

***YOU MUST
SUBSCRIBE TO A
CALLER DISPLAY AND
BEFORE WAITING SERVICE.
CLASSIC WILL DISPLAY THIS
INFORMATION. A QUARTERLY
FEE IS PAYABLE.**



The Art of Communication



SIEMENS

digitally
enhanced

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Diverse 4016 Classic

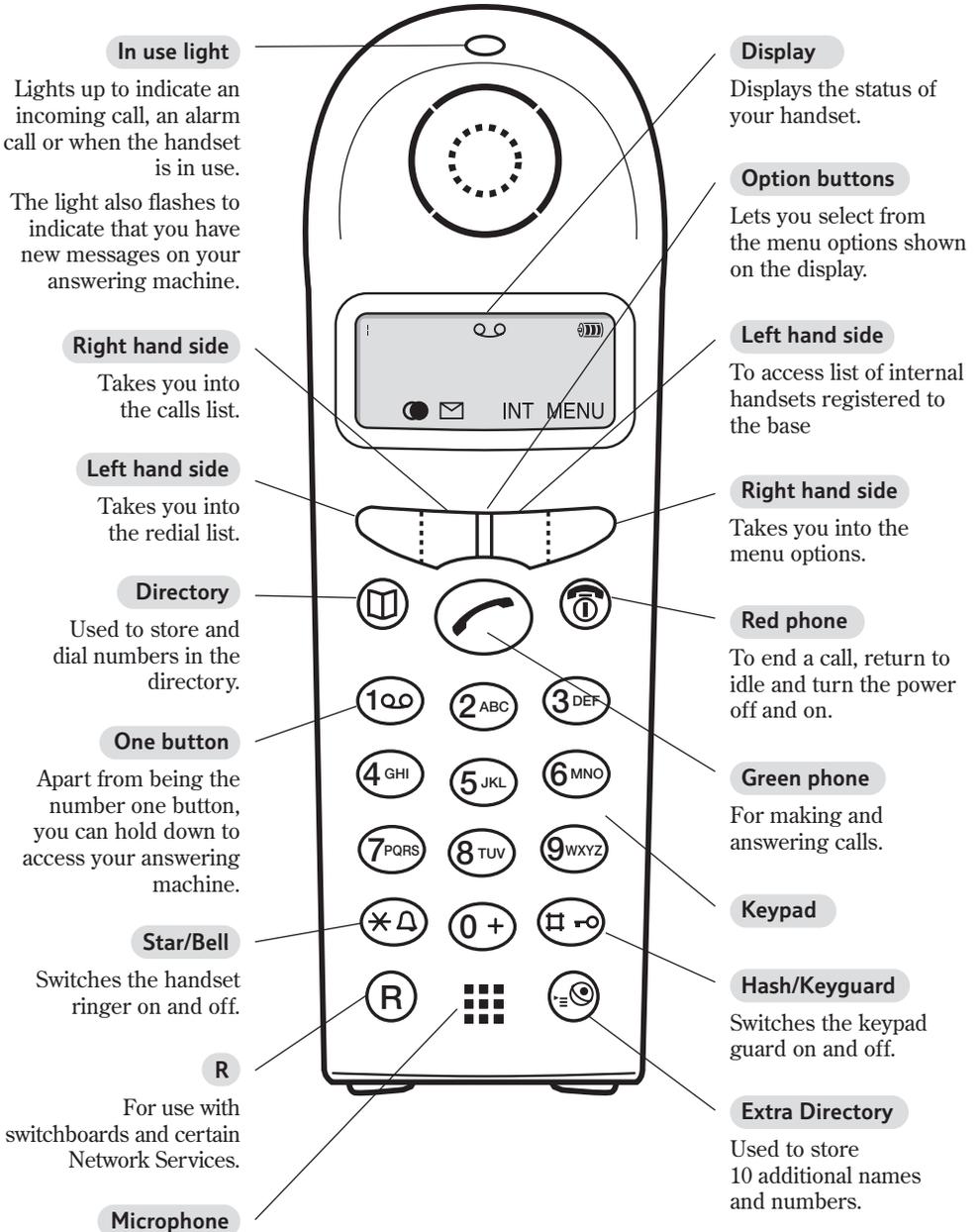
Digital Cordless Telephone Answering Machine

**User
Guide**

**Please open this page for an 'At a glance'
guide to your Diverse 4016 Classic.**

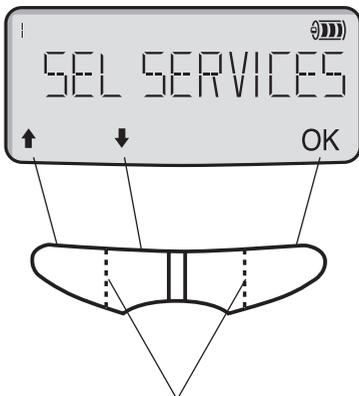


At a glance



Handset display

When in **MENU** mode



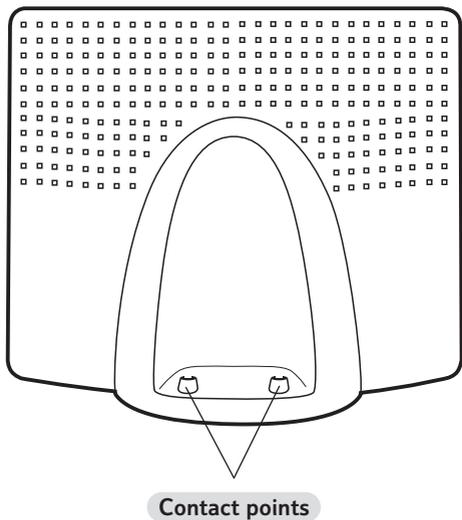
Press the left side of the button for ↑ and right side of the button for ↓ when going through the menu options.

Press the right side of the button to confirm (OK) menu selection.

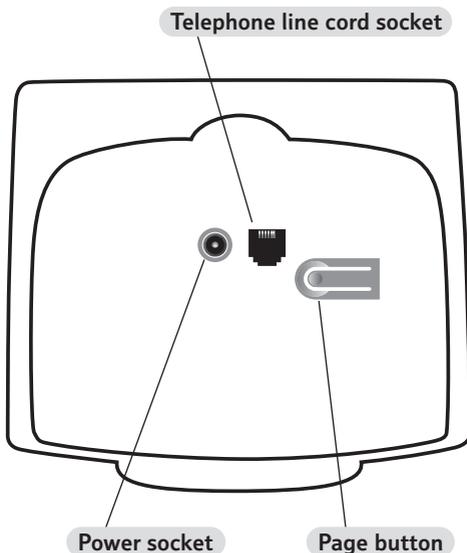
Display option buttons

The **OPTION** buttons allow you to select options within each menu that are shown on the display.

Base



Base underside



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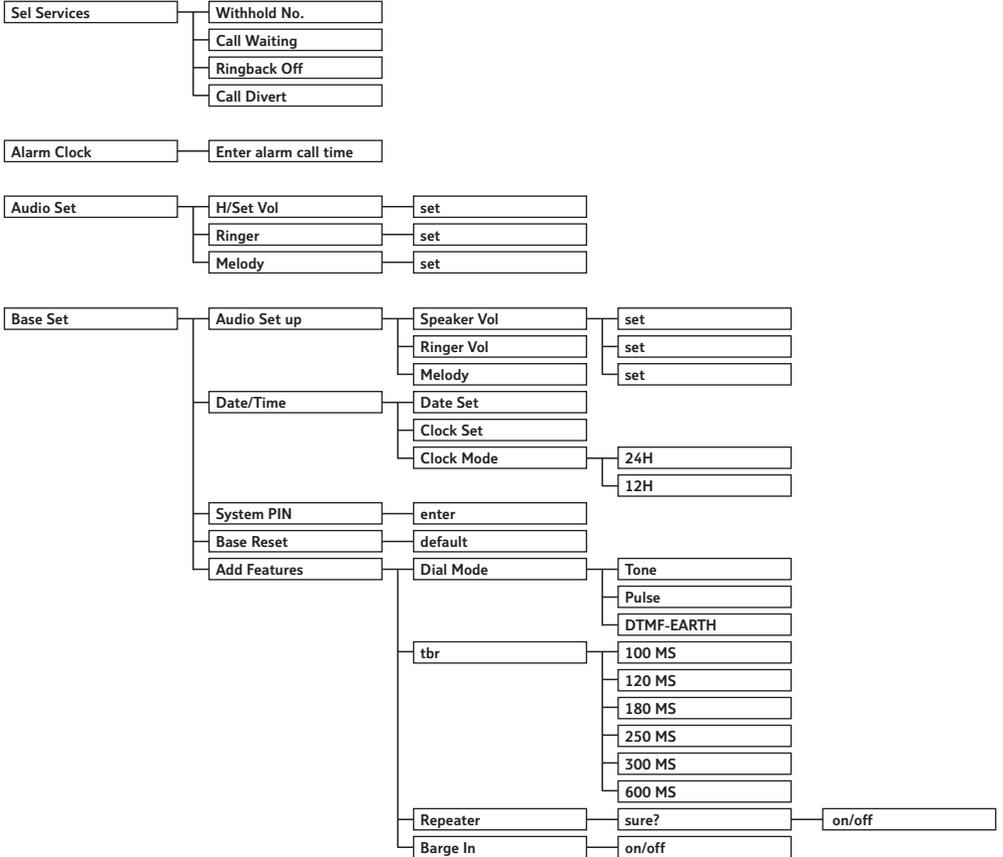
Helpline

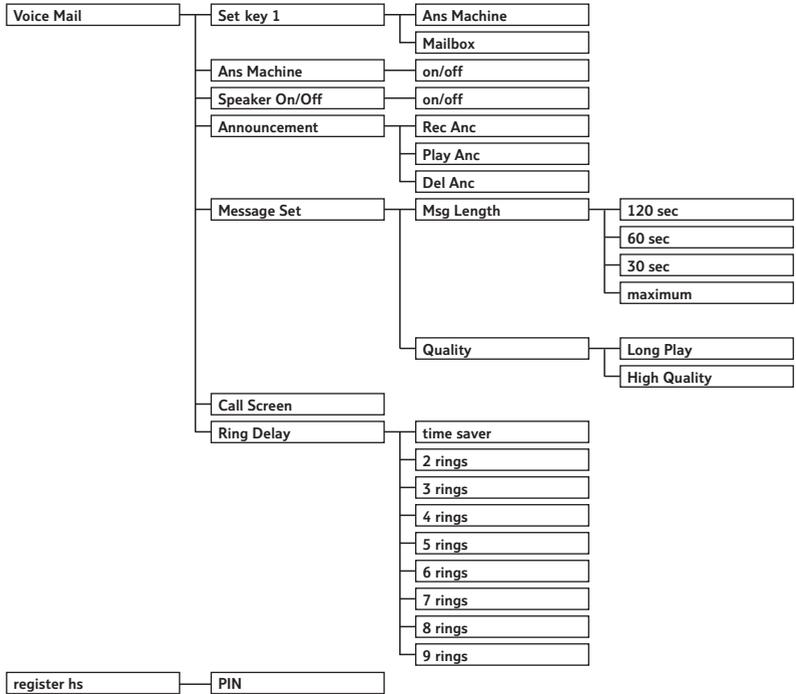
If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on 08457 908 070.

Hints and tips boxes

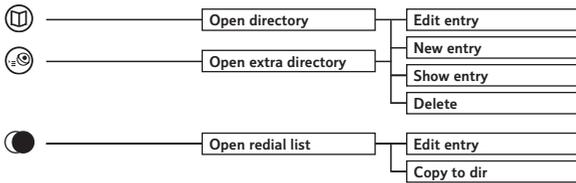
In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Menu Structure

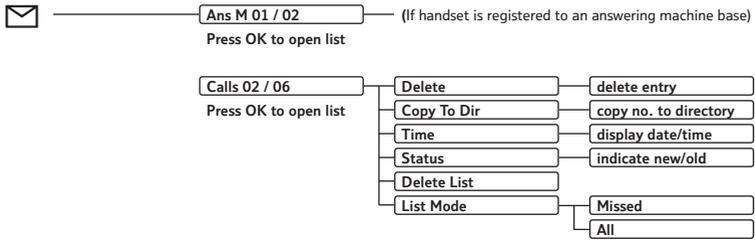




Menu structure for directory, redial list, extra directory



Menu structure for message handling



IMPORTANT

*If you make a mistake, you can return to the previous menu by pressing the **RED PHONE** button. If you keep pressing the **RED PHONE** button you will return to the idle screen.*

Quick guide

Commonly used handset functions and settings

Page
no.

Switch handset on/off	Hold down 	17
Switch keypad on/off	Hold down 	34
Switch handset ringer on/off	Hold down 	32
Make an external call	 	17
To end a call		17
Redial a number	   Select one of last 5 numbers 	21
To store a name and number in the directory	 MENU  NEW ENTRY OK Enter number OK Enter name OK SAVED	18
Dial from the directory	   	19
Dial from the Calls list	  OK   	27
Handset earpiece volume	MENU   AUDIO SET OK H/SET VOL OK   OK SAVED	33
Make internal call	INT Call all or   	22
Transfer call to handset	INT Handset no. (e.g. 2) 	23
Set date	MENU  BASE SET OK  DATE/TIME OK DATE SET OK Enter date OK	15
Set time	MENU  BASE SET OK  DATE/TIME OK  CLOCK SET OK Enter time OK AM/PM OK 	15
Set the alarm	MENU  ALARM CLOCK OK Enter the alarm time OK   To select AM/PM OK 	24
Cancel the alarm	MENU  ALARM CLOCK OK 	25

Quick guide

Commonly used answering machine functions and settings

		Page no.
Switch answering machine off (factory setting on)	MENU VOICE MAIL OK ANS MACHINE OK	37
Play messages	Hold down	40
Pause/continue playback	Hold down then press	40
Skip forward to the next message	Hold down then press	40
Skip backward to the last message	Hold down then press	40
Delete current message	Hold down then press	40
Play outgoing message	MENU VOICE MAIL OK ANNOUNCEMENT OK PLAY ANC OK	38
Record your outgoing message	MENU VOICE MAIL OK ANNOUNCEMENT OK REC ANC OK record your message OK	37
Delete outgoing message	MENU VOICE MAIL OK ANNOUNCEMENT OK DEL ANC OK SURE? OK DELETED	39

Quick guide to handset display icons



Redial, lists up to the last 5 dialled number.



Flashes to indicate new messages or missed calls.

INT

For calling other handsets.

MENU

Opens the menu.



Shows the status of the handset battery.



Scroll through the menu.

OK

Confirms the function displayed.



Scroll left and right when entering numbers or messages.



Deletes numbers/characters (from left to right).



Do not disturb/Ringer off.



Handset locked.



Displayed when the Alarm clock is set.

eg. 

Shows the number of the handset and is displayed in top left hand corner.



Indicates that the answering machine is on.

Helpline

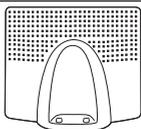
*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Introduction

Unpacking your Diverse 4016 Classic

If anything is missing, please contact your place of purchase immediately.

One Diverse 4016 Classic base station



One Diverse 4000 Classic handset



One power supply for the base station



One telephone line cord



Two AA rechargeable batteries



One belt clip



Battery compartment cover



For your records

Date of purchase:

Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base station PIN code here:

Four empty boxes for entering the PIN code.

For more information on your base PIN codes see page 35.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is M-GA35-095130F.

For the handset use only approved nickel-cadmium (NiCad) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of at least 600mAh 1.2V. Please see page 48 for a list of recommended batteries.

Batteries are available from the **Diverse Helpline 08457 908070**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999/112**).

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and we do not recommend that they are used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with 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

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not 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.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

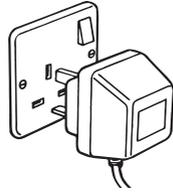
There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

IMPORTANT

Please note that your handset is *NOT* registered to the base station. The Diverse 4016 handset will be easily registered once you complete the steps 1 to 3 below.

2 Plug the power supply unit into the wall socket



Plan the location

Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

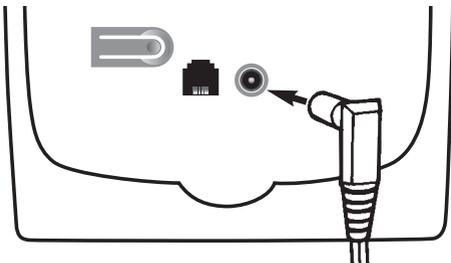
Do not situate the product in the bathroom or other humid areas.

WARNING

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



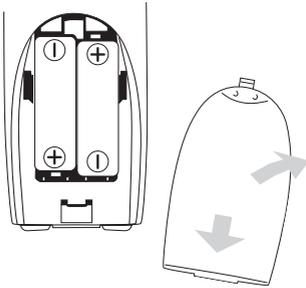
3 Registering and charging the handset

The display is protected by a plastic film. You can remove this protective plastic film from the display.



Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



The battery cover may be found in the packaging with the batteries.

WARNING

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries (please see page 48). Using unapproved batteries will invalidate your guarantee and may damage the telephone.

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g. INT 1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:



If the icons on the display flash continuously...

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3 above. If the product has still not registered, please see "Registering manually" on page 45.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 4016 Classic.

Leave the handset for approx. 16 hours in the base station to charge the batteries, as they are not charged in the factory. The battery status icon flashes on the handset to indicate that the batteries are being charged.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

-  Batteries fully charged
-  Batteries at 66%
-  Batteries at 33%
-  Batteries empty

Out of range?

If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

After charging your handset batteries for the first time, subsequent charging time is approximately 4–5 hours. Batteries and case may become warm during charging. This is normal.

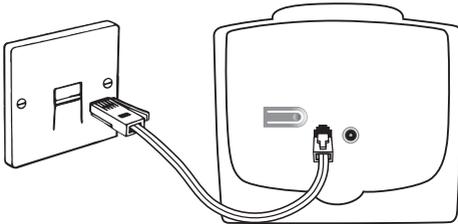
Under ideal conditions, the handset batteries should give about 10 hours talktime or 200 hours standby time on a single charge. However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

Fully discharging the batteries at least once a week will help them last as long as possible. However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from any BT shop or from the Diverse Helpline 08457 908070.

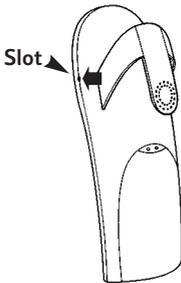
If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Fit the belt clip onto the back of the handset.



Helpline

*Your Diverse 4016 Classic is now ready for use. However, If you experience any difficulties please call the BT Diverse Helpline on **08457 908 070**.*

Setting the date and time

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button until the display shows **BASE SET**.
- OK** Press the **OK** button. The display will show **AUDIO SET UP**.
- ↓** Press the **DOWN** button until the display shows **DATE/TIME**.
- OK** Press the **OK** button. The display will show **DATE SET**.
- OK** Press the **OK** button.
-  Use the keypad to enter the date (DD/MM/YY).
- OK** Press the **OK** button.
- ↓** Press the **DOWN** button until the display shows **CLOCK SET**.
- OK** Press the **OK** button.
-  Use the keypad to enter the time in 12-hour clock format (HH/MM).
- OK** After entering the time in the 12-hour clock format, press the **OK** button.
- ↓** Press the **DOWN** button to choose **AM** or **PM**.
- OK** Press the **OK** button.
-  Press the **RED PHONE** button until you return to the idle screen.

Please note

If you subscribe to a Caller Display Service the time and date will be set with the first incoming call. However, the year setting will have to be changed manually, see page 15.

To set the time mode (12 or 24-hour clock)

The handset's default setting is 12-hour clock. To change the clock to the 24-hour setting:

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button until the display shows **BASE SET**.
- OK** Press the **OK** button.
- ↓** Press the **DOWN** button until the display shows **DATE/TIME**.
- OK** Press the **OK** button.
- ↓** Press the **DOWN** button until the display shows **CLOCK MODE**.
- OK** Press the **OK** button.
- ↑ ↓** Press the **UP** or **DOWN** button to switch between 24 H and 12 H settings.
- OK** Press the **OK** button to confirm the setting you want.
-  Press the **RED PHONE** until you reach the idle screen

Using the telephone

Your Diverse 4016 Classic has a menu driven display. The **OPTION** buttons below the display allow you to select options within each menu and make adjustments to their settings. When the phone is in idle mode, press the **MENU** button to enter the main menu. During a call, if you press the **MENU** button it will open the menu for that particular situation.

Note

*To quit a menu at any time, press the **RED PHONE** button. This will take you back one step. Keep pressing the **RED PHONE** button to get back to the idle screen.*

To switch the handset power on and off



Press and hold the **RED PHONE** button to switch the handset off.



Press and hold the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched ON.



Press the **GREEN PHONE** button. You will hear the dial tone.



Dial the number.

Preparatory dialling



Enter the phone number first. If you make a mistake press the **DELETE** button to remove any incorrect digits.



Press the **GREEN PHONE** button to dial the number.

To end a call



Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

To receive an external call

When the phone rings, the In use light on top of the handset will flash.



Press the **GREEN PHONE** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called auto-talk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, *see page 33*.

Name and number directory

You can store up to 20 of your most frequently used names and numbers, each up to 22 digits long.

To store a name and number in the directory



Press the **DIRECTORY** button.

MENU

Press the **MENU** options button.



Press the **DOWN** button until the display shows **NEW ENTRY**.

OK

Press **OK** to confirm.



Enter the telephone number you want to store.

OK

Press **OK** to confirm.

Entering names

Enter the name using the letters on the keypad. (See 'Character map' on the following page for how to enter special characters). For example, to enter the name **TOM**:

8

Press the **8** button until **T** appears on the display.

6

Press the **6** button until the display shows **□**.

6

Then press **6** until the display shows **□**.

OK

Press **OK** to confirm. The display will show **SAVED** and **TOM**.



Press the **GREEN PHONE** button to dial the number.

Or



Press the **RED PHONE** button until you reach the idle screen.

Character map

As well as the standard letters and numbers you can include special characters in the directory entry.

Press	1	0	*	#
1 st press	Space	+	*	□
2 nd press	1	0	/	
3 rd press		-	<	
4 th press			>	
5 th press		?	,	
6 th press		—		

To dial a number from the directory



Press the **DIRECTORY** button.

A B C

If you wish, you can use the keypad to enter the first letter of the name, for example to find TOM, press the **8** button.

8



Press the **DOWN** button to scroll to the entry you want.



Press the **GREEN PHONE** button to dial the number.

To edit a directory entry



Press the **DIRECTORY** button.

A B C

Use the keypad to enter the first letter of the name you wish to edit.

MENU

Press the **MENU** options button. **SHOW ENTRY** is displayed.

OK

Press the **OK** button.
Edit the number.

OK

Press the **OK** button.
<NAME> is displayed.

OK

If the name is correct, press the **OK** button.

Or



If you wish to edit the name, enter a new name now.

OK

Press the **OK** button.
The display will show **SAVED**.



You can either press the **GREEN PHONE** button to dial the number or the **RED PHONE** button until you reach the idle screen.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

To delete an entry from the directory



Press the **DIRECTORY** button.

A B C

Use the keypad to enter the first letter of the name.

Or



Use the **DOWN** button to find the entry you want.

MENU

Press the **MENU** options button.



Press the **DOWN** button to display **DELETE**.

OK

Press the **OK** button to confirm. The number is deleted.



Press the **RED PHONE** button until you reach the idle screen.

Note

*To cancel any procedure, press the **RED PHONE** button until the display returns to the idle screen.*

To delete all entries from the directory



Press the **DIRECTORY** button.

MENU

Press the **MENU** options button.



Press the **6** button, **DELETE?** is displayed.

OK

Press the **OK** button to confirm. All directory numbers are deleted.



Press the **RED PHONE** button until you reach the idle screen.

Extra directory

This is an additional directory where you are able to store up to 10 names and numbers. It can be used for special numbers, i.e. Doctor, Dentist, takeaway numbers etc.

To store names and numbers in the Extra directory



Press the **EXTRA DIRECTORY** button.

MENU

Press the **MENU** button.

The structure for this directory menu is the same as the main name and number directory.

You can follow the instructions starting on page 18 for storing, dialling, editing and deleting numbers in this directory.

Note

This Extra directory does not 'name and number match' when used with Caller Display.

Redial

Your handset automatically saves the last five telephone numbers dialled into a redial list.

To dial a number in the redial list

-  Press the **REDIAL** options button. The last number dialled will be displayed.
-  Press the **DOWN** button to scroll through the redial list.
-  Press the **GREEN PHONE** button to dial the number.

To copy numbers shown in the redial list to the directory

-  Press the **REDIAL** options button.
-  Press the **DOWN** button until the number you want is displayed.
- MENU** Press the **MENU** button.
-  Press the **DOWN** button until the display shows **COPY TO DIR.**
- OK** Press the **OK** button. The number is shown on the display.
- OK** Press **OK** to confirm. **NAME** is displayed.



Enter the name to the number you want to copy into the directory.

OK Press **OK** to confirm.

The display will show **SAVED** and the name of the entry.



You can dial this number by pressing the **GREEN PHONE** button or return to the idle screen by pressing the **RED PHONE** button.



To delete the redial list

-  Press the **REDIAL** options button.
- MENU** Press the **MENU** options button. Display shows **EDIT ENTRY.**
-  Press the **6** button. Display shows **DELETE ?**
- OK** Press **OK** to confirm deletion of the list. You hear a confirmation tone.
-  Press the **RED PHONE** button until you reach the idle screen.

Note

*To cancel any procedure, press the **RED PHONE** button until the display returns to the idle screen.*

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call:

INT Press the **INT** options button.

The call is put on hold and your caller will hear music.

To resume the call:

MENU Press the **MENU** options button. Display shows **GO BACK**.

OK Press **OK** to confirm. You can now speak to your caller again.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Paging and internal calls

You can alert handset users that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

INT Press the **INT** button.



Use the **DOWN ARROW** on the options button to find the handset number you want to page or call.



Press the **GREEN PHONE** button to call the handset.

If you want to page all the handsets registered to the base, highlight **CALL ALL** on the display and press the **GREEN PHONE** button.



To transfer an external call between handsets

You can transfer an external call to another handset registered to the base.

INT

Press the **INT** options button.



Enter the number of the handset to which you wish to transfer the call. When the other handset answers you can tell them you are transferring the call and press the **RED PHONE** button. The call is transferred and the original handset shows **LINE IN USE** on the display.



To return to external call if internal call is not transferred

To speak to your external caller again:

MENU

Press the **MENU** options button. Display shows **GO BACK**.

OK

Press the **OK** options button.

Or



Press the **RED PHONE** button to transfer your call to the other handset.

To switch 3-way conversation function on/off

You can allow your Diverse 4016 to hold 3-way calls between handsets.

MENU

Press the **MENU** options button.



Press the **DOWN** options button until the display shows **BASE SET**.

OK

Press the **OK** options button.



Press the **DOWN** options button until the display shows **ADD FEATURES**.

OK

Press the **OK** options button.



Press the **DOWN** options button until the display shows **BARGE IN**.

OK

Press the **OK** options button to switch the function on.

SAVED is displayed. **BARGE IN** is then displayed with a tick next to it.

OK

Press the **OK** options button again to switch off, tick is deleted.



Press the **RED PHONE** button until you reach the idle screen.

To hold a 3-way conversation

You can talk to one external caller and another internal caller at the same time on your Diverse 4016 Classic handset.

While another handset user is talking to an external caller the display shows **LINE IN USE**.



Press the **GREEN PHONE** button to join the conversation. Display shows **LISTENING IN**.

A tone is heard by all three parties when one party enters or leaves the call.



Press the **RED PHONE** button to end your call.

Alarm clock

You can use your handset as an alarm clock. You must set the date and time before the alarm will work. The alarm will ring daily until the setting is turned off.

To set the alarm

MENU Press the **MENU** options button.



Press the **DOWN** button to display **ALARM CLOCK**.

OK

Press the **OK** button.



Enter the time you want the alarm to go off at, e.g. **0535**. (12 hour clock).

OK

Press the **OK** button



Select **AM** or **PM** using **DOWN** button.

OK

Press the **OK** button to confirm.



Press the **RED PHONE** button to return to the idle screen. An asterisk appears in front of the time to indicate that the alarm has been set.



When the alarm goes off, the In use light will flash. To stop the alarm ringing, press any button on the keypad.

To cancel the alarm setting

- MENU** Press the **MENU** button.
-  Press the **DOWN** button to highlight **ALARM CLOCK**.
- OK** Press the **OK** button to confirm. The alarm is switched off and the asterisk disappears from the display.
-  Press the **RED PHONE** button to return to the idle screen.

To stop the alarm ringing

When the alarm goes off it sounds like an incoming call and lasts for about 30 seconds.



Press any button to switch the alarm off.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Caller Display and other Select Services

IMPORTANT

*To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Select Services call BT free on **0800 800 150**.*

Please note

Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the network.

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld).

If you have stored a name to go with the number in your handset directory, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show **WITHHELD**.

If you call from another handset, the display shows the handset number and **INT**.

Calls list

The Calls list contains the telephone numbers of your last 30 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

Please note

If you have a new call in your Calls list, the  icon and In use light will flash.

To view the Calls list



Press the **ENVELOPE** options button. A flashing envelope indicates new calls. New calls are displayed immediately.

If there are no new entries, continue to open the Calls list.



Press the **DOWN** button to highlight **CALLS**.

The display will show the type of calls you have received in your Calls list, e.g. **CALLS 02/06** means you have received 2 new calls and have 6 old calls.

OK

Press the **OK** button to display the most recent number to call you.



Press the **UP** and **DOWN** buttons to scroll backwards and forwards through the Calls list.

When you have found the entry you want, you have the options to:

Call a number from the Calls list:

When the number you wish to call is displayed, press the **GREEN PHONE** button. The number will be dialled automatically.



Display the time of the call:

MENU

Press the **MENU** options button.



Press the **DOWN** button to highlight **TIME**.

OK

Press the **OK** options button. The date and time of the call are displayed.



To return to the beginning of the calls list, press the **RED PHONE** button repeatedly until it is displayed.

Display the status of the call:

OK

Press the **OK** button.

MENU

Press the **MENU** options button.



Press the **DOWN** button to highlight **STATUS**.

OK

Press the **OK** button.

NEW = New call.

OLD = Previously viewed.

ANSWERED = The call was answered.



Press the **RED PHONE** button until you reach the idle screen.

Remember

If you have missed a call the  icon will flash on the display.

Store a number from the Calls list into the directory:

When the number you want to store is displayed:

MENU Press the **MENU** options button.

↓ Press the **DOWN** button to highlight COPY TO DIR.

OK Press the **OK** button. The number is displayed.

OK Press the **OK** button again.
Enter a name if you wish, *see page 18* for instructions.

OK Press the **OK** button.

The display shows **SAVED**. You can either copy another entry from the Calls list or press the **RED PHONE** button until you reach the idle screen.



Delete a number from the Calls list.

When the number you want to delete is displayed:

MENU Press the **MENU** options button.

DELETE is displayed.

OK Press the **OK** button to confirm. The display shows **DELETED**.

Delete the whole Calls list:

When any number is displayed, **MENU** press the **MENU** options button.

MENU



Press the **DOWN** button to highlight **DELETE LIST**.

OK

Press the **OK** button. The display shows **NO CALLS**.



Press the **RED PHONE** button until you reach the idle screen.

To set the Calls list to contain all calls or missed calls only



Press the **ENVELOPE** options button.



Use the **DOWN** button to highlight **CALLS**.

OK

Press the **OK** button.

MENU

Press the **MENU** options button.



Press the **DOWN** button to highlight **LIST MODE**.

OK

Press the **OK** button.



Press the **DOWN** button to display either **MISSED** or **ALL**.

OK

Press the **OK** button to confirm. The display shows **SAVED**.



Press the **RED PHONE** button until you reach the idle screen.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Call Waiting

If you also subscribe to a Call Waiting Service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

During a call when you hear the Call Waiting beeps:

The number (or name if stored in the directory) of the second caller will flash on the display.

MENU Press the **MENU** options button. Display shows ACCEPT.

OK Press the **OK** options button. Your current call is put on hold and you are connected to the second caller.

(R) Press the **RECALL** button to toggle between callers.

To switch Call Waiting on/off

You can choose whether to have your Call Waiting service switched on or off depending on what you are doing i.e. if you are using the Internet via your PC and do not want Call Waiting to interrupt you.

MENU Press the **MENU** options button, SEL SERVICES is displayed.

OK Press the **OK** options button.



Press the **DOWN** until the display shows CALL WAITING.

OK

Press the **OK** options button.



Use the **UP** or **DOWN** button to select whether you want the service on or off.

OK

Press the **OK** options button.

Listen to your handset for the service announcement confirmation.



Press the **RED PHONE** button until you reach the idle display.

Call Divert

You can divert all incoming calls to another number where you can be reached.

Please note

Call Divert requires subscription from your Network provider. You may be charged a subscription fee.

To divert calls

MENU Press the **MENU** options button, **SEL SERVICES** is highlighted.

OK Press the **OK** options button.

↓ Use the **DOWN** arrow on the options button until **CALL DIVERT** is highlighted.

OK Press the **OK** options button.

You now have a choice of when you want calls to be diverted:

AUTOMATIC – calls are put straight through to the number you have set.

NO ANSWER – calls are diverted if your phone is not answered.

IF BUSY – calls are forwarded if your phone is engaged.

OK

Select your required option and press the **OK** options button, **DN** is displayed.

OK

Press the **OK** options button again.



Enter the phone number where you want the calls to be diverted to.

OK

Press the **OK** options button.

You will hear a Network message confirming your divert request.



Press the **RED PHONE** button until you reach the idle display.

Withhold number

Your number appears on the display of the person you call if they subscribe to a Caller Display service. You are able to withhold your telephone number from the next call you make if you wish.

To withhold your number from being sent

MENU

Press the **MENU** options button, **SEL SERVICES** is displayed.

OK

Press the **OK** options button, **WITHHOLD NO** is displayed.

- OK** Press the **OK** options button.
-  Enter the telephone number you want to call.
- OK** Press the **OK** options button, the number will be dialled but your number will not be sent to your caller.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Ring Back

If you want to make a call and the number is engaged you can set your telephone to ring you back when the caller has finished their call. To switch this service off before your call is returned i.e. if you have to go out before your caller has returned your call.

To switch Ring Back off if set

- MENU** Press the **MENU** options button, **SEL SERVICES** is highlighted.
- OK** Press the **OK** options button.
-  Use the **DOWN** arrow on the options button until **RINGBACK OFF** is highlighted.
- OK** Press the **OK** options button. This will cancel your ringback call.
Listen to your handset for the service announcement confirmation.
-  Press the **RED PHONE** button until you reach the idle display.

Handset settings

To adjust the handset ringer volume

You can choose from 5 levels (1–5), a ‘crescendo’ ring (6) that increases in volume, or you can switch the ringer off altogether (0).

MENU Press the **MENU** options button.

↓ Use the **DOWN** button to highlight **AUDIO SET**.

OK Press the **OK** button.

↓ Press the **DOWN** button to highlight **RINGER**.

OK Press the **OK** button.

You hear the current volume level and the level is shown on the display.

↑ ↓ Press the **UP/DOWN** button to select the level you want.

OK Press the **OK** button to confirm. **SAVED** is displayed.

ⓞ Press the **RED PHONE** button until you reach the idle screen.

Shortcut button

*If you want to switch the handset ringer off quickly you can also press and hold the **(*)ⓞ** button. The **🔕** icon is displayed. To turn the handset ringer back on press and hold down the **(*)ⓞ** button again and the symbol will disappear.*

To adjust the handset ringer melody

There are 10 melodies to choose from (1–10).

MENU Press the **MENU** options button.

↓ Press the **DOWN** button to highlight **AUDIO SET**.

OK Press the **OK** button.

↓ Press the **DOWN** button to highlight **MELODY**.

OK Press the **OK** button.

You hear the current melody and its number is shown on the display.

↓ Press the **DOWN** button to select the melody you want.

OK Press the **OK** button.

To adjust the earpiece volume

There are 3 volume levels to choose from and you can even adjust the volume during a call.

MENU Press the **MENU** options button.

↓ Press the **DOWN** button to highlight **AUDIO SET**.

OK Press **OK** to confirm. The display show **H/SET VOL**.

OK Press **OK** to confirm.

↑ ↓ You hear the current volume and the level is displayed.

Select the required level.

OK Press **OK** to confirm. **SAVED** is displayed.

📞 Press the **RED PHONE** button until you reach the idle screen.

To switch autotalk on and off

If autotalk is switched on you do not need to press the **GREEN PHONE** button to answer a call you can simply pick the handset up from the base station.

If you switch autotalk off you always have to press the **GREEN PHONE** button to answer a call.

The default setting for autotalk is on.

MENU Press the **MENU** options button.

To switch autotalk on:

9 Press the **9** button.

1 Press the **1** button.

1 Press the **1** button again.

To switch autotalk off:

9 Press the **9** button.

1 Press the **1** button.

0 Press the **0** button.

To reset your handset to the original settings

MENU Press the **MENU** options button.

9 Press the **9** button.

3 Press the **3** button. The display shows **RESET?**.

OK Press **OK** to confirm.

This will reset:

Earpiece volume **1**

Ringer volume **3**

Ringer melody **1**

Autotalk **ON**

Battery low beep **ON**

Redial list **DELETED**

This will not delete the directory or Calls list.

This will not reset:

Handset PIN

Registration to the base station.

Keyguard

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To switch keyguard on



Press and hold the **#** button to switch keyguard on. You hear a confirmation tone.

The keypad is now locked and you cannot dial out. You can answer calls as normal by pressing the **GREEN PHONE** button.



To switch keyguard off, press and hold the **#** button again. You hear a confirmation tone and the handset is now unlocked.

IMPORTANT

*If the keyguard is active, the emergency numbers **999** and **112** can **NOT** be dialled.*

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Base station settings

Base station PIN (Personal Identification Number)

Your base station PIN has a default setting of 0000 but you may want to change this to prevent unauthorised use of your handset(s).

If you change your PIN keep a record of the new number by writing it in the space provided on page 10.

To change the base station PIN

- MENU** Press the **MENU** options button.
-  Press the **DOWN** button to highlight **BASE SET**.
- OK** Press the **OK** button.
-  Press the **DOWN** button to highlight **SYSTEM PIN**.
- OK** Press the **OK** button.
-  Enter current PIN (original setting 0000).
- OK** Press the **OK** button. Display shows **NEW PIN**.
-  Enter your new 4 digit PIN.
- OK** Press the **OK** button. Display shows **REP PIN**.
-  Enter your new 4 digit PIN again.

OK Press the **OK** button to confirm. Display shows **SAVED**.



Press the **RED PHONE** button to return to the idle screen.

To adjust the base ringer volume

There are 5 levels to choose from (1–5), a ‘crescendo’ ring (6) that increases in volume, or you can switch the ringer off altogether (0).

- MENU** Press the **MENU** options button.
-  Press the **DOWN** button to highlight **BASE SET**.
- OK** Press the **OK** button. Display shows **AUDIO SET UP**.
- OK** Press the **OK** button.
-  Press the **DOWN** button until the display shows **RINGER VOL**.
- OK** Press the **OK** button. You hear the current volume and the level is shown on the display.
-  Press the **DOWN** button to select the required level.
- OK** Press the **OK** button to confirm.
-  Press the **RED PHONE** button until you reach the idle screen.

To adjust the base ringer melody

There are 10 melodies to choose from (1–10).

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button to highlight **BASE SET**.
- OK** Press the **OK** button. Display shows **AUDIO SET UP**.
- OK** Press the **OK** button.
- ↓** Press the **DOWN** button to highlight **MELODY**.
- OK** Press the **OK** button. You hear the current melody and the display shows the current setting.
- ↓** Press the **DOWN** button to select the required melody.
- OK** Press the **OK** button to confirm. **SAVED** is displayed.
-  Press the **RED PHONE** button until you reach the idle screen.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

To reset your base station to its original settings

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button to highlight **BASE SET**.
- OK** Press the **OK** button.
- ↓** Press the **DOWN** button to highlight **BASE RESET**.
- OK** Press the **OK** button.
-  Enter your 4-digit PIN (original setting 0000).
- OK** Press the **OK** button. Display shows **RESET?**.
- OK** Press the **OK** button to confirm. **RESET** is displayed.

This will reset:

- Alarm clock **OFF**
- Dialling mode **DTMF**
- Pause after picking up line/dial-out code **3 seconds**

It will delete the Calls list.

It will not reset:

- The base station PIN.
- Handset registration settings.

Using the answering machine

The answering machine is operated entirely from the handset so you will need to put the handset to your ear to hear and follow instructions.

There is also a loudspeaker on your Diverse 4016 Classic which gives you the choice of listening to messages via the loudspeaker or privately via your handset.

Your answering machine can be used as soon as you have charged up your Diverse 4016 as it has a pre-recorded outgoing message *“Hello, there is nobody available to take your call right now. Please leave your message after the tone.”*

You must set the time and date so that received messages will have the time and date added. You can set the date and time manually (*see page 15 if you have not already done this*) or if you have subscribed to your network's Caller Display service, the date and time will set automatically as soon as you receive your first call.

Please note

The factory setting for the Diverse 4016 is for the answering machine to be on.

To switch the answering machine on and off

- MENU** Press the **MENU** options button.
 - ↓** Press the **DOWN** button until the display shows **VOICE MAIL**.
 - OK** Press the **OK** options button.
 - ↓** Press the **DOWN** button until the display shows **VOICE MAIL**.
 - OK** Press the **OK** options button. A ✓ confirms the answering machine is switched on.
 - OK** Press the **OK** options button again to switch it off.
- Press the **RED PHONE** button to return to the idle screen. When the answering machine is ON the  icon will be shown on the top of the handset display.

To record your own outgoing message

Your outgoing message is the greeting your callers hear when your answering machine takes their call.

The pre-recorded outgoing message is used until you record your own. You can always go back to the pre-recorded message by deleting your own message.

A typical outgoing message could be, *“I cannot take your call right now, please leave a message after the tone”*.

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button until the display shows **VOICE MAIL**.
- OK** Press the **OK** options button.
- ↓** Press the **DOWN** button until the display shows **ANNOUNCEMENT**.
- OK** Press the **OK** options button.
The display shows **REC ANC**.
- OK** Press the **OK** options button.
Put the handset to your ear and after the beep, speak your outgoing message.
- OK** To stop recording press the **OK** options button.
The display will show **PLAYBACK ANC** and your recording will be played back to you.
-  To cancel recording, press the **RED PHONE** button.

Please note

The maximum outgoing message length is 2 minutes and 50 seconds.

If you pause during recording for longer than 2 seconds, recording is stopped.

To play your outgoing message

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** button until the display shows **VOICE MAIL**.
- OK** Press the **OK** options button.
- ↓** Press the **DOWN** button until the display shows **ANNOUNCEMENT**.
- OK** Press the **OK** options button.
- ↓** Press the **DOWN** button until the display shows **PLAY ANC**.
- OK** Press the **OK** options button.
If you have the loudspeaker set to **ON** you will hear your outgoing message via the loudspeaker.
- Or*
Put the handset to your ear and you will hear it.

To delete your outgoing message

If you delete your own outgoing message, the pre-recording message is automatically reinstated.

- MENU** Press the **MENU** options button.
- ↓ Press the **DOWN** button until the display shows VOICE MAIL.
- OK** Press the **OK** options button.
- ↓ Press the **DOWN** button until the display shows ANNOUNCEMENT.
- OK** Press the **OK** options button.
- ↓ Press the **DOWN** button until the display shows DEL ANC.
- OK** Press the **OK** options button.
The display shows SURE?
- OK** Press the **OK** options button.
The display shows DELETED and you will hear a confirmation tone.

Call screening

From your base station, you can listen into a caller leaving their message. This feature can be switched on or off. The factory setting is on.

To use call screening

- MENU** Press the **MENU** options button.
- ↓ Press the **DOWN** button until the display shows VOICE MAIL.
- OK** Press the **OK** options button.
- ↓ Press the **DOWN** button until the display shows CALL SCREEN.
- OK** Press the **OK** options button.
A ✓ indicates call screening is switched on.
- OK** Press the **OK** options button again to switch it off.
The ✓ disappears.
Pressing the **OK** options button again will switch it back on.
-  Press the **RED PHONE** button until you reach the idle screen.

To interrupt a call

If a caller is leaving a message, you can interrupt and take the call at the handset.

While the caller is leaving their message:



Press the **GREEN PHONE** button. The machine stops recording and you can talk to your caller.

New message indicator

When you have new messages, the In use light and the  on the handset display will flash.

Playing messages

To listen to your messages



Press the **ENVELOPE** options button.

Put the handset to your ear (or listen via the base station loudspeaker) and your new messages will be played back to you.

Playback begins with the last message received. When all new messages have been played, old messages will follow. At the end of all messages, you hear the end of messages tone.

Shortcut to your messages

①

Press *and hold* the **1** button to access your messages.

Answering machine operation during playback

②

Press the **2** button to pause playback, then press *again* to resume playback.



Press the **LEFT** button to repeat the message.



Press the **LEFT** button *twice* to skip back to the previous message



Press the **RIGHT** button to play the next message.



Press the **RIGHT** button *twice* to skip forward to the message after next.



Press the **Delete** options button to delete the current message.



Press the **RED PHONE** button until you reach the idle screen.

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Additional answering machine settings

To set the number of rings

You can set how many times the answering machine will ring before it takes the call. You can choose between 2-9 rings or time saver.

Time saver is the factory setting, this can save you the cost of a call when you want to ring in to find out if you have new messages.

- If your answering machine answers after 3 rings, you have new messages.
- If it answers after 5 rings, you do not have new messages.

So if you hear more than 3 rings, you can end the call without the cost of being connected.

MENU Press the **MENU** options button.

↓ Press the **DOWN** button until the display shows **VOICE MAIL**.

OK Press the **OK** options button.

↓ Press the **DOWN** button until the display shows **RING DELAY**.

OK Press the **OK** options button.

↑ ↓ Press the **UP** or **DOWN** button to display the setting you want.

OK Press the **OK** options button to confirm.

The display will show **SAVED** and you will hear a confirmation tone.



Press the **RED PHONE** button until you reach the idle screen.

To adjust the message length

You can specify the time limit your callers have to leave a message. The choices are 30 seconds, 60 seconds, 120 seconds (this is the factory setting) or Maximum (remaining record time).

MENU Press the **MENU** options button.



Press the **DOWN** button until the display shows **VOICE MAIL**.

OK

Press the **OK** options button.



Press the **DOWN** button until the display shows **MESSAGE SET**.

OK

Press the **OK** options button.

The display shows **MSG LENGTH**.

OK

Press the **OK** options button.



Press the **UP** or **DOWN** button to display, **MAXIMUM 30, 60** or **120**.

OK

Press the **OK** options button to confirm.

The display will show **SAVED** and you will hear a confirmation tone.



Press the **RED PHONE** button until you reach the idle screen.

To adjust the recording quality

The factory setting of the recording quality is 'long play' which will allow a maximum recording capacity of 15 minutes. If you set 'high quality' the recording capacity is cut to approximately 7 minutes.

- MENU** Press the **MENU** options button.
 - ↓** Press the **DOWN** button until the display shows VOICE MAIL.
 - OK** Press the **OK** options button.
 - ↓** Press the **DOWN** button until the display shows MESSAGE SET.
 - OK** Press the **OK** options button.
 - ↓** Press the **DOWN** button until the display shows QUALITY.
 - OK** Press the **OK** options button.
 - ↑ ↓** Press the **UP** or **DOWN** button to display LONG PLAY or HIGH QUALITY.
 - OK** Press the **OK** options button to confirm.
- The display will show SAVED and you will hear a confirmation tone.
-  Press the **RED PHONE** button until you reach the idle screen.

To switch the base station loudspeaker on or off

When the base station loudspeaker is on you can listen to messages via the base speaker as well as the handset. However, you can switch the base loudspeaker off.

- MENU** Press the **MENU** options button.
 - ↓** Press the **DOWN** button until the display shows VOICE MAIL.
 - OK** Press the **OK** options button.
 - ↓** Press the **DOWN** button until the display shows SPKR ON/OFF.
 - OK** Press the **OK** options button.
- A ✓ indicates that the base speaker is switched on.
- OK** Press the **OK** options button again to switch it off.
 -  Press the **RED PHONE** button until you reach the idle screen.

Helpline

If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on 08457 908 070.

ANSWER MACHINE

Remote access

You can operate your answering machine from any external *Touchtone*™ phone by phoning your Diverse 4016 Classic and entering your base station PIN.

Using this code prevents other people from accessing your answering machine functions without your permission.

IMPORTANT

You must change the base station PIN from the Original setting of 0000 for your remote access to function. See 'To change the base station PIN', page 35.

To switch on your answering machine from another phone

If you forget to switch your answering machine on, you can do it from another phone.

Dial your telephone number and let the phone ring for approximately 1 minute.

When you hear the announcement "*Please enter your PIN code*".



Enter the base PIN (must be changed from 0000).

The recording time left will be announced.

Your answering machine is now switched on.

To access your answering machine from another phone

Dial your number.

When you hear your outgoing message:

9

Press the **9** button.



Enter your base PIN. Your machine tells you whether new messages have been recorded and plays them.

To control the answering machine functions during playback

During remote playback:

1

To repeat the current message. Press *twice* to skip back to previous message.

2

To pause/resume playback.

3

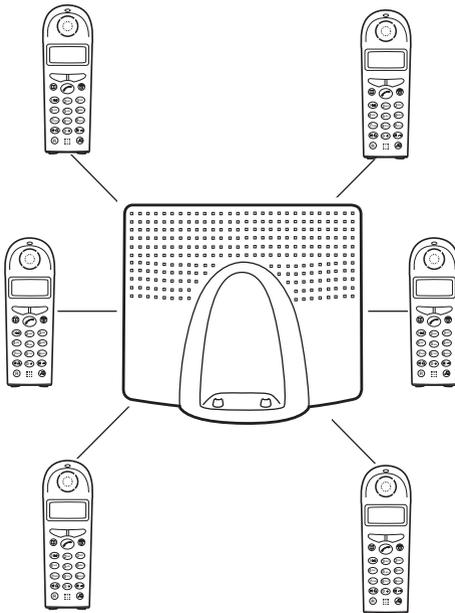
To skip forward to the next message. Press *twice* to skip to the following message.

0

To delete the current message.

Using additional handsets and bases

Up to six handsets can be registered and operated from the Diverse 4016 Classic base station. This allows you to make internal calls between two handsets while a third is making an external call.



Registering additional handsets

If you purchase new handsets to use with your current Diverse 4016 Classic, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new Diverse 4000 handset to a Diverse 4016 base station

For this method of registration your handset must be in the Diverse 4000 range.

Place your handset on the base.

Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. INT2.

The next available internal number (2-6) will be automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned. You can change the internal handset number if you wish, see page 46.

To manually register a Diverse 4000 Classic handset to another base station

If you want to register your handset to another base station you will need to manually register it.

Please note

Diverse 2000 and 3000 handsets and other makes of handset must be registered manually. Handsets must be GAP compatible.

On the handset to be registered:

MENU Press the **MENU** options button.

 Press the **DOWN** button until the display shows REGISTER HS.

OK Press the **OK** button. Display show PIN ****.

 Enter your 4-digit Pin (original setting 0000).

OK Press the **OK** button. Display flashes REGISTER HS.

If the base station is a Diverse 4016 or 4010 base press the **PAGE** button located underneath the base station for approximately one second. After approximately one minute the handset will display its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a Diverse 4016 or 4010 you will need to follow the user guide for the base station you are registering the Diverse 4000 handset to.

To register Diverse 2000/3000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your Diverse 4016 base.

Register your handset according to the instructions in its user guide.

When the handset is in registration mode, you will need to press the **PAGE** button located on the underside of your Diverse 4016 base station, for approximately one second. You will hear a confirmation tone and after a short period of time the handset will be registered. The Diverse 4016 will allocate the next available handset number. You will hear a confirmation tone.

Note

*If the base you are registering to is a Diverse 4010/4016 SMS you will not hear a confirmation tone when the **PAGE** button is pressed.*

To de-register a handset

- INT** Press the **INT** options button.
-  Press the **UP** or **DOWN** button to select the handset to be de-registered (1-6).
- MENU** Press the **MENU** options button.
-  Press the **DOWN** button until the display shows DE-REG H/SET.
- OK** Press the **OK** button. Display will show PIN ****.
-  Enter your 4-digit PIN (original setting 0000).
- OK** Press the **OK** button. Display shows DE-REGISTER ?
- OK** Press the **OK** button to confirm. SAVED is displayed.
-  Press the **RED PHONE** button until you reach the idle screen.

- OK** Press the **OK** button.
-  Enter the name you want.
- OK** Press the **OK** button to confirm.
-  Press the **RED PHONE** button until you reach the idle screen.

Please note

On the classic handset the name is not displayed, only the internal number. However, the name is sent and displayed on internal calls.

To change the internal number of a handset

- INT** Press the **INT** button.
- MENU** Press the **MENU** option button.
RE-ASSIGN NO. is displayed.
- OK** Press the **OK** button.
-  Press the **DOWN** button to display the handset number you want.
-  Enter an available number (1-6).
- OK** Press the **OK** button to confirm. SAVED is displayed.
-  Press the **RED PHONE** button until you reach the idle screen.

To change the name of a handset

You can personalise the name of a handset. For example, you can change handset 1 to ANNE or OFFICE.

- INT** Press the **INT** button.
-  Press the **UP** and **DOWN** button to display the handset number you want.
- MENU** Press the **MENU** option button.
-  Press the **DOWN** button until the display shows EDIT NAME.

Help

Helpline

*If you experience any difficulties with your Diverse 4016 Classic, please call the BT Diverse Helpline on **08457 908 070**.*

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again.
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070 .
No display	Handset not switched on. Batteries exhausted.	Hold down the RED PHONE button for 1 second. Charge or replace batteries.
When you press a button, nothing happens. No radio signal to the base – all displays flashing.	Keyguard may be switched on. Handset out of range. Handset not registered. Base not switched on.	Hold down the # button for 1 second. Move closer to the base. Register the handset (<i>see page 13</i>). Check the base is connected properly (<i>see page 12</i>).
Handset in base doesn't charge.	Line is being used by another handset for a long period. Base is not connected to the power supply.	Maximum charging power is only available when no calls are being made. Wait until the call is finished. Make sure that the power supply is in at the base and the power source is switched on. Check that the batteries are fitted correctly.
Handset/base does not ring.	Ringer is switched off.	Switch ringer back on, <i>see page 32 and page 35</i> .
Your caller cannot hear you.	The INT button has been pressed, muting the microphone.	Select GO BACK option via the MENU button to switch the microphone back on.
Caller's number is not displayed even though you have subscribed to Caller Display.	The number has been withheld.	Callers can stop their number being sent over the network.
The error beep – a descending tone – is played.	You have pressed the wrong button.	Retry. If necessary, check the instructions.
During remote operation you are unable to access messages.	You have not changed the base station PIN.	Change the base station PIN to allow you to access messages from another phone.
The answering machine does not record any messages or announcements.	Memory is full	Delete old messages. Play back and delete new messages.
An answering machine message does not have a time stamp.	The date/time is not set.	Set the date/time, <i>see page 15</i> .

Compatibility

The tables below give you a quick reference guide to compatibility when registering different handsets to bases within the Diverse 3000 and 4000 range.

4000 Classic handset	4010/4016 SMS	3010 Executive
Caller Display/Call Waiting	Yes	Yes
Time displayed in idle mode	Yes	No
Language selection	No	No
SMS	No	No
Loudspeaker via the base	No	Yes
Room monitor	No	No
Walk and Talk mode	No	No

4000 SMS handset	4010/4016 Classic	3010/3016 Classic
Caller Display/Call Waiting	Yes	Yes*
Time/date displayed in idle mode	Yes	Yes
Language selection	No	No
SMS	No	No
Loudspeaker via the base	Yes	Yes
Directory transfer	Yes	No
Room monitor	No	No
Walk and Talk mode	No	No
Call Barring	No	Yes

It is possible for Diverse 4000 SMS and Diverse 3000 Classic Handsets to transfer directory entries.

*With the Diverse 3016, although you will hear the beeps when a call is waiting, the number or name of the waiting caller will not be shown on the handset display.

Approved rechargeable batteries

The list below details the approved rechargeable batteries that can be used in your Diverse 4016 Classic handset. Only use the approved batteries.

Nickel-Cadmium (NiCd)	Nickel-Metal Hydride (NiMH)
Sanyo N-3U	Sanyo H-3U
GP GP60 AA KC	GP GP130 AA HC
Varta 751RS	GP GP150 AA HC
Mobile Power 700	Varta VH 1101
Panasonic 600 DT	Panasonic HHR-110 AA
	Friwo NiMH
	Toshiba TH-1200 AARE

General information

Guarantee

Your Diverse 4016 Classic 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 Diverse 4016 Classic, 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 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 point of purchase.
- 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.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 47, or contact the Diverse Helpline on **08457 908070** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **08457 908070** and ask for details of our recommended repair agents.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to any one telephone line. The Diverse 4016 Classic has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed. (For example: if Diverse 4016 Classic is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Only use approved power supply item code: C39 280-Z4-C478.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for the efficient use of the radio spectrum, the product complies with TBR6.

If you would like a copy of the Declaration of Conformity please contact the BT Diverse Helpline.

Helpline

If you are experiencing difficulty, please call the BT Diverse Helpline on 08457 908070.

Switchboard compatibility

Generally this telephone may be connected to switchboards which support tone signalling and timed break recall. In the event of any difficulties please consult your switchboard Service Provider.

To set the dialling mode

You need only adjust this setting if your switchboard does not operate with the pre-set tone dialling. You can change the dial mode to pulse dialling.

- | | |
|---|--|
| MENU | Press the MENU button. |
| ↓ | Press the DOWN button until the display shows BASE SET . |
| OK | Press the OK button. |
| ↓ | Press the DOWN button until display shows ADD FEATURES . |
| OK | Press the OK button.
Display shows DIAL MODE . |
| OK | Press the OK button. |
| ↓ | Press the DOWN button to select: |
| | – tone (with TBR) |
| | – pulse (with Earth Recall) |
| | – DTMF-Earth (tone with Earth loop recall) |
| OK | Press the OK button to confirm.
The display shows SAVED . |
|  | Press the RED PHONE button until you reach the idle screen. |

To set the recall time

You need only adjust this setting if your switchboard requires a different recall time to the pre-set recall time of 100 MS.

- MENU** Press the **MENU** button.
- ↓ Press the **DOWN** button until the display shows **BASE SET**.
- OK** Press the **OK** button.
- ↓ Press the **DOWN** button until display shows **ADD FEATURES**.
- OK** Press the **OK** button.
- ↓ Press the **DOWN** button until display shows **TR**.
- OK** Press the **OK** button.
- ↓ Press the **DOWN** button to select the flash time 80, 100, 120, 180, 250, 300 or 600ms.
- OK** Press the **OK** button to confirm. The display shows **SAVED**.
-  Press the **RED PHONE** button until you reach the idle screen.

Please note

100 MS is the standard setting for most UK switchboards.

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your Diverse 4016 you can switch to tone dialling during the call.

During the call:

- MENU** Press the **MENU** button.
- ↓ Press the **DOWN** button until the display shows **TEMP TONE**.
- OK** Press the **OK** button. Tone dialling is now active.

Please note

This setting is only for the duration of the call.

Setting pauses

Please note

*If you want to insert a pause into a telephone number you are storing in your directory, start storing the number (see page 18) and where a pause is needed, press and hold the **R** button. A 'P' will appear in the number.*

To set a pause before dialling

You can insert a pause to allow your switchboard time to get a line before your Diverse 4016 dials the number.

MENU Press the **MENU** button.

8 Press the **8** button.

9 Press the **9** button.

1 Press the **1** button.

6 Press the **6** button.



Enter the pause length:

1 = 1 second

2 = 3 seconds

3 = 7 seconds

4 = 2.5 seconds

OK Press the **OK** options button to confirm. The display shows **SAVED**.

To set a pause after pressing Recall

You can set the length of a pause that is inserted after pressing the **RECALL** button.

R

MENU Press the **MENU** button.

8 Press the **8** button.

9 Press the **9** button.

1 Press the **1** button.

2 Press the **2** button.



Enter the pause length:

1 = None

2 = 800ms

3 = 1600ms

4 = 32ms

OK Press the **OK** options button to confirm. The display shows **SAVED**.

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Offices worldwide

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