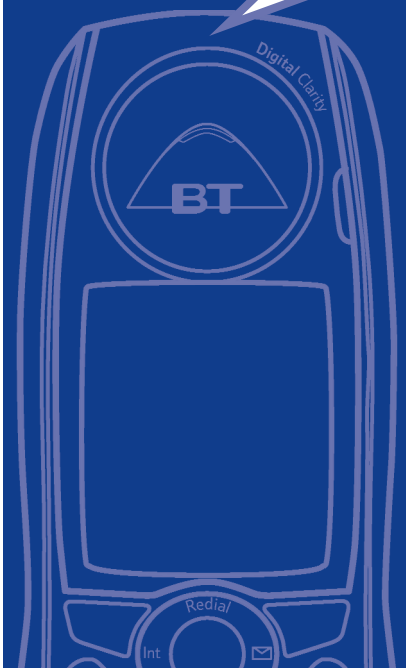
User Guide

BT DIVERSE 6450

Welcome...

to your BT Diverse 6450 digital cordless telephone answering machine



- Download digital photos and ring tones from your PC.
- Directory lets you store up to 200 names and numbers for easy dialling.
- Copy the whole directory or individual entries to and from your mobile phone SIM card.
- Headset lets you keep your hands free for other tasks while making and receiving calls.
- Send and receive SMS text messages.
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls list (feature requires subscription to a Caller Display service).
- Answering machine can be operated from the handset or by remote access from another phone.
- Expandable system. You can have up to 6 GAP compatible handsets registered to your BT Diverse 6450 base. Make internal calls between two handsets while a third is on an external call.
- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

- **Need help?**

  If you have any problems setting up or using your BT Diverse 6450, contact the Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

  Alternatively, you may find the answer in 'Help' at the back of this guide.

- **Hearing aid?**

  Please note that the BT Diverse 6450 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?

- BT Diverse 6400 handset
- BT Diverse 6450 base
- Mains power adaptor
- Telephone line cord
- Belt clip
- Headset
- USB cable
- BT Picture and Ringtone Manager application CD
- 2 x AAA rechargeable batteries

If you have purchased a BT Diverse 6450 multiple pack you will also have the following for each additional handset:

- BT Diverse 6400 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for the charger

In this guide

Getting started 8
Location 8
Setting up 8
Battery low warning 9

Getting to know your phone 12
Handset 12
Main display icons 13
Base 14
Navigating the menus 15
Menu map 16

Using your phone 17
Switch handset on and off 17
Handset ringer on/off 17
Making calls 17
Handsfree 18
Volume 18
Headset 18
Secrecy 19
Redial 19
Keypad lock 21
Quick access to Messages 21
SMS texts 21
Messages on the answering machine 22
Calls 22
Directory 23
Open the directory 23
Entering names 23
Writing tips 23
Character map 24
New directory entry 24
Insert a pause into a directory entry . . .25
Dial from the directory 25
View a directory entry 26
Copy an entry to another handset 26
Copy entire directory to another handset 27
Edit an entry 27
Delete an entry 28
Delete the entire directory 28
Copy to/from SIM card 29
Internal calls 30
Call another handset 30
Transfer a call to another handset 31
Put a caller on hold and call another handset 31
Conference call 32

Caller Display 33
Calls list 33
New calls 33
View the Calls list 34

Dial from the Calls list 34
Copy a number to the directory 34
Delete an entry in the Calls list 35
Delete the entire Calls list 35

BT Calling Features 36
BT Directory Enquiries 36
Call Divert On 36
Call Divert Off 37
Check Divert 37
Call Waiting On 37
Call Waiting Off 38
Check Call Waiting 38
BT Helpdesk 38

SMS text messages 39
Subscribe to SMS service 39
Cost of fixed line service 40
Send an SMS text message 40
Receiving a call while writing a text 41
Entering text 42
Special characters 42
Writing tips 43
SMS templates 43
Edit SMS templates 44
Delete SMS templates 44
Read, edit and send draft SMS messages 45
Reading SMS text messages 46
SMS Alert 47
SMS Service Centre numbers 47
Adding or changing SMS Service Centre numbers 48
Select a Send Service Centre number 48
SMS User Areas 49
Set user area 49
How callers send a text to a user area 50
Open a user area 50

Answering machine 51
Date and time 51
Operating the answering machine 52
Switch on/off 52
Outgoing messages 52
Answer & Record 53
Answer Only 53
Record your own outgoing message 53
Play outgoing message 54
Answer delay 55
Audible message alert 55

New message display 55
Open all messages 56
Play, pause, delete, volume 56
Delete all messages 57
Record a memo 57
Call screening 58
Answering machine settings 58
Memory full 59
Operating the answering machine at the base 60
Switch on/off 60
Loudspeaker volume 60
Message indicator 60
Play, repeat, skip and delete 61
Remote access 61
Security PIN 61
Operating your answering machine from another phone 62
Switch answering machine on remotely 63
Time saver 63

Sounds & Pictures 64
Supported File Formats 64
Install the BT Picture and Ringtone Manager 64
Pictures 65
Download a picture 65
Edit a picture 66
Save an image file on your PC 68
Set, rename or delete a handset picture 68
Ringtones 69
Download a ringtone 69
Set, rename or delete a ringtone 70
Record a ringtone 71
Uninstall 71
Repair 72

Handset settings 73
Ringer melody and volume 73
Screen font and contrast 73
Battery save mode 74
Handset name 75
Handset backlight beeps 75
Auto talk 76
Select base 76

Base settings 78
Ringer melody and volume 78
Dialling mode 78
Music on hold 79
System PIN 79
Repeater mode 80

Calendar/Clock 81
Appointment reminder 81
Alarm 82
Time & Date 83

Additional handsets and bases 84
Register additional handsets 84
Register a Diverse 6400 handset
to your Diverse 6450 base 85
Register your handset to another base . .85
Select a base 86
De-register handset 86

Help 87
Possible problems with SMS 88
Helpline 91
For your records 92

General information 93
Safety 93
Cleaning 93
Environmental 93
Connecting to a switchboard 95
Guarantee 95
Additional/Replacement items 97
How many telephones can you have? . .97
R&TTE 97

Getting started

WARNING
Do not place your BT Diverse 6450 in the bathroom or other humid areas.

Handset range
The BT Diverse 6450 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the base and the handset, e.g. base indoors and handset either indoors or outdoors, the range could be reduced to 50 metres. Thick stone walls can severely affect the range.

Signal strength
The Y symbol on your handset screen indicates when you are in range. When you are out of range, it flashes and the screen displays SEARCHING and there is a beep, you are out of range.

IMPORTANT
Do not connect the telephone line until at least one of the handsets is fully charged.

The base station must be plugged into the mains power at all times.

Which socket?

Power socket

Telephone line socket

Location

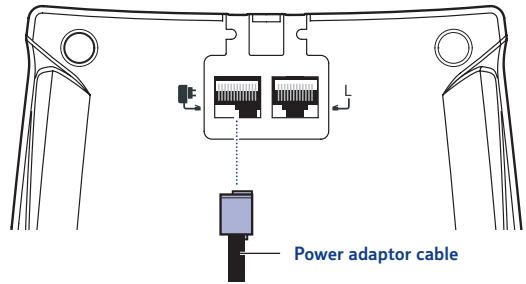
You need to place your BT Diverse 6450 base close enough to a mains power and telephone socket so that the cables will reach.

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

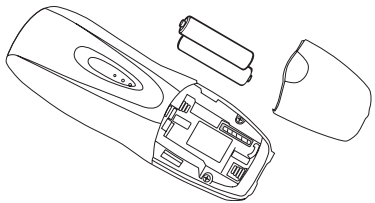
Your BT Diverse 6450 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

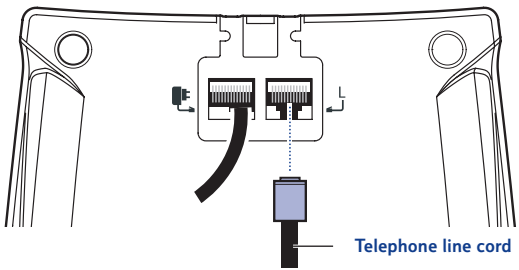
1. Plug the mains power adaptor into the power socket on the underside of the base. Plug the other end into the mains socket. The Power/In Use and message indicators light up.



2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.



3. Charge the handset batteries for at least 16 hours by placing the handset on the base. The screen shows the battery icon filling up.
4. Connect the telephone line cord to the base and plug the other end into the wall socket.



Your BT Diverse 6450 is ready for use.

Battery low warning
When the batteries need recharging, the handset beeps and the display shows .

Battery level
The battery symbol shows the current level.

Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

Running the batteries right down at least once a week will help them last as long as possible.

On a full charge, your BT Diverse 6450 handset gives you up to 10 hours talk time or up to 30 hours standby. Standby time is increased if set to battery save mode, *see page 74 for details*.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced.

Batteries and handset may become warm during charging. This is normal.

Under no circumstances use non-rechargeable batteries. Only use NiMH rechargeable batteries with a recommended capacity of 750mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

Helpline
If you are having any difficulties setting up or using your BT Diverse 6450, please call the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

Providing you have subscribed to your network's Caller Display service, the day and time is automatically set when you receive your first incoming call.

However, you can also set the day and time manually, *see page 83*.

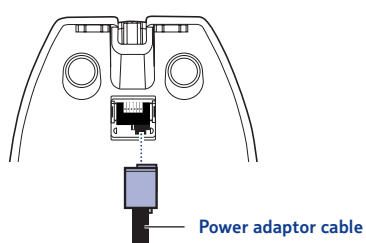
BT Diverse 6450 multiple pack owners only

Location

You need to place your BT Diverse 6450 charger close enough to a mains power socket so that the cable will reach.

Setting up the charger

1. Plug the power adaptor cable into the underside of the charger.

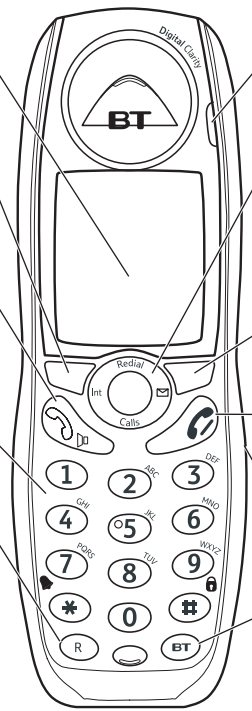


2. Plug the power adaptor into the mains wall socket and switch the power on.
3. The batteries are already inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
4. Place the handset in the charger and charge the handset for at least 16 hours.

   Follow instructions on page 84 for registering additional handsets to the BT Diverse 6450 base.

Getting to know your phone

Handset



Display
Shows the status of your handset.

Menu/Options
Opens the menu, *page 15*.
Selects on screen options.

Talk/Handsfree
Press to make a call, *page 17*.
Also used for Handsfree calling, *page 18*.

Keypad

R. Recall
For use with switchboards and certain network services.

Message indicator
Flashes when you have new answering machine messages.

Navigation
Lets you redial numbers, *page 19*, open your text message inbox, *page 21*, make internal calls, *page 30* open the Calls list, *page 22* and adjust the volume during a call, *page 18*.

Names/Options
Opens the directory, *page 23*
Selects on screen options.

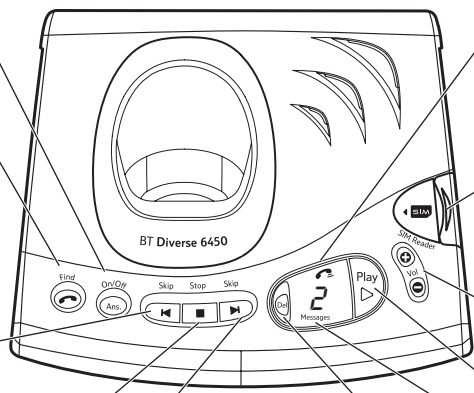
End
Press to end calls.
Also lets you exit from menu.

Headset socket
Lets you plug in a headset, *page 18*.

BT
Quick access to a range of BT Calling Features, *page 36*.

Main display icons

Base



On/Off/Ans
Switches your answering machine on/off, *page 60*.

Find
Rings all registered handsets, so you can find them.

Used to register additional handsets.

Skip <
Press once to repeat current message, press again to play the previous message, *page 61*.

Stop
Press to stop playback or cancel the current function, *page 61*.

Skip >
Press once to play the next message, *page 61*.

Power/In Use indicator
On when the power is connected. Flashes when line is in use.

SIM reader
Insert a SIM card for copying numbers/ names to the directory, *page 29*.

Vol + –
Adjust the speaker volume, *page 60*.

Play

Message Counter
Shows the number of messages on your answering machine.

Del
Press to delete messages.

Navigating the menus...

Your BT Diverse 6450 has a menu system which is easy to use. Each menu leads to a list of options. Have a look at the menu map on the following page.

1. Press **MENU** to open the main menu and use the Navigation button to scroll up or down to the menu you want.
2. Press the **OK** option button to access the features in the menu.

... and selecting menu options

Once the menu list you want is open, use the navigation button to scroll up or down through the options then press **OK** to select the option you want. For example, to adjust the handset ringer melody for external calls:

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**. Display shows RINGER.
2. Press **OK**. Display highlights EXTERNAL ringtone name. Press **RIGHT** or **LEFT** to display and hear the next option. Press **SAVE** to confirm.

Go back one level

You can go back to the previous menu level at any time by pressing the **BACK** option button.

Exit menu

If you want to exit a menu or the directory, either press **END** until the display returns to standby, or press **BACK** until the standby screen appears.

Menu map

Names	SMS	Answer Machine	Sounds & Pictures	Handset Settings	Base Settings	Calendar/ Clock	Registration
New entry	Write messages	Play messages	Ringtones	Ringer	Ringer	Appointments	Register Handset
Show details	Inbox	Delete messages	Pictures	Display	Dialling	Set Alarm	De-Register H/Set
Delete entry	Drafts	Answer On/Off	Record Ringtones	Battery save	Music on hold	Time/Date	
Edit entry	Outbox	Record memo		Handset name	System PIN		
Copy entry	Templates	Outgoing message		Keypad	Repeater mode		
Copy directory	SMS Settings	Answer Settings		Auto Talk			
SIM copy				Select Base			
Delete all							

Using your phone

Switch handset on and off

1. Press *and hold* to switch the handset off.
2. Press *again* to switch it back on.

Handset ringer on/off

1. Press *and hold* * to switch the handset ringer off. Display shows RINGER OFF then .
2. Press * *again* to switch it back on.

Making calls

Make an external call

1. Press , dial the number. The **In Use** light on the base flashes to indicate the line is in use.

Preparatory dialling

1. Enter the number first. If you make a mistake press **CLEAR** to delete. Press to dial.

End a call

1. Press or place the handset back on the base.

Note
Press the **BACK** options button to go back to the previous step in a menu. Or press **END** to cancel and return the phone to standby.

Call timer
Your handset automatically times the duration of every external call. The time is shown during the call and for a few seconds after the call has ended.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to both sides of your conversation.

1. Press *twice*. Display shows and you can hear the dial tone over the handset speaker. Dial the number.
2. To switch the call back to the handset, press .

Volume

1. During a call, press the navigation button **UP** or **DOWN** to increase or decrease the call volume.

Headset

1. Peel back the rubber bung and plug the headset into the socket on the side of the handset.

2. Make and receive calls as normal.

Secrecy

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

1. During a call, press **SECRECY**. Display shows SECRECY ON. Your caller cannot hear you.
2. Press **OFF** *again* to resume your call.

Redial

You can redial any of the last ten numbers.

Redial

1. Press Redial. The last number dialled is displayed.
2. Scroll **UP** or **DOWN** to the number you want.
3. Press to dial.

Delete a redial number

1. Press Redial. The last number dialled is displayed. Scroll **UP** or **DOWN** to the number you want.
2. Press **OPTIONS**, DELETE CALL is highlighted.
3. Press **OK**. The number is deleted. Press the to return to standby.

Save a redial number

You can save a number to the directory.

1. Press Redial. The last number dialled is displayed. Scroll **UP** or **DOWN** to the number you want.
2. Press **OPTIONS** and scroll **DOWN** to SAVE NUMBER. Press **OK**.
3. Enter the NAME *(see Entering names page 23)*.
4. If necessary scroll **DOWN** to edit the NUMBER.
5. Scroll down to RINGTONE then press **LEFT** or **RIGHT** to select a ringtone for that number.
6. Scroll **DOWN** to PICTURE then press **LEFT** or **RIGHT** to select a picture that will be displayed when that number calls. Press **VIEW** to see the picture then **USE** to select it.
7. Press **SAVE** to store the entry.
8. Press **BACK** to return to standby

Delete all redial numbers

1. Press Redial. The last number dialled is displayed.
2. Press **OPTIONS** then scroll **DOWN** to DELETE ALL CALLS and press **OK**. DELETE ALL CALLS? is displayed.
3. Press **YES** to confirm or **NO** to cancel. Press to return to standby.

Keypad lock

You can lock the keypad to prevent accidentally dialling numbers while carrying it around.

1. Press *and hold* # until you hear a beep.
   Screen shows KEYPAD LOCKED.
2. To unlock the keypad, press **UNLOCK** then #.
   Display shows KEYPAD UNLOCKED.

Quick access to messages

When the screen shows you have new CALLS, answering machine MESSAGES or SMS text messages, press ✉ on the navigation button to see details of new missed calls and/or new text messages.

New calls, answering machine messages and SMS text messages are indicated on all registered handsets until viewed.

SMS texts

1. Press ✉. Screen highlights SMS. Press **OK**.
2. Scroll **UP** or **DOWN** through the message list. Press **READ** to read the message.
3. Press **OPTIONS** to Delete, Save Number or Delete All.
4. Press **BACK** to return to the previous menu.

Messages on the answering machine

1. Press ✉. Screen highlights SMS. Press **OK**.
2. Scroll **DOWN** to MESSAGES.
3. Message playback will then begin. Use 🔊 to hear messages through the speaker.
4. If required, press **PAUSE** or **DELETE**.
5. You can skip to the next message by pressing **RIGHT**. One press of **LEFT** will play a message again and two quick presses of **LEFT** will skip back to the previous message.

Calls

1. Press ✉. Screen highlights SMS.
2. Scroll **DOWN** to CALLS. Press **OK**.
3. Scroll **UP** or **DOWN** through the Calls list.
4. Press **OPTIONS** to Delete, Save Number or Delete All.
5. Press **BACK** to return to the previous menu.

Directory

You can store up to 200 names and numbers in the directory. Names can be up to 16 characters long and numbers up to 24 digits long.

Open the directory

1. Press **NAMES**. Stored entries are displayed alphabetically.

Entering names

Use the keypad letters to enter names, e.g. to store TOM:

Press 8 TUV *once* to enter T.

Press 6 MNO *three times* to enter O.

Press 6 MNO *once* to enter M.

Writing tips

If you make a mistake, press **CLEAR** to delete the last character or digit.

Press 0 *once* to insert a space.

Your phone is set to insert the first letter of a name as an upper case letter. The rest will be in lower case.

Press * to set lower case or upper case letters.

Character map

Button	Upper case	Lower case
0	Space 0 + & _ $ £ € ¥ < > = # *	Space 0 + & _ $ £ € ¥ < > = # *
1	. , ' ? ! " 1 - ( ) @ / : ;	. , ' ? ! " 1 - ( ) @ / : ;
2	A B C 2 Ä À Á Â Ã Å Æ Ç	a b c 2 ä à á â ã å æ ç
3	D E F 3 È É Ë Ê	d e f 3 è é ë ê
4	G H I 4 Ì Í Î Ï	g h i 4 ì í î ï
5	J K L 5	j k l 5
6	M N O 6 Ö Ò Ó Ô Õ Ø Ñ	m n o 6 ö ò ó ô õ ø ñ
7	P Q R S 7 ß Ś	p q r s 7 ß ś
8	T U V 8 Ü Ù Ú Û	t u v 8 ü ù ú û
9	W X Y Z 9 Ý Ż	w y x z 9 ý ż
*	Abc → ABC / ABC → abc / abc → Abc	Abc → ABC / ABC → abc / abc → Abc
#		

New directory entry

1. Press **NAMES** then **OPTIONS**. Display shows NEW ENTRY. Press **OK**.
2. Use the keypad to enter the name then scroll **DOWN**.
3. Enter the name.
4. If required scroll **DOWN** to RINGTONE and press **LEFT** or **RIGHT** to hear and assign a ringtone to the number.

5. If required, scroll **DOWN** to PICTURE and press **LEFT** or **RIGHT** to select a picture. Press **VIEW** to see the picture and **USE** to save it.
6. Press **SAVE**. The entry is shown in the directory.
7. To add another entry, press **OPTIONS** or press to return to standby.

Insert a pause into a directory entry

You may need to do this if your BT Diverse 6450 is connected to a switchboard.

1. When entering a number, usually after entering the switchboard access code (e.g. 9) press *and hold* until P appears in the display.

Dial from the directory

1. Press **NAMES** then scroll **UP** or **DOWN** to the entry you want.

   Alternatively, press **NAMES** then enter the first letter of the name you want. E.g. for Emma, press *twice* to display names beginning with E, then scroll to the name you want.
2. Press . The number is displayed and dialled.

View a directory entry

1. Press **NAMES** and scroll **DOWN** to the entry you want then press **OPTIONS**.
2. Scroll **DOWN** to SHOW DETAILS and press **OK**.
3. The name and number is displayed along with any selected ringtone and picture.
4. Press to return to standby.

Directory full
If you are copying a directory entry to another handset and the directory memory is full the receiving handset screen shows DIRECTORY FULL and the sending handset shows COPY DIRECTORY ENTRY FAILED.

Copy an entry to another handset

1. Press **NAMES** and scroll **DOWN** to the entry you want then press **OPTIONS**.
2. Scroll **DOWN** to COPY ENTRY and press **OK**.
3. Scroll **LEFT** or **RIGHT** to enter the number of the handset you want to copy the entry to then press **OK**. Screen shows COPYING TO HANDSET X.
4. At the receiving handset the screen shows RECEIVE DIRECTORY ENTRY? Press **YES**.
5. The receiving handset screen shows COPYING FROM HANDSET X.

Copy the entire directory to another handset

1. Press **NAMES** then **OPTIONS**.
2. Scroll **DOWN** to COPY DIRECTORY and press **OK**.
3. Scroll **LEFT** or **RIGHT** to enter the number of the handset you want to copy the directory to then press **OK**. Screen shows COPYING TO HANDSET X.
4. At the receiving handset the screen shows REPLACE DIRECTORY? Press **YES**.
5. The receiving handset screen shows COPYING FROM HANDSET X.

IMPORTANT
Copying an entire directory will replace any existing entries stored in the receiving handset.

Edit an entry

1. Press **NAMES** and scroll **DOWN** to the entry you want then press **OPTIONS**.
2. Scroll **DOWN** to EDIT ENTRY, press **OK** and then press **CLEAR** to edit characters or numbers.
3. Use the keypad to edit the name then scroll **DOWN** to the number and edit the number.
4. If required scroll **DOWN** to RINGTONE and press **LEFT** or **RIGHT** to hear and assign a ringtone to the number.

5. If required, scroll **DOWN** to PICTURE and press **LEFT** or **RIGHT** to select a picture. Press **VIEW** to see the picture and **USE** to save it.
6. Press **SAVE**.
7. Press to return to standby.

Delete an entry

1. Press **NAMES** and scroll **DOWN** to the entry you want then press **OPTIONS**.
2. Scroll **DOWN** to DELETE ENTRY and press **OK**.
3. DELETE X? is displayed. Press **YES** to delete or **NO** to cancel.
4. Press to return to standby.

Delete the entire directory

1. Press **NAMES** then press **OPTIONS**.
2. Scroll **DOWN** to DELETE ALL and press **OK**.
3. DELETE ALL ENTRIES? is displayed. Press **YES** to delete or **NO** to cancel.
4. Press to return to standby.

Copy SIM

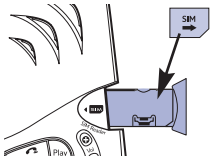
Copy entries to and from compatible mobile phone SIM cards. Copied entries are added to any existing entries that have been stored. You can accept or reject each entry until your directory is full.

If a copied name has more than 16 characters, your BT Diverse 6450 will store the first 16 characters only.

If the copied entry has more than 24 digits, your BT Diverse 6450 will store the first 24 digits only.

Copy to or from a SIM card

1. Insert the SIM card into the SIM READER slot on the base.



2. Press **NAMES** then **OPTIONS**.
3. Scroll **DOWN** to SIM COPY and press **OK**.
4. If required, enter the SIM Card PIN and press **OK**.
5. The screen displays SIM TO PHONE/PHONE TO SIM. If copying to the SIM Card, scroll **DOWN** to highlight PHONE TO SIM.
6. Press **OK**. The list of directory names is displayed. Scroll **UP** or **DOWN** to the entry you want and press **OPTIONS**.

If you have problems copying directory entries from your SIM onto the BT Diverse 6450 place the SIM back into your mobile and confirm that the directory entries are stored on the SIM and not within the mobile handset directory. If this is not the case then you will need to copy the entries from your mobile handset directory onto the SIM. Refer to your mobile user guide for details. Note: Sometimes the mobile handset directory entries will appear differently when they are copied to the SIM, with the name being appended with a number, e.g. Tom 1.

If you enter the wrong PIN twice, SIM PIN ERROR is displayed and the screen returns to standby. Check that you have the right SIM PIN. If you cannot find it, contact your mobile phone network for help.

If handset directory is empty, the screen only shows SIM TO PHONE.

7. Screen shows COPY ENTRY/COPY ALL. Use **UP** or **DOWN** to highlight the option you want and press **OK**.
8. If selecting a single entry, the screen shows NAME COPIED. You can now select another entry. If copying all entries, each entry is displayed and copied until all entries are copied or the directory is full.

Internal calls

If you have more than one handset registered to your base, you can make internal calls and transfer calls between handsets.

Call another handset

1. Press Int. If you have two handsets, the other handset will ring. If you have more handsets, all available handsets are displayed. Scroll **DOWN** to highlight the handset you want and press **OK**.
2. If the other handset is making an external call, the screen shows NOT AVAILABLE.

Transfer a call to another handset

1. During an external call, press Int. Your caller is put on hold.
2. If you have two handsets, the other handset will ring. If you have more handsets, select the handset number you want to call and press **OK**.
3. When the other handset answers, press to transfer the call.

Put a caller on hold and call another handset

If music on hold is switched on, *see page 79*, your caller will hear musical tones while they are on hold.

1. During an external call, press Int. Your caller is put on hold.
2. If you have two handsets, the other handset will ring. If you have more handsets, select the handset number you want to call and press **OK**.
3. Press Int to switch back and forth between your external and internal callers.

Conference call

You can hold a 3-way conversation with an external caller and another handset user at the same time.

1. During an external call, press Int. Your caller is put on hold.
2. If you have two handsets, the other handset will ring. If you have more handsets, select the handset number you want to call and press **OK**.
3. Press **JOIN** to speak to both callers together. The screen shows CONFERENCE CALL.

Caller Display

If you subscribe to a Caller Display service, your handset shows who is calling (provided the number is not withheld, unavailable or is an international call).

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

IMPORTANT
To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee is payable.

For more details on BT's Calling Features, call BT free on **0800 800 150**.

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, dial and copy numbers in the list.

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

When you have missed calls, the missed calls **LED** flashes and the screen tells you there are new calls in the Calls list.

If the same number rings you more than once, each call is stored in the calls list

New calls

When you have new calls the display shows YOU HAVE NEW .

1. Press or **INBOX**, scroll **DOWN** to CALLS and press **OK**.

   Or

2. Press **CALLS** to go straight to the Calls list.

   All new calls are marked NEW .

View the Calls list

1. Press **CALLS** to open the Calls list.
2. Display shows details of calls. Scroll **UP** or **DOWN** through the list.
3. Press to return to standby.

Dial from the Calls list

1. Press **CALLS** to open the Calls list.
2. Scroll **DOWN** to the name or number you want.
3. Press to dial.

Copy a number to the directory

1. Press **CALLS** to open the Calls list.
2. Scroll **DOWN** to the name or number you want.
3. Press **OPTIONS**, scroll **DOWN** to SAVE NUMBER and press **OK**.
4. Enter the name. If necessary scroll **DOWN** to edit the number.
5. If required scroll **DOWN** to RINGTONE and press **LEFT** or **RIGHT** to hear and assign a ringtone to the number.

6. If required, scroll **DOWN** to PICTURE and press **LEFT** or **RIGHT** to select a picture. Press **VIEW** to see the picture and **USE** to save it.
7. Press **SAVE**.
8. Press to return to standby.

Delete an entry in the Calls list

1. Press **CALLS** to open the Calls list.
2. Scroll **DOWN** to the name or number you want.
3. Press **OPTIONS**, DELETE CALL is highlighted. Press **OK**. Screen shows CALL DELETED.
4. Press to return to standby.

Delete the entire Calls list

1. Press **CALLS** to open the Calls list.
2. Press **OPTIONS** and scroll **DOWN** to DELETE ALL CALLS. Press **OK**. DELETE ALL CALLS? is displayed.
3. Press **YES** to confirm or **NO** to cancel.
4. Press to return to standby.

BT Calling Features

The BT Calling Features works in exactly the same way as the main name and number directory and can store up to 10 entries.

If you prefer, you can delete the pre-stored entries and replace them with your own numbers. New stored numbers are added to the end of the list.[a]

By pressing the BT button on the handset your BT Diverse 6450 gives you easy access to a range of pre-stored BT Calling Features.

These are:

- BT Dir. Enquiries.
- Call Divert On.
- Call Divert Off.
- Check Divert.
- Call Waiting On.
- Call Waiting Off.
- Check Call Waiting.
- BT Helpdesk.

BT Directory Enquiries

1. Press BT then .

Call Diversion services may allow other divert options. Check with your network provider for details. For further information, see the BT Calling Features User Guide supplied when you subscribe to the services of your choice.

Call Divert On

Divert all incoming calls to another number of your choice.

1. Press BT then scroll **DOWN** to `Call Divert On` and press .
2. Follow the spoken instructions.

Call Divert Off

1. Press BT then scroll **DOWN** to CALL DIVERT OFF and press .
2. Listen for confirmation of your instructions.

Check Divert

1. Press BT then scroll **DOWN** to CHECK DIVERT and press .
2. Listen to hear the status of your Call Divert.

Call Waiting On

Call Waiting lets you know if another person is trying to contact you while you are on a call. If a second caller rings you will hear a beep in the handset. Providing you have Caller Display, the screen will show the caller's details.

1. Press BT then scroll **DOWN** to CALL WAITING ON and press .
2. Listen for confirmation of your instructions.

If you are not connected to the BT network, some of these services may not be available. Please contact your Network Provider.

Call Waiting Off

1. Press BT then scroll **DOWN** to CALL WAITING OFF and press .
2. Listen for confirmation of your instructions.

Check Call Waiting

1. Press BT then scroll **DOWN** to CHECK CALL WAITING and press .
2. Listen to hear the status of your Call Waiting.

BT Helpdesk

1. Press BT then scroll **DOWN** to BT HELPDESK and press .
2. The BT Helpdesk for this product will be automatically dialled.

SMS text messages

Welcome to the BT SMS Service on your BT Diverse 6450. The service is provided by BT. Your BT Diverse 6450 can send and receive SMS messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at:
http://www.bt.com/terms/tor.htm

Subscribe to the SMS service

When you send your first SMS text message from your BT Diverse 6450 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

SMS stands for Short Messaging Service

IMPORTANT
You must subscribe to your Network Provider's Caller Display service so that you can use SMS text messaging. A quarterly fee may be payable, please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect.

You may also send messages to landline phones that are NOT SMS compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message deliver, abbreviations etc should be used sparingly.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website **(www.bt.com)** to find out how much it costs to send a SMS text message (depends upon your call package).

Send an SMS text message

1. Press **MENU**, SMS MESSAGES is displayed, then **OK**.
2. WRITE MESSAGE is highlighted, press **OK**. Use the keypad to write your message then press **OPTIONS**.
3. You can now scroll **UP** or **DOWN** to choose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory then scroll to the entry you want. Now press **OK**. Number is displayed, press **SEND**.

   SAVE MESSAGE – press **OK** to can save a text in the Draft messages box for sending later.

   INSERT SYMBOL – press **OK** to display the choice of symbols. Scroll **UP**, **DOWN**, **LEFT** or **RIGHT** to the symbol you want and press **USE**. The symbol is added to your text at the cursor.

INSERT TEMPLATE – these are pre-stored messages. Press **OK** and scroll **UP** or **DOWN** to the template phrase you want and press **USE**. The template is added to your text at the cursor.

4. When sending a message the display shows SENDING MESSAGE, and then, if the message is sent successfully, MESSAGE SENT. The message is automatically stored in your Outbox which holds up to the last five messages sent.

   If there is a problem after 3 attempts, the display shows MESSAGE SENDING FAILED and the handset returns to standby. If you open the Outbox the message is marked NOT SENT.

Receiving a call while writing a text

1. If you are writing a text and you receive a call, the text is automatically stored in the Drafts folder.
2. After the call, press **MENU** SMS MESSAGES is highlighted, press **OK** and scroll **DOWN** to DRAFTS. Press **OK**. If necessary, scroll to your message then press **READ**. You can now continue writing your message.

Sent messages are stored in the Outbox

Your BT Diverse 6450's outbox is like a redial list. It holds a copy of the last 5 messages sent. The newest messages replace the oldest messages in the outbox.

A single text message can be up to 160 characters. If your message is longer it will automatically be sent as linked messages. Up to 4 messages can be linked together allowing up to 612 characters to be sent.

All handsets use the same inbox, outbox and drafts folder.

Saved messages are stored in the Drafts folder

If you want to save a message to complete and/or send later you can store it in the drafts folder. Your BT Diverse 6450 can store up to 5 messages.

Received messages are stored in the Inbox

Your BT Diverse 6450 can store up to 30 messages.

Entering text

You can enter a word by pressing each letter button a number of times to display the character you want on the screen.

To write the word “Hello”, press 4 4 3 3 5 5 5 5 5 5 6 6 6.

Special characters

When writing texts the **1** and **0** buttons let you add punctuation.

1	.	,	’	?	!	”	1	-	(	)	@	/	:	;
0	space	0	+	&	_	$	£	€	¥	<	>	=	#	*

Writing tips

If you make a mistake, press **CLEAR** to delete the last character or digit to the left of the cursor.

1. Press **UP**/**DOWN**/**LEFT**/**RIGHT** press to move the cursor.
2. Press **0** *once* to insert a space.
3. Press ***** to switch between upper and lower case characters.

   Available characters are displayed at the bottom of the screen, keep pressing the button to scroll through the characters.

   The cursor automatically moves on to the next space after a couple of seconds.

SMS templates

Use a template to add pre-set statements to make your texts easier to write.

To use a template, see *Send an SMS text message, page 40*.

The templates are:

- Please call
- I'll be there at
- What time will you be home?
- I'll call you
- Happy Birthday!

Edit SMS templates

You can overwrite the existing templates with your own messages, up to 32 characters long.

1. Press **MENU**, SMS MESSAGES is highlighted, press **OK** and scroll **DOWN** to TEMPLATES and press **OK**.
2. The available templates are displayed. Scroll to the template you want and press **OPTIONS**.
3. EDIT TEMPLATE is highlighted, press **OK**. Press **CLEAR** to delete characters then enter your own template and press **SAVE**. You can now insert the new template into any text message.

When you delete a template it is shown on the screen as EMPTY.

Delete SMS templates

1. Press **MENU**, SMS MESSAGES is highlighted, press **OK** and scroll **DOWN** to TEMPLATES and press **OK**.
2. The available templates are displayed. Scroll to the template you want and press **OPTIONS**.
3. Scroll **DOWN** to DELETE TEMPLATE and press **OK**. DELETE TEMPLATE? is highlighted. Press **YES** to confirm or **NO** to cancel.

Read, edit and send draft SMS messages

If you have saved a message you have written for sending later, you can view, edit and send it from the Draft Messages box.

1. Press **MENU**, SMS MESSAGES is highlighted, press **OK** and scroll **DOWN** to DRAFTS. Press **OK**. The date and time of the latest draft message is displayed. Press **READ**.
2. The message is displayed. Edit the message or press **OPTIONS**.
3. You can now choose between:

   SEND TO – press **OK** and either enter the number you want or press **SEARCH** to display your Directory then scroll to the entry you want. Now press **OK**. NUMBER is displayed, press **SEND**.

   SAVE MESSAGE – press **OK** you can save a text in the Draft messages box for sending later.

   INSERT SYMBOL – press **OK** to display the choice of symbols. Scroll **UP**, **DOWN**, **LEFT** or **RIGHT** to the symbol you want and press **USE**. The symbol is added to your text at the cursor.

   INSERT TEMPLATE – these are pre-stored messages. Press **OK** and scroll **UP** or **DOWN** to the template phrase you want and press **USE**. The template is added to your text at the cursor.

DELETE – press **OK** then **YES** to confirm or **NO** to cancel.

DELETE ALL – press **OK** to delete all messages stored in the Drafts folder. Press **YES** to confirm or **NO** to cancel.

You will not be able to receive text messages until you have first sent a message. The first sent message registers you with the text service.

Inbox capacity
Your BT Diverse 6450 can store up to 30 received text messages.

Reading SMS text messages

1. When you receive a new text message the display shows YOU HAVE NEW ✉. To read new messages:

   either press ✉ then **OK**.

   or open the Inbox by pressing **MENU**, SMS MESSAGES is highlighted, press **OK**, scroll **DOWN** to INBOX then **OK**.

2. Scroll **UP** or **DOWN** to the message you want and press **READ**.

3. Scroll **UP** or **DOWN** to read through the message.

   You can now press **OPTIONS** to:

   DELETE – deletes the current message.

   REPLY – write and send a reply.

   FORWARD – forward the message to another number.

   USE NUMBER – ring the number.

   SAVE NUMBER – save number to the directory (if the number is already stored, this option is not displayed).

   DELETE ALL – delete all messages in the Inbox.

4. Follow the on-screen prompts to save, write, send or delete the messages. Or press **BACK** to return to the previous menu level.

SMS alert

Your handset will beep when you receive an SMS text message.

The default setting is **On**. You can switch this off.

1. Press **MENU**, SMS MESSAGES is displayed, press **OK** and scroll **DOWN** to SMS SETTINGS and press **OK**.
2. Scroll **DOWN** to NEW SMS ALERT. Press **OK**.
3. Press **LEFT** or **RIGHT** to select ON or OFF. Press **SAVE**.

SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of your Network's SMS Centre. If you accidentally delete the SEND or RECEIVE SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The SEND SMS Service number is: **1470P1709400**.

The RECEIVE SMS Service number is: **080058752**.

Adding or changing SMS Service Centre numbers

1. Press **MENU**, SMS MESSAGES is displayed, press **OK** and scroll **DOWN** to SMS SETTINGS and press **OK**.
2. SERVICE CENTRES is highlighted. Press **OK**.

   Service Centre 1 contains the pre-set send number.

   Service Centre 2 contains the pre-set receive number.

   Service Centre 3 & 4 are available for other numbers.
3. Scroll to the Service Centre you want and press **OK**. If necessary press **CLEAR** to delete the current number and enter the new one. Press **SAVE**.

Select a Send Service Centre number

If you enter additional Service Centre numbers, you can choose which send Service centre you want to use. Your BT Diverse 6450 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press **MENU**, SMS MESSAGES is displayed, press **OK** and scroll **DOWN** to SMS SETTINGS and press **OK**.
2. Scroll **DOWN** to SEND SERVICE and press **OK**. The first Service Centre entry. Scroll **LEFT** or **RIGHT** to the Service Centre you want and press **SAVE**. All messages sent will go via the selected provider.

SMS User Areas

Your BT Diverse 6450 is pre-set to make all text messages available to every user.

You can set up to 4 PIN protected user areas for your BT Diverse 6450 so that text messages can be kept private. Each personal user area has its own Inbox, Outbox and Drafts folder.

Set a user area

You can choose to have PIN PROTECTION to help keep texts private.

If you select GENERAL MESSAGES the sub-address has been pre-set as 9.

The GENERAL MESSAGE user area is assigned the sub-address of 9.

1. Press **MENU**, SMS MESSAGES is displayed, press **OK** and scroll **DOWN** to SMS SETTINGS and press **OK**.
2. Scroll **DOWN** to SMS USERS and press **OK**.
3. If required, scroll **DOWN** to the User 1-3 you want.
4. Press **EDIT**.
5. Enter the name you want, e.g. Anne, and scroll **DOWN** to SUB-ADDRESS.
6. Press **LEFT** or **RIGHT** to select your sub-address number 0-8.

7. Scroll **DOWN** to PIN PROTECTION and press **LEFT** or **RIGHT** to select ON or OFF.
8. Scroll **DOWN** to PIN CODE. Enter your PIN if you have changed this from the factory setting of 0000 and PIN protection is set to ON.
9. Press **SAVE**. The screen shows your named user area.

Follow these instructions to edit an SMS user area.

How callers send a text to an SMS user area

1. When your caller sends a text, by simply adding your 1-digit sub-address number on the end of your telephone number, the text will automatically be stored in your personal user area.

Open a SMS user area

When you want to read, write and send text messages, you must open your user area first.

1. Press ✉. All SMS user areas are displayed. Scroll **DOWN** to the user area you want and press **OK**.
2. If you have set a PIN protection, enter your 4-digit PIN and press **OK**.
3. You can now read, write, send and delete your messages as normal.

Answering machine

You can operate your BT Diverse 6450 answering machine from:

- the handset
- remotely from any external Touchtone™ telephone.

The default setting for the answering machine is Off. Until you change your outgoing message, your callers will be greeted with the pre-recorded message *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

Date and time

An announcement of date and time of recording will be added automatically to each message and memo.

When playing back messages at the handset, the date and time of the message is displayed on the screen.

If you subscribe to your network provider's Caller Display service, the date and time are set automatically when your BT Diverse 6450 receives its first call, but you will also need to set the year using a handset, *see page 83*.

Operating the answering machine

You can use any registered BT Diverse 6450 handset to switch your answering machine on and off, hear your messages and adjust the answering machine settings.

During operation via the handset, you will hear prompts that guide you through each step

Switch on/off

1. On the handset, press **MENU** scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to ANSWER ON/OFF and press **OK**. Press **LEFT** or **RIGHT** to display the setting you want. Press **SAVE**. The display shows when the answering machine in switched ON.
3. Press to return to standby or **BACK** to go one step back in the menu.

Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your BT Diverse 6450 comes with two pre-recorded outgoing messages to choose from.

Answer mode

You can set your answering machine to Answer & Record or Answer Only. *See Answering Machine Settings, page 58.*

Answer & Record

This invites your caller to leave a message.

The pre-recorded message is *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is *'Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later'*.

Record your own outgoing message

An Answer & Record message can be up to 2 minutes long. An Answer Only message can be any length depending on the amount of recording memory available.

To re-instate the pre-recorded message just delete your recorded message.

1. On the handset, press **MENU** scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to OUTGOING MESSAGE and press **OK**.

3. RECORD MESSAGE is highlighted.
4. Press **OK** then use **UP** or **DOWN** to select ANSWER & RECORD or ANSWER ONLY.
5. Press **OK**. Display shows RECORDING. Record your message.
6. Press **SAVE** to stop recording or DELETE to cancel.
7. Your message is played back. When you are happy with your outgoing message, press **OK**.
8. Press to return to standby or **BACK** to go back one step in the menu.

Play outgoing message

1. On the handset, press **MENU** scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to OUTGOING MESSAGE and press **OK**.
3. Scroll **DOWN** to PLAY MESSAGE. Press **OK** then use **UP** or **DOWN** to select ANSWER & RECORD or ANSWER ONLY.
4. Press **OK**. The outgoing message is played.
6. Press to return to standby or **BACK** to go one step back in the menu.

Answer delay

Answer delay sets the amount of time before your BT Diverse 6450 answering machine picks up a call. The default setting is 20 seconds. You can select an answer delay of 0, 5, 10, 15, 20, 25, 30 seconds or Time Saver.

Time Saver 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 10 seconds, you have new messages. If you have no new messages, it won't answer your call until 20 seconds which gives you the opportunity to hang up and save the cost of a call.

Set answer delay
To adjust your answer delay setting, see Answering Machine Settings, *page 58*.

Audible message alert

When this feature is switched On, your BT Diverse 6450 will beep every 10 seconds to indicate that you have new messages. The default setting is off.

Set audible message alert
To switch message alert on or off, see Answering Machine Settings, *page 58*.

New message display

When you have new answering machine messages your handset screen shows YOU HAVE NEW . INBOX is displayed and the message waiting indicator flashes.

1. Press **INBOX** the Messages Inbox is opened. Scroll **DOWN** to MESSAGES and press **OK** and listen to your messages.

Incoming messages on your BT Diverse 6450 can be up to 3 minutes long. If the caller is still talking after 3 minutes, the prompt announces *'Thank you for calling'* and hangs up.

Alternatively, press **CLEAR** to return the display to it's normal standby state. Your messages will not be affected.

Open all messages

1. Press ✉ to open the list of messages. The screen shows how many received text messages, answering machine messages and missed calls you have received, e.g. SMS 1 MESSAGES 3 CALLS 8.
2. Scroll **DOWN** to MESSAGES, press **OK** and listen to your answering machine messages.

Play, pause, delete, volume

1. On your handset, press **MENU**, scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Screen highlights PLAY MESSAGES. Press **OK**.
   Your messages are played. Screen shows details of the message being played. You can now press:

   PAUSE – pause the message, then press ▷ to resume playback.

   DELETE – to delete the current message.

   UP/DOWN – to adjust the volume.

   TALK – to hear messages over the handset loudspeaker.

3. When the last message is played, the prompt announces, *'End of messages'*.

Delete all messages

1. On your handset, press **MENU**, scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to DELETE MESSAGES and press **OK**. Press **YES** to confirm or **NO** to cancel.
3. Press to return to standby or **BACK** to go one step back in the menu.

Record a memo

You can record a message for other users. It is played back just like a normal message.

1. On your handset, press **MENU**, scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to RECORD MEMO and press **OK**. Speak after the tone. To end recording, press **SAVE**. To cancel recording press .

Memo's can be any length up to the available recording capacity (max. 15 minutes). Memos are stored in the same way as incoming messages and the message counter on the base will increase by 1.

Call screening

You can listen while your answering machine takes a call. This lets you identify the caller and decide whether to take the call yourself.

Call screening

1. When the answering machine takes a call, the caller's details are displayed (providing you have a Caller Display service).
2. Press **SCREEN** to listen in to your caller leaving a message. If required press **UP** or **DOWN** to adjust the volume.
3. Press on the handset to speak to your caller. Recording stops automatically.

Answering machine settings

The Answer Machine settings menu lets you set the:

- Answer Mode – Answer & Record or Answer Only outgoing message.
- Answer Delay – set the time your BT Diverse 6450 answering machine takes to take your calls.

- Message Alert – set an audible beep when you have new answering machine messages.
- Security PIN –enables remote access to your messages from any TouchTone™ phone, *see page 62*.

1. On your handset, press **MENU**, scroll **DOWN** to ANSWER MACHINE and press **OK**.
2. Scroll **DOWN** to ANSWER SETTINGS and press **OK**.
3. Press **LEFT** or **RIGHT** to set the ANSWER MODE.
4. Scroll **DOWN** and press **LEFT** or **RIGHT** to set the ANSWER DELAY.
5. Scroll **DOWN** and press **LEFT** or **RIGHT** to set the MESSAGE ALERT.
6. Scroll **DOWN** and enter your 4-digit remote access Security PIN.
7. Press **SAVE**.
8. Press to return to standby or **BACK** to go one step back in the menu.

You can keep a note of your Remote Access Security PIN by writing it in the space provided on *page 92*.

Memory full

When the message memory capacity is full, the screen shows MEMORY FULL.

If a caller is leaving a message when the memory becomes full your machine will announce *'Thank you for calling'* and hang up. The machine will also automatically set to Answer Only. You must delete messages before you can receive any new ones.

Operating the answering machine at the base

Switch on/off

1. Press On/Off Ans. . The machine announces *On* or *Off*.

Loudspeaker volume

Volume for message playback ranges from 00 (min) to 04 (max).

Message indicator

When you have new messages, the green PLAY light flashes.

The display shows the total number of messages and/or memos stored.

Play, repeat, skip and delete

1. Press Play. The machine announces the number of new messages and memos recorded. The day and time of each message is announced and then the message is played.

   During playback, press:

   Play – pause playback, press *again* to resume playback.

   Del – press *once* to delete the current message.

   Skip – once to repeat the current message, twice to play the previous message.

   Skip – play the next message.

   Stop – stops playback and returns the machine to standby.

   After playback:

   Press Del *twice* to delete all messages.

Remote access

Security PIN

You can operate your answering machine from any modern phone by calling your BT Diverse 6450 and entering a 4-digit security code. *(See 'Operating your answering machine from another phone'.)*

The pre-set code is 0000. You can change this to help prevent unauthorised callers from listening to your messages. To change your remote access Security PIN *see Answering Machine Settings, page 58*.

Operating your answering machine from another phone

1. Dial your phone number. When you hear your outgoing message, press * . You will hear *'Please enter your security code'*.
2. Enter your 4-digit code. If you have messages, your machine announces *'You have (n) new messages'*, and they are played. Or you will hear *'You have no new messages, to hear main menu press 1'*.

   Use the buttons on the keypad to operate your answering machine:

   - 1 hear main menu.
   - 2 play all messages.
   - 4 once to repeat the current message, twice to play previous message.
   - 5 delete the message being played.
   - 6 skip forward to the next message.
   - 7 set answer mode.

8 play your outgoing message.

9 record a new outgoing message.

0 switch answering machine off.

Switch answering machine on remotely

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

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.

Time saver

If you have set the Answer Delay to Time Saver, your answering machine will answer after 10 seconds if you have new messages or 20 seconds if you do not have new messages. This gives you time to hang up before you are connected, saving you the cost of a call. To set Answer Delay, *see Answering machine settings, page 58*.

If you don't give any instructions for 8 seconds, your BT Diverse 6450 will hang up.

Sounds & Pictures

You can download pictures and ringtones from your PC. The BT Picture and Ringtone Manager provides a selection of pictures and ringtones. You can also select pictures from your own files or other ringtones that you have stored on your PC.

The BT Picture and Ringtone Manager lets you resize pictures and select specific areas from them.

Supported File Formats

The BT Picture and Ringtone Manager supports the following image formats:

GIF, JPEG, BMP, TIFF, PNG.

Install the BT Picture and Ringtone Manager

To download additional ringtones and pictures to use on your handsets, you must install the BT Picture and Ringtone Manager on the CD.

1. Insert the CD into your PC's CD ROM or DVD drive.
2. When the BT Picture and Ringtone Manager Welcome Install Shield Wizard screen appears, click **Install/Uninstall**.

3. Click **Next**, then **Install** then **Finish** on the screens. The BT Picture and Ringtone Manager icon will appear on your Desktop.
4. Plug your USB cable into a free USB socket on your computer.
5. Plug the other end into your handset.

Pictures

Download a picture

1. Click on the BT Picture and Ringtone Manager desktop icon. The main screen opens. If your handset has been found, the screen shows Phone Connected in the bottom right corner.
2. If necessary click on the Pictures tab.
3. Click **Open**.
4. Select a picture by clicking on the list displayed or open a picture from another file on your PC.
5. When the picture is displayed you can download it straight away by clicking ▼on the right side of the screen. Alternatively, you can edit it before downloading.

You cannot save over the currently opened file.

Edit a picture

Once you have opened a picture on your PC and before downloading it to your phone, you can:

- select a section
- enlarge or reduce
- rotate
- change the colour
- adjust the brightness.

The red Preview Box contains the image will be downloaded to your handset..

Select a section

1. Move the mouse pointer inside Preview Box. Press *and hold* the **LEFT** mouse button. Move the mouse to move the Preview Box to hover over a new location of the image. Then *release* the **LEFT** mouse button.

Zoom In

1. Move your mouse over the **Zoom In** button and click on it *once* with your mouse. The image will now zoom centered on the Preview Box. Click the **Zoom In** button as many times as required. If required, select a section with the Preview Box.

Zoom Out

1. Move your mouse over the **Zoom Out** button and click on it *once* with your mouse. The image will now zoom out centered on the Preview Box. Click the **Zoom Out** button as many times as required.

Rotate Left/Right

1. Click **Rotate Left** or **Right** *once* to rotate the image 90 degrees. Click as many times as required.

Adjust Brightness and Contrast

Changes apply to the Preview Panel only. The original image will not be changed.

1. Click the **Brightness/Contrast** button. A dialog box for the Brightness and Contrast settings is displayed.
2. Click and drag the sliders. As you adjust the settings, you can see the results on the Preview Panel.
3. Click **OK** button to save or **Cancel** to return to the original settings.

Adjust the Colour

Changes apply to the Preview Panel only. The original image will not be changed.

1. Click the **Colour** button. A dialog box for the Red, Green and Blue settings is displayed.

2. Click and drag the sliders. As you adjust the settings, you can see the results on the Preview Panel.
3. Click **OK** button to save or **Cancel** to return to the original settings.

You can also click on HELP for the on-screen guide.

Save an image file on your PC

You can save a copy of the image as it looks in the Phone Preview panel to your PC.

1. When you have finished editing a picture, click **Save As**. A dialog box is opened allowing you to find the file on your computer. The default folder is **My Pictures**. However, you can select any folder on your computer.

When your handset picture file is full, you must delete pictures from it before you can download new ones.

Set, rename or delete a handset picture

1. Press **MENU** then scroll **DOWN** to SOUNDS AND PICTURES. Press **OK**.
2. Scroll **DOWN** to PICTURES and press **OK**.
3. Scroll **LEFT** or **RIGHT** to see all the pictures available. When the one you want is displayed, press **OPTIONS**.

   You can now:

   RENAME PICTURE – Press **OK** then press **CLEAR** to delete the current name. Enter the name you want and press **SAVE**.

DELETE PICTURE – Press **OK** then **YES** to confirm or **NO** to cancel.

SET AS WALL PAPER – Press **OK**. The picture is saved as your wallpaper.

4. Press **BACK** to return to standby.

Ringtones

The Picture and Ringtone Manager allows you to open any ringtone file, listen to it and download it to the handset. Use the player controls to Play/Stop/Pause the ringtone playback.

Download a Ringtone

When your handset ringtone file is full, you must delete ringtones from it before you can download new ones.

1. Click on the BT Picture and Ringtone Manager desktop icon. The main screen opens. If your handset has been found, the screen shows Phone Connected in the bottom right corner.
2. Click the **Ringtones tab**.
3. Click **Open**.
4. Select a Ringtone by clicking on the list displayed or open a ringtone from another file on your PC.

You can now:

PLAY – Click to play the ringtone

STOP – Click to stop playback.

PAUSE – Click to pause playback

VOL – Click to adjust the volume (make sure your PC speakers are switched on).

5. Click ▼ to download the Ringtone to your handset.

Set, rename or delete a ringtone

1. Press **MENU** then scroll **DOWN** to SOUNDS AND PICTURES. Press **OK**.
2. RINGTONES is highlighted. Press **OK**.
3. All stored ringtones are listed. Scroll **UP** or **DOWN** to the one you want. The Ringtone is played.
4. Press **OPTIONS**. Press **BACK** to select the ringtone or

   RENAME – press **OK** then press **CLEAR** to delete the current name. Enter the name you want and press **SAVE**.

   DELETE – press **OK** then **YES** to confirm or **NO** to cancel.
5. Press **BACK** to return to standby.

Record a ringtone

Use the mouthpiece to record any sound as a ringtone.

1. Press **MENU** then scroll **DOWN** to SOUNDS AND PICTURES. Press **OK**.
2. Scroll **DOWN** to RECORD RINGTONE and press **OK**.
3. Display shows RECORD RINGTONE? Press **OK** to begin recording. Press **STOP** to end recording.
4. Your recording is played back and the RINGTONE NAME box is displayed.
5. Enter the ringtone name you want and press **SAVE** to set as your current ringtone or **CLEAR** to cancel.
6. Press **BACK** to return to standby.

Uninstall

1. To uninstall the BT Picture and Ringtone Manager, insert the BT Picture and Ringtone Manager CD into your PC's CD ROM or DVD drive.
2. When the Welcome screen appears, click on **INSTALL/UNINSTALL** and follow the on-screen prompts to remove the application.

Repair

If you have a problem with your BT Picture and Ringtone Manager application, you can repair the program.

1. Insert the BT Picture and Ringtone Manager CD into your PC's CD ROM or DVD drive.
2. When the Welcome screen appears, click on **INSTALL/UNINSTALL**.
3. Click **Repair**, then **Reinstall**, then **Next** and follow the on-screen prompts.

Handset settings

Ringer melody and volume

You can set separate ring melodies for external and internal calls. You can choose from any of the ringtones stored on your handset. To store new ringtones, *see page 70*.

Select from 5 volume levels plus Off.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**. Display shows RINGER.
2. Press **OK**. Display shows EXTERNAL. Press **LEFT** or **RIGHT** to hear the melodies for external calls.
3. Press **DOWN** then use **LEFT** or **RIGHT** to hear the melodies for INTERNAL calls.
4. Press **DOWN** then use **LEFT** or **RIGHT** to set the volume.
5. Press **SAVE** to keep the settings displayed.
6. Press the to return to standby or **BACK** to go one step back in the menu.

Screen font and contrast

You can change the display font size and screen contrast.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to DISPLAY and press **OK**.

3. Press **LEFT** or **RIGHT** to select the WALLPAPER. Press **DOWN**.
4. Press **LEFT** or **RIGHT** to select the MENU COLOUR. Press **DOWN**.
5. Press **LEFT** or **RIGHT** to select FONT SIZE. Press **DOWN**.
6. Press **LEFT** or **RIGHT** to select the contrast level.
7. Press **SAVE**.
8. Press to return to standby or **BACK** to go one step back in the menu.

Using the battery save mode does mean that when the handset is off the base the display appears to switch off, however by pressing any button you will immediately re-activate the display.

Battery save mode

The factory setting is OFF but if you require a longer standby time from the battery than 30 hours switch this to ON and the standby time is increased to 120 hours.

Talk time is not changed.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to BATTERY SAVE and press **OK**.
3. Press **LEFT** or **RIGHT** to select ON or OFF.
4. Press **SAVE**.
5. Press to return to standby or **BACK** to go one step back in the menu.

Handset name

When registered to the base, each handset is given a number 1-5. You can also give the handset a name to match the location or user, e.g. Mike or Office.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to HANDSET NAME and press **OK**.
3. Press **CLEAR** to delete the current name. Use **LEFT** or **RIGHT** to move the cursor.
4. Use the keypad to enter the name you want
5. Press **SAVE**.
6. Press to return to standby or **BACK** to go one step back in the menu.

Handset backlight and beeps

You can switch these on or off.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to KEYPAD and press **OK**.
3. Use **LEFT** or **RIGHT** to switch the KEYPAD BACKLIGHT ON or OFF. Press **DOWN**.

4. Press **LEFT** or **RIGHT** to select the KEYPAD BEEPS. Press **SAVE**.
5. Press to return to standby or **BACK** to go one step back in the menu.

The default setting for auto talk is On.

Auto talk

You can answer a call just by lifting the handset off the base. This is called auto talk. When you switch auto talk off, all calls must be answered by pressing the button.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.
2. Scroll **DOWN** to AUTO TALK and press **OK**.
3. Use **LEFT** or **RIGHT** to select ON or OFF.
4. Press **SAVE**.
5. Press to return to standby or **BACK** to go one step back in the menu.

Select base

You can register your BT Diverse 6450 handset to up to 4 bases. If your handset has been registered to more than one base you can select which one it uses.

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**.

2. Scroll **DOWN** to SELECT BASE and press **OK**.
   All bases to which the handset is registered are displayed.
3. Use **UP** or **DOWN** to select the base you want and press **OK**.
4. Press **SAVE**.
5. Press to return to standby or **BACK** to go one step back in the menu.

   When you have selected the base station, the handset will display SEARCHING until it finds the base's signal.

Base settings

Ringer melody and volume

Choose from 5 melodies and 5 volume levels plus Off.

1. Press **MENU** then scroll **DOWN** to BASE SETTINGS and press **OK**. Display shows RINGER.
2. Press **OK** then **LEFT** or **RIGHT** to hear the melodies.
3. Press **DOWN** and use **LEFT** or **RIGHT** to set the volume.
4. Press **SAVE** to keep the settings displayed.
5. Press to return to standby or **BACK** to go one step back in the menu.

Dialling mode

You can set the dialling mode as **Tone/Timed Break/Tone/Earth** or **Pulse/Earth**.

Tone is the default setting for the UK. You should only have to change this if connected to a switchboard that requires Pulse dialling.

1. Press **MENU** then scroll **DOWN** to BASE SETTINGS and press **OK**. Scroll **DOWN** to DIALLING.
2. Press **OK** then **LEFT** or **RIGHT** to display TONE or PULSE.
3. Press **SAVE** to keep the settings displayed.
4. Press to return to standby or **BACK** to go one step back in the menu.

Music on hold

Choose whether an external caller will hear musical tones if you put them on hold, e.g. while transferring them to another handset. The default setting is On.

1. Press **MENU** then scroll **DOWN** to BASE SETTINGS and press **OK**. Scroll **DOWN** to MUSIC ON HOLD.
2. Press **OK** then **LEFT** or **RIGHT** to select ON or OFF.
3. Press **SAVE** to keep the settings displayed.
4. Press to return to standby or **BACK** to go one step back in the menu.

System PIN (Personal Identification Number)

Your System PIN can help prevent unauthorised users from changing the settings on your phone. It has a default setting of 0000.

If you change your PIN, keep a note of the new number by writing it in the space provided on *page 92*.

1. Press **MENU** then **DOWN** to BASE SETTINGS and press **OK**. Scroll **DOWN** to SYSTEM PIN.
2. Press **OK**. Display shows ENTER OLD PIN.
3. Enter the OLD PIN and press **OK**.

4. Display shows ENTER NEW PIN. Enter the new PIN and press **SAVE**. Display shows CONFIRM NEW PIN. Enter your new PIN again.
4. Press **SAVE**. The display shows SYSTEM PIN CHANGED.
5. Press to return to standby or **BACK** to go one step back in the menu.

Repeater mode

You can use a repeater to boost the range and reception of your base. A repeater must be registered with the base and the repeater function must be set to ON.

The default setting is off.

1. Press **MENU** then scroll **DOWN** to BASE SETTINGS and press **OK**. Scroll **DOWN** to REPEATER MODE.
2. Press **OK** then **LEFT** or **RIGHT** to select ON or OFF.
3. Press **SAVE** to keep the settings displayed.
4. Press to return to standby or **BACK** to go one step back in the menu.

Calendar/Clock

Use the Calendar and Clock functions to:

- Set up to 5 appointment reminder calls.
- Set an alarm call.
- Set the time & date.
- Select time to appear in 12hr or 24hr format.

Appointment reminder

You can set reminder calls on each handset for up to 5 separate appointments.

Choose from 5 different reminder melodies.

1. Press **MENU** then scroll **DOWN** to CALENDAR/CLOCK and press **OK**.
2. APPOINTMENTS is highlighted. Press **OK**.
3. Screen shows list of appointments. Scroll **UP** or **DOWN** to the one you want and press **OPTIONS**.
4. Scroll to EDIT or DELETE and press **OK**.

   If you select DELETE, then press **YES** to confirm or **NO** to cancel.
5. Enter the TITLE of the appointment and press **DOWN**.
6. Enter the TIME of the appointment and press **DOWN**.

7. Enter the DATE of the appointment and press **DOWN**.
8. Press **LEFT** or **RIGHT** to select the ringtone you want.
9. Press **SAVE**.
10. Press to return to standby or **BACK** to go one step back in the menu.

Alarm

You can set an alarm call for an individual handset.

When an alarm is set, the screen shows .

Choose from 5 different reminder melodies.

1. Press **MENU** then scroll DOWN to CALENDAR/CLOCK and press **OK**.
2. Scroll **DOWN** to SET ALARM and press **OK**.
3. Press **LEFT** or **RIGHT** to select OFF/ON DAILY/MON TO FRI. Press **DOWN**.
4. Press **LEFT** or **RIGHT** and use the keypad to set the time. Press **DOWN**.
5. Press **LEFT** or **RIGHT** to select RINGTONE.
6. Press **SAVE** to save selections.
7. Press to return to standby or **BACK** to go one step back in the menu.

Time & Date

1. Press **MENU** then scroll **DOWN** to CALENDAR/CLOCK and press **OK**.
2. Scroll **DOWN** to TIME & DATE and press **OK**.
3. Enter the correct time then scroll **DOWN**.
4. Enter the correct date and scroll **DOWN**.
5. Press **LEFT** or **RIGHT** to select the 12hr or 24hr format.
6. Press **SAVE**.
7. Press to return to standby or **BACK** to go one step back in the menu.

Additional handsets and bases

Up to 6 handsets can be registered and operated from the BT Diverse 6450 base. This allows you to hold internal calls even while another handset is making an external call. Each handset can be registered on up to four bases.

Registering additional handsets

The handset that came with your base is pre-registered.

If you buy new handsets to use with your BT Diverse 6450 they will have to be registered to the base before you can use them.

Register a new BT Diverse 6400 handset to your BT Diverse 6450 base

Insert batteries on the handset and make sure it is close to the base. The screen shows PLEASE REGISTER.

On the handset:

1. Place the handset in the base. PRESS & HOLD FIND BUTTON ON BASE is displayed on the handset.

At the base:

1. Press *and hold* **FIND**.
2. The handset display shows REGISTRATION IN PROGRESS. When the handset is registered it will display the standby screen and will be assigned the next available handset number.

Register your handset to another base

On the handset:

1. Press **MENU** then scroll **DOWN** to REGISTRATION and press **OK**. Display shows REGISTER HANDSET.
2. Press **OK**. The next available base is highlighted automatically, e.g. BASE 2.
3. Press **OK**. Enter the SYSTEM PIN (original setting 0000) and press **OK**.
4. The handset screen displays PRESS & HOLD FIND BUTTON ON BASE.

   At the base:

5. Press *and hold* **FIND** for about 10 seconds until you hear a beep. The base is now in registration mode.

   The handset screen displays REGISTRATION IN PROGRESS. When the handset is registered it will display the standby screen and will be assigned the next available handset number.

Select a base

On the handset:

1. Press **MENU** then scroll **DOWN** to HANDSET SETTINGS and press **OK**. Scroll **DOWN** to SELECT BASE.
2. Press **OK**. Display shows BASE 2, BASE 3 etc. Scroll to the base you want and press **OK**.

De-register a handset

You can use a handset to de-register itself or any other handset from the base.

1. Press **MENU** and scroll **DOWN** to REGISTRATION. Then press **OK**.
2. Scroll **DOWN** to DE-REGISTER H/SET and press **OK**.
3. Enter the System PIN (original setting 0000) and press **OK**.
4. Select handset to be de-registered, press **OK**. DE-REGISTER HANDSET X? is displayed. Press **YES** to confirm or **NO** to cancel.
5. Display shows HANDSET X DE-REGISTERED.
6. Press to return to standby or **BACK** to go one step back in the menu.

Help

Handset not registering

- Check that the base is plugged into the mains power and switched on.
- Check that there are charged batteries in the handset and fitted correctly.

Forgotten your PIN number

- Try entering the default PIN = 0000. If you have changed the number and cannot remember it, contact the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

No display

- Check that the handset batteries are charged. If necessary, replace the batteries.

Nothing happens when you press any button

- Is the keylock switched on? If so, press **UNLOCK** then # to switch keylock off.

No connection between handset and base

- You may be out of range of the base. Move closer.

Handset on the base does not charge

- Make sure the handset is placed properly on the base. When charging, the battery symbol is shown filling up.

Handset does not ring

- Check that the batteries are inserted correctly.
- Check that the handset ringer has not been switched off, *see page 17*.

Your caller cannot hear you

- Secrecy is switched on. Press the secrecy **OFF** option button to speak to your caller again.

Incoming caller's number is not displayed even though you have Caller Display

- Caller has to allow their number to be sent. It has been withheld or is unavailable.

Possible problems with SMS

- SMS messages cannot be sent and screen displays MESSAGE SENDING FAILED.
- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See *pages 47-48* for instructions on how to enter the number.
- More than one SMS product is plugged into the line. Remove other products.

Cannot send text

- Check service centre number is correct including 1470P prefix.

Cannot receive text

- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.

Handset is registered to the SMS service and text has previously been sent and received but you are now only receiving incoming messages.

- This may be due to your handset being de-registered at the text service centre. All you need to do is type Register and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line.
- Messages sent to 00000 are not charged for.

Further help and advice for SMS queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.

- For other telephone service providers please contact their customer services.

General sales enquiries

- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).
- Additional handsets are available from the Helpdesk on 0870 240 3962.

Billing enquiries

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

- By sending the following commands to the BT text self administration facility you can control functions and capabilities in your SMS phone and the way messages are handled.
- Press **MENU**. Press **OK** to WRITE MESSAGE. Type in the following commands (depending upon what you want to do) and send to 00000.
- *1# Opt out from receiving voice text messages.
- #1# Turns off the opt out option.
- *2* Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.
- #2# Turns off permanent voice text message delivery.

If you are sending a message from a fixed line phone to another fixed line phone

- * 3 # Forces a message you send to be delivered as a voice text even though the recipient may have an SMS enabled phone and usually receives written text.
- This command is inserted at the start of the message and applies only to that message, e.g. * 3 # *'Hello I will be home late'*.

If you are sending a message from a fixed line phone and require a status report

- * 0 # Will allow a status report to be sent back to you when you have sent a message to confirm delivery.
- Place * 0 # at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

Customer Helpline

If you experience any difficulties please call the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

For your records

Date of purchase:

Place of purchase:

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

Enter your system PIN here:

[/ / /]

For more information on your system PIN, see *page 79*.

Enter your Remote Access PIN code here:

[/ / /]

For more information on your Remote Access PIN, see *page 61*.

General information

IMPORTANT
This equipment is not designed for making emergency telephone call 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.

Safety information

- Only use the power supply suitable for the BT Diverse 6450 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- For the handset, use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum of capacity of 750mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.
- If the keylock is switched on, it is NOT possible to make calls, including emergency numbers (999/112).
- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

- 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 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 handset may become warm when the batteries are being recharged. This is normal. 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 your phone could be damaged by and electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Connecting to a switchboard

Switchboard compatibility

- This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Dialling mode

- Your BT Diverse 6450 is set to Tone dialling. Some switchboards may require Pulse dialling. To change the dialling mode, see Dialling, *page 78*.

Guarantee

Your BT Diverse 6450 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 BT Diverse 6450, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.

- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

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 87* or contact the BT Diverse Helpdesk for assistance on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**. The helpline is open from 9.00am-5.30pm Mon-Fri and 9.30am-2.30pm Saturdays.

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

Outside of 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 suggest that you call our recommended repair agent on **08702 405029**.

Additional/Replacement Items

For a full range of items, including additional handsets on either the BT Diverse 6000 ranges or BT Freestyle 2000, 4000 and 7000, please call **0870 240 3962**.

Technical information

How many telephones can you have?

All items of 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 BT Diverse 6450 has a total REN of 1, i.e. for a base and up to 6 handsets.

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 per telephone line. (For example, if the BT Diverse 6450 is used in conjunction with three extension telephones, each with a REN of 1, then the total = 4.)

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 efficient use of the radio spectrum, the product complies with EN301 406. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on **0870 240 3962** or email **bt.helpdesk@vtecheurope.com**

Visit us at www.bt.com

Offices worldwide

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