# *Diverse 3010 Micro*

**Digital Cordless Telephone**

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

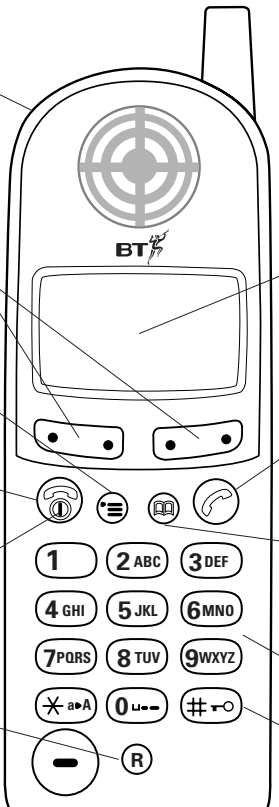
# User Guide

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.

**Please open this page for a ‘Further at a glance’ guide to your Diverse 3010 Micro.**

# At a glance




**Headset port**

When used with the Diverse 3010 Micro headset this allows you total mobility.

**Option buttons**

Lets you select from the menu options on the display.

**Menu button**

For entering menu lists.

**Red phone**

Press to end a call.

**Power**

Press and hold down to switch off the handset.

Press and hold down again to switch back on.

**Recall**

For use with switchboards and BT Select Services.

Also, press and hold down to enter a **Pause** in a stored number

**Display**

**Green phone**

For making and answering calls

**Directory**

Enables speed dialling of numbers stored in the memory.

**Keypad**

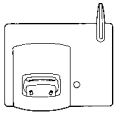
**Key lock**

Lets you lock (and unlock) the keypad to prevent accidentally pressing buttons.

## Unpacking your Diverse 3010 Micro

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

Diverse 3010 Micro base station.



Diverse 3010 Micro handset.

Battery compartment cover.

Power adaptor.

Belt Clip

1 x Diverse 3010 Micro headset

1 x rechargeable Nickel Metal Hydride (NiMH) battery pack

Telephone line cord

## For your records

Date of purchase:

Place of purchase:

Serial number:

Purchase price:

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

**Base Station PIN Number:**

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

**Handset PIN Number:**

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

See pages 29-30 for more information about your handset PIN.

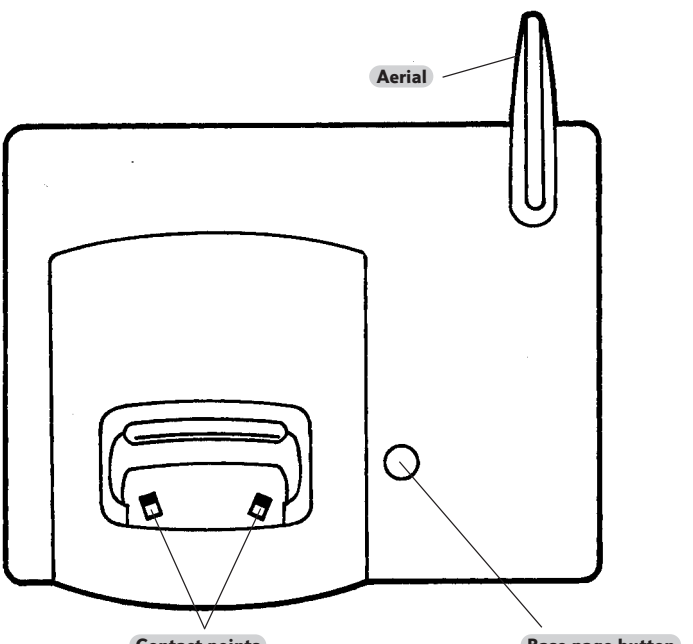
**Please open this page for an 'At a glance' guide to your Diverse 3010 Micro.**

## Handset display symbols

The following symbols can appear in the display.

| | |
|---|---|
| Up/Down. | Sets up different menu options. |
| Left/Right. | Internal dialling. |
| Mailbox function. e.g. new entry in the caller list. | Redialling number. |
| Delete character. | Confirmation. |
| Range Indicator. | End function. |
| | Return to previous menu. |
| | More options. |

**Base station**



# *Quick guide*

## Information for the handset settings.

| Function | Key combination |
|---|---|
| Activate/deactivate the handset | Hold down ⏻ for 1 second |
| Activate/deactivate keypad protection | Hold down # for 1 second |
| Answer a call | ✆ |
| Make an external call | ▦ ✆ |
| Redial a number | ⟶ or ▼ ✆ |
| Save a number in the directory | ☎ ▼ New Entry OK Name ▼ ▦ OK ⏻ |
| Dial a number from the directory | ☎ First letter or ▼ ✆ |
| Dial a number from the call list | ✉ or ▼ ✆ |
| Adjust the handset volume | ≡ Settings OK Sound Settings OK ▼ Handset Volume OK ◀ ▶ OK ⏻ |
| Secrecy | INT Microphone off; Ⓡ Microphone on |
| Make an internal call | INT e.g. 3 |
| Call all handsets | INT CALL ALL |
| Transfer call (connect) | INT e.g. 2 ⏻ |
| Internal enquiry call | INT e.g. 2; e.g. terminate enquiry call Ⓡ |
| Set the date | INT SET 0 8 OK Set the date OK ⏻ |
| Set the time | INT SET 0 9 OK Set the time OK ⏻ |

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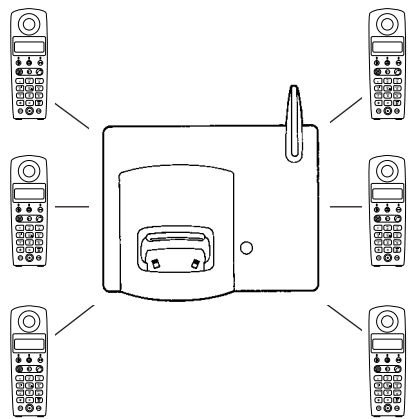
**Hints and tips boxes**

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

# *Introducing the Diverse 3010 Micro*

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

This guide covers the basic features of the Diverse 3010 Micro.



## Building up a phone system

You can add further handsets to build up an easy-to-use cordless telephone system. Up to 6 separate handsets (8 with Diverse 2-line and Diverse ISDN) can be used with each Diverse base station; and each handset can itself work from 4 base stations.

**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.*

# Setting up

**Warning**

1. For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable battery pack. Replacement battery packs are available from the **Diverse Helpline 08457 908070**.
2. Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse 3010 Micro. 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 3010 Micro works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.
5. Diverse 3010 Micro 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 3010 Micro at least one metre away from such appliances to avoid any risk of interference.
6. Working range is dependant on local environment ie buildings, trees etc. It is possible that the Diverse's 3010 Micro range may be affected by being near bodies of water such as ponds, lakes, the sea.
7. We advise that this product should not be used near emergency intensive care medical equipment and should not be used by individuals with pacemakers.
8. Do not submerge any part of the phone, base station or batteries in water or use in a damp environment, such as a bathroom.
9. Do not expose to fire.
10. The handset may not be operated in rooms with explosive hazards.
11. Make sure you connect the power and telephone lines to the correct sockets in the base station.
12. Do not dispose of used batteries in the normal household rubbish.

## WARNING

*Never use ordinary (non-rechargeable) batteries. Only use the (rechargeable)* **V30145-K1310-X143** *battery pack supplied.*

## General cleaning

*Simply clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock. Never spray cleaning fluid directly onto the telephone.*

## Follow these steps to get your Diverse 3010 Micro ready for use

**Note**

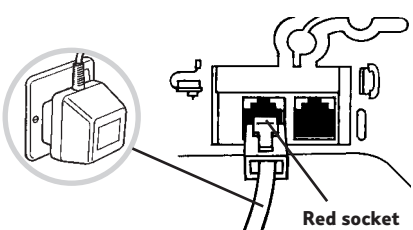
*Your handset is already "registered" to the Diverse 3010 Micro base station.*

**Note**

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

### 1 Connect the power cable

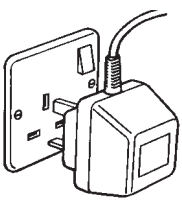
Plug the power cable into the power socket on the underside of your Diverse 3010 Micro. The power cable connector is coloured red. Please take care that the telephone cord and power cable plugs are connected to the correct socket as incorrect placement could damage the base station.




**Note**

*Ensure that the telephone line cord and the power supply are plugged into the correct socket.*

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



**Note**

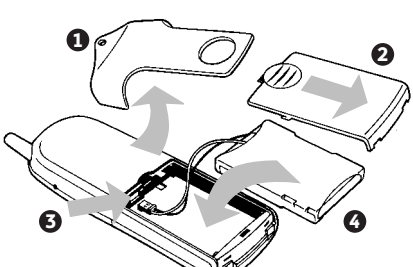
*Use only the power adaptor C39 280-Z4-C174/..–C67 with your Diverse 3010 Micro.*

## 3 Install the rechargeable battery pack in the handset

The handset uses a rechargeable Nickel Metal Hydride (NiMH) battery pack, which is supplied. You must only use approved batteries. To install it, insert the battery pack as indicated on the label inside the battery compartment and slide the battery compartment cover shut. The battery compartment cover may be found in the packaging with the batteries.

**To fit the battery into the handset.**

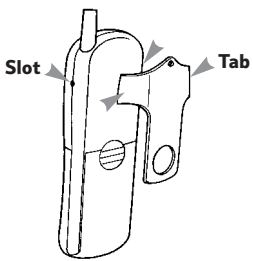
1. Remove the belt clip from the back of the handset.
2. Slide the battery cover off in a downward movement.
3. Plug in the battery connector.
4. Insert the battery pack ensuring that the wires are stored beneath the battery pack.




Slide the battery cover back on.

## 4 Fit the handset belt clip

Fit the belt clip onto the back of the handset.




## 5 Charge the handset batteries for at least 16 hours

**When charging for the first time, we recommend that you let the batteries charge for the full 16 hours.**

### Battery display when inserting or replacing a battery pack

*When you replace the handset battery pack with one that has been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the battery 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 Micro for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. The battery pack and case may become warm during charging. This is normal and not dangerous.*

### Note

*Under ideal conditions, the handset battery should give about 15 hours talktime or 200 hours standby on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.*

*Please note that the lifespan of NiMH 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 battery is 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 e.g Base 1, 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 46. All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 3010 Micro.*

*The base number may also flash after a power failure. Provided the handset has been registered with the base, the base number 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**

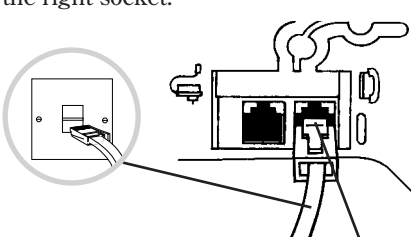
*If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within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

**WARNING**

*It is recommended that the telephone 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.*

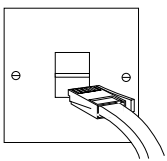
## 6 Connect the telephone line cord to the Diverse 3010 Micro base station

Ensure that this is fitted correctly into the right socket.



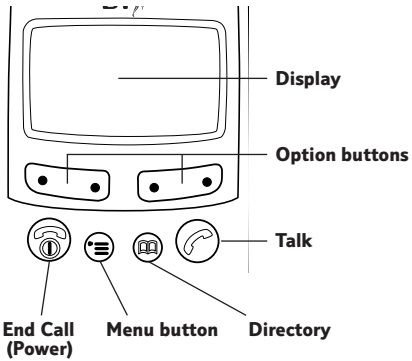
**Dark blue socket**

## 7 Plug your Diverse 3010 Micro 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.

# Using your Diverse 3010 Micro




Your Diverse 3010 Micro offers a menu driven display. You enter menu lists by pressing the **MENU** button. The **OPTION** buttons below the screen allow you to select options within each menu and make adjustments to their settings.

**Note**

*You can quit any menu at any time by pressing the* **RED PHONE** *button* .

*To go back one step, press the* **GO BACK** *button* .

## Switching on/off and locking the keypad

### To switch on

Press and hold down the **RED PHONE** button for about a second. The display comes on.

### To lock the keypad

This prevents you accidentally operating the handset's keypad when carrying it around. You can receive calls, but cannot make calls.

Press and hold down the # button.

### To unlock the keypad

Press and hold the # button. You can now use the keypad again.

### To switch off

Press and hold the **RED PHONE** button for about a second until the display goes blank.

**Note**

*The handset can only be switched off when in idle state (ie. not during a call or displaying a menu).*

## Making and receiving calls

### To make a call

Key the number you want. Use the **CLEAR CHARACTER** button on the display to correct any number you press by mistake.

Press the **GREEN PHONE** button.

The number is dialled.

*Or*

Press the **GREEN PHONE** button.

You hear the dial tone.

Key the number you want.

### To end a call

Press the **RED PHONE** button.

*Or*

Simply replace the handset on the base station or charger.

### To receive an external call

Press the **GREEN PHONE** button.

*Or*

Lift the handset off the base station or charger.

### Caller display/Call Waiting

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

With BT's Caller Display and Call Waiting service, your Diverse base station receives caller information which is transmitted over the BT network, for more information see pages 23-27.

### Call timer

Your Diverse 3010 Micro 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.

**Note**

*The default setting is for an immediate connection to callers when lifting the handset from the 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 37.*

## Using your headset

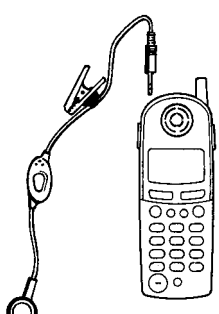
For 'handsfree' operation of your Diverse 3010 Micro you can attach the headset supplied.

**Note**

*Only use the Diverse 3010 Micro headset supplied.*

### To connect your headset

Remove the small cover on the top left-handside of your phone and plug the headset into the socket.



**WARNING**

*Cover includes small parts – possible choking hazard for small children.*

## 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:

INT Press the **INT** button to switch the microphone off. Your caller will hear a melody. Display shows `Extern` (flashing) and `Intern`.

Ⓡ Press the **R** button to speak to your caller again.

**Note**

*Secrecy is not available for internal calls.*

### To redial one of the last five numbers

The last five numbers dialled are saved.

Press the **REDIAL** button.

Press the **DOWN** button to highlight the number you want.

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

### To redial the last number

Press **REDIAL**. The last number dialled is shown.

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

**Note**

*If the redial number is in your directory the name is displayed instead of the number.*

### To delete a redial number

Press the **REDIAL** button.

Press the **DOWN** button to highlight the number you want.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight Delete Entry.

Press the **OK** button to confirm.

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

## Paging and making calls between handsets

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

### To find a handset's extension number

Press the **INT** button.

The handset's extension number is displayed ie. Intern3.

## To make an internal intercom call

INT

Press the **INT** button. Your handset internal number is displayed.

ABC 2

CALL ALL

Press the internal handset number you wish to call e.g. **2** or press the **CALL ALL** button to call all handsets.

If calling all handsets, you can talk to the first handset that answers.

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

## To page a handset from the base station

To locate handsets that are away from the base station.

Press the **PAGING** button on the base. All handsets registered with the base will ring for 30 seconds.

To stop paging press the **PAGING** button again.

## To receive a paged call

The display shows:

Pick up the handset from the base.

*Or*

Press the **GREEN PHONE** button.

## To put an outside call on hold while you make an internal call

INT

Press the **INT** button. Your handset internal number is displayed e.g. 1.

ABC 2

Press the number of the internal handset number you wish to call e.g. **2** or press the **CALL ALL** button to call all handsets.

CALL ALL

If calling all handsets, you can talk to the first handset that answers.

R

To return to your external caller press the **RECALL** button.

The internal number you called will hear internal busy tone and will need to press the **RED PHONE** button to end the connection.

## To transfer an external call between handsets

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

Press the **INT** button.

INT

ABC 2

Press the number of the internal handset you wish to call e.g. **2**.

When the call is answered, press the **RED PHONE** button or replace your handset on the base station.

## To accept call waiting on an internal call

If two people are on an internal call and an external call comes in you will hear a short beep and Extern flashes on the display.

ACCEPT

Press the **ACCEPT** button. The internal call is disconnected and you are connected to the external caller.

### 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 Directory to store and dial numbers

Your Diverse 3010 Micro has a Directory which stores up to 100 names and numbers in the memory (the longer the name, the more memory will be used).

You can use the Phone Book to look up names and numbers and dial directly.

### To add a name and number to the Directory

Press the **DIRECTORY** button. Display shows `---` if the phone book is empty, otherwise the names are in alphabetical order.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `New Entry`.



Press the **OK** button.

KEYPAD

Enter the name: (see Entering names and numbers opposite).

Press the **DOWN** button to move the cursor to the next line.

Enter the number.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Save Entry`.

Press the **OK** button to confirm.

## Entering names and numbers

There are three lines in your display for entering information. 1st line for the name (maximum 16 characters) 2nd and 3rd line for the number (maximum 32 characters).

### Controlling the cursor

**LEFT/RIGHT** arrows are used to move the cursor to the right or left or to the end of the line.

The **DOWN** arrow is used to move from the “name” line to the “number” line.

The **UP** arrow moves you back up to the name line.

The “first letter” of the name is written automatically in upper case, the letters immediately afterwards are written in lower case.

Letters are entered by pressing the relevant button repeatedly. For example, to store the name JOHN:

Press and hold **5** on the keypad until J appears in the display.

Then press and hold **6** on the keypad until the display shows O.

Enter the **H** by pressing and holding **4** on the keypad until H appears on the display.

Press and hold **6** on the keypad until N appears on the display. The whole name is now entered.

## Delete

Press the **DELETE** button to delete the character to the left of the cursor. Hold down the button to keep deleting characters automatically.

## Insert

KEYPAD

Characters are inserted to the left of the cursor. Position the cursor and add the character required.

## To dial a number stored in the Directory

Press the **DIRECTORY** button to open the phone book.

Press the **DOWN** or **UP** arrows to scroll through to the names you require.

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

*Or*

To quick search for a directory name, press the button with the first letter of the name you wish to call, e.g. **5** for John.

The display will now highlight the first name in the address book that starts with that letter.

If this is the correct name, press the **GREEN PHONE** button to dial, or scroll using the **UP** or **DOWN** arrows to move to the correct name, and then press the **GREEN PHONE** button to dial.

## To change an entry in the directory

Press the **DIRECTORY** button.

Press the **UP/DOWN** arrows to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Edit Entry`.

Press the **OK** button.

Change the name and number as required using the **DELETE** button.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Save Entry`.

Press the **OK** button to confirm.

## To view an entry in the directory

Press the **DIRECTORY** button.

Press the **UP/DOWN** arrows to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Display Entry`.

Press the **OK** button to see the name and number.

## To copy an entry from one handset to another

You can copy an entry to another handset to avoid having to input the same entry twice.

Press the **DIRECTORY** button.

Press the **UP/DOWN** arrows to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight Copy Entry.

Press the **OK** button.

Enter the internal handset number e.g. **2** that you want to copy the entry to.

Press the **OK** button to confirm.

*Receiving handset:*

The receiving handset will ring.

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

Enter the receiving handset PIN (original setting `0000`).

Press the **OK** button.

Once the entry has been successfully transferred. You have the option to copy more entries. Press the **YES** button for an additional entry or the **NO** button to end the function.

**Note**

*Copying and deleting entries or directories from one handset to another is only possible on the Diverse 3000 Executive/Micro range as long as both handsets are registered to the same base.*

## To copy a directory from one Micro handset to another

You can copy the entire directory to another handset to avoid having to input the same entries twice using the handset with the directory you wish to copy (e.g. handset 1).

Press the **DIRECTORY** button.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Copy List`.

Press the **OK** button.

Enter the receiving handset's call number, e.g. **2** that you want to copy the directory to.

Press the **OK** button.

The receiving handset will ring.

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

KEYPAD

Enter the receiving handset's telephone PIN.

Press the **OK** button to confirm.

## To delete an entry in the directory

Press the **DIRECTORY** button.

Press the **UP/DOWN** arrows to scroll to the entry you want to delete, or find the required name by using the keypad to enter the first letter of the name.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Delete Entry`.

Press the **OK** button to confirm.

## To delete all names and numbers in the directory

Press the **DIRECTORY** button.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Delete List`.

OK

Press the **OK** button.

KEYPAD

Enter the PIN number of the handset (original setting `0000`).

OK

Press the **OK** button.

The display shows a `Yes` or `No` option to confirm deletion from the directory. If `Yes` is selected, the entire directory is deleted.

## Additional Directory functions

When entering new names and numbers, you can use the **MORE OPTIONS** menu for the following functions:

### Save Entry

The information entered so far is saved in the phone book.

### Insert a pause in the directory

Using Insert Pause allows you to insert a pause. This is generally required when your Diverse base station is connected to a switchboard/ PBX.

## To check how much memory is available in the directory

Press the **DIRECTORY** button.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Available Memory`.

OK

Press the **OK** button. The percentage memory available for storing further entries in your handset is displayed for approximately 2 seconds.

## Using the redial memory

As well as being able to redial the last five numbers called (see page 13) you can display or delete numbers or edit and copy them into the Phone Book.

### To copy a redial number to the Directory

Press the **REDIAL** button.

Press the **DOWN** button to highlight the number you want.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Copy to Dir`.

Press the **OK** button.

KEYPAD Enter a name for the number *(see page 17)*.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Save Entry`.

Press the **OK** button to confirm.

# 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 BT's 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.

With the Micro handset, the screen shows the caller's number (if it has been sent) when the phone rings. 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

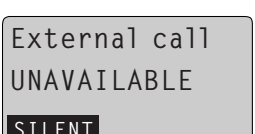
If you are connected to a different network, you will first have to subscribe to that network's Caller Display and Call Waiting service. Call your network provider for more information.

### Using the Micro handset

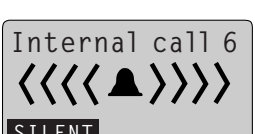
When the phone rings, your caller's number is displayed.

If the caller has withheld their number, the display shows:

If the caller's number is unavailable the display shows:




If you call from another handset, the display shows:




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

The Micro 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.*

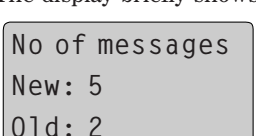
### To view the calls list

The original setting is set to list "All Calls".

Press the button beneath the ✉ in the display.

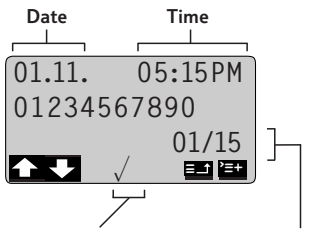
The entries are sorted according to the time at when they were received. With the latest call first.

The display briefly shows:



The newest entry is then displayed after approximately 2 seconds.

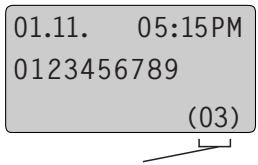
**ALL CALLS SETTING**




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

**Shows the number of calls in the Calls List, i.e. call 1 of 15.**

**UNANSWERED CALLS SETTING**




**Indicates the number of times a call was received from the same telephone number.**

**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**

INT Press the **INT** button.

SET Press the **SET** button.

0 Press the **0** button then press the ✶ button.

OK Press the **OK** button. Display shows 1 or 2 flashing (depending on the current setting.

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

*Or*

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

OK Press the **OK** button to confirm.

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

## To enter the calls list when no ✉ icon is shown on the display

INT Press the **INT** button.

SET Press the **SET** button.

ABC 2 Press the **2** button.
The display briefly shows the number of new and old calls.

The display then shows the number/or name (if in your directory) of the most recent caller along with the date and time the call was received.

## To dial a number in the calls list

Press the ✉ button to enter the calls list, or press the **INT**, **SET** and **2** buttons.

Scroll through the calls list using the **UP** and **DOWN** arrows until the number you require is displayed.

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

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

## To copy a number from the calls list to the directory

Press the ✉ button to enter the calls list, or press the **INT**, **SET** and **2** buttons.

Scroll to the number you wish to copy.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Copy to Dir`.

OK Press the **OK** button.

KEYPAD Enter a name for the number *(see page 17)*.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Save Entry`.

OK Press the **OK** button to confirm. You will hear a confirmation beep.

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

## To delete a number in the calls list

Press the ✉ button to enter the calls list, or press the **INT**, **SET** and **2** buttons.

Scroll to the number you require.

Press the **MORE OPTIONS** button.

Press the **DOWN** button to highlight `Delete Number`.

Press the **OK** button.

You hear a confirmation beep and the display returns to the calls list.

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

## To delete the whole calls list

All entries are deleted.

Press the **INT** button.

Press the **SET** button.

Press the **3** button.

Press the **#** button.

`Reset Base` appears on the handset display.

Press the **OK** button.

KEYPAD

Enter the base PIN number (original setting `0000`).

Press the **OK** button.



Press the **1** button.

Press the **OK** button. You will hear a confirmation beep.

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

If you are using a Classic handset (or an Additional handset) please refer to that user guide for Caller Display information.

**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.*

# Telephone Security

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

## Base station and handset PIN

As a digital phone system, your Diverse 3010 Micro 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 Micro base station PIN code

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

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

| | |
|---|---|
| INT | Press the **INT** button. |
| SET | Press the **SET** button. |
| 0 | Press the **0** button then press the **7** button. |
| PQRS 7 | |
| OK | Press the **OK** button. |
| KEYPAD | Enter the current base station PIN (original setting 0000). |
| OK | Press the **OK** button. |
| KEYPAD | Enter the new four digit code. |
| KEYPAD | Enter the new code again. |
| OK | 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.

## To change the handset PIN (personal identification number)

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 **MENU** button.

Highlight `Settings`.

OK Press the **OK** button.

Press the **DOWN** arrow to highlight `Security`.

OK Press the **OK** button.

KEYPAD Enter the current PIN number (original setting `0000`).

OK Press the **OK** button.

Highlight `Change PIN`.

OK Press the **OK** button.

KEYPAD Enter your new PIN number.

OK Press the **OK** button.

Re-enter your new PIN number.

OK Press the **OK** button. You hear a confirmation beep and the new PIN 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 switch the telephone handset lock on and off

You can prevent an individual handset from being used to make all calls except for **999** and **112** emergency services.

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

*To switch on:*

Press the **MENU** button.

Highlight `Settings`.

OK Press the **OK** button.

Press the **DOWN** arrow to highlight Security.

OK Press the **OK** button.

KEYPAD Enter the current handset PIN number (original setting 0000).

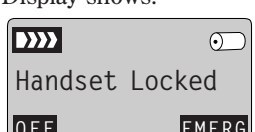
OK Press the **OK** button.

Press the **DOWN** arrow to highlight Handset Lock.

OK Press the **OK** button. You hear a confirmation beep and a ✔ appears next to Handset Lock.

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

Display shows:




*To switch off:*

OFF Press the **OFF** button.

KEYPAD Enter the current PIN number (original setting 0000).

OK Press the **OK** button.

The ✔ disappears from Handset Lock.

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

## 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 opposite)*.

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 Press the **3** button. Handset Restriction set.

0 Press the **0** button.

OK Press the **OK** button.

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

OK 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*

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

OK 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

INT Press the **INT** button.

SET Press the **SET** button.

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

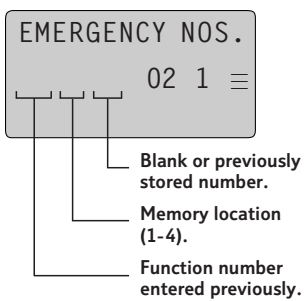
2

OK Press the **OK** button.

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

OK Press the **OK** button.

Display shows:




Press the **UP/DOWN** arrows if necessary to scroll to the location you want (i.e. 1-4).

Press the **OK** button.

Enter the special number you want.

Press the **DELETE** 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.)

## 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** *and* **112** *calls can be made at all times.*

**Note**

*From switchboards you can dial:*
*– The access code (eg* **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.

INT Press the **INT** button.

SET Press the **SET** button.

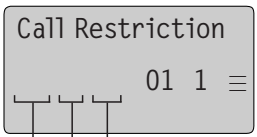
0 Press the **0** button then press the **1** button.

1

OK Press the **OK** button.

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

OK Press the **OK** button. Display shows the first location.




Press the **UP/DOWN** buttons if necessary to scroll to the location you want 1-5.

OK Press the **OK** button.

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

OK 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 this.*

## 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.

INT Press the **INT** button.

SET Press the **SET** button.

0 Press the **0** button twice.

OK Press the **OK** button.

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

OK Press the **OK** button.

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

DEF 3 Press **3** to enable handsets to dial only the numbers stored

0 Press **0** to switch call barring/ call enabling off.

OK Press the **OK** button to confirm.

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

# Additional features



## Handset settings quick guide

The handset settings menu allows you to change:

- **Ringer volume** The handset ringer has 5 volume settings.
- **Ringer melody** The handset ringer has a choice of 10 melodies.

**Beeps** You can switch specific beeps on or off. This saves battery energy but may deprive you of information you need while using your phone.

- **Key beep** Each time you press a button, the action is confirmed by a beep. The original setting is ON.
- **Battery warning beep** Tells you when the battery needs charging. The original setting is ON.
- **Confirmation beep** Confirms that you have followed a set of instructions correctly. The original setting is ON.

**Change PIN** Lets you change the handset PIN number used to access a range of features. *See pages 29-30.*

**Language** A range of seven languages is available for the display on the handset.

**Room monitor** This sets the level at which the handset will pick up sounds and initiate a call. It is only enabled when room monitor function is switched on.

**Default reset** This returns a handset to its original settings.

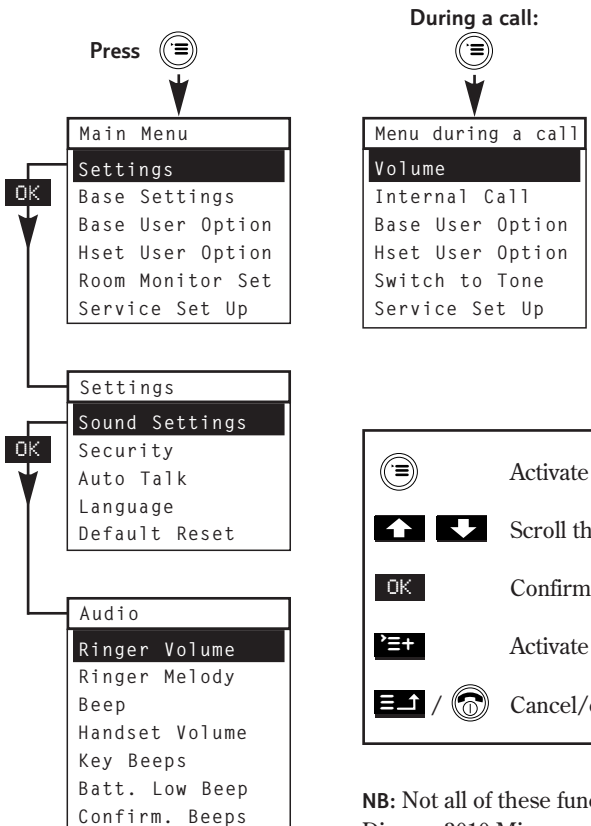
**Short ringer tone** An incoming call can be signalled by a short beep instead of the usual ring.

**Handset volume** You can set the handset volume to three different levels low, medium and high.

**Handsfree volume** You can set the handsfree volume to five different levels, 1 through to 5.

# *Quick Reference Handset Display*

**Follow these easy steps to change your handset settings.**




| | |
|---|---|
| | Activate the main menu |
| | Scroll through the menus, directory |
| OK | Confirm function/input |
| | Activate More Options menu |
| / | Cancel/end functions |

**NB:** Not all of these functions are available on the Diverse 3010 Micro.

## Base station settings

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

There are seven levels: 0 = off, 6 = high. (Default setting is 6.)

INT Press the **INT** button.

SET Press the **SET** button

0 Press the **0** button.

5 JKL Press the **5** button.

OK Press the **OK** button. Display shows the volume level set. Ringer sounds a sample level.

1-6 Press a button between **0** (OFF) and **6** to set the new level. Display shows the new level.

OK Press the **OK** button to confirm the setting.

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

### To adjust the melody of the base station ringer

There are 10 melodies. (Default setting is 1.)

INT Press the **INT** button.

SET Press the **SET** button

0 Press the **0** button.

6 MNO Press the **6** button.

OK Press the **OK** button. The current set melody is played.

0-9 Press a button between **0-9** to set the new level. The new melody is played.

OK Press the **OK** button to confirm the setting.

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.

INT Press the **INT** button.

SET Press the **SET** button.

GHI 4 Press the **4** button.

DEF 3 Press the **3** button.

OK Press the **OK** button.

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

OK Press the **OK** button.

1 Press the **1** button to switch the music ON.

*Or*

0 Press the **0** button to switch the music OFF.

OK Press the **OK** button to confirm the setting.

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

## Open listening at the handset

### 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.

You are conducting a call with an external user:

INT Press the **INT** button. The call is placed on hold.

KEYPAD Enter the call number of the other handset e.g. **2** – the other handset rings, the other internal user presses the **GREEN PHONE** button.

LSTN.ON Press the **LSTN.ON** button. You are reconnected to the external user. The other internal user can hear the conversation.

**Note**

*When in Open Listening the extra handsets can only hear the external caller.*

**Note**

*The internal user can elect to terminate open listening by pressing the* **RED PHONE** *button.*

De-activating open listening:

Press the **LSTN.OFF** button. The external connection is not affected.

## Using the Room Monitor

If you have at least two handsets registered to your base station, you can leave one handset in a room in order to monitor the noise level.

The handset you leave in the room is noise activated and you can adjust its level of sensitivity to the noise. If the noise reaches the level you have set, the monitoring handset will call your handset so you can hear what's going on. When you hang up your handset, the handset in the room will continue monitoring the noise.

**To set the room monitor**

Press the **MENU** button.

Press the **DOWN** arrow to highlight Room Monitor Set.

Press the **OK** button.

Press the **DOWN** arrow to highlight Room Monitor No.

Press the **OK** button.

Enter the **1-6** number of the handset to be called.

Press the **OK** button. You can now place the handset in the room you want to monitor.

## To adjust the sensitivity of the room monitor

There are three levels.
1 = most sensitive 3 = least sensitive.

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Set Level`.

OK

Press the **OK** button.

Press the **LEFT** or **RIGHT** arrows to select the level you want.

OK

Press the **OK** button.

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

## To switch the room monitor function on

Before switching the monitor on, you must first set the number of the handset to be called. *See 'To set the room monitor'.*

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Room Monitor Set`.

OK

Press the **OK** button.

Highlight `Room Monitoring`.

OK

Press the **OK** button, a ✔ appears next to `Room Monitoring` to show that it is on.

Press the **RED PHONE** button to return to standby. The display shows `Room Mon.Active Call to Int` (e.g.) `3`.

## To switch the room monitor function off

OFF

Press the **OFF** button to turn the Room Monitor off.

**Note**

*When the Room Monitor is switched on, the handset will not ring. Incoming calls are displayed on the handset's screen.*

*All warning beeps should be switched off before using the Room Monitor, see pages 36-37.*

## To reset your Diverse 3010 Micro base station to the original settings

Press the **INT** button.

Press the **SET** button.

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

Press the **OK** button.

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

Press the **OK** button.

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 **MENU** button.

Press the **DOWN** arrow to highlight `Settings`.

OK

Press the **OK** button.

Press the **DOWN** arrow to highlight `Default Reset`.

OK

Press the **OK** button.

KEYPAD

Enter your current PIN number (original setting `0000`).

OK

Press the **OK** button. You hear a confirmation tone.

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

*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 in the redial memory.

*It will not delete:*

- Numbers in the Directory or Extra Directory.

This will NOT reset:

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

## Call allocation

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

### Group ringing

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

### Ring priority

Your Diverse 3010 Micro 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 Micro is preset for group ringing.

## To set which handset will receive ring priority

Once you have set your Diverse 3010 Micro 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.

INT Press the **INT** button.

SET Press the **SET** button.

0 Press the **3** button twice.

OK Press the **OK** button.

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

OK Press the **OK** button.

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

OK Press the **OK** button to confirm.

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

**Note**

*If a handset is selected for ring priority which is not actually registered then group ringing prevails.*

## To change between ring priority and group ringing

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 Press the **3** button then press the **2** button.

ABC 2

OK Press the **OK** button.

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

OK Press the **OK** button.

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

*Or*

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

OK 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.

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 Press the **3** button then press the **4** button.

GHI 4

OK Press the **OK** button.

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

OK Press the **OK** button.

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

OK Press the **OK** button to confirm.

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

## To change the language of the display

You can have the display in English, French, German, Italian, Spanish, Portuguese or Dutch. The default setting is English.

Press the **MENU** button.

Press the **DOWN** button to highlight Settings.

OK Press the **OK** button.

Press the **DOWN** button to display Language.

OK Press the **OK** button.

Press the **UP** or **DOWN** button to highlight the language you require.

OK Press the **OK** button to confirm.

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

### If you accidentally set the wrong language

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

Press the **MENU** button again.

Press the **UP** and **DOWN** arrows until one of these words are highlighted:

- Einstellingen
- Reglages
- Impostazion
- Ajuste
- Instellingen
- Programgôes

Press **OK**.

Press the **UP** and **DOWN** arrows until one of the following words appear highlighted.

- Sprache
- Langue
- Lingua
- Idioma
- Taal

Press **OK**.

Press the **UP** and **DOWN** arrows until one of the following words appear highlighted.

- Deutsch
- English
- Français
- Italiano
- Espanól
- Portugues
- Nederlands

Highlight ENGLISH.

Press **OK**. The display should now be back in English.

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

# Registering a new Diverse 3000 Micro handset with the base station

Don't forget that your Diverse 3010 Micro handset is already registered.

Up to six handsets can be registered and operated from the Diverse 3010 Micro 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.

**To register your Diverse 3010 Micro Handset to a base station**

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Base Settings`.

OK

Press the **OK** button.

Press the **DOWN** arrow to highlight the base you wish to register to.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Register`.

OK

Press the **OK** button.

KEYPAD

Enter the base station PIN number (original setting `0000`).

OK

Press the **OK** button. Display shows `Registr.Procedure Base` (e.g.) `2` (flashes).

**Note**

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

*At the base station:*

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

The handset will display the available handset numbers e.g. `2`, `3`, `4`, `5`, `6`.

**NB.** 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 is registered with the base station, e.g. `Base 2` stops flashing.

## To de-register a handset

A de-registered handset cannot be used to make calls at this base station, e.g. to protect against unauthorised use.

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 Press the **3** button.

MNO 6 Press the **6** button.

OK Press the **OK** button. Display shows `De-Register Hset`.

KEYPAD Enter the system PIN number (original setting `0000`). Display shows all registered handsets.

OK Press the **OK** button.

KEYPAD Press the number of the handset you wish to delete.

OK Press the **OK** button to confirm.

# Using multiple base stations and handsets

It is possible to build your Diverse 3010 Micro into a much larger phone system with the addition of up to 4 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 the next page.

**Note**

*The handset display shows you if the handset is located within range of a registered base station. If the base station flashes continuously, it means the handset is not within range of a registered base station. If the base station 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 47)*, 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.*

## To set the Diverse 3010 Micro to select the strongest base station signal

Once you have registered your Diverse 3010 Micro to additional base stations, you can also set it to log on to the strongest base station signal automatically.

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Base Settings`.

Press the **OK** button.

Press the **DOWN** arrow to highlight `Best Base`.

Press the **OK** button.

You can set it to log on to only one specific base station – this is Fixed Selection.

## To set your handset to fixed base selection

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Base Settings`.

Press the **OK** button.

Press the **UP** or **DOWN** arrows to highlight the base that you want to be fixed.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Select Base`.

Press the **OK** button.
A ✔ appears next to the base station chosen as “fixed”.

**Note**

> *Indicates that you are registered to the base number shown.*

✔ *This indicates that this is the fixed base station number.*

## To change the base station name

You can rename the preset base station names which appear on your screen. This lets your display permanently show a more meaningful name for your base station, for example, Kitchen, Study, Office.

Press the **MENU** button.

Press the **DOWN** arrow to highlight `Base Settings`.

OK

Press the **OK** button.

Scroll to highlight the base that you want to rename.

Press the **MORE OPTIONS** button.

Highlight `Chnge Base Name`.

OK

Press the **OK** button.

Press the **DELETE** button until the old name has gone.

KEYPAD

Enter the new name.

Press the **MORE OPTIONS** button.

Press the **DOWN** arrow to highlight `Save Entry`. If you do not want to save the changes highlight `Cancel`.

OK

Press the **OK** button to confirm.

# Using your Diverse 3010 Micro with a Switchboard

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

## Setting to Tone or Pulse dialling

Your Diverse 3010 Micro 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. 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 with earth recall**

| | |
|---|---|
| INT | Press the **INT** button. |
| SET | Press the **SET** button. |
| DEF 3 | Press the **3** button then press the **5** button. |
| JKL 5 | |
| OK | Press the **OK** button. |
| KEYPAD | Enter the current base station PIN (original setting 0000). |
| OK | Press the **OK** button. |
| GHI 4 | Press the **4** button. |
| OK | Press the **OK** button to confirm. |
| | Press the **RED PHONE** button to return to standby. |

## To set to TONE dialling with earth recall

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 JKL 5 Press the **3** button then press the **5** button.

OK Press the **OK** button.

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

OK Press the **OK** button.

1 Press the **1** button to set Tone with fixed flash time.

OK Press the **OK** button to confirm.

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

## To set TONE dialling with time break recall

INT Press the **INT** button.

SET Press the **SET** button.

DEF 3 JKL 5 Press the **3** button then press the **5** button.

OK Press the **OK** button.

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

OK Press the **OK** button.

ABC 2 Press the **2** button to confirm.

OK Press the **OK** button.

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

**Note**

*It is possible to set TONE with adjustable TBR (1), however, this is not recommended for the UK network.*

**WARNING**

*If Call Barring is set you can only dial:* **9 112** *or* **R 112** *in an emergency and not* **9 999** *or* **R 999**. *See page 33.*

## To insert an access code

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

INT Press the **INT** button.

SET Press the **SET** button.

GHI 4 / 0 Press the **4** button then press the **0** button.

OK Press the **OK** button.

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

OK Press the **OK** button.

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

OK Press the **OK** button to confirm.

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

### 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 'To set the access pause' opposite.*

## 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.

INT Press the **INT** button.

SET Press the **SET** button.

GHI 4 / 1 Press the **4** button then press the **1** button.

OK Press the **OK** button.

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

OK Press the **OK** button.

KEYPAD Enter the length of pause required by your switchboard:

1 **1** for 1 second.

ABC 2 **2** for 2 seconds.

DEF 3 **3** for 3 seconds.

GHI 4 **4** for 6 seconds.

OK Press the **OK** button to confirm.

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

# Maintenance

**General**

Simply clean the Diverse 3010 Micro and base station with a damp cloth or an antistatic wipe. Never use a dry cloth as this may cause a static shock.

## *Service*

**Within the warranty period**

If you experience a problem with your Diverse 3010 Micro you should contact the Diverse Helpline on **08457 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.

Please note that consumables (e.g. batteries) are not covered by the 12 month warranty.

**Outside the warranty period**

If your Diverse 3010 Micro needs repair after the warranty period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network.

We recommend that you call the Diverse Helpline on **08457 908070**, and you will be advised of our recommended repair agents.

### If you have to return your Diverse 3010 Micro

If you have to return your Diverse 3010 Micro pack it securely, preferably in the original packaging including all parts of the product, i.e. the battery, power adaptor etc. We can not take responsibility for goods damaged in transit.

# Help

Your Diverse 3010 Micro 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 Micro is connected to a switchboard, you may have to dial an access number before* **999** *or* **112** *to contact the emergency services. Some switchboards cannot dial out during a power failure.*

**NB: 9 999** *or* **R 999** *cannot be dialled from behind a switchboard when call barring has been set.*

**Battery performance**

*After charging your Diverse 3010 Micro 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 and not dangerous.*

**Note**

**Fully charged batteries do not indicate full power when put into a handset**

*When you replace 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.*

### Replacing handset batteries

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

**Note**

*Use only approved rechargeable Nickel Metal Hydride (NiMH) battery pack in the handset. Any other types may cause irreparable damage.*

*Replacement batteries are available from the Diverse Helpline on* **08457 908070**.

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

### Replacing handset batteries

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

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

### No display appears

Is the handset switched on?
The battery may be flat or dead. Recharge or replace the battery.

### No dial tone

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

f 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 handset display shows the words `Search base` or you cannot link up with the base station

Is the handset registered with the base station? To register the handset, see page 47. Is the power cable connected at the base and the power switched on at the wall socket?

If you press the **PHONE** button whilst the base station 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 36-37 or 38 respectively.

Is the telephone line cord connected correctly? See pages 6 and 9.

### 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 *'Using your Diverse 3010 Micro with a switchboard'*, page 52.

### Handset beeps

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

### If the handset display 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

Check you have selected the correct dialling mode. See page 52.

Have you entered a pause after the access code? See page 54.

**Note**

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

# Technical information

**Environment**

Your Diverse 3010 Micro 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.*

**If the power fails**

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

**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 3010 Micro 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 Micro is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

**Note**

*All additional Diverse handsets have a REN of 0 and therefore if you have six handsets registered to a Diverse 3010 base station then the REN No = 1.*

**Approval**

*Connection to the BT telephone network.*
Diverse 3010 Micro is fully approved for connection to the BT network provided it is used according to the instructions in this guide. The telephone lines must provide Loop Disconnect (Pulse) or Multi-frequency (Touch Tone) dialling capabilities.

It may be connected to Direct Exchange Lines and switchboards (PBXs) with new plan (plug and socket) arrangements. It may not be connected to shared service (party line) installations.

*Connecting to switchboards.*
Diverse 3010 Micro is only approved for use with a compatible switchboard including those which do not provide secondary proceed indication. Even if you do have a compatible switchboard, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal European Directive (1995/5/EC).

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## Offices worldwide

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