*YOU MUST SUBSCRIBE TO A CALLER DISPLAY AND CALL WAITING SERVICE BEFORE YOUR DIVERSE 4000 CLASSIC WILL DISPLAY THIS INFORMATION. A QUARTERLY FEE IS PAYABLE.

The Art of communication

BT

HOME

↑ ↓   INT MENU

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 registration to any base in the BT Diverse 4000 range. It may also be registered to other GAP compatible bases, with possible limited availability of some functions
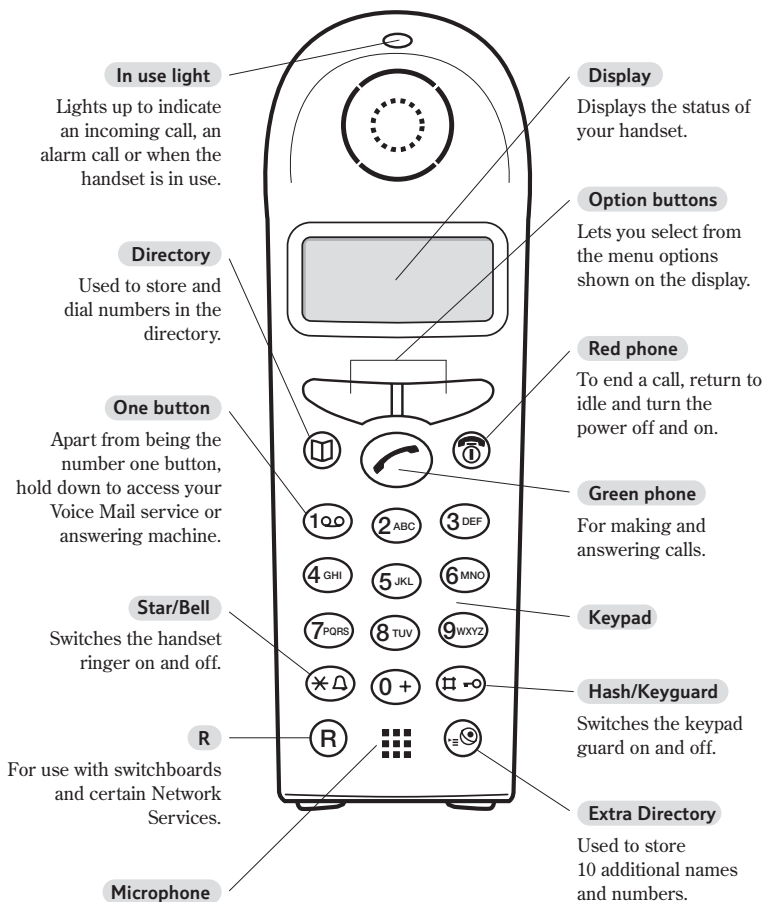
Diverse 4000 Classic Handset & Charger
Digital Cordless Telephone

User Guide

**Please open this page for an
'At a glance' guide to your
Diverse 4000 Classic.**

At a glance

In use light

Lights up to indicate an incoming call, an alarm call or when the handset is in use.

Display

Displays the status of your handset.

Option buttons

Lets you select from the menu options shown on the display.

Directory

Used to store and dial numbers in the directory.

Red phone

To end a call, return to idle and turn the power off and on.

One button

Apart from being the number one button, hold down to access your Voice Mail service or answering machine.

Green phone

For making and answering calls.

Star/Bell

Switches the handset ringer on and off.

Keypad

R

For use with switchboards and certain Network Services.

Hash/Keyguard

Switches the keypad guard on and off.

Extra Directory

Used to store 10 additional names and numbers.

Microphone

1

Handset display

Idle Screen

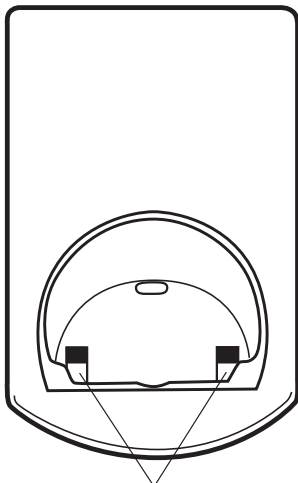Press the left side of the button for ↑ and the right side of the button for ↓ when going through menu options
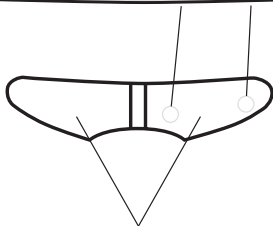
Press the left side of the button for **INT** or the right side of the button for **MENU**.

Display option buttons

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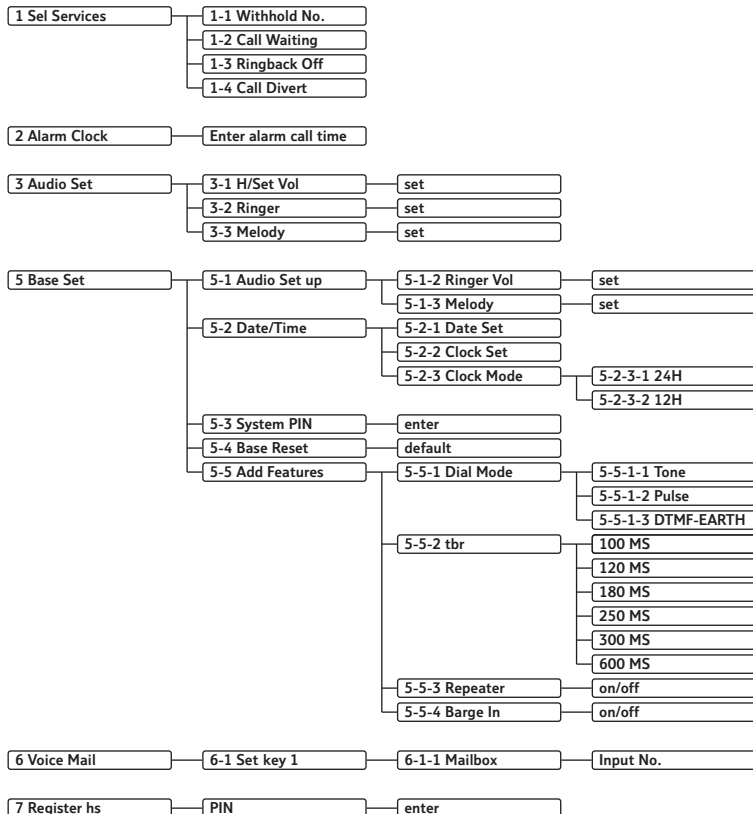
Charger

Contact points

2

In this guide

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

1 Sel Services	1-1 Withhold No.
	1-2 Call Waiting
	1-3 Ringback Off
	1-4 Call Divert

| 2 Alarm Clock | Enter alarm call time |

3 Audio Set	3-1 H/Set Vol	set
	3-2 Ringer	set
	3-3 Melody	set

5 Base Set	5-1 Audio Set up	5-1-2 Ringer Vol	set
		5-1-3 Melody	set
	5-2 Date/Time	5-2-1 Date Set	
		5-2-2 Clock Set	
		5-2-3 Clock Mode	5-2-3-1 24H
			5-2-3-2 12H
	5-3 System PIN	enter	
	5-4 Base Reset	default	
	5-5 Add Features	5-5-1 Dial Mode	5-5-1-1 Tone
			5-5-1-2 Pulse
			5-5-1-3 DTMF-EARTH
		5-5-2 tbr	100 MS
			120 MS
			180 MS
			250 MS
			300 MS
			600 MS
		5-5-3 Repeater	on/off
		5-5-4 Barge In	on/off

| 6 Voice Mail | 6-1 Set key 1 | 6-1-1 Mailbox | Input No. |

| 7 Register hs | PIN | enter |

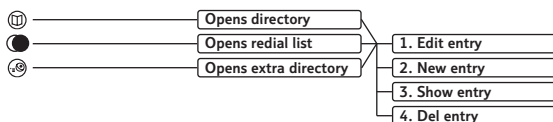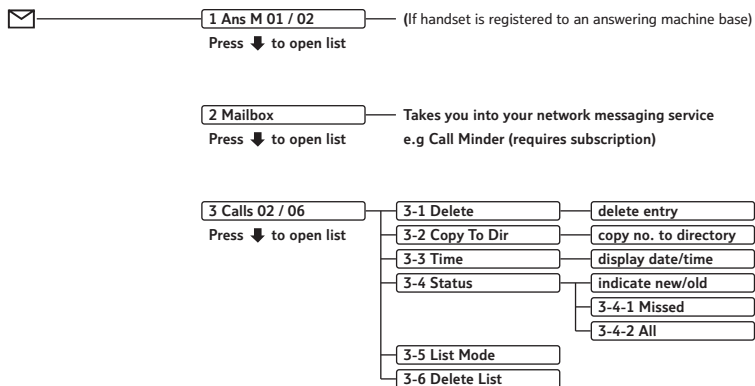**Please note**

If your handset is registered to a Diverse 4000 answering machine base, you will have additional menus in No.6 Voice Mail. Please refer to your Diverse 4016 guide to see what further menus are now available.

Menu structure for directory, redial list, extra directory

⑪ —————	Opens directory	
⬤ —————	Opens redial list	1. Edit entry
⚲ —————	Opens extra directory	2. New entry
		3. Show entry
		4. Del entry

Menu structure for message handling

✉ ————— 1 Ans M 01 / 02 ————— (If handset is registered to an answering machine base)
Press ⬇ to open list

2 Mailbox ————— **Takes you into your network messaging service**
Press ⬇ to open list **e.g Call Minder (requires subscription)**

3 Calls 02 / 06 ————— 3-1 Delete ————— delete entry
Press ⬇ to open list 3-2 Copy To Dir ————— copy no. to directory
3-3 Time ————— display date/time
3-4 Status ————— indicate new/old
3-4-1 Missed
3-4-2 All
3-5 List Mode
3-6 Delete List

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

Switch handset on/off	Hold down 📞
Switch keyguard on/off	Hold down (# ⋅○)
Switch handset ringer on/off	Hold down (✱△)
Make an external call	▓ ⌒
To end a call	📞
Redial a number	⬤ ↑↓ Select one of last 5 numbers ⌒
To store a number in the directory	▓ `MENU` `COPY TO DIR` `OK` `OK` Add number `SAVE`
Dial from the directory	⬚ ↑↓ ⌒
Dial from the Calls list	✉ ↑↓ ⌒
Handset volume	`MENU` ↑↓ `AUDIO SET` `OK` `H/SET VOL` ↑↓ `OK`
Make internal call	`INT` Call all, or ↑↓ ⌒
Transfer call to handset	`INT` Handset number (eg. 2) 📞
Set date	`MENU` ↓ `BASE SET` `OK` ↓ `DATE/TIME` `OK` `DATE SET` Enter the date `OK`
Set time	`MENU` ↓ `BASE SET` `OK` ↓ `DATE/TIME` `OK` ↓ `CLOCK SET` `OK` Enter time `OK` 📞
Set the alarm	`MENU` ↓ `ALARM CLOCK` `OK` Enter the alarm time `OK` 📞
Cancel the alarm	`MENU` ↓ `ALARM CLOCK` `OK` 📞

Quick guide to handset display icons

◑	Redial, lists up to the last 5 dialled number.
✉	Indicates messages in the Calls list.
✉	Flashes to indicate new messages.
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/No tones.
▬o	Handset locked.
⑂	Displayed when the Alarm clock is set.
eg. ▮	Shows the number of the handset and is displayed in top left hand corner.

Introduction

Unpacking your Diverse 4000 Classic handset & charger

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

One Diverse 4000
Classic handset

One Diverse 4000
Classic charger

One power supply
for the charger

Two AA rechargeable
batteries

One belt clip

One battery
compartment cover

Please note

Your Diverse 4000 Classic handset and charger can be used with any product in the Diverse range, (apart from the Diverse 1000). Please refer to your main user guide for a complete list of product features.

For your records

Date of purchase:

Place of purchase:

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

INTRODUCTION

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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. 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 should not be 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.

SAFETY INFORMATION

Setting up

IMPORTANT

Please note that your handset is NOT registered to a base station. The Diverse 4000 Classic handset will be easily registered once you complete steps 1 to 3.

Plan the location

Situate your product close enough to a mains power socket so that the cable 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.

❶ Plug the power supply unit cable into the charger

Plug the power supply unit cable into the power socket on the underside of your Diverse 4000 Classic charger.
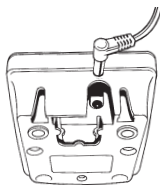
❷ Plug the power supply unit into the wall socket

SETTING UP

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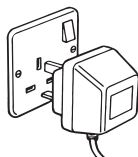
3 Registering and charging the handset

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

Insert the batteries

Insert the two batteries supplied, as indicated on the label inside the battery compartment and slide the battery compartment cover shut.
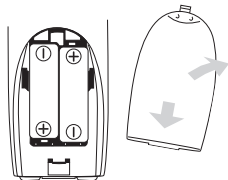
The battery cover may be found in the packaging with the batteries.

WARNING

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

To register your handset, place it in the main Diverse 4000 base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (eg: INT2). Successful registration is signalled by a confirmation tone.

Replace the newly registered handset into the Classic Charger Unit and leave to charge for approximately 16 hours. The charging status icon flashes on the handset to indicate that the batteries are being charged.

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.

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

SETTING UP

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

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.

SETTING UP

④ Fit the belt clip (optional)

Fit the belt clip onto the back of the handset.

Slot
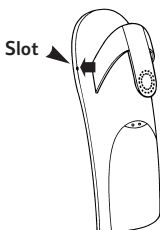
Helpline

Your Diverse 4000 Classic handset & charger is now ready for use. However, if you expereince any difficulties please call the BT Diverse Helpline on 08457 908 070.

⑤ 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 shows 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, 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.

SETTING UP

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Note

If you subscribe to a Caller Display Service the time and date will be set with the first incoming call.

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 **DOWN** button to switch between 24 H and 12 H settings.

OK   Press the **OK** button to confirm the setting you want.

SETTING UP

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Using the telephone

Your Diverse 4010 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.

USING

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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.

Name and number directory

You can store up to 20 of your most frequently used names (up to 12 letters) and numbers (up to 22 digits long).

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 32.

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. The display shows ‹NAME›.

▦ Enter the name using the letters on the keypad. (See 'Character map' opposite 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 O.

(6™) Then press **6** until the

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USING

OK display shows M.

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

Press	1	0	*	#
1st press	Space	+	*	⊓
2nd press	1	Ø	/	
3rd press		-	⟨	
4th press		¦	⟩	
5th press		?	,	
6th 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.

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 want to edit.

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

OK Press the **OK** button.

Edit the number, if
necessary, using the
LEFT/RIGHT and **DELETE**
buttons .

MENU Press the **MENU** options
button. COPY TO DIR is
displayed.

USING

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OK Press the **OK** button. The number is shown again.

OK Press the **OK** button again. ‹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.

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 DEL ENTRY.

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.

6ᴹᴺᴼ Press the **6** button, DEL ENTRY? 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.

USING

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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, take-away 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 16 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 to copy 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.

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🔢 Enter a name for 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. The display shows EDIT ENTRY.

(6ᴹᴺᴼ) Press the **6** button. The display shows DEL ENTRY?.

OK Press **OK** to delete the list. You will 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. The display shows GO BACK.

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

USING

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Internal calls

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

To make an internal call to another handset

INT Press the **INT** options button.

📠 Enter the number of the handset you wish to dial, e.g. **1** or **3**. The handset will ring.

Or

(✳) To call all handsets press the ✳ button. The display shows CALL ALL.

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

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, tell them you are transferring the call and press the **RED PHONE** button. The call is transferred and your handset display shows LINE IN USE.

If the other handset does not answer, or you wish to return to your external caller:

MENU Press the **Menu** button. The display will show GO BACK.

OK Press the **OK** option button. You can speak to your caller again.

To hold a 3-way conversation

You can talk to one external caller and another internal caller at the same time on your Diverse 4000 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.

USING

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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, e.g. **0535** (12-hour clock).

OK Press the **OK** button.

⬇ Select AM or PM using the **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.

```
                        ᵌᵐ
        X 10-27 AM
   ⦁          INT MENU
```

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.

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USING

Caller Display and other Select Services

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.

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

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

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.

CALLER DISPLAY

To view the Calls list

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

If there are no new entries, 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.

⬆⬇ Use the **UP** and **DOWN** buttons to scroll through the Calls list.

When you have found the entry you want, you have the option 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
Call already in list.

ANSWERED
The call was answered.

Remember

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

CALLER DISPLAY

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Store a number from the Calls list into the directory:

When the number you want to store is displayed:

OK Press the **OK** button.

MENU Press the **MENU** options button.

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

OK Press the **OK** button.

Enter a name if you wish, see page 16 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,

OK press the **OK** button.

MENU Press the **MENU** options button.

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

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

Delete the whole Calls list:

When any number is

OK displayed, press the **OK** button.

MENU Press the **MENU** options button.

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

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

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.

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

OK Press the **OK** button.

⬇ Press the **DOWN** button to highlight MISSED or ALL.

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

CALLER DISPLAY

IMPORTANT

Changing your Calls list from one setting to the other will automatically delete any entries in the current Calls list.

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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. The display shows ACCEPT.

Either

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.

Or

OK Press the **OK** button to continue your conversation with your first caller.

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, e.g. 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.

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

CALL WAITING

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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, ON 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.

SELECT SERVICES

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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 withold 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.

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 buttton until RINGBACK OFF is highlighted.

OK Press the **OK** options button. This will cancel your ringback call.

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

SELECT SERVICES

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Voice Mail

If you have a Voice Mail message service ie. Call Minder or Meridian Mail on your telephone line you can set the 1 button to access your messages directly via one button.

To set up quick access to your Voice Mail service

MENU Press the **MENU** options button.

⬇ Press the **DOWN** options button. Display shows VOICE MAIL.

OK Press **OK**.
Display shows SET KEY 1.

OK Press **OK**.
Display shows MAILBOX.

OK Press the **OK** button.

▦ Enter the telephone number of your messaging service. For example, **1571** to access 'BT Answer' voice mail service.

OK Press **OK**.
The display shows SAVED.

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

To set up quick access to your Voice Mail service when behind a switchboard eg. Meridian Mail.

Follow the steps on the previous page, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:

eg. 7000
▦ Enter the access number for your messaging service.

P
(R) Press *and hold* the **RECALL** button to enter a pause in the dialling sequence.

eg. 1234 #
▦ Enter your extension
📞 number, followed by a hash.

P
(R) Press *and hold* the **RECALL** button to enter a another pause in the dialling sequence.

eg. 000000 #
▦ Enter your PIN followed by
📞 a hash.

The entire number should look like this:

7000P1234nP000000n

SELECT SERVICES

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Please note

If you store your security PIN as part of the quick access number, anyone with access to the handset will be able to retrieve your messages.

To retrieve messages from your Voice Mail service

(1∞) Press and *hold down* the **1** button.

When set up as opposite this will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now.

OK Press the **OK** button.

You will be taken into your messages.

Please note

If your handset is registered to an answering machine base i.e. Diverse 4016 you will be given the choice of accessing your answering machine messages or Network Messaging Service. See your Diverse 4016 user guide for further information.

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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 **DOWN** button to select the level you want.

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

Shortcut button

If you want to switch the handset ringer off quickly you can also press and hold the ⚹⌂ button. The 🔕 icon will be 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.

HANDSET SETTINGS

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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.

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.

MENU Press the **MENU** options button.

To switch autotalk on:

(9wxyz) Press the **9** button.

(1∞) Press the **1** button.

(1∞) Press the **1** button again.

To switch autotalk off:

(9wxyz) Press the **9** button.

(1∞) Press the **1** button.

(0+) Press the **0** button.

HANDSET SETTINGS

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To reset your handset to the original settings

MENU Press the **MENU** options button.

(9wxyz) Press the **9** button.

(3def) 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 will hear a confirmation tone. The handset is now unlocked.

(# ⌐○)

IMPORTANT

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

HANDSET SETTINGS

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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.

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.

OK Press the **OK** button.

Enter the name you want.

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

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.

HANDSET SETTINGS

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To change the internal number of a handset

INT   Press the **INT** button.

MENU   Press the **MENU** option button.

⬇   Press the **DOWN** button until the display shows RE-ASSIGN NO.

OK   Press the **OK** button.

⬇   Press the **DOWN** button to display the handset number you want.

OK   Press the **OK** button.

▦   Enter an available number (**1–6**).

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

HANDSET SETTINGS

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Help

HELP

Problem	Possible cause	Solution
Handset not registering	The batteries in the handset are fitted incorrectly.	Check that you have fitted the batteries correctly.
No display	Handset not switched on	Hold down the **RED PHONE** button for 1 second
	Batteries exhausted	Charge or replace batteries
When you press a button, nothing happens	Keyguard may be switched on	Hold down the **#** button for 1 second
No radio signal to the base – all displays flashing	Handset out of range	Move closer to the base
	Handset not registered	Register the handset *(see page 11)*
	Base not switched on	Check the base is connected properly *(see page 10)*
Handset/base does not ring	Ringer is switched off	Switch ringer back on, (*see page 31*)
Your caller cannot hear you	The **INT** button has been, pressed, muting the microphone	Press the **GO BACK** options 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

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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 Executive	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 Executive 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	Yes	Yes
Walk and Talk mode	Yes	Yes
Call Barring	No	Yes

It is possible for Diverse 4000 and Diverse 3000 Executive 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.

HELP

General information

Guarantee

Your BT Diverse 4000 Classic handset and charger are 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 4000 Classic handset and charger, 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 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 a problem with your product you should contact the **Helpline** on **08457 908070**. Calls are charged at local rates. If the problem is not remedied, you will be advised to return your product to the point of purchase.

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 on the line?

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 4000/4010 base stations (with up to 6 handsets) have a total 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 per telephone line. For example: if the BT Diverse 4000 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 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).

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.

GENERAL INFORMATION

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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** options 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 TBR.

OK Press the **OK** button.

⬇ Press the **DOWN** button to select the flash time 80, 100, 120, 180, 250 or 300ms.

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.

GENERAL INFORMATION

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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 4010 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 16) and where a pause is needed, press and hold the ⓡ 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 4010 dials the number.

MENU Press the **MENU** button.

⑧ᵀᵁᵛ Press the **8** button.

⑨ʷˣʸᶻ Press the **9** button.

①∞ Press the **1** button.

⑥ᴹᴺᴼ Press the **6** button.

▦ Enter the pause length:

1 = 1 second

2 = 3 seconds

3 = 7 seconds

4 = 2.5 seconds

GENERAL INFORMATION

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To set a pause after pressing Recall

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

MENU Press the **MENU** button.

(8ᵀᵁⱽ) Press the **8** button.

(9ᵂˣʸᶻ) Press the **9** button.

(1⌒) Press the **1** button.

(2ᴬᴮᶜ) Press the **2** button.

▦ Enter the pause length:

1 = None

2 = 800ms

3 = 1600ms

4 = 32ms

GENERAL INFORMATION

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