



Bringing it all together

BT Verve 450

User Guide



Welcome...

to your BT Verve 450 Digital Cordless Telephone Answering Machine

- Ultra slim handset.
- Answering machine with up to 15 minutes digital recording time and helpful voice prompts.
- 200 Name and number phonebook to store all your contact numbers for easy dialling.
- Store a directory entry then copy it – or the entire phonebook – to another BT Verve 450 handset.
- Send and receive text messages.¹
- Quick access to a range of BT Services including directory enquiries and call divert.
- Caller Display lets you see who's calling and your phone stores details of the last 20 callers in a Calls list.²
- Register up to 5 handsets to the base without the need for additional wiring.
- Digital call quality with a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).

1 You must subscribe to your network provider's Caller Display Service for text messaging to work and you must not withhold your telephone number. A quarterly fee may be payable. Some other network provider lines may not be compatible with this text messaging service.

2 You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee may be payable.

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



1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO

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

Before you make your first call you will need to set up your phone. 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 450 please call the Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.com

Alternatively, you may find the answer in the ‘Help’ section at the back of this guide.

IMPORTANT

Only use the telephone line cord supplied.

* Calls made from within the UK mainland network are free.
Mobile and International call costs may vary.

Got everything?

- BT Verve 450 handset
- BT Verve 450 base
- 1 x NiMH rechargeable battery (pre-installed)
- Mains power adaptor (item code 040367 for black product / item code 045028 for white product)
- Telephone line cord

If you have purchased a BT Verve 450 multiple pack you will also have the following items for each handset:

- BT Verve 450 additional handset
- BT Verve 450 charger
- 1 x NiMH rechargeable battery (pre-installed)
- Small mains power adaptor for charger (item code 040368 for black product / item code 042169 for white product)

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Getting started

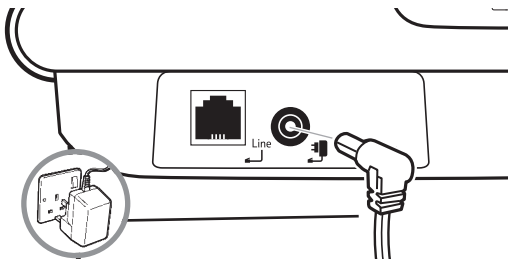
Location

Place your BT Verve 450 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 450 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 cable into the socket marked  on the underside of the base and plug the other end into the mains power wall socket and switch the power on. You can place the cable behind the retaining clip to prevent the plug being accidentally pulled from the socket.




WARNING

Do not place your BT Verve 450 in the bathroom or other humid areas.

Handset range

The BT Verve 450 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. If moving out of range of the base, the range indicator will flash. If you go out of range, any call you are on will be lost.



Which power adaptor?

If you have purchased a multiple pack, you should use the power adaptor with the smallest plug for the base.

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.

Battery low warning

If the  icon flashes in the handset display you will need to recharge the handset before you can use it again. You also hear a low battery warning beep once every 60 seconds. During charging, the  icon will scroll in the display.

Battery performance

In ideal conditions, a fully charged battery should give up to 10 hours talk time or 100 hours standby time on a single charge.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

To keep the battery 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.



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 batteries are available from the BT Verve 450 Helpline on 0800 218 2182*.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. Batteries and handset may become warm during charging. This is normal.

The base indicator lights up. The answering machine is switched on.

2. The NiMH battery is already fitted in the handset. Remove the battery compartment cover, by sliding it downward and lifting it off.

Locate the battery lead and connector and plug it into the socket inside the battery compartment (the red wire should be on the left). Tuck the battery leads in the space above the battery and slide the battery compartment cover back on.

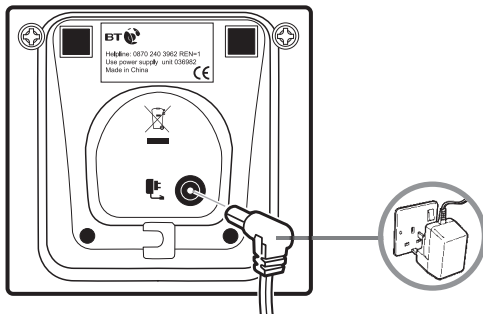
3. Place the handset on the base to charge for at least 20 hours. When the handset is fully charged the  icon will be displayed.
4. When the battery is fully charged, plug one end of the telephone line cord into the socket marked  on the rear of the base and the other end into the telephone wall socket.

Setting up for multiple packs

If you have purchased a BT Verve 450 multiple pack, you will need to prepare any additional handsets and chargers for use.

For each additional handset and charger:

1. Insert the cable through the channel at the rear of the charger and insert the plug into the power socket. Plug the other end into the mains wall power socket and switch on.



2. The NiMH battery is already fitted in the handset. Remove the battery compartment cover, by sliding it downward and lifting off. Locate the battery lead and connector and plug it into the socket inside the battery compartment (the red wire should be on the left). Tuck the battery leads in the space above the battery and slide the battery compartment cover back on. Charge the battery for at least 20 hours.

Using your BT Verve 450 on a Broadband line?

If this product is to be used on a broadband line then you must ensure that it is connected via an ADSL microfilter. Using this product on a Broadband line without an ADSL microfilter may cause problems with this product and your Broadband service.

Additional BT ADSL microfilters can be purchased from www.shop.bt.com

Date and time










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

The date and time is recorded with each answering machine message you receive.

If you do not have a Caller Display service you can set the date and time manually.

Any additional handsets supplied as part of a multipack are pre-registered to the base so, once charged, are ready for use. The handset number is shown in the display.

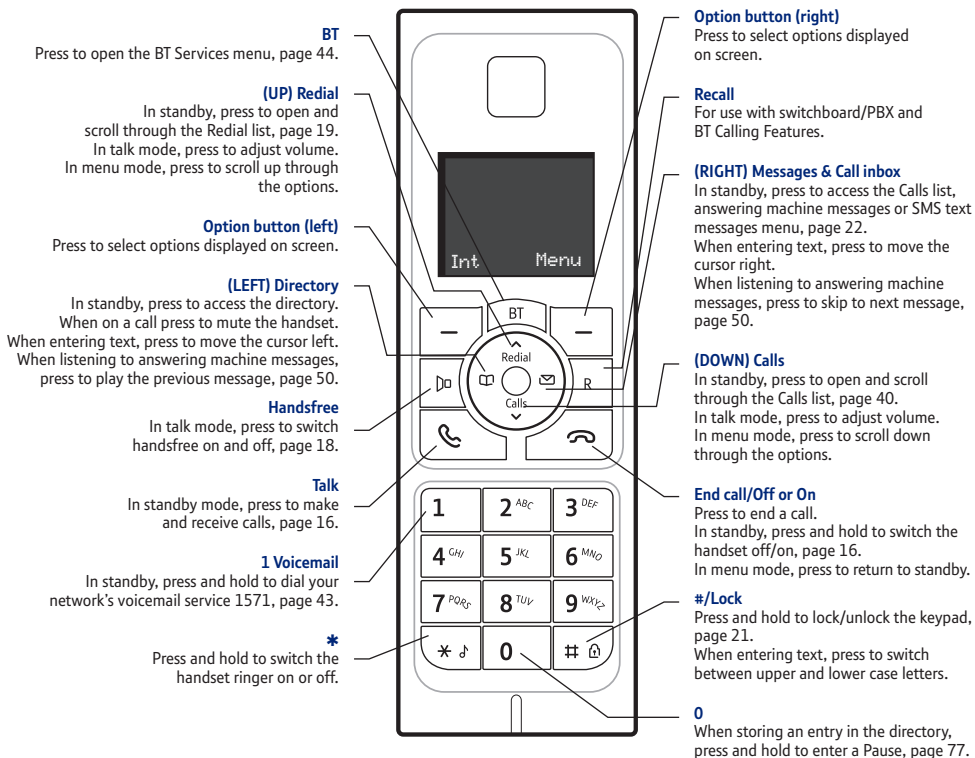
Set date and time manually

1. Press **Menu** and scroll  to **Settings** and press **OK**.
2. Scroll  to **Clock/Time/Alarm** then press **OK**.
3. **Date/Time** is highlighted. Press **OK**.
4. The current **Time** format is highlighted. Scroll  or  to choose **24 hour** or **12 hour**.
5. Scroll  to **Date format** and scroll  or  to choose **dd/mm** or **mm/dd**.
6. Scroll  to **Enter time** and enter the time e.g. 1705 for 5 05 pm.
7. Scroll  to **Enter date** and enter the date, e.g. 09 06 07 for 9th June 2007.
8. Press **OK** to save.
9. Press **Back** until you return to standby.

Your BT Verve 450 is ready for use.

Getting to know your phone













Handset buttons



Handset display



Display icons

-  Shows handset battery status.
Scrolls when the handset is charging.
-  Empty when filled in black.
-  On – displayed in standby mode to indicate handset is in range of the base.
Flashing – to warn you are moving out of range.
Off – out of range or cannot connect to the base selected.
-  On – during a call.
Flashing incoming call.
-  On – handsfree speaker on.
-  On – missed call in the Calls list.*
-  On – answering machine on.
Off – answering machine off.
-  Flashing – new answering machine message.
-  On – new text message received.
Flashing – mailbox is full.
Off – all messages have been read.
-  On – alarm is set.
Flash – alarm time has been reached.
Off – alarm off.
-  The keypad is locked.
-  Handset ringer is switched off.

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

Base

Off hook light

Flashes when the handset is taking or making a call.

Power light

On: power on.

Find

Press to ring all registered handsets, helpful for finding a missing handset, page 22. Also used during the registration process, page 63.

Answering machine display

- - Answering machine off.

0-99 Answering machine on, number of messages stored.

Flashes when you have new, unplayed messages.

r^A Displayed while a handset is accessing the machine.

r^E Displayed while recording a message.

Text message light

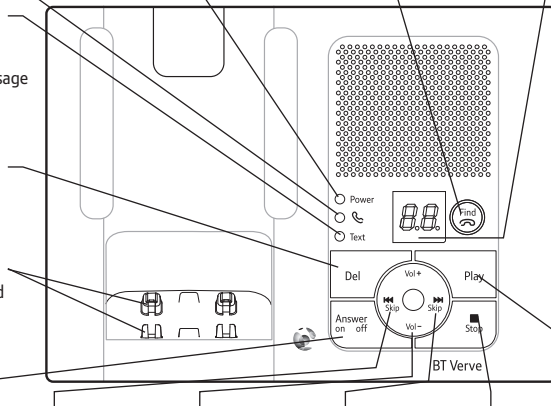
On: you have new messages.
Flashing: sending message
Off: all messages have been read.

Del

Delete answering machine messages.

2-position charging contacts

Handset can be placed flat on the base or raised for easier pick up and viewing.



On/Off

Switch answering machine on or off.

⏮ SKIP

Press once to repeat the current message, twice to play the previous message.

Vol + / Vol -

Increase or decrease speaker volume during play back.

SKIP ⏭

Skip forward to the next message.

Stop

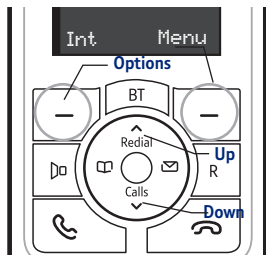
Stop play back.

Play

Play messages.

Option buttons

Press to select the option displayed on the screen.



If no buttons are pressed for 30 seconds, the handset returns to standby automatically.


Navigating the menus

Your BT Verve 450 has an easy to use menu system.

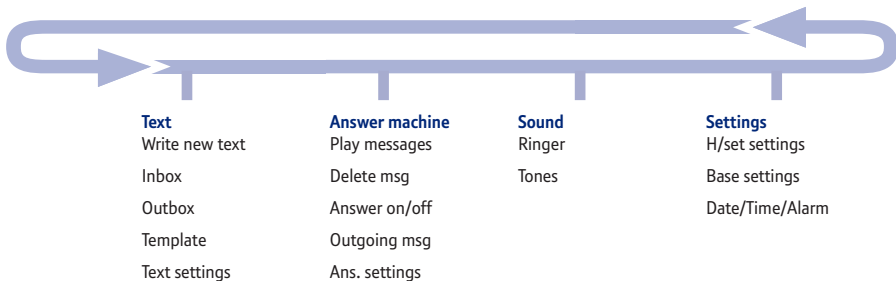
Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Press **Menu** to open the main menu.
2. Then use **Redial** or **Calls** buttons to scroll through the available options.
3. Press the **OK** option button to select a menu option or the **Back** button to return to the previous screen.

To exit a menu and return to standby, press .

Menu map



The following menus can be accessed by pressing the relevant button:

Calls
Calls list empty
Settings

or

Calls
Calls list displayed,
press Option
Details
Delete
Delete all
Call number
Store number
Settings


BT
BT menu
Dir enquiries
Helpdesk
Divert on
Divert off
Check divert
Call wait on
Call wait off
Chk call wait
Empty
Empty

Names
Names menu
Directory displayed,
press Option
New entry
Edit entry
View
Copy
Copy all
Delete entry
Delete all
Capacity
Edit call grp
Speed dial

Names
Directory empty
New entry
Capacity

Redial
Redial list displayed,
press Option
Delete
Delete all
Call number
Store number

Using the phone

When you make a call, the  light on the base flashes.

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.

Out of range warning

When the handset goes out of range of the base, the  flashes.


If you are on a call, the line will hang up. Move back within in range. The handset will automatically re-connect to the base.

Switch handset on or off


To switch off

1. Press and hold .
2. Switch off? is displayed, press Yes to confirm.


To switch on

1. Press and hold .
2. Switch off? is displayed, press No.

Make an external call

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

Preparatory dialling

1. Dial the number first. If you make a mistake press Clear to delete the last digit.
2. Press  to dial.

End a call

1. Press .


Receive a call

When you receive a call, the phone rings. The display shows the caller's number if available or the caller's name if it matches an entry in the phonebook. If you do not have a Caller Display service, the screen shows **External call**.


1. Press .

Call Waiting

Providing you have subscribed to your network's Call Waiting service and it is switched on, your BT Verve 450 will alert you to a second incoming call while you are already engaged on an external call.

1. You will hear the call waiting tone and the display will show the number of the caller, or the name if it matches an entry in your directory.
2. Press **R** to answer the new call and your first caller is put on hold.
3. Press **R** to toggle between the two callers.
4. Press  to hang up the current call.

Auto answer

As long as you have auto answer set to ON you can answer a call by lifting the handset off the base. If you have switched auto answer off, you will need to press  as well. Auto answer ON is the default setting. See page 33.

To switch your call waiting service on or off, see page 45.



Earpiece / handsfree volume

During a call you can adjust the volume of the earpiece or loudspeaker. There are 5 levels.

1. Press  or  to increase or decrease the volume.

Secrecy (Mute)




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



1. Press . The display shows Mute on and your caller cannot hear you.
2. Press  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 handsfree call

1. Dial the number then press .  is displayed. You hear your call over the handset loudspeaker. Press  to switch the call between the earpiece and the loudspeaker.

During a handsfree call, press  or  to change the volume.



2. Press  to end the call.

Answer a call handsfree

When the phone rings:

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



Switch to handsfree during a call

1. During a call: press  to put the call on the loudspeaker.
To switch handsfree off and return the call to the earpiece, press  again.





Redial

Up to the last 15 telephone numbers called are saved in the redial list. You can then select any of the numbers to redial, delete or copy to the directory.









Redial the last number called

1. Press  the last number you called is displayed.
2. Press  to dial.




Redial a number from the redial list

1. Press , the last number you called is displayed.
2. Press  or  to scroll to the number you want.
3. Press  to dial.

Save a number from the redial list to the directory

1. Press  then scroll  or  to the number you want.
2. Press **Option** and scroll  to **Store number**.
3. Press **OK**. Use the keypad to enter a name.
4. Scroll  to **Number**. The number is displayed.
5. If required, scroll  to **Select Group** then press  or  to select a group.
6. Press **OK**. The entry is saved. Press **Back** to return to the previous menu level.

Delete a redial number




1. Press . The last number dialled is displayed.
2. Scroll  or  to the number you want.
3. Press **Option**. **Delete** is highlighted. Press **OK**.

Press **Clear** to delete any unwanted digits and then enter new ones using the keypad.

If the directory is full, the display shows **Memory full** and the number will not be saved. You will need to delete a number in the directory first, see page 26.

4. Press **Yes** to confirm or **No** to cancel.
5. Press **Back** to return to the previous menu level.


Delete all redial numbers

1. Press . The last number dialled is displayed.
2. Press **Option** and scroll  to **Delete all** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to exit and return to standby.


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 handset beeps and **Keypad locked** is displayed.

To unlock the keypad:

1. Press and hold . The handset beeps and **Keypad unlocked** is displayed for 2 seconds before returning to standby.

WARNING



If the keypad is locked you will be able to dial the emergency numbers 999 and 112.

When the keypad is locked you can still answer incoming calls and operate the handset as normal. When the call is ended, the keypad lock comes on again.

Paging calls cannot be answered by a handset.





Find handset (Paging)

You can ring a handset to help locate it.

1. Press  on the base. All handsets registered to the base will ring for up to 30 seconds.
2. Press  on the base again to stop the ringing or press a button on any handset.

Message & Call inbox

Your BT Verve 450 has an inbox which shows the status of your messages and calls and gives a short cut to access:

- Missed calls
 - Answering machine messages
 - Text messages
1. Press . The Inbox screen is displayed.
 2. Scroll  or  to the option you want and press .

Directory

You can store up to 200 names and numbers in the directory. Names can be up to 15 characters long and numbers up to 24 digits.

Store a name and number

1. From standby, press . The directory menu is displayed.
2. When storing the first entry: **New entry** is highlighted. Press **OK**.

When storing further entries: The directory list is displayed, with the first entry highlighted. Press **Option**. **New entry** is highlighted. Press **OK**.

3. Enter the name.
4. Scroll to **Number** and enter the number.
5. If required, scroll to **Select group**. Scroll or to set the group you want. Press **OK**. Display shows **Saved**.
6. Press **Back** to return to the previous menu level.

Entering names

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

Press **8TM** once to enter T.
Press **6^{MS}** three times to enter o.
Press **6^{MS}** once to enter m.

Writing tips

Press **Clear** to delete the last character or digit.

Press or to move backwards or forwards through character/digits.

Press **+0** to switch between upper, lower or sentence case.

Press **1** to insert a space.

Use **1** and/or **0** for other punctuation characters.

You must enter a name to go with a number.

To enter a pause in a directory number

When storing a number press and hold **0 1** and a P will be displayed.

For more information on pauses, see page 77.

Directory empty

If the directory is empty and you press , the display shows the directory option **New entry**. Once an entry has been stored the full menu is displayed.

To search alphabetically







Press the relevant keypad button, e.g. for the entries beginning with T press **T** once then scroll  or  through the entries.

Call groups



Your options are:

General
Family
Business
Friends
Utilities
VIP
Others
No Group





View an entry

1. Press . The first entry is displayed.
2. Scroll  or  to the entry you want.
3. Press **Option** and scroll  to **View**.
4. Press **OK**. Scroll  or  to view the name, number and group.
5. Press **Back** to return to the previous level.







View directory capacity

1. From standby, press . The directory is displayed.
2. Press **Option**. Scroll  to **Capacity** and press **OK**. The number of entries available is displayed, e.g. 150/200.
3. Press **Back** to return to the previous menu level.

Dial an entry







1. In standby, press . The first entry is displayed.
2. Scroll  or  to the entry you want or search alphabetically.
3. Press  to dial.

Edit a name and number

1. Press .
2. Scroll  or  to the entry you want.
3. Press **Option** and scroll  to **Edit entry** and press **OK**.
4. Use the keypad to enter a new name.
5. Scroll  to **Number** to enter a new number.
6. Scroll  to **Group** to select a different group.
7. Press **OK** to save or **Back** to return to the previous menu level.

When editing a name or number, press **Clear** to delete characters and digits.

Copy an entry

1. Press . Then scroll  or  to the entry you want to copy.
2. Press **Option** and scroll  to **Copy** and press **OK**.
3. Press  or  to select the handset you want to copy to and press **OK**.

At the receiving handset:

4. Display shows **Receive dir. entries?** Press **Yes** to confirm or **No** to cancel.
5. When successful the display shows **✓ Copied**.
6. Press **Back** to return to the previous menu level.

You can copy an entry to another handset registered to the base.

If you copy an entry that already exists in the receiving handset it will create a duplicate entry.





You can copy the entire directory to another handset registered to the base.

If the directory becomes full during copying the display shows MEMORY full.

If copying is not successful the display shows Dir. COPY failed.

If you copy an entry that already exists in the receiving handset it will create a duplicate entry.





Copy all entries

1. Press .
2. The first entry is displayed.
3. Press **OPTION** and scroll  to **COPY all** and press **OK**.
4. Press  or  to select the handset you want to copy to and press **OK**.




At the receiving handset:

5. Display shows **Receive dir. entries**. Press **Yes** to confirm or **No** to cancel.
6. When successful the display shows **✓ Copied**.
7. Press **Back** to return to the previous menu level.






Delete an entry

1. Press .
2. Scroll  or  to the entry you want.
3. Press **OPTION** and scroll  to **Delete entry** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press **Back** to return to the previous menu level.









Delete entire directory

1. Press .
2. Press **Option** and scroll  or  to **Delete all** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to the previous menu level.

Edit call group name

1. Press .
2. Press **Option** and scroll  or  to **Edit call group** and press **OK**.
3. Scroll  or  to the call group you want.
4. Press **Option**. Display highlights **Rename group**. Press **OK**.
5. Press **Clear** to delete the current name and enter a new name.
6. Press **OK** to save.
7. Press **Back** to return to the previous menu level.






Change call group ringtone



1. Press .
2. Press **Option** and scroll  or  to **Edit call grp** and press **OK**.
3. Scroll  or  to the call group you want.
4. Press **Option**. Scroll  to **Ringtone**. Press **OK**.
5. Press  or  to choose the ringtone. A sample of each one is played. Press **OK** to save.
6. Press **Back** to return to the previous menu level.

Speed dial







You can allocate a name and number from the Directory to each of the Speed dial buttons 2 to 0.

To copy a Directory entry to a Speed dial








1. Press .
2. Press **Option** and scroll  or  to **Speed dial** and press **OK**.
3. Scroll  or  to the Speed dial you want to store the Directory entry in and press **OK**.

4. If a name and number is already allocated to the Speed dial you have chosen they will be displayed. To re-use this Speed dial see, "To edit a Speed dial".
5. If the Speed dial is empty No number is displayed and then all the Directory entries. Scroll  or  to the entry you want to copy and press OK to save.
6. Press Back to return to the previous menu level.

To delete a Speed dial

1. Press .
2. Press Option and scroll  or  to Speed dial and press OK.
3. Scroll  or  to the Speed dial you want to delete and press OK.
4. The name and number is displayed, press Option and scroll  to Delete.
5. Press OK to confirm, Deleted is displayed.
6. Press Back to return to the previous menu level.













To edit a Speed dial

1. Press .
2. Press **Option** and scroll  or  to **Speed dial** and press **OK**.
3. Scroll  or  to the **Speed dial** you want to edit and press **OK**.
4. The name and number is displayed, press **Option** and **Edit** is displayed.
5. Press **OK** to confirm, and then scroll  or  to the entry you want and press **OK** to save.
6. This new name and number will replace the old name and number in the **Speed dial**.
7. Press **Back** to return to the previous menu level.








To dial using a Speed dial

1. Press and hold the **Speed dial** button with the number you wish to dial.
2. The display shows **Calling** and the number being dialled.

Handset ringer

1. Press Menu, scroll  to Sound and press OK.
2. Ringer is highlighted. Press OK.
3. The current External melody is highlighted. Press  or  to select the ringtone you want for external calls.
4. Scroll  to the Internal melody. Press  or  to select the ringtone you want for internal calls.
5. Scroll  to Ring volume. Press  or  to set the volume level, or off.
6. Scroll  to Silent. Press  or  to select Beep or Off.
7. Press OK to confirm.
8. Press Back to return to the previous menu level.

Handset beeps

1. Press Menu, scroll  to Sound and press OK.
2. Scroll  to Tones. Press OK.
3. Key Beeps option is highlighted. Press  or  to select On or Off.
4. Scroll  to Confirmation. Press  or  to select On or Off.

You can set different ringtones for external calls and internal calls.

Choose from 10 polyphonic and 5 standard handset ringtones.

The handset also has 5 ringer volume settings plus Off.







If you switch the handset ringer off by pressing  you can still hear a tone when you receive an incoming call by changing the Silent setting to Beep.

Your handset can give a beep to confirm a successful action, such as storing a new phonebook entry.

It can give warning beeps when you are going out of range and when the battery is low.






It can also beep every time you press a button.

You can switch these tones on or off individually.





5. Scroll  to Battery low. Press  or  to select On or Off.
6. Scroll  to Out of range. Press  or  to select On or Off.
7. Press OK to confirm.
8. Press Back to return to the previous menu level.

Handset settings

Display contrast / Handset name


1. Press Menu, scroll  to Settings and press OK.
2. H/SET settings is highlighted. Press OK.
3. Scroll  to Display and press OK.
4. Press  or  to select the contrast setting.
5. Scroll  to Name. Press Clear to delete the current name.
Enter a new name.
6. Press OK to save.
7. Press Back to return to the previous menu level.

Auto answer

1. Press Menu, scroll  to Settings and press OK.
2. H/SET settings is highlighted. Press OK.
3. Scroll  to Auto answer and press OK.
4. Press  or  to select On or Off.
5. Press OK to save.
6. Press Back to return to the previous menu level.

Adjust the display contrast to suit different lighting conditions.
There are 8 levels.

Set a name for your handset, e.g. Donna or Office.

As long as you have auto answer set to ON you can answer a call by lifting the handset off the base. If you have switched auto answer off, you will need to press  as well. Auto answer ON is the default setting.



Restore your handset to its original factory settings. This will not affect:

- The phonebook
- Text messages stored in the Inbox or Outbox
- The Calls list

Choose from 5 base ringtones.








There are 5 volume levels and Off.

Handset reset




1. Press Menu, scroll  to Settings and press OK.
2. **Handset settings** is highlighted. Press OK.
3. Scroll  to Handset reset and press OK.
4. Press Yes to confirm or No to cancel.

Base settings




Ringer



1. Press Menu, scroll  to Settings and press OK.
2. Scroll  to Base settings. Press OK.
3. **Ringer** is highlighted. Press OK.
4. The Ringtone option is highlighted. Press  or  to select the ringtone.
5. Scroll  to Ring volume. Press  or  to select the volume, or off.
6. Press OK to save.
7. Press Back to return to the previous menu.

Handset priority

1. Press Menu, scroll  to Settings and press OK.
2. Scroll  to Base settings. Press OK.
3. Scroll  to H/set priority. Press OK.
4. All handsets is highlighted. Press OK for all handsets to ring together.






Or

Scroll  to Select handset. Press OK then press  or  to select the handset you want to ring first. Press OK.

The ring delay option is highlighted. Press  or  to set the number of rings before the other handsets ring. Press OK.

5. Press Back to return to the previous menu.

Dialling mode

1. Press Menu, scroll  to Settings and press OK.
2. Scroll  to Base settings. Press OK.
3. Scroll  to Dial mode. Press OK.
4. Press  or  to select the dial mode option you want.
5. Press OK to save.
6. Press Back to return to the previous menu.

When you have more than one handset registered to your base, you can set one handset to ring before the others. This allows one handset user to answer all incoming first, like a receptionist.

Choose All handsets if you want all handset to ring at the same time or Select handset to nominate a handset to ring before the others.

The dial mode options are Tone/Time Break, Tone/Earth or Pulse/Earth. You should not normally need to adjust this setting unless advised to do so.




If you enter your PBX access code your BT Verve 450 will automatically enter a pause after the first digit if it matches the PBX access code.

If any existing code is displayed. Press **C1ear** to delete digits.




The System PIN is used when changing certain settings and registration / de-registration. The default setting is 0000. You can change this to your own preferred 4-digit number.

If you make a mistake, press **C1ear** to delete digits.

PBX/switchboard access code




1. Press **Menu**, scroll  to **Settings** and press **OK**.
2. Scroll  to **Base settings**. Press **OK**.
3. Scroll  to **PBX access**. Press **OK**.
4. Enter the code you want, then press **OK**.
5. Press **Back** to return to the previous menu level.

System PIN

1. Press **Menu**, scroll  to **Settings** and press **OK**.
2. Scroll  to **Base settings**. Press **OK**.
3. Scroll  to **System PIN**. Press **OK**.
4. Enter the old PIN (original setting 0000) and press **OK**.
5. Enter the new PIN and press **OK**.
6. Re-enter the new PIN and press **OK**.
7. Press **Back** to return to the previous menu level.

System reset











This resets your BT Verve 450 to its original settings.

1. Press Menu, scroll  to Settings and press OK.
2. Scroll  to Base settings. Press OK.
3. Scroll  to System reset. Press OK.
4. Enter the system PIN (original setting = 0000) and press OK.
5. Press Yes to confirm or No to cancel.
6. If you select Yes the handset returns to standby. Or press Back to return to the previous menu level.










Date/Time/Alarm

Set date and time

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

1. Press Menu, scroll  to Settings and press OK.
2. Scroll  to Date/Time/Alarm. Press OK.
3. Date/Time is highlighted. Press OK.
4. Press  or  to select the Time format 24 hour or 12 hour.
5. Scroll  to Date format. Press  or  to select mm/dd or dd/mm.
6. Scroll  to Enter time and enter the time using the 24 hour format, e.g. 17.30 for 5.30pm. If 12 hour format is chosen, press  to change am or pm.
7. Scroll  to Enter date and enter the date.
8. Press OK to save.
9. Press Back to return to the previous menu level.

Set alarm call

1. Press **Menu**, scroll  to **Settings** and press **OK**.
2. Scroll  to **Date/Time/Alarm**. Press **OK**.
3. Scroll  to **Alarm**. Press **OK**.
4. Enter the alarm time, using the 24 hour format, e.g. 0730 for 7.30am.
5. Scroll  to **Alarm on/off**. Press  or  to select **Daily**, **Once** or **Off**.
6. Scroll  to **Ringtone** and press  or  to select the ringtone you want for the alarm.
7. Press **OK** to save.
8. Press **Back** to return to the previous menu level.

Stop alarm ring

When the alarm rings, the display shows <<Alarm>>. The alarm rings for 60 seconds.

1. Press **Stop** to stop the alarm.

Calls lists

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.

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

When a new call is received in the Calls list the  icon is displayed.

If the number is unavailable, **Unavailable** is displayed.

If the number has been withheld by the caller, **Withheld** is displayed.

If the call is from the operator, **Operator** is displayed.

If the call is from a payphone, **Payphone** is displayed.

If the call is from a callback request, **Callback** is displayed.

If you do not have a Caller Display service, an external call is displayed as **External call**.

When there are no calls in the calls list, the display shows **Empty** then will offer the **Settings** option.

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 is stored in the directory and a number match is found, you will see the caller's name on the display instead.




Calls list



The Calls list holds up to 20 numbers. The date and time of the call is also stored if available.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.






The Calls list can hold numbers up to 20 digits and names up to 16 characters.

View call details






1. Press  the most recent entry is at the top of the list.
2. Press  or  to scroll through the list.
3. Press **Option**. **Details** is highlighted. Press **OK**.
4. The display shows phone number, date and time of the call.

5. Press  or  to display details about the next call.
6. Press **Back** to return to the previous menu level.





Dial from the Calls list


1. Press  the most recent entry is at the top of the list.
2. Press  or  to scroll through the list.
3. Press  or  to call the number.

Or

1. Press .
2. Press  or  to scroll through the list to the entry you want.
3. Press **Option**. Scroll  to **Call number** and press **OK**.
4. If required, press **Clear** to edit the number first.
5. Press  to dial.

Copy a Calls list number to the directory

1. Press .
2. Press  or  to scroll through the list to the entry you want.
3. Press **Option**. Scroll  to **Store number** and press **OK**.

When a Calls list is open, press  to scroll from the newest call to the oldest, or press  to scroll from the oldest call to the newest.

If you need to edit the number or name, press **Clear** to delete any unwanted characters, then enter new ones using the keypad.





All calls will list answered and missed calls in the Calls list.

Missed calls will only list unanswered calls.








New call alert on will cause the handset to beep when a missed call is received.

When you turn the New call alert off you may need to clear all calls in the Calls list to stop the beep.





The  icon will appear in the display when a missed call is received.

4. Enter the name.
5. Scroll  to **Number** and edit the number if required.
6. Scroll  to **Select group** and press  or  to set the call group you want.
7. Press **OK** to save.
8. Press **Back** to return to the previous menu level.



Calls list settings

1. Press .
2. Press **Option**. Scroll  to **Settings** and press **OK**.
3. Press  or  to select **All calls** or **Missed calls**.
4. Scroll  to **New call alert**.
5. Press  or  to select **On** or **Off**.
6. Press **OK** to save.
7. Press **Back** to return to the previous menu level.


Delete an entry

1. Press .
2. Press  or  to scroll through the list to the entry you want.
3. Press **Option**. Scroll  to **Delete** and press **OK**. Display shows **Deleted**.
4. Press **Back** to return to the previous menu level.

Delete entire Calls list

1. Press .
2. Press **Option**. Scroll  to **Delete all** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to the previous menu level.

Voicemail

1. If you have subscribed to the BT Answer 1571 service you can press and hold  to listen to your messages.
2. The display shows **Calling 1571**. Follow the spoken instructions.

BT Network Services

IMPORTANT

To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A quarterly fee may be payable.

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

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features user guide supplied when you subscribe to the services of your choice.

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

Pre-stored BT Services numbers:

- BT 118500 directory enquiries
- BT Verve 450 helpdesk
- Call divert on
- Call divert off
- Check call divert
- Call waiting on
- Call waiting off
- Check call waiting




BT 118500 (Directory Enquiries)

1. Press .
2. Dir enquiries is highlighted. Press  to call.




BT Verve 450 Helpdesk

1. Press .
2. Scroll  to Helpdesk. Press  to call.

Call Divert on/off/check

1. Press .
2. Scroll  to Divert on, Divert off or Check divert. Press OK.
3. Press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Call Waiting on/off/check

1. Press .
2. Scroll  to Call wait on, Call wait off or Chk call wait. Press OK.
3. Press  to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

Call Divert will divert all incoming calls to another number of your choice.

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

Answering machine

You will need to set the day, date and time (if you have not already done so) so that you will know when each message was received. If you have subscribed to your network's Caller Display service, the date and time is set automatically when you receive your first call. To set the date and time manually, see page 10.

The default day and time setting is Sunday 12.01 pm.

Voice prompts

Your BT Verve 450 answering machine has voice prompts to help you use its settings and features.

Your BT Verve 450 can digitally record up to 15 minutes of messages or up to 59 messages. Each incoming message can last up to a maximum of 1 minute.






You can operate your answering machine from:

- the handset.
- the base.
- remotely, from any other Touchtone™ telephone, see page 50.

Your BT Verve 450 comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, alternatively you can record your own.

Using the answering machine from the handset




Switch the answering machine on / off

1. Press **Menu**. Scroll  to **Answer machine**. Press **OK**.
2. Scroll  to **Answer on/off**. Press **OK**.
3. Scroll  or  to highlight **On** or **Off** and press **OK**.
When switched on the handset display shows .
4. Press **Back** to return to the previous menu level.




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 left) or you can record your own.

Record your own outgoing message

1. Press Menu. Scroll  to Answer machine. Press OK.
2. Scroll  to Outgoing msg and press OK.
3. Record message is highlighted. Press OK.
4. Scroll  to Ans & Rec or Answer only and press OK.
5. Speak your announcement after the long beep. Press Save to stop recording.
6. Your message is then played back. If you want to delete it, press Delete during playback. Or press OK to save.

Check or delete your outgoing message

1. Press Menu. Scroll  to Answer machine. Press OK.
2. Scroll  to Outgoing msg and press OK.
3. Scroll  to Play message. Press OK.

Answer and Record

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

Your Answer and Record outgoing message can be up to 1 minute long and will replace the pre-recorded message.

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.

Your own Answer Only message can be up to 1 minute long and will replace the pre-recorded message.

To reinstate the pre-recorded messages, delete your own recorded outgoing message, see opposite.

You cannot delete a pre-recorded message. If you delete your Personal OGM the pre-recorded OGM will be automatically reinstated as your outgoing message.

Answer mode

Choose which outgoing message you want played to callers.

Answer delay


Answer delay sets the number of times your BT Verve 450 will ring before the answer machine picks up your call and starts playing the outgoing message. You can change the Answer Delay setting to between 2, 4, 6, 8 rings or Time Saver.

Time saver














When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 10 seconds, if you do not have any new messages, it will answer after 20 seconds. This means you can hang up knowing you have no new messages, saving you time and the cost of the call.

Recording time

Set the maximum message length: 60, 120 or 180 seconds or unlimited.

4. Scroll  to **Ans & Rec** or **Answer only** and press **OK**.
5. Your message is then played back. If you want to delete it, press **Delete** during playback. Or press **OK** to save.



Answer settings



1. Press **Menu**. Scroll  to **Answer machine**. Press **OK**.
2. Scroll  to **Ans. settings** and press **OK**.
3. Press  or  to select the outgoing message type, **Answer only** or **Ans & Rec**.
4. Scroll  to **Answer delay**. Press  or  to select the setting.
5. Scroll  to **Recording time**. Press  or  to select the maximum message length, 30, 60, 120 or 180 seconds.
6. Scroll  to **Call screening**. Press  or  to select **On** or **Off**.
7. Press **OK** to save.
8. Press **Back** to return to the previous menu level.

Call screening

When the answering machine is on and takes a call, you can listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

The call can be heard through the base speaker, or the handset as follows:

1. When your BT Verve 450 rings, wait for the answering machine to take the call. When the caller begins leaving a message, the display shows **Screening?** Press **Yes** to hear the caller. Press  to stop screening without talking to the caller.
2. To interrupt and speak to the caller directly, press .


While screening, you can adjust the volume by pressing  **Revol** or  **Calls**.

Each message is played back with the day and time of the call announced as well as the caller's number (if available) and name if stored in the phonebook.

If there are no messages the display shows **No messages**.

New (unplayed) messages cannot be deleted.

Message playback

1. Press Menu. Scroll  to **Answer machine**. Press OK.
2. **Play messages** is highlighted. Press OK.
3. The handset displays the number or name of the caller if available, and the date and time it was received.

During playback you have the following options:



to hear the message over the handset loudspeaker. Press  to play back through the earpiece again.



or



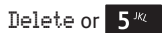
to adjust the volume.



once to repeat the message or twice to play the previous message.

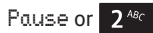


to play the next message.



or

to delete the current message.
Display shows **Deleted**.



or



to pause playback.



to cancel playback and return to standby.

At the end of playback the handset will return to standby. The messages are renumbered to take account of any deleted messages.

Delete all old messages

1. Press **Menu**. Scroll  to **Answer machine**. Press **OK**.
2. Scroll  to **Delete messages** and press **OK**.


If there are no old (unplayed) messages, the display shows **No old messages**.

If there are old messages the display shows **Delete all?** Press **Yes** to confirm or **No** to cancel.

3. Press **Back** to return to the previous menu level.

Using the answering machine at the base

Switch on/off

1. Press . The setting is announced.

Message playback

1. Press . New messages are played first.

During playback:



to delete the current message.



once to repeat the message.



twice to play the previous message.

Answering machine messages that are not deleted are automatically saved.

Memory full

If the caller's still talking when the memory becomes full the caller hears "Thank you for calling" and the machine will hang up.

You must delete messages before your machine will be able to record new ones. To delete old (played) messages, see page 50 or opposite for instructions.

Remote access

When enabled, you can call in from another phone to listen to your messages and operate your answering machine. You are asked to set a Remote Access PIN so that other people cannot ring up and listen to your messages.

When **Disable** is selected on the Remote access settings, the PIN is automatically re-set to 0000.



to play the next message.



to pause and resume playback.



to stop playback.








adjust the speaker volume + or – during playback.

At the end of playback press  and follow the voice prompt to press  again to delete all old messages.

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Verve 450 and entering a 4 digit security code.


To enable/disable remote access

1. Press **Menu**. Scroll  to **Answer machine** and press **OK**.
2. Scroll  or  to **Remote access** and press **OK**.
3. Press  or  to select **Disable** or **Enable**.
4. If you select **Enable** the display asks you to enter the Remote access PIN. Enter the current 4-digit PIN. The default setting is 0000. Press **OK**.
5. Enter a new PIN. Press **OK**. Enter the PIN again and press **OK** to save.





If you forget to switch on your answering machine

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
2. Enter your remote access PIN. Play back your messages as shown below in 'Operating your answering machine remotely'. If you do not choose to switch your answering machine On, it will switch off when the call is ended.

Operating your answering machine remotely

1. Dial your phone number. When you hear your outgoing message, press . You will hear, "Please enter your security code".
2. Enter your 4 digit Remote Access PIN. You will hear, "You have X new messages". If you only have old messages you will hear "You have X messages" followed by "To hear main menu press 1".

When you have accessed your BT Verve 450, you can use the keypad to operate your answering machine. Follow the announcements and instructions you hear.

-  Play main menu
-  Play all messages
-  Play new messages only
-  Skip back to previous message

IMPORTANT


You should change the security PIN from the original setting of 0000.

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

To change your answering machine PIN see Answer Settings, page 48.

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear, "Thank you for calling", and your BT Verve 450 will hang up.

If no button is pressed for 8 seconds or more, your BT Verve 450 will hang up.

- 5** ^{JKL} Delete current message
- 6** ^{MNO} Skip forward to next message
- 7** ^{POQR} Set answer mode – this lets you select the outgoing message to Answer & Record or Answer Only
- 8** ^{TUV} Play outgoing message
- 9** ^{WXYZ} Set answering machine to On or Off
- #**  Ends outgoing message recording

Text messaging

Welcome to the BT text messaging service on your BT Verve 450. Your BT Verve 450 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>

Subscribe to the text messaging service

When you send your first text message from your BT Verve 450 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).

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.

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

If the text is not sent, the display shows **Message failed**. It is stored in the Outbox.

Writing tips

Use the keypad to enter letters and numbers, eg to write today (2day):

Press **2** four times to enter 2.

Press **3** once to enter d.

Press **2** once to enter a.

Press **9** three times to enter y.

Press **1** to enter a space and use **1** and/or **0** for other characters.

Press **Clear** to delete incorrect characters.

Press **⏪** or **⏩** to move the cursor to the point you want.

Use **Redial** or **Calls** to move the cursor to the beginning or end of the text.

Upper & lower case

Press **#** to change between upper (ABC), lower (abc) and sentence (Abc) case letters.

Maximum number of characters in a text message is 160. The display shows a character countdown from 160 down to 0.

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.

Sending messages

Send a text message

1. Press **Menu**, **Text** is displayed. Press **OK**.
2. **Write new text** is highlighted. Press **OK**.
3. Use the keypad to enter your message.

Press **Option** and scroll **Redial** or **Calls** to:

Send

Press **OK**.

Enter the phone number and press **Send**.


Or press **Option** to select a number from the Phonebook, Redial list or Calls list. Scroll **Redial** or **Calls** to the option you want and press **OK**. Scroll to the entry or number you want and press **OK**. Press **OK** again to send.

Store

Press **OK** to save the message in the Outbox for sending later.

Template

Press **OK**. The template options are displayed. Press **Redial** or **Calls** to highlight the template you want then press **OK** to insert the template into your text.

- When sending a message, the display shows **Sending message** then **Message sent**.
- Press  to cancel at any time and return to standby.

Sent and saved texts are stored in the Outbox




Your BT Verve 450's outbox is like a redial list. It holds copies of sent and saved messages. When the Outbox is full, a new message replaces the oldest.

Your BT Verve 450 can store up to a total 20 text messages in the Inbox and Outbox.

Using the Outbox

Draft texts you store and messages you have sent are kept in the Outbox.

If a text message you tried to send was not successful, it is stored in the Outbox and shown as 'Fail'.

- Press **Menu**, **Text** is displayed. Press **OK**.
- Scroll  to **Outbox**. Press **OK**.
- The number of messages is displayed, e.g. 1/3. Scroll  or  to the message you want and press **Edit**.

Templates

There are five pre-set templates

Please call

I'll be there at

Thank you

I'll call you

Happy Birthday!

Receiving a call while writing a text


If you are writing a text and you receive a call the text will be lost.

Do you have two text phone bases connected to the same phone line?


If you have two text phone base stations plugged into one line, you are likely to experience problems receiving text messages. Normally, only one SMS enabled base unit (DECT or cordless) can be plugged into any line.

If you do want to use two base units and still receive written text you must delete receive service centre number from one of the base stations. To do this on your BT Verve 450, see page 60. This will allow you to send text via either base station but texts will only be received on the product with the active receive centre number.

If the base unit with the active receive centre number is a DECT product then all handsets registered to will be able to receive text messages.








- The message is displayed. Press **Option** to **Send**, **Store**, add a **Template**, **Delete** or **Delete all**.
- Press  to cancel at any stage and return to standby.

Receiving messages







When you receive a new text message, the  icon is displayed along with **New text msg** and the base text indicator flashes.

Unread messages are marked **New**. Read messages are marked **Old**.




Read messages

- Press **Menu**, **Text** is highlighted. Press **OK**. Scroll  to **Inbox** and press **OK**.
- Scroll  or  to the text you want to read and press **Read**.
- Press  or  to scroll through the text.
- Press **Option** and scroll  or  to:

Reply	Press OK . Press No to use a blank screen or Yes to keep original text in the reply. Enter your message. Press Option then press OK . The caller's number is displayed. Press Send .
--------------	--

- Forward** Press OK. Add more text if required.
Press **Option** to Send.
- Call number** Press OK. The caller's number is displayed.
Edit the number if required.
Press  to dial.
- Store number** Press OK. Enter the name. Scroll  to **Number** and edit number if required. Scroll  to **Group** and press  or  to select the **Group**. Press OK to save.
- Delete** Press OK. The text is deleted.
- Delete all** Press OK. Press **Yes** to confirm or **No** to cancel.
5. Press  to cancel at any time and return to standby.

Edit or delete templates

1. Press **Menu**, **Text** is displayed. Press OK.
2. Scroll  to **Template** and press OK.
3. Scroll  or  to the template you want to edit or delete. Press OK.

Edit template Press OK. Press **Clear** to delete characters.
Enter your template text and press **Save**.

Del. template Press OK. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to the previous menu level.

There are five pre-set templates

Please call
I'll be there at
Thank you
I'll call you
Happy Birthday!

You can change the templates to your preferred message, up to a maximum of 20 characters.

If you delete a template without replacing the text it is marked as **EMPTY**.

All templates are restored if you reset your BT Verve 450 to its default settings, see page 37.

If you have more than one 'Service Centre' stored on your BT Verve 450 you will need to select which one you want to use for sending (see next section).

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 Outgoing or Incoming Service Centre numbers you will need to re-enter them in order for your text Service to work.

You can enter up to 4 Service Centre numbers – two incoming and two outgoing.

The Outgoing Service number is: 1470P1709400.







The Incoming Service number is: 0800587529.

Add or change Service Centre numbers

1. Press **Menu**, **Text** and press **OK**.
2. Scroll  or  to **Text settings** and press **OK**.
3. **Service Centre** is highlighted press **OK**.
4. Scroll  or  to **SMS Centre 1, 2, 3 or 4** and press **OK**.
5. If necessary, press **Clear** to delete the current number. Enter the new service centre number and press **Save**.
6. Press **Back** to return to the previous menu level.
Or press  to return to standby.

Select Send Service Centre

Only service centres that have numbers stored will be displayed as Send Centres.

1. Press **Menu**, **Text** and press **OK**.
2. Scroll  or  to **Text settings** and press **OK**.
3. Scroll  to **Send Service** and press **OK**.
4. Press  or  to select the **Service Centre** and press **OK**.
5. Press **Back** to return to the previous menu level.
Or press  to return to standby.

Message alert






When you receive a text message:

- the new message beep will sound at the handset.
- the new text message icon is shown on the handset display.
- the base indicator light flashes.

These alerts can be switched **On** or **Off**.

The default setting is **On**.

Switch new message alert on or off

1. Press **Menu**, **Text** is highlighted. Press **OK**.
2. Scroll  **Redial** or  **Calls** to **Text settings** and press **OK**.
3. Scroll  **Calls** to **New text alert** and press **OK**.
4. Press  or  to select **On** or **Off** and press **OK**.
5. Press **Back** to return to the previous menu level.

Using additional handsets

You can use up to five BT Verve 450 additional handsets with your BT Verve 450 base to extend your phone system without needing to install extension sockets for each new phone.






Your BT Verve 450 handset can also be registered to up to four other bases. You can then select the base you would prefer to use.

If you have purchased a BT Verve 450 multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT Verve 450 base before it can be used.

Registering an additional handset

At the handset:

1. Press Menu, scroll  to Settings and press OK.
2. Handset settings is highlighted. Press OK.
3. Scroll  or  to Register and press OK.
4. Press  or  to select the base you want. Press OK.
5. Enter the system PIN then press OK. The display shows Registering...

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.

If your BT Verve 450 handset is registered to more than one base, you can select which base to use.





If you have a handset registered to more than one base and then de-register it from one of them you will need to re-select which base to use. Until the base is selected the handset will display *Register*.

At the base:





1. Press and hold .

The handset is automatically assigned the next available handset number.

Select base

1. Press Menu, scroll  to *Settings* and press OK.
2. *Handset settings* is highlighted. Press OK.
3. Scroll  to *Select base* and press OK.
4. *Base 1* is highlighted. Scroll  or  to the base you want and press OK.
5. Display shows ✓ *Saved* followed by the standby screen.

De-register a handset



1. Press Menu, scroll  to *Settings* and press OK.
2. *Handset settings* is highlighted. Press OK.
3. Scroll  to *De-register* and press OK.
4. Enter the System PIN (original setting = 0000) and press OK.
5. *Select handset!* option is highlighted. Scroll  or  to the handset you want and press OK.

6. Display shows ✓ De-registered!
7. Press **Back** to return to the previous menu level.

Internal calls



Call another handset

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

1. Press **Int** and if you have one other handset it will ring. If you have extra handsets, press  or  to select the handset (1-5) you want to call, then press **OK**.

Transfer a call



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

1. During your call, press **Int**. Your external caller is put on hold.
2. If you have one other handset it will ring. If you have extra handsets, press  or  to select the handset (1-5) you want, then press **OK**.
3. When the other handset answers you can announce the caller.
4. Press **Switch** to switch between the two callers.

If the other handset does not answer, press **Single** to return to your original caller.

3-Way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller

1. During your call, press **Int.** Your external caller is put on hold.
2. If you have one other handset it will ring. If you have extra handsets press  or  to select the handset (1-5) you want, then press **OK**.
3. When the other handset answers you can announce the call. Press **Conf** to join all callers.

Phone does not work

- Have you installed the batteries correctly? See page 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 batteries 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, see page 35.
- 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 31.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 63.

No display

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

icon flashes

- Is the handset registered correctly to the base, see page 63.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- The batteries are 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 450 base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see page 50-51.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 10.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 52. Always keep a note of the new PIN code in a safe place.
- Has Remote access been disabled? To enable Remote access, see page 52.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 40.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. 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 450 base and you can register your BT Verve 450 handset to up to 4 bases. 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 450 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Verve 450 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 450 Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.com.

Possible problems with text messaging

Text messages cannot be sent and screen displays Message failed

- The base station power supply or telephone line cord might not be properly connected.
- Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 58 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 0800 218 2182*.

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. Text is highlighted. Press OK.
2. Write new message is highlighted. Press OK.
3. 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.

4. Press Option. Display highlights Send.
5. Enter the number 00000 then press Send.

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'.

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

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 will need replacing.

1. Open the battery compartment cover.
2. Take out the old battery and replace with a new NiMH battery pack.
3. Push the battery compartment cover back on until it clicks into place.

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 450 by using any other types of batteries.

There is a risk of explosion if incorrect batteries are fitted.

Safety information

- Only use the power supply suitable for the BT Verve 450 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item codes for the base mains power supply are 040367 (black product) or 045028 (white product). If you have purchased a multiple pack the item codes for the charger mains power supply are 040368 (black product) or 042169 (white product).
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Verve 450 Helpline on 0800 218 2182*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 218 2182* for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, except 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 minimize 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 450 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 450 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 67 or contact the BT Verve 450 Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.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 batteries. (Please note that we cannot take responsibility for goods damaged in transit). Please obtain and keep proof of posting from the Post Office.

For your records

Date of purchase:

Place of purchase:

Serial number:

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

- * Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

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 450 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.

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.

Declaration of Conformance

Hereby, VTech declares that this BT Verve 450 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please email bt.helpdesk@vtecheurope.com

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 dialing 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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