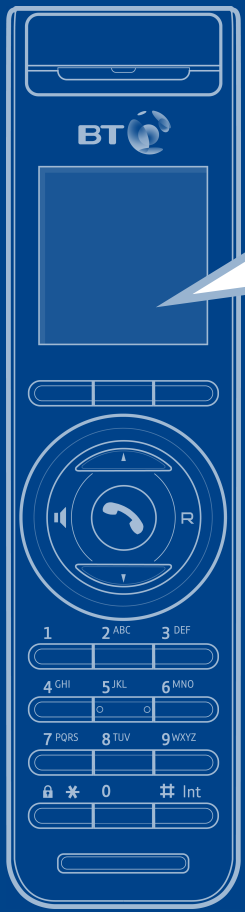
User Guide

BT VERVE 500



Welcome...

to your BT Verve 500 Digital Cordless Telephone Answering Machine

- Slim, elegantly designed digital cordless telephone.
- Integrated answering machine with 28 minutes digital recording time.
- 1.5" 4K Colour display with helpful icons.
- 255 Name and number phonebook to store all your contact numbers for easy dialling.
- Copy contacts from your mobile phone SIM card to the BT Verve 500 phonebook.
- SMS – to send and receive text messages*.
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls log*.
- 20 Last number redial.
- Handsfree feature for greater flexibility when calling.
- Register up to 5 handsets to the base without the need for additional wiring.

* You must subscribe to your network provider's Caller Display service for this feature to work. A quarterly fee may be payable.

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 and is easy to do. Just follow the simple instructions in 'Getting Started', on the next few pages.

Need help?

If you have any problems setting up or using your BT Verve 500 please contact the Helpline on 0870 242 6652 or email bthelpdesk@convergys.com.

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

IMPORTANT

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

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

Got everything?

- BT Verve 500 handset
- BT Verve 500 base
- 1 x MT-Li-ion 3.7V 600mAH rechargeable battery pack
- Mains power adaptor (item code 032214)
- Telephone line cord

If you have purchased a BT Verve 500 multiple pack you will also have the following items for each handset:

- BT Verve 500 handset
- BT Verve 500 charger
- 1 x MT-Li-ion 3.7V 600mAH rechargeable battery pack
- Mains power adaptor for charger (item code 032216)

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Getting started

Location

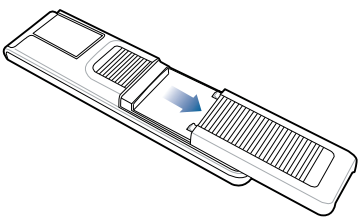
You need to place your BT Verve 500 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

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

Your BT Verve 500 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 cord into the round socket on the back of the base and connect the other end to the mains power wall socket. When correctly connected the red message counter will illuminate.
2. Remove the battery compartment cover, by sliding it downward and lifting off.



WARNING
Do not place your BT Verve 500 in the bathroom or other humid areas.

Handset range
The BT Verve 500 has a range of 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly.

With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength
The icon on your handset indicates when you are in range.

When you move out of range of the base the icon will flash and the out of range tone (2 beeps) will sound. This tone is repeated until you move back into range. If you do not move back into range you risk your call being disconnected.

IMPORTANT
The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power and telephone cables supplied with the product.

Talk/Standby time
In ideal conditions, fully charged handset batteries should give about 12 hours talk time or 120 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

Note that a new battery pack will not reach full capacity until it has been in normal use for several days.

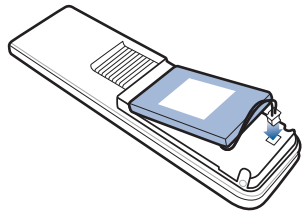
Battery low warning
If the handset has 15 minutes or less talk-time remaining the symbol will flash in the display. If you are on a call, you will hear 2 warning beeps every 30 seconds to alert you. You will need to recharge the handset before you can use it again.

If the battery is completely flat, it will take several minutes to become active again after being placed on the charger. You will need to charge the batteries for 12 hours before they are fully charged.

Battery performance
To keep your battery pack in the best condition, leave the handset off the base for a few hours at a time.

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

Insert the MT Li-ion 3.7V 600mAh rechargeable battery supplied by plugging the small battery connector plug into the socket inside the battery compartment. Make sure the battery wires are tucked in and then slide the battery compartment cover back on.



3. Place the handset on the base to charge for at least 24 hours. You will hear a beep and the handset display will come on briefly to confirm the handset is sitting correctly.
4. After 24 hours, plug one end of the telephone line cord into the socket on the back of the base and the other end into the telephone wall socket.

Set the date and time

We recommend that you set the date and time (as shown below) so they can be recorded with each answering machine message you receive.

1. Press Menu to open the main menu. Then use the **NAVIGATION** buttons to highlight the menu and press OK.

2. Clock Setting is displayed, press OK to select.
3. The current time and date setting is displayed. Enter 2 digits for the hour and 2 for the minute (e.g. for 2.15pm, enter 1, 4GHI, 1, 5JKL). The cursor moves across automatically, now enter 2 digits each for the day, month and year, e.g. for 6th May 2006 press 0, 6MNO, 0, 5JKL, 0, 6MNO then press OK to confirm.
4. Press to exit and return to standby.

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. New battery packs are available from the BT Verve 500 Helpline on 0870 242 6652.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day.

The battery and handset may become warm during charging. This is normal.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

The default time setting is 12:01pm. The default time setting is 1st January 2006 (01/01/06).

BT Verve 500 multiple pack owners

For each additional handset:

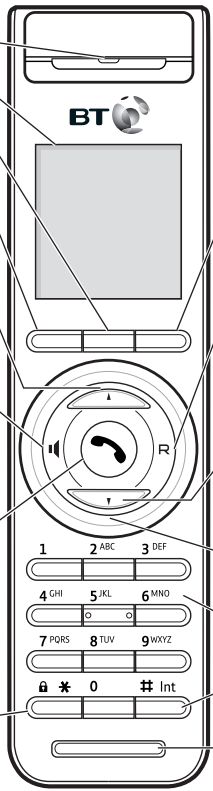
1. Plug the power adaptor cable into the underside of the charger and plug the other end into the mains wall socket and switch the power on.
2. Insert the batteries as described on page 7, point 2.
3. Place the handset in the charger and charge for at least 24 hours.
4. Any additional handsets that came with your BT Verve 500 are ready for immediate use and normally there is no need to register them to the base. If you do need to register a handset, please see page 33.

You need to place your BT Verve 500 charger close enough to a mains power socket so that the cable will reach.

Your BT Verve 500 is ready for use.

Getting to know your phone

Handset buttons



Earpiece

4K Colour Display

Middle Soft Key
In standby mode, press to access the phonebook page 20.

Left Soft Key
In standby mode, press to access the redial list.

In talk mode, press to display the in-call options.

In menu mode, press to go back to the previous display.

Redial /Up/ Volume +
In standby mode, press to access the redial list, page 18.

Use to scroll up through menu options, phonebook entries and the calls list.

In talk mode, press to increase the handset receiver volume, page 16.

Scroll left/ Handsfree On/Off
In standby mode, press to make a handsfree call, page 17.

In talk mode, press to toggle between handsfree and handset modes.

In menu mode, press to view options to the left.

In text entry mode, press to move the cursor left through the text.

Talk
Press to make, receive or end a call, page 15.

In standby mode, press and hold to switch the handset power off, page 15.

When switched off, press and hold to switch the handset power on, page 15.

In talk mode, press to end a call, page 15.

In menu mode, press to exit and return to standby.

***/ Key lock**
Press and hold to lock/unlock the keypad, page 19.

Right Soft Key
In standby mode, press to open the main menu, page 13.

In talk mode, press to switch secrecy on/off, page 17.

In menu mode, press to confirm a displayed option.

Scroll Right/Recall
In standby or talk mode, use to insert a Recall into the dialling sequence, R is displayed.

For use with a switchboard/PBX and certain BT Calling Features.

In menu mode, press to view options to the right.

In text entry mode, press to move the cursor right through the text.

Caller Display/ Down/Volume –
In standby mode, press to access the calls list, page 57.

Use to scroll up through menu options, phonebook entries and the calls list.

In talk mode, press to decrease the handset receiver volume, page 16.

In use/charging light (blue)
Flashes when new (unviewed) calls are received in the calls list or when new text messages are received.

Alphanumeric keypad
Use to enter characters/digits.

#/INT
Use to make internal calls, transfer calls and hold 3-way calls, page 72.

Microphone

Handset display icons – These are the symbols you will see on your handset's screen

Antenna and range bars
Displayed in standby mode to indicate handset is in range of the base. Flashes if you go out of range.

The number of bars indicates the reception strength. The more bars, the better the reception.

Battery levels
Shows handset battery status. Empty – batteries need recharging. 1 bar filled – battery low. 2 bars filled – half charged battery. 3 bars filled – fully charged battery.

Handsfree speaker
Displayed when in handsfree mode (speaker is activated).

Ringer off
Displayed when the handset ringer volume is switched off.

Handset
Displayed when a call is in progress.

Flashes when a call is being received or an external call is on-hold.

House
Displayed during an internal call.

Flashes when receiving an internal call or an internal call is on-hold.

Flashes when the handset is being paged.

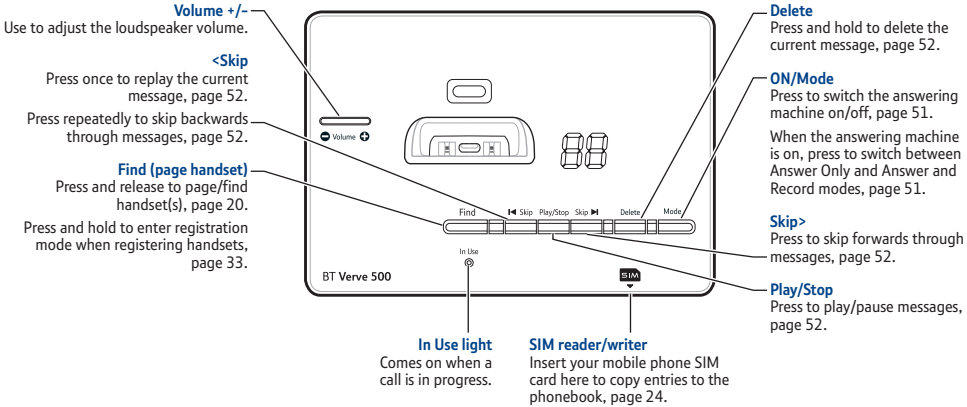
Lock
Displayed when the keypad is locked.

Alarm clock
Displayed when an alarm is set.

Standby display

When in standby mode, the display shows the handset name and number, the RANGE and BATTERY symbols, the time and date and the 3 soft key options: Redial, (Phonebook) and Menu.

Answering machine and base buttons



Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook, see page 21.

Button	Symbol	Button	Symbol
1	SPACE 1 ? £ $ ¥ @ & § #	7 PQRS	P Q R S 7 _ _
2 ABC	A B C 2 Ä À Á Â Ã Å Æ Ç	8 TUV	T U V 8 Ü Ù Ú Û _
3 DEF	D E F 3 Ë É È Ê	9 WXYZ	W X Y Z 9 _ _
4 GHI	G H I 4 G Ì Í Î Ï Î ˇ ¡	0	0, . : ? ! _ ; ¿ " '
5 JKL	J K L 5	*	* + - / = < > ( ) % \
6 MNO	M N O 6 Ñ Ö Ò Ó Ô Õ Ø		

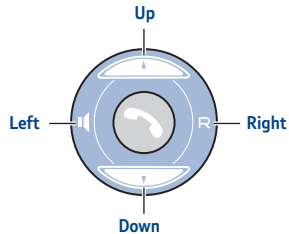
Navigating the menus

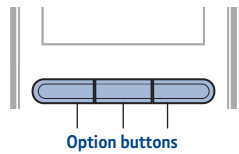
Your BT Verve 500 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Select the Menu soft key to open the main menu, then use the **UP**, **DOWN**, **LEFT** or **RIGHT** navigation buttons to scroll to the menu option you want.
2. Press the OK soft key to select the displayed menu option or the Back option button to go back to the previous screen.

Navigation buttons





Option buttons
Press to select the option displayed on the screen.

Exit or go back one level in the menu
Press Back to go back one level. Press *repeatedly* to return to standby mode.

Press to exit and return to standby.

Menu map

Text
- Write
- Inbox
- Draft
- Outbox
- Service Center
  - SMS Center 1
  - SMS Center 2
  - Send via C1/C2

Phonebook
- New Entry
- View Entry
- Edit Entry
- Delete Entry
- Delete All
- PB Transfer
- Quick Dial

Display
- Wallpaper
  - Contrast

Alarm Clock
- Clock Setting
- Alarm Setting

Sound Setting
- Handset Volume
  - Earpiece
  - Speaker
- Handset Ring
  - Melody
  - Volume
- Internal Ring
  - Volume
- Base Ring
  - Melody
  - Volume
- Tone
  - Key Tone
  - Charge Tone
  - Battery Low
  - Out of Range
  - List End Tone

Settings
- Handset Settings
  - Auto Answer
  - Register HS
  - Dim Mode
  - Handset Name
  - Reset Handset
  - Room Monitor
- Base Settings
  - Change PIN
  - De Register HS
  - Reset Base
  - Recall Time
  - Pause Time
- Call log
  - All Call
  - Missed Call
- Auto-Delete

Answer Machine
- Play Message
  - Message List
    - Skip forward
    - Delete message
    - Skip back
    - Repeat message
    - Call Back
    - Delete all messages
- Answer Settings
  - Max message time
  - Time Stamp
  - Answer delay
  - Monitoring
  - Record Quality
- Record Memo
- Outgoing message
  - Select
  - Record
  - Play
- Answering On/Off
- Remote Control
  - Change PIN
  - Remote control
  - Del by remote

Using the phone

Switch the handset power on/off

1. From standby mode, press and hold to switch off. You will hear a long beep and the display will go blank.

   Or

   Press and hold to switch back the handset on. You will hear a long beep and the standby display will be shown.

Make an external call

1. Press .
2. When you hear the dialling tone, dial the number you want.

Preparatory dialling (pre-dial)

1. Enter the number you want to dial first.
2. Press to dial.

End a call

1. Press .

   Or

   Place the handset back on the base (if auto answer is set to on).

When you make a call, Calling and the icon are displayed and the red In Use light on the base comes on,

Call timer
Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

The symbol on the display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep during a call, you are out of range and will need to move closer to the base.

Press the soft key to delete an incorrect digit.

The pre-dial number can be up to 24 digits long.

Caller Display
If you have subscribed to your network's Caller Display service, the caller's number (or name if stored in the phonebook) is displayed instead of External Call. See page 57 for more information.

If the number is longer than 15 digits, the display will only show the last 15 digits entered.

Auto answer
As long as you have auto answer set to ON you can just pick the handset up off the base to answer a call. If you have switched it off, you will need to press . Auto talk OFF is the default setting. For more information on auto answer, see page 33.

Internal calls
If the call is from another internal handset, the number of the calling handset will be displayed, instead of External Call.

You can also adjust the earpiece / receiver volume using the menu, see page 29.

Receive a call

When you receive a call, the phone rings and the icon flashes in the display.

To answer the call:

1. If your handset is on the base and auto talk is on, pick up the handset.

   Or

   If your handset is on the base and auto talk is off, pick up the handset and press .

   Or

   If your handset is off the base, press .

Earpiece/receiver volume

During a call you can adjust the volume of the earpiece/handset receiver. There are 5 volume settings, which are shown as Volume 1, 2, 3, 4 or 5 on the display.

1. Press **UP** to increase or **DOWN** to decrease the volume.

   As you increase or decrease the volume, the volume level is displayed on the screen.

Secrecy (mute)

During a call, you can talk to someone nearby without your caller hearing.

1. Press the Secrecy soft key. Mute On appears in the display and your caller cannot hear you.
2. Press the Secrecy soft key again to return to your caller.

Handsfree

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

Make a call in handsfree

1. Dial the number then press . The icon is displayed and you hear your call over the loudspeaker.

   Or

   Press . When you hear the dialling tone, dial the number you want.
2. Press to end the call.

Press the soft key to delete an incorrect digit.

Answer a call in handsfree

When the phone rings:

1. Press . The call is transferred to the loudspeaker.

Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press to end the call.

Press repeatedly to toggle between handsfree and handset mode.

During a handsfree call, press **UP** or **DOWN** to change the handsfree volume. There are 5 volume levels in handsfree mode.

Redial list

The last 20 dialled numbers are saved to a redial list. You can then select any of the numbers to redial or copy to the phonebook.

Call a number from the redial list

1. Press Redial soft key. The last number called is displayed.
2. Use **UP** or **DOWN** to scroll through the redial list to the number you want.
3. Press or to redial.

If the number is stored in the phonebook and a name/number match is found, the name will be displayed instead.

Redial numbers can be up to 24 digits long.

If you have more than one handset registered to your BT Verve 500 base, each handset will have its own redial list.

Copy a number from the redial list to the phonebook

1. Press Redial soft key. The last number called is displayed.
2. Press **UP** or **DOWN** to scroll to the number you want to copy.
3. Press Option soft key.
4. Use **UP** or **DOWN** to scroll to Save to P.Book and press OK.
5. Enter a name using the keypad (as shown on page 21) and press OK soft key.
6. The redial number is displayed. You can edit the number if you want to. When the number is correct press OK soft key.
7. Use **UP** or **DOWN** to select a ringtone for this phonebook entry and press OK soft key to confirm and save the number to the phonebook.
8. Press to exit and return to standby.

You will not be able to copy a number to the phonebook if the phonebook is already full. If you try to, the display will show Directory Full. You will need to delete a number in the phonebook first, see page 22.

Press soft key to delete an incorrect character/digit.

Keypad lock

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

To lock the keypad:

1. Press and hold . The symbol is displayed while the keypad is locked.

IMPORTANT
If the keypad is locked you will NOT be able to dial the emergency numbers 999, 112 or 9112.

You will still be able to answer a call when the keypad lock is on, by pressing . When the call ends, the keypad will remain locked.

To unlock the keypad:

1. Press and hold * again. The display will return to standby.

Paging handsets

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

If you have more than one handset registered to your BT Verve 500 base you will need to stop the paging ring on individual handsets. The paging ring will stop automatically after one minute if no button is pressed and your handset will return to standby.

Paging calls cannot be answered by a handset.

1. Press Find on the base. The paged handset(s) ring and Paging Call is displayed.
2. Press Find again to stop the paging ring on all handsets.

Or

To stop the paging ring on an individual handset, press End.

255 Name and number phonebook

From standby, for quick access to the phonebook, you can press the middle soft key.

You can store up to 255 names and numbers in the phonebook. Names can be up to 12 characters long and numbers up to 24 digits. You can also select different ring tones for phonebook entries. Phonebook entries are stored alphabetically by name.

Store a name and number

1. Enter the telephone number you want to store using the keypad.
2. Press Option.
3. Use **UP** or **DOWN** to scroll to Save to P.Book and press OK.
4. Enter a name using the keypad (as shown opposite) and press OK.
5. The telephone number you entered is displayed. You can edit the number if you want to. When the number is correct press OK.
6. Use **UP** or **DOWN** to select a ringtone for this phonebook entry and press OK to confirm and save the number to the phonebook.
7. Press Back to return to standby.

Dial a number

1. Press . The first phonebook entry is displayed.
2. Use **UP** or **DOWN** to scroll and find the entry you want (or search alphabetically).
3. Press to dial the displayed number.

Press soft key to delete an incorrect character/digit.

Entering names

There is a character map on page 13 to help you when entering names.

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

Press once to enter T.

Press three times to enter O.

Press once to enter M.

Writing tips

Press soft key to delete the last character or digit.

Use or for punctuation characters, see page 13 for full character map.

You MUST enter a name and a number otherwise you will not be able to save the entry.

The button, is the middle soft key.

Entering numbers
Make sure you enter the full telephone number including the dialling code if you subscribe to a Caller Display service and want the name of your caller displayed instead of the number.

To enter a pause in a phonebook number, press and hold 0 and a P will be displayed. For more information on pauses, see page 85.

The ringer melody option means that when you receive a call from a number stored in your phonebook the ringtone you choose will be played.

If the phonebook is full and you try to add a new entry, you will see the message Phonebook Full.

To search alphabetically
Press the relevant keypad button, e.g. for TOM, press 8 TUV once then scroll **UP** or **DOWN** through the entries under T.

Editing names/numbers
Use soft key to delete any incorrect characters/digits.

Enter new characters/digits using the keypad.

Edit an entry

1. Press . The first phonebook entry is displayed.
2. Use **UP** or **DOWN** to scroll and find the entry you want to edit (or search alphabetically).
3. Press Option then use **UP** or **DOWN** to display Edit Entry and press OK.
4. The name is highlighted, followed by a cursor. Edit the name, and press OK to highlight the number.
5. Edit the number, then press OK to highlight the ringtone.
6. Use **UP** or **DOWN** to scroll and select a melody and press OK to confirm and save the entry.
7. Press Back to return to standby.

Delete an entry or all entries

1. Press . The first phonebook entry is displayed.
2. Use **UP** or **DOWN** to scroll and find the entry you want to delete (or search alphabetically).
3. Press Option then use **UP** or **DOWN** to display either:

   Delete Entry and the individual entry you selected will be deleted. Press to exit and return to standby.

   Or

Delete All and press OK. Delete All? is displayed, press OK to confirm or Back to cancel. Phonebook Empty will be displayed and then the display will return to standby.

Copy an entry to another handset

1. Press . The first phonebook entry is displayed.
2. Use **UP** or **DOWN** to scroll and find the entry you want to edit (or search alphabetically).
3. Press Option then use **UP** or **DOWN** to display PB Transfer and press OK.
4. Press **UP** or **DOWN** to select the handset you want to copy the entry to and press OK. The display shows, for example PB Trans to Handset 1.
5. Press to exit and return to standby.

Press Abort to cancel at any time.

Save a phonebook number to a quick dial key

You can store up to 10 phonebook numbers on the quick dial buttons 0 to 9 for quick and easy dialling.

1. Press . The first phonebook entry is displayed.
2. Use **UP** or **DOWN** to scroll and find the entry you want to edit (or search alphabetically).

3. Press Option then use **UP** or **DOWN** to display Quick Dial and press OK.
4. Enter a quick dial number from 0 to 9 using the keypad and press OK.
5. Press to exit and return to standby.

Dial a quickdial number

1. Press and hold the quick dial key (buttons **0** to **9**) where the number you want to dial is stored.
2. The stored number is displayed, press to dial.

Copy SIM card contacts to the phonebook

With the 'SIM copy' feature you can copy all the contacts stored on your mobile phone SIM card to the BT Verve 500 phonebook. So within minutes, you can have all your mobile contacts saved onto your landline phone for quick and easy dialling.

1. Insert the SIM card into the SIM READER slot on the front of the base.
2. Press . The first phonebook entry is displayed.
3. Use **UP** or **DOWN** to scroll and find the entry you want to copy (or search alphabetically).

If you have problems copying directory entries from your SIM onto the BT Verve 500 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.

Entries will be added to the phonebook and will not overwrite existing entries.

Names copied from the SIM card can be up to 12 characters and numbers up to 24 digits.

Press at any time to cancel copying and return to standby. Any entries that have already been copied will be retained.

4. Press Option soft key then use **UP** or **DOWN** to display Copy from SIM and press OK.
5. If your SIM card is security protected you will be prompted to enter your SIM Card PIN. Enter your 4-digit (SIM) PIN code and press OK.
6. Copying … and the percent of contacts copied will be displayed. When copying is complete Transferred! will be displayed.
7. Press to exit and return to standby.

If the SIM card is not inserted in the base, or is inserted incorrectly, the following message will be displayed No SIM Card!

For security reasons, when you enter each digit of the PIN code it will be displayed as a . Press the soft key to delete an incorrect digit.

If you enter an incorrect PIN code, Invalid PIN! will be displayed. Check that you have the right PIN for your SIM card. If you cannot find it, please contact your mobile phone network for help.

Press to exit and return to standby at any time.

If you receive an incoming call during copying, the copy is abandoned. Any contacts that have already been stored will be retained.

Display settings

Wallpaper

Your BT Verve 500 has a choice of 6 wallpapers for the handset display.

1. Press Menu to open the main menu.
2. Display is displayed, press OK to select.
3. Wallpaper is displayed, press OK to select.
4. Press **UP** or **DOWN** to select the wallpaper you want and press OK to confirm.
5. Press to exit and return to standby.

Contrast

Your BT Verve 500 has a choice of 3 contrast levels for the handset display.

1. Press Menu to open the main menu.
2. Display is displayed, press OK to select.
3. Press **DOWN** to display Contrast and press OK to select.
4. Press **UP** or **DOWN** to select the contrast level you want and press OK to confirm.
5. Press to exit and return to standby.

Alarm and time settings

Set the time and date

You will need to set the correct time and date so that you know when you received answering machine messages or Calls log entries.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Clock Setting is displayed, press OK to select.
4. The current time and date setting is displayed. Enter 2 digits for the hour and 2 for the minute (e.g. for 2.15pm, enter **1**, **4**, **1**, **5**). The cursor moves across automatically, now enter 2 digits each for the day, month and year, e.g. for 6th May 2006 press **0**, **6**, **0**, **5**, **0**, **6** then press OK to confirm.
5. Press to exit and return to standby.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

Set the alarm

You can use your BT Verve 500 phone as an alarm clock. When an alarm is set the symbol is displayed when in standby mode.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.

3. Press **DOWN** to highlight Alarm Setting and press OK to select.
4. The current alarm time is highlighted, select Edit to enter a new alarm time and press OK.
5. Press **DOWN** to highlight Alarm then use the right soft key to toggle between On and Off, displaying the option you want.
6. Press **DOWN** to highlight Alarm Tone and press OK.
7. Press **UP** or **DOWN** to choose the alarm tone you want and press OK to confirm.
8. Press to exit and return to standby.

Silence the alarm

When the alarm time has elapsed, the chosen melody will sound for 30 seconds, <Alarm> will be displayed and the symbol will flash.

1. To silence the alarm: press any button on the handset.

Sound settings

Handset earpiece/speaker volume

The handset has a choice of 5 earpiece volume levels and 5 loudspeaker (handsfree) volume levels.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Handset Volume is highlighted, press OK to select.
4. Press **UP** or **DOWN** to highlight either Earpiece or Speaker and press OK.
5. Press **LEFT** or **RIGHT** to select the volume level you require and press OK to confirm.
6. Press to exit and return to standby.

External call ringer melody and volume

The handset has a choice of 9 polyphonic ringer melodies and 5 ringer volume levels for external calls. If you do not want to be disturbed you can set the volume level to 'off'.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Handset Ring and press OK.

4. Melody is highlighted, press OK to select.
5. Press **UP** or **DOWN** to select the ringer melody you want and press OK.
6. Press **DOWN** to highlight Volume and press OK.
7. Press **LEFT** or **RIGHT** to select the volume level you require and press OK to confirm.
8. Press to exit and return to standby.

Internal call ringer melody and volume

The handset has a choice of 9 polyphonic ringer melodies and 5 ringer volume levels for internal calls.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Internal Ring and press OK.
4. Melody is highlighted, press OK to select.
5. Press **UP** or **DOWN** to select the internal ringer melody you want and press OK.
6. Press **DOWN** to highlight Volume and press OK.

7. Press **LEFT** or **RIGHT** to select the volume level you require and press OK to confirm.
8. Press to exit and return to standby.

Base ringer melody and volume

The base has a choice of 9 ringer melodies and 5 ringer volume levels or you can set the volume to 'off' if you do not want to be disturbed.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Ring and press OK.
4. Melody is highlighted, press OK to select.
5. Press **UP** or **DOWN** to select the base ringer melody you want and press OK.
6. Press **DOWN** to highlight Volume and press OK.
7. Press **LEFT** or **RIGHT** to select the volume level you require and press OK to confirm.
8. Press to exit and return to standby.

Handset tones

Your BT Verve 500 has a selection of handset tones which can each be switched on or off. These tones are:

Key tone: sounds a confirmation tone each time a keypad button is pressed.

Charge tone: sounds when you place the handset in the base/charger to charge.

Battery low: sounds when the handset batteries are low and need recharging.

Out of range: sounds when the handset moves out of communication range with the base.

List end tone: sounds when you are at the end of a menu list, phonebook list or calls list.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Tone and press OK.
4. Press **UP** or **DOWN** to highlight the type of tone you want.
5. Press right soft key to select either On or Off.
6. Press to exit and return to standby.

A ✓ will be displayed alongside the setting when it is set to ON.

Phone settings

Handset settings

Auto answer

With auto answer set to ON, when you receive an incoming call and the handset is in the base, you can pick it up to answer the call. You do not need to press .

With auto answer on, you can also end a call by placing the handset back on the base, without the need to press .

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Handset Settings is highlighted, press OK.
4. Auto Answer is highlighted. Press the right soft key to select either On or Off.
5. Press to exit and return to standby.

If auto answer is set to On, a ✓ will be displayed alongside Auto Answer.

Register a handset

At the handset:

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.

3. Handset Settings is highlighted, press OK.
4. Press **UP** or **DOWN** to highlight Register HS.

The default PIN code is 0000.

Press to exit and return to standby at any time.

5. Enter your 4 digit System PIN code, and press OK. Registering … is displayed.

At the base:

6. Press and hold Find, until you hear a beep tone. *Release the button* and the phone will remain in registration mode for 60 seconds while the handset attempts to register with the base.

When registration is successful, the new handset will automatically be allocated the next available handset number. This number will be shown in the handset display when in standby mode.

Dim mode

With Dim mode set to on, after a pre-set period of inactivity, the display backlight will reduce to 10%.

With Dim mode set to off, the display will go completely blank after the pre-set period of inactivity.

When you press a keypad button, the display backlight will come on as normal.

When set to On, the handset uses more power and so the talk and standby times will be reduced.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.

3. Handset Settings is highlighted, press OK.
4. Press **UP** or **DOWN** to highlight Dim Mode.
5. Press the right soft key to select either On or Off.
6. Press to exit and return to standby.

If Dim Mode is set to On, a ✓ will be displayed alongside Dim Mode.

Handset name

If you are using more than one handset with your BT Verve 500 base, you can give each handset a personalised name to easily distinguish between the handsets. The maximum number of characters is 12.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Handset Settings is highlighted, press OK.
4. Press **UP** or **DOWN** to highlight Handset Name and press OK.
5. Enter a name using the keypad and press OK to confirm.
6. Press to exit and return to standby.

To delete an incorrect character/digit press ← soft key.

To restore the default name (Handset 1), delete the current name and save a blank entry. When the handset returns to standby mode, the default name will be displayed.

Reset your handset

You can reset your BT Verve 500 handset to the default (original) settings.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Handset Settings is highlighted, press OK.
4. Press **UP** or **DOWN** to highlight Reset Handset and press OK.
5. Confirm? is displayed. Press OK to confirm or, press to exit and return to standby.

Room monitor

Please ensure that the phones are working correctly and are fully charged before using the room monitor function.

If you have at least two handsets registered to your BT Verve 500 base you can leave one handset in a room and monitor the sounds in the room by making an internal call to another handset. For example, you could use it in a child's bedroom.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Handset Settings is highlighted, press OK.
4. Press **UP** or **DOWN** to highlight Room Monitor and press OK.
5. Call To: is displayed. Enter the number of another handset registered to the base that you are going to use to monitor, e.g. 2 and press OK.
6. Room Monitor On is displayed on the 'listening' handset.

7. Press or on the other handset to start monitoring. If the 'listening' handset detects any noise it will ring the other handset.

Base settings

System PIN code

Your BT Verve 500 has a system PIN code which you will need to change various settings on your phone. The default PIN code is 0000. You may want to change this to prevent unauthorised changes to your settings.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Settings and press OK.
4. Change PIN is highlighted, press OK.
5. Enter the old PIN number (default 0000) and press OK.
6. Enter New PIN is displayed. Enter a new 4 digit PIN code and select the OK option.
7. Re-enter PIN is displayed. Re-enter the new 4 digit PIN code and select the OK option to confirm.
8. Press to exit and return to standby.

For security reasons, when you enter each digit of the PIN code it will be displayed as a *.

Press Clear to delete an incorrect digit.

Please note, you cannot de-register the handset you are using.

De-register a handset

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Settings and press OK.
4. Press **DOWN** to highlight De Register HS and press OK.
5. The deleted handset will display Please Register until it is registered again.
6. Press to exit and return to standby.

Reset your base

You can reset your BT Verve 500 base to the default (original) settings.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Settings and press OK.
4. Press **UP** or **DOWN** to highlight Reset Base and press OK.
5. Confirm? is displayed. Press OK to confirm, or press to exit and return to standby.

Recall time

Recall is used when connected to certain switchboards, for transferring calls to another extension number, and for some network services, such as Call Waiting. Contact your network or switchboard provider for advice on how to use the button.

Only change this setting if advised to do so by your switchboard provider.

You may need to change the recall time according to your switchboard. The recall settings are 100ms, 200ms, 500ms and 900ms. The default setting for recall in the UK is 100ms.

Please consult your switchboard provider if you are unsure which setting you require.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Settings and press OK.
4. Press **UP** or **DOWN** to highlight Recall Time and press OK.
5. Press **UP** or **DOWN** to highlight the setting you want and press OK to confirm.
6. Press to exit and return to standby.

Pause time

When using your BT Verve 500 with a switchboard, you may need to enter a pause to allow time for you call to be connected to an outside line.

You may need to change the length of the pause according to your switchboard. The pause settings (in seconds) are 0, 1, 2.5, 3 and 4.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Base Set and press OK.
4. Press **UP** or **DOWN** to highlight Pause Time and press OK.
5. Press **UP** or **DOWN** to highlight the setting you want and press OK to confirm.
6. Press to exit and return to standby.

Call log type

A ✓ denotes the chosen setting.

You can select the type of calls you want to be listed in the Calls log.

Select either 'All Calls' to display all calls, whether answered or unanswered (missed).

Or, select 'Missed' to display only unanswered calls.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.

3. Press **DOWN** to highlight Base Settings and press OK.
4. Press **UP** or **DOWN** to highlight Call Log and press OK.
5. Press **UP** or **DOWN** to highlight either All Call or Missed Call and press OK to confirm.
6. Press to exit and return to standby.

Auto-delete

This function is for the SMS text message memory management. If 'Auto-Delete' is enabled, when the Inbox, Outbox or Draft box become full, the oldest SMS will be automatically deleted to make room for a new message. If 'Auto-Delete' is disabled, the oldest message will not be deleted, instead you will see an error message and you will need to delete messages manually to be able to receive new messages.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol a nd press OK to select.
3. Press **DOWN** to highlight Base Settings and press OK.
4. Press **UP** or **DOWN** to highlight Auto-Delete and press OK.
5. Press **UP** or **DOWN** to highlight either Enable or Disable and press OK to confirm.
6. Press to exit and return to standby.

A ✓ denotes the chosen setting.

Answering machine

Your BT Verve 500 can digitally record up to 28 minutes of messages. As well as recording incoming messages, you can record memos for other users of your BT Verve 500.

You can operate your answering machine from:

- the handset, see page 43.
- the base, see page 51.
- remotely, from any other Touchtone™ telephone, see page 53.

Your BT Verve 500 comes with two pre-recorded outgoing messages:

Answer and Record – allows callers to leave a message.

Answer and Record is the default message setting.

Or

Answer Only – If you choose this message, callers will not be able to leave a message.

You can also record your own personalised outgoing messages.

You will need to set the date and time (if you have not already done so) so that you will know when each message was received, see page 8.

Answering machine settings (via the handset)

Switch the answering machine ON/OFF

With the answering machine set to On, calls will be answered after the set Answer delay and the caller can then leave you a message.

The default setting is Answer On, Answer and Record mode.

With the answering machine set to Off, calls will be answered after 10 rings and the Answer Only message will be played to your callers. They will not be able to leave you a message.

When the answering machine is off, the message counter will display ---.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Answer On/Off and press OK.
4. Press **UP** or **DOWN** to select either On or Off and press OK to confirm.
5. Press to exit and return to standby.

Answer delay

Answer delay sets the number of times your BT Verve 500 will ring for before the answer machine picks up your call and starts playing the outgoing message.

The default setting is Automatic.

For more information on Time Saver, see page 55.

You can change this setting to between 2 and 9 rings or select Automatic for the 'time saver' option.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Setting and press OK.
4. Press **UP** or **DOWN** until Answer delay is displayed and select OK.
5. Press **UP** or **DOWN** to select the answer delay setting you require and select OK.
6. Press to exit and return to standby.

Incoming message record time

The default setting is 120 secs.

You can select the maximum length for your incoming messages. The options are 60 secs, 120 secs or no limit.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Setting and press OK.
4. Max message time is displayed, select OK.

5. Press **UP** or **DOWN** to select the setting you require and select OK.
6. Press to exit and return to standby.

Time stamp on/off

With this setting on, your BT Verve 500 will save and announce the day and time with each recorded message.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Setting and press OK.
4. Press **DOWN** to highlight Time Stamp.
5. Press the right soft key to select either Off or On.
6. Press to exit and return to standby.

If time stamp is on, a ✓will be displayed alongside the setting.

If time stamp is set to off, the date and time will not be announced and will be replaced by a 2 second pause.

Monitoring/call screening

With monitoring set to on, when the answering machine takes a call, you can listen to the caller leaving a message over the loudspeaker. If you decide you want to take the call in person, you can pick up the handset or press /.

With monitoring set to off, you will not be able to hear the caller leaving a message.

If monitoring is on, a ✓will be displayed alongside the setting.

The answering machine automatically stops recording if you take the call in person.

The default setting is on.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Setting and press OK.
4. Press **DOWN** to highlight Time Stamp.
5. Press the right soft key to select either Off or On.
6. Press to exit and return to standby.

Recording quality

'Standard' quality allows a maximum recording time of 28 minutes.

'High' quality allows a maximum recording time of 7 minutes.

You can select either standard or high quality recording. The default setting is 'standard'.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Setting and press OK.
4. Press **DOWN** to highlight Record Quality and press OK.
5. Press **UP** or **DOWN** to highlight Standard or High and press OK.
6. Press to exit and return to standby.

A ✓ will be displayed alongside the chosen setting.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note opposite) or you can record your own.

Record your own outgoing message

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **UP** or **DOWN** to highlight Outgoing Message and press OK.
4. Press **UP** or **DOWN** to highlight Record and press OK.
5. Press **UP** or **DOWN** to select either Outgoing Msg 1 or Outgoing Msg 2 and press OK.
6. Speak your message clearly, close to the handset microphone and press the Stop soft key to end recording. The message will be played back to you for checking
7. If you are happy with the message, press to exit and return to standby.

   Or, to record the message again, repeat steps 5 and 6.

Answer and Record
The pre-set 'Answer and Record' outgoing message (Outgoing Msg 1), that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, please leave your message after the tone".

Answer Only
The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message as the Answer Only mode will not record incoming messages.

You can record an outgoing message up to 60 seconds long.

Check your outgoing message

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **UP** or **DOWN** to highlight Outgoing Message and press OK.
4. Press **UP** or **DOWN** to highlight Replay and press OK.
5. Press **UP** or **DOWN** to select the message you want and press OK. The stored message is played back to you.
6. Press to exit and return to standby.

Select the outgoing message answer mode

When the answering machine is set to Answer Only, the message counter will display Ao.

You can select which outgoing message is played to callers. You can select from the following outgoing messages:

Outgoing Msg 1 – your own Answer and Record message.

Outgoing Msg 2 – your own Answer Only message.

Answer record – default Answer and Record message.

Answer only – default Answer Only message.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.

3. Press **UP** or **DOWN** to highlight Outgoing Message and press OK.
4. Select is displayed, press OK.
5. Press **UP** or **DOWN** to select the outgoing message you want and press OK.
6. Press to exit and return to standby.

Listening to your messages

When new messages are stored on the answering machine, the message counter will flash the total number of messages.

When old (listened to) messages are stored on the answering machine, the message counter will display the total number of messages steadily.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **UP** or **DOWN** to select Play Message and press OK.
4. You will hear, for example “You have X new messages” and the first message will begin to playback, followed by any further messages.

If there are no new or old messages, you will hear “No messages”.

At the start of each message, the number of the message is displayed on the message counter and announced together with the day and time the message was received.

During playback, you can press Menu then **UP** or **DOWN** and OK to select any of the following options:

Skip Forward to play the next message.

Delete message to delete the current message. “Message deleted” is announced.

Skip Back to play the previous message.

Repeat message to repeat the current message.

Call Back to call the number that left the message.

Delete all msgs to delete all messages. “All messages deleted” is announced.

Press **Volume –** to decrease or, **Volume +** to increase the speaker volume.

Press Stop to go back to the previous screen.

Press to exit and return to standby.

Memory full
When the message memory becomes full, you will hear the announcement “Answering Machine Full”. You will need to delete some old messages before any new ones can be stored.

Record a memo

You can record a memo message for another user of your BT Verve 500. When you record a memo, the message counter will increase by 1 and the message can be played back in the same way as answering machine messages (see page 49 and 52).

The maximum length for a memo is the same as for incoming messages.

1. Press Menu to open the main menu.

2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **DOWN** to highlight Record Memo and press OK.
4. Speak your message clearly, close to the handset microphone and press Stop soft key to send recording.
5. Press to exit and return to standby.

Answering machine settings (via the base)

Switch the answering machine ON/OFF and select the answer mode

1. Press Mode repeatedly until the setting you want is announced. You can select from “Answer and record is on”, “Answering only is on”, “Answering Machine is Off”.

The default setting is Answer On, Answer and Record mode.

When set to Answer On, using ‘Answer and Record’, the message counter will display 00 and your selected Answer & Record outgoing message will be played to callers.

When set to Answer On, using ‘Answer Only’, the message counter will display Ao and your selected Answer Only outgoing message will be played to callers.

Check/delete the OGM

1. In standby mode, press and release Skip, the outgoing message will be played back to you for checking.
2. To delete the outgoing message and return to using the default outgoing message, press Delete during playback.

The outgoing message is selected via the handset, see page 47.

When set to Answer Off, the message counter will display – –.

Make sure you have selected the answering mode you want before checking the outgoing message.

Make sure you have selected the answering mode you want before recording a new outgoing message.

You can record an outgoing message of up to 60 seconds.

Record a new outgoing message

1. In standby mode, press and hold Skip.
2. Speak your message clearly close to the base microphone, press Play/Stop to end recording. Your message will be played back to you for checking.

Listening to your messages

During playback, press Volume to adjust the volume level. There are 9 volume levels.

When new messages are stored on the answering machine, the message counter will flash the total number of messages.

When old (listened to) messages are stored on the answering machine, the message counter will display the total number of messages steadily.

1. Press Play/Stop. Your messages will be played back in the order they were received.

During playback:

- Press Skip to skip forwards and play the next message.
- Press Skip *once* to replay the last message.
- Press Skip *twice* to skip backwards and play the previous message.
- Press Delete to delete the current message.

In standby mode:

- Press and hold Delete to delete all messages.

Record a memo

1. In standby mode, press and hold Skip.
2. Speak your memo message clearly close to the base microphone, press Play/Stop to end recording.

The maximum length for a memo is the same as for incoming messages.

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Verve 500 and entering a 3-digit security PIN. Using a PIN code prevents other people from accessing your machine without permission.

Change the remote access PIN code

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **UP** or **DOWN** to highlight Remote control and press OK.
4. Change PIN is highlighted, press OK.

IMPORTANT
You should change the security PIN from the original setting of 123.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

The default remote access PIN code is 123.

When entering the PIN code, each digit is shown as a * for security reasons.

5. Enter the original 3-digit PIN code and press OK.
6. Enter a new 3-digit PIN code and press OK.
7. Re-enter the new 3-digit PIN code and press OK to confirm.
8. Press to exit and return to standby.

Switch remote control On/Off

With remote control switched on, you will be able to access and control your BT Verve 500 answering machine remotely from any Touchtone™ phone.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** buttons to highlight the symbol and press OK to select.
3. Press **UP** or **DOWN** to highlight Remote control and press OK.
4. Press **UP** or **DOWN** to highlight Remote control.

If remote control is on, a ✓ will be displayed alongside the setting.

5. Press the right soft key to select either Off or On.
6. Press to exit and return to standby.

Switch your answering machine on remotely

If your answering machine is switched off, but remote control is set to on, you can ring your BT Verve 500 from another phone and switch the answering machine on remotely.

1. Dial your telephone number and let it ring. After 20 rings you will hear the voice prompt "Please enter your security code".
2. Press **#** then enter your 3-digit security code. You will hear a long beep. Press **8** to switch the answering machine on. If you don't hear a long beep after entering the code, enter it again.

To be able to switch on your BT Verve 500 remotely from another phone you must have set 'Remote Control' to ON.

If 'Remote Control' is switched 'off' and you ring in, after 20 rings your answering machine will take the call and begin to play the 'Answer only' outgoing message.

If you enter the incorrect PIN code you will be allowed two further attempts, if it is still incorrect your BT Verve 500 will hang up.

Check for messages remotely

If you left your answering machine on and remote control is also set to on, you can ring your BT Verve 500 and check for messages remotely.

1. Dial your phone number. When you hear your outgoing message press **#** then enter your 3-digit security code. You will hear a long beep. Press **2** to play all messages or press **#** then **2** to play all <u>new</u> messages.

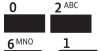
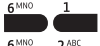
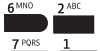
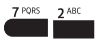
Time saver
When you ring in to access your messages remotely, if you have set the 'Answer Delay' setting (page 43-44) to 'Automatic' (time saver) and you have new messages it will answer 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 5 rings knowing you have no new messages, saving you time and the cost of the call.

You cannot use this feature if you have BT Answer 1571 or Call Minder active as the call will be intercepted before the 2 rings.

Operating your answering machine remotely

When you have accessed your answering machine messages, you can use any of the button presses shown on the following page to control answering machine operations:

If no button is pressed for 10 seconds or more, you will hear "Thank you for calling" and the line will be disconnected.

Button	Function
	Play all messages
	Play new messages
	Pause playback
	Resume playback
	Stop playback
	Replay current message
	Skip and play previous message
	Skip forward and play next message
	Delete currently playing message
	Record outgoing message 1
	Record outgoing message 2
	Play outgoing message 1
	Play outgoing message 2
	Select outgoing message 1
	Select outgoing message 2
	Record a memo
	Stop recording
	Switch answering machine on/off

At the end of message playback:

	Delete all messages

BT Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name and number are stored in the phonebook and a name/number match is found, you will see the caller's name on the display instead of the number.

To ensure that the caller's name is displayed, make sure you have stored the full number, including the dialling code in the phonebook.

It may take a couple of seconds for the display to show the telephone number or name for an incoming call.

Calls log

The Calls log holds details of the last 20 received calls. Stored numbers can be up to 24 digits long and stored names up to 12 characters long.

If a new call is received when the calls list is full, the oldest entry will be deleted automatically.

When there are new (unviewed) calls the blue ring on the handset will flash.

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

View and dial from the Calls log

1. Press **DOWN** to open the Calls log. The most recent call details are displayed:

- the caller's name (if an exact phonebook match is found).
- the caller's number (if available).
- the date and time the call was received.

Whether the Calls log displays details of 'All calls' received or just 'missed' (unanswered) calls, is dependent on the setting you have chosen in the 'Call log' base setting section on page 40.

If a caller has withheld their number, Withheld will be displayed.

If the number is unavailable, Unavailable will be displayed.

If the call is from an international number, International will be displayed.

If the call is from the operator, Operator will be displayed.

If the call is from a payphone, Payphone will be displayed.

If the call is from a ringback request, Ringback will be displayed.

2. **UP** or **DOWN** to scroll through the list.
3. Press or to dial a displayed number.

Copy a Calls log number to the phonebook

1. Press **DOWN** to open the Calls log. The most recent caller's number is displayed.
2. Press **UP** or **DOWN** to select the number you want to copy and press Option soft key.
3. Use **UP** or **DOWN** to scroll to Save to P.Book and press OK soft key.
4. Enter a name using the keypad (as shown on page 21) and press OK.
5. The calls log number is displayed (you can edit the number if you wish using the keypad) then press OK.
6. Press **UP** or **DOWN** to scroll and select a ringtone for the entry, then press OK to confirm and save.
7. Press Back to exit and return to standby.

Press the soft key to delete an incorrect character/digit.

Press Back to exit and return to standby at any time.

Delete a/all Calls log number(s)

1. Press **DOWN** to open the Calls log. The most recent caller's number is displayed.
2. Press **UP** or **DOWN** to select the number you want to delete and press Option soft key.
3. Use **UP** or **DOWN** to highlight either:

   Delete to delete the current entry and press OK to confirm.

   Or

   Delete All? to delete all Calls log entries. Delete All? is displayed, press OK to confirm.

If you decide you do not want to delete, Press Back to exit and return to standby.

Text messaging

IMPORTANT
You must subscribe to your Network Provider's Caller Display service so that you can use text messaging and you must not withhold your telephone number. A quarterly fee may be payable, please contact your network provider for more details.

You may also send messages to landline phones that are NOT text 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 delivery, abbreviations etc should be used sparingly.

Welcome to the BT text messaging Service on your BT Verve 500. Your BT Verve 500 can send and receive text messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line text 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 text messaging service

When you send your first text message from your BT Verve 500 you will automatically be registered for the service.

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

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

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 text message (depends upon your call package).

Send a text message

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Write is displayed, select OK.
4. Use the keypad to write your message then select OK.
5. Number is displayed. Either enter the number you want to send to manually, or select soft key to search for a number in the phonebook, then select OK.
6. Use **UP** or **DOWN** to highlight either:

   Send SMS – select **OK**. Message Sending … is displayed, followed by Message Sent.

   Or

   Save SMS to save the message in the Drafts box for sending at a later time. SMS Saved! is displayed.

Sent messages are stored in the Outbox

Your BT Verve 500's outbox is like a redial list. It holds a copy of the last 20 sent messages.

Each message has details of the number where the message was sent, and the time and date of sending.

At any time, press Back to go back to the previous screen, or press to cancel and return to standby.

Use the soft key to delete incorrect characters/digits.

Use **LEFT** or **RIGHT** to move the cursor through the text, if you want to insert/delete text.

Press to switch between lower and upper case.

Refer to the character map on page 13 for the full range of characters and punctuation.

For help with entering text, see page 62.

You can enter a number up to 24 digits.

If sending is unsuccessful, Failed! will be displayed.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

A new message will replace the oldest message in the Outbox.

A new message will replace the oldest message in the Drafts box.

If there is a problem sending a message the display shows Failed! and the handset returns to standby. Your BT Verve 500 will have 2 further attempts at sending your message at 10 minute intervals. If the message fails to be sent on the third attempt the message Sending Error will be displayed alongside the message in the Outbox (replacing the time and date).

If another handset is on the line when you try to send a text message, you will see Line in Use and the message will be stored in the Outbox with the message Not Sent. When the line becomes available your BT Verve 500 will attempt to send the message again.

When writing a message, if no keypad button is pressed for 1 minute, the message will automatically be stored to the Drafts folder, where you can retrieve it at a later time.

Saved messages are stored in the Drafts box

If you save a message to complete and/or send later it will be stored in the Drafts box. The Drafts box holds up to 20 messages. If you are part way through writing a message and you receive an incoming call, the message will be deleted and you will have to start again.

Received messages are stored in the Inbox

Your BT Verve 500 can store up to 30 messages.

Entering text

Your BT Verve 500 uses ‘standard text entry’. A single text can be up to 160 characters.

With standard text entry, you can enter a word by pressing each letter button a number of times to display the character you want on the screen. For example, to write the word “Hello”, press 4 GHI twice, 3 DEF twice, 5 JKL three times, 5 JKL three times and 6 MNO three times.

Writing tips for text entry

1. If you make a mistake, press ← soft key to delete the last character/digit to the left of the cursor.

2. The cursor automatically moves to the right after a couple of seconds. So when the next letter is on the same button as the one you have just entered, wait for the cursor to move to the right before trying to enter it.
3. Press **LEFT** or **RIGHT** to move the cursor through the characters/digits. Characters/digits are entered to the left of the cursor.
4. Press and release 1 to insert a space.
5. Press # Int to toggle between lower and upper case. (The selected case is shown on the display above the middle soft key.
6. Press to exit and return to standby at any time.

See page 13 for the complete character map.

Receiving and reading text messages

Messages are stored in the Inbox. When you receive a new text message, the NEW SMS symbol will be displayed the handset will sound an alert beep and the display shows, for example 2 New SMS.

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

If the Inbox is empty, No Messages! will be displayed.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Press **UP** or **DOWN** to highlight Inbox and press OK.

Alongside Inbox, the display shows the number of new messages and the total number of messages in the Inbox, for example 02/10. Where you have 2 new messages and a total of 10 new and old messages.

When a message is NEW (unread) the ! symbol will be displayed to the left of the caller's number.

Press **UP**/**DOWN**/**LEFT**/**RIGHT** to move through the message.

Select Back to return to the message list.

If you want to edit the message before forwarding, use ◄ soft key to delete characters and enter new ones using the keypad.

4. The first (newest) message details are highlighted. The caller's name (if a phonebook match is found) and number are displayed.
5. Press Read to view the message.
6. When viewing a message:

   Select Option, then use **UP** or **DOWN** to scroll and select any of the following options:

   Forward – to forward the message to another number.

   Press OK. Enter the number you want to send to using the keypad or, select 📖 to open the phonebook and scroll **UP** or **DOWN** to scroll and display the name/number you want.

   Press OK to confirm and send.

   Reply – to write and send a reply.

   Select OK. Enter your message using the keypad, then select OK. The sender's number will be displayed. Select OK to confirm and send.

   Use Text – to use the text in the message, but add to or edit it.

   Select OK. The message is displayed, followed by a flashing cursor. Add to or edit the text using the keypad, then select OK. Enter the number you want to send to using the keypad *or*, select 📖 to open the phonebook and scroll **UP** or **DOWN**

to scroll and display the name/number you want. Press OK to confirm and send.

Save to P.Book – to save number to the phonebook.

Select OK. Enter a name for the number using the keypad, then press OK. The number is displayed, press OK. Use **UP** or **DOWN** to select a melody for the number and press OK to save the entry.

Call – to ring the number.

Select OK. The number is displayed and dialled,

Delete – to delete a message.

Select OK. The message is deleted.

Delete All – to delete all messages in the Inbox.

Select OK. Delete All? is displayed. Select OK to confirm or Back to cancel.

7. Press to exit and return to standby.

To edit the number, scroll to the number line and use ← to delete digits and enter new ones using the keypad.

Receiving a call while writing a text
If you are writing a text and you receive a call, the message will be lost and you will need to start again.

Read, edit and send messages stored in the Drafts box

If you have saved a message you have written for sending later, you can view, edit and send it from the Drafts Box. The Drafts box holds up to 20 messages.

1. Press Menu to open the main menu.

When the Drafts Box becomes full, the oldest message is deleted to make room for a new message.

2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Press **UP** or **DOWN** to highlight Draft and press OK.
4. The caller's name (if a phonebook match is found) or number is displayed.
5. Scroll **UP** or **DOWN** to the message you want and select Read. The saved message is displayed.
6. *To edit the message:* select Option. Edit SMS is displayed, press OK. *Continue to step 7.*

   Or

   If the message is ready to send: press **DOWN** to highlight Send SMS and press OK. Message Sending … is displayed, followed by Message Sent. Now continue to step 10.
7. The message is displayed again, followed by a flashing cursor. Edit the message, using the keypad to enter text and the ⬅ soft key to delete text then press OK.
8. Either enter the number you want to send to using the keypad and select OK.

   Or, select to open the phonebook and scroll **UP** or **DOWN** to the name/number you want, then press OK.
9. Use **UP** or **DOWN** to highlight either:
   Send SMS – select OK. Message Sending … is displayed, followed by Message Sent.

Or

Save SMS to keep the message saved in the Drafts box. SMS Saved! is displayed.

10. Press to exit and return to standby.

Delete messages stored in the Drafts box

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Press **UP** or **DOWN** to highlight Draft and press OK.
4. The caller's name (if a phonebook match is found) or number is displayed.
5. Scroll **UP** or **DOWN** to the message you want and select Read. The saved message is displayed.
6. Press Option, then scroll **DOWN** to highlight either:

   Delete – to delete the current message and press OK.

   Or

   Delete All – to delete all messages stored in the Drafts box and press OK.
7. Press to exit and return to standby.

If either the message memory becomes full, the display will flash Memory Full and Delete Messages alternately.

When the Outbox becomes full, the oldest message is deleted to make room for a new message.

Read, edit, send or delete messages stored in the Outbox

The Outbox stores details of the last X messages you have sent.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Press **UP** or **DOWN** to highlight Outbox and press OK.
4. The details for the most recent message are displayed first. The caller's name (if a phonebook match is found) or number is displayed.
5. Scroll **UP** or **DOWN** to the message you want and select **Read**. The saved message is displayed.
6. Press Option then **UP** or **DOWN** to select from the following options:

   Edit SMS – to edit the message. Select OK, then edit the message using the keypad.

   Send SMS – to send the message. Select OK. Message Sending … is displayed, followed by Message Sent.

   Call – to ring the number. Select OK. The number is displayed and dialled,

Save SMS – to save the message to the Drafts box for sending later. Select OK.

Delete – to delete the current message. Select OK. The message is deleted.

Delete All – to delete all messages in the Outbox. Select OK. Delete All? is displayed. Select OK to confirm or Back to cancel.

7. Press to exit and return to standby.

Service Centre numbers

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

Service Center 1 – Send (outgoing) number is pre-set to: 1470P17094009.

Service Center 2 – Send (outgoing) number is empty, for you to store an alternative number.

Service Center 1 – Receive (incoming) number is pre-set to: 0800587529.

Service Center 2 – Receive (incoming) number empty for you to store alternative numbers.

If you try to send a text message with no Service Centre numbers stored you will see the message No Service Numbers Stored.

Your BT Verve 500 is pre-set to send and receive from SMS Center 1. If you enter details for SMS Center 2 and you want to use this to send and receive messages, you will need to follow the section 'Select an SMS Center to send/receive from'.
See page 71 for more information.

If you have details for more than one SMS Center stored on your BT Verve 500, you will need to select the one you want to use for sending, see next section.

Adding or changing Service Centre numbers

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and press OK.
3. Press **UP** or **DOWN** to highlight Service Center and press OK.
4. Press **UP** or **DOWN** to highlight either SMS Center 1 or SMS Center 2 and press OK.
5. Press **UP** or **DOWN** to highlight the either Outgoing Nr. or Incoming Nr. and press OK.
6. The saved number (if available) is displayed. Edit the existing number using the ◄ soft key to delete incorrect digits and the keypad to enter new ones, then press OK.
7. Press ⏻ to exit and return to standby.

Select an SMS Center to send/receive from

If you enter an additional 'Send' and 'Receive' number in SMS Center 2, you can select this as the service center you want to use.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and press OK.
3. Press **UP** or **DOWN** to highlight Service Center and press OK.
4. Press **UP** or **DOWN** to highlight Send via C1 and press OK. Press the right soft key C1/C2 to alternate between Service Centre 1 and Service Centre 2.
5. Once you have selected the required service centre, press to return to standby.

Your BT Verve 500 is pre-set to send using SMS Centre 1. All messages sent will go via the selected provider.

Using additional handsets

You can use up to 5 GAP compatible handsets with your BT Verve 500 base to extend your phone system without needing to install extension sockets for each new phone. You must register new handsets to your BT Verve 500 base before they can be used.

Your BT Verve 500 handset can only be registered to one base at a time.

See page 33 for instructions on registering additional handsets.

Make sure the additional handset is fully charged before attempting to register it.

To register a new handset, see page 33.

To de-register a handset, see page 38.

If you want to register your handset to another GAP compatible base, you will need to de-register it from the BT Verve 500 base first.

Internal calls

If you have more than one handset registered to the base, you can make internal calls between two handsets.

During an internal call, the symbol is displayed.

You can press the All soft key to call all handsets.

1. Press and hold # Int, Internal call and a list of available handset numbers to call is displayed.
2. Use **UP** or **DOWN** to highlight the handset number (1-5) you want to call (or enter the handset number using the keypad).

   At the called handset, the symbol flashes and the calling handsets number is displayed. The user can press or to answer the call.
3. Either handset can press or or place the handset back on the base/charger to end the call.

Press to exit and return to standby at any time.

If you enter an invalid handset number you will hear the error tone.

Receiving an external call while on an internal call

If you are engaged on an internal call and an external caller is trying to get through, you will hear beeps through the earpiece and the caller's information will be displayed (if you have subscribed to a Caller ID service).

Transferring calls

You can transfer an external call to another handset registered to the BT Verve 500 base.

During your call:

1. Press and hold #Int. Your external caller will be put on hold and the symbol will flash.
2. Enter the internal handset number that you want to transfer the call to using the keypad.
3. When the called handset answers, press the Option soft key, then use **UP** or **DOWN** to select Call Transfer.

To answer the external call, press to put the internal call 'on-hold' or press again to end the current internal call. The handset will then ring, press to take the external call,

If you want to cancel the call transfer, press End.

3-Way Calls

You can hold a 3-way conference call between 2 internal handsets and 1 external handset.

During your call:

1. Press and hold #Int. Your external caller will be put on hold and the symbol will flash.
2. Enter the internal handset number that you want to join the 3-way call.
3. When the called handset answers, press the Option soft key, then use **UP** or **DOWN** to select Conference.

Alternatively you can select Switch Call to toggle between the external and internal call. The symbol will flash.

Help

Phone does not work

- Have you installed the battery pack correctly? See page 7-8.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The battery may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse.
- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 29.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 33.

No display

- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery pack.

icon flashes

- Is the handset registered correctly to the base, see page 33.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.

icon flashes

- The battery charge is low, place the handset on the base/charger to recharge.

icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press .

- Make sure the handset is in range of the base.
- Another handset registered to your BT Verve 500 base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see pages 49-50 or 52.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 8.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 53. Always keep a note of the new PIN code in a safe place.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 57.
- The caller may have withheld their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Verve 500 base. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Verve 500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Verve 500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline
If you are still experiencing difficulties please call the BT Verve 500 Helpline on 0870 242 6652 or email bthelpdesk@convergys.com.

Possible problems with text messaging

Text messages cannot be sent and screen displays Failed!

- The base power supply or telephone line cord might not be properly connected. Check that the base 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 page 69-70 for instructions on how to enter the number.

Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- 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.
- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET 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 free.

Further help and advice for text 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 242 6652 or from the email Helpdesk: bthelpdesk@convergys.com

Billing enquiries

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

Other functions and services available from the text messaging service

- By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press Menu to open the main menu.
2. Use the **NAVIGATION** button to highlight the icon and select OK.
3. Write is displayed, select OK.
4. Use the keypad to type in the following commands (depending upon what you want to do):

Opt out from receiving voice text messages.

Turns off the opt out option.

Turns on permanent voice text message delivery to your phone.

All incoming text is delivered as voice text.

Turns off permanent voice text message delivery.

5. Press OK. Number is displayed. Enter 00000 and press OK.
6. Send SMS is highlighted, press OK. Message Sending ... is displayed, followed by Message Sent.

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

- Forces a message you send to be delivered as a voice text even though the recipient may have a text 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. 'Hello I will be home late'.

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

- Will allow a status report to be sent back to you when you have sent a message to confirm delivery.
- Place 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.

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.

Replacing the handset battery pack

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery pack will need replacing.

See diagrams on page 7 when changing the handset battery.

Remove the battery compartment cover, by sliding it downward and lifting off. Disconnect the small connector plug and remove the old battery pack. Connect a new MT Li-ion 3.7V 600mAh rechargeable battery pack by plugging the small battery connector plug into the socket inside the battery compartment. Make sure the battery wires are tucked in and then slide the battery compartment cover back on.

Spare rechargeable battery packs are available from the BT Verve 500 Helpline 0870 242 6652 or from the email Helpdesk: bthelpdesk@convergys.com

WARNING
Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Verve 500 by using any other types of batteries.

Safety information

- Only use the power supply suitable for the BT Verve 500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 032214. If you have purchased a multiple pack the item code for the charger mains power supply is 032216.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Verve 500 Helpline on 0870 242 6652 or from the email Helpdesk: bthelpdesk@convergys.com
- Do not open the handset (except to replace the handset battery pack) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0870 242 6652 for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- 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.

- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base (or 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 charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- 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 an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

- When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Verve 500 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 Verve 500 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 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:

Prior to returning your product, please read the Help section beginning on page 74 or contact the Helpline on 0870 242 6652 or the email Helpdesk: bthelpdesk@convergys.com for assistance. In the unlikely event of a 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 recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

Returning your phone

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 the line cords, power supply units and the original battery pack. (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 I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Verve 500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 032214.

If you have purchased a BT Verve 500 multiple pack, the item code for the charger mains power supply is 032216.

Only use approved batteries.

These products are available from the BT Verve 500 Helpline on 0870 242 6652 or from the email Helpdesk: bthelpdesk@convergys.com

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.

For your records

Date of purchase:

.....

Place of purchase:

.....

Serial number:

.....

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

Declaration of Conformance

Hereby, CCT Marketing Ltd declares that this BT Verve 500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press and hold 0 to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

Offices worldwide

The 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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