BT

Diverse 1015

Diverse 1015 telephone
featuring DECT
Digital Enhanced Cordless Telecommunications

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.

Please open this page for an 'at a glance' guide to your Diverse 1015.

At a glance

Display
Displays the status of your handset.

Carrying clip

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

Speed dial
Enables quick dialling of numbers stored in the memory.

STO   MEM   LNR

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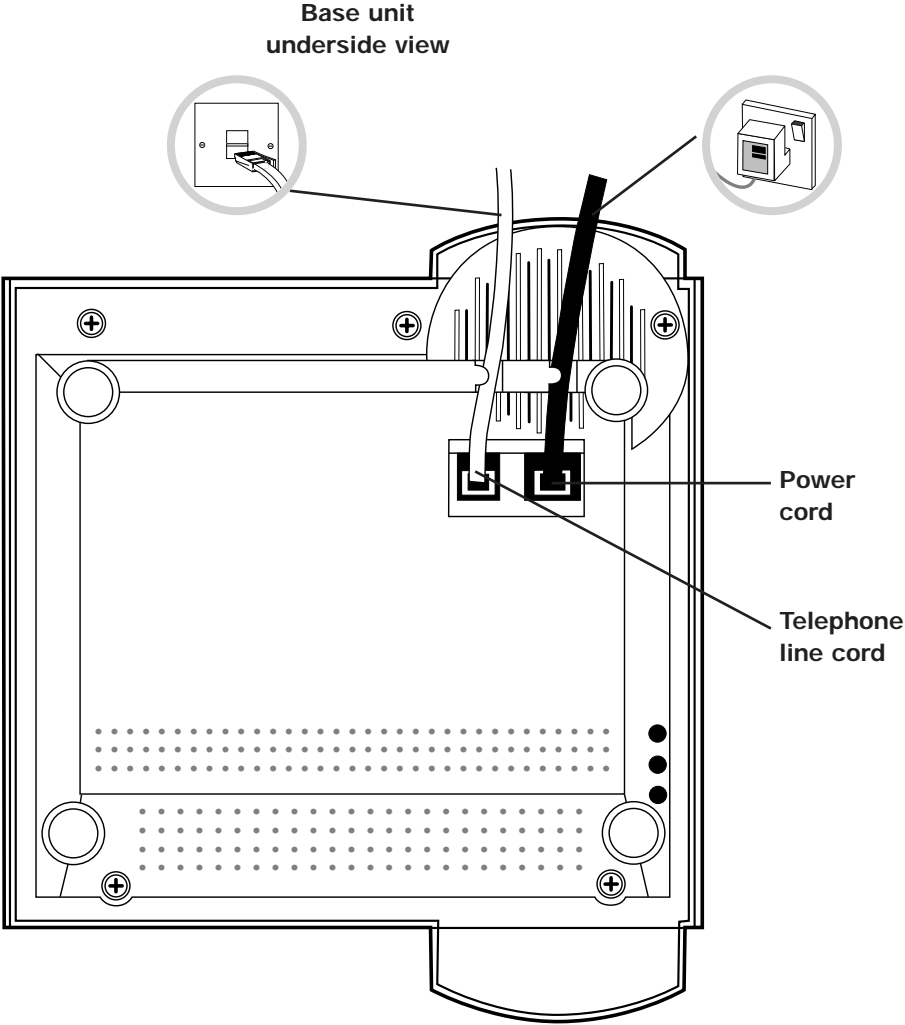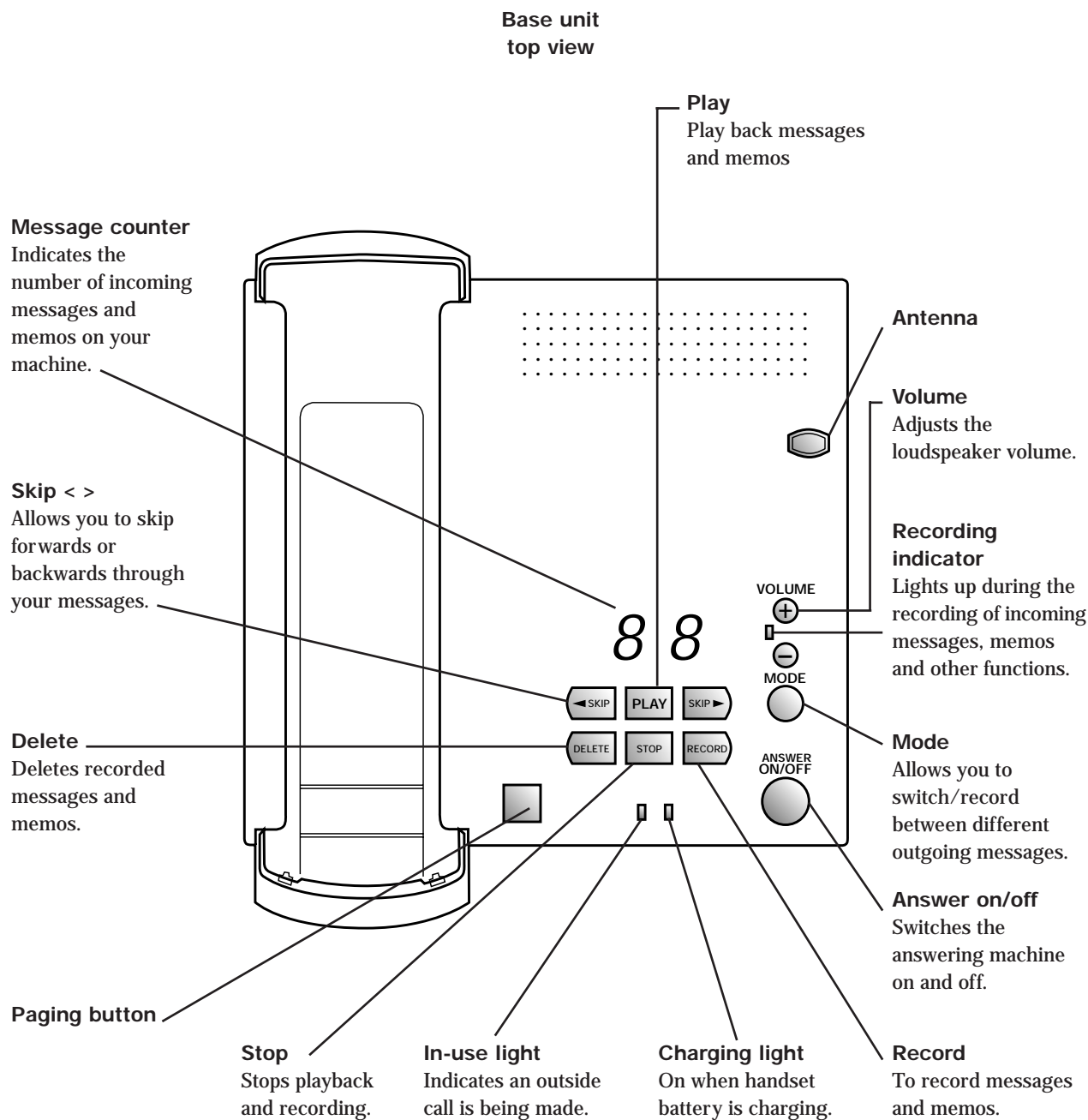Can redial the last three numbers you called and lets you access other phone functions.

Keypad

1   2 ABC   3 DEF
4 GHI   5 JKL   6 MNO
7 PQRS   8 TUV   9 WXYZ
★   0   #

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

Recall
For use with switchboards and BT Select Services.

RCL   INT   PWR

Intercom
Enables internal communication and call transfer between handsets.

Phone
Used to make and answer calls.

**Base unit
underside view**

Power
cord

Telephone
line cord

**Base unit
top view**

Play
Play back messages
and memos

Message counter
Indicates the
number of incoming
messages and
memos on your
machine.

Antenna

Volume
Adjusts the
loudspeaker volume.

Skip < >
Allows you to skip
forwards or
backwards through
your messages.

**Recording
indicator**
Lights up during the
recording of incoming
messages, memos
and other functions.

VOLUME

MODE

Delete
Deletes recorded
messages and
memos.

◄SKIP   PLAY   SKIP►

DELETE   STOP   RECORD

ANSWER
ON/OFF

Mode
Allows you to
switch/record
between different
outgoing messages.

Answer on/off
Switches the
answering machine
on and off.

Paging button

Stop
Stops playback
and recording.

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

Charging light
On when handset
battery is charging.

Record
To record messages
and memos.

In this guide

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 1015

Your Diverse 1015 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 1015 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 1015 you now own a product which combines the advantages of digital 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 1015 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 1015 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.

This space is left for you to record your system and handset PIN codes, refer to page 16 & 17.

Handset PIN code ☐ ☐ ☐ ☐

System PIN code ☐ ☐ ☐ ☐

Check that your Diverse 1015 is complete. When you unpack you should have:

• Diverse 1015 base unit
• Diverse 1015 handset
• Power adaptor
• Handset carrying clip
• Two nickel cadmium (NiCad) rechargeable batteries.
• Telephone line cord

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.

Setting up
## *Follow these steps to get your Diverse 1015 ready for use.*

Warning

1 For the handset use only approved nickel-cadmium (NiCad) 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 600m Ah 1.2V. Batteries are available from the **Diverse Helpline 0345 908070**. For the back-up box use only alkaline non rechargeable unleakable batteries.

2 Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse 1015. 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 1015 works by sending radio signals between the base unit and handset. These signals can interfere with hearing aids, causing a humming noise.

5 Diverse 1015 can interfere with other electrical equipment such as answering machines, TV and radio sets, clock radio/alarms and computers if placed too close. You are recommended to place your Diverse 1015 at least one metre away from such appliances to avoid any risk of interference.

6 It is possible that the Diverse's 1015 range may be affected by being near bodies of water such as ponds, lakes, the sea.

Plan where you will put your Diverse 1015. It should be within two metres of a power socket and the phone socket.

1 Connecting the telephone line cord to the Diverse 1015 base unit
Ensure that this is fitted correctly into the right socket.
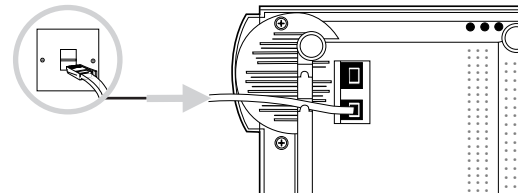
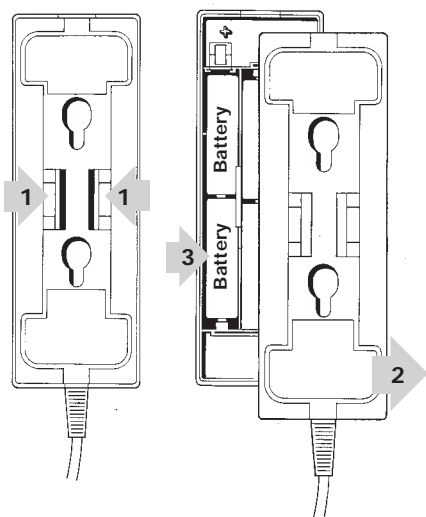## *2 Plugging your Diverse 1015 into the phone socket*
If you do not have a modern phone socket, call **Free***fone 0800* **800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

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.
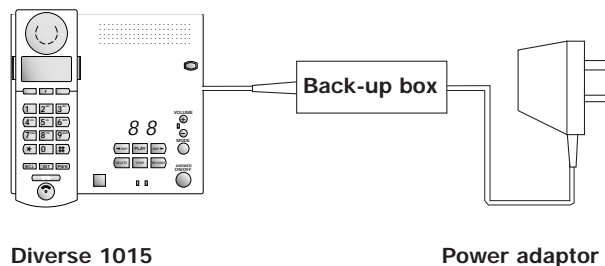
To connect the back-up box
The back-up box must be connected between your Diverse 1015 and the power adaptor.

- Plug the back-up box power cord into the socket on the underside of your Diverse 1015 (**1**).
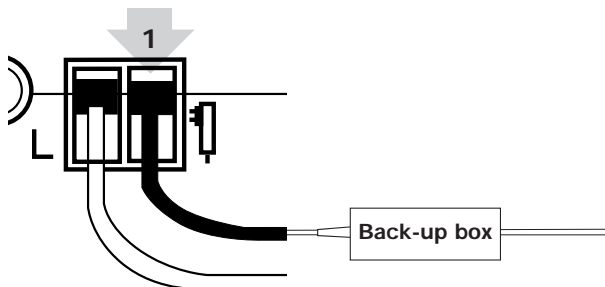
Take care to plug the power cord and the telephone line cord into the correct sockets.

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

Diverse 1015   **Power adaptor**

*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 1015 back-up box along your skirting board.

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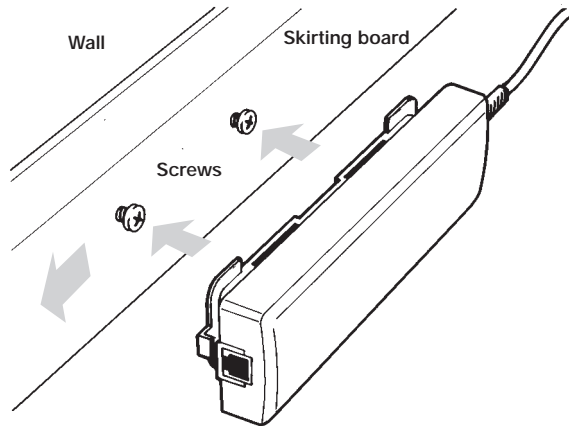

Wrap any loose cord belonging to the back-up box around the base before attaching it to the skirting board.
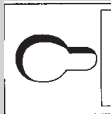
Attach the back-up box by hooking it over the screws protruding from the wall.

5 Connecting the power cable

Plug the power cable into the power socket on the underside of your Diverse 1015. Take care that the telephone line cord and power cable plugs are connected to the correct sockets. Incorrect placement could damage the unit.
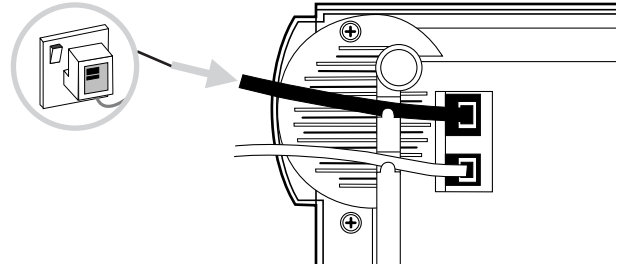

The Diverse 1015 will not operate if there is a power failure and the optional back-up box has not been fitted.

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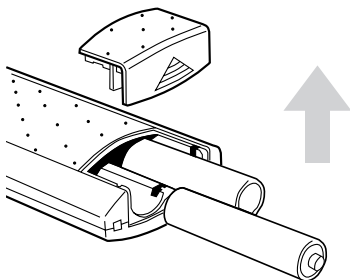
Insert the batteries as indicated on the label inside the battery compartment and slide the battery compartment cover shut.

Important

When replacing batteries always use good quality nickel cadmium (NiCad) rechargeable AA types with at least 600mAh capacity in order to achieve the specified operating time. Never use other batteries or conventional alkaline batteries. They could result in a short circuit or destroy the battery casing. Recommended batteries are Panasonic P-50 AA, Sanyo N-3UN or N-3UC, Philips R6NC-P, SAFT RC 6, DAIMON Accu 1000 and UCAR RC 6. Batteries are available from the **Diverse Helpline 0345 908070.**

8 Fitting the handset carrying clip

Fit the carrying clip onto the back of the handset.

Tab

Slot
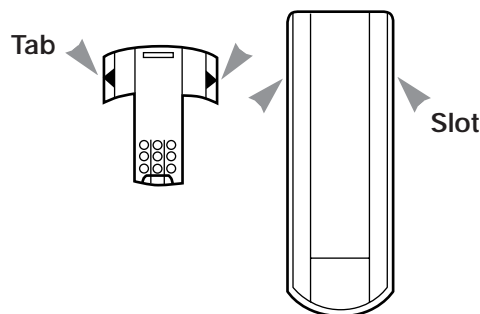
9 Charge the handset batteries for at least 16 hours

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 – it goes off when the battery is fully charged. It will come on again occasionally to indicate that the battery is being topped up.

When the handset battery has been charged for 16 hours, the Diverse 1015 is ready to use.

Normal battery charging time

After charging your Diverse 1015 for the first time, normal charging time for the handset batteries is 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 44. All additional handsets you purchase will need to be individually registered with the base unit before they will work with the Diverse 1015.*
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 44.

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.*

Using your Diverse 1015 telephone

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 out of range 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.

• Flashing ☉ can also mean that the handset is not registered with the base. To register a new handset, see page 44.

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. Display shows **EXT**.
- 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 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 connected to a switchboard with pulse dialling, you can switch to tone dialling during a call by pressing the ✱ button. This enables you to use systems such as home banking. The Diverse 1015 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

EXT

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

LNR

- 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

LNR

- 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 to dial 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 1015 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 unit
You can alert handset users that they are wanted.

• Press the **GREEN** button on the base. All handsets registered with the base will ring only. You cannot talk to the handset.
• To end paging, press the **GREEN** button.

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

To make an intercom call to the base unit
You can make an announcement over the base station loudspeaker. Make sure the loudspeaker volume is set to an audible level.

INT

• Press the **INT** button.
• Dial 9691.
• Speak your announcement.
• Press the **PHONE** button to end.

To make an internal intercom call to another handset

INT

• Press the **INT** button. Display shows your handset number.
• Enter the number of the handset you want to call. The called 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

2

• When the handset rings, the display flashes **INT** plus the number of the handset that is calling you – 2 in this example.
• To answer either press the **PHONE** button, or simply lift the handset off the base unit or charging unit.

To make an internal intercom call to all handsets

INT		✱

- 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 a handset is out of range 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 external caller and want to transfer the call to another handset.

INT	RCL

- Press the **INT** button. Display shows **EXT** and **INT**. Your caller will hear a melodious tone.
- Enter the number of the handset to which you want to transfer the call. When the caller handset answers, you can talk without the external caller hearing.
- To transfer the call: Press the **PHONE** button, or replace the handset on the base unit

or

- To reconnect to your external caller: Press the **RCL** button.

Quick call transfer

*After calling 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.*

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

INT	RCL

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

Using the memory to store and dial numbers

Your Diverse 1015 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 43, 'Using your Diverse 1015 with a PBX').

To store a number
The handset power must be ON.

STO **MEM**

- 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 the memory location number and ☰. 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 in the memory

☎ **MEM**

- Press the **PHONE** button. You will hear the dial tone. Display shows **EXT**.
- Press and release the **MEM** button twice; the number in memory **1** 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** button 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

STO **8** TUV **2** ABC

- 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. To change it see page 16.) 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.

Using and changing the system code and handset PIN

As a digital phone system, your Diverse 1015 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.

If you want to use remote access
(i.e. call your Diverse 1015 from another phone to play back your messages) you will need to change the system code from 0000.

For instructions on using remote access, see page 33.

To change a system code for the Diverse 1015 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.

| STO | # | 8 TUV | ✳ |

- 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.

To set or change the handset PIN (personal identification number)
A PIN on your handset protects information.

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.

$$\boxed{\text{STO}} \quad \boxed{8^{\text{TUV}}} \quad \boxed{9^{\text{WXYZ}}}$$

• 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 1015 Helpline on 0345 908070. Calls are charged at local rates.

If you are setting call barring (page 21) from your handset you are advised to change the handset PIN to prevent unauthorised use.

Optional settings

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:

$$\boxed{\text{STO}} \quad \boxed{0}$$

• Press the **STORE** button.
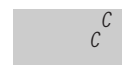• Press the **0** button the current setting is displayed.

• 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.

To adjust the ringer volume in the handset
There are six levels: 1 = low, 6 = high. Factory setting is 6.

$$\boxed{\text{STO}} \quad \boxed{5^{\text{JKL}}}$$

• 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.

STO   #   *   5 JKL

- 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) and **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.

STO   6 MNO

- Press the **STO** button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1** and **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.

STO   #   *   6 MNO

- 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** and **6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

To switch the 'confirmation' tone on and off
Whenever you press a button on the phone you can hear a confirmation beep. You can turn this sound on and off. The factory setting is OFF.

STO   3 DEF   1

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

STO 3 DEF 4 GHI

- 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 the new setting.

To switch the 'settings confirmation' tone on and off
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.

STO 3 DEF 7 PQRS

- 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 switch the battery warning tone on and off
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.

STO 3 DEF 2 ABC

- 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 switch the 'range warning' tone on and off
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.

STO 3 DEF 3 DEF

- 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 switch the 'in-range' tone on and off
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.

STO   3 DEF   5 JKL

- 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 1015 base unit to the original factory settings
The handset must be switched ON.

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Factory setting is 0000. To change it see page 16.)
- Press the **LNR** button.
- Enter the code **2 5 0**.
- Press the **STO** button to confirm.

This will reset:

- TONE/PULSE signalling to TONE.
- Access code/pause to NONE.
- Pause after the **RCL** button to NONE.
- Ring assignment to collective ringing (explained on page 39).

It will also delete any new settings made for:

- Connections to a switchboard.

It will NOT reset:

- The system code.
- Handset registration settings.

To reset your Diverse 1015 handset to the original factory settings

The handset must be switched ON.

- Press the **STO** button.
- Press **8** on the keypad.
- Press the **MEM** button.
- Press the handset PIN code (Factory setting is 0000. To change it see page 16.)
- Press the **STO** button.

This will reset:
- Ringer volume.
- Tone.
- Battery warning tone.
- Range warning tone.
- Synchronisation tone.
- Confirmation tones.

It will delete:
- Numbers stored in the speed dialling memory.
- The last number redial memory.

It will NOT reset:
- The handset PIN.
- The handset registration settings.

If connected to a switchboard with pulse dialling: Once you reset your handset to the original factory settings, it will affect the way you can temporarily switch your phone from PULSE to TONE 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.

Call barring

You can stop all the external and internal calls being made from all handsets or individual handsets. Incoming calls can still be received and answered. You can also add up to four special numbers of your own - for example, other emergency numbers, core business suppliers or doctor, dentist, spouse and school.

Emergency Services 999 and 112 calls can still be made. From PBXs you can dial access code 999, **RCL** button 999 or **RCL** button 112.

To bar all calls from all handsets registered to the base unit

Only incoming calls can be accepted and emergency/special numbers dialled.
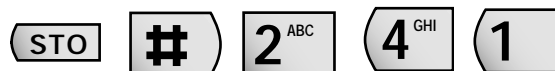
`STO` `#` `2 ABC` `4 GHI` `1`

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **4** button.
- Enter the system code (Factory setting is 0000. To change it see page 16.)
- Press the **1** button.
- Press the **STO** button.

To cancel the call bar on all handsets

STO ♯ 2 ᴬᴮᶜ 4 ᴳᴴᴵ 0

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **4** button.
- Enter the system code (Factory setting is 0000. To change it see page 16.)
- Press the **0** button.
- Press the **STO** button.

To bar all calls from an individual handset
These steps must be made at the handset you want to bar calls on. Only incoming calls can be accepted and emergency/special numbers dialled.

STO 8 ᵀᵁⱽ 1

- Press the **STO** button.
- Press the **8** button.
- Press the **1** button.
- Enter the handset PIN code (Factory setting is 0000. To change it see page 16.)
- Press the **STO** button.

To cancel call barring on an individual handset
These steps must be made at the handset.

STO 8 ᵀᵁⱽ 0

- Press the **STO** button.
- Press the **8** button.
- Press the **0** button.
- Enter the handset PIN code. (Factory setting is 0000. To change it see page 16.)
- Press the **STO** button.

To store your own 'special numbers'
Before call barring has been set, you can add up to four special numbers, each up to 16 digits long. You can do this from any handset.

STO ♯ 2 ᴬᴮᶜ 5 ᴶᴷᴸ LNR
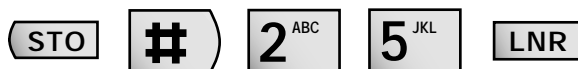
- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **5** button.
- Enter the system code. (Factory setting is 0000. To change it see page 16.)
- Each time you press the **LNR** button, the display shows the four memories for your emergency number *1 ⹀*, *2 ⹀*, *3 ⹀*, *4 ⹀*, Select the one you want.
- Enter your emergency number.
- Press the **STO** button to confirm. You hear a confirmation beep.

You can overwrite each number by repeating these steps.

To clear your own 'special numbers'

| STO | **#** | **2** ABC | **7** PQRS |

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **7** button.
- Enter the system code. (Factory setting is 0000. To change it see page 16.)
- Press the **STO** button.

Using your Diverse 1015 answering machine

When you cannot answer the phone, your Diverse 1015 will take messages. You can also make memo recordings.

You can skip backwards and forwards through your messages and memos and delete one or all messages. The answering machine can be operated from any Diverse handset and from any other external phone provided it is a *Touchtone*™ phone.

> **Important**
> *Before you can use your Diverse 1015 answering machine, you must first record an outgoing message. See page 25.*

Outgoing messages
You can record two different outgoing messages after which incoming callers can leave their message.

You can also, if desired, record a concluding announcement. This lets you warn callers that they have run out of time for recording their message.

Advisory announcement
You can record an advisory announcement. This enables you to leave a statement for callers but does not allow them to record a message.

You can switch between your outgoing messages and advisory announcement by pressing the **MODE** button. The display on the base shows *A1* for outgoing message 1, *A2* for outgoing message 2 and *A𝐵* for your advisory announcement.

Recording an outgoing message/advisory announcement

> Use the **MODE** button to display:
>
> $A1$ – for outgoing message 1
>
> $A2$ – for outgoing message 2
>
> $A\overline{\mathcal{B}}$ – for your advisory message
>
> You will hear the voice confirm your selection.

> *To stop the numeric display flashing, the day and time must be set, see page 28.*
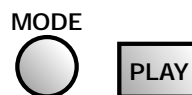
To record your first outgoing message (A1)
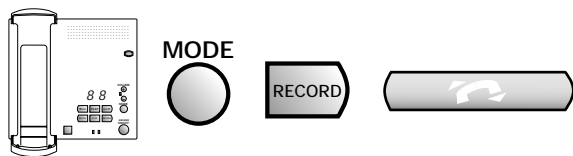
- Press the **MODE** button until the voice says *'Operation Mode. Call Recording after announcement 1'*. Display shows **A1**.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset (only if handset is not on the base). The voices says *'Recording announcement'*.
- Press the **PHONE** button to end the recording.
- Your recording is played back.

or if

- You are including a concluding message press the **GREEN** button on the base station immediately after recording your outgoing message.

or

- You may leave silence for approximately 4 seconds after recording your outgoing message. The voice prompts you for the concluding message and you may then record your concluding message.
- Press the **PHONE** button to end the recording.
- Both your outgoing message and the concluding message is played back.

To play back your first outgoing message (A1)

- Press the **MODE** button until the voice says *'Operation Mode. Call Recording after announcement 1'*.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **PLAY** button. Your message is played back. Along with any concluding message.
- Stop playback at any time by pressing the **STOP** button.

To delete your first outgoing message (A1)
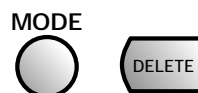
- Press the **MODE** button until the voice says *'Operation Mode. Call Recording after announcement 1'*. Display shows **A1**.
- Press the **MODE** button.
- Press and hold the **DELETE** button until the outgoing message is deleted.

To record a second outgoing message (A2)

- Press the **MODE** button until the voice says *'Operation Mode. Call Recording after announcement 2'*. Display shows **A2**.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset. The voice says *'Recording announcement'*.
- Press the **PHONE** button to end the recording.
- Your recording is played back.

or if

- You are including a concluding message press the **GREEN** button on the base station immediately after recording your outgoing message.

or

- You may leave silence for approximately 4 seconds after recording your outgoing message. The voice prompts you for the concluding message and you may then record your concluding message.
- Press the **PHONE** button to end the recording.
- Both your outgoing message and the concluding message is played back.

To play back your second outgoing message (A2)

- Press the **MODE** button until the voice says *'Operation Mode. Call Recording after announcement 2'*.
- Press the **PLAY** button. Your message is played back. Along with any concluding message.
- Stop playback at any time by pressing the **STOP** button.

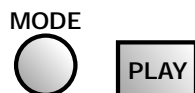**To delete your second outgoing message (A2)**
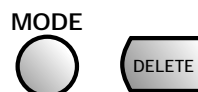
- Press the **MODE** button again. Voice says *'Operation Mode. Call Recording after announcement 2'*. Display shows **A2**.
- Press the **MODE** button again. Voice says *'Mode'*.
- Press and hold the **DELETE** button until the outgoing message is deleted.
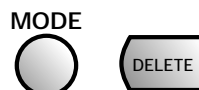
To record an advisory announcement (A *8*)

- Press the **MODE** button until the voice says *'Operation Mode. Advisory announcement*. Display shows **A** *8*.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset. The voice says *'Recording announcement'*.
- Press the **PHONE** button to end the recording.

To play back your advisory announcement (A *8*)

- Press the **MODE** button until the voice says *'Operation Mode. Advisory announcement*.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **PLAY** button. Your message is played back.
- Stop playback at any time by pressing the **STOP** button.

To delete your advisory announcement (A *8*)

- Press the **MODE** button again. Voice says *'Operation Mode. Advisory announcement'*. Display shows **A** *8*.
- Press the **MODE** button again. Voice says *'Mode'*.
- Press and hold the **DELETE** button until the outgoing message is deleted.

To switch the answering machine on/off

Press the **ANSWER ON/OFF** button. The machine is ON when the button lights up. It is OFF when the button is not lit up. The voice tells you which outgoing message/announcement is set. If you have a new message waiting, the light flashes. Remember, the answering machine will not take incoming messages until you have recorded an outgoing message.

To set the correct day and time on the answering machine

If there is a mains power failure, you will need to reset the correct day and time.

| STO | # | INT | 9 WXYZ | 9 WXYZ |

- Press the **STORE** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button twice. The voice announces, *'Time setting. Please enter day of the week using 1-7. Monday is 1, Sunday is 7.'*
- Press **1-7** to set the day.
  1=Monday, **2** = Tuesday, **3** = Wednesday, **4** = Thursday, **5** = Friday, **6** = Saturday, **7** = Sunday.
- The voice says, *'Please enter the time using four digits.'*
- Press four digits to enter the time, eg **0937** for **09**:**37** hours. The Diverse 1015 uses the 12-hour clock. The display shows a flashing **1** after the time. This indicates pm.
- Press **0** to set am or press **1** to set pm.
- Press the **STORE** button to confirm the setting.

To switch the day and time announcement off or on

Your Diverse 1015 will automatically announce the day and time after each message. This is the factory setting. You can switch this setting off and back on again.

| STO | # | INT | 9 WXYZ |

- Press the **STORE** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.

either

- Enter **81** to switch the day and time on.

or

- Enter **82** to switch the day and time off.
- Press the **STORE** button to confirm the setting.

To stop the numeric display flashing, the day and time must be set.

To set the duration of incoming messages
You can use the handset to select the
maximum length of time callers have to leave
their message. The factory setting is 120
seconds.

[STO] [#] [INT] [9 WXYZ]

- Length = 30 seconds.
- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Enter the code **21**.
- Press the **STO** button to confirm.

- Length = 60 seconds.
- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Enter the code **22**.
- Press the **STO** button to confirm.

- Length = 120 seconds.
- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Enter the code **23**.
- Press the **STO** button to confirm.

- Length = unlimited.
- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Enter the code **24**.
- Press the **STO** button to confirm.

The total recording time for messages and memos is 12 minutes.

Recording memos
You can leave memo messages on your Diverse
1015. You have the same time to record a
memo as currently set for incoming messages.
The factory setting is 120 seconds.

To record a memo

[RECORD]

- Press the **RECORD** button on the base unit
  and the handset rings.

[phone] [STOP]

- Answer the call at the handset. The voice
  says *'Recording message'*. You hear a beep.
- Speak your memo message.
- Press the **PHONE** button on the handset or
  the **STOP** button to stop recording.
  The message counter logs your memo.

Displaying new and old messages

Your Diverse 1015 can tell you which messages are new and which messages have already been played back.

When there are new messages:
- The **ANSWER ON/OFF** button flashes.
- The display indicates the total number of messages stored.

When the recording memory is full

If you have recorded an advisory announcement as one of your outgoing messages, your Diverse 1015 will automatically play it as the outgoing message to all new callers. If not, your Diverse 1015 will not answer the call.

To play back new messages at the base unit

PLAY

- Press the **PLAY** button.

To play back all messages at the base unit

PLAY

- Press and hold down the **PLAY** button for about a second. You can hear all new and old messages.

To skip forwards and backwards through your messages

SKIP ▶   ◀ SKIP

At the base:
- Press the **SKIP ▶** button once to skip to the start of the next message or several times to skip forward over a number of messages.
- Press the **◀ SKIP** button once to skip back to the start of the current message or several times to skip back over a number of messages.

At any time you can:
- Press and hold the **◀ SKIP** button to skip back to the start of your messages.

To pause a message during playback at the base unit

STOP   PLAY

- Press the **STOP** button. The voice says. *'Pause'*
- Press the **PLAY** button to resume playback.

To stop playback at the base unit

STOP

- Press the **STOP** button twice.

To save messages at the base unit
You can save a message so it will be played back as though it was a new recording next time you want to hear your messages.

RECORD

- Press the **RECORD** button twice during playback. The machine skips to the end of the message. The voice announces, *'Message is new'*.

To delete a message at the base unit

DELETE ◄ SKIP

- Press the **DELETE** button during playback of the message you want deleted. Playback stops. Voice announces, *'Deleting'*.
- Press the ◄ **SKIP** button. Voice announces, *'Message deleted'*.

To delete all messages which have been played back
The answering machine must not be in playback mode.

DELETE ◄ SKIP

- Press the **DELETE** button. The voice says, *'Deleting'*.
- Press the ◄ **SKIP** button. The voice announces, *'Messages deleted'*.

Call screening

When the answering machine is switched on, you can hear incoming calls and decide whether to answer them or let your Diverse 1015 take their message. If you decide to answer the call, the answering machine will stop when you pick up any handset from the base or charging unit (or press the **PHONE** button) and allow you to speak direct to the caller. Please note that when your Diverse 1015 answers a call, you will not hear your outgoing message.

To hear incoming calls. Make sure the speaker volume is set to an audible level. The factory setting in ON.

STO # INT 9^{WXYZ}

- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Enter the code **41** to switch the loudspeaker on for incoming messages.

or
- Enter the code **42** to switch the loudspeaker off for incoming messages.
- Press the **STO** button to confirm the setting.

To adjust the loudspeaker volume

$\oplus$ $\ominus$

At the base during playback:
- Press the **+** button to increase volume.
or
- Press the **–** button to decrease volume.

The setting is stored until adjusted again.

To intercept a call during message recording
You can interrupt a call from a handset while your outgoing message is being played or while a caller is leaving their message.

- Press the **PHONE** button or take the phone off the base. The answering machine stops recording and resets to Answer On and you can take the call.

To adjust the number of rings before incoming calls are answered
You can select the number of rings, from 1 to 4, before incoming calls are answered by the machine when it is switched ON.

[STO] [#] [INT] [9 WXYZ] [3 DEF]

- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
- Press the **3** button.
- Press a button between **0-4** to set the number of rings you want. (**0** = Time Saver mode, see grey box opposite.)
- Press the **STO** button to confirm the setting.

Time saver mode
Times saver is useful if you ring in from another phone to see if you have any new messages.

If you have new messages, your Diverse 1015 will announce after 2 rings. If you do not have any new messages, your Diverse will not answer until 4 rings. This enables you to end your call before you are connected, saving you time and money.

To set a pause before each message play back
Normally, your Diverse 1015 will play back messages continuously. You can set it to pause between messages. The next message will not be played back until you press the **SKIP ▶** button.

[STO] [#] [INT] [9 WXYZ]

- Press the **STO** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button.
either
- Enter **51** to insert a pause between messages.
or
- Enter **52** for continuous message playback.
- Press the **STO** button to confirm the setting.

Remote access

You can operate your answering machine from any registered handset and any other external *Touchtone*™ phone.

EITHER

From a Diverse handset

INT	9 WXYZ

- Press the **INT** button
- Press the **9** button. The voice announces the current mode of operation, the number of messages on the memory and, if applicable, the day and time.

If another handset is making an external call you cannot access the answering machine from your handset.

Please note
Once you have entered the system code correctly, you are ready to operate your answering machine. If you do not operate the machine for 160 seconds, the voice says, 'Please confirm'. You then have a further 8 seconds before the machine disconnects your call.

OR

From another external
Touchtone™ **phone**
- Dial your Diverse 1015 phone number.
- When the Diverse 1015 takes your call, enter the system code. **(This must be different from the factory setting of 0000. See page 16 on how to change your system code.)**
You hear a beep and the voice announces the current operating mode, the number of messages stored and, if applicable, the time and day.

If you make a mistake entering the system code, you hear the voice announce, 'Faulty PIN'. You can try again.
After three incorrect entries, the answering machine disconnects the call.

Remote operation

Once you have accessed the answering machine from a Diverse handset or another telephone, all the operating instructions are the same.

For help

#

- Press **#** at any time for help. The voice takes you through all the operating options.

To play back new messages

✴ **2 ABC** **5 JKL**
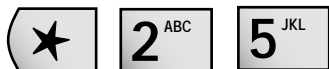
- Press the **✴** button. The voice announces, *'New 'n' messages available'*.
- Press the **2** button. Your new messages are played back.

or

- To cancel, press the **5** button.

To play back all messages

2 ABC **5 JKL**

- Press the **2** button. All messages are played back.

or

- To stop, press the **5** button.

To skip forwards or backwards during playback

3 DEF **1**
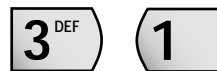
- Press the **3** button to move on to the next message.

or

- To play back the current message again, press the **1** button.

or

- To move back several messages, press the **1** button repeatedly.

To pause during playback

5 JKL **2 ABC**

- Press the **5** button. Playback is halted and the voice announces, *'Pause'*.
- To continue playback, press the **2** button.

To stop playback

5 JKL

- Press the **5** button twice.

To mark a message as new

⟨✶⟩ ⟨✶⟩ ⟨5 JKL⟩

- Press the ✶ button twice during playback. The playback skips to the end of the message and the voice announces, *'Message is new'.*

or

- Press **5** to cancel.

To delete a message during playback

⟨0⟩ ⟨1⟩

- Press the **0** button during playback of the message to be deleted. Playback stops and you hear the remote handset announce, *'Deleting'.*
- Press the **1** button. The voice confirms, *'Message deleted'.*

To delete all messages you have played back

⟨0⟩ ⟨1⟩

- Press the **0** button. The voice announces, *'Delete'.*
- Press the **1** button. The voice confirms, *'Messages deleted'.*

To select the operating mode
You can switch between the outgoing messages.

⟨9 WXYZ⟩ ⟨1⟩ ⟨2 ABC⟩ ⟨3 DEF⟩

- Press the **9** button.
  The voice says, *'Operating mode'.*
- Press the **1** button to select A1.
  The voice says, *'Operation mode. Call recording after announcement 1'.*

or

- Press the **2** button to select A2.
  The voice says, *'Operation mode. Call recording after announcement two'.*

or

- Press the **3** button to select Aβ.
  The voice says, *'Operation Mode. Advisory announcement'.*

or

- To cancel, press the **5** button.

To record a new outgoing message

First select the operating mode **A1** or **A2** by following the previous instructions entitled 'To change the operating mode'.

6 MNO   **7** PQRS   **5** JKL

- Press the **6** button. The voice announces, *'Recording'*.
- Press the **7** button. The voice says, *'Recording announcement'*. After the beep, speak your message.

then either

- Press the **5** button twice. This stops the recording. Your outgoing message is played back.

or

- Press the **5** button once to record a concluding announcement. The voice says, *'Recording concluding announcement'*. After the beep, speak your concluding announcement.
- To stop recording, press the **5** button and your outgoing message and concluding announcement are played back.

To record an advisory announcement

First select the operating mode **A**β by following the instructions on page 33 entitled 'To select the operating mode'.

6 MNO   **7** PQRS   **5** JKL

- Press the **6** button. The voice says, *'Recording'*.
- Press the **7** button. The voice says, *'Recording advisory message'*. After the beep, speak your message.
- Press the **5** button to stop recording. Your outgoing message is played back.

To play back an outgoing message/announcement

First select operating mode **A1**, **A2** or **A**β by following the instructions on page 35 entitled 'To select the operating mode'.

7 PQRS

- Press the **7** button to play back the outgoing message/announcement.

To delete an outgoing message/announcement

First select operating mode **A1**, **A2** or **A⊟** by following the instructions on page 33 entitled 'To select the operating mode'.

0 **7** PQRS **5** JKL

- Press the **0** button. The voice announces, *'Delete'*.
- Press the **7** button to confirm deletion. The voice says, *'Announcement deleted'*.

or

- Press the **5** button to cancel.

To record a memo message

Your memo messages in remote access mode can be up to 2 minutes long. Do not pause for longer than 8 seconds when recording a memo or the answering machine will end the call.

6 MNO **2** ABC **5** JKL
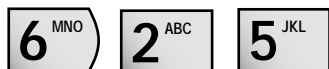
- Press the **6** button. The voice says, *'Recording'*.
- Press the **2** button. the voice says, *'Recording message'*. After the beep, speak your message.

or

- To cancel, press the **5** button.

To switch on your answering machine from another phone

- Dial your number and let it ring. After approximately 17 rings, your Diverse 1015 answering machine automatically switches on. When you hear your outgoing message, hang up. The answering machine is now set to record incoming calls.

Remote access quick guide

From Diverse handset:
- Press the **INT** button.
- Press the **9** button.

From another telephone:
- Dial your phone number.
- Enter your system code.
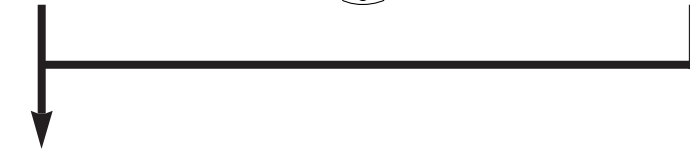
1	Skip backwards
2	Play back all messages
3	Skip forwards
4	No function
5	Abort action (pause)/stop
6	Recording
7	Output announcement
8	Answering machine on/off
9	Operating mode
0	Delete
✳	New
#	Status/help

2	Memo
7	Announcement or advisory message
9	Intercom to base

1	Call recording announcement 1
2	Call recording announcement 2
3	Advisory message

1	Message
7	Announcement or advisory message

2	Play back new messages
✳	Mark message 'new'

Additional features

Using secrecy during an external call

INT · RCL

- 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 melodious tone.
- Press the **RCL** button to resume your telephone call with the external party.

Secrecy is not available for internal calls.

Call timer

Your Diverse 1015 provides an approximate guide to the length of each external call you make. The handset display shows the approximate 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 1015 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 1015 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 is 0000. To change it see page 16.)
- 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 1015 to ring priority, 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 is 0000. To change it see page 16.)
- 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 is 0000. To change it see page 16.)
- 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 is 0000. To change it see page 16.)
- 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 1015 with a switchboard/PBX

Your Diverse 1015 can be connected to all compatible PBXs. For a list of suitable PBXs, phone Diverse Helpline on 0345 908070.

Entering PBX external access codes for older switchboards.

When you use your telephone on a switchboard/PBX you may need to program a delay after you have dialled the access code. This enables the switchboard to pick up an external line. By storing the access code your switchboard uses, for example '9', you can set this delay to be inserted automatically. You will still need to dial the access code each time before calling any telephone number you want.

Setting the TONE or PULSE mode

Your Diverse 1015 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 and switchboards/ PBXs. So you will only need to use this if your switchboard uses pulse dialling. If you cannot make a call with TONE dialling, you may need to switch to PULSE dialling.

To set PULSE dialling

STO   **#**   **1**   LNR

- Press the **STO** button then the **#** button.
- Press the **1** button.
- Enter the current system code. (Factory setting is 0000. To change it see page 16.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **3**.
- Press the **STO** button to set pulse dialling.

To re-set to TONE dialling

STO   **#**   **1**   LNR

- Press the **STO** button then the **#** button.
- Press the **1** button.
- Enter the current system code. (Factory setting is 0000. To change it see page 16.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **7**.
- Press the **STO** button to set tone dialling.

For use with switchboards/PBXs

To set Time Break Recall with Tone dialling

| STO | # | 1 | LNR |

- Press the **STO** button.
- Press the # button.
- Press the **1** button.
- Enter the current system code. (Factory setting is 0000. To change it see page 16.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **7**.
- Press the **STO** button.

To set to Earth Recall with Tone dialling

| STO | # | 1 | LNR |

- Press the **STO** button.
- Press the # button.
- Press the **1** button.
- Enter the current system code. (Factory setting is 0000. To change it see page 16.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **6**.
- Press the **STO** button.

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:

| RCL |

- 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:

| RCL |

- 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.

To insert an access code
The handset must be switched ON.

STO # 0 LNR
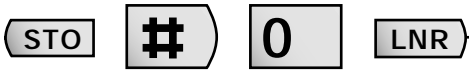
- Press the **STO** button.
- Press the **#** button.
- Press the **0** button.
- Enter the system code. (Factory setting is 0000. To change it see page 16.) Each digit you enter erases one dash on the display.
- Press the **LNR** button.
  Display shows **A**☰.
- Enter the access code (for example **9**).
  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' opposite.*

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.

STO # 1 LNR
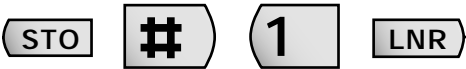
- Press the **STO** button.
- Press **#**.
- Press the **1** button
- Enter the system code. (Factory setting is 0000. To change it see page 16.) Each digit you enter erases one dash on the display.
- Press the **LNR** button.
- Enter one of the three-digit codes above to set the length of pause you want.
- Press the **STO** button to confirm.

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

Registering a new Diverse handset with the base unit

Up to six handsets can be registered and operated from the Diverse 1015 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.

> **Diverse handsets**
> *Diverse additional handset - Item Code: 871038.*
> *Diverse Executive handset - Item Code: 871073.*
> *Diverse 1000 handset. Item Code: 870915.*
> **Please note. Diverse 1000 handsets will not work on Diverse 1010 and 1015 base units.**

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 continuous beeps (after about 10-15 seconds).

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

At the handset:

| 1 | PWR | # | ⏻ |

- Press and hold down the **1** button together with the **PWR** button until the display shows **1–** and flashing ⏻.
- Enter the 4 digit system code. (Factory setting is 0000. To change it see page16.)
- 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

These steps can be taken from any registered handset.

STO   **#**   **7** PQRS   **2** ABC

- Press the **STO** button.
- Press the **#** button.
- Press the **7** then **2**.
- Enter the system code. (Factory setting is 0000. To change it see page 16.)
- Display shows all handsets registered at the base.
- Enter the internal 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

Diverse handsets
Diverse additional handset - Item Code: 871038.
Diverse Executive handset - Item Code: 871073.
Diverse 1000 handset. Item Code: 870915.
Please note. Diverse 1000 handsets will not work on Diverse 1010 and 1015 base units.

Diverse Executive and additional handsets may be used with up to four Diverse 1015 and/or Diverse 1010 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) using the same internal number as on base unit 1.
- Activate the display of the base unit numbers on each handset; see page 44.

If, while not using your Diverse handset, 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 out of 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 1015 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 proceeding 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:

PWR

- 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

2 —
  ☾

- Enter the system code. (Factory setting is 0000. To change it see page 16.)
- Press the # button. The beep stops after a few seconds. The display shows all available handset numbers.

23456
  ☾

- 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.

STO   7 PQRS   6 MNO

- 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**

STO   INT   0

- 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 previous paragragh to set/clear the display of the base unit number on a handset).

To set your handset for manual base selection

You can change automatic registration at a base unit to manual registration. So if you are in an area where the ranges of two base units overlap, you can specify which base unit (and which outgoing line) you prefer to use.

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

The handset must be switched **ON**

STO   INT

- 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 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.

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

Maintenance

General

Simply clean the handset and base unit with a damp cloth or an antistatic wipe. Never use household polish as this will damage your Diverse 1015. 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 1015 base unit or handset, you should contact the Diverse 1015 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 schemes for cover outside the initial 12-month period. Please ask them for details.

Outside the guarantee period

If your Diverse 1015 needs repair after the warranty period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Diverse 1015 Helpline on 0345 908070 and ask for details of our recommended repair agents.

If you have to return your Diverse 1015

If you have to return your Diverse 1015, pack the base unit and handset securely, preferably in the original packaging. (We cannot take responsibility for goods damaged in transit.)

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 1015 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.

Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the Diverse Helpline 0345 908070.

BT accepts no responsibility for damage caused to your Diverse 1015 handset by the use of non-NiCad batteries.

Solving problems

No handset 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 44.

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

Are you in range of the base unit?

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.
To adjust the ringer volume at the handset, see page 17.

Check that the telephone is plugged into the phone socket.

Is the Diverse 1015 set up for ring priority at another handset? See page 40. Set the Diverse 1015 for collective ringing.

Cannot 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 41.

If you are still experiencing difficulty, please call the Diverse 1015 Helpline on 0345 908070.

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

If ⏻ is flashing (see opposite 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 or TV
Your Diverse base unit or handset or both may be too close – try moving it at least one metre away.

The machine won't answer calls.
Have you recorded an outgoing message?
See page 25.

Check that it is switched on.

The answering machine doesn't record
Is the message capacity full? If so, the machine will not answer calls. Delete messages.

Is the machine set to advisory announcement operating mode? If it is, change the mode to A1 or A2 see page 25.

Outgoing message will not record
Check that the speaker volume is set to an audible level.

You can not remotely interrogate the Diverse 1015
Ensure that you have changed the system code.

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 43. Check you have selected the correct recall and dialling modes. See page 42.

Technical information

Environment
Your Diverse 1015 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

> *Warning*
> The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms or near water.

Back-up box
Back-up batteries in the back-up box will support call functions for up to six hours on standby or up to one hour of calls; see page 6.

How many phones 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 1015 with up to 6 handsets 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 1015 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Approval
Connection to the BT telephone network.
Diverse 1015 is fully approved for connection to the BT network provided it is used according to the instructions in this guide.

It may be connected to Direct Exchange Lines and switchboards (PBXs) with new plan (plug and socket) arrangements.

Connecting to PBXs

Diverse 1015 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 PBXs, 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 1015 can be connected to any PBX where a simple modern telephone can be used to make and receive calls. Diverse 1015 is suitable for connection to PBXs which return secondary proceed indication.

Technical specification

Standard	DECT
Number of channels	120 duplex channels
Radio frequency range	1880 MHz to 1900 MHz
Duplex method	Time-division multiplexing. 10 ms frame length
Channel grid	1728 kHz
Bit rate	1152 kbit/s
Modulation	GFSK
Voice coding	32 kbit/s
Transmitted power	10 mW, average output per channel
Range	up to 300 meters outdoors (uninterrupted line of sight) up to 50 meters in buildings
Power supply	Base station 220/230 V –/ 50 Hz (AC adapter)
Power consumption base station	9.2 VA
Operating time, mobile unit (with fully charged battery)	Standby: up to 40 hours Phone in use: Up to 6·5 hours
Permitted ambient conditions for operation (maximum)	0˚C to 55˚C 20% to 75% rel. humidity
Permitted storage temperature	−10˚C to +60˚C
Signaling method	Dial pulsing/DTMF
Signal key function	Earth Recall/Timed Break Recall
Base station dimensions	ca. 195 x 174 x 90 (L x W x H)
Mobile unit dimensions	Approx. 175 x 55 x 25 (L x W x H)
Weight	Base station: 350g Handset: 185g (with batteries)

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Mounting template

If mounting your Diverse 1015 back-up box,
use this guide to position two 5 mm drill holes
56 mm apart.

BT

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