

## Need some help?

You may have been provided this product from either BT or EE.

**For BT call us on 0800 800 150\***

**For EE call us on 0330 1234 150\*\***

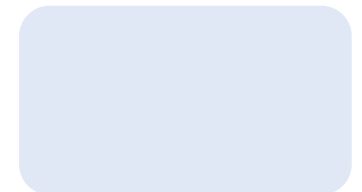
Any time Monday to Friday between 8am and 9pm and Saturday and Sunday between 8am and 8pm.

## Important information about your Motorola FW500 Emergency Back Up Telephone



- \* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.
- \*\* Calls are charged at national rates. International call costs may vary.
- † You will always be able to make a call to the emergency services (999/112) even if your minutes run out.

Your emergency  
Mobile number is:



Manufactured by Motorola and  
brought to you by BT and EE.

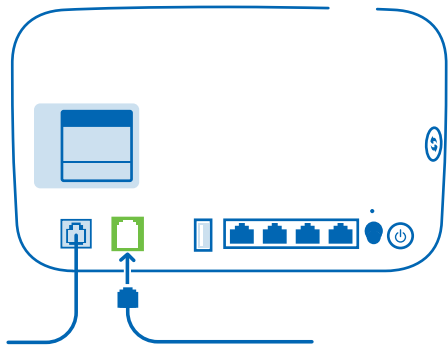
**FW500 Addendum (02/23) Issue 1**



The FW500 full User Guide is enclosed, but we've just pulled out some of the helpful set up information to get you started.

### 1. Power up and connect to your Smart Hub

Plug the telephone line cord of the FW500 into the green port on the back of your Smart Hub and then plug the power supply in at the wall and turn on. If the green port is covered by a black sticker, just remove it first.



If the location of your Smart Hub isn't suitable for your FW500 phone, you can request an adapter from us, so that you can plug your phone in somewhere else around your home. See the, 'Need some help?', details on the back for how to contact us.

### 2. Set the time and date

- 1 Press the left ● key, select **Clock/Alarm** by pressing the left ● key.
- 2 Scroll ▼ to **Set time & date** and press the left ● key to confirm.
- 3 Enter the time (HH:MM) e.g. 04.30 in 24 hour format. Press the left ● key to confirm.
- 4 Enter the date using the format DD-MM-YYYY e.g. 27/08/2023 for 27 August 2023. Only the last two digits of the year are adjustable. Press the left ● key to confirm.

**Add some contacts if you'd like and that's it, you're done!**

### What happens in the event of a power cut?

If you get a power cut, you can still use your FW500 back up telephone to make emergency calls when needed. (You'll notice the dial tone sounds a bit different from the usual tone, when you're in backup. This is normal.)

### What happens if my broadband isn't working?

If your broadband isn't working you can still make emergency calls in the same way as when there is no power.

You might hear an engaged tone or a Network message from your FW500 telephone when you pick up the handset. This is normal, so don't worry. It will stop after a short time and you will be able to make your call.

These calls are made from the preloaded SIM that's built into your FW500 phone. Please bear in mind that this SIM is loaded with only a limited number of minutes and should only be used in an emergency.†

We've printed this mobile number on the front of this leaflet, so you'll have it for future reference. This will be the number people will see when you call them, if you have no power or broadband. This mobile number will only accept calls when there's a power cut and it's working in backup.

### Important

The FW500 phone has an 8 hour battery back up when it's fully charged. Please make sure you keep it plugged in and charging for 24 hours when you first set up the phone. As it's a backup phone, you should always keep it plugged in to ensure it's fully charged for when you might need it.

### Replacing the FW500 battery pack

After a time, you might find that the battery pack runs out of charge more quickly. This is a standard sign of wear and the battery pack needs replacing. Contact us with the details on the "Need some help?" section and we will replace them.