

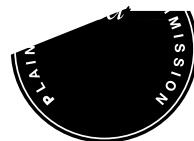


# *Diverse 1010 telephone*

*featuring DECT*

*Digital Enhanced Cordless Telecommunications*

*User guide*



*Please open this page for a further ‘at a glance’  
guide to your Diverse 1010.*

# At a glance

## Display

Displays the status of your handset.

## Store

Lets you store numbers on the memory and access other phone functions.

## Keypad

## Recall

For use with switchboards and BT Select Services.

## Phone

Used to make and answer calls.

## Carrying clip

## Speed dial

Enables quick dialling of numbers stored in the memory.

## Last number redial

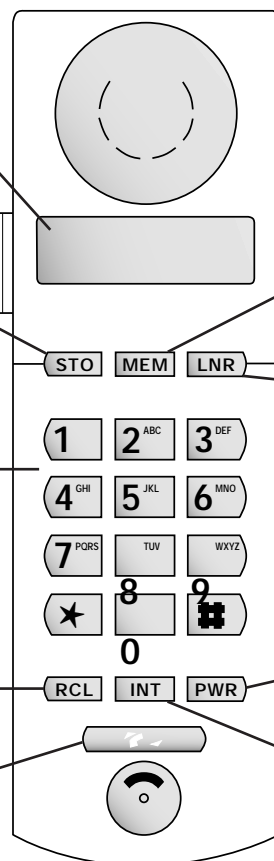
Can redial the last three numbers you called and lets you access other phone functions.

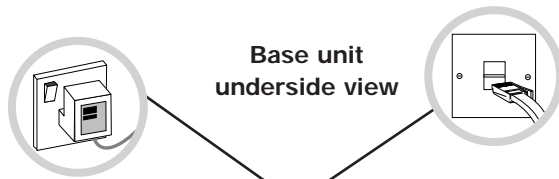
## Power

Lets you switch the handset on/off and select the operating mode.

## Intercom

Enables internal communication and call transfer between handsets.

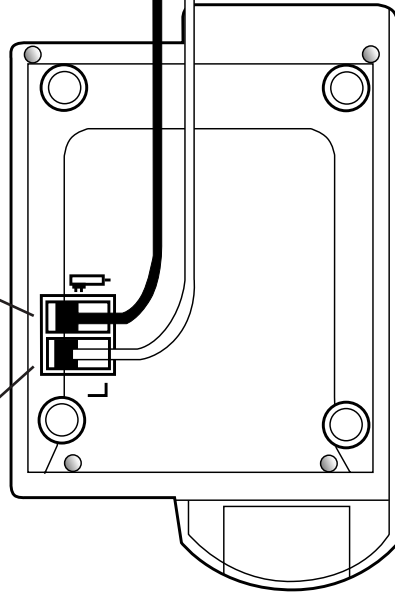




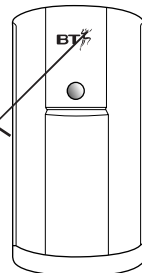
**Base unit  
underside view**

**Power  
cord**

**Telephone  
line cord**

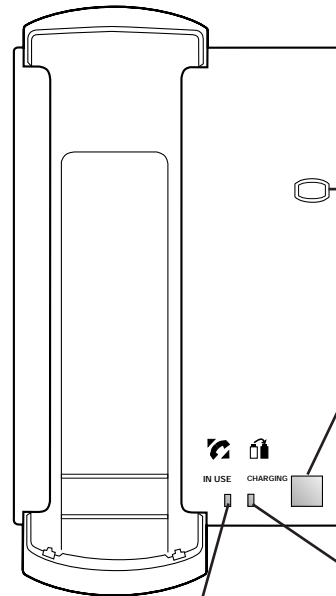


**Mains  
Power cord  
adaptor**



**Handset battery charger**  
Supplied only with the  
Diverse 1010 1+2 system.

**Base unit  
top view**



**Antenna**

**Paging button**



**In-use light**  
Indicates an outside  
call is being made.

**Charging light**  
On when handset  
battery is charging.

# *In this guide*

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## **Hints and tips boxes**

*In this user guide, we've included helpful tips and useful notes. They are shown in a grey box.*

# *Introducing the Diverse 1010*

*Your Diverse 1010 is designed for ease of use and made to the high standards set by BT.*

We thank you for making the right choice and expect that your Diverse 1010 will give you many years of quality service. Please read the instructions carefully before use and retain this user guide for future reference.

## ***DECT***

By purchasing your Diverse 1010 you now own a product which combines the advantages of cordless operation with the performance of a high quality telephone. It complies with the Digital Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

### **Building up a phone system**

You can use up to six handsets on each Diverse base unit and up to four base stations with your Diverse handset to build up a comprehensive and easy to use cordless telephone system. This user guide applies to both single and multiple handset systems. The 'internal' functions described in this guide apply only to Diverse 1010 phones with more than one handset connected.

## ***For your records***

**Date of purchase:**

**Place of purchase:**

**Serial number:**

(on the underside of the telephone base unit)

**Purchase price:**

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

**Check that your Diverse 1010 is complete.**

**When you unpack you should have:**

- Diverse 1010 base unit
- Diverse 1010 handset
- Power adaptor
- Handset carrying clip
- Two nickel cadmium (NiCad) rechargeable batteries.
- Telephone line cord
- Back-up box (requires 6 x AA Alkaline batteries, not supplied).

**If you have purchased the Diverse 1010 1+2 Small Business System, you will also have the following additional items:**

- Diverse Handset
- Handset carrying clip
- Two nickel cadmium (NiCad) rechargeable batteries
- Charging unit and power adaptor.

# Setting up

*Follow these steps to get your Diverse 1010 ready for use.*

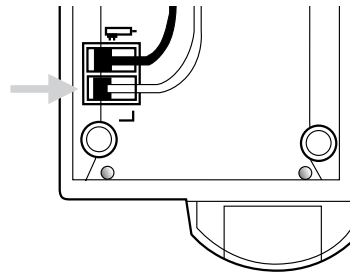
*As this product is rechargeable, it is normal that a certain amount of heat will be produced in its day-to-day operation. Whilst this is entirely safe we would advise against placing this product on antique, veneered or wooden surfaces as damage may occur. Plan where you will put your Diverse 1010. It should be within two metres of a power socket and the phone socket.*

## Warning

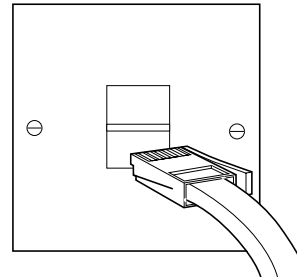
- 1 Use only approved nickel-cadmium (NiCad) rechargeable batteries. Never use other batteries or conventional alkaline batteries. Using such batteries could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries available from the Diverse helpline 0345 908070.
- 2 Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse 1010. It will also result in non-compliance with EN41003:1993, and will invalidate the approval given to this apparatus.
- 3 There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug your Diverse from the mains power and telephone line socket during storms.
- 4 If you wear a hearing aid, please note that the Diverse 1010 works by sending radio signals between the base unit and handset. These signals can interfere with hearing aids, causing a humming noise.
- 5 Diverse 1010 can interfere with other electrical equipment e.g. answering machines, TV and radio sets, clock radio/alarms and computers if placed too close. It is recommended to place your Diverse 1010 at least one metre away from such appliances to avoid any risk of interference.
- 6 It is possible that the Diverse's 1010 range may be affected by being near bodies of water (e.g. ponds, lakes, the sea).

## 1 Connecting the telephone line cord to the Diverse 1010 base unit

Ensure that this is fitted correctly into the right socket.



## 2 Plugging your Diverse 1010 into the BT socket



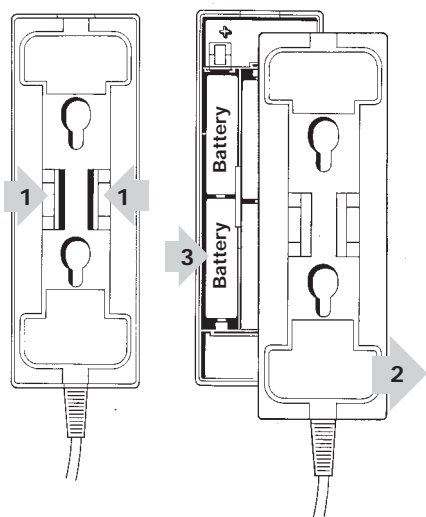
If you do not have a BT socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

### 3 Connecting the optional back-up box

The battery back-up box is optional equipment and may be purchased from the Diverse helpdesk 0345 908070. Phone for prices. The battery back-up box allows an emergency, or other, calls to be made in the event of a mains failure. The back-up box allows calls to be made for up to 4 hours. The back-up box requires 6 x AA batteries which allows you to make calls in the event of a power failure.

If you are not fitting the back-up box then please proceed to step 5.

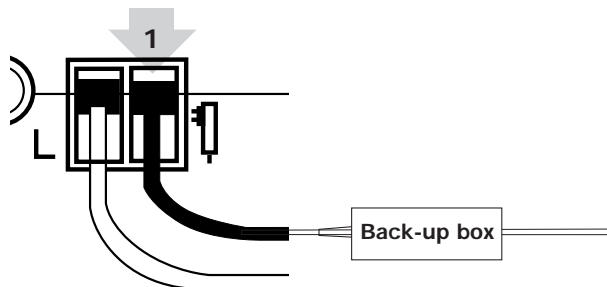
- To remove the cover, squeeze together the clips on the back of the back-up box (1).
- Lift off the cover from one end (2).
- Insert the batteries into the lid as shown (3).
- Replace the cover before connecting the back-up box.



#### To connect the back-up box

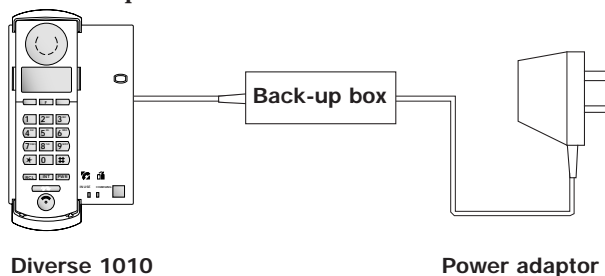
The back-up box must be connected between your Diverse 1010 and the power adaptor.

- Plug the back-up box power cord into the socket on the underside of your Diverse 1010 (1).



*Take care to plug the power cord and the telephone line cord into the correct sockets.*

- Plug the power adaptor into the back-up box.



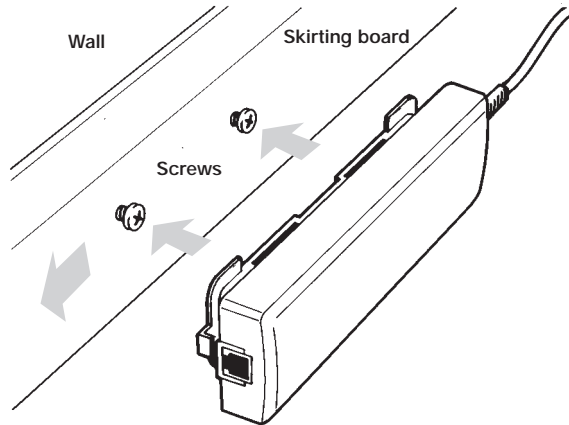
*If you are experiencing problems, please call the Diverse Helpline on 0345 908070.*



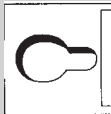
#### 4 Mounting the back-up box

If required, you can mount your Diverse 1010 back-up box along your skirting board.

- Using the template at the back of this guide, mark then drill two holes for the 2 screws and rawlplugs (if you need them).
- Insert the screws, leaving about 5 mm sticking out to hang the back-up box from.



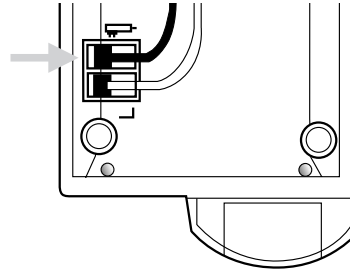
Wrap any loose cord belonging to the back-up box around the base before attaching to the skirting board.



*Attach the back-up box by hooking it over the screws protruding from the wall.*

#### 5 Connecting the power cable

Plug the power cable into the power socket on the underside of your Diverse 1010. Take care that the telephone line cord and power cable plugs are connected to the correct sockets. Incorrect placement could damage the unit.

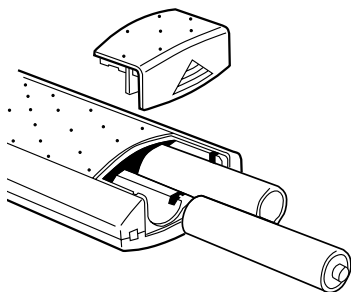


*The Diverse 1010 will not operate if there is a power failure and back-up batteries have not been fitted.*

#### 6 Plug the 3 pin adaptor into a mains power socket and switch on

## 7 Installing the rechargeable batteries in the handset

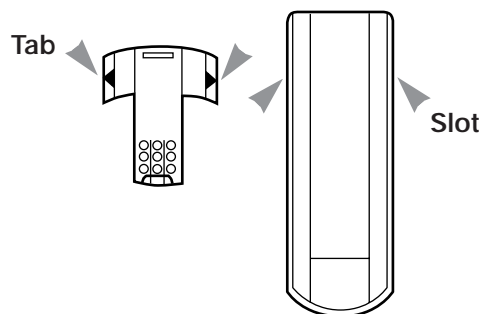
The handset uses the two AA size nickel cadmium (NiCad) batteries supplied. Hold the handset with the keypad facing down and slide open the battery compartment.



Insert the batteries as indicated on the label inside the battery compartment and slide the battery compartment cover shut.

## 8 Fitting the handset carrying clip

Fit the carrying clip onto the back of the handset.



## 9 Charging the handset batteries for at least 16 hours

Place the handset on the base. The handset can be charged face up or down.

When the handset batteries are charging, the green **CHARGING** light comes on.


When the handset battery has been charged for 16 hours, the Diverse 1010 is ready to use.

### Normal battery charging time

*After charging your Diverse 1010 for the first time, normal charging time for the handset batteries is approximately 4-5 hours. Batteries and case become warm during charging. This is normal and not dangerous.*




*Under ideal conditions, the handset batteries should give about 6.5 hours talktime or 60 hours standby on a single charge. However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.*

### Battery low warning

 *flashes and handset beeps to warn you that the batteries are within 5-10 minutes of being completely flat.*

### Getting the most out of your batteries

*Avoid replacing the handset on the base unit between calls. It is best to keep the handset off the base for a few hours at a time.*

If the  symbol flashes continuously, it means the handset is either out of range or is not registered with the base unit. To register, follow the steps on page 24. All additional handsets you purchase will need to be individually registered with the base unit before they will work with the Diverse 1010. The  symbol may also flash after a power failure. Provided the handset has been registered with the base, the  symbol will stop flashing after a while indicating the handset has automatically re-registered to the base unit. If it continues to flash, re-register the handset to the base unit, see page 24.

## 10 Setting the TONE or PULSE mode

Your Diverse 1010 is preset to TONE dialling – where you hear a tone beep each time you dial a number. Tone dialling is suitable for all modern digital exchanges. If you cannot make a call with TONE dialling, you may need to switch to PULSE dialling.

### To set PULSE dialling



- Press the **STO** button then the **#** button.



- Press the **1** button.
- Enter the current system code.  
(Factory setting 0000.)
- Press the **LNR** button.
- Press the buttons **0, 3, 3**.
- Press the **STO** button to set pulse dialling.

### To re-set to TONE dialling



- Press the **STO** button then the **#** button.
- Press the **1** button.
- Enter the current system code.  
(Factory setting 0000.)
- Press the **LNR** button.
- Press the buttons **0, 3, 7**.
- Press the **STO** button to set tone dialling.

### To set Time Break Recall with Tone dialling



- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the current system code.  
(Factory setting 0000.)
- Press the **LNR** button.
- Press the buttons **0, 3, 7**.
- Press the **STO** button.

### To set to Earth Recall with Tone dialling



- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the current system code.  
(Factory setting 0000.)
- Press the **LNR** button.
- Press the buttons **0, 3, 6**.
- Press the **STO** button.

## 11 Using and changing the security code and handset PIN

As a digital phone system, your Diverse 1010 provides excellent security against others 'listening in' to your calls. You can also prevent unauthorised use of the handset(s). Each handset needs to be registered with the base unit. To do this you need to know and use the system code.

The factory setting for both the system code and handset PIN is 0000. If you do not wish to change either, you can use this number for all code and PIN related functions.

### To change a system code for the Diverse 1010 base unit

This protects your settings and helps prevent unauthorised handsets using your system.

The factory setting for the system code is 0000. You can change this to any 4-digit number. Handset power must be switched to **ON**. And you must be in range of the base unit.



- Press the **STO** button then the **#** button.
- Press **8** on the keypad.
- Press the **★** button.
- Enter the current system code. Factory setting is 0000.
- Enter the 4-digit code you want.
- Confirm the code by entering it again.
- Press the **STO** button. The code is now entered.
- Press the **PHONE** button.

To set or change the handset PIN (personal identification number)

A PIN on your handset protects information, such as numbers stored on the memory, from unauthorised access.

A handset PIN is necessary in order to:  
reset the speed dial memory  
reset to the original factory settings.

Handset power must be switched to **ON**.



- Press the **STO** button.
- Press **8** then **9** on the keypad.
- Enter the current PIN. Factory setting is 0000.
- Enter the 4-digit PIN you want.
- Confirm the PIN by entering it again.
- Press the **STO** button. The PIN is now entered.

### Caution

*Do not forget your system code or handset PIN. Special, expert help is required if you forget the system code. Please contact the Diverse 1010 Helpline on 0345 908070. Calls are charged at local rates. Your base unit may need to be returned and you may have to pay a charge for re-setting the system code.*

## 12 Optional settings

### To adjust the ringer volume in the handset

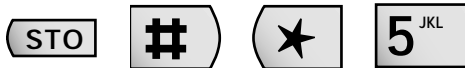
There are six levels 1 = low, 6 = high. Factory setting is 6.



- Press the **STO** button
- Press the **5** button. Display shows the volume level set. Ringer sounds a sample level.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

### To adjust the ringer volume in the base unit

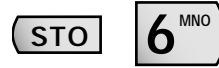
There are seven levels. 0 = off, 6 = high. Factory setting is 6.



- Press the **STO** button.
- Press the **#** button.
- Press the **★** button.
- Press the **5** button. Display shows the volume level set. Ringer sounds a sample level.
- Press a button between **0 (OFF) – 6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

### To adjust the tone of the handset ringer

There are six levels 1 = low, 6 = high. Factory setting is 1.



- Press the **STO** button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

### To adjust the tone of the base unit ringer

There are six levels. 1 = low, 6 = high. Factory setting is 1.



- Press the **STO** button.
- Press the **#** button.
- Press the **★** button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

### To adjust the 'confirmation' tones

Whenever you press a button on the phone you will hear a confirmation beep. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
- Press **3** then **1**. Display shows the current setting **I = ON**, **O = OFF**.
- Press **1** to switch the tone ON

*or*

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

### To adjust the 'wrong key' tone

When you are following a set order instruction, your Diverse handset will give a warning if you press the wrong key in the sequence. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
- Press **3** then **4**. Display shows the current setting **I = ON**, **O = OFF**.
- Press **1** to switch the tone ON

*or*

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm new the setting.

### To adjust the 'settings confirmation' tone

You will hear a confirmation tone each time you successfully complete a setting. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
- Press **3** then **7**. Display shows the current setting **I = ON**, **O = OFF**.
- Press **1** to switch the tone ON

*or*

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

### To adjust the battery warning tone

You will hear a tone when the batteries need to be recharged. If the batteries are already fully charged, hearing the signal means they should be replaced. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
- Press **3** then **2**. Display shows the current setting **I = ON**, **O = OFF**.
- Press **1** to switch the tone ON

*or*

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

**To adjust the 'range warning' tone**

If you are on a call as you reach the limit of your handset's range, you will hear a tone to warn you that you will lose the call if you move further away. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
  - Press **3** then **3** again. Display shows the current setting I = ON, O = OFF.
  - Press **1** to switch the tone ON
- or*
- Press **0** to switch the tone OFF.
  - Press the **STO** button to confirm the new setting.

**To adjust the 'in-range' tone**

If you have taken the handset outside the phone's range – provided the handset is switched on – you will hear a tone when you come back within range. You can turn this sound on and off. The factory setting is ON.



- Press the **STO** button.
  - Press **3** then **5**. Display shows the current setting I = ON, O = OFF.
  - Press **1** to switch the tone ON
- or*
- Press **0** to switch the tone OFF.
  - Press the **STO** button to confirm the new setting.

**To reset your Diverse 1010 base unit to the original factory settings**

This will reset:

TONE/PULSE signalling to TONE  
 Access code/pause to NONE  
 Pause after the RCL key to NONE  
 Ring assignment to collective ringing.

It will also delete any new settings made for:

Connections to a switchboard.

This will NOT reset:

the system code  
 handset registration settings.

**The handset must be switched ON**

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Factory setting 0000.)
- Press the **LNR** button.
- Enter the code **2 5 0**.
- Press the **STO** button to confirm.

**To reset your Diverse 1010 handset to the original factory settings**

The handset must be switched ON.

This will reset:

- Ringer volume
- Tone
- Battery warning tone
- Range warning tone
- Synchronisation tone
- Automatic call acceptance
- Confirmation tones

It will delete:

- Numbers stored in the speed dialling memory.
- The last number redial memory

This will not reset: The handset PIN  
The handset registration will be retained.

- Press the **STO** button.
- Press **8** on the keypad.
- Press the **MEM** button.
- Press the handset PIN code  
(Factory setting 0000.)
- Press the **STO** button.

*Please note: Once you reset your handset to the original factory settings, it will affect the way you can temporarily switch your phone from **TONE** to **PULSE** during a call. Instead of just pressing the ★ button during the call, you will have to press the **STO** button then the ★ button.*

*To revert back to pressing the ★ button only, you can reset this individual function by pressing the **STO** button, then **391**, then **STO** to confirm.*

*If you are experiencing problems, please call the Diverse Helpline on 0345 908070.*



# Using your Diverse 1010

## ON/OFF and PROTECTED modes

The handset can be operated in one of three different modes.

### OFF

Phone calls cannot be made and the handset does not respond to incoming calls.



- To switch on, press and hold down the **PWR** button until the display is activated.

### ON

You can make and receive calls.





- To switch off, press and hold down the **PWR** button until the display goes blank.

### PROTECTED

This setting stops you accidentally operating the handset's keypad when carrying it around. You can still receive incoming calls but cannot make outgoing calls.



- To switch to PROTECTED when the handset is ON, press and release the **PWR** button quickly.

*If the handset is beyond radio distance of the base unit, the  symbol flashes. You cannot make or receive calls until the handset is brought back within range. The  symbol also flashes for a while after power-up until the handset automatically registers to the base.*

## Making and receiving calls

### To make an external call

Ensure the handset is switched ON.



- Press the **PHONE** button. You hear the dial tone. The 'In Use' light on the base unit comes on.
- Dial the number. The phone calls the number and the display shows the number you have dialled.

Alternatively, you can enter the phone number you want first, check that it's correct, and then press the **PHONE** button to dial.

*If another handset is already being used to make an external call, your handset will display '-' flashing and you will hear the internal 'busy' signal.*

*If you are set to pulse dialling, you can switch to tone dialling during a call by pressing ★ button. The Diverse will return to pulse dialling on completion of the call.*

### To end a call

- Press the **PHONE** button
- or
- Place the handset back on the base unit.

### To receive an external call

When the phone rings the display flashes EXT. Press the **PHONE** button on the handset and speak

or

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

At the end of the call, either press the **PHONE** button or replace the handset on the base unit.

### To redial the last number



- Press the **PHONE** button.
- Press the **LNR** button. The last number you called will be redialled automatically.

### To redial any of the last three numbers



- Press and release the **LNR** button to display the last three phone numbers in turn. Each phone number can be up to 22 digits long.
- When the number you want is displayed, press the **PHONE** button.

To end the call, press the **PHONE** button or replace the handset on the base.

## *Paging and internal calls*

*If you have multiple handsets registered with the base, the Diverse 1010 enables two handsets to talk*

### **To page a handset from the base unit**

- Press the **GREEN** button on the base. All handsets registered with the base will ring.
- To end the call, press the **GREEN** button.

If you have additional handsets, you can make internal intercom calls between the handsets.

### **To make an internal intercom call to another handset**

- Press the **INT** button. Display shows your handset number.
- Enter the number of the handset you want to call. The handset will ring.
- To end the call, press the **PHONE** button or replace the handset on the base or charging unit.

### **To receive an internal call**

- When the handset rings, the display flashes **INT** plus the number of the handset calling you – 2 in this example.
- Either press the **PHONE** button, or simply lift the handset off the base unit or charging unit.

### **To make an internal call to all handsets**

- You can call all handsets registered to the base unit.
- Press the **INT** button. Display shows your handset number.
- Press the ★ button. Display shows all handsets registered. All these handsets will ring. The first handset to answer will take the call.
- To end the call, press the **PHONE** button or replace the handset on the base.

*If the handset is beyond radio distance of the base unit, the symbol flashes. You cannot make or receive calls until the handset is brought back within range.*

### To transfer an external call between handsets

If you are in a conversation with an outside caller and want to transfer the call to another handset.



- Press the **INT** button. Display shows **EXT INT**. Your caller will hear a melodious tone.
- Enter the number of the handset to which you want to transfer the call. When the handset is answered, you can talk to the other handset without the outside caller hearing.
- To reconnect to your outside caller: Press the **RCL** button

or

- To transfer the call: Press the **PHONE** button, or replace the handset on the base unit.

### Quick call transfer

*After dialling the other handset, you can immediately press the **PHONE** button, or place the handset back on the base, and the call will be transferred straight through. If the other handset is already engaged, or does not answer the call within 30 seconds, the call will be returned to your handset.*

**Please note:** *If you go out of range of a base unit 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.*

### To put an outside caller on hold and speak to another internal handset



- Press the **INT** button. You hear the internal dial tone and your outside caller is put on hold.
- Press the handset number you want, **1-6**. When the handset answers, you can talk without your outside caller hearing.
- Press the **RCL** button to end the internal call and speak to your outside caller.

### Adjusting ear piece volume

The volume of received calls can be set to three different levels ranging from normal to loud.

To set the volume:



- Press the **STORE** button.
- Press the **0** button the current setting is displayed.
- Press **1** button for normal.
- Press **2** button for louder.
- Press **3** button for loudest.
- Press the **STO** button.



The new volume setting has been entered.

## Using the memory to store and dial numbers

Your Diverse 1010 handset can store 10 phone numbers, each up to 22 digits long, which then can be speed dialled. Stored numbers can include settings made with the **RCL**, **★** and **#** buttons. You can also enter a 'pause' (see page 22, 'Using your Diverse 1010 with a PBX').

### To store a number

The handset power must be ON.



- Press the **STO** button.
- Press the **MEM** button.
- Press a digit from **0-9**. This selects the memory location under which the number is stored. Display shows the memory location you have chosen.
- Enter the number you want stored. Display shows the number.
- Press the **STO** button to confirm the number.

*Storing a new number in memory automatically overwrites any previous number stored in that location.*

*If the memory location is empty, the display shows **≡**. If there is another number stored already, that number will be displayed. If you do not want to change it, press the **STO** button to confirm the number.*

### To speed dial a number stored on the memory



- Press the **PHONE** button. You will hear the dial tone. Display shows **EXT**.
- Press and release the **MEM** button twice, the number in memory one will be displayed.
- Continue to press and release the **MEM** button to scroll through the memories.
- Press the memory location number on the keypad and the number is dialled automatically.

*Or, to save scrolling through stored numbers:*

- Press the **MEM** number followed by the memory location number. Display shows the number, which is dialled automatically.

*Speed dial numbers are not included in the last number redial function.*

### To clear all the numbers stored on a handset's memory



- Press the **STO** button.
- Press **8** and **2** buttons on the keypad. Display shows **8 - - - 2**.
- Enter the handset's PIN number (factory setting is 0000). Each digit entered erases one dash on the display.
- Press the **STO** button. All stored numbers are cleared.

*If you are experiencing problems, please call the Diverse Helpline on 0345 908070.*

# Additional features

## Using secrecy during an external call



- To obtain secrecy on an external call press the **INT** button. Display shows your handset's internal number and you hear the internal dial tone. This allows you to talk to someone in the same room, without your caller hearing the conversation. Instead your caller hears a tone melody.
- Press the **RCL** button to resume your telephone call, with the external party.

*Secrecy is not available for internal calls.*

### Call timer

Your Diverse 1010 automatically times the duration of all external calls. The handset display shows the call duration both during your call and also for a few seconds after your call is completed.

## Operating with additional handsets

### Ring priority and collective ringing

Your Diverse 1010 will ring all handsets whenever there is an incoming call. This is called collective ringing. Ring priority means an incoming call will ring first at a preferred handset. If there is no answer, the call will ring all other handsets.

The factory setting for your Diverse 1010 is for collective ringing.

### To change between ring priority and collective ringing

The handset must be switched ON.

- Press the **STO** button.
  - Press the **#** button.
  - Press the **1** button.
  - Enter the system code. (Factory setting 0000.)
  - Press the **LNR** button.
  - Press the **★** button.
  - Press the **2** button and the **3** button. Display shows the current setting.
  - Press the **2** button to select RING PRIORITY
- or
- Press the **1** button to select COLLECTIVE RINGING.
  - Press the **STO** button to confirm.

### To set which handset will receive ring priority

Once you have set your Diverse 1010 to ring priority mode (see opposite), you can select the handset you want to ring first.

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Factory setting 0000.)
- Press the **LNR** button.
- Press the **★** button.
- Press the **2** button twice.
- Press the handset number you want to ring first for all incoming calls.
- Press the **STO** button to confirm.

### To set the number of rings before ring priority calls all handsets

You can specify the number of rings your selected handset can have before an incoming call is sounded at all available handsets.

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Factory setting 0000.)
- Press the **LNR** button.
- Press the **★** button.
- Press the **6** button. Display shows the number of rings currently set.
- Press a number button between **2-9** to set the number of rings you want.
- Press the **STO** button to confirm.

### To clear and reinstate handsets for collective ringing

The factory setting is for all handsets to be set for collective ringing.

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Factory setting 0000.)
- Press the **LNR** button.
- Press the **★** button.
- Press the **2** button.
- Press the **1** button. Display shows the number for each handset currently set for collective ringing.
- Press the number for each handset you want to add to – or press again to delete it from – collective ringing.
- Press the **STO** button to confirm.

*If you are experiencing problems, please call the Diverse Helpline on 0345 908070.*

# *Using your Diverse 1010 with a PBX*

Your Diverse 1010 can be connected to all compatible PBXs. For a list of suitable PBXs, phone Diverse Helpline on 0345 908070.

## *Entering access codes*

When you use your telephone on a PBX you may need to program a delay for switching calls through to external lines. By storing an exchange access code, for example '9', you can set this delay to be inserted automatically, before dialling the rest of the number being called.

## **To insert an access code**

The handset must be switched ON.



- Press the **STO** button.
- Press the **#** button.
- Press the **0** button.
- Enter the system code. (Factory setting is 0000.) Each digit you enter erases one dash on the display.
- Press the **LNR** button.  
Display shows **A** and three horizontal lines.
- Enter the access code. (for example **9**).  
If you want to enter additional access codes, press **LNR** again, followed by the next code, and so on.
- Press the **STO** button to confirm.

## **Notes**

- You can store **RCL**, **★**, and **#** as well as the digit keys **0-9**.
- You can enter up to three PBX access codes, each one to three digits long.
- You may find it useful to enter **144** (for BT Chargecard access) as one of the access codes, together with an access pause of six seconds – see 'Setting the access pause' on the following page.



### Setting the access pause

You can insert a pause or change the length of a pause to suit different access codes.

Code	PAUSE
0 2 4	1 second
0 2 5	2 second
0 2 0	3 second
0 2 1	6 second
2 5 3	To clear all access codes

The handset must be switched ON

- Press the **STO** button.
- Press #.
- Press the **1** button
- Enter the system code. (Factory setting is 0000.) Each digit you enter erases one dash on the display.
- Press the **LNR** button.
- Enter one of the three digit codes above to set the length of pause you want.
- Press the **STO** button to confirm.

*If you are experiencing problems, please call the Diverse Helpline on 0345 908070.*

### To put an outside call on hold and speak to another, internal handset

You can make a consultation call to a colleague and return to your existing, outside caller.

During the call:



- Press the **RCL** button. You hear a dial tone. Your outside caller is on hold.
- Dial the phone extension number you want. When the extension is answered you can talk to your colleague without your outside caller hearing.
- Press the **RCL** button to return to your outside caller.

### To transfer an outside call

Please note that you may also need to consult your PBX's user guide.

During the call:



- Press the **RCL** button. You hear a dial tone. Your outside caller is on hold.
- Dial the phone extension number you want. When the extension is answered you can talk to your colleague without your outside caller hearing.
- Press the **PHONE** button to transfer the call or replace the handset on the base unit or charger.

# *Registering a new Diverse handset with the base unit*

Up to six handsets can be registered and operated from the Diverse 1010 base unit. The system allows you to make internal intercom calls between two handsets while a third is making an external call.

Each additional handset you purchase must be registered at the base unit.

## **To register a handset**

The handset must be switched OFF.

*At the base unit:*



- Press and hold down the green paging button until you hear the beep (after about 10 seconds).

*You now have up to 1 minute to register the handset,  
during which the beeps will continue.*

*At the handset:*



- Press and hold down the **1** button together with the **PWR** button until the display shows 1-.
- Enter the 4 digit system code.  
(Factory setting 0000.)
- Press the **#** button. The beeps stop after about 10 seconds, and the display shows all the available handset numbers.
- Select and enter one of these numbers.  
This is now the handset's internal number and it is registered with the base unit.

## To remove a handset registered at the base unit



- Press the **STO** button.
- Press the **#** button.
- Press the **7** then **2**.
- Enter the system code.  
(Factory setting 0000.)
- Display shows all handsets registered at the base.
- Enter the number of the handset to be removed. It disappears from the display.  
If you enter the wrong number, press it again to reinstate it.
- Press the **STO** button to confirm.

*If you are experiencing problems, please call the  
Diverse Helpline on 0345 908070.*

# *Operating with additional base units*

When planning to use a handset at more than one base unit, it is recommended that you:

- Assign a number to each base station, from 1 to 4.
- Number each handset (1 to 6) registered at each base station.
- Register the handsets at base unit 2 (and 3 and 4 if used) in the same order as used for base unit 1.
- Activate the display of the base unit numbers on each handset, see page 27.

*If you move out of range of the displayed base unit, and within range of another base unit, your radio link will be automatically set up. (Provided your handset has been registered with the new base unit.)*

*If, however, you move out of range of the displayed base unit, and within range of another base unit during a call you will lose your current call.*

*The handset display shows you if the handset is located within range of a registered base unit. If the ☎ symbol flashes continuously, it means the handset is not within range of a registered base unit. If the ☎ symbol is not flashing, you are in range.*

## *How to set up multiple base units and handsets*

### **To register additional Diverse 1010 handsets at more than one base unit**

You can use up to six handsets on each Diverse base unit and up to four base stations with your Diverse handset to build up a comprehensive and easy to use cordless telephone system.

The handset supplied with the base unit is already registered as handset 1.

The handset you wish to register onto another base unit must be turned OFF, before preceding to register the handset.

*At the base unit:*



- Press and hold down the green paging button until you hear the beeps (after about 10 seconds).

*You now have up to 1 minute to register the handset, during which the beeps will continue.*

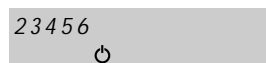
*At the handset:*



- Press and hold down the button number 2, 3 or 4 to specify the base unit number.
- At the same time, hold down the **PWR** button until the display shows.



- Enter the system code.  
(Factory setting is 0000.)
- Press the # button the beep stops after a few seconds, the display shows all available handset numbers.



- Enter the single digit internal number – from 2 to 6 – for the additional handset.
- It is now registered.

*If the maximum number of handsets are already registered with the base, three dashes will appear in the display after you enter the system code.*

**To set/clear the display of the base unit number on a handset**

The factory setting is to display the number. This is useful if your handset is connected to more than one base unit.



- Press the **STO** button.
- Press the 3 button then the 6 button.  
The current setting is displayed.
- Press the 1 button to display the base unit number.

*or*

- Press the 0 button if you do not want to display the base unit number.
- Press the **STO** button to confirm.

### To set your handset for automatic base selection

If you are moving around, and likely to lose contact with your base unit, your handset can be made to automatically switch to the first available base unit. If this is set and you are in the area where the signals of two base units are overlapping, your handset will select the strongest signal.

The handset must be switched **ON**



- Press the **STO** button.
- Press the **INT** button. Display shows the numbers of the base stations at which the handset is registered.
- Press the **0** button to set automatic selection.
- Press the **STO** button to confirm. The handset will now select the base unit offering the strongest signal. Display will show the base unit selected (unless de-activated – see page 27 to set/clear the display of the base unit number on a handset).

### To set your handset for manual base selection

You can select a base unit through which you want your handset to operate.

Your handset will search for the base unit for 30 seconds. If the base unit cannot be found, the handset then looks for a base unit with the next best signal.

This setting is recommended where there is an overlap between two or more base units.

The handset must be switched **ON**



- Press the **STO** button.
- Press the **INT** button. Display shows the numbers of the base stations at which the handset is registered.
- Press the number button – from **1** up to **4** – for the base unit you want to select.
- Press the **STO** button to confirm.

*If, however, you move out of range of the displayed base unit, and within range of another base unit during a call, you will lose your current call.*

### Please note:

*If the handset is switched off, the handset will not be able to receive calls or make calls.*

# *Maintenance*

## **General**

Simply clean the handset and base unit with a damp cloth or an antistatic wipe. Never use a dry cloth as this may cause a static shock.

## **Service**

### **Within the guarantee period**

If you experience a problem with your Diverse 1010 base unit or handset you should contact the Diverse 1010 Helpline on 0345 908070. Calls are charged at local call rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty

# Help

## Emergency calls

*The emergency services can be contacted in the UK by dialling 999, or 112 which is valid in any country that is a member of the European Community.*

*If your Diverse 1010 is connected to a PBX, you may have to dial an access number before 999 to contact the emergency services. Some PBXs cannot dial out during a power failure.*

## Replacing handset batteries

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

*Use only AA size nickel cadmium rechargeable batteries in the handset. Any other types may cause irreparable damage.*

*Do not immerse batteries in water or throw them into fire, or dispose of them with ordinary domestic refuse. To charge the batteries only use the plug-in power supply unit provided.*

Use only approved nickel-cadmium (NiCad) rechargeable batteries. Never use other batteries or conventional alkaline batteries. Using such batteries could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries available from the Diverse helpline 0345 908070.

**BT accepts no responsibility for damage caused to your Diverse 1010 handset by the use of non-NiCad batteries.**

## No display appears

Is the handset switched on?

The battery may be flat or dead. Recharge or replace the battery.

## No dial tone

Is the telephone line cord plugged into the phone socket and the base unit?

If other handsets are registered on the base, the outside line may already be in use. Wait until the call is finished and try again.



### The ☎ symbol is flashing or you cannot link up with the base unit

Is the handset registered with the base unit?

To register the handset, see page 24.

Is the power cable connected at the base and the power switched on at the wall socket?

If you press the **PHONE** button whilst ☎ is flashing, you will hear four short beeps from the handset.

**Please note:** *If you go out of range of a base unit 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.*

### The base unit or handset does not ring

The ringer volume may be set too low, or switched off at the base unit. To adjust the ringer volume at the handset, see page 11.

### Can't get through, even though a dialling tone can be heard

You may be set to the wrong signalling method. To change between TONE and PULSE dialling. See Setting Up, page 9.

### When connected to a PBX:

#### You can't get a connection or you get the wrong connection after speed dialling

Have you entered an access code? See page 22.

Check you have selected the correct recall and dialling modes. See page 9.

#### Handset beeps

Are the handset batteries low? You will hear a beep every 30 seconds.

If ☎ is flashing (see previous page), you will hear four short beeps when you press the **PHONE** button. Check you are still in range of your base unit.

#### Buzzing noise on my Radio/TV, Answering machine

Diverse is too close causing interference. Move it further away.

*If you are still experiencing difficulty, please call the Diverse 1010 Helpline on 0345 908070.*



### *Connecting to PBXs*

Diverse 1010 is only approved for use with a compatible PBX including those which do not provide secondary proceed indication. If you would like a list of suitable PBX's, contact BT on 154. If you do have a compatible PBX, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on 154.

Generally Diverse 1010 can be connected to any PBX where a simple modern telephone can be used to make and receive calls. Diverse 1010 is suitable for connection to PBXs which return secondary proceed indication.

# Technical specification

<b>Standard</b>	DECT
<b>Number of channels</b>	120 duplex channels
<b>Radio frequency range</b>	1880 MHz to 1900 MHz
<b>Duplex method</b>	Time-division multiplexing. 10 ms frame length
<b>Channel grid</b>	1728 kHz
<b>Bit rate</b>	1152 kbit/s
<b>Modulation</b>	GFSK
<b>Voice coding</b>	32 kbit/s
<b>Transmitted power</b>	10 mW, average output per channel
<b>Range</b>	up to 300 meters outdoors up to 50 meters in buildings
<b>Power supply</b>	Base station 220/230 V –/ 50 Hz (AC adapter)
<b>Power consumption base station</b>	9.2 VA
<b>Operating time, mobile unit (with fully charged battery)</b>	Standby: up to 60 hours Phone in use: Up to 6·5 hours
<b>Permitted ambient conditions for operation (maximum)</b>	0°C to 55°C 20% to 75% rel. humidity
<b>Permitted storage temperature</b>	–10°C to +60°C
<b>Signaling method</b>	Dial pulsing/DTMF
<b>Signal key function</b>	Earth Recall/Timed Break Recall
<b>Base station dimensions</b>	ca. 195 x 115 x 83 (L x W x H)
<b>Mobile unit dimensions</b>	Approx. 175 x 55 x 25 (L x W x H)
<b>Weight</b>	Base station: 250g Mobile unit: <185g

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## *Mounting template*

If mounting your Diverse 1010 back-up box, use this guide to position two 5mm drill holes 56mm apart.









*Offices in Europe, North America,  
Japan and Asia Pacific.*

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CE compliant to 89/336/EEC  
(EMC Directive) & 73/23/EEC (Low  
Voltage Directive)

**APPROVED** for connection to  
telecommunication systems specified  
in the instructions for use subject to  
the conditions set out in them



**504116**