



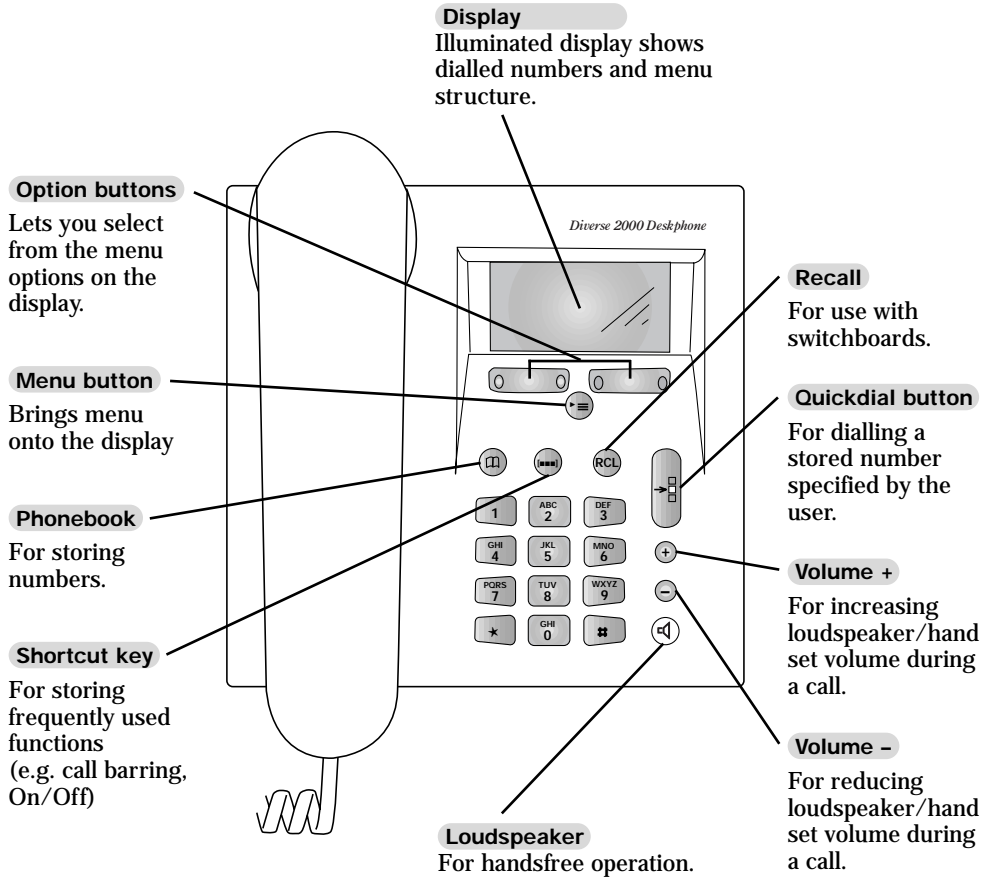
Diverse Desktop

*For use with Diverse 1010, 1015, 2010, 2015, 2-Line
and ISDN base stations*

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.

At a glance



For your records

Date of purchase:
Place of purchase:
Serial number (on the underside of the telephone base station):
Purchase price:

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

Personal Emergency Numbers

1	
2	
3	
4	

Please use this space to record your selected Diverse Deskphone PIN code.
See page 29 for the default PIN code and for full instructions on how to change that code for added security.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please open this page for an 'at a glance' guide to your Diverse Deskphone.



In this guide

<i>At a glance</i>	1
<i>Introduction</i>	4
<i>Installation</i>	6
<i>Registering your Diverse Deskphone with a base station</i>	8
<i>Your Diverse Deskphone menu display</i>	11
<i>Using the Diverse Deskphone</i>	13
<i>Using the Diverse Deskphone with a switchboard</i>	27
<i>Additional Features</i>	29
<i>Operating with additional base stations</i>	33
<i>How to use the shortcut function</i>	36
<i>Maintenance</i>	40
<i>Help</i>	41
<i>Technical Information</i>	42
<i>Index</i>	43

Introduction

Your Diverse Deskphone has been designed for ease of use and made to the high standards set by BT.

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

Your Diverse Deskphone is designed for use with a Diverse telephone system. It must be registered to an existing base station before it will work.

This guide explains the basic features of the Diverse Deskphone. For more comprehensive instructions see your main Diverse user guide. The instructions for using a Diverse Deskphone are the same as using a Diverse 2000 Executive Handset. If you have a Diverse 2-Line or ISDN base station, you should also follow the more detailed instructions for the Executive Handset as described in the user guides that are supplied with the base station.

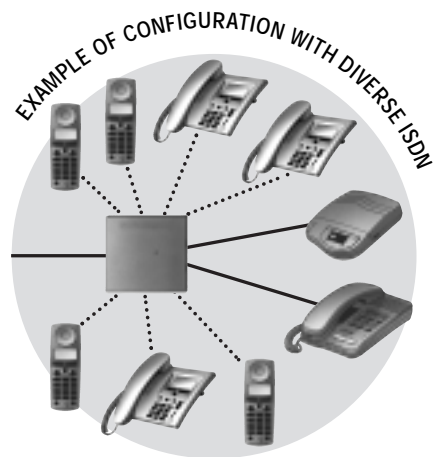
DECT

By purchasing your Diverse Deskphone you now own a product which offers flexibility of location, combined with the performance advantages of a high quality telephone system. It complies with the Digital Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

Building up a phone system

You can add further handsets or Deskphones to your base stations to build up a comprehensive and easy-to-use cordless telephone system.

Most Diverse base stations can have up to 6 handsets or Deskphones registered to them (the Diverse 2-Line and Diverse ISDN will register 8). You can register your Diverse Deskphone at up to three base stations.



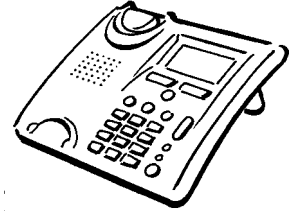
Important information

1. Do not use any power supply other than the one provided with your telephone unit (supplied BT unit C39280-Z4-C66). Use of other power supply units may cause irreparable damage to your telephone; it will invalidate your warranty and the approval given to the apparatus.
2. Research has shown that in certain cases medical equipment can be affected by cordless telephones. A distance of at least one metre should therefore be observed between the telephone and medical equipment. Also follow any special instructions from the institution in which the product is to be used.
3. Diverse telephone systems can also interfere with other electrical equipment e.g. answering machines, TV and radio sets, clock/radio alarms and computers, if placed too close. To avoid risk of interference place the unit at least one metre away.
4. If you wear a hearing aid please note that a humming noise may result from the radio signals sent between the base station and handset.
5. There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug your Diverse Deskphone from the mains power during storms.
6. Do not use the unit in bathrooms, near fire or water, or in areas where there is a danger of explosion.
7. Clean the Diverse Deskphone with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock.

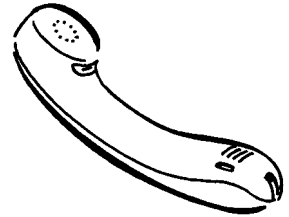
Unpacking your Diverse Deskphone

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

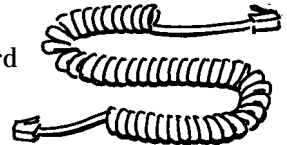
-
- Diverse Deskphone



-
- Handset



-
- Handset cord (coiled)



-
- Mains power unit



Installation

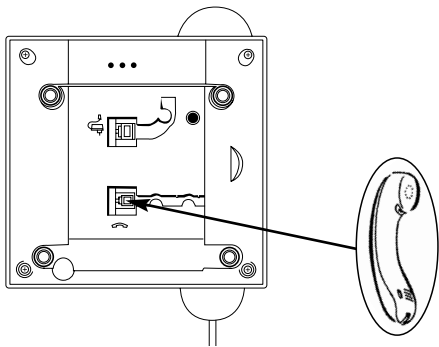
Follow these steps to set up your Diverse Deskphone ready for use.

Plan the location of your Diverse Deskphone

Make sure your Diverse Deskphone is within 2 metres of the phone and mains sockets.

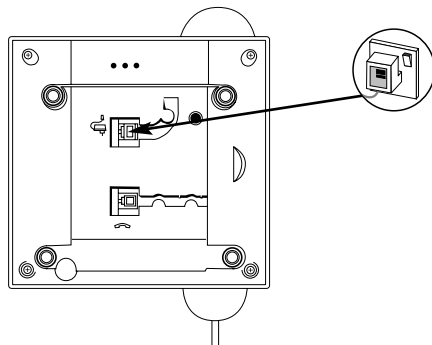
1 Connect the handset to the Deskphone

Put the connector (at the straight long end of the handset cord) into the socket marked on the underside of the telephone. Secure the cord in its groove. Insert the other end of the cord into the handset.



2 Connect the Deskphone to the mains power supply

Insert the telephone power supply lead into the socket marked on the underside of the telephone. Put the other end of the plug-in power unit into a 220/230V electricity socket.



For your own safety use only the BT approved plug-in power unit (C39280-Z4-C66) supplied with your telephone.

To make and receive calls your telephone needs to be positioned within range of its base station. The maximum range inside most buildings is 50 metres. Outside, the range is extended to approximately 300 metres (the range will vary depending on where your Diverse base station and Diverse Deskphone are sited, and the conditions within your building). You can set your telephone to beep if it is not within range. See page 23.

In order to ensure that you achieve the maximum range possible with your Diverse system please note the following advice:

Install the base station on a central location in your home or office. Avoid placing the base station or Deskphone:

- Behind metal doors.
- Under the stairs.
- Behind heavy furniture or cabinets.
- In rooms with thick or metal walls.
- Near other electrical equipment, as it may generate electrical interference.
- In the bathroom or other damp rooms.

These locations will reduce the optimum range between the base station and the attached handsets/Deskphones.

3

You will now need to register your Deskphone to a Diverse base unit

Please see the chapter on Registering your Diverse Deskphone with a base station.

Registering your Diverse Deskphone with a base station

Registering with Diverse 1010, 1015, 2010 and 2015 base stations

If your Diverse Deskphone has not been registered previously to other base stations, the display will show: REGISTER?. If REGISTER? is not displayed, firstly select the REGISTER option from the SETTINGS menu, then select the base station number you wish to register it with, then follow the instructions below:

At the Deskphone

Press keypad buttons in order shown

OK Press OK.

CODE Enter the base station code (default 0000).

At the base station

Press the green or grey **PAGER** button on the base station (for about 10 seconds) until you hear a beep. You now have up to 1 minute to register your Deskphone.

At the Deskphone

OK Press OK. After a short while all available telephone extension numbers will be displayed.

KEYPAD Enter one of the extension numbers using the keypad. The telephone is now registered as the extension number you have chosen. The Deskphone will beep once and briefly flash INT plus its extension number on the display. To confirm successful registration, check that the base number, eg. Base 1, has stopped flashing.

If you experience any problems registering your new phone, please call the Diverse Helpline on 0845 798070.

Registering with Diverse 2-Line and ISDN base stations

If your Diverse Deskphone has not been registered previously to other base stations, the display will show: REGISTER? If REGISTER? is not displayed, firstly select the REGISTER option from the SETTINGS menu, then select the base station number you wish to register it with, then follow the instructions below:

At the Deskphone

OK Press **OK**.

CODE Enter the base station code (default 0000).

At the base station

Press and release the small green **LED** button on the front of the base station (using a pencil tip). This will flash during registration. You now have up to 1 minute to register your Deskphone.

At the Deskphone

OK Press **OK**. After a short while all available telephone extension numbers will be displayed.

KEYPAD Enter one of the extension numbers using the keypad.

The telephone is now registered as the extension number you have chosen. The Deskphone will beep once and briefly flash INT plus its extension number on the display. To confirm successful registration, check that the base number, eg. Base 1, has stopped flashing.

To de-register a base from the handset

Press keypad buttons in order shown

This de-registers the Deskphone from a selected base station.



Press the **MENU** button and use **DOWN** to highlight **SETTINGS**.



Press **OK**. Display shows a list of menu options.



Press **DOWN** to highlight **BASE SETTINGS**.



Press **OK**. Display lists the base stations to which you have registered your Deskphone.



Press **UP** or **DOWN** to select the base station from which you want to de-register your Deskphone.



Press **ACTIVATE**.



Press **DOWN** to highlight **DE-REGISTER BASE**.



Press **OK**. Display asks you to enter your Deskphone PIN number. Enter your Deskphone PIN (default 0000).



Press **OK**.



Confirm the de-registration by pressing **YES**. (The telephone beeps and is de-registered.)

Or



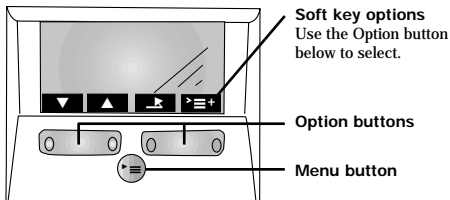
Press **NO** to cancel the procedure.

The procedure opposite de-registers the Diverse Deskphone from your base station. However, on completing this procedure it is also necessary to de-register the telephone from the base station using the base station PIN code.

Please refer to your base station user guide for instructions.

Your Diverse Deskphone Menu Display

Your Deskphone offers a menu-driven display. You enter the menu lists by using the **MENU** button. The option buttons below the display allow you to select the options within each menu and make adjustments to their settings.



The options shown on the display are indicated by symbols.

- INT** INT Sets up an internal connection.
- ↔** REDIAL Redials numbers.
- ⏪** GO BACK Cancels procedures and goes back to a previous menu.
- ☰+** ACTIVATE Calls up supplementary menu.
- ▲** UP Moves up through a menu.
- ▼** DOWN Moves down through a menu.
- <** LEFT Moves to left.
- >** RIGHT Moves to right.
- ⌫** DELETE Deletes characters.
- OK** OK Confirms actions.
- NEXT** NEXT When used on the Diverse 2-Line and Diverse ISDN bases.
- SET** SET When used on the 1010, 1015, 2010 and 2015.

To Exit from the menu

You can leave a menu without saving any changes or settings by simply lifting (or replacing) the handset. Alternatively, press the **LOUDSPEAKER** button twice.



To return to a previous screen, press the **GO BACK** option button.

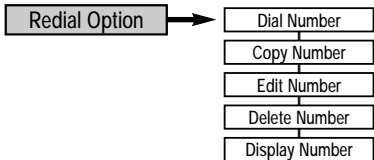
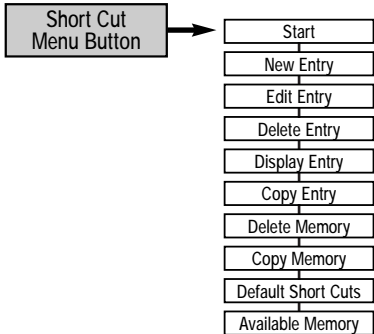
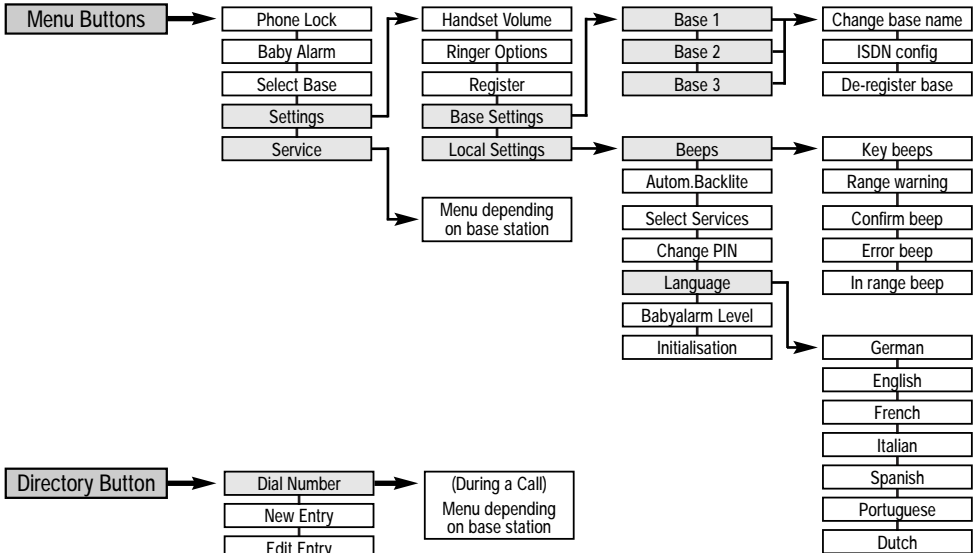


Please note

*When you are using the menu to create new settings or change the set-up (using the **SERVICE** option), the loudspeaker button lights to indicate that the phone is in use. If someone tries to call you whilst you are changing the settings/service options, the Deskphone will not ring, but all other extensions will ring instead. If the Deskphone is the only phone registered with the base station, the caller will hear an engaged tone.*

Please note

Once a selection in the menu has been made, and no other selection is made within c. 25 seconds, the Deskphone will return to idle state.



Using the Diverse Deskphone

Making and receiving external calls


To make an external call

Press keypad buttons in order shown

Lift the handset and dial the number.

Or,

KEYPAD Enter the number on the keypad, check that it is correct and then lift the handset to dial.

 If you make a mistake entering numbers, use **DELETE** to delete them.

Please note

If another handset or Deskphone is already in use and all available lines are in use, you will hear an engaged tone when attempting to dial out.

To end a call

Replace the handset on the cradle.

To use the loudspeaker

This allows you to talk without holding the handset.



Press **LOUDSPEAKER** before or after dialling the number.

Or during a call



Press and hold the **LOUDSPEAKER** button whilst replacing the handset on the base, then release the loudspeaker button.



You can adjust the loudspeaker/handset volume during a call with **+/-** buttons on the Deskphone.



Please note

*If you wish to switch to loudspeaker during a call, press and hold down the **LOUDSPEAKER** button and do not release it until you have placed the handset in the cradle.*

*If you fail to hold down the **LOUDSPEAKER** button, the call will be disconnected.*

To accept an incoming call

Press keypad buttons in order shown

Lift the handset.

Or



Press the **LOUDSPEAKER** button.

To redial numbers

You can redial the last five numbers dialed from your Deskphone.

The handset must be on the Deskphone.



Press **REDIAL**.



Press **DOWN** to find the number you want.

When the number is highlighted, lift the handset to dial.

To redial the last dialed number

Lift the handset.



Press **REDIAL**.

To store a redial number in the directory

With the Deskphone in idle state it is possible to store any redial number into its phonebook.



Press **REDIAL**. Use the **UP** or **DOWN** option to highlight the required number.



Press **ACTIVATE**.



Press **DOWN** to select **COPY NUMBER**.



Press **OK**. The display shows **NAME** and the redial telephone number. The cursor flashes for you to input a name.



Using the alphabet letters on the keypad (press once for the first letter, twice for the second letter, three times for the third letter and four times for the fourth letter) input the name of the person whose number you wish to store. (Press **BACK** and **FORWARD** to move through the characters on the display and **DELETE** to cancel mistakes.) To enter a blank space between two names, press the **0** button.



Press **ACTIVATE**. The menu will show **SAVE ENTRY** highlighted.



Press **OK** to save the entry.

Making internal calls

To make an internal call

Your handset must be in the cradle.

INT Press **INT**. Dial the internal extension you want.

You can still use the loudspeaker during internal calls but **INT** must be pressed first.

To find out your own extension number

Your handset must be in the cradle.

INT Press **INT**. Your extension number will be displayed.

To call all other telephones registered to the same base

Your handset must be in the cradle.

INT Press **INT**.

***** Press *****. All telephones are called. You can speak to the first person who answers.

INT You can also call all other telephones by pressing **INT** and then selecting **COLL.CALL**.

Transferring external calls

You can easily transfer calls between handsets. On most Diverse handsets this is done by pressing **INT** followed by the extension number you wish to call. Generally, you can replace your receiver either before or after the transferred call has been picked up. For more information please see your base station guide.

To transfer a call with the Diverse 2010/2015

During an external call



Press the **MENU** button and select internal call.

Select the extension number to which you wish to transfer the call.

Replace the handset on the base.

To put a call on hold with the Diverse 2010/2015



Press the **MENU** button and select **INT**. Your caller will be on hold and will hear music.

INT



To return to your caller press the **RCL** button

To put an internal call or external call on hold using the Diverse 2-Line

Press keypad buttons in order shown

While in a call:



Press the **MENU** button.



Press **DOWN** to highlight **INTERNAL CALL**.



Press **OK**. The call is put on hold. External callers will hear music whilst internal callers will hear silence.



Press **RESUME** to return to the call.

Note. If you replace the handset whilst the call is on hold it will end an internal call but if it was an external call on hold the Diverse 2-Line will ring you back and reconnect you to the call if you answer it.

To put an internal call on hold using the Diverse ISDN

While in a call:



Press the **MENU** button.



Press **DOWN** to highlight **INTERNAL CALL**.



Press **OK**. The call is put on hold. External callers will hear music whilst internal callers will hear silence.



Press **RESUME** to return to the call.

Note. If you replace the handset whilst the call is on hold it will end an internal call but if it was an external call on hold the Diverse 2-Line will ring you back and reconnect you to the call if you answer it.

To put an external call on hold using the Diverse ISDN

While in a call:



Press **INT**. The call is put on hold. External callers will hear music whilst internal callers will hear silence.



Press **RESUME** to return to the call.

Note. If you replace the handset whilst the call is on hold the Diverse ISDN will ring you back and reconnect you to the call if you answer it.

To transfer an external call with the Diverse 2-Line



Press the **MENU** button.

NEXT

Press **NEXT** to highlight **INTERNAL CALL** and press **OK**.

OK

0-9

Either enter the internal number (**0-9**) of the handset or telephone to which you want to transfer the call or press the **★** button to ring all handsets. When the call is answered, you can talk to the other handset without the outside caller hearing.

★

END CALL

To transfer the call, press **END CALL** button, or replace the handset on the cradle.

Quick call transfer

*After dialling the other handset, you can immediately press the **END CALL** button or place the handset back on the charger 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 transfer an external call with the Diverse ISDN

INT

Press **INT**.

0-9

Enter the internal number (**0-9**) of the extension you want to call. When the extension answers, transfer the call by pressing the **END CALL** button.

END CALL

Quick call transfer

*When the called extension rings, you can transfer the call immediately by pressing the **END CALL** button, but if it is not answered within 30 seconds it will be returned to your extension.*

Using the Phonebook

Your Diverse Deskphone has a Phonebook which stores up to 100 names and numbers in the memory (the longer the name, the more memory will be used). In line 1 (Name) a maximum of 16 characters can be entered. In lines 2 and 3 (Tel. number) a maximum of 32 digits can be stored. You can use the Phonebook to look up numbers and then dial them directly.

When moving through the **MENU** options remember, if you wish to escape a **MENU** altogether, press the **LOUDSPEAKER** button twice or lift and replace the handset on the cradle. To return to a previous **MENU** press **GO BACK**.

To use an upper case letter press the **★** button each time.

To add a number and name to the Phonebook

Press keypad buttons in order shown



Press **PHONEBOOK**.



Press **ACTIVATE**.



Use the **DOWN** option to highlight **NEW ENTRY**.



Press **OK**. The display shows **NAME** and **TEL.NUMBER** and the cursor flashes for you to input the name first.

Using the alphabet letters on the keypad (press once for the first letter, twice for the second letter, three times for the third letter and four times for the fourth letter) input the name of the person whose number you wish to store. (Press **RIGHT** and **LEFT** to move through the words on the display and **DELETE** to cancel mistakes.) To enter a blank space between two names, press the **0** button.)



When you have finished writing the name, press the **LEFT** button. The display will ask you to enter the **TEL.NUMBER**. Use the keypad to input the telephone number.



Press **ACTIVATE**.



Press **OK** to **SAVE THE ENTRY**.

The name and number have now been saved in the Phonebook and the display briefly shows **ENTRY STORED**.

To dial a number stored in the Phonebook



Press **PHONEBOOK**. The display shows a list of stored numbers.



Press **UP** or **DOWN** to highlight the name of the person you want to call.



To dial, lift your handset.
Or



Press **ACTIVATE** and press **UP** or **DOWN** to select **DIAL NUMBER**.



Press **OK** to dial.

To quicksearch for a name in the Phonebook



Press **PHONEBOOK**.

KEYPAD

Press the key with the first letter of the name you wish to call. The display will now highlight the first name listed which starts with the letter you keyed in (press the button twice for the second letter, press it three times for the third, and four times for the fourth letter on the button – eg. number 7 has 4 letters: PQRS, to search for names beginning with R, press the **7** button three times). If the name you want is highlighted, lift the handset and the number is automatically dialed.



Or



Press **DOWN** to find the name, and then lift the handset and the number is automatically dialed.

To change an entry in the Phonebook



Press **PHONEBOOK**.



Press **UP** or **DOWN** to select the entry you wish to change.



Press **ACTIVATE**.



Press **UP** or **DOWN** to highlight **EDIT ENTRY**.



Press **OK** and the display takes you to the name/number you want to change.



Use the **LEFT**, **RIGHT** and **DELETE** options and use the keypad to make your changes.



Press **ACTIVATE** when you have finished editing.

Either



Press **UP** or **DOWN** to highlight **SAVE ENTRY**.



Press **OK** to confirm. Display will briefly confirm the entry has been stored.

Or



Press **UP** or **DOWN** to highlight **CANCEL**.



Press **OK** to exit from the procedure without saving any changes.

To delete individual entries



Press **PHONEBOOK**.



Press **UP** or **DOWN** to highlight the name/number you want to delete and then press **ACTIVATE**.



Press **UP** or **DOWN** to highlight **DELETE ENTRY**.



Press **OK**. Display will confirm the deletion.

To delete all Phonebook entries



Press **PHONEBOOK** and then press **ACTIVATE**.



Press **UP** or **DOWN** to highlight **DELETE DIRECTORY**.



Press **OK**. The display will ask you to enter your telephone PIN (default 0000).



Enter the PIN number.



Press **OK**. The display will ask you if you want to **DELETE ALL ENTRIES?**



Press **YES** to confirm. Display will briefly confirm the deletion. All entries are now deleted.

Or



Press **NO** to cancel the procedure.

To find out how much free space is in the Phonebook memory

Press keypad buttons in order shown



Press **PHONEBOOK** and then press **ACTIVATE**.



Press **UP** or **DOWN** to highlight **AVAILABLE MEMORY**.



Press **OK**. The amount of free space will be displayed briefly. For example, the display will show: **MEMORY: 74% AVAILABLE**.

When used with the Diverse ISDN base station only

To copy your Phonebook entries to another telephone

Individually saved entries or the complete directory can be copied between any Diverse 2000 Deskphone, Diverse 2000 Executive Handset and Diverse 2000 Pocket Phone. This feature is only available when used with the Diverse ISDN.



Press **PHONEBOOK** and then press **ACTIVATE**.



Press **UP** or **DOWN** to highlight **COPY DIRECTORY**.



Press **OK**.

When **COPY ENTRIES TO INTERNAL UNIT** is displayed, enter the internal extension number of the telephone you wish to copy to.



Press **ACTIVATE** again and use the arrows to highlight **COPY**.



Press **OK**. The receiving telephone is dialled.

When the call is answered the called party is asked to enter their PIN number. Copying begins when the correct PIN number is entered

To change the settings on your Diverse Deskphone

To display the SETTINGS menu options



Press the MENU button.



Use DOWN to highlight SETTINGS.



Press OK.

The following menu items will be displayed.

Handset Volume – for increasing/decreasing the earpiece volume.

Ringer Options – for adjusting the telephone ringer volume and tone.

Register – for registering the telephone (see page 8).

Base Settings – for changing base name (see page 35), ISDN config. (see Diverse ISDN user guide) or for de-registering a base from the Deskphone (see page 10).

Local Settings – for customising the Deskphone to your personal preferences such as switch auto backlight or various beeps/tones on or off.



If you wish to escape a MENU press the **LOUDSPEAKER** button twice or lift and replace the handset on the cradle.



To return to a previous MENU press the **GO BACK** option.

To adjust the handset volume

You can set the handset volume to three different levels. The standard setting is 1.



Press the MENU button.



Highlight SETTINGS and press OK.



Highlight HANDSET VOLUME.



Press OK. Display shows steps to indicate volume level and the volume number 1, 2 or 3.



Use the LEFT and RIGHT to



highlight the volume required.



Press OK. The telephone beeps to show that the volume has been set.



Use LEFT and RIGHT to select



desired level.



Press OK. The telephone will beep to confirm and move back to previous menu.

To adjust the ringer volume

Press keypad buttons in order shown

The ringer volume can be set to six different levels.



Press the **MENU** button.



Highlight **SETTINGS** and press **OK**.



Highlight **RINGER OPTIONS**.



Press **OK**.



Press **DOWN** to highlight **RINGER VOLUME**.



Press **OK**. Display shows steps (6 levels and off) to indicate volume level, and rings that level to demonstrate.

To adjust the ringer tone

There are 10 different ringer tones from which to choose.



Press the **MENU** button.



Highlight **SETTINGS** and press **OK**.



Highlight **RINGER OPTIONS**.



Press **OK**.



Press **DOWN** to highlight **RINGER TONE**.



Press **OK**. Display shows 10 musical notes, each one representing a different tone.



Use the **LEFT** and **RIGHT** arrows to move through the options and to hear a demonstration of each



Press **OK** on the tone you prefer. The telephone beeps to confirm and returns to the previous menu.

To display the LOCAL SETTINGS menu options



Press the **MENU** button.



Use **DOWN** to highlight **SETTINGS**.



Press **OK**.



Highlight **LOCAL SETTINGS**.



Press **OK**. Display shows the following menu options.

Beeps – activates and removes advisory beeps and warnings (see below).

Auto Backlight – switches a light ON and OFF behind the display (page 24).

Change PIN – additional features (page 29).

Language – to change the display to read in different European languages (page 24).

Baby Alarm Level – changes the sensitivity of the baby alarm (page 25).

Initialization – resets the handset to standard settings (page 26).

The Beeps menu allows the following warning and advisory tones to be switched on or off. A tick in front of the menu item indicates it is switched on.

Key confirmation beep

Each time a key is pressed the beep sounds. Default setting is ON.

Range warning beep

Tells you when the telephone is too far from the base station during a call. Default setting is OFF.

Confirmation beep

Confirms that you have followed procedures successfully. Default setting is ON.

Error beep

Lets you know that you have made a mistake when following a procedure. Default setting is ON.

In range beep

Tells you the phone is back within range of the base station. Default setting is OFF.



If you wish to escape a MENU press the **LOUDSPEAKER** button twice or lift and replace the handset on the telephone unit. To return to a previous MENU press **GO BACK**.



To switch the advisory/warning tones on/off



Press the **MENU** button.



Press **DOWN** to highlight **SETTINGS**.



Press **OK**.



Press **DOWN** to highlight **LOCAL SETTINGS**.



Press **OK**.



Press **DOWN** to highlight **BEEPS**.



Press **OK**.

Press **DOWN** to highlight the beep you want to modify.

OK Press **OK**. The display will show the current setting and an **ON** or **OFF** button to change the setting.

Either – To change the setting.

ON Press **ON** (if current state is off)
OFF or **OFF** (if current state is on).

Or – To keep the current setting.

OK Press **OK**.

To switch the automatic backlight feature on/off

Press keypad buttons in order shown

The light is activated by touching a button or by the detection of an incoming call. The standard setting is **ON**.

 Press the **MENU** button.

OK Highlight **SETTINGS**. Press **OK**.

Highlight **LOCAL SETTINGS**.
OK Press **OK**.

Highlight **AUTO BACKLIGHT**.
OK Press **OK**.

OFF Switch the light **OFF** and **ON** by
ON using the option buttons.

OK Press **OK** to confirm.

To change the language on the display

You can have the display in **ENGLISH**, **GERMAN**, **FRENCH**, **ITALIAN**, **SPANISH**, **PORTUGUESE** or **DUTCH**. The standard setting is **English**.

 Press the **MENU** button.

OK Highlight **SETTINGS**. Press **OK**.

OK Highlight **LOCAL SETTINGS**.
Press **OK**.

OK Highlight **LANGUAGE**. Press **OK**.

Highlight language required.

OK Press **OK**.

To change the language back to English

 Press the **MENU** button.

▲ Press **UP** or **DOWN** until one
▼ of these words appear:

- **EINSTELLINGEN**
- **REGLAGES**
- **IMPOSTAZION**
- **AJUSTE**
- **INSTELLINGEN**
- **PROGRAMGOES**

OK Press **OK**.

Press **UP** or **DOWN** until one of these words appear:

- LAKALE EINST
- REGLAGES COMBINE HARVESTER
- MPOSTAZ. TELEF
- AJUSTE LOCAL
- PROGRAM. LOCAL
- LOKALE. INSTELL.

OK Press **OK**.

Press **UP** or **DOWN** until one of these words appear:

- SPRACHE
- LANGUAGE
- LANGUE
- LINGUA
- IDIOMA
- TAAL

OK Press **OK**.

The language menu is displayed and you can select English from the list (one of the following words).

Choose 'ENGLISH'. One of the following choices:

- INGLES
- ENGLISH
- ENGELS
- INGLÉS
- INGLESE
- ANGLAIS
- ENGLISCH

OK Press **OK**.

To alter the sensitivity level of the baby alarm



Press the **MENU** button.

OK

Highlight **SETTINGS**. Press **OK**.

Highlight **LOCAL SETTINGS**.

OK

Press **OK**.

Highlight **BABYALARM LEVEL**.

OK

Press **OK**.

<

Use **LEFT** and **RIGHT** to select the level you want (1 = least sensitive, 3 = most sensitive).

>

OK

Press **OK**. The sensitivity is set. (See page 31 for a description of the baby alarm feature.)

To reset the Deskphone back to original standard settings

Press keypad buttons in order shown

This will not affect the PIN, Phonebook or base system code.

The following settings will be restored:

Ringer volume **3**

Ringer tone **1**

Handset volume **1**

Loudspeaker volume **3**

Range warning **OFF**

In-range Beep **OFF**

Key Beep **ON**

Confirm Beep **ON**

Error Beep **ON**

Automatic Backlight **ON**

Language Setting **English**

Redial number list **Deleted**

ISDN Configuration **ON**



Press the **MENU** button.



Press **UP** or **DOWN** to select



SETTINGS.



Press **OK**.



Press **UP** or **DOWN** to select



LOCAL SETTINGS.



Press **OK**.



Press **UP** or **DOWN** to select



INITIALISATION.



Press **OK**. The display will ask you to enter your Deskphone PIN number (default 0000).

CODE

Enter your PIN.



Press **OK**. Display reads: 'RESET SETTINGS TO DEFAULT'.

Using the Diverse Deskphone with a switchboard

Your Diverse Deskphone can be connected to all compatible switchboards (PBXs). For a list of compatible switchboards call the Diverse Helpline on **0845 7908070**.

See your Diverse base station user guide for more information on using your phone with a switchboard.

Inserting Pauses

When connected to some switchboards it may be necessary to inset a pause in the number string. The following procedures show how it can be done.

To insert a pause in a number using conventional dialling



Lift handset or press **LOUDSPEAKER** button.

Dial part of number up to where pause is required.



Press **PAUSE**.

Dial remainder of number.

To insert a pause in a number using preparatory dialling

Deskphone must be in idle state.

Enter part of number up to where pause is required.



Press **ACTIVATE**.



Press **DOWN** to highlight **PAUSE**.



Press **OK**. A **P** will be added to the end of the number.



Enter remainder of number.



Lift handset or press **LOUDSPEAKER** button.

To insert a pause in a number stored in the phonebook

Press keypad buttons in order shown

Refer to the phonebook procedures on how to create, edit and save phonebook entries.


Either – when creating a new entry.

Enter the name and part of the number up to where the pause should go.

 Press **ACTIVATE**.

 Press **DOWN** to highlight **INSERT FUNCTION**.

 Press **OK**. Display will show **PAUSE** highlighted.

 Press **OK**. Display will now show a **P** at the end of the number you are entering. Enter the remainder of the number then save it in the normal way.


Or – when editing an entry.

Edit the number you want to add a pause to.

Move cursor along the number and position it immediately to the right of where the pause should go.

 Press **ACTIVATE**.

 Press **DOWN** to highlight **PAUSE**.

 Press **OK**. A **P** will be inserted to the left of the cursor position.

Save the entry in the normal way.

Additional Features

Security

Using and changing the Deskphone PIN code

As a digital phone system, your Diverse provides excellent security features against others 'listening in' to your calls. You can also prevent others from changing your Deskphone settings, and your phonebook entries. Each phone needs to be registered with the base station. To do this you need to know and use the system code.

The default setting for both the Deskphone PIN and system code is 0000.

To change the system code, please refer to your base station user guide.

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

If you change your Diverse Deskphone PIN, please keep a note of it in the box provided at the front of this book.

PIN numbers can be up to eight digits long, and can consist of any combination of the numbers 0-9.

0-9



If you enter an incorrect PIN number whilst changing your PIN, the display branches back to Handset Settings and you have to work through the process again.

Press the **MENU** button.



Highlight **SETTINGS** and then press **OK**.



Highlight **LOCAL SETTINGS** and press **OK**.



Highlight **CHANGE PIN** and press **OK**.

CODE



Enter your current PIN number (default 0000). (If you make a mistake use **BACK**, **FORWARD** and **DELETE** to correct it.)



Press **OK**.



Enter your new PIN number and press **OK**.

CODE



Enter the new PIN again.

Press **OK**. A confirmation beep is sounded and the message 'NEW PIN STORED!' is displayed.

Try not to forget your PIN number because expert technical help will be needed to release the phone. If you do forget your PIN, contact the Diverse Helpline on **0845 7908070**.

Phone Lock

To block the telephone from making outgoing calls

Press keypad buttons in order shown

The Diverse Deskphone offers call barring to prevent unauthorised use. Incoming calls can still be answered.



Press the **MENU** button.



Select **PHONE LOCK** and press **OK**.



Enter your PIN number (default 0000).



Press **OK**.



Highlight **LOCK ON/OFF** and press **OK**.



Press **ON** to activate Phone Lock. The display will change to **OFF** and the lock symbol will show a closed lock.



Press **OK** to confirm. The display shows **PHONE LOCKED**. If someone picks up the handset to make a call they will hear the engaged tone, and a key symbol will appear in the display to indicate the phone is locked.

Or



Press **GO BACK** to come out of the menu without setting call barring.



To remove call barring, follow the procedure above and press **OFF** when it appears, then press **OK**.



Quickdial Number

A Quickdial number can be stored in your Diverse Deskphone so that when you lift the handset, the Quickdial number is automatically dialled. This can be useful, for instance, if you wish a child or babysitter to be able to contact you immediately just by lifting the handset and pressing any key.

To store a Quickdial number



Press **MENU**.



Select **PHONE LOCK** and press **OK**.



Enter PIN (default 0000) and press **OK**.



Select **DSS NUMBER** from the menu and press **OK**. Display will show **DSS NUMBER**.



Enter the number you wish to store as your Quickdial number.



Press **ACTIVATE**.



Highlight **SAVE ENTRY** and press **OK**.

To operate the Quickdial function



Press the **QUICKDIAL** button on the keypad. The phone will automatically dial the stored number on handsfree operation. To switch from handsfree to use the handset, just pick up the handset.

To edit or cancel a stored Quickdial number



Press the MENU button.



Select PHONE LOCK and press OK.

CODE

Enter PIN (default 0000) and press OK.



Use UP or DOWN to select



DSS NUMBER from the menu and



press OK.



Use the RIGHT/LEFT and



DELETE buttons to change the



number (or just use the DELETE button to remove the complete number if you wish to cancel the stored Quickdial number).



Press ACTIVATE once you have finished your alterations.



Press OK to save entry.

To contact emergency services when outgoing calls have been blocked

KEYPAD

In case of emergencies, you can still dial **999**, even if the phone lock has been activated. To do this the handset must be on the cradle. First dial **999** and then pick up the handset. If you are calling via a switchboard, you will need to dial the switchboard external dialling code (usually **0, 9** or **R**) before the **999**

Baby Alarm

To switch the baby alarm ON and OFF

The baby alarm sets up a connection between two telephones registered to the same base. When a noise registers in the first telephone, the second one rings. If the call to the second telephone is answered, conversation is possible. The standard setting for this service is OFF.

The standard setting for the sensitivity level of this alarm is 2. If you wish to change the sensitivity, see page 25.

The baby alarm will not work in conjunction with call barring. If one of the telephones you are using requires batteries, they must be fully charged and the handset in the 'baby room' must not be placed in a charger, as this will cover the microphone.

On the phone in the baby room

Press keypad buttons in order shown



Press the **MENU** button.



Using the **DOWN** option on the menu highlight **BABY ALARM**.



Press **OK**.



Enter the extension number of the telephone you wish to ring as the alarm.



Press **ACTIVATE**. **STORE** will be highlighted on the display.



Press **OK**. Display will show **BABY ALARM ACTIVATED INTERNAL**, plus the extension number of the telephone to be called.

To switch the baby alarm OFF



Press **OFF**.

Operating with additional base stations

You can register your Diverse Deskphone with up to three base stations.


If you are registering phones to more than one base we recommend that you:

1. Ensure each base station has been assigned a different number.
2. Ensure that each handset is given the same extension number at each base with which you register it.

To register your Diverse Deskphone to additional base stations

Either –

At a Diverse 1010/1015/ 2010/2015 base station

 Press the **GREEN** or **GREY PAGER** button (for about 10 seconds) until it starts to beep then release the button. You now have up to 1 minute to complete the registration process.

Or –

At a Diverse 2-Line or ISDN base station

Press the **GREEN** registration light/button then release it. The registration light should now start flashing. You now have up to 1 minute to complete the registration process.

Then –

At the Deskphone



Press the **MENU** button.



Press **DOWN** to highlight **SETTINGS**.



Press **OK**.



Press **DOWN** to highlight **REGISTER**.



Press **OK**.



Press **DOWN** to highlight which base name you want to register to (**BASE 1**, **BASE 2**, **BASE 3**).



Press **OK**.

KEYPAD Enter the system code for the base to which you are attempting to register.

OK Press **OK**. After a few seconds the Deskphone will display all available internal numbers.

KEYPAD Press a number button corresponding to one of the free internal numbers displayed.

OK Press **OK**.

The Deskphone is now registered with the base station and the base station name displayed when in idle state.

To set the Diverse Deskphone to select the best base station signal


Press keypad buttons in order shown

Once you have registered your Deskphone to additional base stations you can also set it to find the strongest base station signal automatically, each time you make a call.

 Press the **MENU** button.

Highlight **SELECT BASE**.

OK Press **OK**.

 Use **DOWN** to highlight **BEST BASE**.

OK Press **OK**. Automatic base selection is set.


To set the Diverse Deskphone to search for a specific base signal

If you are using your phone in an area where two base signals overlap, we recommend that you specify a preferred base signal for your telephone to search for first. If the phone does not find a clear signal from this base it will then resort to finding an alternative signal.

 Press the **MENU** button.

 Highlight **SELECT BASE**.

OK Press **OK**.

 Use **DOWN** to find the base station that you want as first choice (i.e. **BASE 1**).

 Press **ACTIVATE**.

Select **PRIORITY SELECTION**.

OK Press **OK**. Priority selection is set.

If you want your telephone to search for only one base, and not switch to searching for a better signal, select **FIXED SELECTION** instead of **PRIORITY SELECT**.

For instructions on how to use multibase operation with Diverse ISDN, please refer to your base stations user guide.

To change base station name/ numbers on your Diverse Deskphone

You may decide to reassign base names/numbers when building up your telephone system.



Press the **MENU** button.

Select **SETTINGS** and press **OK**.

Select **BASE SETTINGS** and press **OK**.



Highlight the base you wish to rename.



Press **ACTIVATE**. Display shows **CHANGE BASE NAME**.



Press **OK**.



Use **DELETE** to remove the current name.

Use the keypad to write the new name.



Press **ACTIVATE**. **SAVE ENTRY** will be highlighted on display.



Press **OK**. Display shows **ENTRY STORED**.

The new base station name will now show on your Diverse Deskphone display.

For instructions on how to de-register a Deskphone which is registered on more than one base, please see page 10.

The procedure opposite removes the registration information from the Diverse Deskphone only. On completing these steps you will need to remove the information from the base station as well. See your base station user guide for instructions.

How to use the shortcut function

Shortcut function

Your Diverse 2000 Deskphone has a shortcut button which gives you access to a shortcut menu. In the shortcut menu you can store frequently used functions as shortcuts which can be accessed when the phone is in idle state or on-line.

Each shortcut corresponds to a button sequence which is saved under a shortcut name and can then be retrieved from the list of shortcut names, just like a directory entry.

Overview of shortcut functions.

- Start
- New entry
- Edit entry
- Delete entry
- Display entry
- Copy entry
- Delete memory
- Copy memory
- Default shortcuts
- Available memory

How to create a new shortcut

Press keypad buttons in order shown



Press the **SHORTCUT** button (a list of names of previously created shortcuts will be displayed. If this is the first shortcut you are creating, the display will be empty).



Press the **ACTIVATE** button and highlight **NEW ENTRY**.



Press **OK**. An edit screen will appear which has a name field and a shortcut field. The word **NAME** flashes as a prompt to enter a name for the shortcut.

Enter the name of the function and the contents using the keypad.



Press **ACTIVATE**.



Highlight **SAVE ENTRY** and press **OK**. The entry is stored.





Press the **MENU** button to return to idle state.


How to insert functions whilst creating a new shortcut


See list below of available functions.

 Press the **ACTIVATE** button.

 Press **UP** or **DOWN** to highlight **INSERT FUNCTION**.

 Press **OK**. A list of functions will be displayed.

 Press **UP** or **DOWN** to highlight the desired function.

 Press **OK**. The edit screen will now be shown with a character added in the shortcut field. The meaning of the characters is shown in the table below.

Repeat the last 5 steps to add more functions.

Function Inserted	Character Displayed
Request PIN Code	C
Request Number	N
Insert Pause	P
Request Acknowl.	Q
Base Prompt (state)	B
INT button	I
SET button	S
Redial button	W
End Call	E
Temp Switch to Tone	M

How to use a shortcut



Press the **SHORTCUT** button. A list of stored shortcuts will be displayed.



Use **UP** or **DOWN** to highlight the required shortcut.



Press the **ACTIVATE** button.



Highlight **START** and press **OK**.

The shortcut sequence will now start and will continue automatically through the sequence prompting the user input such as PIN number of an internal number if required.

How to view, edit or delete an entry



Press the **SHORTCUT** button.



Press **DOWN** to highlight the required shortcut.



Press **ACTIVATE**.

Viewing



Press **DOWN** to highlight **DISPLAY ENTRY**.




Press **OK**. The shortcut name and content will be displayed.





Press the **GO BACK** button to return to the menu.


Editing

Highlight **EDIT ENTRY**.

 Press **OK**. The shortcut name and content will be displayed. The shortcut name will be flashing with the edit cursor at the end of the line.


 Use **LEFT** and **RIGHT** to move the cursor,

 **LEFT** to delete the character to the left of the cursor, the keypad buttons to insert


 digits and **ACTIVATE** button to go to another menu to allow inserting a function.


 Press **ACTIVATE**.

Saving

 Highlight **SAVE ENTRY** and press **OK**, (or highlight **CANCEL** then press **OK** to abort editing and return to the screen listing the shortcuts.


Deleting


 Highlight **DELETE ENTRY** and press **OK**. The display will confirm the entry has been deleted.


 Press the **MENU** button to return to idle state.


How to delete all shortcuts

Press keypad buttons in order shown


 Press the **SHORTCUT** button. A list of the stored shortcuts will be displayed.

 Press **ACTIVATE**.


 Press **UP** or **DOWN** to highlight **DELETE MEMORY**.

 Press **OK**. You will now be asked for the handset PIN number.


CODE Enter the handset PIN number.

 Press **OK**. You will now be asked "*Delete all entries*".


Either

 Press the **YES** button to delete all the entries. The deletion will be confirmed.

Or

 Press the **NO** button to abort the deletion and return to the list of shortcut names.

Then

 Press the **MENU** button to return to the idle menu.

To load the default shortcut list for Diverse 1010/1015/2010 and 2015



Press the **SHORTCUT** button.



Press **ACTIVATE**.



Highlight **DEFAULTSHORTCUTS** by using the **UP** or **DOWN** button.



Press **OK**. The screen will display **CAUTION: USE ONLY WITH SPECIFIC BASES!**. This is a reminder that the shortcut functions were written for use with the 1010, 1015, 2010 or 2015 base stations.

Either



Press **LOAD** to store the defaults in memory. The screen will display **SYSTEM SHORT CUTS COPIED IN LIST**.

Or



Press **CANCEL** to abort and return to the screen listing the shortcuts.



Press **MENU** to return to the idle menu.

To check how much memory is free



Press the **SHORTCUT** button.



Press **ACTIVATE**.



Press **UP** or **DOWN** to highlight



AVAILABLE MEMORY.



Press **OK**. The amount of memory will now be displayed for a few seconds before returning to the list of shortcut names.



Press the **MENU** button to return to idle menu.

Maintenance

General

Simply clean the telephone with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause static shock.

Service

Within the warranty period

If you experience a problem with your Diverse Deskphone you should contact the Diverse Helpline on **0845 7908070**. 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 warranty period

If your Diverse Deskphone 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 Helpline on **0845 7908070** for a list of our recommended repair agents.

If you have to return your Diverse Deskphone

Pack it securely, preferably in the original packaging. We can not take responsibility for goods damaged in transit.

Help

Emergency Calls

The emergency services can be contacted in the UK by dialling **999**, or by dialling **112**, which is valid in any country that is a member of the European Community. If your Diverse base station is connected to a switchboard, you can still dial the emergency services direct on **999**.

This number will connect you even if call barring has been set, but **YOU MUST DIAL 999 BEFORE LIFTING YOUR HANDSET FROM THE TELEPHONE UNIT.**

Please note: Some switchboards can not dial out during a power failure.

If you have a problem, the following simple solutions may provide the answer.

No display appears

Check that the telephone is switched on. Check that the power unit is plugged in properly.

No dial tone

Check that the handset cord is plugged into the handset and the telephone unit. Check that the base station is switched on. If other telephones or handsets are registered on the same base, the outside line may already be in use. Wait until the call is finished and try again.

'Search Station' is flashing on the display or you can not link up with the base station?

Check that your Deskphone is registered to a base station.

To register your Deskphone, see page 8. Check that the power cable is connected to the telephone unit and switched on at the wall socket.

Check that the phone is within range of a base station to which it is registered.

Also check that the base station is connected to the power point and switched on at the wall socket.

The telephone does not ring

The ringer volume may be set too low. Adjust the ringer volume by following the instructions on page 22.

Telephone beeps

If 'Search Station' is flashing, check that you are in range of your base station.

Buzzing noise on my radio, TV, answering machine or computer

Diverse is too close, causing interference. Move it another metre away.

The radio signals from the telephone to the base station may cause unpleasant interference for people with hearing aids.

Please note

Please read the Help section in your base station user guide and if you still cannot solve your problem, please call the Diverse Helpline on

0845 7908070

Technical Information

Environment

Your Diverse Deskphone should be kept free of dust, moisture, high temperature and vibration. It 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.

Approval

This additional piece of equipment for Diverse base stations has been approved in accordance with the European directive 91/263/EEC Telecommunications Terminals. This telephone satisfies the requirements of the EU directive.

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.

Connecting to switchboards

The Diverse Deskphone is only approved for use with a base which is compatible with switchboards, including those which do not provide secondary proceed indication. If you would like a list of suitable switchboards, contact the Diverse Helpline on **0845 7908070**. If you do have a compatible switchboard, it can not be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties call the Diverse Helpline on **0845 7908070**.

Generally, Diverse systems can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. The Diverse system is suitable for connection to switchboards which return secondary proceed indication.

Index

Answer call	14	Quickdial	30
B aby alarm	25, 31	Quick search	18
Backlight	24	R ange	6
Base name	35	Redial	14
Base selection	34	Registering with base stations	8
Base stations	33	Removing registration	10
Beeps	23, 41	Reset	26
Buzzing	41	Ringer tone	22
DECT	4	Ringer volume	21
Directory	14	S ecurity	29
Display symbols	11	Settings	21
E mergency calls	31, 41	Shortcut	36
Ending a call	13	Store numbers	14
Extension number	8, 9, 35	Switchboards	27, 42
H andset	6	T echnical information	42
Help	41	Transferring calls	15, 17
I nstallation	6	V olume	21, 22
Internal calls	15	W arnings	42
L anguage	24		
Lock	30		
Loudspeaker	13		
M ains power	6		
Maintenance	40		
Making and receiving calls	13		
Menus	11		
O n-hold	15, 16		
Outgoing call barring	30		
P ause	27		
Phonebook	17		
capacity	20		
change entries	19		
copy entries	20		
delete entries	19		
P IN	29		



*Offices in Europe, North America,
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(Low Voltage Directive)

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

