



Diverse 3010 Classic

Digital Cordless Telephone

SIEMENS

digitally
enhanced

***YOU MUST SUBSCRIBE TO A CALLER
DISPLAY AND CALL WAITING
SERVICE BEFORE YOUR DIVERSE
3010 CLASSIC WILL
DISPLAY CALLER
INFORMATION**

User Guide

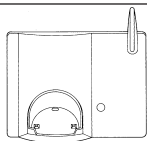
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

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

Unpacking your Diverse 3010 Classic

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

Diverse 3010
base station.



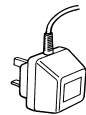
Diverse 3010 Classic
handset.



Battery compartment
cover.



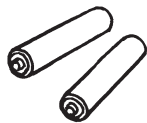
Power adaptor.



Belt Clip



Two nickel cadmium
(Ni-Cad) rechargeable
batteries.



Telephone line cord.



For your records

Date of purchase:

Place of purchase:

Serial number:

Purchase price:

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

Base Station PIN Number:

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Handset PIN Number:

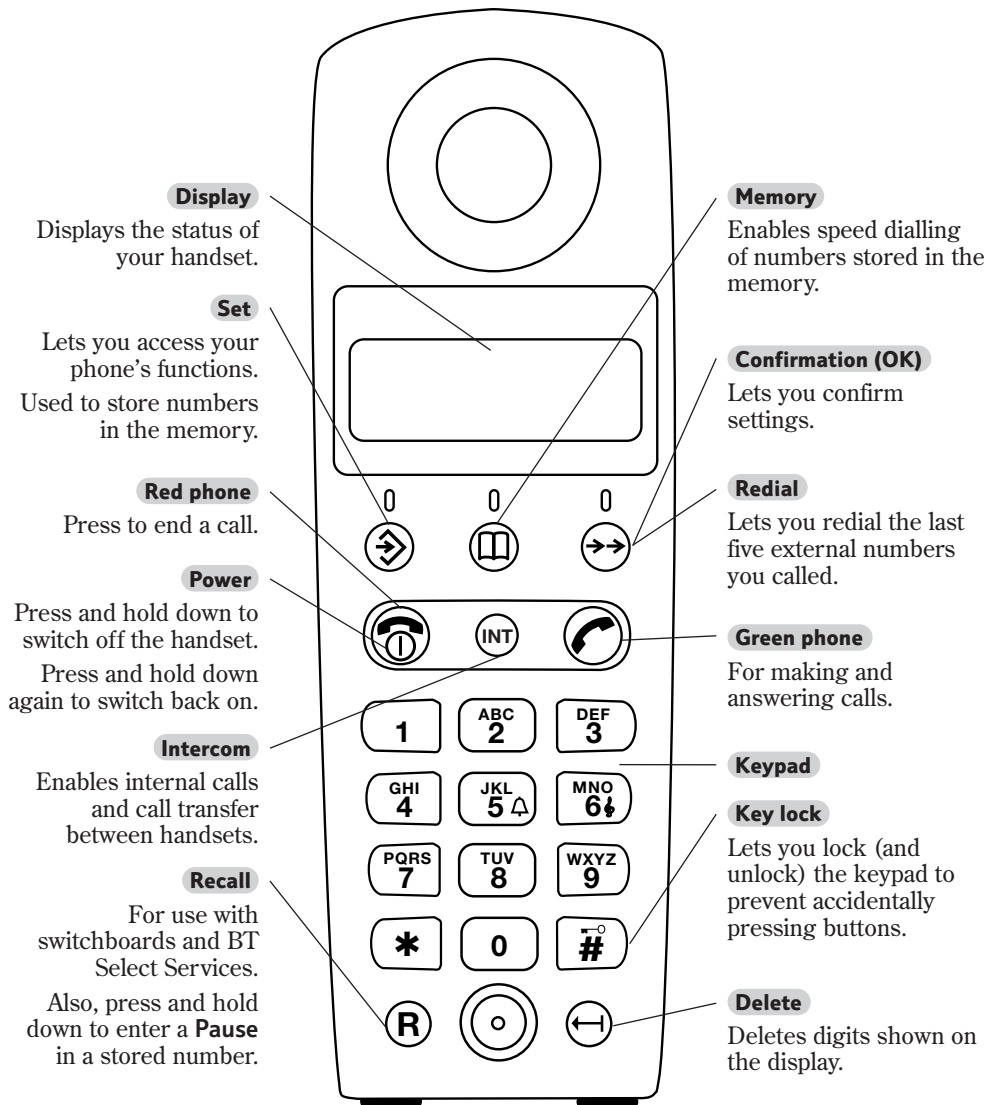
| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

See page 26 for more information about your handset PIN.

Please open this page for an 'At a glance' guide to your Diverse 3010 Classic.

Please open this page for a 'Further at a glance' guide to your Diverse 3010 Classic.

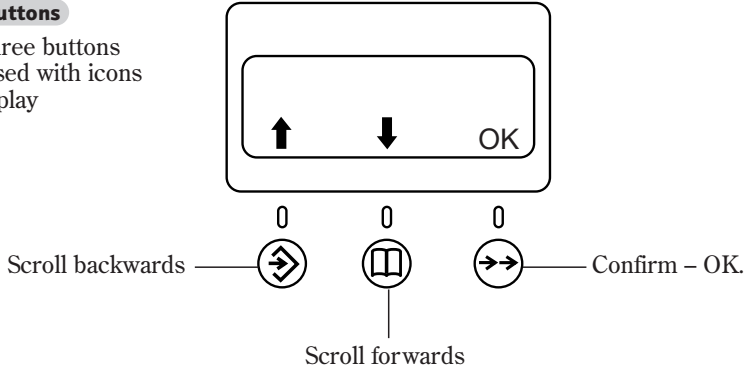
At a glance



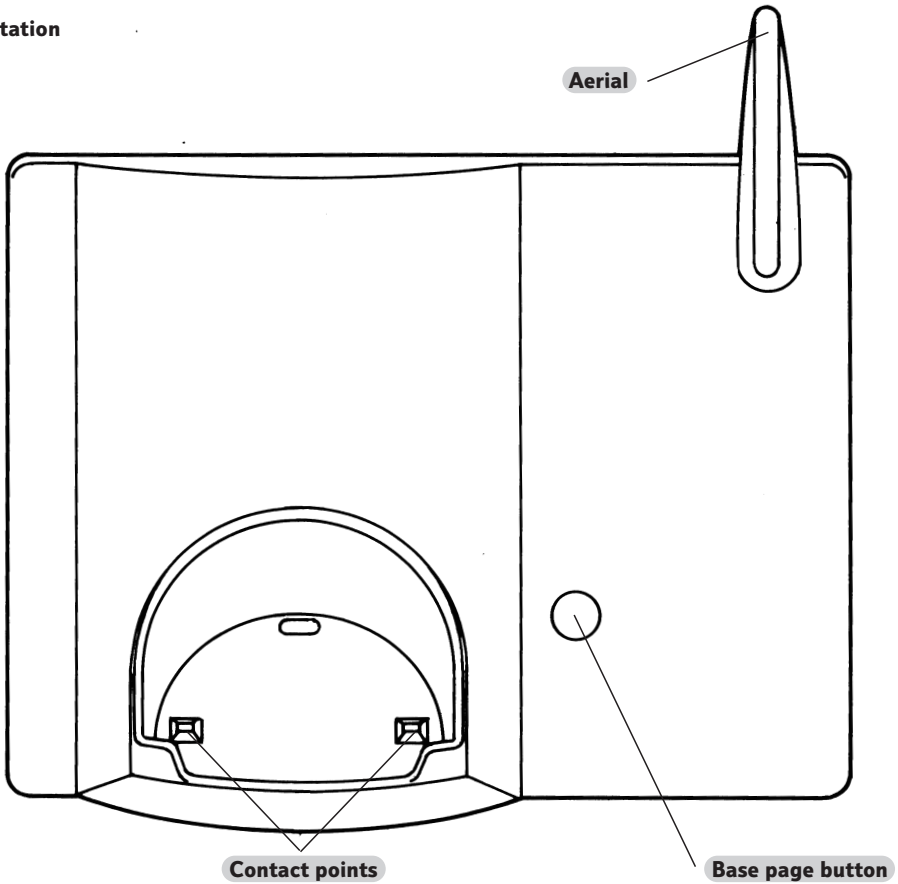
Handset display

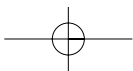
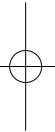
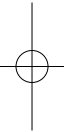
Display buttons

The top three buttons are also used with icons on the display



Base station





In this guide

































| | | | |
|---------------------------------------|-----------|--|-----------|
| At a glance | 1 | Using your Diverse 3010 | |
| Quick guide | 4 | Classic with a switchboard | 40 |
| Quick reference display | 5 | <i>Setting to Tone or Pulse dialling</i> | 40 |
| Introducing the | | <i>Entering access codes</i> | 41 |
| Diverse 3010 Classic | 6 | Registering a new | |
| <i>Building up a phone system</i> | 6 | Diverse 3000 handset | |
| Safety instructions | 7 | with the base station | 43 |
| Setting up | 9 | Using multiple base | |
| Using your | | stations and handsets | 45 |
| Diverse 3010 Classic | 13 | General information | 48 |
| <i>On and off modes</i> | 13 | <i>Guarantee</i> | 48 |
| <i>Making and receiving calls</i> | 13 | <i>Technical information</i> | 49 |
| <i>Making and transferring</i> | | Help | 50 |
| <i>calls between handsets</i> | 16 | Index | 53 |
| <i>Using the memory to store</i> | | | |
| <i>and dial numbers</i> | 19 | | |
| Using Caller Display | | | |
| and Call Waiting | 22 | | |
| Telephone security | 26 | | |
| <i>Base station and handset PIN</i> | 26 | | |
| <i>Emergency numbers</i> | 29 | | |
| <i>Call barring and call enabling</i> | 30 | | |
| Additional features | 32 | | |
| <i>Adjusting volumes</i> | | | |
| <i>and tones</i> | 32 | | |
| <i>Call allocation</i> | 37 | | |

Hints and tips boxes











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

Quick Guide

Information for the handset settings.

| | |
|--|---|
| Switch the handset on and off | Hold down  for 1 second until you hear a long beep. |
| Switch keypad lock on and off | Hold down  for 1 second until you hear a long beep. |
| Answer a call |  |
| Make an external call |   |
| End a call |  |
| Redial a number |   to display last 5 numbers  |
| Store a number in the memory |   0-9 location     |
| Dial a number from the Caller Display calls list |     |
| Adjust the handset volume |  1 0  e.g.   |
| Secrecy |  microphone off.  microphone on. |
| Call another handset |  then the handset no., eg 3 . |
| Transfer a call |  then the handset no., eg 2  |
| Call all handsets |   |
| Put an external caller on hold while you make an internal call |  then the handset no., eg 3  to end the internal call. |

Quick Reference Handset Display

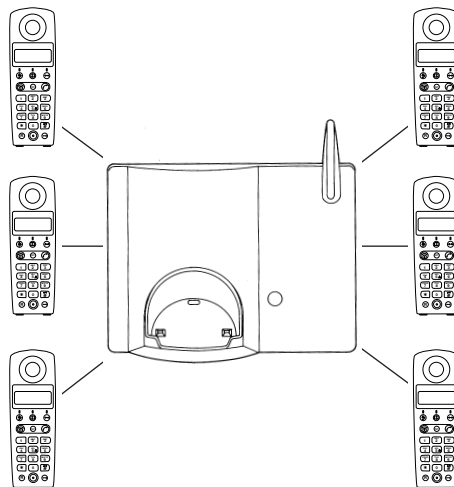
| | |
|---|--|
|  | Indicates an active signal with the base station. |
|  | Warning – you are going out of range of the base station or handset is not registered to the base station. |
|  | Shows status of battery. |
|  | You have new calls listed in your Caller Display list. |
|  | Off hook. |
| EXT | Connecting to an external caller. |
| INT | Connecting to another handset registered to the base. |
|  | Handset locked. |
| P | Pause. |
| R | Base station. |
| ≡ | Blank space. |
| ∩ | Star button.  |
| — | Hash button.  |
| U | Recall button.  |
| Pin | Telephone PIN. |
|  | Keypad locked. |
| J | Indicates that the call in your caller display calls list was answered. |

Introducing the Diverse 3010 Classic

Please read the instructions carefully before use and retain this user guide for future reference.

Building up a phone system

You can use up to six handsets on each Diverse base station, up to four base stations can be used with each Diverse handset. Although this user guide applies to both single and multiple handset systems, some functions described in this guide apply only to Diverse 3010 Classic phones with more than one handset connected.



Note

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.

Safety instructions

General

For the handset use only approved nickel-cadmium (NiCad) or nickel-metal hydride (NiMH) rechargeable batteries. Never use other batteries 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 600mAh 1.2V. Batteries are available from the Diverse Helpline **08457 908070**.

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the mains power supply is C39 280-Z4-C174/..-C67.

If Keyguard is active, it is still possible to make emergency calls to **999** and **112**.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for all repairs.

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 antistatic 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 free flow of air over it's surfaces.

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

Approved rechargeable batteries

Nickel-Cadmium (NiCd)

Sanyo N-3U (700 mAh)

GP GP60AAKC (600 mAh)

Varta 751RS (700 mAh)

Mobile Power 700 (700 mAh)

Panasonic 600 DT (600 mAh)

Nickel-Metal Hydride (NiMH)

Sanyo H-3 U (1500 mAh)

GP GP130 AA HC (1300 mAh)

GP GP150 AA HC (1500 mAh)

Varta VH 1101 or
Phone Power (1000 mAh)

Panasonic HHR-110 AA (1100 mAh)

Friwo NiMH (1400 mAh)

Toshiba TH-1200 AARE (1200 mAh)

Setting up

Follow these steps to get your Diverse 3010 Classic ready for use.

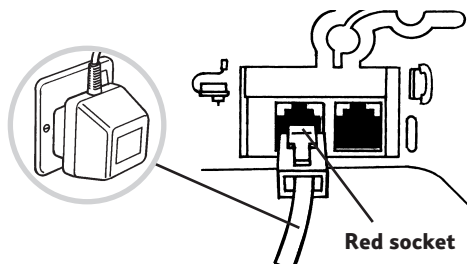
Your handset is already “registered” to the Diverse 3010 Classic base station.

Note

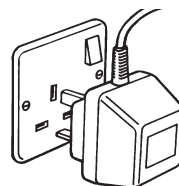
Plan where you will put your Diverse 3010 Classic. It should be within two metres of a power socket and the phone socket.

1 Connect the power cable

Plug the power cable into the power socket on the underside of your Diverse 3010 Classic. Take care that the telephone line cord and power cable plugs are connected to the correct sockets. Incorrect placement could damage the station.



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



Note

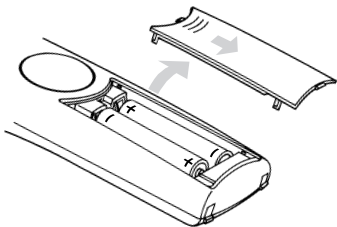
Use only the power adaptor C39 280-Z4-C174/..-C67 with your Diverse 3010 Classic.

3 Install the rechargeable batteries in the handset

The handset uses the two AA size nickel cadmium (NiCad) batteries, which are supplied. To install them, insert the batteries as indicated on the inside of the battery compartment (or in the picture on the next page) and slide the battery compartment cover shut.

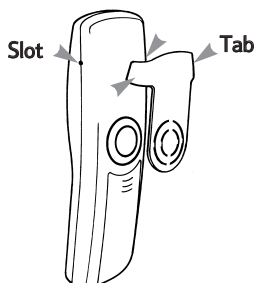
The battery compartment cover may be found in the packaging with the batteries.

Slide battery cover down and lift off.



4 Fit the handset belt clip

Fit the belt clip onto the back of the handset.



5 When charging for the first time, we recommend that you let the batteries charge for the full 16 hours before making or receiving calls

Battery display when inserting or replacing a battery

When 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.

Place the handset on the base. When charging the battery level symbol shown on the display flashes.

Battery performance

After charging your Diverse 3010 Classic for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. Batteries and case may become warm during charging. This is normal.

Note

Under ideal conditions, the handset batteries should give about 10 hours talktime or 100 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.

Please note that the lifespan of NiCad rechargeable batteries depends on how heavily they are used. However, over time, their capacity to recharge will begin to diminish and they will eventually need replacing.

Battery low warning

An LCD on the handset display shows the current state of the charge. When the batteries are almost flat a beep sounds and the display shows the empty battery symbol. Displays showing the various states of charge are shown below:



Batteries fully charged



Batteries at 66%





Batteries at 33%



Batteries empty

If flashes continuously

It means the handset is either out of range or is not registered with the base station. To register, follow the steps on page 43. All additional handsets you purchase will need to be individually registered with the base station before they will work on the Diverse 3010 Classic.

The  may also flash after a power failure. Provided the handset has been registered with the base the  will stop flashing after a while indicating the handset has automatically re-registered to the base station. If it continues to flash, re-register the handset to the base station.

Note

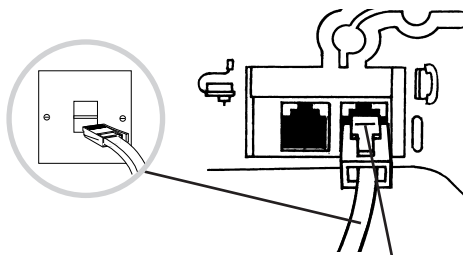
If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within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

WARNING

It is recommended that the line cord is not connected until the handset is fully charged. This will prevent the risk of the phone being answered prior to the batteries being fully charged and therefore not achieving their optimum capacity.

6 Connect the telephone line cord to the Diverse 3010 Classic base station

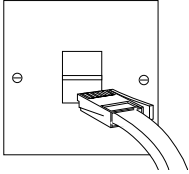
Ensure that this is fitted correctly into the right socket.



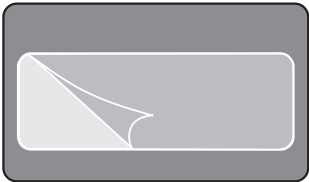
Dark blue socket

SETTING UP

7 Plug your Diverse 3010 Classic into the phone socket



8 Please remove the protective film from the display



SETTING UP

Using your Diverse 3010 Classic

On and Off modes

To switch the handset on and off

You can normally leave your handset on 24 hours a day. However, if you need to switch it off:



Press and hold the **RED PHONE** button down for about 1 second. You hear a long beep and the screen goes blank.



To switch it back on, press and hold down the **RED PHONE** again. You hear a long beep and the display returns to standby.

Note

The handset is already set to ON.

To switch the keypad lock on and off

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



Press and hold the **#** button until the display shows:



The keypad is now locked and you cannot dial out. Incoming calls can be answered as normal by pressing the **GREEN PHONE** button.



Press and hold the **#** button until the display returns to standby. The keypad is now unlocked.

Making and receiving calls

To make an external call

Ensure the handset is switched ON.



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

KEYPAD

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 is correct, and then press the **GREEN PHONE** button to dial.

Note

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.

To end a call



Press the **RED PHONE** button.

To receive an external call

When the phone rings the display flashes EXT.



Press the **GREEN PHONE** button on the handset and speak.

Or

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



Note

*The default setting is for an immediate connection to callers when lifting the handset from its base station or charger. This is called Auto Talk. It can be deactivated so that you always have to press the **GREEN PHONE** button to answer a call. See page 36.*

Caller Display/Call Waiting




The Diverse 3010 Classic can let you know who's calling before you answer the telephone.

With BT's Caller Display and Call Waiting services, your Diverse base station receives caller information which is transmitted over the BT network, for more information see *page 22*.


Call timer

Your Diverse 3010 Classic automatically times the duration of all outgoing external calls. The handset display shows the call duration both during your call and for a few seconds after it is completed.




To redial the last external number

-  Press the **→→** button. Display shows the last number dialled.
-  Press the **GREEN PHONE** button. The number is dialled.
-  Press the **RED PHONE** button to end the call.

To redial any of the last 5 external numbers

-  Press the **→→** button. Display shows the last number dialled.



-  Press the **MEMORY** or **SET** buttons under **→→** to scroll through the last 5 numbers.
-  Press the **GREEN PHONE** button. The number displayed is dialled.
-  Press the **RED PHONE** button to end the call.

To delete the redial memory

All five numbers will be deleted.



Press the **SET** button.



Press the **1** button.



Press the **8** button.



Press the **OK (→→)** button.

KEYPAD

Enter the handset PIN (original setting 0000. To change it *see page 26*).



Press the **OK (→→)** button.



Press the **2** button.



Press the **OK (→→)** button to confirm.





Press the **RED PHONE** button to return to standby.

Secrecy

You can switch off the handset microphone so that your caller cannot hear you while you talk to someone else in the room.

When ready, you can switch the microphone back on.

During a call:

-  Press the **INT** button to switch the microphone off. Your caller will hear a melody. Display shows EXT (flashing) and INT.
-  Press the **RECALL** button to speak to your caller again.

Note


*You may turn the music on hold off.
Please see page 34.*

Making and transferring calls between handsets

If you have multiple handsets registered with the base, the Diverse 3010 Classic enables two handsets to talk to each other on an internal 'intercom' call, while a third handset can be on an external call.

To page a handset from the base station


To locate handsets that are away from the base station.

-  Press the **PAGE** button on the base.

All handsets registered with the base will ring for 30 seconds.

-  To stop paging press the **PAGE** button again.


Or


-  Press the **GREEN PHONE** button on the handset.

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 e.g. **2**. The handset will ring.

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

To receive an internal call

When the handset rings, the display flashes INT plus the number of the handset calling you.



Either press the **GREEN PHONE** button, or simply lift the handset off the base station to receive the call.

Note

*If all available handsets are engaged on an internal call and an external call arrives, a 'call waiting' signal is given. To take the call, either replace the handset on the base, or press the **RED PHONE** button. You can accept the new call when you hear the phone ring.*

To make an internal call to all handsets

You can call all handsets registered to a base station at the same time.



Press the **INT** button.



Press the ***** button. Display shows all available handsets. If no other handsets are available, you hear the engaged tone. The first handset to answer will take the call.



Press the **RED PHONE** button to end the call.

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. Your caller will hear 'music on-hold'.




Press the handset number you want, **1-6**. When the handset answers, you can talk without your outside caller hearing.



Press the **RECALL** button to end the internal call and speak to your outside caller.

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** plus your handset number.

The caller hears music on hold.

Enter the number of the handset to which you wish to transfer the call.

When the handset is answered, you can talk to the other handset without the outside caller hearing.

 To transfer the call press the **RED PHONE** button, or replace your handset on its base.

Or

To reconnect to your outside caller:

 Press the **RECALL** button.

To enable another handset to 'listen in' on your conversation


If you want another person to hear your call, you can let them listen in on another handset registered to the same base station.


Note


This only allows them to hear the outside caller as it is assumed that the internal handsets are next to each other during this type of call.


Setting up:

Once connected to your caller:

 Press the **INT** button. Your caller is put on hold.

 Enter the number **1-6** of the handset you want.

 When the call is answered press the **SET** button.

 Press the **RECALL** button. You can speak to your external caller again and the other handset can now listen to your conversation.

To cancel:

To stop the other handset from hearing your conversation.



Press the **SET** button.



Press the **RECALL** button.

You can continue talking to your caller as normal.

The other handset user can stop listening in at any time



either by pressing the **RED PHONE** button on their handset or by replacing it on the base station or charger.

Quick call transfer

*After dialling the other handset, you can immediately press the **RED PHONE** button, or replace the handset 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.*

Using the memory to store and dial numbers

Your Diverse 3010 Classic handset can store 10 phone numbers, each up to 22 digits long, which can then be speed dialled. Stored numbers can include settings made with the ***** and **#** buttons. You can also enter a Pause. (See pages 40-42, *Using your Diverse 3010 Classic with a switchboard*.)

To store a number in the memory

The handset must be switched on.



Press the **SET** button.



Press the **MEMORY** button.



Press a digit **0-9**. This selects the memory location under which you want the number stored. Display shows the memory location you have chosen.



Press the **OK (→→)** button.




KEYPAD

Enter the phone number you want to store.



Press the **OK (→→)** button to confirm. You hear a confirmation beep.

If you want to store another number press either the **↑** or **↓** arrow to move to a new memory location.

-  Press the **OK (→→)** button and enter your new number.
-  Press the **OK (→→)** button. You hear a confirmation beep.
-  Press the **RED PHONE** button to return to standby.

Note









*If you make a mistake entering a number, press the **←** button to delete the last character.*

*You can exit any procedure at any time by pressing the **RED PHONE** button.*



Note

*If the memory location is empty, the display shows **≡**. If there is a number stored already, that number will be displayed. If you do not want to change it, press the **OK (→→)** button to confirm the number. Then press the **RED PHONE** button to return to standby.*









To store a number in the memory from the redial list

-  Press the **SET** button.
-  Press the **MEMORY** button.
-  Press a digit **0-9**. This selects the memory location under which you want the number to be stored. Display shows the memory location you have chosen.
-  Press the **OK (→→)** button.
-  Press the **MEMORY** button to display the number you want from the redial list.
-  Press the **MEMORY** or **SET** buttons under **↑↓** to scroll to the number you require.
-  Press the **OK (→→)** button to confirm. You hear a confirmation beep.
-  Press the **RED PHONE** button to return to standby.







To speed dial a stored number

-  Press the **MEMORY** button. Enter the memory location of the number you want, or scroll through the list by pressing the **↕** buttons until display shows the number.
-  Press the **GREEN PHONE** button to dial the number.

To delete all memory numbers

-  Press the **SET** button
-  Press the **1** button then the
-  **8** button.
-  Press the **OK (↔)** button.
- KEYPAD** Enter the handset PIN (original setting 0000).
-  Press the **OK (↔)**.
-  Press the **1** button.
-  Press the **OK (↔)** button to confirm.
-  Press the **RED PHONE** button to return to standby.

To delete an individual number from the memory

-  Press the **SET** button.
-  Press the **MEMORY** button. Scroll through to the number you want to delete.
-  Press the **OK (↔)** button. The telephone number flashes.
-  Press the **← DELETE** button. The number is deleted.
-  Press **OK (↔)**, you hear a confirmation beep.
-  You can store a new number or press **RED PHONE** button to return to standby.

Using Caller Display and Call Waiting






BT's Caller Display and Call Waiting

If you subscribe to Caller Display you can see who is calling you (on your handset display). If you are on a call and you also subscribe to a Call Waiting service, the second incoming call number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to another caller waiting to speak to you.

With BT's Caller Display and Call Waiting service, your Diverse base station receives caller information which is transmitted over the BT network. This includes the date and time of the call.

If you are using the Classic handset, the screen shows the caller's number (if it has been sent) when the phone rings. With the Executive handset if you have stored a name to go with the number in your handset directory, the name will be displayed instead.

To take the Call Waiting

-  Press the **RECALL** button. Your 1st caller is put on hold whilst you speak to your 2nd caller.
To speak to your 1st caller again you can either:
-  Press the **RECALL** button again and you will be reconnected to your 1st caller, your 2nd caller will be put on hold. You can use the **RECALL** button to toggle between the two callers.
-  *Or*
-  Press the **RED PHONE** button to end the conversation with the caller you are currently speaking to. The handset will ring again.
-  Press the **GREEN PHONE** button and you will be reconnected to the caller who was on hold.

Information displayed via other UK networks


If you are connected to a different network, you will first have to subscribe to that network's Caller Display and Call Waiting service. Call your network provider for more information.

Using the Classic handset

When the phone rings, your caller's number is displayed.

If the caller has withheld their number, the display shows -----
 EXT.

If you call from another handset, the display shows the handset number and INT.

Display shows the  icon to indicate you have a new call in your Calls List.

The Classic handset displays details of the 30 most recent calls. When the list is full, new calls replace the oldest calls.

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.

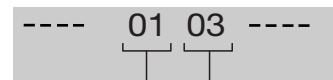
To view the calls list



Press the **SET** button.



Press the **2** button. The display quickly lists the number of new and old calls.



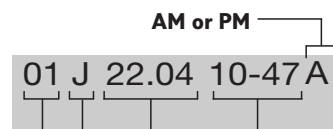
New call entries

Old call entries

Then it shows the number of the most recent caller, alternating with the date and time the call was received.



Press the **↑SET** or **↓** **MEMORY** buttons to scroll through the calls list.



Time
 Date

This indicates that the call was answered when it was received.

Number of calls if set as unanswered calls only or number of the entry for the "all calls" setting.

CALLER DISPLAY

NOTE WARNING

Changing your calls list from one setting to the other will automatically delete any entries in the current calls list.

To set the calls list to contain all calls or unanswered calls only



Press the **SET** button.



Press the **0** then the ***** button.



Press the **OK** (→→) button. Display shows 1 or 2.



Enter **1** if you want the calls list to contain details of unanswered calls only.

Or



Enter **2** if you want the calls list to contain details of all calls received.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

To dial a number in the calls list



Press the **SET** button.



Press the **2** button. Display shows the number of the most recent caller and alternates between showing the number and the time and day the call was received.



Press the **UP** and **DOWN** arrows ↑↓ to scroll through the calls list. When the number you require is displayed.



Press the **OK** button or the **GREEN PHONE** button. The number displayed is dialed.

To delete an individual number from the calls list



Press the **SET** button.



Press the **2** button. Display shows the number of the most recent caller and alternates between showing the number and the time and day the call was received.



Press the **UP** and **DOWN** arrows **↕** to scroll through the calls list until the number you want to delete is displayed.



Press the **←** **DELETE** button and hold until the number disappears. You hear a stuttered confirmation beep.

To delete the calls list



Press the **SET** button.



Press the **3** then the **#** buttons.



Press the **OK** (**↔**) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (**↔**) button.



Press the **1** button.



Press the **OK** (**↔**) button to confirm.



Press the **RED PHONE** button to return to standby.

Telephone Security

Your Diverse 3010 Classic gives you a variety of ways to prevent unauthorised use of the phone or handset.

Base station and handset PIN (Personal Identification number)

As a digital phone system, your Diverse 3010 Classic provides excellent security against others 'listening in' to your calls. You can also prevent unauthorised use of the handset(s). To do this you need to know the PIN numbers.

Note

For extra security we recommend you change your base station and handset PIN numbers.

The standard setting for both the base station PIN 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. Please be aware that anyone with access to the base station PIN (and this user guide) has the potential to change system settings.

If you change your handset PIN, keep a record of the new number in the box provided at the front of this user guide.

To change the Diverse 3010 Classic base station PIN code

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

The standard setting for the Base station PIN code is 0000. You can change this to any 4-digit number.

Press the **SET** button.

Press the **0** then the **7** buttons.

Press the **OK (→→)** button.

KEYPAD

Enter the current base station PIN (original setting 0000).

Press the **OK (→→)** button. Enter the new four digit code.

KEYPAD

Enter the new code again.

Press the **OK (→→)** button to confirm. You hear a confirmation beep. The new code is stored.

Press the **RED PHONE** button to return to standby.

Note

You can press the **RED PHONE** button at any time during these steps to quit the procedure.

To change the handset PIN

The PIN on your handset protects functions and settings from unauthorised access.

A handset PIN is necessary in order to:

- reset the memory
- reset to the original settings.

Handset power must be switched to ON.



Press the **SET** button.



Press the **1** then the **2** buttons.



Press the **OK (→→)** button.
Display shows 12 PIN _ _ _ _

KEYPAD

Enter the current handset PIN (original setting 0000).



Press the **OK (→→)** button.

KEYPAD

Enter the new four digit PIN.

KEYPAD

Enter the new PIN again.



Press the **OK (→→)** button to confirm. You hear a confirmation beep. The new PIN is stored.



Press the **RED PHONE** button to return to standby.

Caution

Do not forget your base station PIN or handset PIN. Special, expert help is required if you forget the PIN code. Please contact the Diverse Helpline on **08457 908070**. Calls are charged at local rates. You may write down the base station PIN code and your handset PIN in the space provided in the front of this book. Note that these numbers should be kept safe.

To switch the telephone handset lock on and off

You can prevent an individual handset from being used to make all calls except for **999** emergency services.

You can still receive incoming calls. When the phone rings, press the **GREEN PHONE** button as normal.



Press the **SET** button.



Press the **1** button.



Press the **1** button again.



Press the **OK (→→)** button.

KEYPAD

Enter the handset PIN (original setting 0000).



Press the **OK** (→→) button.
Press the **1** button to switch
the telephone handset lock
ON.

1

Or

0

Press the **0** button to switch
the telephone handset lock
OFF.



Press the **OK** (→→) button to
confirm the setting.



Press the **RED PHONE** button
to return to standby.



Press the **OK** (→→) button.

ABC
2

Press the **2** button to switch
the base station lock ON.

Or

0

Press the **0** button to switch
the base station lock OFF.



Press the **OK** (→→) button.



Press the **RED PHONE** button
to return to standby.

To switch the base station lock on and off

You can prevent all external
calls via the base station by
locking it. Only **999**
emergency services and
stored additional emergency
numbers can be dialled
(*see page 27*).

You can still receive incoming
calls. When the phone rings,
press the **GREEN PHONE**
button as normal.



Press the **SET** button.

0

Press the **0** button twice.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN
(original setting 0000).

To switch external dialling off and on

You can prevent any
registered handset from
making external calls. The
handset can still be used for:

- making internal call
- receiving external calls
- dialling 999 and 112
emergency services numbers
- dialling 'additional
emergency' numbers which
have been stored
(*see page 27*).



Press the **SET** button.

DEF
3

Press the **3** button.

0

Press the **0** button.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN
(original setting 0000).



Press the **OK (→→)** button. Display shows the numbers of all handsets registered to the base station (e.g. 1-6).

KEYPAD

Enter the number of the handset you want to disable.

0

Press the **0** button to stop the handset from making external calls.

Or

ABC
2

Press the **2** button to allow the handset to make external calls again.



Press the **OK (→→)** button to confirm the setting.



Press the **RED PHONE** button to return to standby.

Emergency numbers

Storing your own additional emergency numbers

Before call barring has been set, you can add up to four additional emergency numbers, each up to 16 digits long.

For example, the doctor's number, your partner's mobile phone or other family number. You can do this from any handset registered to the base station. Emergency services (e.g. **999**, **112**) and special numbers can be dialled even if the telephone is locked.

(N.B.: this does not apply if connected to a switchboard and call barring is set).

To store, change and delete additional emergency numbers



Press the **SET** button.

0

Press the **0** button then the **2** button.

ABC
2

Press the **OK (→→)** button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK (→→)** button. Display shows:

02 1 ≡

Blank or call number.

Memory location (1-4).

Function number entered previously.



Press the **↑ MEMORY** button if necessary to scroll to the location you want (i.e. 1-4).



Press the **OK (→→)** button.

KEYPAD

Enter the special number you want.



Press the **←** button to delete digits.



Press the **OK (→→)** button to confirm.



Press the **RED PHONE** button to return to standby.

My additional emergency numbers are

1 _____

2 _____

3 _____

4 _____

999 and **112** emergency services numbers are not affected by any call barring setting. You will still be able to dial them. (N.B.: this does not apply if connected to a switchboard and call barring is set).

To dial your additional emergency numbers



Press the **GREEN PHONE** button to obtain a dial tone.

KEYPAD

Dial the additional emergency number.

Call barring and Call enabling

You can bar specific numbers, e.g. all international calls by barring the international dial code 00.

Enabling

You can also specifically set a handset so that it can only dial certain numbers.

Call barring affects all handsets registered to the base station.

If a barred number is dialled, the phone hangs up automatically and the barred number is displayed.

You can store up to five numbers as either barred or specifically enabled phone numbers. These can be pre-fix numbers, eg **00** for all international calls. Incoming calls are not affected.

Note

*Emergency Services **999** calls can be made at all times.*

Note

From switchboards you can dial:

- The access code (e.g. **9**) followed by **112**.

Or

- **R 112**.

Warning

*You cannot dial **9 999** or **R 999** from behind a switchboard when call barring is set.*

Directory for barred/enabled numbers

To: Bar numbers.

Enable handsets to call only specified numbers.

Create a memory list.



Press the **SET** button.



Press the **0** then the **1** buttons.



Press the **OK** (→→) button.



KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button. Display shows the first location.

01 1 ≡

Blank.

Memory location (1-5).

Function number entered previously.



Press the **▼ MEMORY** button if necessary to scroll to the location you want 1-5.



Press the **OK** (→→) button.

KEYPAD

Enter the number you want to bar, enable or change. Press the ←→ button to delete digits.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

Note

The barred or enabled numbers must be switched on before you can use. See below.

To switch call barring/call enabling on and off

Once you have set the numbers you want, you can then switch call barring/enabling on or off at any time (see below). You can do this from any handset registered to the base station.



Press the **SET** button.



Press the **0** button twice.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button.



Press **1** to bar the numbers you have stored.



3 to enable handsets to dial only the numbers stored



0 to switch call barring/call enabling off.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

Additional features

Your Diverse 3010 Classic has many useful features which can be programmed to best suit the way you wish to use your phone.

Adjusting volumes and tones

It is possible to set and adjust the various tones emitted by your Diverse 3010 Classic base station and your handset.

ADDITIONAL FEATURES

To adjust the ringer volume in the handset

You can choose from 5 levels or the 'crescendo' ring that increases in volume.



Press the **SET** button.



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

KEYPAD

Use the keypad to enter the setting you want:



Volume = **1-5** (1 is the lowest).



Crescendo = **6**.



Press the **OK (→→)** button to confirm.

To adjust the melody of the handset ringer

There are 10 melodies.



Press the **SET** button.



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



Press a button **0-9** until you hear the melody you want.



Press the **OK (→→)** button to confirm.

Adjusting the ear piece volume

The volume of received calls can be set to three different levels, ranging from normal to loud. (Ear piece volume can also be adjusted during a call.)

To set the volume:



Press the **SET** button.



Press the **1** button then the **0** button.



Press the **OK (→→)** button. The current setting is displayed.

1Press **1** for normal volume.**ABC**
2Press **2** for louder.**DEF**
3Press **3** for loudest.Press the **OK** (→→) button.Press the **RED PHONE** button to return to standby (do not press this button during a call).

To adjust the ringer volume in the base station

You can choose the 'crescendo' ring that gradually increases in volume, plus 5 additional levels: **1** = lowest; **5** = loudest; and **0** is off.

Press the **SET** button.**0**Press the **0** button.**JKL**
5Press the **5** button.Press the **OK** (→→) button. The ringer sounds and the current setting is displayed.

KEYPAD

Use the keypad to enter the setting you want:

1-5Volume = **1-5** (1 is the lowest).**MNO**
6Crescendo = **6**.**0**Off = **0**.Press the **OK** (→→) button to confirm.Press the **RED PHONE** button to return to standby.

To adjust the melody of the base ringer

There are 10 melodies.

Press the **SET** button.**0**Press the **0** button.Press the **6** button.Press the **OK** (→→) button.

You hear the current melody and the display shows the current setting.




0-9Press a button **0-9** until you hear the melody you want.Press the **OK** (→→) button to confirm.Press the **RED PHONE** button to return to standby.

To switch the confirmation tones on and off

Whenever you confirm a new setting, your handset gives a long confirmation beep. You can switch these beeps on and off.






Press the **SET** button.**1**Press the **1** button then the **3** button.Press the **OK** (→→) button.**0**Press **0** to switch the tones off.

Or




-  Press **1** to switch the tones on.
-  Press the **OK (→→)** button to confirm.
-  Press the **RED PHONE** button to return to standby.

To switch the handset button beeps on and off

Whenever you press a button on the phone you hear a beep. You can switch these beeps on and off.







-  Press the **SET** button.
-  Press the **1** then the **4** buttons.
-  Press the **4** button.
-  Press the **OK (→→)** button.
-  Press **0** to switch the beeps off.

Or




-  Press **1** to switch the beeps on.
-  Press the **OK (→→)** button to confirm.
-  Press the **RED PHONE** button to return to standby.

To switch music on hold on or off

When you have a caller on hold you can choose to let that person listen to music while they are waiting for you to return to them.

-  Press the **SET** button.
-  Press the **4** button.
-  Press the **3** button.
-  Press the **OK (→→)** button.
- KEYPAD** Enter the base station PIN (original setting 0000).
-  Press the **OK (→→)** button.
-  Press the **1** button to switch the music ON.

Or

-  Press the **0** button to switch the music OFF.
-  Press the **OK (→→)** button to confirm the setting.
-  Press the **RED PHONE** button to return to standby.

To switch the battery warning beep on and off

When the batteries are low, you will hear a warning beep. You can turn this beep on and off.



Press the **SET** button.

1

Press the **1** then the **5** buttons.

JKL
5 Δ



Press the **OK** (→→) button.

0

Press **0** to switch the beep off.

Or

1

Press **1** to switch the beep on.

Or

ABC
2

Press **2** to hear the warning beep only during a call.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

To switch the base station number in the handset display on and off

When set up, the currently active base station is displayed when the handset is in standby, eg -1-. This can be useful if you are using more than one base station.



Press the **SET** button.

1

Press the **1** then the **6** buttons.

MNO
6



Press the **OK** (→→) button.

0

Press **0** to switch the base station display off.

Or

1

Press **1** to switch the base station display on.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

To switch auto talk on and off

When the handset is slotted into the base station, you can answer a call just by picking up the handset. If you switch this setting off, you will always have to press the **GREEN PHONE** button to answer a call.



Press the **SET** button.

1

Press the **1** then the **7** buttons.

PQRS
7



Press the **OK (→→)** button.

0

Press **0** to switch auto talk off.

Or

1

Press **1** to switch auto talk on.



Press the **OK (→→)** button to confirm.



Press the **RED PHONE** button to return to standby.

To reset your Diverse 3010 Classic base station to the original settings



Press the **SET** button.

DEF
3

Press the **3** then the **#** buttons.

#



Press the **OK (→→)** button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK (→→)** button.

0

Press the **0** button.



Press the **OK (→→)** button to confirm.



Press the **RED PHONE** button to return to standby.

This will reset:

| | |
|---|-----------|
| Ringer volume | 5 |
| Ring tone | 1 |
| Switch base lock, and disable/enable call numbers | OFF. |
| Number for disabling/enabling | DELETED |
| Stored emergency numbers | DELETED |
| Dialling mode | DTMF |
| Pause after picking up line/dial-out code | 3 seconds |

It will also delete the caller display list.

This will not reset:

- The base station PIN.
- Handset registration settings.

To reset the handset to its original settings



Press the **SET** button.

1

Press the **1** then the **8** buttons.

TUV
8



Press the **OK** (→→) button.

KEYPAD

Enter the handset PIN
(original setting 0000).



Press the **OK** (→→) button.

0

Press the **0** button.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

This will NOT reset:

- The handset PIN.
- Registration to the base station.

Call allocation

If you have registered additional handsets with your Diverse 3010 Classic base station you can specify the way you wish the phones to ring.

Group ringing

Your Diverse 3010 Classic will ring all handsets registered to its base whenever there is an incoming call. This is called group ringing.

Ring priority

Your Diverse 3010 Classic can be set so that an incoming call will ring first at a preferred handset. If there is no answer, the call will revert to all other handsets. This is called ring priority. Your Diverse 3010 Classic is preset for group ringing.

This will reset:

- Handset earpiece volume to 1.
- Auto talk to ON.
- Button beeps to ON.
- Battery warning beep to ON.
- Confirmation beep to ON.
- Base station on-screen display to OFF.
- Handset ringer volume to 5.
- Handset ringer tone 1.
- Ring priority OFF.

It will delete:

- Numbers stored in the speed dial memory.
- Numbers in the redial memory.

To change between ring priority and group ringing



Press the **SET** button.



Press the **3** then the **2** buttons.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button.



Press the **1** button to set group ringing.

Or



Press the **2** button to set ring priority.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

To set which handset will receive ring priority

Once you have set your Diverse 3010 Classic to ring priority, you can select the handset you want to ring first.

The handset registered with the base station as 1, is automatically the priority handset and will ring first unless you specify another handset.



Press the **SET** button.



Press the **3** button twice.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button.



Enter the number of handset you want to ring first, e.g. **1-6**



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

To set the number of rings on ring priority

You can specify the number of rings your selected handset can have before an incoming call reverts to all available handsets.



Press the **SET** button.



Press the **3** then the **4** buttons.



Press the **OK** (→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→) button.



Press a number button between **2-9** to set the number of rings you want.



Press the **OK** (→) button to confirm.



Press the **RED PHONE** button to return to standby.

Note

If you are using the Diverse Executive Handset please refer to that user guide.

Using your Diverse 3010 Classic with a switchboard

Your Diverse 3010 Classic can be connected to compatible switchboards. If in doubt please contact your switchboard supplier.

Setting to Tone or Pulse dialling

Your Diverse 3010 Classic is pre-set to TONE dialling – you will 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.

SWITCHBOARD

To set PULSE dialling with earth recall



Press the **SET** button.



Press the **3** then **5** buttons.



Press the **OK (→→)** button.

KEYPAD

Enter the current base station PIN (original setting 0000).



Press the **OK (→→)** button.



Press the **4** button.



Press the **OK (→→)** button to confirm.



Press the **RED PHONE** button to return to standby.

To set TONE dialling with earth recall



Press the **SET** button.



Press the **3** then **5** buttons.



Press the **OK (→→)** button.

KEYPAD

Enter the current base station PIN (original setting 0000).



Press the **OK (→→)** button.



Press the **3** button to set Tone with fixed flash time.

Or



Press the **1** button to set Tone dialling with Earth recall.



Press the **OK (→→)** button to confirm.



Press the **RED PHONE** button to return to standby.

To set TONE dialling with time break recall



Press the **SET** button.



Press the **3** then the **5** button.



Press the **OK** (→→) button.

KEYPAD

Enter the current base station PIN (original setting 0000).



Press the **OK** (→→) button.



Press the **2** button.



Press the **OK** (→→) button.



Press the **RED PHONE** button to return to standby.

Note

It is possible to set TONE with adjustable TBR, however, this is not recommended for the UK network.

WARNING

*If Call Barring is set you can only dial **9 112**, **R 112** or **R 999** in an emergency. Not **9 999**. See page 29.*

To insert an access code

This means the access code will be automatically dialled before any number stored in the Caller Display calls list.



Press the **SET** button.



Press the **4** then the **0** buttons.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button.

KEYPAD

Enter the access code for your switchboard (this can be up to 3 digits).



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

SWITCHBOARD

Note

*You can store **RCL**, ***** and **#** as well as the digit keys **0-9**.*

*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 next page.*

To set the access pause

You can change the length of a pause before the dial tone commences. The standard setting is for a three second pause.



Press the **SET** button.



Press the **4** button then the **1** button.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK** (→→) button.

Enter the length of pause required by your switchboard:



1 for 1 second.



2 for 2 seconds.



3 for 3 seconds.



4 for 6 seconds.



Press the **OK** (→→) button to confirm.



Press the **RED PHONE** button to return to standby.

Registering a new Diverse 3000 Handset with the base station

Up to six handsets can be registered and operated from the Diverse 3010 Classic base station. 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 station.

Note

If you are registering a Diverse 3000 Executive Handset follow the instructions in the Diverse 3000 Executive Handset user guide.

To register a Diverse Classic handset

At the handset:



Press the **SET** button.



Press the **INT** button.



Press the ***** button. The base station numbers are displayed.



Enter the number of the base station you want **1-4**.

1

(Enter **1** for the base station when registering for the first time. When registering the handset at additional base stations, enter **2**, **3** or **4** as necessary.)



Press the **OK (→→)** button.

KEYPAD

Enter the base station PIN (original setting 0000).



Press the **OK (→→)** button. The  flashes.

At the base station:




Press and hold down the **PAGE** button on the base station (for about 10 seconds) until you hear the tone.

At the handset:

Display shows the handset numbers available, eg - 2, 3, 4, 5, 6.

N.B. There is a small delay before these numbers are displayed on the screen.

Select and enter one of these numbers. This is now the handset's internal number and it is registered with the base station. The  stops flashing

To de-register a handset

At the handset:



Press the **SET** button.



Press the **3** button.



Press the **6** button.



Press the **OK** (→→) button.

KEYPAD

Enter the base station PIN
(original setting 0000).



Press the **OK** (→→) button.

Enter the number of the
handset to be de-registered
e.g. **1-6** (number is deleted).



Press the **OK** (→→) button to
confirm.



Press the **RED PHONE** button.

Note

*If you are experiencing problems,
please call the Diverse Helpline on
08457 908070.*

Note

*Additional handsets can only be
de-registered from the base station that
they are locked onto at the time.*



Using multiple base stations and handsets

It is possible to build your Diverse 3010 Classic into a much larger phone system with the addition of up to 3 extra base stations.

When planning to use a handset at more than one base station, 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 station 2 (and 3 and 4 if used) in the same order as used for base station 1.
- Activate the display of the base station. Numbers on each handset, as shown on page 43.

Note

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

Note

*If you move out of range of the displayed base station, and within range of another base station, your radio link will be automatically set up (provided your handset has been registered with the new base station.)
If, however, you move out of range of the displayed base station, and within range of another base station during a call you will lose your call connection.*

Using multiple base stations and handsets

When the handset has been registered at two or more base stations (see 'To register a handset' page 43), you can choose between three options:

You can use up to six handsets on each Diverse base station and up to four base stations with your Diverse handset.

The handset supplied with your first base station is already registered as handset 1 and your first base station is base station 1.

Note

This procedure may vary if you are linking to a Diverse 2-Line or Diverse ISDN. Please refer to the user guides for these base stations for the correct procedure.

Note

Please note that you cannot move between base stations whilst a call is in progress. If you attempt to do so, you will lose your connection.

To set your handset to automatic base selection

Your handset is pre-set to automatic base selection.

If you are moving around, and likely to lose contact with your base station, your handset can be made to automatically switch to the best available base station. This means that if you are in an area where the signals of two base stations overlap, your handset will select the strongest signal.



Press the **SET** button.



Press the **INT** button.



Press **0** to set automatic base selection.



Press the **OK (→)** button.



Press the **RED PHONE** button to return to standby.

To set your handset to priority base station selection

This setting tells your handset to search for a specified base station signal for 30 seconds. If the signal cannot be found, the handset reverts to automatic selection of the base with the best signal. This setting is recommended where there is an overlap between two or three base stations.



Press the **SET** button.



Press the **INT** button.



Enter the priority base station number twice, eg. 1, 1.



Press the **OK (→)** button.



Press the **RED PHONE** button to return to standby.

To set your handset to fixed base selection

This setting prevents your handset from linking up with any base station other than the one you have set.



Press the **SET** button.



Press the **INT** button.



Enter the fixed base station number once, eg, **1**.



Press the **OK** (→→) button.



Press the **RED PHONE** button to return to standby.

Note

If you are in an area where base station signals overlap it is best to specify the base/ telephone line you operate through. In this case you change automatic base selection to manual selection (with an automatic search default), see opposite.

Note

If your handset is taken out of range, switch it off, move back into base station range, and then switch on again. This will speed up re-registration to the base signal.

General information

Guarantee

Your Diverse 3010 Classic 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 Diverse 3010 Classic, 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 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 beginning on page 50, or contact the 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 call the Helpline on **08457 908070** 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 Diverse 3010 Classic 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 Diverse 3010 Classic is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Only use approved power supply item code: C39 280-Z4-C174/..-C67.

RTTE

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).

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.

Switchboard external line access code

When you connect your telephone to a switchboard, you can set the switchboard's external line access code so that when you make an external call using the handset directory or redial list the code is automatically dialled before the number. See main user guide for details, page 40.

Help

Your Diverse 3010 Classic has been designed to be easy to use. If you should experience a problem, please check the following points.

Emergency calls

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

Note

*If your Diverse 3010 Classic is connected to a switchboard, you may have to dial an access number before **112** or **999** to contact the emergency services. (See page 41). Some switchboards cannot dial out during a power failure.*

N.B.: *9 999 cannot be dialled from behind a switchboard when call barring is set.*

Note

*Use only AA size, approved rechargeable batteries in the handset. Any other types may cause irreparable damage. **Never use conventional alkaline batteries.***

*For a list of approved batteries, see page 8. Batteries are available from the Diverse Helpline on **08457 908070** or your local BT shop.*

Note

Do not immerse batteries in water or throw them into fire, or dispose of them with ordinary domestic refuse. To charge the batteries place the handset on its base station.

BT accepts no responsibility for damage caused to your Diverse 3010 Classic handset by the use of non-approved batteries.

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.

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 station?

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 station

Is the handset registered with the base station? To register the handset, see page 43. 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.

Note

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, and then ON again, it will find the base station within a few seconds.

The base station or handset does not ring

The ringer volume may be set too low, or switched off at the base station.

To adjust the ringer volume at the handset or base station, see pages 32 or 33 respectively.

Is the telephone line cord connected correctly? 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 'Connected to a switchboard', page 40.

Handset beeps

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

If  is flashing?

You will hear four short beeps when you press the **PHONE** button. Check you are still in range of your base station.

Buzzing noise on my Radio/TV/Answering Machine/PC

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

When connected to a switchboard

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

Have you entered a pause after the access code? See page 42.

Check you have selected the correct dialling mode. See page 40.

Note

If you are still experiencing difficulty, please call the Diverse Helpline on 08457 908070.

HELP

Index

| | | | |
|-----------------------------------|-------|----------------------------|--------|
| Access codes | 41 | Calls list | 25 |
| Access pause | 42 | delete | 25 |
| Auto talk on/off | 36 | dial | 24 |
| | | set | 24 |
| | | view | 23 |
| Barred numbers | 30-31 | Calls | |
| Base station | | end | 14 |
| additional base station | 46 | external | 13 |
| automatic base selection | 46 | holding | 17 |
| fixed base selection | 47 | internal | 16 |
| priority base selection | 46 | making | 13 |
| Base station lock, on/off | 28 | on hold | 17 |
| Base station reset | 36 | receiving | 14 |
| Base station PIN | 26 | redial | 15 |
| | | transferring | 16, 18 |
| Batteries | | Call timer | 15 |
| approval | 8 | Call Waiting | 22 |
| charging | 10 | Confirmation tones | 33 |
| installing | 9 | | |
| performance | 10 | Delete | |
| replacing | 47 | all memory numbers | 21 |
| warning | 11 | calls list | 25 |
| warning beeps | 35 | individual number from | |
| Belt clip | 10 | the memory | 21 |
| Building up a phone system | 6 | redial memory | 15 |
| | | De-register handset | 44 |
| Call allocation | | | |
| group ringing | 37-38 | Emergency numbers | |
| number of rings | 39 | change | 29 |
| ring priority | 37-39 | delete | 29 |
| Call barring | 30-31 | dial | 30 |
| Call enabling | 30-31 | store | 29 |
| Caller Display | 22 | Ending calls | 14 |
| | | External calls | 13-14 |

| | | | |
|---|----|-------------------------------------|--------|
| G uarantee | 48 | Power adaptor | 9 |
| H andset beeps on/off | 34 | Power cable | 9 |
| Handset confirmation tones on/off | 33 | Power socket | 9 |
| Handset lock | 27 | Pulse dialling | 40 |
| Handset PIN | 27 | Q uick call transfer | 19 |
| Handset quick guide | 4 | Quick guide (handset) | 4 |
| Help | 50 | R eceiving calls | 14 |
| Holding calls | 17 | Redial | 15 |
| I nternal calls | 16 | Register with base station | 43 |
| K eypad lock | 13 | REN, how many phones can I have? | 50 |
| L istening in (on your conversation) | 18 | Reset | |
| M aking calls | 13 | base settings | 36 |
| Memory numbers | | handset settings | 37 |
| delete | 21 | Returning your Diverse 3010 Classic | 48 |
| speed dial | 21 | S afety instructions | 7 |
| store | 19 | Secrecy | 16 |
| store from redial list | 20 | Security | 26 |
| Music on hold – on/off | 34 | base station lock | 28 |
| O n hold | 16 | base station PIN | 26 |
| On/off | 11 | external dialling on/off | 28 |
| auto talk | 36 | handset lock on/off | 27 |
| base station lock | 28 | handset PIN | 27 |
| button beeps | 34 | Setting up | 9 |
| confirmation tones | 33 | Switchboard use | 40-42 |
| external dialling | 28 | T echnical information | 49 |
| handset | 13 | Telephone line cord | 11 |
| handset lock | 27 | Tone dialling | 40 |
| keypad lock | 13 | Transferring calls | 16, 18 |
| music on hold | 34 | V olume | |
| secrecy | 16 | base station melody | 33 |
| P age a handset | 16 | base station ringer | 33 |
| Phone socket | 11 | earpiece | 32 |
| | | handset ringer | 32 |
| | | handset melody | 32 |



Offices worldwide

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