

# HOME PHONE ADAPTER

User guide

## LET'S SET UP YOUR HOME PHONE ADAPTER

### First things first

Your Home Phone Adapter is compatible with both BT and EE Smart Hubs and Home Phone Connect. It gives you the freedom to keep using your existing home phones when you move over to the new service.

Make sure you set up your new hub first and keep it powered on, so that you can always use your home phones that you've connected to it.

You can set up your adapter when you have a steady blue or aqua light on the front of your hub.

If you have any problems setting up your adapter, give it 5 minutes and then try again. It could be that your hub is updating and needs to finish that first.

Get help setting things up at [ee.co.uk/help](https://ee.co.uk/help)

### IMPORTANT NOTICE IF YOU'RE USING A HEALTHCARE ALARM OR PENDANT



Don't plug any healthcare alarms or medical pendants in to the adapter.

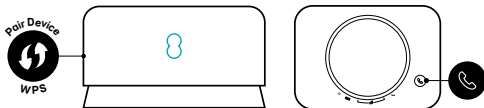
## 1 Link the Home Phone Adapter with your Smart Hub or Home Phone Connect

For ease of linking, plug your Home Phone Adapter into a power socket close to where your Smart Hub or Home Phone Connect is located. Once its linked, you can then move it to wherever you want your home phone to be.


If you changed your base PIN on your Hub from the default 0000, you will need to change it back temporarily, before you link your Home Phone Adapter to your Hub. See how to access the Smart Hub Manager on page 6.

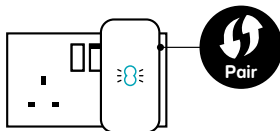
### On your Smart Hub or Home Phone Connect Base Unit

Press the  button on your Smart Hub or  button if you are using Home Phone Connect (product design and positioning of the WPS button may vary from the image below).



### On your adapter

Within 1 minute of pressing the button on your Smart Hub or Home Phone Connect, press and hold the  button for 6 seconds (it's on the right-hand side of the adapter).



The light on the front of the adapter will flash quickly during registration. Once registration is complete, the light will show solid aqua.

## What your Home Phone Adapter light means



1. On initial plug in – flashes orange, 0.5 seconds on, 0.5 seconds off



2. During registration – flashes quickly, alternating between orange and aqua – 0.5 seconds on, 0.5 seconds off



3. Once registered – stays solid aqua



4. During a call – flashes in aqua 1 second on, 1 second off



5. Once registered, if there's a connection problem with your broadband – flashes red 0.5 seconds on and 0.5 seconds off



6. If you do a factory reset – stays solid white for 2 seconds



7. If the adapter can't find the Smart Hub – stays solid red.

### Tip

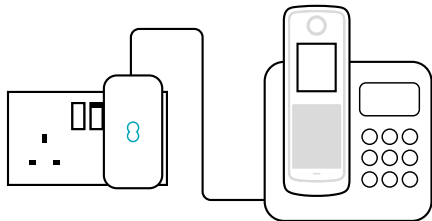
Once registered to your Smart Hub or Home Phone Connect, your Home Phone Adapter will remember its link, even if you unplug it and move it elsewhere around your home.

You don't need to use a main power socket, you can also plug the Home Phone Adapter into an extension cable.

## 2 Connect your home phone

Plug your home phone's existing telephone line cord into the socket on the top of the Home Phone Adapter.

Check that your phone now has a dial tone.



## Making emergency calls

You won't be able to call 999 (or any other numbers) from phones connected to your hub or Home Phone Adapter if there's a power cut, or a problem with your broadband. So make sure you've got another way to call for help in an emergency.

# HOW TO ACCESS THE SMART HUB MANAGER

If you need to de-register the adapter from your hub

If you have changed the PIN on your Smart Hub from the default 0000, or you need to deregister the Home Phone Adapter from the Smart Hub Please follow these steps.

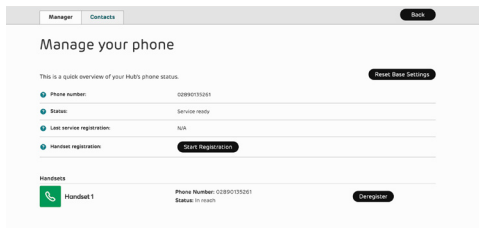
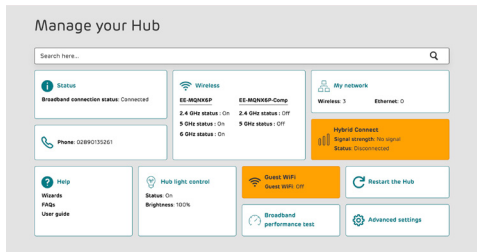
Open a new web browser on any device connected to your hub and type **192.168.1.254** in the address bar.

This will open the Hub Manager. Click **Phone** on the left-hand side to open the page shown opposite.

At the bottom of the page you will see a list of any adapters or Digital Home phones that you have registered. Click **De-register** and follow the instructions.

If you have Digital Voice or Digital Home Phone devices registered to your hub, you can deregister the adapter by using the Handset menu.

- 1 From the Handset menu, go to **Settings** and press **Select**. Then scroll down to **Registration** and press **Select**.
- 2 Scroll down to **Deregister** and press **Select**.
- 3 Scroll to the **adapter** you want to deregister and press **Select**.



## NEED SOME HELP?

### Phone doesn't ring anymore?

If your home phone is more than 10 years old, there's a chance that it might be incompatible with the Home Phone Adapter. Call [0330 1234 150](tel:0330 1234 150).

### Go to [ee.co.uk/help](https://ee.co.uk/help)

It's the quickest and easiest way to get help, all day, every day.

For help and product info visit

[ee.co.uk/help/device/dhpa](https://ee.co.uk/help/device/dhpa)

### Call us

Mon – Fri 08:00 – 21:00, Sat – Sun 08:00 – 20:00.

Call us for free on [150](tel:150) or [0330 1234 150](tel:0330 1234 150) from an EE or BT number in the UK. Charges may apply if you're calling from another network. International call costs vary.

Make sure you're next to your hub with a computer or device if you call.

Find more contact details at [ee.co.uk/contact-ee](https://ee.co.uk/contact-ee)



## Important safety and care instructions.

### Keep for future reference.

Your Home Phone Adapter from EE is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

### Installation and location

- For indoor use only in the UK.
- Position all parts away from heat and sun (eg away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- Electronic devices hate liquids; don't place device in damp areas or near sources of water or splashes.
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.

### Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; don't use water or solvent.
- Regularly check that objects don't cover any parts or any vents that could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

### Warnings

- **IMPORTANT NOTICE IF YOU'RE USING A HEALTHCARE ALARM OR PENDANT** Don't plug any healthcare alarms or medical pendants in to the adapter.
- If any parts of your product appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact our helpdesk. See terms in the Guarantee section on page 10.
- Don't try to open your device. There are no serviceable parts and you risk an electrical shock.



- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- There is a slight chance your device could be damaged by an electrical storm. We recommend that you unplug power during an electrical storm.
- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

## EU – Radio Equipment Directive Declaration of Conformity

Hereby, EE declares that the radio equipment type Home Phone Adapter (model number X17-K43) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [ee.co.uk/declaration-of-conformity](http://ee.co.uk/declaration-of-conformity)

## UK – Radio Equipment Directive Declaration of Conformity

Hereby, EE declares that the radio equipment type Home Phone Adapter (model number X17-K43) is in compliance with Radio Equipment Regulations 2017 and The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connected products) Regulations 2023.

The full text of the UK declaration of conformity is available at: [ee.co.uk/help](http://ee.co.uk/help)

The Home Phone Adapter power efficiency information is available at the following internet address: [ee.co.uk/help](http://ee.co.uk/help)

## Software support

To find the support period for your device or to report security issues, go to [ee.co.uk/help/terms-and-conditions/general](http://ee.co.uk/help/terms-and-conditions/general)

## Radio transmission information

Frequency range	Max power
1881.792–1897.344MHz	≤24dBm

## Power consumption

Device status	
Network standby	<2.0W
Elapsed time before going into standby mode	10s

## Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown below and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



This product may contain substances that could be harmful to people or the environment if it's not recycled correctly.

Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheellie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way.

We're not responsible for the costs of returning items.

If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to [www.recyclenow.com](http://www.recyclenow.com) to find the one nearest to you.

Please dispose of this carefully and help to protect our planet.

## Guarantee

Your Home Phone Adapter is guaranteed for 1 year from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

### Guarantee conditions

- This guarantee only covers problems found in the 1 year guarantee period.
- You'll need your receipt or other proof of purchase.
- Your product is returned to EE or one of our partners as instructed.
- This guarantee doesn't cover any problems 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 doesn't affect your statutory rights.

**Available in other formats including braille, large print or audio CD.**  
**If you would like a copy, please call 0330 1234 150.**

For help visit [ee.co.uk/help](http://ee.co.uk/help)

For help and product info visit

[ee.co.uk/help/device/dhpa](http://ee.co.uk/help/device/dhpa)

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