

At a glance

Handset

Handset display
Displays the status of your handset.

Talk button
For making, answering and ending calls.

Directory button
10 numbers can be stored, dialled and edited in the directory.

Recall button
For use with switchboards and some network services.
Also, use to enter a pause in a stored number.

Redial button
Press to redial the last number called.

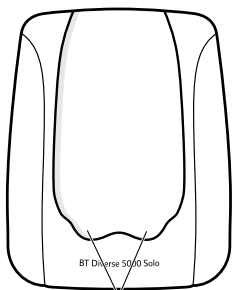
Keypad

Keypad button
Hold down to lock and unlock the keypad.

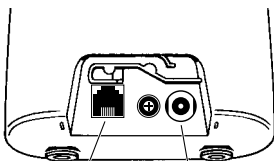
Set button
Press to confirm settings.



Base



Charging contact points



Telephone line socket

Mains power socket

Handset display icons



Handset is in use



When steady shows the base is registered to the handset. When flashing shows that the base is not registered.



Confirms setting has been saved.



#



*



Recall



Pause



Directory empty



Keypad locked



Handset ready for registration



Handset searching for base



Handset found base that's ready for registration

Helpline

If you experience any difficulties with your BT Diverse 5000 Solo, please call the BT Diverse Helpline on 08457 908 070.

Introduction

Unpacking your BT Diverse 5000 Solo

If anything is missing, please contact your place of purchase as soon as possible.

BT Diverse 5000 Solo base station



BT Diverse 5000 Solo handset



Mains power adaptor



Telephone line cord



Rechargeable battery pack



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.

Safety information

General

Only use the power adaptor supplied with this product. Using an unauthorised power adaptor will invalidate your guarantee and may damage the phone. The power adaptor code is **C39280-Z4-C478**.

For the handset use only approved Nickel Cadmium (NiCad) rechargeable battery pack. Never use other battery packs or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of at least 300mAh 1.2V. Batteries 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 the battery pack). 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 we recommend that it is not used by people with pacemakers fitted.

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

IMPORTANT

*Please note that your handset is **not** registered to the base station and the battery pack has **not** been charged.*

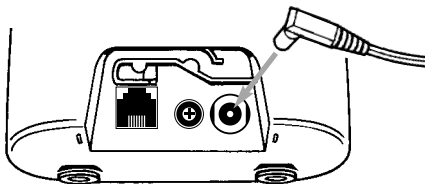
You must follow steps 1 to 3 before you can use your BT Diverse 5000 Solo to make and receive calls.

Plan the location

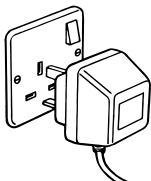
- Situate your product close enough to the telephone and mains power sockets so that the cables will reach.
- Make sure it is at least 1 metre away from other electrical products to avoid interference.
- Do not situate the product in the bathroom or other humid areas.

1 Connect the power adaptor

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



2 Plug the power adaptor into the wall socket and switch the power on



WARNING

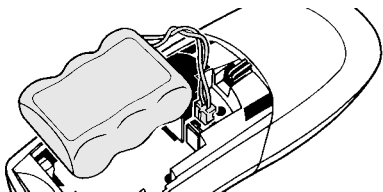
Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

3 Register and charge the handset

The handset display is protected by a plastic film which can be removed.

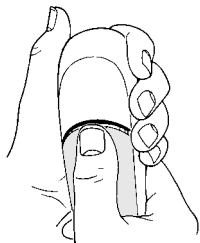
Insert the battery pack

Plug the battery connector into the socket inside the battery compartment. The connector should click securely into place.



Insert the battery pack into the battery compartment, taking care not to trap the cable. Gently position the cable round the guides provided.

Slide the battery compartment cover on. The cover should click securely into place. (The battery cover can be found in the packaging with the battery pack).



WARNING

Under no circumstances should non-rechargeable battery packs be used. Only use the approved NiCad battery pack.

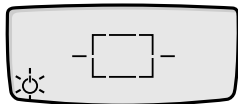
Using unapproved battery packs will invalidate your guarantee and may damage the telephone.


Register the handset

IMPORTANT

Before registering the handset to the base make sure that the base station is connected to the mains power, that the wall socket is switched on and that the battery pack is inserted into the handset.

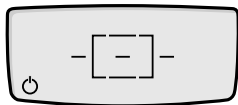
To register your handset, place it in the base station with the display facing forwards. The registration display will appear (this may take several minutes).



The  symbol will flash in the display.

Whilst keeping the handset in the base station, unplug the power adaptor from the wall socket. After a few seconds plug the power adaptor back into the mains socket.

The found base confirmation screen, see below, will appear in approximately 60 seconds.



A few seconds later the normal standby screen, see below, will appear. This confirms registration is complete.



Charge the handset

You will need to fully charge your handset before you can use it for the first time. Leave the handset in the base station for approximately 16 hours to charge the battery pack.

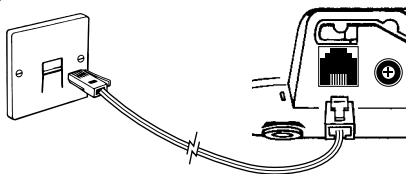
Battery performance

Batteries and case may become warm during charging. This is normal. Under ideal conditions, the handset batteries should give about 10 hours talktime or 100 hours standby time on a single charge. However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

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.

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



Helpline

*Your BT Diverse 5000 Solo is now ready for use. However, if you experience any difficulties, please call the BT Diverse Helpline on **08457 908 070**.*

Signal strength

The range of your BT Diverse 5000 Solo base station is 300 metres outdoors and up to 50 metres indoors under ideal conditions. If you go out of range the 🔌 icon will flash on the display and you will need to move closer to the base station.

Visit us at www.bt.com

CE 0682

CE compliant to R&TTE Directive (1999/5/EC)



Offices worldwide

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Using the telephone

Making and ending calls

To make an external call



Press the **Talk** button. You will hear the dial tone and the  icon will appear in the display.



Dial the telephone number.


Or...

Preparatory dialling




Enter the telephone number first and check that it is correct.



Press the **Talk** button to dial the number. You will hear the telephone dialling and the  will appear in the display.

To end a call



Press the **Talk** button. The  icon will disappear from the display.

Or

Place the handset back on the base station.

To receive an external call



When the phone rings, pick up the handset and press the **Talk** button to answer the call.

Redial

Your handset automatically saves the last telephone number you dialed.

To redial the last number dialed



Press the **Redial** button.



Press the **Talk** button to dial the number.

Using the directory

You can store up to 10 of your most frequently used telephone numbers in the directory. You can enter numbers up to 22 digits.

To store a number in the directory



Press the **Set** button.



Press the **Directory** button.



Enter the directory location number between **0** and **9** under which you want to store the number.

Enter the telephone number you want to store.



Press the **Set** button to store the number.
You will hear a confirmation beep.

Note

*By pressing and holding the **Directory** button the telephone number under the **0** location in your directory will be displayed. Press the **Talk** button to dial the number.*

It is advisable to put your most frequently called number under this location.

To insert a pause in a stored number

You may need to insert a pause in a telephone number you are storing in the directory. Start storing the number as described previously and where a pause is needed press and hold the **R** (Recall) button. A *P* is shown in the display.



To dial a number in the directory



Press the **Directory** button.



Press the directory location number between **0** and **9** under which the number is stored.



Press the **Talk** button to dial the number.

To change a number in the directory

You can change an existing number in the directory by overwriting it with a new number. Simply follow the instructions shown previously under 'To store a number in the directory'.

Handset settings

To adjust the handset earpiece volume

There are 3 earpiece volume levels to choose from (1–3).



Press the **Set** button.



Press the **0** button.



Enter the volume level you want from, **1–3**.



Press the **Set** button to save.

To adjust the handset ringer volume

There are 3 ringer volume levels to choose from (1–3).



Press the **Set** button.



Press the **5** button. You will hear the current ringer volume.



Enter the volume level you want from, **1–3**.



Press the **Set** button to save.

To adjust the handset ringer melody

There are 2 ringer melodies to choose from.



Press the **Set** button.



Press the **6** button. You will hear the current ringer melody.



Enter the ringer melody you want (**1** or **2**).




Press the **Set** button to save.

To switch the keyguard on and off


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

You are still able to answer calls in the usual way.



Press and hold the **Keyguard** button. The display will show  to indicate that the keyguard is switched ON.



Press and hold the **Keyguard** button to switch the keyguard off.  will disappear to indicate that the keyguard is switched OFF.

To manually register the BT Diverse 5000 Solo handset

If automatic registration does not work or if the original handset has been replaced you will have to manually register the handset.

Switch off the mains power at the wall socket and remove the power adaptor.

➞ Press the **Set** button.

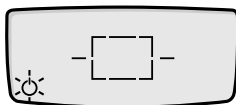
7 pps Press the **7** button.


➞ Press the **Set** button again.

Place the handset on the base station.

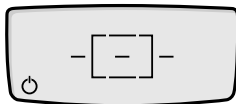
Plug the power adaptor back into the wall socket and switch the power on.

The registration display, see below, will appear.



The  symbol will flash in the display.

The found base confirmation screen, see below, will appear after approximately 60 seconds.



A few seconds later, the normal standby screen, see below, will appear. This confirms registration is complete.





If for some reason the handset does not register correctly after about one minute please repeat the instructions shown above.

Please note

*You can cancel the registration process by pressing the **Talk** button.*

Help

Problem	Possible Cause	Solution
Handset not registering.	The base is not powered.	Make sure the power supply is plugged in at the base and switched on.
	There are no batteries in the handset.	Make sure that the rechargeable batteries (included) are fitted in the handset correctly.
	The handset is not sitting correctly on the base.	Check the handset is sitting on the base correctly.
No display.	The base is not powered.	Make sure the power supply is plugged in at the base and switched on.
	Batteries exhausted.	Charge or replace the batteries.
Handset is not charging.	The handset is not on the base correctly.	Check the handset is sitting on the base correctly.
Handset display showing *--*--* longer than expected (ie. phone is registered and has been working but this now appears on the handset display).	The link between the handset and the base is temporarily broken.	Press any button and the handset should return to the registered display. This behaviour has no influence on the functionality – in the case of an incoming call or initiating a call the handset will be linked with the base again in a second.

Problem	Possible Cause	Solution
When you press a button nothing happens.	The keyguard may be switched on.	Hold down the  button for 1 second.
No radio signal to the base – display shows flashing  .	Handset out of range.	Move closer to the base.
	Handset not registered.	Register the handset.
	Base not switched on.	Check the base is connected properly.

Helpline

If you experience any difficulties with your BT Diverse 5000 Solo, please call the BT Diverse Helpline on 08457 908 070.

General information

Guarantee

Your BT Diverse 5000 Solo 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 5000 Solo, 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 point of purchase.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the 'Help' section, or contact the BT Diverse Helpline on **08457 908 070** 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 call the Helpline on **08457 908 070** and ask for details of our recommended repair agents.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to any one telephone line. The BT Diverse 5000 Solo has a 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. (For example, if your BT Diverse 5000 Solo is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Only use an approved power adaptor.

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, this product complies with TBR6.

For a copy of the Declaration of Conformity, please contact the BT Diverse Helpline on **08457 908 070**.

Switchboard compatibility

Generally this telephone may be connected to switchboards which support tone signalling and Timed Break Recall. In the event of any difficulties, please consult your switchboard service provider.



User Guide

BT DIVERSE 5000 SOLO



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.