

***YOU MUST
SUBSCRIBE TO
YOUR NETWORK
PROVIDER'S CALLER
DISPLAY SERVICE BEFORE
YOUR VERVE 3000 EXECUTIVE
HANDSET WILL DISPLAY CALLER
INFORMATION.
A QUARTERLY FEE IS PAYABLE.**




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 the BT Verve 3010 base station. It may also be registered to other DECT GAP compatible bases, with possible limited availability of some functions.

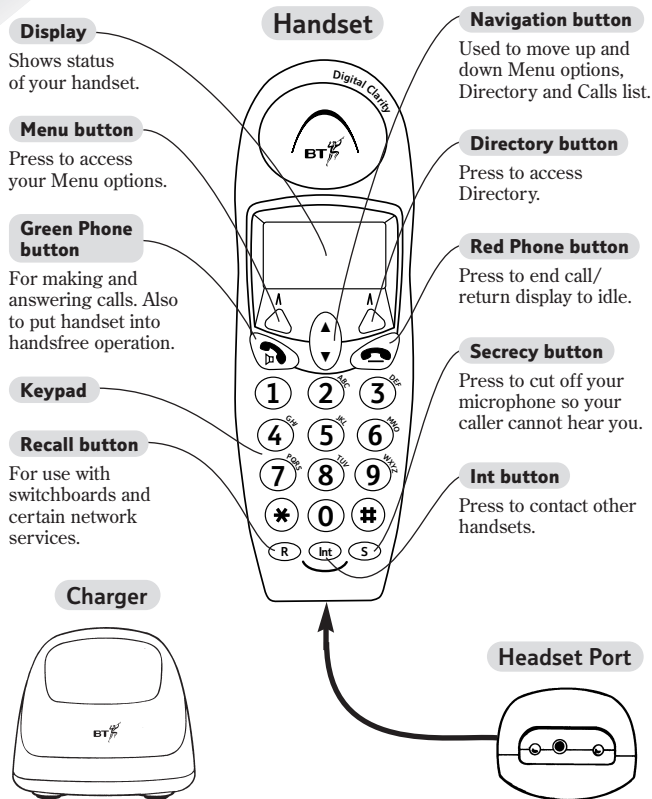
BT Verve 3000 Executive Handset & Charger

**User
Guide**






**Please open this page for an 'at a glance'
guide to your Verve 3000 Executive**

A decorative graphic in the bottom right corner of the page, resembling a folded corner of a piece of paper or a stylized shadow.

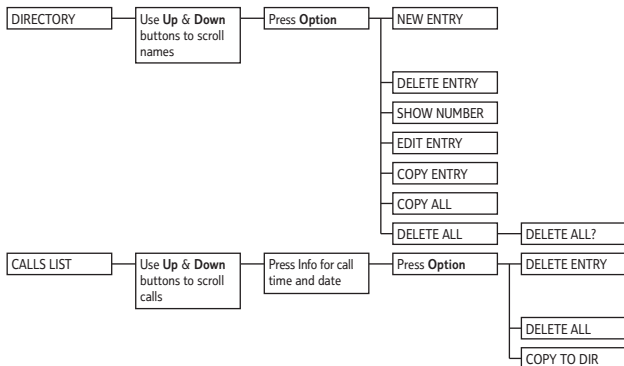
At a glance



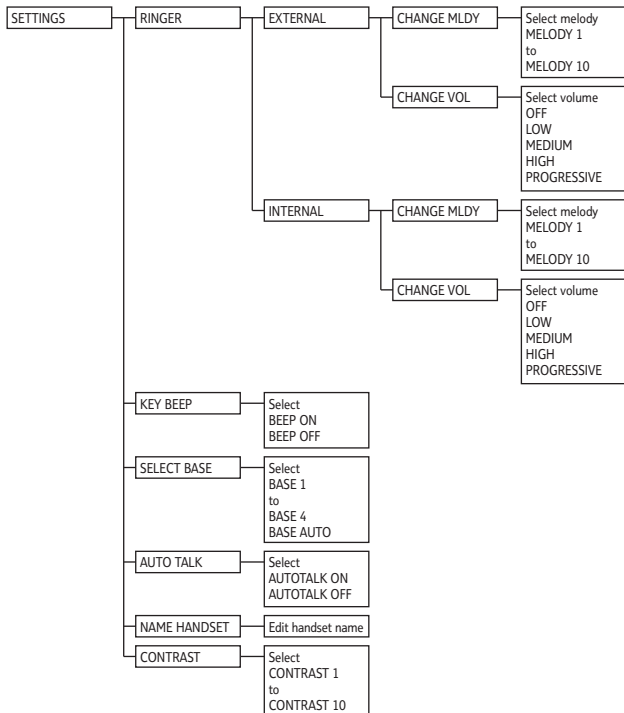
Quick guide to handset display icons

	Indicates that the line is in use. When the icon flashes indicates that you have an incoming call or you have put an external call on hold.
	Indicates that you either have an incoming internal call or you are already on an internal call.
	You are in handsfree operation.
	Battery icon is displayed when the battery is low.
	Envelope icon indicates that there are unseen calls in the Calls list. If the icon flashes indicates that you have received new calls since you last viewed the Calls list.

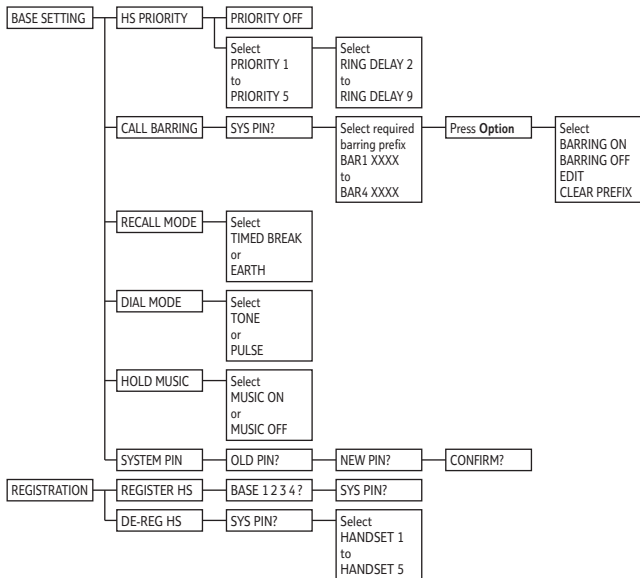
Menu Structure



Menu Structure



Menu Structure



Quick guide

Commonly used handset functions and settings

Switch OFF the handset
(default is ON)

 hold down.

Switch handset on

 hold down.

Switch Keyguard on

Menu 





Switch Keyguard off

Unlock 




Make a call





Redial a number

 then   to scroll through the list,  to dial.

Dial from the directory

Dir   to display name or number you wish to dial,  to dial.

Dial from the Calls list

Menu  to display CALLS LIST, **OK**,   to display the number you want,  to dial.

Adjust handsfree volume
(whilst in handsfree mode)

  to increase/decrease volume.

Adjust earpiece volume

  to increase/decrease volume.

Make internal call

Int the second handset will ring.

In this guide

Note

There is a detailed Index at the back of this user guide, please see page 35.

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Hints and tips boxes

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

Introduction

Unpacking your BT Verve 3000 Executive

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

One Verve 3000
Executive charger



One Verve 3000
Executive handset



One power supply
for the charger



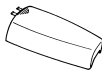
Three AAA
rechargeable
batteries



One belt clip



Battery
compartment
cover



For your records

Date of purchase:

Place of purchase:

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

Helpline

*If you experience any difficulties with your BT Verve 3000 Executive handset, please call the BT Verve Helpline on **08702 403180**.*

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.

For the handset use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 550 mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.

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

Do not open the charger 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.

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 charger 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 that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Plan the location

Situate your product close enough to the mains power socket so that the cables will reach.

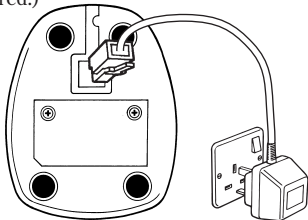
Make sure that it is at least 1 metre away from other electrical products to avoid interference.

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

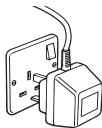
1 Connect the charger

Plug the power supply cable into the power socket on the underside of the charger.

The Power/In use light will be lit when power has been connected correctly. (N.B. The Verve 3000 power supply cable connector is red.)

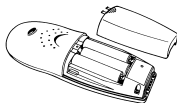


2 Plug the power supply unit into the wall socket



3 Insert the batteries

Insert the three AAA rechargeable batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



When the batteries are inserted the display will show:



4 Registering and charging your handset

Yes

Press the **Yes** options button.

Choose which base number you want to register to e.g. Press **1** to register to base station 1.

1

OK

Press the **OK** options button. **SYS PIN?** is displayed.



Enter the PIN number of your Verve 3010 base station (factory setting is 0000).

OK

Press the **OK** options button.

PRESS PAGE ON THE BASE is displayed.

Page

On your Verve 3010 base station press and hold the **PAGE** button until the **Power/In Use** light starts to flash.

SEARCHING is displayed on the handset.

FOUND BASE is displayed when registration is complete.

The next available internal number (2-5) will be assigned to the handset. The display will show:



Leave the handset in the charger for approximately 16 hours to fully charge the batteries as they will not be charged on receipt.

Battery low warning

*If the handset battery icon and the words **LOW BATTERY** appear on the display you will need to recharge your handset before you can use it.*

Battery performance

Under no circumstances should non-rechargeable batteries be used. Only use NiMH rechargeable batteries with a minimum capacity of 550 mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

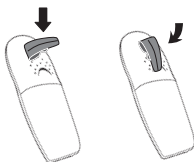
Helpline

*If you have any difficulties setting up or using your BT Verve 3000 Executive, please call the BT Verve Helpline on **08702 403180**.*

5 Attach the belt clip (optional)

Fit the belt clip onto the back of the handset if required.

Position belt clip on back of handset, guide and push into the slot provided and twist clockwise until belt clip is secure.



You BT Verve 3000 Executive is now ready for use.

Using the telephone


Note

To exit a menu at any time press the **Back options** button, this will take you back one step. Press the **RED PHONE** button to cancel the operation completely.

Making and ending calls

To make an external call



Press the **GREEN PHONE** button. You will hear the dial tone and the display will show the  icon and EXT CALL.



Dial the number.

The Power/In use light on the base will flash to show that you are currently on a call.

Preparatory dialling



Enter the phone number first.

Clear

If you make a mistake press the **Clear** options button to erase the last digit.



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

To end a call



Press the **RED PHONE** button.

Call timer

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

To receive an external call

When the phone rings the Power/In use light on the base 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.



In call volume

To adjust the in call volume

If you want to increase or decrease the volume of your incoming call.



Press the **UP** or **DOWN** arrow on the navigation button to increase or decrease the volume setting.

Handsfree


Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example to take notes.

To make a handsfree call



Press the **GREEN PHONE** button.



Press the **GREEN PHONE** button again. The display will show the  icon. The loudspeaker will switch on.



Dial the number.



To switch back to using the handset at any time, press the **GREEN PHONE** button again.

To adjust the handsfree volume whilst in handsfree mode

Whilst in handsfree mode you can increase or decrease the handsfree volume.



Press the **UP** navigation button to increase the volume.

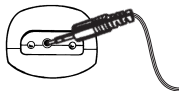


Press the **DOWN** navigation button to decrease the volume.

Your new volume level will be displayed.

To use the headset

The headset port is located on the bottom of the handset.



Insert the headset plug into the headset port.

Place the foam cushion over the earpiece of the headset to aid comfort when placed in the ear.



The earpiece needs to be inserted gently in the ear so that it feels secure.



A clip is supplied on the headset so that you can clip the headset cord onto your clothing.



Using the Directory

You can store up to 100 names and numbers in the telephone directory. You can enter up to 22 digits and up to 12 characters.

There are three ways to enter the directory. By pressing the **Dir** button, by pressing the **DOWN** navigation button or by pressing the **Menu** button followed by the **OK** options button.

The following instructions use the **Dir** button but the procedures for accessing and using the directory are similar using any of the three options.


To store an entry in the directory

Dir Press the **Dir** options button.


Option Press the **Option** button.
NEW ENTRY is displayed.

OK Press the **OK** options button.
ENTER NAME is displayed.

Entering names:

 Enter the name using the letters on the keypad.
For example, to enter the name TOM:

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

 Press the **6** button *three times* until the display shows O.

 Then press the **6** button to display M.

Save Press the **Save** options button.

ENTER NUMBER is displayed.



Enter the telephone number.

Save Press the **Save** options button.

ENTRY SAVED is displayed, a confirmation tone will be heard.

OK

Press the **OK** options button if you wish to insert another directory entry.

Or



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

Character map

Digit Button	
1	1 SPACE & . , ' ! ?
2 ^{ABC}	A B C a b c 2
3 ^{DEF}	D E F d e f 3
4 ^{GHI}	G H I g h i 4
5 ^{JKL}	J K L j k l 5
6 ^{MNO}	M N O m n o 6
7 ^{PQRS}	P Q R S p q r s 7
8 ^{TUV}	T U V t u v 8
9 ^{WXYZ}	W X Y Z w x y z 9
*	*
0	+ - / \ > < =
#	#

To insert a Pause in the directory



Press *and hold* the **UP** navigation button until a **P** appears on the display.

To dial a name and number in the directory

Dir

Press the **Dir** options button.



Press the **DOWN** navigation button to scroll through the names listed in alphabetical order. Select the required name.

Or



3

Enter the first letter of the name you want e.g. for Emma, press **3** *twice* to search for names beginning with E. Again scroll through the names beginning with E using the **DOWN** navigation button to select the required entry.



Press the **GREEN PHONE** button. The number will be displayed and dialled.

To view a directory number entry

Dir



Press the **Dir** options button

Press the **DOWN** navigation button to scroll through the menu until the required entry is displayed.

Or



Press the first letter of the name you are looking for.



Press the **Option** button.



Press the **DOWN** navigation button until **SHOW NUMBER** is displayed.

OK

Press the **OK** options button.

The number is displayed.



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

To copy a directory entry to another handset

Dir

Press the **Dir** options button.



Press the **DOWN** navigation button to select the entry you want.



Press the **Option** button.



Press the **DOWN** navigation button until **COPY ENTRY** is displayed.

OK

Press the **OK** options button.

If only 2 handsets are registered to the base your handset will display **CALLING HS:x**. If you have multiple handsets registered to the base you will first have to select the required handset number before **CALLING HS:x** is displayed.

The handset receiving the directory will display **ACCEPT DIR? NO/YES**.

Yes

Press the **Yes** options button.

After a short time the handset will show **COMPLETED** before returning to the idle display.

To copy the entire directory to another handset

Dir

Press the **Dir** options button.



Press the **Option** button.



Press the **DOWN** navigation button until **COPY ALL** is displayed.

OK

Press the **OK** options button.

If only 2 handsets are registered to the base your handset will display **CONFIRM**. If you have multiple handsets registered to the base you will first have to select the required handset number before **CONFIRM** is displayed.

OK

Press the **OK** options button.

The handset will display **CALLING HS:x**.

The handset receiving the directory will display
ACCEPT DIR? NO/YES.

Yes

Press the **Yes** options button.

After a short time the handset will show
COMPLETED before returning to the idle display.

Save

Press the **Save** options button.

ENTRY SAVED is displayed on the handset and you will hear a confirmation tone.



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

To edit a directory entry

Dir

Press the **Dir** options button.



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



Press the **Option** button.



Press the **DOWN** navigation button until EDIT ENTRY is displayed.

OK

Press the **OK** options button.

Clear

Press the **Clear** options button and re-enter if you want to make changes to the name.

Save

Press the **Save** options button.

Clear

Press the **Clear** options button and re-enter if you want to change the telephone number.

To delete an entry

Dir

Press the **Dir** options button.



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



Press the **Option** button.



Press the **DOWN** navigation button until DELETE ENTRY is displayed.

OK

Press the **OK** options button.

DELETED is displayed and you will hear a confirmation tone.



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

To delete the entire directory

Dir

Press the **Dir** options button.



Press the **Option** button.



Press the **DOWN** navigation button until **DELETE ALL** is displayed.

OK

Press the **OK** options button.

DELETE ALL ? is displayed.

OK

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

ALL DELETED is displayed and you will hear a confirmation tone.

NO ENTRIES is displayed on the handset.



Press the **RED PHONE** button to return to the idle 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 **UP** navigation button. The last number dialled will be displayed.



Press the **UP** or **DOWN** navigation button to scroll through the redial list until the entry you want is displayed.



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

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:



Press the **S** button.

SECURITY ON is displayed, your caller will now be unable to hear you.



Pressing the **S** button again will allow you to talk to your caller again.

Internal calls

To make internal calls

Int

If you want to call another handset registered to the base press the **Int** button.

If you have only two handsets registered to the base the second handset will be called directly.

To accept the incoming internal call press the **GREEN PHONE** button.

Note

*If you only have one handset registered to the base station you will hear an error sound when you press the **Int** button on the handset.*

If there are more than two handsets registered to the base the caller will have to specify which handset they wish to call. The other handset numbers will be displayed for the caller to select.

Int

Press the **Int** button.



Press the handset number you wish to call e.g. **3** and the internal call to handset three will be made.



To end the call by either party, press the **RED PHONE** button. The other handset involved in the call will receive a busy tone and display **END OF CALL**.

To transfer an external call between handsets

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

During an external call:

Int

Press the **Int** button.

If there are only two handsets registered to the base the call will be made automatically to the other handset. If there are more than two handsets registered you will have to specify which handset number you wish to forward the external call to (*see internal calls section*).


 Int

At this point your external caller is put on hold and they will hear musical tones, you can toggle between your external caller and the internal handset by pressing the **Int** button.

When the called internal handset answers you can either speak to them or put the call through straight away by pressing the **RED PHONE** button. Your external caller will be connected to the other handset.

3-way calling

You are able to hold a three way conversation between an external caller and two internal callers.

To make a 3-way call

When on an external call the user has to call the other internal handset with an intercom call. This is done as described in, '*To transfer an external call between handsets*', on page 21.

To enable the three way calling:

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **3 WAY CALL** is displayed.

Join

Press the **Join** options button.

You can now have a three way conversation between your external caller and the other internal handset.

Handset settings

You can choose a range of settings to suit your personal preferences.

Handset ringer melody and volume

You have a choice of 10 melodies and 5 volume levels. You can change the external ringer (ring for an external incoming call) or the internal ringer (ring for an internal call).

To change the external ringer melody

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.

RINGER is displayed, press the **OK** options button.

OK

EXTERNAL is displayed, press the **OK** options button.

OK

The current melody will be played.

OK

CHANGE MLDY is displayed, press the **OK** options button.



Press the **UP** or **DOWN** navigation button to change the melody.

Save

Press the **Save** options button when you have selected the melody you want.

A confirmation tone is heard.



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

To change the external ringer melody volume

Menu




Press the **MENU** options button.






Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button. **RINGER** is displayed.

- OK** Press the **OK** options button. **EXTERNAL** is displayed.
- OK** Press the **OK** options button.
-  Press the **DOWN** navigation button, **CHANGE VOL** is displayed.
- OK** Press the **OK** options button. The current volume setting is displayed e.g. **MEDIUM**.
-  Press the **DOWN** navigation button to scroll through the volume choices **OFF**, **LOW**, **MEDIUM**, **HIGH**, **PROGRESSIVE**.
- Save** Press the **Save** options button when you want to select your volume setting. A confirmation tone is heard.
-  Press the **RED PHONE** button to return to the idle display.

To change the internal ringer melody

- Menu** Press the **Menu** options button.
-  Press the **DOWN** navigation button until **SETTINGS** is displayed.
- OK** Press the **OK** options button. **RINGER** is displayed, press the **OK** options button. **EXTERNAL** is displayed.
-  Press the **DOWN** navigation button, **INTERNAL** is displayed.
- OK** Press the **OK** options button. The current melody will be played. **CHANGE MLDY** is displayed, press the **OK** options button.
-  Press the **UP** or **DOWN** navigation button to change the melody.
- Save** Press the **Save** options button when you have selected the melody you want.



A confirmation tone is heard.

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

To change the internal ringer melody volume

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.

RINGER is displayed, press the **OK** options button.

OK

EXTERNAL is displayed.



Press the **DOWN** navigation button, **INTERNAL** is displayed.

OK

Press the **OK** options button, **CHANGE MLDY** is displayed.



Press the **DOWN** navigation button, **CHANGE VOL** is displayed.

OK

Press the **OK** options button. The current volume setting is displayed e.g. **MEDIUM**.



Press the **DOWN** navigation button to scroll through the volume choices **OFF**, **LOW**, **MEDIUM**, **HIGH**, **PROGRESSIVE**.

Save

Press the **Save** options button when you want to select your volume setting.



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

A confirmation tone is heard.

To switch your handset key beeps on/off

Note

The default setting is for the handset key beeps to be ON.

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.



Press the **DOWN** navigation button until **KEY BEEP** is displayed.

OK

Press the **OK** options button, **BEEP ON** is displayed.



To switch **ON** or **OFF** press the **UP** or **DOWN** navigation button until your required choice is displayed.

Save

Press the **Save** options button.

You will hear a confirmation tone.



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



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.



Press the **DOWN** navigation button until **SELECT BASE** is displayed.

OK

Press the **OK** options button, your current base selection is displayed e.g. **BASE 1**.

If your handset is registered to more than one base press the **DOWN** navigation button to select one of the other base stations (**1, 2, 3, 4, AUTO**).



OK

Press the **OK** options button.

To select a base

You are able to register your Verve 3000 Executive handset to 4 bases. If your handset has been registered to more than one base you can select which one it uses.

Menu

Press the **Menu** options button.

Note

*If **AUTO** is selected the handset will automatically link to another base with a strong signal if the signal it is currently receiving from its present base becomes very poor.*

*When you have selected the base station the handset will try locating the base, the display will show **SEARCHING** until it is located.*

To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto talk. When you switch auto talk off, all calls must be answered by pressing the **GREEN PHONE** button.



Note

The default setting is for auto talk to be ON.

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.



Press the **DOWN** navigation button until **AUTO TALK** is displayed.

OK

Press the **OK** options button, **AUTOTALK ON** is displayed.



To switch ON or OFF, press the **UP** or **DOWN** navigation button until your required selection is displayed.

Save

Press the **Save** options button.

You will hear a confirmation tone.



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

To give the handset a name

The handsets when registered to the base station are assigned numbers. You can give the handset a name as well as a number to match the user or location e.g. Anne or office. The name can be up to 10 characters long.

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.



Press the **DOWN** navigation button until **NAME HANDSET** is displayed.

OK

Press the **OK** options button.



Enter the name you want.

Save

Press the **Save** options button.

You will hear a confirmation tone.



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

To change the contrast of the handset display

This allows you to lighten or darken the contrast of the display to compensate for the amount of light in the room. You have a choice of 10 contrasts.

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **SETTINGS** is displayed.

OK

Press the **OK** options button.



Press the **DOWN** navigation button until **CONTRAST** is displayed.

OK

Press the **OK** options button.



Press the **UP** or **DOWN** navigation button to scroll through the choices available.

When you have made your selection press the **Save** options button.

Save

You will hear a confirmation tone.



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

To switch keyguard on and off

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

To switch the keyguard on:

Menu

Press the **Menu** options button.



Press the ***** button.

The display will show
KEYGUARD ON.

To switch the keyguard off:

Unlock

Press the **Unlock** options
button.



Press the ***** button.

KEYGUARD OFF is
temporarily displayed
before returning to the
idle screen.

To reset the handset to the default settings

You can restore a handset
to its default settings.
Registration, the
directory and the Calls
list are not affected.

S

Press *and hold* the **S**
button for ten seconds.

You will hear a beep and
RESET HS is displayed

Yes

Press the **Yes** options
button.

RESETTING is displayed
and you will hear a
confirmation tone.

*The settings after a reset
will be:*

External ringer
melody: 1

External ringer
volume: MEDIUM

Internal ringer
melody: 1

Internal ringer
volume: MEDIUM

Key beeps: ON

Auto talk: ON

To register a Verve 3000 handset to another base station

On the handset:

Menu

Press the **Menu** options
button.



Press the **DOWN**
navigation button until
REGISTRATION is displayed.

OK

Press the **OK** options
button. REGISTER HS is
displayed.

OK

Press the **OK** options
button. BASE -234? is
displayed.

2

3

4

OK

Press either **2**, **3** or **4** to select which base station you want to register to.

Press the **OK** options button. **SYS PIN?** is displayed.



Enter the 4 digit PIN of the base station you want to register to.

OK

Press the **OK** options button. **PRESS PAGE ON BASE** is displayed on the handset.

Put your base in registration mode by following the instructions in its user guide.

SEARCHING is displayed on the handset.

FOUND BASE is displayed when registration is complete.

To de-register a handset from a base

Menu

Press the **Menu** options button.



Press the **DOWN** navigation button until **REGISTRATION** is displayed.

OK

Press the **OK** options button, **REGISTER HS** is displayed.



Press the **DOWN** navigation button.

DE-REG HS is displayed.

OK

Press the **OK** options button.

PLEASE WAIT flashes on the handset display.

SYS PIN? is then displayed.



Enter the 4 digit PIN number of the base you want to de-register from.

OK

Press the **OK** options button.

HANDSET 1 is displayed.



Press the **DOWN** navigation button until the required handset number is displayed.

OK

Press the **OK** options button.

Display shows **HS X REMOVED**.

A confirmation tone will be heard and the handset will be de-registered.

Help

Note

*If you experience any difficulties with your BT Verve 3000 Executive handset, please call the BT Verve Helpline on **08702 403180**.*

Problem	Possible cause	Solution
Handset not registering.	The base is not powered.	Make sure that the power supply is plugged in at the base and switched on.
	There are no batteries in the handset.	Make sure that the rechargeable batteries (included) are fitted in the handset correctly.
No display	The handset is not charged.	Charge or replace batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Press the Menu options button, followed by the * button to switch the keyguard off.
No connection between handset and base station.	Are you out of range of the base station?	Move closer to the base station.
	Handset is not registered.	Register the handset.
	Base station is not switched on.	Check the mains power is connected correctly.

Problem	Possible cause	Solution
Handset on the charger does not charge.	Is another handset using the line for a long time?	Maximum charging power is only possible when no calls are being made.
	Is the handset placed on the charger properly?	Make sure that the handset is placed in the charger correctly. You will hear a confirmation tone.
	Are the batteries in correctly?	Check that you have put the batteries in the right way, you will hear a confirmation tone.
Handset does not ring.	The handset ringer may be switched off.	See page 23 for how to set the handset ringer.
Your caller cannot hear you.	Secrecy is switched on.	Press the S button to speak to your caller again.
The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
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 the user guide.

General information

Guarantee

Your BT Verve 3000 Executive handset 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 agents discretion the option to replace the BT Verve 3000 Executive, 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 difficulty using the product, prior to returning your product, please read the Help section on page 31, or contact the BT Verve Helpline on **08702 403180** for assistance.

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

Outside the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connections to the telephone network. We recommend that you call the BT Verve Helpline on **08702 403180** and ask for details of our recommended repair agents.

Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

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 Verve 3010 Executive has 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.

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 TBR6. For a copy of the Declaration of Conformity please contact the BT Verve Helpline on **08702 403180**.

Switchboard compatibility

Generally this telephone may be connected to switchboards however in the event of any difficulties please consult your switchboard Service Provider.

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Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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