

FOR SMS
TEXT MESSAGING
YOU MUST SUBSCRIBE
TO A CALLER DISPLAY SERVICE
AND YOU MUST NOT WITHHOLD
YOUR TELEPHONE NUMBER.
A QUARTERLY FEE IS PAYABLE.



User Guide

BT DIVERSE 5450



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 UK.

Please open this page for an 'At a glance' guide to your BT Diverse 5450.

At a glance

INT

Used to make internal calls and access the call barring options.

Green phone

Used to make and answer calls.

Switches from handsfree mode back to handset.

Handsfree

Use to answer calls or make a call in handsfree mode.

Directory

Opens the main directory.

One button

As well as being the number one button hold down to access your Voice Mail service.

Star/bell

Switches the handset ringer on and off.

When writing text messages, switches between capitals, lower case letters and number options

Recall

Press for use with switchboards and certain Network Services or press and hold to enter a pause.

Display

Displays the status of your handset.

Display buttons

Lets you access the functions displayed on the screen.

Control button

Allows voice dialling.

Lets you display options from the menus.

M

Opens main menu

Red phone

Press to end a call, return the display to idle or turn the power on and off.

Calls list

Lets you access your lists – calls, SMS, answering machine and voice mail.

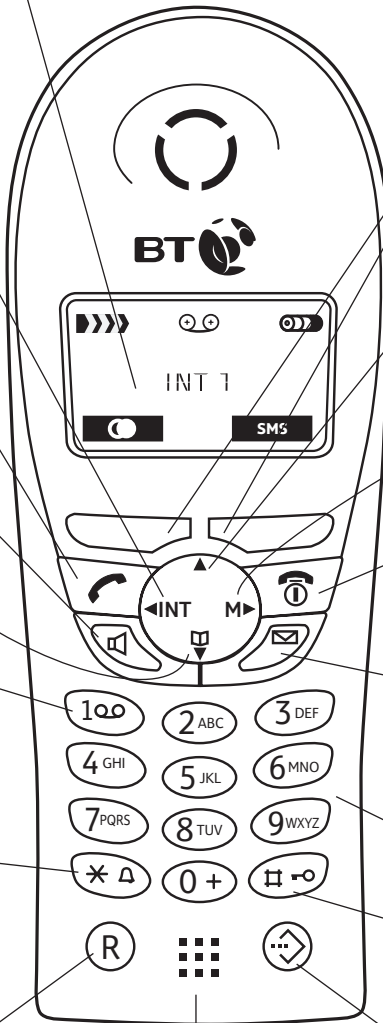
Keypad

Hash/Keyguard

Hold down to switch the keypad guard on and off.

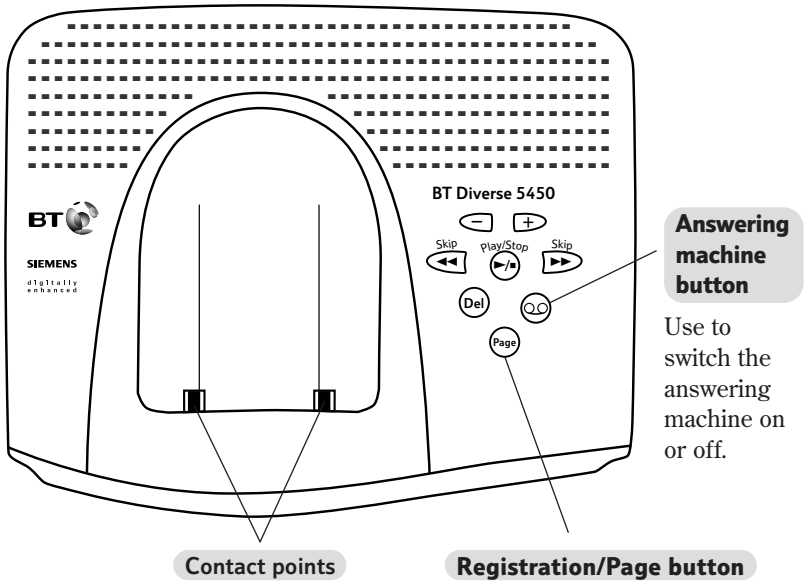
Extra Directory

Used to store an additional 10 names and numbers.



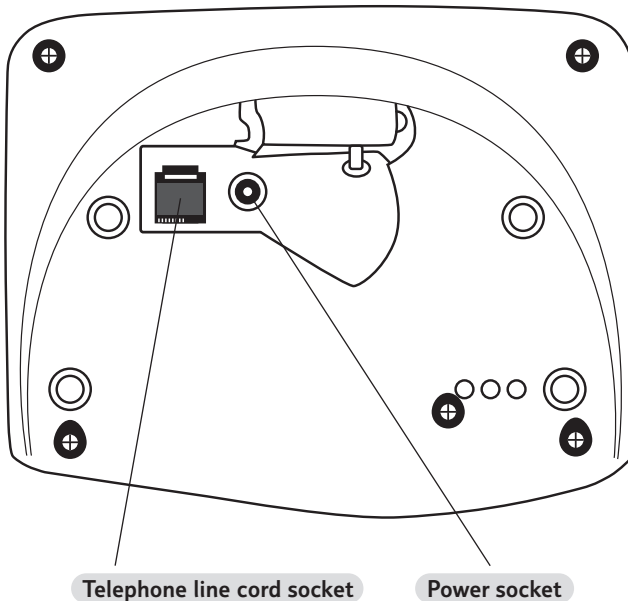
Microphone

Base



Use to register handsets.
Use to page a handset.

Base underside



In this guide

Please refer to the separate Using SMS User Guide for instructions on using the SMS functionality.

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Helpline

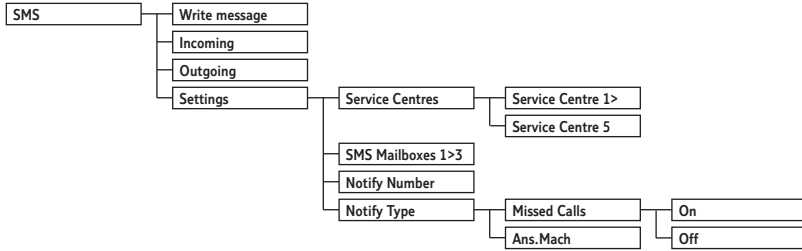
If you experience any difficulties with your BT Diverse 5450, please call the BT Diverse Helpline on 08457 908 070.

Hints and tips boxes

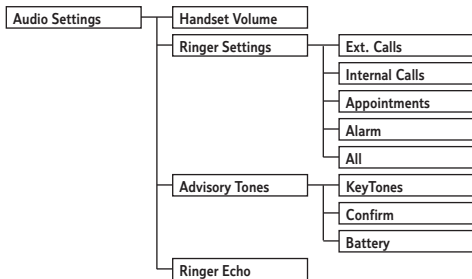
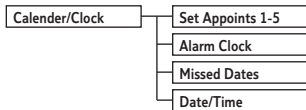
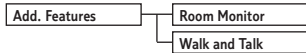
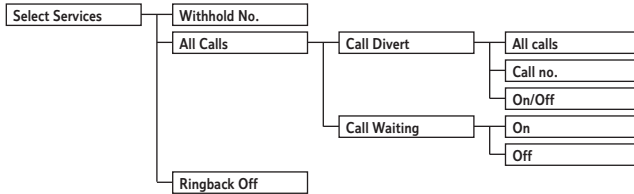
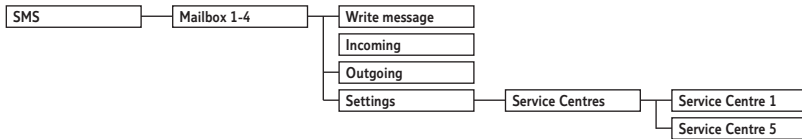
In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Main Menu

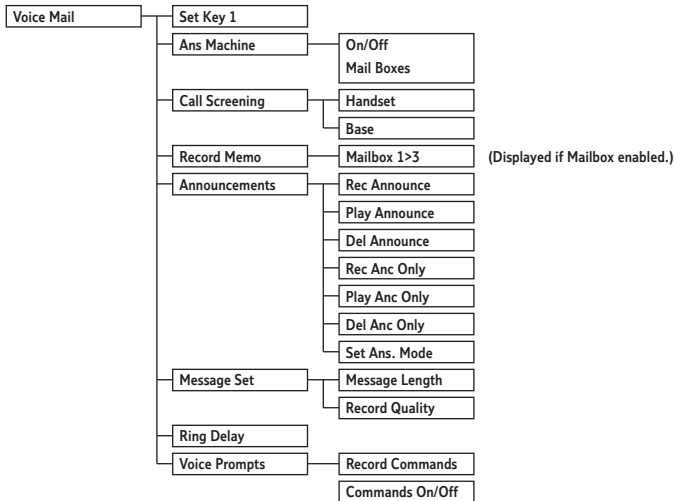
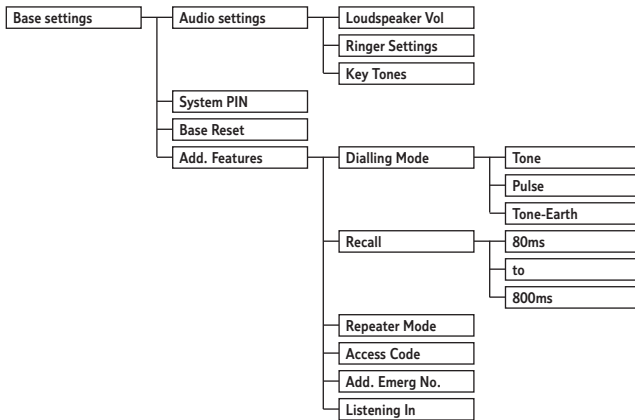
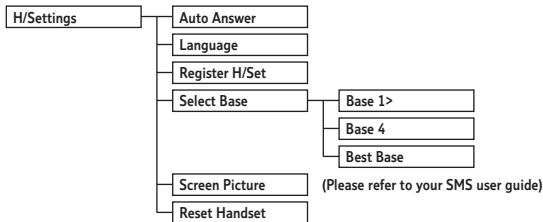
When using your SMS mailbox without a PIN



When using your SMS mailbox with a PIN or using 2-4 mailboxes



For further information, please refer to your SMS user guide.




Directory and Extra directory menus

When you have Directory entries stored:



Press the  or  button.

New Entry is displayed followed by an alphabetical list of all directory entries.

Use  to scroll to the entry you want and then press  to open the following list of options.

Display Number	Copy Entry
Edit Entry	Delete List
Delete Entry	Copy List
VIP Entry (main directory only)	Available Memory
Copy and Edit (main directory only)	

Message menus

Press  to open your Mailbox, then press  to scroll to either SMS (text messages), Ans M. (Answering machine) or Calls list.

Press  to open the message list for the displayed option.

Use  to select the message you want.

Press  to select from the following list of options:

SMS	Reply	Ans M.	Continue
	Answer: Yes		Handset Volume
	Reply		Mark as New
	Answer: No		Copy to Directory
	Use Text		Del all old Msas
	Forward		
	Copy to Directory	Calls List	Delete
	View Content		Answer
	Character Set		

Note

If you make a mistake, you can return to the previous menu by pressing the **RED PHONE** button. If you keep pressing the **RED PHONE** button you will return to the idle screen.

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Quick guide to handset display icons



Shows the status of the handset battery.



In range signal strength.



Redial, lists up to the last 10 dialled numbers.

SMS

Opens the SMS menu.



Flashes to indicate new messages (e.g. Calls, SMS or Answering machine).
Remains on, when you have old messages stored.

INT

For calling other handsets.

MENU

Opens the menu.



Scroll through the menu.

OK

Confirms function displayed.



Scroll left and right, when entering numbers or messages.



Deletes numbers/characters (from right to left).



Ringer off.



Keypad locked.



Crescendo tone.



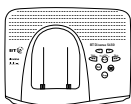
Answering machine (shown when On or Off).

Introduction

Unpacking your BT Diverse 5450

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

One BT Diverse 5450 base station



One BT Diverse 5400 handset



One power supply for the base station



One telephone line cord



Two AAA rechargeable batteries



One belt clip



Battery compartment cover



For your records

Date of purchase:

Place of purchase:

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

Enter your system PIN code here:



For more information on your system PIN, see page 53.

Note

*If you experience any difficulties with your BT Diverse 5450, please call the BT Diverse Helpline on **08457 908 070**.*

BT Diverse Helpline – 08457 908 070

Safety information

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is C39280-Z4-C478.

For the handset use only AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700 mAh. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Batteries and accessories are available from www.withandwithoutwires.com or call **0870 240 5522**.

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

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Plan the location

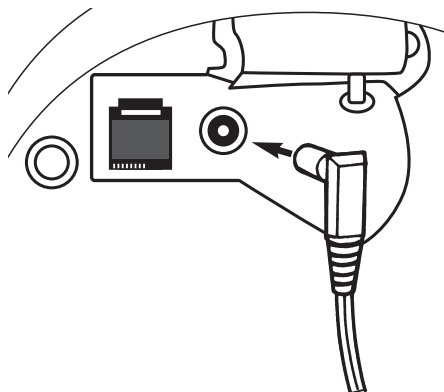
Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

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

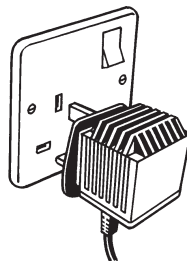
Do not situate the product in the bathroom or other humid areas.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



2 Plug the power supply unit into the wall socket

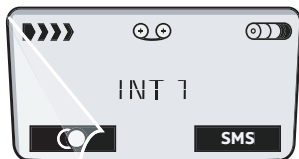


WARNING

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

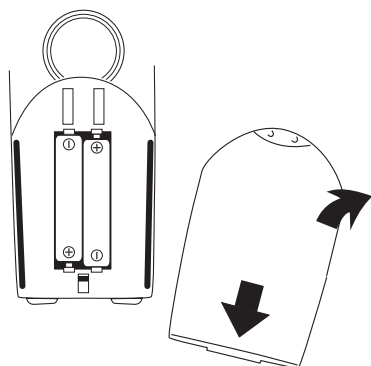
3 Registering and charging the handset

The display is protected by a plastic film. Remove the protective plastic film from the display.



Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



The battery cover may be found in the packaging with the batteries.

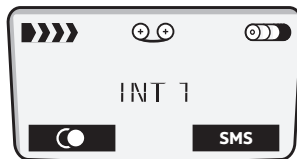
WARNING

Under no circumstances should non-rechargeable batteries be used. Only use AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone. Batteries and accessories are available from www.withandwithoutwires.com or call 0870 240 5522.

To register the handset

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g.: 1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:



If the icons on the display flash continuously...

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3. If the product has still not registered, please see "Registering manually" on page 78.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the BT Diverse 5450.

Out of range?

If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

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

Under ideal conditions, the handset batteries should give about 13 hours talktime or 170 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.





The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries are available from www.withandwithoutwires.com or call 0870 240 5522.

If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

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

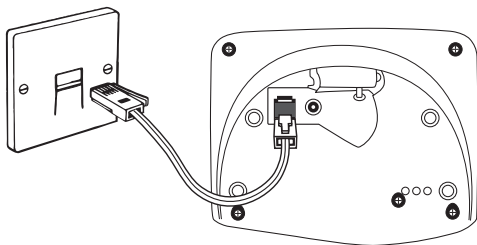
Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

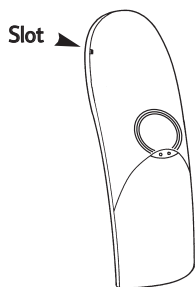
-  Batteries fully charged
-  Batteries at 66%
-  Batteries at 33%
-  Batteries empty

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Fit the belt clip onto the back of the handset.



Your BT Diverse 5450 is now ready for use.

Note

If you subscribe to a Caller Display service the time and date will be set with the first incoming call. However, the year setting will have to be changed manually. See opposite.

Setting the date and time



Press the **RIGHT** options button.



Press the **DOWN** navigation button until the display shows Calendar/Clock.

OK

Press the **OK** options button.



Press **DOWN** until display shows Date/Time.

OK

Press the **OK** options button.



Enter the day/month/year, e.g. 05 10 03 for 5th October 2003.



Press **DOWN** to scroll to Time.



Enter the time – hours/minutes. E.g. 0925 for 9.25am.



Press **DOWN** to scroll to Time Mode.



Press **LEFT/RIGHT** to select 12hr or 24hr clock

SAVE

Press **SAVE** to confirm. Display shows Entry Saved.

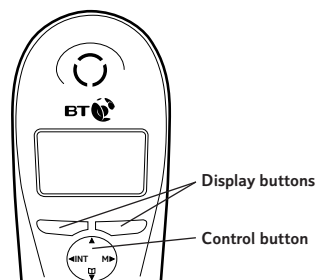


Press **RED PHONE** to return to the idle display.





Using the telephone

Control button

The control button lets you open menus and gives you shortcuts to different functions such as Voice Dialling.



Control button functions






	In idle mode	In lists and menus	When adding entries
	Voice dialling (press and hold)	Scroll up	Move cursor one line up
	Open directory	Scroll down	Move cursor one line down
	Open main menu	Confirm selection	Move cursor to the right
	Open handset list	Scroll back one level in the menu	Move cursor to the left

Display buttons

These are the two buttons directly underneath the display. The functions vary according to how you are using the phone.

Display button functions

The display shows the current function is shown directly above each button.

Icon	Function
	Lets you access the last 10 numbers dialled.
	Confirms menu function or entry.
	Opens SMS text menu
	Deletes characters from right to left
	Takes you one menu level back.

For example,

To adjust the handsfree loudspeaker volume



Press **RIGHT** to open the main menu.



Press **DOWN** to scroll to Audio Settings.



OK

Press **RIGHT** or the **OK** display button.



OK

Confirm Handset Volume by pressing **RIGHT** or the **OK** display button.



Press **LEFT/RIGHT** to adjust the volume.

SAVE

Press **SAVE** to confirm.



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

Alternatively:



Press the **HANDSFREE** button *twice*.



Press **LEFT/RIGHT** to adjust the volume.

SAVE

Press **SAVE** to confirm.



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

Note

*To exit a menu at any time, press the **RED PHONE** button. This will take you back one step. Keep pressing the **RED PHONE** button to return to the idle screen.*

To switch the handset power on and off



Press *and hold* the **RED PHONE** button to switch the handset off.



Press *and hold* the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched on.



Press the **GREEN PHONE** button. You hear the dial tone.



Dial the number.

Preparatory dialling



Dial the number first.



If you make a mistake, press the **<C** display button to remove any incorrect digits.



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

To end a call



Press the **RED PHONE** button.

Call timer

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

To receive an external call



Press the **GREEN PHONE** button to answer the call.

Or

Accept Press the **Accept** display button.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.



This is called Autotalk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, see page 51.



Handsfree

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

Note

You can test the handsfree function by dialling the BT speaking clock on 123.

To make a handsfree call



Dial the number.



Press the **HANDSFREE** button. The loudspeaker is switched on and you hear the number being dialled.



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

To adjust the handsfree volume whilst in handsfree mode



Press the **LOUDSPEAKER** button.



Press **LEFT/RIGHT** to increase or decrease the volume.

SAVE

Press the **SAVE** display button to save the new volume setting.

To answer a call in handsfree

When the phone rings:
Press the **HANDSFREE** button.



To switch to handsfree during a call

You can switch to handsfree at any time during a call.



Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

Press and switch back to private conversation again by pressing the **GREEN PHONE** button.



Note

*If you need to replace the handset in the base station during a call, for example, because the battery is flat, hold down the **HANDSFREE** button.*

Secrecy

During a call, you can switch off your handset's microphone so your caller cannot hear you. They will hear a melody instead so you can talk to someone else in the room.

To switch secrecy on and off

During a call:



Press **LEFT**. The microphone is switched off. Your caller hears a melody.



Press **RETURN** to speak to your caller again

Paging and internal calls

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

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

To make an internal call



Press the **LEFT/INT** button. A list of all the handsets that are registered to the base are listed. You can select any of them.

Your handset is identified by INT 1 <.



Press **UP/DOWN** to scroll to the handset you want to call and press the **GREEN PHONE** button.



Or



Press the handset number you want to call on the keypad.

Or

Call All

Select **Call All** to ring all the handsets registered



to the base and press the **GREEN PHONE** button. Your call will be taken by the first handset user to answer.

Note

*You can also page all handsets by pressing the **PAGE** button on the base station.*

To transfer an external call between handsets

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

During an external call:



Press the **LEFT/INT** button to display a list of handsets. Your caller is put on hold and hears musical tones.



Press **UP/DOWN** to scroll to the handset you want to call or Call all handsets.



Press the **GREEN PHONE** button to call. When the other handset answer can tell them you are transferring the call.



Press the **RED PHONE** button to put the call through.

Note

*You can also put the call through without announcing it by immediately pressing the **RED PHONE** button after dialling the other handset.*

To put an external call on hold while you make an internal call

This enables you to ask another handset user a question and then get straight back to your caller.

During a call:



Press the **LEFT/INT** button to display a list of handsets. Your caller is put on hold and hears musical tones.



Press **UP/DOWN** to scroll to the handset you want to call.

OK

Press **OK** to call.

Or



Press the handset number you want to call on the keypad to the base and press the **GREEN PHONE** button.

You can now speak with the other handset user.

To return to your external call:

END

Press **END**.

You are re-connected.

Three-way conversation

While you are talking to an external caller, another handset user can join in.

Note

To use the Three-way conversation feature, make sure the Listening In setting is switched ON, see opposite.

While you are on an external call:

The other handset user's screen shows **In use**.



Press the **GREEN PHONE** button.



Press the **RED PHONE** to exit the conversation.

To answer a waiting call during an internal call

If you are making an internal call and hear the Call Waiting tone you can immediately take the incoming call.

ACCEPT Press the **ACCEPT** button to end your internal call and take the new call.

Or

REJECT Press the **REJECT** button to reject Call Waiting. The Call Waiting tone is switched off and you can carry on with your call to the other handset user.

To switch the Listening In function on/off



Press **RIGHT** to open the menu.



Press **DOWN** to scroll to **Base Settings**.

OK

Press **OK**.



Press **DOWN** to scroll to **Add Features**.

OK

Press **OK**.



Press **DOWN** to scroll to **Listening In**.

OK

Press **OK**.



Enter the System PIN (original setting 0000)

OK Press **OK**. Listening In with a ✓ indicates it is switched on.

Or

OK Press **OK** again to switch off, the ✓ disappears.



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

Using the main directory and extra directory

You can store a total of up to 200 names and numbers, in the main directory, SMS directory and Extra directory depending on the length of each entry.

You can enter up to 32 digits and up to 16 letters.

The Extra directory – opened by pressing the button on the keypad – gives you extra quick access to your 9 most important and/or frequently used numbers.

You can create a main directory, SMS directory and Extra directory just for your handset. You can also copy each directory to other handsets registered to the same base station, see page 29.

To store an entry in the main directory



Press the **DIRECTORY** button. Display shows **New Entry**.

OK Press the **OK** display button.



Enter the telephone number.



Scroll **DOWN** to Enter Name.



Enter the name.

Entering names:



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



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



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



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

For the full character map, see page 23.

MENU Press **MENU** then Save Entry is displayed.

OK Press the **OK** display button.

Or

To enter their birthday:



Scroll down to **Annivers: Date**.



Enter the person's birthday

OK Press the **OK** display button.

SAVE Press **SAVE** to confirm.



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

Note

Please refer to the section 'Add Birthday Alert', page 25.

Note

The first letter of each name, and the first letter after a punctuation mark are automatically shown as capitals. Letters are always added to the left of the cursor.

*** Δ** Press to switch between capitals and lower case.

←→ Press to move the cursor.

◀ C Press to delete from right to left.

1 Δ Press **1** to enter a blank space.

Character map

These are the characters you can use when storing a directory entry.

	1st press	2nd press	3rd press	4th press	5th press	6th press	7th press	8th press	9th press	10th press	11th press	12th press	13th press	14th press
1 Δ	□	1	€	£	\$	¥	□							
2 ABC	a	b	c	2	ä	á	à	â	ã	ç				
3 DEF	d	e	f	3	ë	é	è	ê						
4 GHI	g	h	i	4	ï	í	ì	î						
5 JKL	j	k	l	5										
6 MNO	m	n	o	6	ö	ñ	ó	ò	ô	õ				
7 PQRS	p	q	r	s	7	ß								
8 TUV	t	u	v	8	ü	ú	ù	û						
9 WXYZ	w	x	y	z	9	ÿ	ý	æ	ø	å				
* Δ	a→A	*	/	()	<	=	>	%						
0 +	.	,	?	!	0	+	-	:	¿	¡	“	‘	;	-
□ Δ	#	@	\	&	§									

To dial a name and number in the main directory



Press **DIRECTORY** to open the list.



Scroll **DOWN** to the entry you want

Or



Enter the first letter of the name you want, e.g. for Emma, press **3** *twice* to search for names beginning with E



Press the **GREEN PHONE** button. The number is dialled.

To view entries in the main directory



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.

VIEW

Press **VIEW** to see the entry details.



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

To edit entries in the main directory



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.

VIEW

Press the **VIEW** display button to see the entry details.

EDIT

Press the **EDIT** display button.



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

<C



Scroll **DOWN** to edit the name.

If the name is correct, press the **MENU** display button. *Save Entry* is displayed

MENU

OK

Press **OK** to confirm.

Or



If you wish to edit the name, enter a new name now using the **LEFT/RIGHT** and **DELETE** buttons.

<C

If the name is correct, press the **MENU** display button. *Save Entry* is displayed

MENU

OK

Press **OK** to confirm.

To add a birthday alert to an entry

You can save birthdays in the directory along with a reminder alarm to help you remember them. When the birthday date and time you have set arrives, the handset will automatically alert you.



Press the **DIRECTORY** button.



Scroll **UP** or **DOWN** to scroll to the entry name you want.

VIEW

Press **VIEW** to see the entry details.

EDIT

Press **EDIT**



Scroll **DOWN** to Annivers:.



Press **RIGHT** to open the Anniversary section.



Enter the date and time you want for the alarm call.



Then select whether you want to be reminded by a Visual or Ringer alert.

OK

Press the **OK** display button.


SAVE

Press **SAVE** to confirm.



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

Birthday alert signal

A birthday alarm is signalled by showing the directory entry and  icon. If you have set a ringer alert, the melody selected is played.

To stop a birthday alert

When the alert rings or the visual alert is displayed

OFF

Press the **OFF** display button.

Or

Press **SMS** to send a text message to the person.

SMS

To delete an entry from the main directory



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.



Press **RIGHT**.



Press **DOWN** to scroll to Delete Entry.

OK

Press the **OK** display button. Display shows Entry has been deleted.

You can either delete another entry, *or*



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

To delete the entire main directory



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.



Press **RIGHT**.



Press **DOWN** to scroll to Delete List.

OK

Press the **OK** display button. Display asks Delete all entries?

YES
or
NO

Press **YES** to confirm or **NO** to exit.

Extra directory

This is an additional directory where you can store up to 10 of your most important and/or frequently dialled names and numbers.

To store an entry in the Extra directory



Press the **EXTRA DIRECTORY** button. Display shows New Entry.

OK



Press the **OK** display button.



Enter the telephone number.



Scroll **DOWN** to Enter Name.

Enter the name.



Scroll **DOWN** to Enter Key.



Press **LEFT/RIGHT** to select a button number, 0 or 2-9 under which to store the entry.

SAVE

Press **SAVE** to confirm.



Add another entry or press **RED PHONE** to return to the idle display.

To dial from the Extra directory



Press *and hold* the single number assigned to the Extra directory entry you want. The phone number is displayed.



Press the **GREEN PHONE** button. The number is dialled.

Or



Press the **EXTRA DIRECTORY** button to open the list.




Scroll **DOWN** to the entry you want



Press the **GREEN PHONE** button. The number is dialled.

Note

To view/edit or delete entries from the Extra directory, press the  button and then follow instructions on pages 24 and 25.

To delete the entire Extra directory



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.



Press **RIGHT**.



Press **DOWN** to scroll to Delete List.

OK

Press the **OK** display button. Display asks Delete all entries?

YES
or
NO

Press **YES** to confirm or **NO** to exit.

Note

This Extra directory does not “name and number match” when used with Caller Display.

VIP

To mark a directory/Extra directory entry as a VIP.

You can select particularly important entries as VIPs. You can then assign a different ringer melody to the entry so you can tell who's calling by the ring.

After the phone starts ringing, your Diverse 5450 recognises the caller's number and changes the ring to the VIP melody you have selected.

To mark a directory/Extra directory entry as a VIP

Note

You must have Caller Display working in order for this feature to work.



Press the **DIRECTORY** button.



Press **UP** or **DOWN** to scroll to the entry name you want.



Press **RIGHT**.



Press **DOWN** to scroll to VIP Entry.



Press **RIGHT** to open the VIP options list.



Press **RIGHT** to switch VIP ON.



Press **DOWN**. The current melody is played.



Press **LEFT/RIGHT** to scroll through and hear the 10 melody options.

SAVE

Press **SAVE** to select the melody option you want.



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

Copying numbers

To copy numbers to the directory from the Redial and Calls list

When the Redial or Calls list telephone number is displayed:



Press **RIGHT** to open the Options list.



Scroll **DOWN** to **Copy to Directory**.

OK

Press the **OK** display button. A new directory entry is opened.



Scroll **DOWN** to **Name**.



If you wish, enter a name to go with the number.



Scroll **DOWN** to **Date**.



Enter birthday details if required.

SAVE

Press the **SAVE** display button.



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

To copy a number from an SMS text message to the directory



Press the **ENVELOPE** button.

OK

Press **OK** to open the SMS list.



Scroll **DOWN** to the SMS you want.

READ

Press **READ**. The message is displayed.

MENU

Press **MENU** to open the menu.



Scroll **DOWN** to **Copy to the directory**.

OK

Press **OK**.



Scroll **DOWN** to **Name**.



Use the keypad to enter the name.

MENU

Press **MENU** to open the menu. Display shows **Save entry**.

OK

Press **OK** to confirm.



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

To copy an SMS sender's phone number



Press the **ENVELOPE** button.

OK

Press **OK** to open the SMS list.



Scroll **DOWN** to the SMS you want.

MENU

Press **MENU** to open the menu.



Scroll **DOWN** to **COPY** to the directory.

OK

Press **OK**.



Scroll **DOWN** to **Name**.



Use the keypad to enter the name.

MENU

Press **MENU** to open the menu.
Display shows **Save entry**.

OK

Press **OK** to confirm.



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

To copy a directory entry or the whole directory list to another handset



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.



Press **RIGHT** to open the Options list.



Scroll **DOWN** and select either:

COPY Entry – to copy an individual entry.

Or

COPY List – to copy the whole directory list.

OK

Press **OK**.



Scroll **DOWN** to the handset you want to copy to e.g. **INT 2**.

OK

Press **OK** to confirm.



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

Note

You will only be able to copy directory entries if you are using the Diverse 5300 or 5400 handset.

To copy and change a directory entry



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.



Press **RIGHT** to open the Options list.



Scroll **DOWN** to Copy and Edit.

OK

Press the **OK** display button.



Edit the number, if necessary.



Scroll **DOWN** to Name.



Edit the name, if necessary



Scroll **DOWN** to Date.



Edit birthday details if required.

SAVE

Press the **SAVE** display button.



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

Note

VIP settings or voice commands cannot be copied.

Redial

Your handset automatically saves the last 10 telephone numbers dialled into a redial list.

To dial a number in the redial list



Press the **REDIAL** display button. The last number dialled will be displayed.



Press **DOWN** to scroll through the redial list.



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

To edit a number in the redial list



Press the **REDIAL** display button. The last number dialled will be displayed.



Press **DOWN** to scroll to the number you want.



Press **RIGHT** to open the menu.



Press **DOWN** to highlight Display Number.

OK

Press **OK**.



Use **LEFT/RIGHT** button to move the cursor and make the changes you want.

To delete a number in the redial list



Press the **REDIAL** display button. The last number dialled will be displayed.



Press **DOWN** to scroll to the number you want.



Press **RIGHT** to open the menu.



Press **DOWN** to highlight Delete Entry.

OK

Press the **OK** display button.

Display shows Entry has been deleted.



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



Press the **REDIAL** button.



Scroll **DOWN** to the number you want to redial

MENU

Press **MENU**.

Automatic Redial is displayed.

OK

Press **OK** to confirm.

The display will show e.g.

Automatic Redial

0200 123 4567



Press the **RED PHONE** button to return to the idle display and cancel the automatic redial.

Note

Automatic redial will be cancelled if you make a call to another telephone.

Automatic redial

Your BT Diverse 5450 can automatically redial a number for you every 20 seconds until the called number rings. If the called person does not answer, the call will be terminated after approx. 30 seconds. Your BT Diverse 5450 will attempt to redial up to 10 times.

To copy a number into the directory

See 'Copying numbers', page 29.

Voice dialling

You can make calls by speaking the name of the person you want into your handset.

Up to four different users can record names for voice dialling.

A total of 29 names can be recorded for voice dialling.

Remember that your Diverse 5450 will only respond to voice that has made the original recording.

To record a name for Voice dialling

Once you have created a directory entry, you can add a recording for Voice dialling.



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.

VOICE

Press **VOICE**. The User list is displayed.



Press **UP/DOWN** to select the User 1-4 identity you want, e.g. User 1.

OK

Press **OK**.

RECORD

Press **RECORD** and follow the simple on-screen prompts to record the person's name.



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

Note

If your recording sounds too similar to another recording, a message tells you.



Press **RETURN** to go back to the start of voice recording.

Changing a Voice dialling name

If you want to change the voice dialling name for any entry, you must first delete the existing recording and then re-record a new name.

To call a number using Voice dialling



Press *and hold* the **UP** button. Display shows **Please Speak Now**.

Speak the name of the person you want in the same manner as your recording.

You hear the name repeated and the number is displayed and dialled.

If the name is not recognised, the display shows **Voice Not Recognised**. Repeat Voice dialling.

To assign or change a user name

Instead of having to remember which user you are – User 1-4 – you can set your own name for Voice dialling.



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.

VOICE

Press **VOICE**.



If necessary scroll **DOWN** to select the User you want.

EDIT

Press **EDIT**.

-C

Press **DELETE** to delete the current User name.



Enter the User name you want, e.g. your name.

SAVE

Press **SAVE** to confirm.



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

To play your Voice dialling recording



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.

VOICE

Press **VOICE**.



Press **DOWN** to scroll to the User you want.

OK

Press **OK**. The first Voice dialling name in the User list is displayed.



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

PLAY

Press **PLAY** to hear the recording.

Either scroll to more names in the list.

Or



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

To delete a Voice dialling name



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to the entry you want.

VOICE Press **VOICE**.



If necessary, press **DOWN** to scroll to the user you want.



Press **RIGHT**. Voice dialling entries have a  displayed.



Press **RIGHT** to open the Menu.



Scroll down to Delete Name.

OK

Press **OK**. Display shows Voice Prompt Deleted.

Announcing the caller

If you have recorded a Voice dialling name with a directory entry, when that number calls, your Diverse 5450 will announce the name you have recorded.

For the announcement to work, the number must be received by your network's Caller Display service.

To switch the caller announcement on/off



Press **RIGHT** to open the menu.



Scroll **DOWN** to Audio Settings.

OK

Press **OK**.



Scroll **DOWN** to Ringer Settings.

OK

Press **OK**. Display shows Ext. Calls.

OK

Press **OK**.



Scroll **DOWN** to highlight Announce On/Off.



Press **RIGHT** to switch between On and Off.

SAVE

Press **SAVE** to confirm the setting displayed.



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

Available memory

The memory is shared by the main and Extra directories. The total memory available is displayed.

To access available memory



Press **DIRECTORY** to open the directory.



Scroll **DOWN** to any entry.



Press **RIGHT** to open the Options list.



Scroll **DOWN** to Available memory.



Press **RIGHT**. The number of entries available is shown.



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

Caller Display and other BT Calling Features

IMPORTANT

*To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Calling Features call BT free on **0800 800 150**.*

If you subscribe to a Caller Display service you can see who is calling on your handset display, as well as the date and time of their call (unless the number has been withheld).


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

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show **WITHHELD**.

If you call from another handset, the display shows either the handset number and INT or the name assigned to that handset.

Note

If you have a new call in your Calls list, the  icon will flash on the handset display.

Note

Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the Network.

Calls list

The Calls list contains details of up to 30 callers.

You can set whether the Calls list contains details of only calls you have missed (this is the default setting) or all received calls.

You can display, scroll through and dial numbers in the list and copy them to the directory.

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

The  button lets you open:

- Calls list.
- Answering machine messages.
- Text messages (SMS).

The Calls list screen

Type of Calls list:

Missed Calls or All Calls.

- Most recent call is displayed first.
- Number of calls.
- Phone number of caller.
- Date and time of call.

DELETE Press to delete the call from the list.

ANSWER Press **ANSWER** to call the number displayed.

NEW CALL The call is new.

OLD CALL The call details have been viewed.

To set Calls list to contain all calls received or missed calls

The default setting is to display missed calls only.



Press the **ENVELOPE** button.



Press the **DOWN** button to scroll to Calls List.

OK Press **OK**. The most recent call is displayed.



Press **RIGHT** to open the menu.



Press the **DOWN** button to scroll to Calls Settings.

OK Press **OK**. The current setting Missed Calls or All Calls is ticked.

To select the option you want:

OK Press **OK** to confirm.



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

SMS Notification

You can arrange for your BT Diverse 5450 SMS phone to automatically send an SMS notification to your mobile, or other SMS device, when it receives a new call or a new answering machine message. This is particularly useful if you are expecting an important call and you have to go out.

Please refer to page 16 of your SMS user guide.

To view, call or delete numbers in the Calls list



Press the **ENVELOPE** button.



Scroll **DOWN** to Calls List or SMS.

OK

Press **OK**. Details of the most recent incoming call are displayed.

DELETE

Press **DELETE** to clear the entry and see the next one.

Or

ANSWER

Press **ANSWER** to dial the number displayed.

Or



Press **UP/DOWN** to scroll through the list.

Note

*To exit the Calls list at any time, press the **RED PHONE** button until you reach the idle display.*

To delete the entire Calls list



Press the **ENVELOPE** button.



Scroll **DOWN** to Calls List or SMS.

OK

Press **OK**. Details of the most recent incoming call are displayed.



Press **RIGHT** to open the menu.



Press **DOWN** to scroll to Delete Calls List.

OK

Press **OK** to confirm.



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

Note

To copy a Calls list number to the directory or Extra directory see 'Copying numbers', page 29.

SMS (text messaging)

For instructions on using the SMS functionality, please refer to the separate 'Using SMS user guide'.

Answering machine

For instructions on listening to your answering machine messages, see page 67.

Call Waiting

If you subscribe to a Call Waiting service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

During a call when you hear the Call Waiting beeps:

The number (or name if stored in the directory) of the second caller will flash on the display.

MENU Press the **MENU** display button.

Display shows **Accept Call Waiting**.

OK Press **OK**.

 Press the **UP/DOWN** buttons to switch between callers.

Other BT Calling Features

Your Diverse 5450 handset helps you use your Network's special services. For full details ask your Network provider.

Options before you make a call

Before you make a call you can:

- Withhold your number from being sent for one call.
- Switch Call Waiting on/off.
- Switch off Ring Back.
- Divert all calls to another number. (This is a subscription service.)

To withhold your number from being sent

Your number appears on the display of the person you call. You can withhold it from the next call.







Enter **141** before dialling the number you are calling.

Or



Press the **RIGHT** button to open the menu.



Press the **DOWN** button to scroll to **Select Services**.

OK

Press **OK**. Withhold number is highlighted.

OK

Press **OK**.



Enter the telephone number you want to call.



Press **GREEN PHONE**.

The number is dialled and your number is withheld from this call.

To switch Call Waiting on/off

The default setting is on.



Press the **RIGHT** button to open the menu.



Press the **DOWN** button to scroll to **Select Services**.

OK Press **OK**.



Press the **DOWN** button to scroll to **All Calls**.

OK Press **OK**.



Press the **DOWN** button to scroll to **Call Waiting**.

OK Press **OK**.



Press **LEFT/RIGHT** to select between **On** and **Off**.



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

Ring Back Off

5 JKL

If you make a call and the number is engaged you can set your phone to ring you back once the number is free by pressing **5**. If you want to cancel this request, i.e. if you have to go out before the call rings back.

MENU Press the **MENU** button to open the menu.



Press the **DOWN** button to scroll to **Select Services**.

OK Press **OK**.



Press the **DOWN** button to scroll to **Ringback Off**.

OK Press **OK**.

To set Call Divert

You can divert all incoming calls to another number where you can be reached.

Note

Call Divert is a subscription service with your Network provider. You may be charged a fee.

You can divert:

- **All calls** – calls are put straight through to the number you have set.
- **No answer** – calls are forwarded if your phone is not answered.
- **When busy** – calls are forwarded if your phone is engaged.



Press the **RIGHT** button to open the menu.



Press the **DOWN** button to scroll to **Select Services**.

OK Press **OK**.



Press the **DOWN** button to scroll to **All Calls**.

OK Press **OK**.



Press the **DOWN** button to scroll to Call Divert.

OK Press **OK**.



Press **LEFT/RIGHT** to select All calls, No answer or When busy.



Scroll **DOWN** to Call no.



Press **RIGHT**. Display shows Phone Number:.



Enter the telephone number to which you want calls diverted.

MENU Press the **MENU** button.

OK Press **OK** to save the entry.



Scroll **DOWN** to Status.



Press **RIGHT** to select On or Off.



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

Additional features

Answering Machine/ Voice Mail

You can set the 1 button as a quick access button to either the answering machine or your voice mail service if you have Call Minder or another network messaging service on your telephone line.

To set one-touch access to your messages

MENU Press the **MENU** options button.

↓ Press the **DOWN** navigation button until the display shows Voice Mail.

OK Press the **OK** options button.
The display shows Set Key 1.

OK Press the **OK** options button.
The display shows Network Mailbox or Answering Machine.

OK Press the **OK** options button.
To select either Network Mailbox or Answering Machine.

IF Network Mailbox is selected:



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

OK Press the **OK** options button.
Display shows Entry Saved.



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

To set up quick access to your Voice Mail service when connected to a switchboard e.g. Meridian Mail

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

Enter the access number for your messaging service e.g. 7000.



Press *and hold* the **RECALL** button until **F** is displayed to enter a pause in the dialling sequence.



Enter your extension number followed by a **#**, e.g. 1234#.



Press *and hold* the **RECALL** button until **F** is displayed to enter another pause in the dialling sequence.



Enter your pin followed by a **#**, e.g. 0000#.

The entire number should look like this:

7000P1234#P000000#

OK

Press **OK**.



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

Note

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

To call your Network Voice mailbox

100

Press *and hold* down the **1** button.

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

You will be taken into your messages.



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

Handset settings

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

To set the date and time

If you have subscribed to a Caller Display service your BT Diverse 5450 will automatically set the correct date and time when you receive your first call. You can also set the date and time manually.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.

OK

Press **OK**.



Press **DOWN** to scroll to Date/Time.

OK

Press **OK**.



Enter the date – day, month, year.



Scroll **DOWN** to Time and enter the time – hours, minutes.



Scroll **DOWN** to Time Mode.



Press **LEFT/RIGHT** to switch between the 12 and 24 hour clock.

SAVE

Press **SAVE** to confirm.



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

Alarm clock

Providing the date and time has been set, your BT Diverse 5450 provides alarm clock functions.

To use the alarm clock



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.

OK

Press **OK**.



Press **DOWN** to scroll to Alarm Clock.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the alarm clock function On.



Scroll **DOWN** to Time.



Enter the time at which you want the alarm to go off, e.g. **0730** for 7.30am.

If your handset is set to 12 hour mode, press the **AM/PM** display button to switch between **am** and **pm**

AM/PM

SAVE

Press **SAVE** to confirm.



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

To switch the alarm off

When the alarm goes off, it will ring for 30 seconds.

SILENCE Press the **SILENCE** display button to switch the alarm off.

Note

The alarm clock will ring only if the handset is in idle mode. It will not ring if the handset is being used as a room monitor or while a call is being made.

To set a different ringer melody and volume for the alarm clock, see page 48.

To prevent the alarm from ringing



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.

OK

Press **OK**.



Press **DOWN** to scroll to Alarm Clock.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the alarm clock function Off.

Display shows **Save**. Press the

OK

OK button.



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

Appointments

You can use your handset to remind you of up to 5 appointments.

To set an appointment reminder call



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.

OK

Press **OK**. Display shows Set **Appoints**.

OK

Press **OK**. Display highlights **Appointment 1**.



If required, scroll **DOWN** to another appointment setting 1-5.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the appointment On.



Scroll **DOWN** to **Date**.



Enter the date of the appointment – day, month, e.g. **2005** for 20th May.



Scroll **DOWN** to **Time**.



Enter the time of the appointment – hours, minutes, e.g. **1530** for 3.30pm



Scroll **DOWN** to **Notes**.

EDIT

Press the **EDIT** display button.



Enter the name or place, up to 16 characters.

OK Press **OK**.

SAVE Press **SAVE** to confirm.



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

Note

If you do not enter a name, the display will show Appointment when you receive the reminder call.

You can set a different ringer melody and volume for appointment reminder calls, see page 48.

Appointment details will only be displayed when the handset is in idle mode. It will not be shown if the handset is being used as a room monitor or while a call is being made.

To cancel an appointment reminder call



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**. Display shows Set Appoints.

OK Press **OK**. Display highlights Appointment 1.



If required, scroll **DOWN** to another appointment setting 1-5.

OK Press **OK**.



Press **LEFT/RIGHT** to switch the appointment Off.

SAVE Press **SAVE** to confirm.



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

To receive the appointment alarm

When the alarm goes off, it will ring for 30 seconds.

SILENCE Press the **SILENCE** display button. The Appointment is then deleted from the list.

To view and delete missed appointments and birthday reminders

If you miss an appointment or birthday reminder, it will be saved in a list. You can view and delete entries in this list.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Calender/Clock.



OK Press **OK**.



Scroll **DOWN** to Missed Dates.

OK Press **OK**.



Scroll **DOWN** through the list. A missed appointment has a  symbol. A missed birthday has a  symbol.

DELETE Press **DELETE** to delete the entry.



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


Note

*If there is a new appointment in the list, the display shows **APPOINT.** You can press this display button to open the list of appointments and birthdays. Once you have viewed the list, the **APPOINT.** display will disappear from the screen.*

To switch keypad guard on/off

You can turn the handset buttons off so that you do not accidentally dial a number when carrying the handset around.



Press *and hold* the right hand side of the **#/KEY** button. Display shows  and the keypad is locked.

IMPORTANT

An incoming call automatically switches the keypad on again. Once the call is ended, the keypad reverts to off.

Emergency numbers cannot be dialled while the keypad guard is switched on.



Press *and hold* the **#/KEY** button to use the keypad again.

To change the handsfree/earpiece volume



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Audio Settings.

OK

Press **OK**. Display highlights **H/set Volume**.

OK

Press **OK**. You hear the current handsfree speaker volume.



Press **LEFT/RIGHT** to adjust the volume.



Scroll **DOWN** to .



Press **LEFT/RIGHT** to adjust the earpiece volume.

SAVE

Press **SAVE** to confirm.



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

To change the ringer melody and volume

You can choose from:

- 5 ringer volumes (original setting = 3).
- Crescendo ring (increasing volume).
- 10 ringer melodies.

You can also set time controls where your handset will ring more e.g. during the night.

You can choose different settings for:

- External calls.
- Internal calls.
- Appointment reminders (to set an appointment reminder, *see page 45*).
- Alarm calls (to set an alarm call, *see page 44*).
- All calls.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Audio Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Ringer Settings.

OK

Press **OK**. Display highlights Ext. calls.

If you wish, you can scroll down to select individual ringer and volume settings for Internal calls, Appointment reminder calls, Alarm calls or for All calls.

Set melody and volume:

OK

Press **OK**, the current volume and melody is displayed.



Press **LEFT/RIGHT** to select the volume you want.



Scroll **DOWN** to the melody setting.



Press **LEFT/RIGHT** to select the melody you want.



Scroll **DOWN** to **Announce**. If you have recorded names for Voice dialling, your Diverse 5450 will announce those names when you are called.



Press **LEFT/RIGHT** to switch between **On** and **Off**.

Set the time control, if required (this is only available under the Ext. Calls menu).

TIME C

Press the **TIME C** display button to see the time control screen.



Press **LEFT/RIGHT** to switch between On and Off.



Scroll **DOWN** to From.



Enter the start time e.g. **2330** for 11.30pm.



Scroll **DOWN** to Until.



Enter the end time e.g. **0730** for 7.30am.



Scroll **DOWN** to .

Press **LEFT/RIGHT** to set the volume.



Press **SAVE** to confirm the time control.

SAVE

Press **SAVE** to confirm the full setting.


SAVE

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



Shortcut buttons

To switch all ringer tones off

If you want to switch the handset ringer off quickly you can also press *and hold* the ***/BELL** button. The display shows All ringer tones off, then reverts to the idle screen with the  icon displayed.



To turn the handset ringer back on, press *and hold* the ***/BELL**. The display shows All ringer tones on, then the idle screen without the **RINGER MUTE** symbol.



To switch the current ring off

SILENCE

When the phone rings, press the **SILENCE** display button.

If you have switched the ringer off, you can set an 'Attention' beep to let you know when you have a call.

When the ringer is switched off:



Press *and hold* the ***/BELL** button for 3 seconds. Display shows BEEP ON. Incoming calls will now be signalled by a short beep.



Press *and hold* the ***/BELL** button again to switch the ringer back on.

To switch the first ringer tone off

The first ringer tone of an incoming SMS text message is automatically switched Off. You can change this to On.

However, if the first ringer tone is switched on, and you answer an SMS call on the first ringer tone, the SMS text message will be lost as your phone will not have had the time to receive it all.



Press the **RIGHT** button to open the menu.



Enter the code **8919**.



Press **0** to hear the first ringer tone.

Or



Press **1** to switch the first ringer tone off.

OK

Press **OK** to confirm.

To adjust the ringer quality

In some situations the quality of certain melodies may not be as good as normal. You can increase the quality of melodies 4-10.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Audio Settings.

OK Press **OK**.



Press **DOWN** to scroll to Ringer Echo.

OK

Press **OK** to switch On ✓ or Off.



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

To change the display language



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to H/set Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Language.

OK

Press **OK**. The current language is marked by a ✓.



Press **UP/DOWN** to scroll through the languages.

OK

Press **OK** to select the language you want.



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

Note

If you accidentally select the wrong language:

Press , then to choose the right language **OK** .

To switch auto talk on or off

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



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to H/set Settings.

OK

Press **OK**. Display highlights Auto Answer. A ✓ means auto answer is switched On.

OK

Press **OK** to select either On or Off.



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

To switch off your handset's beeps and tones

You can switch off and on:

- Key beeps when you press each button on your handset
- Confirmation beeps when you have finished making a setting or action on your handset.
- Battery Low warning beep. You can also set this to sound only during a call.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Audio Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Advisory Tones.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch Key Tones On or Off.



Scroll **DOWN** to Confirm.



Press **LEFT/RIGHT** to switch confirmation tones On or Off.



Scroll **DOWN** to Battery.



Press **LEFT/RIGHT** to switch the battery tones On, Off or In Call.

SAVE

Press **SAVE** to confirm.



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

To reset a handset

You can restore a handset to its factory settings.

The handset's registration, the main Directory, Extra directory, SMS directory and the Calls list are not affected.

Note

*To cancel the reset at any time, press **RED PHONE** button.*



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to H/set Settings.

OK

Press **OK**. Display shows Auto Answer.



Scroll **DOWN** to Reset Handset.

OK

Press **OK**.

YES

Press **YES** to confirm or **NO** to exit.

NO



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

The settings after a reset will be:

Base station selection	Best base
Handset volume	1
Handsfree volume	3
Ringer volume	5
Time control for ringer volume	Off
Ringer melody	1
Name announcement	Off
Auto talk	On
Handset beeps and tones	On
Display language	English
Character map	English
Alarm clock/ appointment	Off
Appointment name	Deleted
Redial list	Empty
Room monitor	Off
Room monitor sensitivity	High

Base station settings

To change the System PIN

Your Diverse 5450 is supplied with 0000 as the system PIN but you may want to change this to prevent unauthorised use of the handset(s).

If you change your PIN, keep a record of the new number by writing it in the space provided on *page 10*.



Press the **RIGHT** button to open the menu.



Press the **DOWN** button to scroll to **Base Settings**.

OK

Press **OK**.



Press the **DOWN** button to scroll to **System PIN**.

OK

Press **OK**.



Enter the current PIN.

OK

Press **OK**.



Enter the new PIN. This is shown by ********.



Press the **DOWN** button to scroll to **Re-enter PIN**.

OK

Press **OK**. Display shows **Entry saved**.



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

Call barring

To set call barring

You can restrict a handset from making external calls. Choose from these settings:

Call Barring Off: handset can be used without restrictions.

External Calls: handset can receive external calls and make internal calls.

Internal Only: handset can only be used for internal calls.



Press **LEFT** to open the handset menu.



Scroll **DOWN** to the handset you want.



Press **RIGHT** to open the menu.



Scroll **DOWN** to **H/Set Call Barrings**.

OK

Press **OK**.

OK

Enter the system PIN
(original setting 0000).

Press **OK**. The Call Barring
options are displayed.



Scroll **UP** or **DOWN** to
highlight the option you want.



Press **LEFT/RIGHT** to confirm.
A ✓ shows it has been
selected.



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

Note

*You can still dial **999** and **112**
emergency numbers on a handset
even if all other external calls have
been barred.*

To set and change an emergency contact number

Even if a handset cannot make
external calls except **999** and
112 emergency services, you
can add a specific emergency
contact number of your own.

For example, a babysitter could
be given a handset which can
only be used for emergency
services and your mobile
number.

You can save several emergency
numbers.



Press the **RIGHT** button to open
the menu.



Press **DOWN** to scroll to
Base Settings.

OK

Press **OK**.



Press **DOWN** to scroll to
Add. Features.

OK

Press **OK**.



Press **DOWN** to scroll to
Add. Emers. No.

OK

Press **OK**.



Enter the system PIN
(original setting 0000).

OK

Press **OK**.



Enter the emergency contact
number you want.

To change an existing number,
delete it by pressing the
DELETE button.

<C

MENU

Press the **MENU** button. Display
shows Save Entry.

OK

Press **OK** to confirm.

To view and dial an emergency number



Press the **GREEN PHONE** button.

EMERCALL

Press the **EMERCALL** display button. If only one emergency number is set, it is dialled.

If there is more than one number:



Scroll **DOWN** through the numbers to highlight the one you want.

OK

Press **OK** to dial.

To change the base station name

The original names for base stations are Base station 1-4. You can change this, for example to 'Home' or 'Work'.

Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to H/set Settings.

OK

Press **OK**.



Scroll **DOWN** to Select Base.

OK

Press **OK**.



Scroll **DOWN** to the base you want.

EDIT

Press **EDIT**. Display shows Enter Name.

Enter the name you want, up to 16 characters.

SAVE

Press **SAVE**.



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

Note

The name of the base station is specific to each handset which means the same base can have different names on different handsets.

To reset the base

You can restore a base station to its factory settings. Resetting the base will not affect the system PIN or handset registration.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Base Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Base Reset.

OK

Press **OK**.



Enter the current PIN (original setting 0000).

OK

Press **OK**. Display shows Reset base settings to default?

YES Press **YES** to reset or **NO** to cancel.

The settings after a reset will be:

Name of handsets	INT 1 to INT 6
Call barring	None
Listening in	Off
Own emergency numbers	None
Call list type	Missed calls
Prefix	Deleted
Pause after prefix	3 secs
Pause after R button	800 ms
Dialling mode	Tone
Extra directory	Deleted

To set repeater mode

You can use a repeater to boost the range and reception of your base station. A repeater must be registered with the base station and you have to switch the repeater function On.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Base Settings.

OK

Press **OK**.



Scroll **DOWN** to Add Features.

OK

Press **OK**.



Scroll **DOWN** to Repeater Mode.

OK

Press **OK**. Display shows Change repeater setting?

YES

Press **YES** to confirm. The display shows Please wait. After a few seconds the display will return to idle mode.

Setting up and personalising your answering machine

You can operate your BT Diverse 5450 answering machine from:

- The base unit.
- The handset.
- Remotely from any external *Touchtone*[™] telephone.

The factory setting for the answering machine is ON, so you can use it as soon as you have charged up your BT Diverse 5450 handset. Your callers will be greeted with a pre-recorded outgoing message *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

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. You can set the date and time manually (*see page 15*) or if you have subscribed to your network's Caller Display service, the date and time will be set automatically as soon as you receive your first call.

Mailboxes

You can set up to 3 individual mailboxes in the answering machine so different users can keep their messages separate. The same outgoing message is used for all three mailboxes. For further information please refer to page 68.

Outgoing messages

The outgoing message is the greeting a caller first hears when the answering machine picks up their call. Your BT Diverse 5450 gives you a choice of 2 outgoing messages, one for 'Answer and Record' mode and one for 'Answer Only' mode.

Answer and Record

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

If you wish, you can record your own outgoing message. See *'To record your own outgoing message'* page 58.

You choose to have up to 3 individual mailboxes for messages. If you do, you will need to record an appropriate outgoing message. For example, *'Hello, your call cannot be taken at the moment. To leave a message for John, press 1, for Suzy press 2, for Alan press 3 and then speak after the tone.'*

When the answering machine takes a call, your BT Diverse 5450 will play your Answer and Record message and then your caller can leave a message.

Answer Only

In Answer Only mode, there is no pre-recorded announcement so you must record your own, remembering to tell your caller that they will not be able to leave a message. See, *'To record your own outgoing message'*, below.

When the answering machine takes a call, your BT Diverse 5450 will play your Answer Only announcement but will not allow your caller to leave a message.

Record outgoing messages

To record your own outgoing message

Note

The minimum outgoing message length is 4 seconds and maximum length is 2 minutes and 50 seconds.

Note (cont)

If you record a message of less than 4 seconds, the display shows Recording too short! If you pause during recording for longer than 2 seconds, recording stops.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Announcements.

OK

Press **OK**. Display shows Record Announcement.

If you want to record a message for Answer and Record:

OK

Press **OK**.

Or

If you want to record a message for Answer Only:



Press **DOWN** to scroll to Record Announce Only.

OK

Press **OK**.

The display shows Press OK Speak after the tone.

OK

Press **OK** to confirm you are ready to record your message. After you hear the short beep, speak your outgoing message clearly into the handset.

END Press **END** when you've finished recording.

The display shows Recording saved, you hear a confirmation tone and your message is played back to you.



Press *and hold* the **RED PHONE** to return to the idle screen.

Note

*To cancel recording at any time, press the **RED PHONE** button or press **RETURN**.*

If you cancel while recording:

In Answer and Record mode – the display will show Announcement deleted! And the pre-recorded announcement message will be used again.

In Answer Only mode – the display will show Announce only not available!

To hear your outgoing message



Press the **RIGHT** button.

Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Announcements.

OK

Press **OK**.



Press **DOWN** to scroll to Play Announcement to play your Answer and Record message.

Or



Press **DOWN** again to scroll to Play Announce Only to play your Answer Only message.

OK

Press **OK**. You hear your outgoing message via the loudspeaker.

Note

*While you are listening to an announcement, you can press **NEW** to re-record it.*

If you have not recorded an Answer Only outgoing message, the display will show Announce only not available!



Press *and hold* the **RED PHONE** to return to the idle screen.

To select the outgoing message your callers will hear

You can choose between **Answer and Record** or **Answer Only**.

However, you must have recorded an **Answer Only** message in order to select **Answer Only** mode, *see page 58*.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Announcements.

OK

Press **OK**.



Press **DOWN** to scroll to Set Answer Mode.

OK

Press **OK**. The display shows Answer and Record.

To select Answer and Record:

OK

Press **OK**. A ✓ shows Answer and Record is selected.

Or

To set Answer Only:



Press **DOWN** again to display Announce Only.

OK

Press **OK**. A ✓ shows Answer Only mode is selected.

Note

If you have not recorded an Answer Only outgoing message the display will show Announce only not available!



Press *and hold* the **RED PHONE** to return to the idle screen.

To set times to switch between Answer and Record or Answer Only

You can specify times for your answering machine to switch automatically from Answer and Record to Answer Only (or vice versa). For example, so Answer and Record is set from 8am to 5pm.

You must have recorded an Answer Only message, *see page 58*.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Announcements.

OK

Press **OK**.



Press **DOWN** to scroll to Set Ans. Mode.

OK

Press **OK**. The display shows Answer and Record.



Press **DOWN** to scroll to Answer Mode Time.

OK

Press **OK**. Display shows Answer Mode Time.



Enter the time you want to start, e.g. 0800 for 8am



Scroll **DOWN** to Until.



Enter the time you want to finish, e.g. 1700 for 5pm



Scroll **DOWN** to Activation.



Press **LEFT/RIGHT** to select whether the Answer Mode you have set is switched ON or OFF during this time.

SAVE

Press **SAVE**.

Note

*If using the 12 hour clock, you can switch between a.m and P.m by pressing the **AM/PM** display button.*



Press and hold the **RED PHONE** to return to the idle screen.

Note

The Answer Mode Time setting is switched off automatically when select a different mode or delete your Answer Only outgoing message.

To delete your outgoing message

If you delete your own outgoing message:

In Answer and Record mode:

The pre-recorded outgoing message is automatically reinstated.

In Answer Only mode:

The answering machine switches itself off.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Announcements.

OK

Press **OK**.



Press **DOWN** to scroll to Delete Announcement.

If you want to delete the Answer and Record message:

YES

Press **YES**.

Or

If you want to delete the Answer Only message:



Press **DOWN** again to display Delete Announcement Only.

OK

Press **OK**.

The display shows
Are you sure?

YES

Press **YES** to confirm.

The display shows
Announcement deleted!



Press *and hold* the **RED PHONE** to return to the idle screen.



Scroll **DOWN** to Base.

OK

Press **OK** to switch on the base station loudspeaker.

You can pick up the call at any time during recording:



Press the **GREEN PHONE** or **ACCEPT** to talk to the caller.



Press **RED PHONE** to switch off call screening.

Call screening

While a message is being recorded, you can listen in via the loudspeaker of any handset or on the loudspeaker of the base station (this is the factory setting).

To screen a call

During recording:



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Call Screening.

OK

Press **OK**. Display highlights Handset.

Choose the option:

OK

Press **OK** to switch on the handset loudspeaker.

Or

To interrupt a message

While the caller is leaving their message:



Press the **GREEN PHONE** button. The machine stops recording and you can talk to your caller.

Note

If 2 or more seconds have already been recorded when you take the call, the call will still be displayed as a new message.

Quick access button setting

Your BT Diverse 5450 comes preset so that you can quickly access your answering machine messages by pressing the **ENVELOPE** button.

If you have Call Minder or a Network Messaging Service set up on your BT Diverse 5450 you may want to change this setting, so that when you press the **ENVELOPE** button you have quick access to your mailbox, instead of to the built-in answering machine. For more information on Voice Mail, *see page 42*.

Answer delay

Answer delay sets the number of times your BT Diverse 5450 will ring before the answering machine picks up a call and starts playing the outgoing message.

You can choose for the answering machine to pick up immediately, after 10 seconds, after 20 seconds (pre-set setting) or after 30 second. You can also select 'Auto' which is the Time Saver setting.

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages.

If your answering machine answers after 10 seconds, you have new messages. If it answers after 20 seconds you do not have new messages.

So if you wait for approximately 15 seconds, you can end the call without the cost of being connected, knowing you have no new messages.

To change the answer delay setting



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Ring Delay.

OK

Press **OK**.



Press **LEFT/RIGHT** to select the ring delay setting you want.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Setting the message length

You can specify the time limit your callers have to leave a message. The choices are 30 seconds, 60 seconds, 120 seconds (this is the factory setting) or Maximum (remaining recording time).

To adjust the message length



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Message Set.

OK

Press **OK**. Display shows Message Length.

OK

Press **OK**.



Press **LEFT/RIGHT** to display the setting you want – 30, 60, 120 or Maximum.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Recording quality

With High Quality the total recording time is 9 minutes, with Long Play the total recording time extends to 15 minutes.

To adjust the recording quality



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Message Set.



Scroll **DOWN** to Record Quality.

OK

Press **OK**.



Press **LEFT/RIGHT** to display the setting you want – High Quality or Long Play.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Using the 5450 answering machine via the handset

Note

If the answering machine is being operated from the base or it is recording a message, it cannot be operated from the handset at the same time.

IMPORTANT

*While operating the answering machine from the handset, you may hear one of the answering machine prompts on the handset loudspeaker. Press **GREEN PHONE** to switch off the loudspeaker.*

To switch the answering machine on/off



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.




Press **DOWN** to scroll to Answering Machine.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the answering machine ON or OFF.

When switched ON, the  is displayed and the ON light on the base comes on.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Available recording time:

After you switch your BT Diverse 5450 answering machine on, you will hear the remaining memory time announced.


Memory full:

If the memory becomes full, and an Answer Only message has been recorded, your BT Diverse 5450 answering machine will automatically switch to Answer Only mode. Free up the memory by deleting old messages (*see page 67*). The answering machine will then automatically return to Answer and Record mode.

If no Answer Only message has been recorded, the answering machine switches

off. You must delete old messages (*see page 67*) to free up more memory.

New message indicator

If you have a new message stored on your answering machine, the  icon on the handset display will flash to alert you. This will still happen even when the answering machine is switched off.

Playing messages

The date and time of each call is recorded. If you have Caller Display service the number or name of the caller will be displayed.



Press the **ENVELOPE** button.



Press **DOWN** until the display shows, e.g. Answering Mach. 01+04 or Mailbox 1, 2 or 3.

The first 2 digits (e.g. 01) refer to the number of new messages saved.

The last 2 digits (e.g. 04) refer to the number of old messages saved.

OK

Press the **OK** button. Your messages are played back over the handset loudspeaker.

Playback begins with the first new message. At the start of each message the number of the message and the day and time the message was received are announced.

When all new messages have been played, old messages will follow.

If there are no new messages, just the old messages will play back.

At the end of all messages you hear the end of messages tone.

Once you have played back a message it is classed as an 'old' message.

Answering machine operation during playback:

To pause playback:



Press **RIGHT**. 'Pause' is announced.



Press **RIGHT** again to resume playback.



To repeat the current message:

Press **UP**.



To skip back to the previous message:

Press **UP** twice.



To play the next message:

Press **DOWN**.



To play the message after next:

Press **DOWN** twice.

To delete the current message:

DELETE

Press **DELETE**.

To delete all messages:

You can only delete old messages, so you must listen to your messages – for at least 3 seconds – before you can delete them.



Press **RIGHT**. 'Pause' is announced.



Press **DOWN** to scroll to Delete All Old Msss.

OK

Press **OK**.

YES

Press **YES** to confirm.

To mark a message as new:

This prevents the message from being listed as an old message that has already been played back.



Press **RIGHT**. 'Pause' is announced.



Press **DOWN** to scroll to Mark as New.


OK

Press **OK** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Note

If more than one mailbox has been set and there appears to be no new messages for you even though the  icon is flashing, it means there are message for one of the other mailbox users.

To copy a phone number from the answering machine message list to the directory



Press the **ENVELOPE** button.



Press **DOWN** until the display shows, e.g. Answering Mach. 01+04 or Mailbox 1, 2 or 3.

OK

Press **OK**.



Scroll **UP** or **DOWN** to the entry you want.



Press **RIGHT** to open the menu.



Press **DOWN** to scroll to Copy to directory.

OK

Press **OK**.



Enter a name to go with the number.

MENU

Press the **MENU** button. Display shows Save Entry.

OK

Press **OK** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Using Mailboxes

You can set up to 3 individual mailboxes and record an announcement that tells callers which mailbox to select for their message.

For example, an announcement could be *'Hello, your call cannot be taken at the moment. To leave a message for John, press 1, for Suzy press 2, for Alan press 3 and then speak after the tone'*.

The caller enters the mailbox number they want and then leaves their message.

To set up to 3 mailboxes

If you want to use up to 3 mailboxes, you must switch the answering machine on and enter the number of mailboxes you want to use.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Answering Machine.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the answering machine ON.



Press **DOWN** to scroll to Mailboxes.



Press **LEFT/RIGHT** to select the number of mailboxes you want 1-3.

SAVE Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Note

If the caller enters an invalid number for the mailbox, their message will be stored in mailbox 1.

To change the number of mailboxes



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Answering Machine.

OK

Press **OK**.



Press **LEFT/RIGHT** to switch the answering machine ON.



Press **DOWN** to scroll to Mailboxes.



Press **LEFT/RIGHT** to change the number of mailboxes you want 1-3.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

Note

Remember to amend your Answer and Record outgoing message to reflect the number of mailboxes you have selected.

Voice commands

You can use voice commands to control message playback. Four different users can save their commands, so that the BT Diverse 5450 answering machine can recognise their voices.

The functions available are:

- Delete.
- Forward.
- Back.

Each user must say all three statements in the right order for voice command to work.

To record voice commands

Make sure there is minimum background noise while recording.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Voice Prompts.

OK

Press **OK**. Display shows Record Command.

OK

Press **OK**. Display highlights User 1.



If necessary, scroll **DOWN** to the User you want.

OK

Press **OK** and follow the voice prompts to record the commands. You are asked to repeat each command.

Note

If the memory is full, you will not be able to record voice commands.

To switch voice commands on/off

You must record your voice commands first, *see opposite*.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Voice Prompts.

OK

Press **OK**. Display shows Record Command.



Press **DOWN** to scroll to Commands.

OK

Press **OK** to switch On and Off.



Press *and hold* the **RED PHONE** to return to the idle screen.

To use voice commands during playback

Providing you have switched voice commands on (*page 69*), a user who has pre-recorded their commands (*page 69*) can control playback by giving one-word commands.



Press the **ENVELOPE** button.



Press **DOWN** until the display shows, e.g. Answering Mach. 01+04 or Mailbox 1, 2 or 3.



Press **RIGHT** to begin playback. (Press **RIGHT** *again* to pause playback.)

During playback:



Press *and hold* **UP**. After the beep speak your command.

'Back' to repeat the message.

'Forward' to play the next message.

'Delete' to delete the current message. You are asked to say 'Delete' again to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

To change a User name

You can give each user a name, John, Suzy etc. so you know who has recorded voice commands.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Voice Prompts.

OK

Press **OK**. Display shows Record Command.

OK

Press **OK** to open the Select User list.



Press **DOWN** if necessary to scroll to the user you want.

EDIT

Press the **EDIT** button.



Enter the user name you want.

<C

Press **<C** to delete any characters.

SAVE

Press **SAVE** to confirm.



Press *and hold* the **RED PHONE** to return to the idle screen.

To record a memo

You can record a message from your handset which can be listened to and deleted just like other received messages.

Note

If your BT Diverse 5450 answering machine has mailboxes in use, you must select the mailbox where you want to save a message.



Press the **RIGHT** button.



Press **DOWN** to scroll to Voice Mail.

OK

Press **OK**.



Press **DOWN** to scroll to Record Memo.

OK

Press **OK**.

Or

If more than one mailbox has been set.



Press **DOWN** to scroll to Mailbox 1-3.

OK

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

OK

Press **OK** to confirm. You hear a beep. Speak your message.

END

Press **END** to finish recording.



Press *and hold* the **RED PHONE** to return to the idle screen.

Using the 5450 answering machine via the base unit

Note

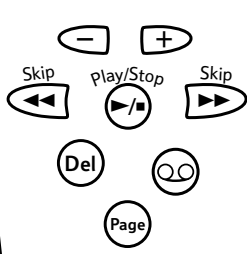
If the answering machine is being operated from a handset or it is recording a message, it cannot be operated from the base station at the same time.

Note

If the On/Off button continues flashing when the answering machine is switched off, you still have at least one unplayed message

You can operate and use the main answering machine functions via the buttons on the base, when the handset is in idle mode.

For more advanced functions, you will need to refer to the instructions in the section 'Using the BT Diverse 5450 answering machine via the handset', page 65.




To switch the answering machine on and off




Press the **ANSWERING MACHINE** button to switch ON or OFF.

When you switch the answering machine On:

The **ANSWERING MACHINE** button lights up and the available recording time is announced.

In idle mode, the handset display shows the  icon.

When you switch the answering machine Off:

The **ANSWERING MACHINE** button light goes out the  icon disappears from the handset display.

New message indicator

If you have a new message stored on your answering machine, the **ANSWERING MACHINE** button light on the base flashes to alert you. This will still happen, even when the answering machine is switched off.

To adjust the loudspeaker volume during playback.



Press **-** to decrease the volume.



Press **+** to increase the volume.

To play back messages

Play/Stop



Press the **PLAY/PAUSE** button.

Or

If you have set mailboxes:

Skip



Press **BACK** to play messages on Mailbox 1.

Play/Stop



Press **PLAY/PAUSE** to play messages on Mailbox 2.

Skip



Press **FORWARD** to play messages on Mailbox 3.

During playback:

Skip



Press **BACK** to repeat the current message.

Skip



Press **BACK** *twice* to skip back to the previous message.

Skip



Press **FORWARD** to play the next message.

Skip



Press **FORWARD** *twice* to skip forward to the message after next.

Play/Stop



Press **PLAY/PAUSE** to stop playback.

Del



Press **DELETE** to delete the current message.

Remote access

You can operate your answering machine from any external *Touchtone*[™] phone by phoning your BT Diverse 5450 and entering your base station PIN.

Using this code prevents other people from accessing your answering machine functions without your permission.

IMPORTANT

You must change the base station PIN from the original setting of 0000 for your remote access to function. See 'To change the base station PIN', page 53.

To switch on your answering machine from another phone

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



Dial your telephone number and let the phone ring for approximately 1 minute.



When you hear the announcement 'Please enter your PIN', enter the base PIN (must be different to 0000).

The recording time left will be announced. Any messages are played back to you.

When you end the call, your answering machine will be switched on.

To access and play your answering machine messages from another phone



Dial your telephone number.

When you hear your outgoing message:



Press 9.



Enter your base PIN.

Your machine tells you whether you have any new messages. The messages are now played back.

To control the answering machine function during playback:

1_{OO} To repeat the current message.
Press *twice* to skip back to the previous message.

2_{ABC} To pause/resume playback.

3_{DEF} To skip forward to the next message.

Press *twice* to skip to the following message.

0+ To delete the current message.

To start using voice commands.

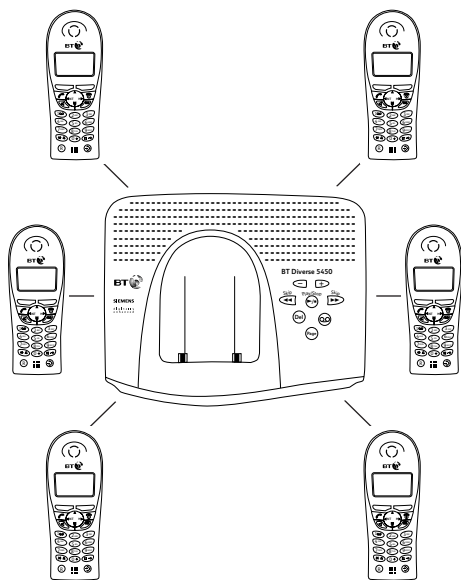
* Δ To play new messages only.

If you are using the machine's mailboxes:

□ +○ To switch between mailboxes.

Using additional handsets and bases

Up to six handsets can be registered and operated from the BT Diverse 5450 base station. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to four bases.

Registering additional handsets

If you purchase new handsets to use with your current BT Diverse 5450, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new BT Diverse 5400 handset to a 5450 base station

For this method of registration your handset must be a BT Diverse 5400.

- Place your handset in the base station.
- Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. INT 2.

The next available number (2-6) will be automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned.

To manually register a BT Diverse 5400 handset to another base station.

If you want to register your handset to another base station you will need to manually register it.

On the handset to be registered:

MENUPress **MENU**.Scroll **DOWN** to H/set Settings.**OK**Press **OK**.Scroll **DOWN** to Register Handset.**OK**Press **OK**.

Enter the system PIN. (Original setting 0000).

OKPress **OK**.

If the base station is a BT Diverse 5450, press the **PAGE** button until you hear a beep – after approximately three seconds.

PAGE

After approximately one minute the handset will display

its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a 5450 you will need to follow the user guide for the base station you are registering the 5400 handset to.

Note

To make internal calls or page handsets, see page 19.

To register BT Diverse 2000/3000/4000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your BT Diverse 5450 base.

Place your handset into registration mode according to the instructions in its user guide.

When the handset is in registration mode, you will need to:

Press the **PAGE** button located on the top of your BT Diverse 5450 base station until there is a beep after approximately three seconds.

After a short period of time the handset will be registered. The BT Diverse 5450 will be allocated the next available handset number.

Note

To check that the handset has been registered successfully to the base, press the PAGE button, all handsets will ring.

To de-register a handset



Press the **INT** button. Display lists the registered handsets.



Press **UP/DOWN** to highlight the handset you want to de-register.

OK

Press **MENU**.



Scroll **DOWN** to De-reg H/set. No.

OK

Press **OK**.



Enter the system PIN. (Original setting 0000).

OK

Press **OK** to confirm de-registration.



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

Using a handset as a room monitor

If you have at least two handsets registered to your BT Diverse 5450 base station you can leave one handset in a room and monitor the sounds in the room by making an internal or an external call to another handset. This could be used, for example, in a child's bedroom.

Place the handset 1-2 metres away, with the microphone facing the child. Always check that the phones are working properly.









Note

The room monitor function drains the handset batteries more quickly than normal use. Make sure the handset is fully charged before leaving it in the room to be monitored.






To switch the room monitor on

When there are sounds in the room, the monitor function detects them.

The listening handset then rings either the receiving handset selected or the phone number you have set. You can then listen.

- OK** Press **MENU**.
-  Scroll **DOWN** to Add. Features.
- OK** Press **OK**. Display highlights Room Monitor.
- OK** Press **OK**. Display shows the Room Monitor setting.
-  Press **RIGHT** to switch the Room Monitor setting On
-  Scroll **DOWN** to Call to.
-  Press **RIGHT**.
-  Either enter the internal number of a handset.
- Or*
-  Enter the telephone number of a phone which you want to use as a listening device.
- MENU** Press **MENU**. Display shows Save Entry.
- OK** Press **OK**. Display returns to the Room Monitor setting.
-  Scroll **DOWN** to Level.
-  Press **LEFT** or **RIGHT** to set the sensitivity Low or High.
- SAVE** Press **SAVE** to confirm. The room monitor function is now switched on.

To change an external or internal number on the room monitor

- You can select another telephone to use as a listening device.
- MENU** Press **MENU**.
-  Scroll **DOWN** to Add. Features.
- OK** Press **OK**. Display highlights Room Monitor.
- OK** Press **OK**. Display shows the Room Monitor setting.
-  Scroll **DOWN** to Call to:
- EDIT** Press **EDIT**.
- <C** Press **DELETE** to delete the current number.
- Either*
-  Enter a new external number
- MENU** Press the **MENU** button. Display shows Save Entry.
- OK** Press **OK**.
- Or*
-  Press **INT** to enter another handset number.
-  Scroll **DOWN** to the handset you want.
- OK** Press **OK** to confirm.

To switch off the room monitor

If you receive a room monitor alert call, you can then switch off the room monitor function.

Accept the room monitor alert call:

9^{WXYZ}

Press **9** then **#**. The room monitor is switched off after about 90 seconds and no more alert calls will be sent.

☐ →

At the monitoring handset:

When you get back to the room that was being monitored, press **OFF** on the handset to return it to idle mode.

OFF

Walk and talk

You can use any two BT Diverse 5400 handsets as walkie talkies providing they are registered to the same base station. The walkie talkie function works when you are out of range of the base station, for example, when you are away on holiday.

IMPORTANT

Two handsets will have an active range between them of up to 300 metres.

For the Walkie Talkie function to work, both handsets must be set to search for Best Base, see 'To select best base', see below.

Handsets cannot receive incoming calls from external callers.

To select best base

If your handset is registered at several base stations the handset will automatically switch to the base with the strongest signal. You also need this setting if you want to use the handsets as walkie talkies.

MENU

Press **MENU**.



Scroll **DOWN** to H/set Settings.

OK

Press **OK**.



Scroll **DOWN** to Select Base.

OK

Press **OK**.



Scroll **DOWN** to Best Base.

OK

Press **OK**. A ✓ appears by Best Base.



OK

Press **OK** to confirm.








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

To switch Walk and Talk on/off

- MENU** Press **MENU**.
-  Scroll **DOWN** to Add. Features.
- OK** Press **OK**.
-  Scroll **DOWN** to Walk and Talk.
- OK** Press **OK**. Display shows Walk and Talk.
- OFF** Press **OFF** to switch the walkie talkie function off.

To set a Walk and Talk handset to room monitor mode

When in Walk and Talk mode, you can use one handset as a room monitor.

-  Press **RIGHT** to open the menu.
-  Scroll **DOWN** to Room Monitor.
- OK** Press **OK**.
-  Press **LEFT** or **RIGHT** to switch Room Monitor On.
-  Scroll **DOWN** to Level.
-  Press **LEFT** or **RIGHT** to select Low or High.

SAVE Press **SAVE** to confirm. The room monitor function is switched on and the other handset will be called if the monitoring handset detects a noise.

OFF Press the **OFF** button on the monitoring handset to switch room monitoring off. The handset will then return to walkie talkie mode.

Note

Always check handsets used as room monitors for level sensitivity and to confirm that the connection works.

Help

Try these solutions to the most common problems.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again. If this is still unsuccessful, then try a manual registration (see page 77).
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display.	The handset is switched off. The batteries may be flat.	Hold down RED PHONE for 1 second. Charge or replace the batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Hold down the # button for 1 or 2 seconds.
No connection between handset and base station.	Are you out of range of the base station. Handset is not registered. Base station is not switched on.	Move closer to the base station. Register the handset. Check the mains power is connected correctly.
Handset on the base does not charge.	Is another handset using the line for a long time? Is the handset placed on the base properly? Are the batteries in correctly?	Maximum charging power is only possible when no calls are being made. Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone. Check that you have put the batteries in the right way, you will hear a confirmation tone.

BT Diverse Helpline – 08457 908 070

The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
The handset or base station does not ring.	The ringer has been switched off. Call Diversion has been set to All Calls	Switch the ringer back on. Handset, <i>see page 48</i> . Switch off Call Diversion, <i>see page 40</i> .
You keep hearing the error beep (a descending tone).	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.
Voice dialling does not work.	You may be speaking too far away from the handset. There may have been too much background noise when recording the Voice dialling name.	Move to within 20cm of the handset microphone. Record your Voice dialling name in quiet surroundings.
The other caller cannot hear me.	You may have pressed the INT button and muted the handset.	Press the RETURN display button.
The answering machine does not record any messages or announcements.	Memory is full.	Delete old messages. Playback and delete new messages.
An answering machine message does not have a time stamp.	The date/time is not set.	Set the date/time, <i>see page 15</i> .
During remote operation you are unable to access messages	You have not changed the base station PIN.	Change the base station PIN to allow you to access messages from another phone.
You cannot record your voice pattern for voice activation.	Your recordings might have sounded too different or were not clear enough.	Try recording again but ensure you speak clearly and record the words using a similar tone.
You cannot dial, or use the answering machine via voice activation.	Your speech or commands were not clear enough or, you have not recorded the voice activate for these commands.	Try speaking more closely or, ensure voice activation is initiated.

General information

Guarantee

Your BT Diverse 5450 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse 5450, 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:

If you experience difficulty using the product, prior to returning it, please read the Help section beginning on page 82, or contact the BT Diverse Helpline on 08457 908070 for assistance.

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

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact the Helpline on **08457 908070** and ask for details of our recommended repair agents.

BT Accessories and replacement items

For a full range of accessories and replacement items for BT products please call **0870 240 5522**, or visit:



With and Without Wires.com

BT Diverse Helpline – 08457 908 070

Technical information

How many telephones can you?

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 other telephone line.

The BT Diverse 5450 (with up to 6 handsets) has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example, if the BT Diverse 5450 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4).

Only use approved power supply, item code C39280-Z4-C478.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with TBR6. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on **08457 908070**.

Switchboard compatibility

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

To set the dialling mode

You only need to adjust this setting if your switchboard does not operate with tone dialling. You can change the dial mode to pulse dialling.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Base Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Add. Features.

OK

Press **OK**. Display highlights Dialling Mode.

OK

Press **OK**. Display shows the dialling mode options. A ✓ indicates the current setting.



Scroll **DOWN** if necessary to select the dialling mode you want:

- Tone (with TBR)
- Pulse (with Earth Recall)
- Tone-Earth (tone with Earth loop recall)

OK Press **OK** to confirm. A ✓ appears next to the setting selected.



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

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your BT Diverse 5450 you can switch to tone dialling during the call.

During your call:



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Tone Dialling.

OK

Press **OK**. Tone dialling is now active for this call only.

To set the recall (flash) time

You only need to adjust this setting if your switchboard requires a different recall time to the pre-set time of 100ms.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Base Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Add. Features.

OK

Press **OK**.



Press **DOWN** to scroll to Recall.

OK

Press **OK**. The recall time list is displayed.



Scroll **DOWN** to the recall time you require.

OK

Press **OK** to confirm. A ✓ appears next to the setting selected.



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

To set a prefix for getting an outside line

You can set your Diverse 5450 to automatically dial a prefix e.g. **9** to get an outside line before dialling the telephone number.



Press the **RIGHT** button to open the menu.



Press **DOWN** to scroll to Base Settings.

OK

Press **OK**.



Press **DOWN** to scroll to Add. Features.

OK

Press **OK**.



Press **DOWN** to scroll to Access Code.

OK

Press **OK**.



Enter or change the access code.

MENU

Press **MENU**. Display shows Save entry?

OK

Press **OK** to confirm.



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

To set a pause before dialling

You can insert a pause to allow your switchboard time to get a line before your BT Diverse 5450 dials the number.



Press the **RIGHT** button to open the menu.



Enter the code **8916**.



Enter the number for the pause length (e.g. **2** for 3 seconds)

1 = 1 second

2 = 3 seconds

3 = 7 seconds

4 = 2.5 seconds

OK

Press **OK** to confirm. Display shows Entry saved.

To change the duration of the dialling pause

Providing you have already saved a dialling prefix e.g. **9**. The original pause setting is 3 seconds.

If you need to change this:



Press the **RIGHT** button to open the menu.



Enter the code **8916**.



Enter the number for the pause length (e.g. **2** for 3 seconds)

1 = 1 second

2 = 2 seconds

3 = 3 seconds

4 = 6 seconds

To set a pause after pressing Recall

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



Press the **RIGHT** button to open the menu.



Enter the code **8916**.



Enter the pause length:

1 = 800ms

2 = 1600ms

3 = 3200ms

OK

Press **OK** to confirm.

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