



Bringing it all together

BT Fusion

Set-up Guide
Samsung P200



Welcome to BT

Thank you for choosing BT Fusion

Use this guide to help you find your way around your new mobile service so you can keep in touch with friends and family wherever you are. It provides you with essential information such as what you need to do before you can use your mobile, safety and security, and some useful features to make managing your calls easier. It also contains information on other useful services you can enjoy such as BT Call Minder Multi, Multi Media Messaging and how to access the Mobile Internet for fun ringtones, games and news alerts.

Get the most out of BT Fusion

When you're out and about, your new mobile works like any other. However, when you use it at home, your mobile connects with the BT Fusion service automatically using Wi-Fi and your BT Home Hub. Wi-Fi technology not only gives you great value on your voice calls, it also allows you to surf the Internet from your mobile at super fast speeds.

You can make up to five simultaneous calls when connected to the BT Home Hub – and all can enjoy the lower call rate. You can even pair your handset with someone else's BT Home Hub, so you can even get lower rates at your friends' house.

BT Fusion intelligently switches calls seamlessly* between the wireless broadband network when you're at home and the BT Mobile network when you're on the move. The wireless broadband icon will appear on your mobile screen to tell you that you are connected to the wireless broadband network.

What's more you can use BT Fusion at any of the thousands of BT Openzone hotspots. You'll find them in a wide range of locations: bars and pubs, BT payphones, cafés, health clubs, hotels, libraries, museums, motorway service stations, railway stations, restaurants, shopping areas... or by viewing available wireless networks on your mobile screen.

*Calls will continue to be charged at the rate applicable to wherever the call was started.

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BT Fusion checklist

Use the simple checklist
overleaf to ensure you are
ready to use BT Fusion.

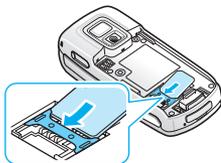


1 Prepare your mobile

Insert your BT SIM card

1. Insert the SIM card.

Make sure that the gold-coloured contacts on the card are face down



Charge your battery fully

3. Plug the adapter into a standard wall outlet



2. Install the battery



4. When the phone is fully charged, unplug the adapter from the wall outlet



Switch on your mobile

1. Open the phone

2. Press and hold

3. If necessary, enter the PIN and press **OK**

Switch off your mobile

1. Open the phone

2. Press and hold

Copy your phonebook to your new mobile

To find out how to copy your phonebook to your new mobile, please refer to your handset user guide.

Save your phonebook before porting your number

Ensure that you save your phonebook before you port your number, otherwise you will lose all your existing names and numbers when you swap SIM cards. To do this:

- Save your existing phonebook from your old SIM onto your existing mobile
- After you port your number, insert your newly activated BT SIM card into your existing mobile and copy the phonebook to this SIM

- Finally, remove your BT SIM card and insert into your new BT Fusion mobile

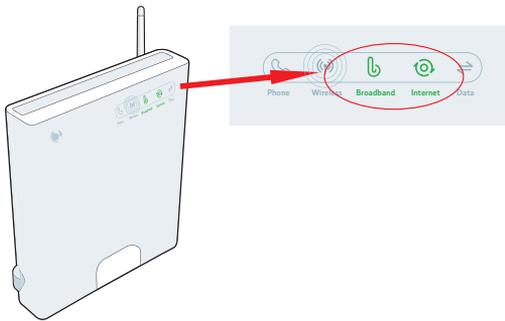
Check your voicemail

Any text messages, voicemail messages and personal greetings you have on your old SIM card will be lost, so make a note of anything important before you swap SIM cards.

2 Get started with BT Total Broadband

Before you use BT Fusion ensure your BT Home Hub installation is complete and your BT Total Broadband service is working. Check your BT Home Hub's Broadband and Internet lights are steady green.

Please note: The Wireless light may also flash.



TROUBLESHOOTING

Whatever your query, we're here to help.
Call Customer Services on **0800 783 2326**.



3 Connect your mobile to BT wireless broadband

If your Samsung P200 and BT Home Hub arrived in the same delivery, your mobile will already be set up to use BT Fusion so you can benefit immediately from great call rates. This will be clearly marked on your mobile.

However, if you already have a BT Home Hub and only received a Samsung P200 in your current order, you will need to set up BT Fusion by following the simple step-by-step instructions below.

- 1 From the idle screen, press the **Menu** soft key to access Menu mode. Then, using the Navigation keys, highlight **Settings** and press the **Select** soft key to enter the menu. Highlight the **Wi-Fi** option and press the **Select** soft key



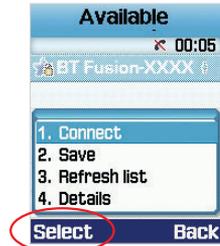
- 2 Highlight **Available Networks** option and press the **Select** soft key



3 Your mobile lists all available networks. Highlight desired network such as:

BTHomeHub-XXXX

Then press the **Options** soft key. Highlight the **Connect** option, and press the **Select** soft key



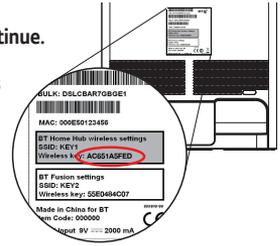
TIP

Note: For a regularly used Wi-Fi connection i.e. your BT Home Hub save this first before connecting.



4 Enter the **Key** and select **Continue**.

The **Key** is the **wireless key** that is displayed in the **GREY** box on the label located on the **back** of your BTHomeHub.



TIP

Note: To enter a number quickly, press and hold a number key until you see *. (You will not see the number appear).



5 Your phone will now register and connect to the network. You are now successfully connected to a **BT Wireless Broadband** connection.

To save your preferred network return to the list of available networks, highlight the network you'd like to save, then choose **Options**, then choose **Save**.

Enter the **Wireless Key**, then select **Save**.

The next screen will be the profile screen and shows the default name of the saved network. Choose **Options** and press **Save**.



Wi-Fi status indicators



If in range of the Home Hub you will also see the Wireless icon active on your Home Hub



Wi-Fi Signal strength indicator.



GSM Signal strength indicator.



Wi-Fi Status (Flashing Red icon): Searching for an available network.



Wi-Fi Status (Blue icon): Connected and using an available network



Wi-Fi Status (Grey icon): Not Connected to a network



Yellow Star: Saved networks within range



Blue Star: Available networks within range



Lock: Secured network

4 Ready, Steady Go

Now you are set up and ready to start making great value calls and can enjoy fast internet surfing using your Fusion enabled mobile.

Remember too that with your phone already set up to use BT Openzone you can connect immediately to any of the thousands of BT Openzone hotspots, recognisable by the distinctive BT Openzone sign  or by viewing available wireless networks on your mobile screen.

Please note: Ensure that you have these icons present  . The **Blue Wi-Fi** icon lets you know when a Fusion call is possible.

Frequently asked questions

What is Wi-Fi and wireless broadband?

Wi-Fi is 'wireless fidelity' or 'wireless' network. It's a great way to connect your BT Fusion mobile to the Internet without using wires, in a wireless-enabled location. 'Wireless broadband' gives you Wi-Fi connectivity to the Internet at broadband speed - faster than standard dial-up or as fast as 3G access. You can use your mobile via a BT wireless broadband network to connect instantly to BT Fusion so you can benefit from great call rates.

What happens to my BT Fusion service if I'm in range of my BT Home Hub and my broadband line is not working?

In the unlikely event of a fault on your broadband or landline, your BT Fusion handset will automatically work as a mobile until the fault is repaired. You will still be able to make and receive calls using your BT Fusion handset as a standard mobile. Once your broadband line is fixed your BT Fusion service will automatically revert back to full service.

What is the maximum distance I can be from my BT Home Hub to make calls using the BT wireless broadband network?

Range in ideal conditions is up to 18-25 metres from the BT Home Hub. This can vary depending on type of building structure and where you place the hub. To be certain that you are connected to the BT wireless broadband network, make certain the Wi-Fi Network Indicator  displays as a blue antenna. When Wi-Fi is disconnected, the antenna is light grey.

How do I find out how strong my wireless broadband signal is?

You will see the Wi-Fi icon  appear on your handset screen with signal strength bars. For example, for an area with maximum coverage there are 5 Wi-Fi signal strength bars  and for an area with little coverage it may display 1 signal strength bar. 

How many wireless BT wireless broadband networks can I save?

You can save up to 6 BT wireless broadband networks including the BT Openzone network on your BT Fusion handset.

Will my BT Fusion mobile number replace my landline phone number?

No, you'll still keep your landline phone number and your landline phone. People will still be able to call you on your landline phone. They will only get through to your BT Fusion mobile if they call your BT Fusion number.

What is BT Openzone?

BT Openzone is a wireless broadband (Wi-Fi) service that you can access in public places (hotspots) such as cafes, airports, hotels and motorway service stations. You can connect to BT Openzone hotspots to use the BT Fusion service throughout the UK and Ireland, and at selected locations abroad. BT Openzone hotspots are identifiable by the distinctive BT Openzone sign . To find out where BT Openzone hotspots are located, go to www.btopenzone.com/find.

BT Openzone

Your phone has already been set up to use BT Openzone. However, in case of accidental deletion please follow the steps below:

1. From the Home Screen select **Menu, Settings, Wi-Fi**.
2. Highlight **Available Networks** and press **Select**.
3. Your mobile lists available networks. Highlight **BT Openzone**.
4. Select **Options**, then **Connect**.

Can several people use BT Fusion in range of my BT Home Hub all at the same time?

Yes. You can have up to six people on your BT Fusion account, each with their own BT Fusion or standard BT Mobile handset. Up to five separate calls can be made in range of your BT Home Hub at any time, regardless of whether they are making or receiving a call. This means that you don't have to wait for your phone line to become free before making great value calls in range of your BT Home Hub.

What call charges do people pay when they call me on my BT Fusion number?

All calls made to your BT Fusion number will be charged at the caller's standard mobile rate.

What happens to a call charge if I move in or out of range of wireless broadband during a call?

The call will continue to be charged at the rate applicable to wherever the call was started. So if you started the call in range of your BT Home Hub, you will be charged at your agreed Fusion tariff rates. If you started the call when away from your hub, the call will continue to be charged as a mobile call.

TROUBLESHOOTING

Whatever your query, we're here to help.

Call Customer Services on 0800 783 2326.



Voicemail 1571

Your voicemail automatically takes messages when your mobile is switched off, engaged, or if you aren't able to answer it.

Plus it sends you a text message to let you know a voicemail has been received. Up to 50 messages, each up to 3 minutes long can be stored which are accessible not only via your mobile but any touch-tone phone.

Messages are stored automatically for:

- **New messages:** 28 days
- **Listened-to-messages:** 72 hours
- **Saved messages:** 7 days

To listen to voicemail

- Dial **1571** SEND

There is no charge for calls to voicemail using the BT wireless broadband network (i.e. through the BT Fusion service).

Set up your personal greeting

A personal greeting reassures callers that they're through to the right person. You can change your greeting as often as you like, and it's easy to set up.

Personalise your greeting

- Dial **1571** SEND
- Press **3** and follow the voice prompts
- Press **#** to save your recording

Set up a voicemail PIN

This allows you to access your messages from any other phone whether you are at home or abroad.

- Dial **1571** SEND
- Press **1** for the **Main Menu**
- Press **4** for **Mailbox Settings**
- Press **2** for **Security Options** and follow the voice prompts

How to check your messages from another phone and when you're abroad

To listen to a voicemail message from another phone or when you are abroad you must first set up your voicemail PIN. (You need to do this before you leave the UK.)

- Dial your **mailbox number**, which is included in your text notification in the international format (prefixed with **+44** without the leading 0)
- Key **9** when hearing the greeting
- Enter your voicemail PIN and follow the voice prompts

Please note: To find your mailbox dial, ***#104#** SEND

BT Call Minder Multi

Vicemail shortcodes

When listening to your messages you can:

- 2 Repeat message
- 3 Delete message
- 4 Rewind message by 8 seconds
- 5 Hear the number of the person who has called you (works on current message only)
- 55 Return the call
- 6 Fast forward 8 seconds
- 66 Hear the next message
- 7 Save the current message
- 9 Help

Please note: Call Return will not work if the caller has withheld their number, or if the call originates from outside the UK.

Access your mobile and landline messages from one place

Now wherever you are, by simply dialling 1571* from your home phone or BT mobile, you can access all your messages from one convenient place.

BT Call Minder Multi enables you to record your own greeting and lets up to 8 different mobile users to link up per household, via their BT handsets. What's more, it also gives everybody access to their very own private mailbox.

Ordering

It couldn't be any easier. Simply call **0800 028 2321** from your home landline and follow the prompts to create a new mailbox and to invite other BT mobile users in your household to be added. Once you have completed the registration you will be sent a confirmation letter and a user guide in the post.

* 1571 access is restricted to UK only. For international message retrieval there is a separate number, +447836901571 which needs to be called, then you need to enter a PIN in order to replay messages.

Managing your calls

Call Waiting and Call Holding

Call Waiting alerts you that another caller is waiting if you are on your mobile to someone else. You can either end your current call or put the caller on hold to answer the new call. If you don't answer, the new call is handled as if you hadn't answered it.

To activate Call Waiting

- Press ***43#** **SEND**

To cancel Call Waiting

- Press **#43#** **SEND**

To accept incoming calls and end the original call

- Press **1** **SEND**

To keep the original call on hold and accept the incoming call

- Press **2** **SEND**

To end a present call and return to the holding call

- Press **1**

To swap between calls

- Press **2**

Conference calls

Say you've left work and want to get together with a few friends. Now, you can dial up to 5 friends at once and sort everything out in just one call.

Prepare your conference call

- To allow other callers to join your conference, activate Call Waiting, press ***43#** **SEND**

To conference call

- Make your first call

To add a second caller to your conference call

- Press **2** **SEND** to put the call on hold. You may then start or receive your second call as usual
- Press **3** **SEND** to connect the calls together

To add more people to the conference

- Press **2** **SEND** to temporarily leave the conference call

To make an additional call

- Press **3** **SEND** to add call to the conference

To end your conference call

Individuals can drop out at any time by simply ending the call

Multi media services

Picture messaging

Send pictures and up to 1,000 characters of text to any phone and even email addresses. And for that truly personal touch, you can add a voice-message or sound to your picture.

How to take and send a picture message*

- Go to **Camera** to activate the camera on your mobile
- Press **Capture** to take a picture
- Press **Store/Save** to save the picture
- Select **Send** (Or Send in Message, Send as MMS, Send as Multi media)
- Type any additional text you want to add
- Select the number of the person you want to send the message to
- Click

Video messaging

With a compatible video messaging mobile, record a few seconds of action with movement and sound, then add some text and press send to add expression to your message. And, you can share your messages with anyone – they don't have to have a video messaging mobile.

Send your video messages to your friend's:

- **Video messaging mobile** – where they can receive and watch your message on their mobile
- **Picture messaging mobile** – they will receive your video message as a series of still pictures on their mobile
- **Standard mobile** – and they'll receive a text message directing them to a website where they can view the message at any time for up to 30 days

To record and send a video clip*

- Go to **Multimedia** and select **Videos, New Video**
- Point lens at subject and press **Capture** to begin recording
- Press **Stop** to stop recording
- Press **Save/Store** to save the video message
- Select **Send** (Or Send in Message, Send as MMS, Send as Multi media)
- Type any additional text you want to add
- Select the number of the person you want to send the message to
- Click **SEND**

For more information about Multi media services, visit www.btmobile.bt.com and click on FAQs.

*Handset specific. Exact handset instructions may vary, please check Handset User Guide for full details.

Going abroad?

You can use your new mobile in any country in the world, but please remember to call Customer Services on **0800 783 2326** three days in advance of travelling, to confirm that your roaming service has been activated.

International call charges – please note

While there is no charge to set up international roaming, call charges differ greatly from country to country, and international calls are charged at the prevailing rates. Please be aware that while you're abroad, you have to pay for any calls you receive as well as those that you make. Eligibility for roaming is subject to status, and you may be required to show a satisfactory payment history before this service is activated.

Dialling from abroad

It's easy to make calls when you're overseas. All you need to remember is to dial [+] and the country code before the number you wish to dial. e.g. [+44] for the UK. Remember to leave out the first '0' from the number. E.g. to call from Spain to London, dial '+442071234567' not '+4402071234567'.

To call the UK from abroad

- Insert +
- Then **44**
- Delete the '0' prefix
- Then, dial your number **2071234567**

A time-saving tip

Why not put the [+44] prefix in front of your friends' numbers in your mobile's address book before you go overseas? They'll work just the same in the UK, but remember to drop the '0', as above.

Before going abroad

To be able to pick up your messages overseas, you'll need to do the following **before leaving the UK**:

- **Note your personal mailbox number** – find out what this is by dialling ***#104#** [SEND](#) (Please note that, once you're abroad, you will not be able to use this function)
- **Set up your own voicemail PIN code**
With a voicemail PIN, you'll be able to pick up your voicemail messages from abroad either using your mobile, or any other phone
- Don't forget to pack your charger and a travel adapter

To set up a voicemail PIN code

- Dial **1571** [SEND](#)
- Press **1** for the **Main Menu**
- Press **4** for **Mailbox Settings**
- Press **2** for **Security Options** and follow the voice prompts

How do I know if I have a voicemail message?

You will receive a text message to notify you of any voicemail messages.

To listen to your messages

- Dial your **mailbox number** which is included in your text notification in the international format (prefixed with **+44** without the leading **0**)
- Key **9** when hearing the greeting
- Enter your voicemail PIN, then follow the voice prompts

Calling Customer Services from abroad

You need to dial **+44 1324 452 143** from a landline or from your mobile.

BT Mobile World

BT Mobile World gives you instant online access to great ringtones, games and graphics to personalise your phone, as well as the latest news and sport, direct from your mobile Internet-enabled phone.

Get a free ringtone!

Go to BT Mobile World using your mobile or PC and sign-up. It's quick and easy and we'll give you a free ringtone as our way of saying hello.

To access BT Mobile World via your mobile

- Click on the **Web Access/Web** or **Browser** icon on your phone's **Main Menu**

To access BT Mobile World from your PC

- Go to www.bt.com/btmobileworld

The screenshot shows the BT Mobile World website interface. At the top, there's a navigation bar with 'Personal' highlighted. Below it, there are tabs for 'Overview', 'Products & services', 'Your account', 'Support & advice', and 'What's new'. The main content area is titled 'BT Mobile World' and features a search bar, a login/register button, and a 'My mobile world' dropdown menu. The page is divided into several sections: 'Ringtones', 'Games & Software', 'Graphics & Videos', 'Alerts & updates', and 'Support & advice'. The 'Ringtones' section is currently active, displaying a list of 'Polyphonic Ringtones' such as 'Twista - When I Got You Home', 'The Rolling Stones - Bad Full Down', 'Lil' Flip - What's My Name', 'Laurie Hill - G-U Factor', 'Korn - Twisted Transistor', and 'Gorillaz - Dirty Harry'. There are also 'Marvel Special' and 'G-Link Special' sections. The 'Games' section shows 'Pimp Your Mobile III'. The 'Wallpapers' and 'Realtones' sections are also visible. The footer contains links for 'BT.com', 'Contact BT', 'Sitemap', 'About BT', 'Privacy policy', 'Code of practice', and 'Find a number'.

Ringtones

Whether you like your music straight from the Top Ten or you prefer something more retro, you'll find the track you're looking for among the hundreds on offer.

Games

Choose and download from our wide range of Java games – adventure games, arcade classics, puzzles and many more.

Graphics and videos

Personalise your phone with your favourite celebrity, exotic scenery or quirky animations. You can also download video clips to your mobile to get a real multi media experience on the move.

News

Keep up to date while you're out and about – read the headlines that matter, when it matters. Have breaking news sent to you, or access it in your own time through your mobile Internet enabled phone – you've got it all under your thumb.

Sport

Get match updates straight to your phone, or catch up on the sports news.

How do I order downloads from BT Mobile World?

To order the downloads you want, follow these easy steps:

From your PC:

- Visit www.bt.com/btmobileworld to choose the item you would like to download
- Type the product code shown with your item into a new text message on your mobile
- Send text to **83373**
- Open the link we send you
- Save the download to your phone

From your mobile:

- Click on the **Web Access/Web** or **Browser** icon on your phone's **Main Menu**
- Choose the item you would like to download and click on the 'buy now' link shown with your selected item.

Please note: texts to **83373** and mobile Internet calls are excluded from inclusive minutes and text bundles.

If you don't receive your download

The network may be temporarily unavailable and you should try clicking the download link again in a few minutes. If the problem persists, go to the **My downloads** link on the BT Mobile World mobile Internet home page. You will be able to see all the downloads you've made in the last 7 days and you can try again to download your item (for free). If you still have problems, please contact BT Customer Services by calling 150 from your BT Mobile.

We will charge all items you order from BT Mobile World to your BT Fusion account, where you'll find the charge for each download/service fully itemised.

Mobile security

Unfortunately, thieves will find a mobile like yours irresistible. We recommend that you never leave your mobile unattended or visible in a car, and also try not to use your mobile in busy, public places.

Activate your SIM PIN, then change it to a secret one

To protect your SIM card, the security settings on your mobile allow you to activate its preset PIN number. This number is **1210**. Once it's activated, you will need to enter it every time you switch your mobile on.

For extra protection, we recommend that you change your SIM PIN to a secret number of your choice – your handset user guide gives you specific instructions on how to do this.

Call us if your mobile goes missing

You can contact us **free** from a landline on **0800 783 2326**. Call straight away and we'll bar your mobile so no-one else can use it. Remember, you'll be charged for any calls made on your mobile until we hear from you.

To stop calls being made on your account, we just need your mobile number. If you give us your SIM and IMEI numbers as well we can bar your mobile completely. You'll find the IMEI number by pressing ***#06#** **SEND** on your mobile's keypad. Please jot them down now and hang on to them for future reference.

My mobile #
My SIM #
My IMEI #

Keep your SIM cards separate

If you have more than one mobile on your account, make sure you don't mix up or swap their SIM cards. That's because each SIM is paired with a specific mobile, and we need to know which mobile is missing in order to stop anyone else using it.

To protect it, register it www.immobilise.com

Many thousands of mobile phones are lost or stolen each year in the UK. The National Mobile Phone Register already holds the details of over 10 million phones.

Register

Register your phone for free at www.immobilise.com

To register all you need is your mobile phone. When you register, you will need to enter your contact details and your IMEI number. Once you have registered your phone, you will have a better chance of getting it back if it is lost or stolen.

When not to use your mobile

- **When flying.** Switch off to prevent interference with the aircraft's navigation systems
- **When driving.** Never use a mobile while driving. Allow voicemail to take your calls, and listen to them when you're away from the vehicle
- **In hospitals.** If in doubt, keep your mobile switched off until you're outside the building
- **At petrol stations.** Or anywhere else where a spark from your mobile could ignite flammable fumes or explosive materials

All mobiles supplied by BT conform to the highest safety standards on exposure to radio frequency emissions. You'll find government advice on mobiles at www.doh.gov.uk/mobile

Useful numbers

BT Directory Enquiries – 118 500

The easy to use **118 500** BT Directory Enquiries service gives you access to any listed UK residential or business fixed line phone number.

- **118 500** is available 24 hours a day, 365 days per year
- With one call you can make as many phone number requests as you need
- All numbers will automatically be sent via text message
- You can be connected straight through to the number you wish to reach

Need an international number?

For BT International Directory Enquiries, just call **118 505** when you're in the UK.

2222 Travel and Weather Information

2222 keeps you informed about travel and weather information, whether you're planning your journey from home or stuck in a traffic jam on the way to your destination.

You'll be given a traffic update for your specific location and the option of checking for road news and weather forecasts from any region across the UK.

ICE 'In Case of Emergency'

Enter the number of the person you would want to be contacted 'In Case of Emergency' into your phonebook. In an emergency situation, ambulance and hospital staff will then be able to quickly find out who your next of kin are and be able to contact them.

- Go to **Contacts**
- Select **Add New Contact**
- Enter the letters '**ICE**' under the name followed by the telephone number of your next of kin (ensure both daytime and evening numbers are included if possible)

ICE advice

- Make sure the person whose name and number you are giving has agreed to be your ICE contact
- Make sure your ICE contact has a list of people they should contact on your behalf – including your place of work
- Make sure your ICE contact's number is one that's easy to reach. For example a home number could be useless in an emergency if the person works full time
- Make sure your ICE contact knows about any medical conditions that could affect your emergency treatment – for example allergies or current medication

To make an Emergency Services call (999, 112 or 911)

There may be circumstances when your mobile phone, like any other mobile, cannot guarantee a connection and an emergency call cannot be placed due to network, environmental or interference issues. You should never rely solely upon any mobile for emergency services calls. We recommend a fixed line phone is retained and is used for emergency services calls. When making an emergency services call, ensure that you give all the necessary information as accurately as possible including your location, as this will enable emergency services to pinpoint your exact location.



We cannot guarantee that the telecommunications products, services and offers described in this publication will be available at all times, and we may change them from time to time. We will provide services and equipment in line with our standard conditions of contract. Nothing in this publication forms part of any contract.

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