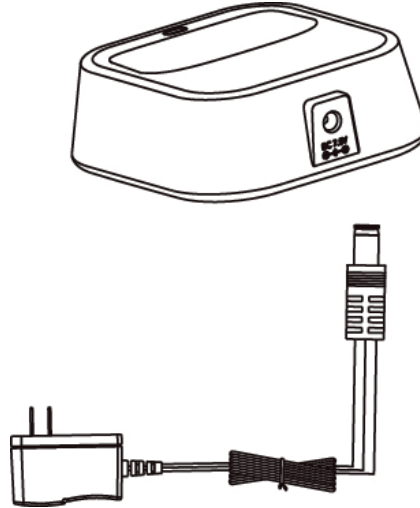
Simply connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



## PHONE INSTALLATION.

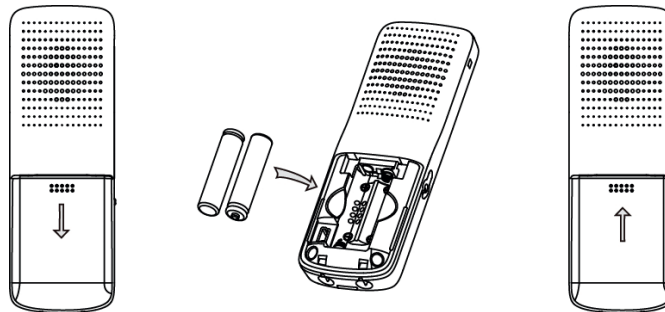
### Connecting the charger cradle.

- Connect the DC plug on the power adapter to the DC5V port on the charger cradle.
- Then connect the other end of the power adapter into an electrical power outlet.



### Putting batteries into the handset.

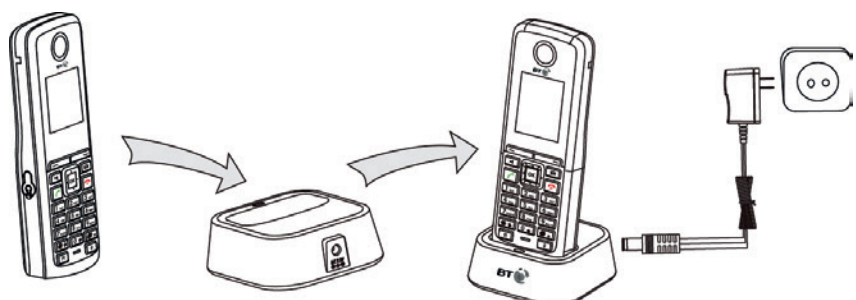
- Open the battery cover.
- Then insert the batteries in the correct polarity.
- Now close the battery cover.



### Charging the handset.

Once you've set up the handset and charger cradle, put the handset in the charger cradle.

The original handset included in the W52P package is pre-registered to the base station. As soon as it's charged, it's ready for use.



## PHONE INSTALLATION.

### Checking the battery charge.

The handset batteries take 6 hours to fully charge. To check the battery charge, see the top right-hand corner of the LCD screen:

Charging Status	Icon
Fully Charged	
75% Charged	
50% Charged	
25% Charged	
10% Charged	
Almost Flat	

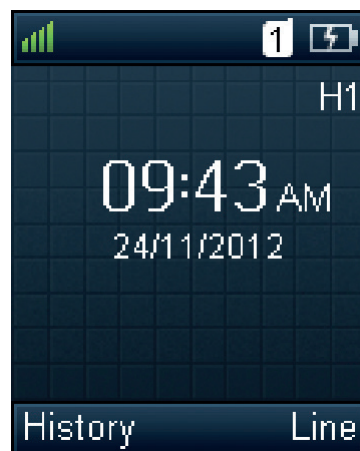
### Provisioning your BT Cloud Voice service.

When all connections are made, your BT W52P DECT Phone is pre-loaded with everything it needs to automatically provision the BT Cloud Voice service automatically.

1. When the phone is connected to the network port giving it network access, it'll carry out a series of firmware updates (you'll need to allow it time to do this).
2. Once complete, the phone will now show the line number against a line key.

**Note:**

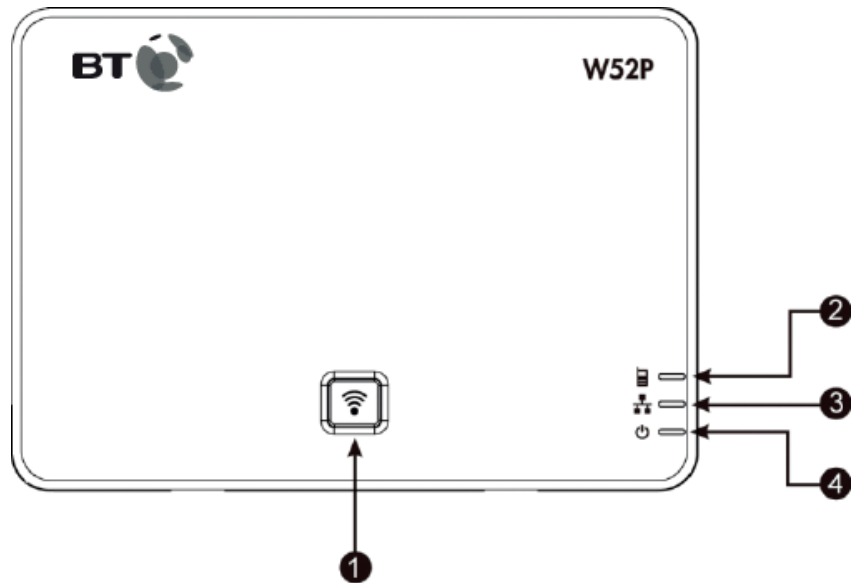
If the handset doesn't provision contact the IP Comms Service Hub on **0800 389 0537** for help.



# PHONE INSTALLATION.

## The base station.

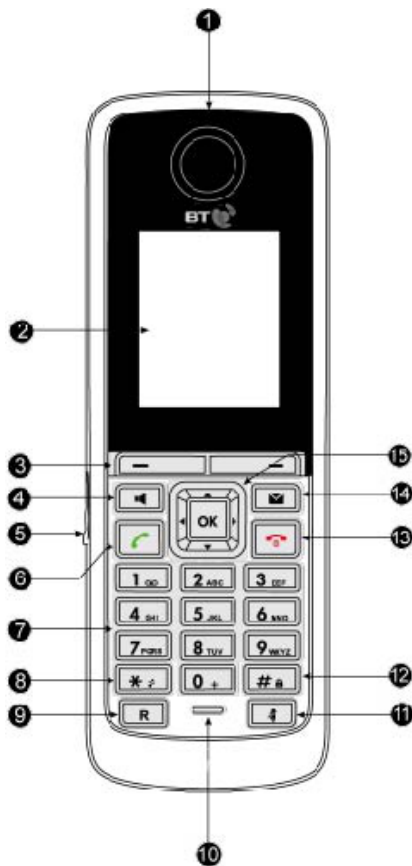
Once the W52P base station has started up successfully and the handset is registered to the base station, all LEDs on the base station will illuminate green in sequence..



Item	Description
1 Paging Key	Helps you to find a misplaced handset. Toggles through the registration mode. Resets the base station to its factory settings.
2 Registration LED	Tells you which mode the base station is in: <ul style="list-style-type: none"><li>Flashes green quickly when the base station is in paging mode.</li><li>Flashes green slowly when the base station is in registration mode.</li><li>Lights up solid green when there's at least one handset registered to the base station.</li></ul>
3 Network Status LED	Tells you the network status: <ul style="list-style-type: none"><li>Flashes green slowly when the network is unavailable.</li><li>Lights up solid green when the network is available.</li></ul>
4 Power Indicator LED	Tells you the power status of the base station: <ul style="list-style-type: none"><li>Flashes green slowly when the base station is during the firmware upgrading process.</li><li>Flashes green slowly when the base station is in the resetting process.</li><li>Illuminates solid green when the base station is powered on.</li></ul>






# GETTING TO KNOW YOUR PHONE.

## The handset.



The main hardware components of the W52H handset are the LCD screen and the keypad.

Hardware component instructions of the W52H handset are:

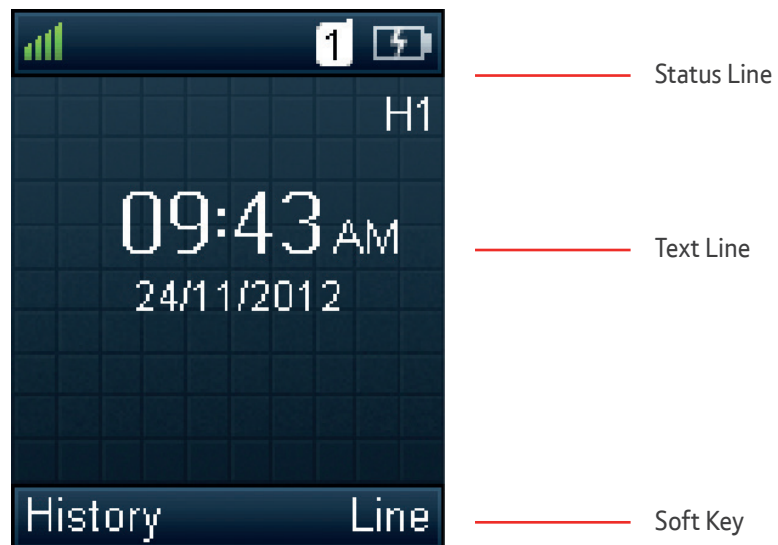
	Item	Description
1	Earpiece	Gives you incoming sound during the call.
2	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
3	Soft Keys	Label automatically to identify their context-sensitive features.
4	Speakerphone Key	Switches between the earpiece and speakerphone modes. Also answers incoming calls.
5	Headset Connector	Connects a headset.
6	Off-hook Key	Answers an incoming call. Enters the redial call list. Places a call.
7	Keypad	Provides digits, letters and special characters in context-sensitive applications.
8	Star Key	Enters the star symbol. Switches the silent mode on or off.
9	Redirect Key	Transfers a call to another person.
10	Microphone	Picks up outgoing sound during earpiece and hands-free calls.
11	Mute Key	Toggles the mute feature on or off.
12	Pound Key	Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input method.
13	On-hook Key/ Power key	Long presses in the menu screen to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
14	Message Key	Tells you about a new voicemail or a missed call. Takes you to your voicemail or the missed call list.
15	 	Move the cursor. Act as shortcuts. Scroll through the displaying information.
	 	Move the cursor. Act as shortcuts. Adjust the ringer volume. Switch the values.
		Confirms actions or enters the main menu.



# GETTING TO KNOW YOUR PHONE.

## The LCD screen.

The idle screen may be shown as below:



The LCD screen is split into three parts: status line, text line and soft key line.

### The status line shows:

- When on hook (idle) — the signal strength indicator, internal handset number and battery status.
- When off hook — the line ID.

### The text line shows:

- When on hook (idle) — the handset name, time and date, caller information when receiving an incoming call and prompt messages.
- When off hook — the dialled digits.

### The soft key line shows:

- When on hook (idle) — the **History** and **Line**.
- When off hook — the various terms according to the context of the specific feature.

### The signal strength:
















The strength of your reception signal between the base station and handset may display as:

Weak to strong:   
No reception: 

## GETTING TO KNOW YOUR PHONE.

### Icon instructions.


Icons appearing on the LCD screen are described in the following table:


	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voicemail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Normal Call
	Conference Call


### Shortcuts.

If you're in a hurry you can quickly access features using the shortcut keys without having to scroll through the menu. Just use these shortcut keys to get to the frequently used features of your handset when the handset is idle:


Press  to see your call history.

Press  to check the line status.

Press  to make an internal call.

Press  to get to the directory.

Press  to turn down the ringer volume.



Press  to turn up the ringer volume.

## Checking the system status.



You can check the system status on your handset, including:

- The base station status (e.g., IP address, firmware version, MAC address and device certificate status of the base station).
- Handset status (e.g., hardware version, model, IPUI code and firmware version of the handset).
- The line status.

### To check the base station status:



1. Press  to enter the main menu.
2. Select  ->**Base**.

The LCD screen displays status information of the base station and the **Network** option.

3. You can press  or  to scroll through and view the status information.
4. Select **Network**.

The LCD screen displays the network settings.

### To check the handset status:

1. Press  to enter the main menu.
2. Select  ->**Handset**.



The LCD screen displays the status information of the handset.


3. Press  or  to scroll through the static information.

### To check the line status:

1. Press the **Line** soft key when the handset is idle to check the line status directly.

Or you can:

1. Press  to enter the main menu.
2. Select  ->**Line Status**.

The LCD screen displays the lines registered to the base station with icons that tell you the line status. For example, the  icon at the bottom of a line tells you that you cannot make a call using this line on the handset.

## BASIC OPERATIONS.



### Registering your handset.

A W52P base station can have up to 5 handsets registered to it, but it will only support 4 calls at the same time.



#### To register a handset manually:

1. Start by long pressing  on the base station.

The registration LED will slow flash to tell you that the base station is in the registration mode.

2. Then press  on the handset to get to the main menu.
3. Select  -> **Registration->Register Handset.**

The LCD screen will then show you a list of base stations: Base1–Base4.

4. Press  or  to pick the base station you want, and then press the **OK** soft key.

The handset will begin to search for the base station.

5. Press the **OK** soft key when the LCD screen displays the RFPI code of the base station.
6. Now enter the system PIN (default: 0000).
7. Finally press the **Done** soft key.

The handset will play a warning tone and prompt “Handset Subscribed”; this tells you that the handset is registered and everything’s OK.


Once you’ve registered your handset, an internal handset number and handset name will appear on the LCD screen.

If you prefer, you can activate the registration mode of your base station via our web user interface at: **Status->Handset&VoIP->Registered New Handsets.**


---

### Turning the handset on/off.

#### To turn the handset on, either:

- Long press  until the LCD screen lights up.
- Or, put the handset in the charger cradle. The handset will be turned on automatically.



#### To turn the handset off:

- Long press  again and the handset will switch off.

---

### Locking/unlocking the keypad.



#### To lock or unlock the keypad:

- Long press  when the phone is idle to lock the keypad.
- Long press  again when the phone is idle to unlock the keypad.

---

### Switching silent mode on/off.


#### To switch silent mode on/off:

- Long press  to switch silent mode on.
- Long press  again to switch silent mode off.





# BASIC CALL FEATURES.




## Making calls.

### To make a call directly:




Enter the desired number when the handset is idle, and then press .

### To make a call from the local directory:





1. Press  when the handset is idle.
2. Press  or  to select a contact/number, and then press .

If both the office and mobile numbers are stored, press  or  to pick the number you are looking for, and then press  again.

### To make a call from the call history:

1. Press the **History** soft key, and then select the desired call history list.
2. Press  or  to pick the number you are looking for, and then press .

### To make a call from the redial number list:



1. Press  when the handset is idle.
2. Press  or  to pick the number you are looking for, and then press .

### To make a call using the speed dial key:

Long press the speed dial key to make a call to the number assigned to it.

## Answering calls.



### To answer a call, you can:

- Press the **Accept** soft key.
- Press .
- Press .

### Ending a call:

1. Press  to end a call.

### Call mute:

- Press  during a call to mute the call.
- Press  again to un-mute the call.

### Call hold and resume:


To put a call on hold:

Press the **Options** soft key during a call, and then select **Hold**.

### To carry on with a call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, press the **Resume** soft key to carry on with the current call, then press the **Swap** soft key to swap between your calls.

#### Note:

If you would rather not take a call you can ignore it by pressing the **Silence** soft key or reject it by pressing .


### Call transfer.

There are three ways to transfer a call:


#### Blind Transfer

1. Press the **Options** soft key during a call, and then choose **Transfer**.
2. Then enter the number you want to transfer the call to.
3. Finally press the **Transfer** soft key.

#### Semi-Attended Transfer

1. Press the **Options** soft key during a call, and then choose **Transfer**.
2. Then enter the number you want to transfer the call to.
3. Press  to dial out.
4. Finally press the **Transfer** soft key when you hear the ring-back tone.

#### Attended Transfer

1. Press the **Options** soft key during a call, and then choose **Transfer**.
2. Then enter the number you want to transfer the call to.
3. Press  to dial out.
4. Finally press the **Transfer** soft key after the call is answered.

## CONFIGURING HANDSETS AND LINES.

Each W52P base station can have up to 5 handsets registered to it and provision up to 5 lines, but it will only support 4 calls at the same time. The default set-up is based on each line being used by a specific handset for all calls made and received i.e. line 1 is used by handset 1, line 2 is used by handset 2, and so on.

You can change the default set-up and specify which handsets use which lines for incoming and outgoing calls through the W52P web user interface.

### To allocate handsets and lines:

1. Find the IP address of a W52P base station by pressing the paging key (see page 7). The IP address is shown on the LCD screen of any handsets that are registered to it. Make a note of the IP address as you'll need it later.
2. Browse to the W52P IP address from an internet browser on the same network as the base station.
3. The web user interface will ask for a username and password. Enter **user** as the username and **password** as the password.
4. Click on the **Account** tab and then on **Number Assignment** in the left hand menu.
5. You'll see two tables with tick boxes. The top table lets you set which handsets can receive calls for each line provisioned. The lower table lets you set which lines each handset can use to make calls and the default line to use.

Incoming lines		Line No.&Name				
Handset No.		1	2	3	4	5
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outgoing lines		Line No.&Name					Default
Handset No.		1	2	3	4	5	
1	H1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 ▼
2	H2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 ▼
3	H3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3 ▼
4	H4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4 ▼
5	H5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5 ▼

This shows a default set-up where 5 handsets each have their own user accounts and phone numbers for incoming and outgoing calls.

6. Click **Confirm** to save any changes that you've made.

## GENERAL INFORMATION.

### 999 or 112 emergency calls

- Your BT Cloud Voice phone number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see. If you use your BT Cloud Voice service at a different address, the registered address does not automatically change. So if your work location changes let your BT Cloud Voice service administrator know as they might also need to change your registered address.
- You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

### Safety information

Please don't try to open the handset or the base, it could expose you to high voltages or other risks. Contact the IP Comms Service Hub on **0800 389 0537** for all repairs.

### Cleaning

When you need to clean the handset and base just use a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

- Don't expose to direct sunlight.
- Don't stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Don't submerge any part of your product in water or use it in damp or humid conditions, such as bathrooms.
- Don't expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm.

### Product disposal instructions

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



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

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

### Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase.

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

### The conditions of this guarantee are:

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



**Offices Worldwide**

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