BT

Diverse 2015
Digital Cordless Telephone Answering Machine
User guide

Clear English Standard
PLAIN LANGUAGE COMMISSION
WINNING DOCUMENT

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

Check that your Diverse 2015 is complete.

For your records

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

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

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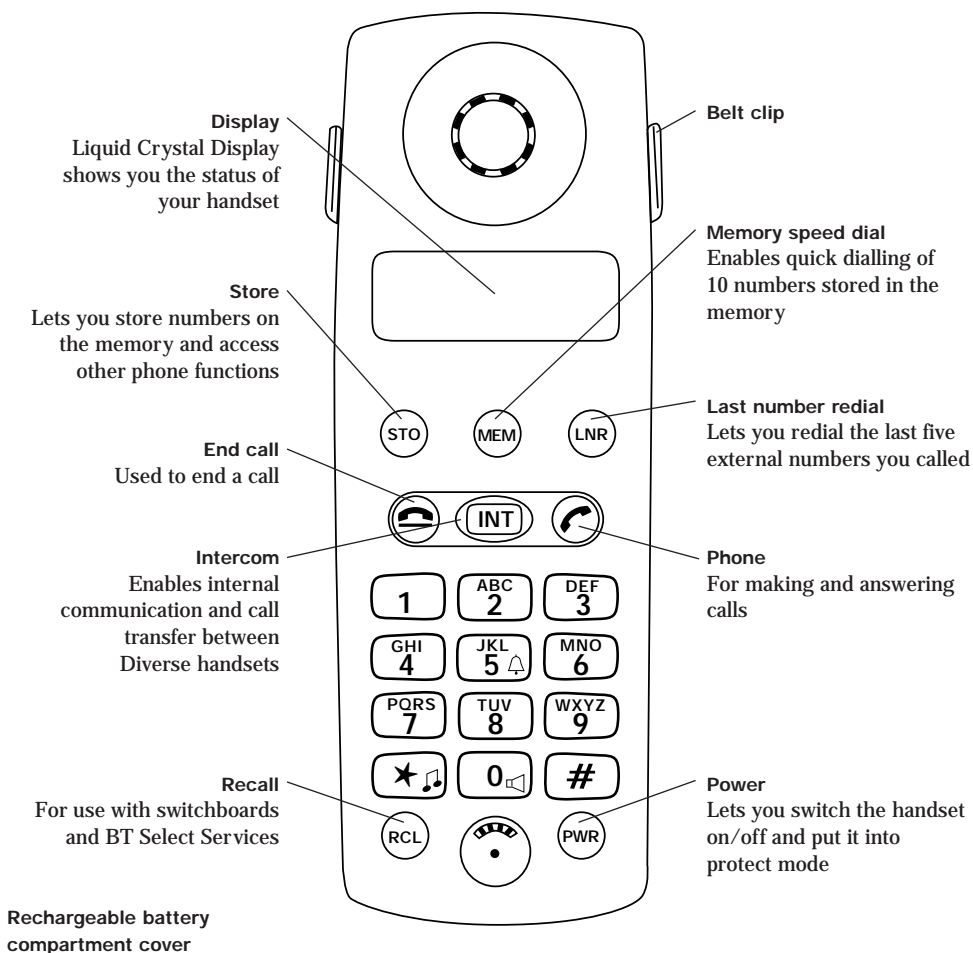
Base Station PIN Number:

☐ ☐ ☐ ☐

Handset PIN Number:
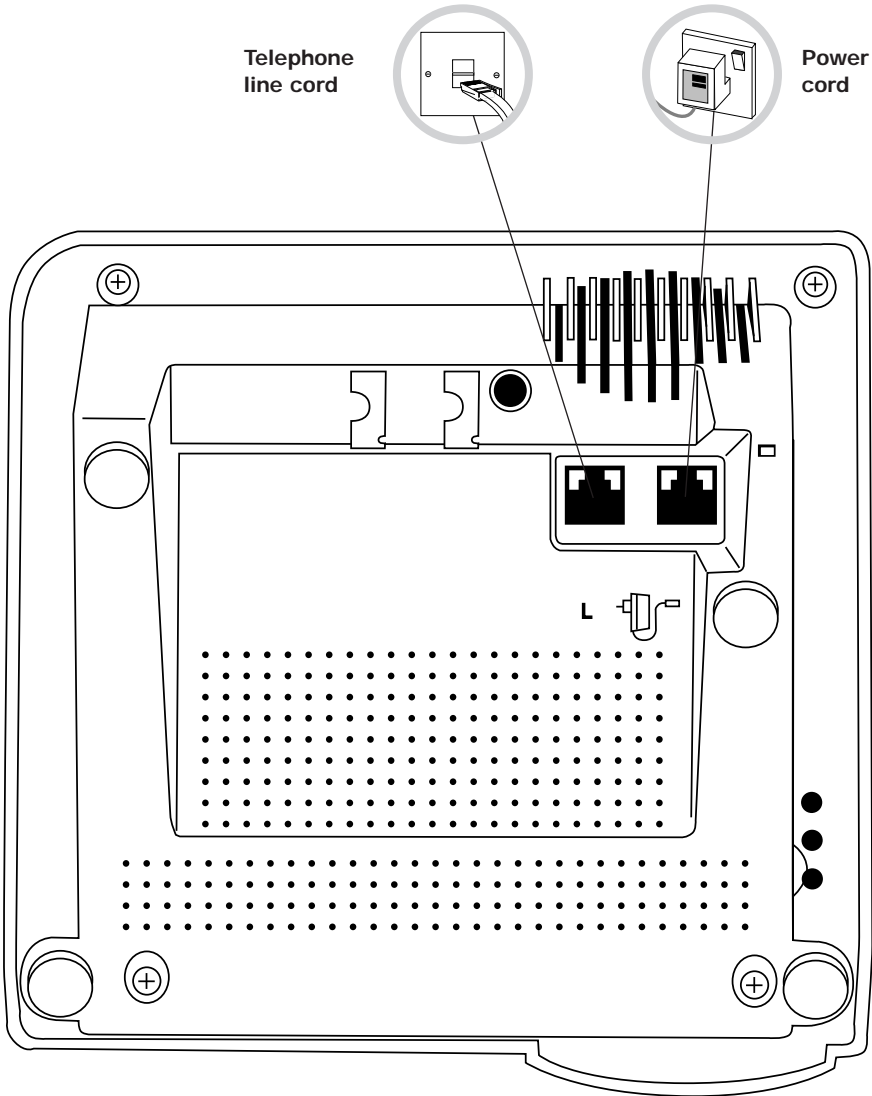
☐ ☐ ☐ ☐

When you unpack you should have:
• Diverse 2015 base station
• Diverse 2015 handset
• Power adaptor
• Handset belt clip
• Two nickel cadmium (NiCad) rechargeable batteries.
• Telephone line cord

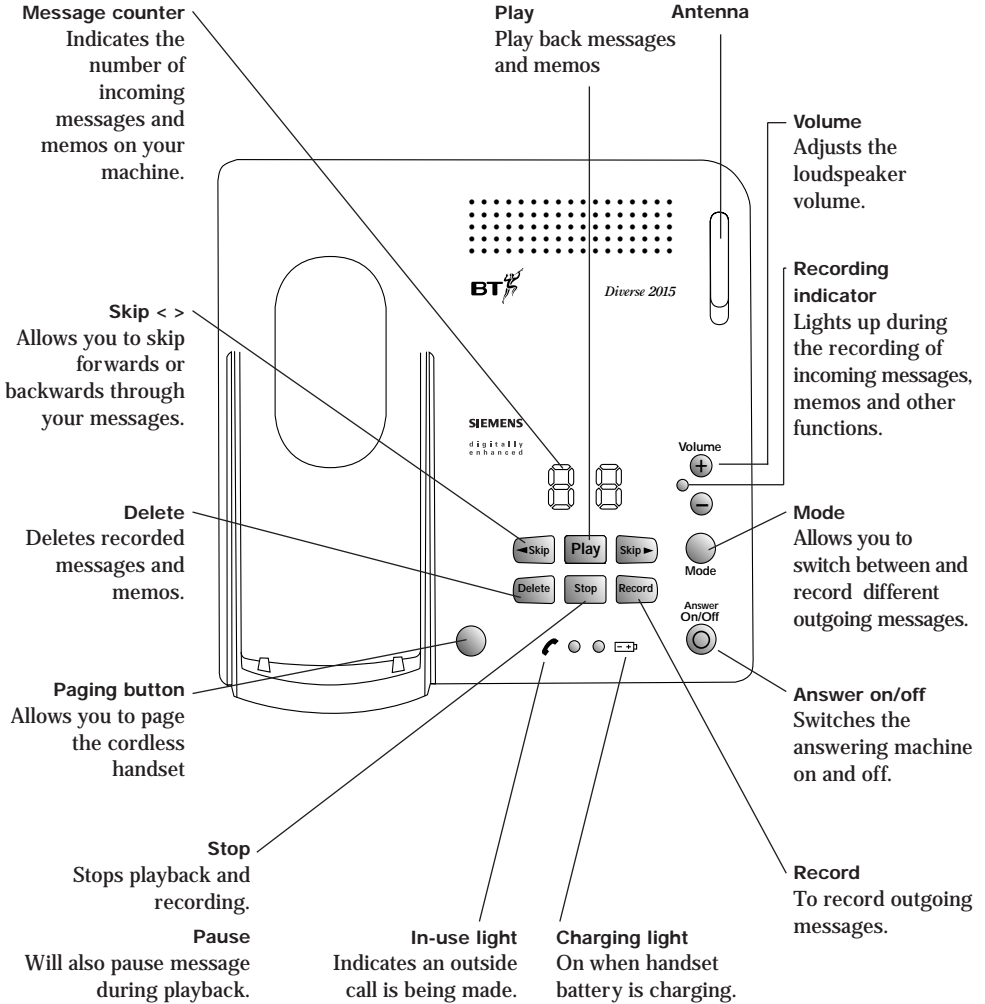*Please open this page for an 'at a glance' guide to your Diverse 2015.*

At a glance

Display
Liquid Crystal Display shows you the status of your handset

Belt clip

Memory speed dial
Enables quick dialling of 10 numbers stored in the memory

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

Last number redial
Lets you redial the last five external numbers you called

End call
Used to end a call

Intercom
Enables internal communication and call transfer between Diverse handsets

Phone
For making and answering calls

STO   MEM   LNR

INT

1   ABC 2   DEF 3

GHI 4   JKL 5   MNO 6

PQRS 7   TUV 8   WXYZ 9

★   0   #

Recall
For use with switchboards and BT Select Services

RCL   PWR

Power
Lets you switch the handset on/off and put it into protect mode

Rechargeable battery compartment cover

**Base station
underside view**

**Telephone
line cord**

**Power
cord**

L

**Base station
top view**

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

Play
Play back messages and memos

Antenna

Volume
Adjusts the loudspeaker volume.

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

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

Delete
Deletes recorded messages and memos.

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

Paging button
Allows you to page the cordless handset

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

SIEMENS
digitally enhanced

BT

Diverse 2015

Volume
Mode
Answer On/Off

Skip
Play
Skip
Delete
Stop
Record

Stop
Stops playback and recording.

Pause
Will also pause message during playback.

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

Charging light
On when handset battery is charging.

Record
To record outgoing messages.

In this guide

Hints and tips boxes
In this user guide, we've included helpful tips and important information.

Introducing the Diverse 2015

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

Building up a phone system

You can use up to six handsets on each Diverse base station, up to four base stations can be used with each Diverse handset to build a comprehensive and easy to use cordless telephone system. Also available are additional chargers, to allow you to maintain the charge of your handset other than at the base station, and an Executive handset with advanced operational features. Although this user guide applies to both single and multiple handset systems, some functions described in this guide apply only to Diverse 2015 phones with more than one handset connected.

As this product is rechargeable, it is normal that a certain amount of heat will be produced in its day-to-day operation. Whilst this is entirely safe we would advise against placing this product on antique, veneered or wooden surfaces as damage may occur.

Setting up

Follow these steps to get your Diverse 2015 ready for use.

Warning

1 For the handset use only approved nickel-cadmium (NiCad) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the **Diverse Helpline 0345 908070**. For the back-up box use only alkaline non rechargeable leak proof batteries.

2 Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse 2015. 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 2015 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

5 Diverse 2015 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 2015 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 2015 range may be affected by being near bodies of water such as ponds, lakes, the sea.

7 Do not submerge any part of the phone, base station or batteries in water or use in a damp environment, such as a bathroom.

8 Do not expose to fire.

9 The handset may not be operated in rooms with explosive hazards.

10 Make sure you connect the power and telephone lines to the correct sockets in the base station.

11 Do not dispose of used batteries in the normal household rubbish.

12 Use only the supplied power adaptor no. C39280-Z4-C101.

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.

Approved rechargeable batteries

Nickel-cadmium
Saft RC6
Panasonic P-60 AA/1P
Philips R6 NC-P
UCAR RC 6
DAIMON ACCU 1000
Varta Accu Plus
Ni-Cad 1.2V No. 5006
Sanyo N-3U
Energizer Eveready RC 6
GP60 AA KC

Plan where you will put your Diverse 2015. 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 2015. Take care that the telephone line cord and power cable plugs are connected to the correct sockets. Incorrect placement could damage the base station.
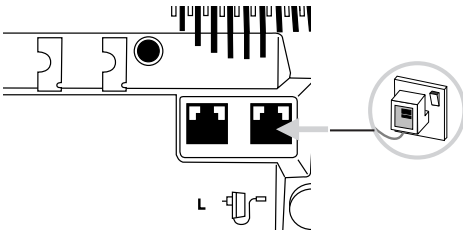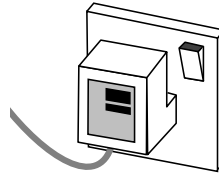

Ensure that the telephone line cord and the power supply are plugged into the correct socket.

The message counter will flash on and off continually until you have set the time and day. See page 29.

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

When the power is switched on the '*00*' display on your base station will begin to flash.

In order to stop the display flashing, you must record the day and time (see page 29) and your outgoing message (see page 24).

Use only power adaptor C39280-Z4-C101 with your Diverse 2015

3 Connect the telephone line cord to the Diverse 2015 base station

Ensure that this is fitted correctly into the right socket.
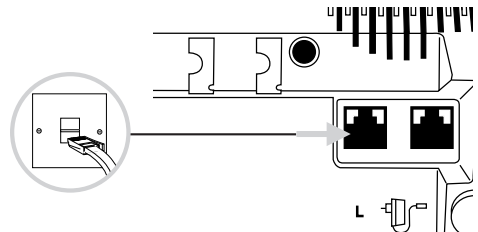
4 Plug your Diverse 2015 into the phone socket

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.

WARNING

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

5 Install the rechargeable batteries in the handset

The handset uses the two AA size nickel cadmium (NiCad) batteries, which are supplied. To install them, insert the batteries as indicated on the 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.
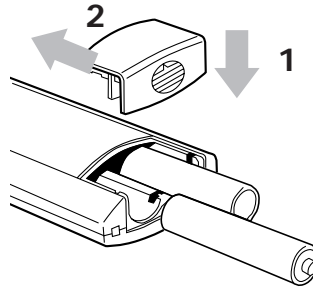
Important

When replacing batteries always use good quality nickel cadmium (NiCad) rechargeable AA types with at least 600mAh capacity in order to achieve the specified operating time. Never use other batteries or conventional alkaline batteries. They could result in a short circuit or destroy the battery casing. Recommended rechargeable batteries are available from the **Diverse Helpline 0345 908070** and the BT Shop.

6 Fit the handset Belt clip

Fit the belt clip onto the back of the handset.
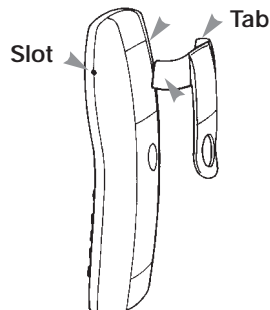
7 Charge the handset batteries for at least 16 hours

Battery display when inserting or replacing a battery
When you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

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

Make sure that the contacts on the bottom end of the handset are touching both charging contacts.

When the handset batteries are charging, the green **CHARGING** light comes on – it goes off when the battery is fully charged. It will come on again occasionally to indicate that the battery is being topped up.

When the handset battery has been charged for 16 hours, the Diverse 2015 is ready to use.

Battery performance
After charging your Diverse 2015 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.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

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

Battery low warning
An LCD on the handset display shows the current charging level. When the batteries are almost flat a beep sounds and the display shows the empty battery symbol. Displays showing that charging is in progress are listed below:
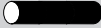
Batteries fully charged

Batteries at 66%

Batteries at 33%

Batteries empty

Getting the most out of your batteries
Avoid replacing the handset on the base station between calls. It is best to keep the handset off the base for a few hours at a time.

If the ☉ symbol flashes
continuously, it means the handset is either out of range or is not registered with the base station. To register, follow the steps on page 51. All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 2015.

The ☉ symbol may also flash after a power failure. Provided the handset has been registered with the base, the ☉ symbol will stop flashing after a while indicating the handset has automatically re-registered to the base station. If it continues to flash, re-register the handset to the base station – see page 51. The display may also flash if the day and time have not been set, see page 29.

Please 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.*

Using your Diverse 2015 telephone

ON/OFF and PROTECTED modes

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

OFF

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

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

ON

You can make and receive calls.

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

PROTECTED

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

• To switch to PROTECTED when the handset is ON, press and release the **PWR** button quickly. Press again to return to ON.

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

Flashing ⏻ can also mean that the handset is not registered with the base. To register a new handset, see page 51.

Making and receiving calls

To make an external call
Ensure the handset is switched ON.

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

Alternatively, you can enter the phone number you want first and then press the **PHONE** button to dial.

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

If connected to a switchboard with pulse dialling, you can switch to tone dialling during a call by pressing the ✱ button. This enables you to use systems such as home banking. The Diverse 2015 will return to pulse dialling on completion of the call.

To end a call

- Press the **END CALL** button
or
- Place the handset back on the base station.

To receive an external call

ᵔ EXT

When the phone rings the display flashes **EXT**. Press the **PHONE** button on the handset and speak
or
If the handset is on the base station or charging unit, simply lift it up and speak. You do not need to press the **PHONE** button.

At the end of the call, either press the **END CALL** button or replace the handset on the base station.

To redial the last number

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

To redial any of the last five numbers

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

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

Paging and internal calls

If you have multiple handsets registered with the base, the Diverse 2015 enables two handsets to talk to each other on an internal 'intercom' call, while a third handset can be on an external call. See 'Registering a new Diverse Handset with the base station' on page 51.

To page a handset from the base station

You can alert handset users that they are wanted, or locate a missing handset.
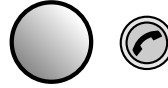
- Press the **GREY** button on the base station.All handsets registered with the base station will ring. Paging calls cannot be answered by a handset.
- To end paging, press the **GREY** button.

Or

- To end paging from the handset press the **PHONE** button.

To make an intercom call to the base station

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

- Press the **INT** button.
- Dial 969.
- Speak your announcement.
- Press the **END CALL** button to end.

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

To make an internal intercom call to another handset

• Press the **INT** button. Display shows your handset number.
• Enter the number of the handset you want to call. The called handset will ring.
• To end the call, press the **END CALL** button or replace the handset on the base or charging station.

To receive an internal call

2
INT

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

To make an internal intercom call to all handsets

• You can call all handsets registered to the base station.
• Press the **INT** button. Display shows your handset number.
• Press the ✳ button. Display shows all handsets registered. All these handsets will ring. The first handset to answer will take the call.
• To end the call, press the **END CALL** button or replace the handset on the base.

To transfer an external call between handsets
If you are in a conversation with an external caller and want to transfer the call to another handset.

• Press the **INT** button. Display shows **EXT** and **INT**. Your caller will hear a melodious tone.
• Enter the number of the handset to which you want to transfer the call. When the caller handset answers, you can talk without the external caller hearing.

- To transfer the call: Press the **END CALL** button, or replace the handset on the base station. the **RCL** button.

Or

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

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

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

(INT)   (RCL)

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

Using the memory to store and dial numbers

Your Diverse 2015 handset can store 10 phone numbers, each up to 22 digits long, which then can be speed dialled. Stored numbers can include settings made with the **RCL**, ✷ and # buttons. You can also enter a 'pause' for instance if you wish to use your Diverse 2015 with a switchboard (see page 48, 'Switchboard compatibility').

To store a number
The handset must be ON.

(STO)   (MEM)   [0-9]

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

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

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

To speed dial a number stored in the memory

- Press the **PHONE** button. You will hear the dial tone. Display shows **EXT**.
- Press and release the **MEM** button twice; the number in memory **1** will be displayed.
- Continue to press and release the **MEM** button to scroll through the memories.
- Press the memory location number on the keypad and the number is dialled automatically.

Or, to save scrolling through stored numbers:

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

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

To clear all the numbers stored in a handset's memory

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

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

Using and changing the system code and handset PIN

As a digital phone system, your Diverse 2015 provides excellent security against others 'listening in' to your calls. You can also prevent unauthorised use of the handset(s). Each handset needs to be registered with the base station. To do this you need to know and use the system code.

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

If you want to use remote access

(i.e. call your Diverse 2015 from another phone to play back your messages) you will need to change the system code from 0000.

For instructions on using remote access, see page 36.

To change a system code for the Diverse 2015 base station

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

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

- Press the **STO** button then the **#** button.
- Press **8** on the keypad.
- Press the ✶ button.
- Enter the current system code (default *0000*).
- Enter the 4-digit code you want.
- Confirm the code by entering it again.
- Press the **STO** button. The code is now entered.
- A long beep will confirm the new setting.

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

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

Handset power must be switched to ON.

(STO) (TUV 8) (WXYZ 9)

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

Caution
Do not forget your system code or handset PIN.
Special, expert help is required if you forget the system code. Please contact the Diverse 2015 Helpline on 0345 908070. Calls are charged at local rates.

If you are setting call barring (page 22) from your handset you are advised to change the handset PIN to prevent unauthorised use.

Optional settings

Adjusting ear piece volume
The volume of received calls can be set to three different levels ranging from normal to loud.
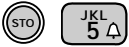
To set the volume:

(STO) (0 ◁)

- Press the **STO** button.
- Press the **0** button the current setting is displayed.

- Press **1** button for normal.

- Press **2** button for louder.

  C

- Press **3** button for loudest.

  C
  C

- Press the **STO** button.

The new volume setting has been entered.

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

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

To adjust the ringer volume in the base station
There are seven levels: 0 = off, 6 = high. Default setting is 6.

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

To adjust the tone of the handset ringer
There are six levels: 1 = low, 6 = high. Default setting is 1.

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

To adjust the tone of the base station ringer
There are six levels: 1 = low, 6 = high. Default setting is 1.

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

To switch the 'confirmation' tone on and off

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

STO | DEF 3 | 1

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

or

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

To switch the 'wrong button' tone on and off

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

STO | DEF 3 | GHI 4

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

or

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

To switch the 'settings confirmation' tone on and off

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

STO | DEF 3 | PQRS 7

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

or

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

To switch the battery warning tone on and off

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

STO | DEF 3 | ABC 2

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

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

To switch the 'range warning' tone on and off

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

(STO) [DEF 3] [DEF 3]

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

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

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

(STO) [DEF 3] [JKL 5]

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

To reset your Diverse 2015 base station to the default settings
The handset must be switched ON.

(STO) **#** **1** (LNR)

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

This will reset:	• TONE/PULSE signalling to TONE. • Access code/pause to NONE. • Pause after the **RCL** button to NONE. • Ring assignment to collective ringing (explained on page 42).
It will delete:	• Connections to a switchboard.
It will NOT reset:	• The system code. • Handset registration settings.

To reset your Diverse 2015 handset to the default settings
The handset must be switched ON.

(STO) **TUV 8** (MEM)

• Press the **STO** button.
• Press **8** on the keypad.
• Press the **MEM** button.
• Press the handset PIN code (default *0000*).
• Press the **STO** button.

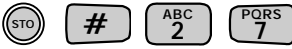| This will reset:	• Ringer volume. • Tone. • Battery warning tone. • Range warning tone. • Synchronisation tone. • Confirmation tones.
It will delete:	• Numbers stored in the speed dialling memory. • The last number redial memory.
It will NOT reset:	• The handset PIN. • The handset registration settings.

Call barring

Emergency Services 999 and 112 calls can still be made. From switchboards you can dial access code 9 followed by 999 or 112, **RCL** button 999 or **RCL** button 112.

To bar and cancel an individual handset from making external calls

You can lock your handset and bar all outgoing calls. Call barring prevents unauthorised use of your handset. Incoming calls are not affected.

$$\text{(STO)} \quad \boxed{\#} \quad \boxed{1} \quad \text{(LNR)} \quad \boxed{\star\text{♫}} \quad \boxed{1}$$

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (Standard setting is *0000*.)
- Press the **LNR** button.
- Press the **✶** button.
- Press the **1** button.
- Enter the internal number of the handset you wish to control.

Either

- Press **0** to prevent the making of external calls. You can still make internal calls and external emergency calls.

Or

- Press **1** to allow external calls.

Then

- Press **STO** to confirm.

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

To store your own 'special numbers'

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

$$\text{(STO)} \quad \boxed{\#} \quad \boxed{\substack{ABC \\ 2}} \quad \boxed{\substack{JKL \\ 5\text{♫}}} \quad \text{(LNR)}$$

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **5** button.
- Enter the system code (default *0000*).
- Each time you press the **LNR** button, the display shows the four memories for your emergency number *1 ☰*, *2 ☰*, *3 ☰*, *4 ☰*, Select the one you want.

- Enter your emergency number.
- Press the **STO** button to confirm. You hear a confirmation beep.

You can overwrite each number by repeating these steps.

To cancel your own 'special numbers'

(STO) [#] [ABC 2] [PQRS 7]

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **7** button.
- Enter the system code (default *0000*).
- Press the **STO** button.

My Emergency numbers are
1 _____
2 _____
3 _____
4 _____

Using your Diverse 2015 answering machine

When you cannot answer the phone, your Diverse 2015 will take messages. You can also make memo recordings (see page 40).

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

The Diverse 2015 also contains a default outgoing message.

Outgoing messages

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

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

A pre-recorded message is built into the Diverse 2015 as Message 1. This may be recorded over by yourself.

Note
Deleting your recorded message in announcement 1 will automatically reinstate the original default message. It is not possible to delete the default pre-recorded message.

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

To stop the numeric display flashing, the day and time must be set, see page 29.

Mains power failure
If the mains power fails, your OGM's and any ICM's and Memos that have been recorded will be saved. However, if the mains power fails for more than approximately 5 seconds, you will need to reset the time and day announcement.

To record your first outgoing message (A1)
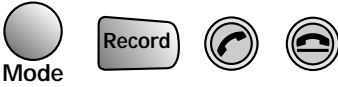
- Press the **MODE** button repeatedly until the voice says *'Answer mode using Announcement 1'*. Display shows **A1**.
- Press the **MODE** button once again. Voice says *'Mode'*.
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset (only if handset is not on the base). The voice says *'Recording announcement'*.
- Now record your announcement through the Handset.
- Press the **END CALL** button to end the recording.
- Your recording is played back.

or if

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

or

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

The unit will then automatically revert into 'Answer ON' mode and accept calls.

To play back your first outgoing message (A1)

- Press the **MODE** button until the voice says *'Answer mode using Announcement 1'*.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **PLAY** button. Your message is played back. Along with any concluding message.
- Stop playback at any time by pressing the **STOP** button.

To delete your first outgoing message (A1)
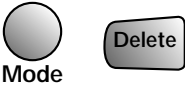
○ Mode   [Delete]

- Press the **MODE** button until the voice says *'Answer mode using Announcement 1'.* Display shows **A1**.
- Press the **MODE** button.
- Press and hold the **DELETE** button until the outgoing message is deleted.

To record a second outgoing message (A2)

○ Mode   [Record]   ☎   ☎

- Press the **MODE** button repeatedly until the voice says *'Answer Mode using Announcement 2'.* Display shows **A2**.
- Press the **MODE** button once again. Voice says *'Mode'.*
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset. The voice says *'Recording announcement'.*
- Now record your announcement through the Handset.

- Press the **END CALL** button to end the recording.
- Your recording is played back.

or if

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

or

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

The unit will then automatically revert into 'Answer ON' mode and accept calls.

To play back your second outgoing message (A2)

Mode   Record   Stop

- Press the **MODE** button until the voice says *'Answer Mode using Announcement 2'*.
- Press the **MODE** button. Voice says *'Mode'*.
- Press the **PLAY** button. Your message is played back. Along with any concluding message.
- Stop playback at any time by pressing the **STOP** button.

To delete your second outgoing message (A2)
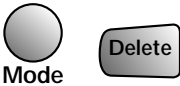
Mode   Delete

- Press the **MODE** button again. Voice says *'Answer Mode using Announcement 2'*.
  Display shows **A2**.
- Press the **MODE** button again. Voice says *'Mode".*
- Press and hold the **DELETE** button until the outgoing message is deleted.

To record an advisory announcement (A*8*)

Mode   Record

- Press the **MODE** button repeatedly until the voice says *'Answer Mode using Advisory Announcement'*. Display shows **A*8***.
- Press the **MODE** button once again. Voice says *'Mode'*.
- Press the **RECORD** button within 3 seconds. Your handset rings.
- Press the **PHONE** button on your handset. The voice says *'Recording advisory announcement'*.
- Press the **END CALL** button to end the recording.

The unit will then automatically revert into 'Answer ON' mode and accept calls.

To play back your advisory announcement (A$\mathcal{B}$)

(Mode) **Play**

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

To delete your advisory announcement (A$\mathcal{B}$)

(Mode) **Delete**

- Press the **MODE** button again. Voice says *'Answer Mode using Advisory Announcement'*. Display shows **A$\mathcal{B}$**.
- Press the **MODE** button again. Voice says *'Mode'*.
- Press and hold the **DELETE** button until the outgoing message is deleted.

Selecting your outgoing message
You can switch between your outgoing messages and advisory announcement by pressing the **MODE** button. The display on the base shows *A1* for outgoing message 1, *A2* for outgoing message 2 and *A$\mathcal{B}$* for your advisory announcement. A voice will confirm your selection.

Use the **MODE** button to display:

A1 – for outgoing message 1 (contains pre-recorded outgoing message)

A2 – for outgoing message 2

A$\mathcal{B}$ – for your advisory message

You will hear the voice confirm your selection.

To switch the answering machine on/off

Answer
On/Off

Press the **ANSWER ON/OFF** button. The machine is ON when the button lights up. It is OFF when the button is not lit up. The voice tells you which outgoing message/ announcement is set. If you have a new message waiting, the light flashes.

Remember, the answering machine will not take incoming messages until you have recorded an outgoing message unless you are using Announcement 1 and its pre-recorded message.

To set the day and time on the answering machine
If there is a mains power failure, you will need to reset the correct day and time.

STO #   INT   9 WXYZ   9 WXYZ

- Press the **STORE** button.
- Press the **#** button.
- Press the **INT** button.
- Press the **9** button twice. The voice announces, *'Time setting. Please enter day of the week using 1-7. Monday is 1, Sunday is 7.'*
- Press **1-7** to set the day.
  1=Monday, **2** = Tuesday,
  3 = Wednesday, **4** = Thursday,
  5 = Friday, **6** = Saturday,
  7 = Sunday.
- The voice says, *'Please enter the time using four digits.'*
- Press four digits to enter the time, eg **0937** for **09**:**37** hours. The Diverse 2015 uses the 12-hour clock. The display shows a flashing **1** after the time. This indicates pm.
- Press **0** for am or press **1** for pm.
- Check that the day and time you have entered is correct on the display, if it is not, press the **STORE** button and repeat this process.
- Press the **STORE** button to confirm the setting.

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To switch the day and time announcement off or on

Your Diverse 2015 will automatically announce the day and time after each message. This is the default setting. You can switch this setting off and back on again.

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

either

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

or

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

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

To set the duration of incoming messages

You can use the handset to select the maximum length of time callers have to leave their message.
The default setting is 120 seconds.

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

or

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

or

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

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

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

Recording memos
You can leave memo messages on your Diverse 2015. You have the same time to record a memo as currently set for incoming messages. The default setting is 120 seconds.

To record a memo

Record

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

Stop

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

Displaying new and old messages
Your Diverse 2015 can tell you which messages are new and which messages have already been played back.

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

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When the recording memory is full

If you have recorded an advisory announcement as one of your outgoing messages, your Diverse 2015 will automatically play it as the outgoing message to all new callers. If not, your Diverse 2015 will not answer the call.

To play back new messages at the base station

Play

• Press the **PLAY** button.

To play back all messages (this includes old messages) at the base station

Play

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

To skip forwards and backwards through your messages

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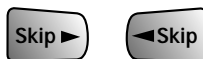
At the base:
• Press the **SKIP ▶** button once to skip to the start of the next message or several times to skip forward over a number of messages.
• Press the **◀ SKIP** button once to skip back to the start of the current message or several times to skip back over a number of messages.

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

To pause a message during playback at the base station

Stop   **Play**

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

To stop playback at the base station

| Stop |

• Press the **STOP** button twice.

To save messages at the base station

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

| Record |

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

To delete a message at the base station

| Delete | | ◄Skip |

• Press the **DELETE** button during playback of the message you want deleted. Playback stops. Voice announces, *'Deleting'* press skip back to confirm.
• Press the ◄ **SKIP** button. Voice announces,*'Message deleted'*.

To delete all messages which have been played back

The answering machine must not be in playback mode.

| Delete | | ◄Skip |

• Press the **DELETE** button. The voice says, *'Deleting'* press skip back to confirm.
• Press the ◄ **SKIP** button. The voice announces, *'Messages deleted'*.

Call screening

When the answering machine is switched on, you can hear incoming calls and decide whether to answer them or let your Diverse 2015 take their message. If you decide to answer the call, the answering machine will stop when you pick up any handset from the base or charging station (or press the **PHONE** button) and allow you to speak direct to the caller. Please note that when your Diverse 2015 answers a call, you will not hear your outgoing message.

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

(STO)   **#**   (INT)   **WXYZ 9**

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

or

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

Note

You will not hear the outgoing message, unless you press the volume buttons whilst answering.

To adjust the loudspeaker volume

(+)   (–)

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

Or
- Press the **–** button to decrease volume.

The setting is stored until adjusted again.

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

- Press the **PHONE** button or take the handset off the base.

Or
- Pick up the handset of a parallel phone.

The answering machine stops recording and resets to Answer On and you can take the call.

To adjust the number of rings before incoming calls are answered

You can select the number of rings, from 1 to 9, before incoming calls are answered by the machine when it is switched ON. The default setting will be 4.

(STO) (#) (INT) (WXYZ 9) (DEF 3)

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

Time saver mode

Times saver is useful if you ring in from another phone to see if you have any new messages. ('*Remote access*' – see page 36.)

If you have new messages, your Diverse 2015 will answer after 2 rings. If you do not have any new messages, your Diverse will not answer until 4 rings. This enables you to end your call before you are connected, saving you time and money.

To set a pause before each message play back

Normally, your Diverse 2015 will play back messages continuously. You can set it to pause between messages. The next message will not be played back until you press the **SKIP ▶** button.

(STO) (#) (INT) (WXYZ 9)

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

either
- Enter **51** to insert a pause between messages.

or
- Enter **52** for continuous message playback.
- Press the **STO** button to confirm the setting.

Remote access

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

Either

From a Diverse handset

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

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

Please Note. *You must change the system code (page 16) before Remote Access may be used.*

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

Or

From another external *Touchtone*™ **phone**

• Dial your Diverse 2015 phone number.
• When the Diverse 2015 takes your call, enter the system code **(this must be different from the default setting of 0000. See page 16 on how to change your system code).** You hear a beep and the voice announces the current operating mode, the number of messages stored and, if applicable, the time and day.

If you make a mistake entering the system code, you hear the voice announce, 'Incorrect PIN'. You can try again.

After three incorrect entries, the answering machine disconnects the call.

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

For help

`#`

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

To play back new messages

`★♪` `2 ABC` `5 JKL`
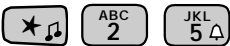
• Press the ★ button. The voice announces, *'New 'n' messages available'*.
• Press the **2** button. Your new messages are played back.
or
• To cancel, press the **5** button.

To play back all messages

`2 ABC` `5 JKL`

• Press the **2** button. All messages are played back.
or
• To stop, press the **5** button.

To skip forwards or backwards during playback

`3 DEF` `1`

• Press the **3** button to move on to the next message.
or
• To play back the current message again, press the **1** button.
or
• To move back several messages, press the **1** button repeatedly.

To pause during playback

`5 JKL` `2 ABC`

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

To stop playback

$\boxed{5\;^{JKL}}$

• Press the **5** button twice.

To mark a message as new

$\boxed{\star}$ $\boxed{\star}$ $\boxed{5\;^{JKL}}$

• Press the ✱ button twice during playback. The playback skips to the end of the message and the voice announces, *'Message is marked as new'*.

or

• Press **5** to cancel.

To delete a message during playback

$\boxed{0}$ $\boxed{1}$

• Press the **0** button during playback of the message to be deleted. Playback stops and you hear the remote handset announce, *'Deleting'*, press skip back to confirm.

• Press the **1** button. The voice confirms, *'Message deleted'*.

To delete all messages you have played back

$\boxed{0}$ $\boxed{1}$

• Press the **0** button. The voice announces, *'Delete'*, press skip back to confirm.

• Press the **1** button. The voice confirms, *'Messages deleted'*.

To select the operating mode

You can switch between the outgoing messages.

$\boxed{9\;^{WXYZ}}$ $\boxed{1}$ $\boxed{2\;^{ABC}}$ $\boxed{3\;^{DEF}}$

• Press the **9** button. The voice says, *'Mode'*.

• Press the **1** button to select **A1**. The voice says, *'Answer mode. Using announcement 1'*.

or

• Press the **2** button to select **A2**. The voice says, *'Answer mode. Using announcement 2'*.

or

• Press the **3** button to select **A8**. The voice says, *'Answer mode. Using advisory announcement'*.

or

• To cancel, press the **5** button.

To record a new outgoing message

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

MNO 6	PQRS 7	JKL 5 🔔

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

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

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

To record an advisory announcement

First select the operating mode **A** *8* by following the instructions on page 38 entitled 'To select the operating mode'.

MNO 6	PQRS 7	JKL 5 🔔

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

To play back an outgoing message/announcement

First select operating mode **A1**, **A2** or **A** *8* by following the instructions on page 38 entitled 'To select the operating mode'.

PQRS 7

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

To delete an outgoing message/announcement

First select operating mode **A1**, **A2** or **A⌐** by following the instructions on page 38 entitled 'To select the operating mode'.

`0⌐` `PQRS 7` `JKL 5⌐`

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

or

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

To record a memo message

Memo messages may be made in remote access mode. Do not pause for longer than **8** seconds when recording a memo or the answering machine will end the call.

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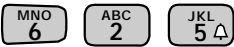
- Press the **6** button. The voice says, *'Recording'*.
- Press the **2** button. the voice says, *'Recording message'*. After the beep, speak your message.

or

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

Dialling in to switch your answering machine to Answer ON from another remote phone

- Your system code must be changed from the default (0000).
- Dial your number and let it ring. After approximately 17 rings, your Diverse 2015 answering machine automatically answers.
- The Diverse 2015 will ask you for the system code.
- You will have 3 attempts to answer the correct system code. The Diverse 2015 will disconnect the call if all are incorrect.
- After you have successfully entered the correct system code, all of the previous instructions are available.

Remote access quick guide

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

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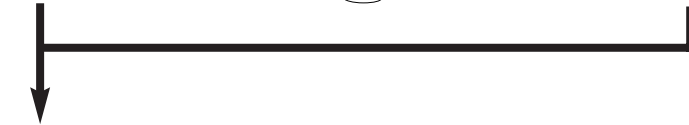
1	Skip backwards
2	Play back all messages
3	Skip forwards
4	No function
5	Abort action (pause)/stop
6	Recording
7	Output announcement
8	Answering machine on/off
9	Operating mode
0	Delete
✱	New
#	Status/help

Recording:
- **2** Memo
- **7** Announcement or advisory message
- **9** Intercom to base
- **#** Help

Operating mode:
- **1** Call recording announcement 1
- **2** Call recording announcement 2
- **3** Advisory message
- **#** Help

Delete:
- **1** Message
- **7** Announcement or advisory message
- **#** Help

New:
- **2** Play back new messages
- **✱** Mark message 'new'
- **#** Help

Additional features

Secrecy

(INT) (RCL)

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

Secrecy is not available for internal calls.

Call timer

Your Diverse 2015 provides an approximate guide to the length of each external call you make. The handset display shows the approximate call duration both during your call and also for a few seconds after your call is completed.

Operating with additional handsets

'Ring priority' and 'collective ringing'

Your Diverse 2015 will ring all handsets whenever there is an incoming call. This is called collective ringing. Ring priority means an incoming call will ring first at a preferred handset. If there is no answer, the call will ring all other handsets.

The default setting for your Diverse 2015 is for collective ringing.

To change between ring priority and collective ringing

The handset must be switched ON.

(STO) # 1 (LNR) ★♫ ABC 2 DEF 3

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

or
- Press the **1** button to select COLLECTIVE RINGING.
- Press the **STO** button to confirm.

To set which handset will receive ring priority

Once you have set your Diverse 2015 to ring priority, you can select the handset you want to ring first.

(STO) # 1 (LNR) ★♫ ABC 2

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

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

⬡STO [#] [1] ⬡LNR [✶♩] [MNO 6] [2-9]

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

To clear and reinstate handsets for collective ringing
The default setting is for all handsets to be set for collective ringing.

⬡STO [#] [1] ⬡LNR [✶♩] [ABC 2]

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

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

Using your Diverse 2015 with a Diverse 2000 Executive Handset

Your Diverse 2015 comes complete with a Diverse Handset. If you wish, you can use a Diverse 2000 Executive Handset with the 2015 Base Station.

To register your Executive Handset with your Diverse 2015 Base Station, please refer to the instructions in your Executive Handset User Guide.

Display
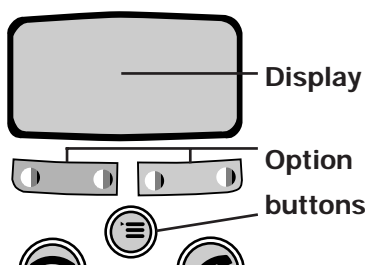
Option buttons

Your Executive Handset 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.

📖	**PHONEBOOK**, to enter, use and alter phonebook entries.
INT	**INTERNAL**.
→→	**REDIAL**.
▲	Move **UP** through menu.
▼	Move **DOWN** through menu.
↰	**GO BACK** to previous menu.
OK	**OK**.
⌨	**ACTIVATE**.
⌫	**DELETE**.
<	**BACK**.
>	**FORWARD**.

The instructions throughout this User Guide relate to the Additional Handset. When using the Executive Handset, you will either need to follow the instructions in your Executive Handset User Guide or, with a few simple changes, follow the instructions in this User Guide.

The following instructions can be found in your Executive Handset User Guide.

Adjusting Handset settings (including Handset volumes, tones and confirmation tones).

Call Transfer.

Clearing numbers stored in the memory.

Intercom calls.

Making and Receiving calls.

On hold.

Redialling.

Registering a new Executive Handset with the base station.

Resetting your Executive Handset to the original settings.

Setting and changing the Executive Handset PIN.

Speed dialling.

Storing numbers in the memory.

To bar all calls from your Executive Handset.

To use the following instructions found in this user guide you will need to refer to the chart on page 47.

Adjusting base station settings (including base station volumes and tones).

Adjusting the rings before incoming calls are answered.

Call screening.

Changing the system code for the

Diverse 2015 base station.

Operating with additional handsets.

Remote access.

Resetting your Diverse 2015 base station to the original settings.

Ring priority and collective ringing.

Secrecy.

Setting the date and time on the answering machine.

Setting the duration of incoming messages.

To bar all calls from all handsets registered to the base station.

To record, play and delete advisory announcement.

To record, play and delete answer machine messages.

To store your own 'special numbers'.

Using your Diverse 2015 with a switchboard.

DIVERSE 2000 HANDSET (ADDITIONAL)	*DIVERSE 2000 EXECUTIVE HANDSET*
Where the instruction begins; (STO) • Press the **STO** button.	**Replace with**; (INT) `SET` • Press **INT**. • Press **SET**.
(STO) **#** (INT) • Press the **STO** button. • Press the **#** button. • Press the **INT** button.	(INT) `SET` **#** (≣) `OK` • Press **INT**. • Press **SET**. • Press the **#** button. • Press the **MENU** button. • Select *INTERNAL CALL*. • Press **OK**.
Where the instruction ends; (STO) • Press the **STO** button to the new setting.	**Replace with**; `SET` (☎) • Press **SET** to confirm. • Press the **END CALL** button to end the procedure.

If the instruction Press LNR button appears anywhere, please replace with →→
for the Executive Handset.

Switchboard compatibility

Your Diverse 2015 can be connected to all compatible switchboards. For a list of suitable switchboards, phone Diverse Helpline on **0345 908070** or BT on **154**.

Entering external access codes for older switchboards.

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

Setting the TONE or PULSE mode

Your Diverse 2015 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
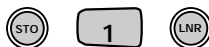
(STO) [1] (LNR)

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

To re-set to TONE dialling

$$\text{STO} \quad \# \quad 1 \quad \text{LNR}$$

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

To set Time Break Recall with Tone dialling

$$\text{STO} \quad \# \quad 1 \quad \text{LNR}$$

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

To set to Earth Recall with Tone dialling

$$\text{STO} \quad \# \quad 1 \quad \text{LNR}$$

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

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

$$\text{STO} \quad \# \quad 0 \quad \text{LNR}$$

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

Notes

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

Setting the access pause

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

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

The handset must be switched ON.

STO   **#**   1   LNR

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

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

Registering a new Diverse 2000 Additional Handset with the base station

Up to six handsets can be registered and operated from the Diverse 2015 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.

Diverse handsets	Item Code
Diverse 2000 Additional Handset	*– 871171.*
Diverse 2000 Executive Handset	*– 871172.*
Diverse 2000 Charger	*– 871173.*

Please note – Diverse 2000 handsets will not work on Diverse 1000 base stations.

If you are registering a Diverse 2000 Executive Handset follow the instructions in the Diverse 2000 Executive Handset user guide.

To register a handset
The handset must be switched OFF.

At the base station:

• Press and hold down the grey paging button until you hear the continuous beeps (after about 10-15 seconds).

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

At the handset:

| 1 | (PWR) | # | | ⏻ |

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

Please Note
Diverse 1000 Handsets will not work on the Diverse 2015 base. But Diverse 1010/1015 Additional and Executive Handsets are compatible.

To remove a handset registered at the base station
These steps can be taken from any registered handset.

| (STO) | # | PQRS 7 | ABC 2 |

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

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

Operating with additional base stations

Diverse handsets	Item Code
Diverse 2000 Additional Handset	*– 871171.*
Diverse 2000 Executive Handset	*– 871172.*
Diverse 2000 Charger	*– 871173.*

Please note - Diverse 2000 handsets will not work on Diverse 1000 base stations.

Diverse 2000 Handsets are only compatible with the Diverse 2000 Charger.

Additional Handsets may be used with up to four Diverse 2015 and/or Diverse 2010 base stations.

The Diverse Executive may be used with up to six Diverse 2015 and/or Diverse 2010 base stations. Refer to your Diverse Executive user guide.

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) using the same internal number as on base station 1.
• Activate the display of the base station numbers on each handset; see page 55.

If, while not using your Diverse handset, 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 current call.

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

How to set up multiple base stations and handsets

To register additional Diverse 2015 handsets at more than one base station
You can use up to six handsets on each Diverse base station and up to four base stations with your Diverse handset to build up a comprehensive and easy-to-use cordless telephone system.

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

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

At the base station:

• Press and hold down the **GREY** paging button until you hear the beeps (after about 10 seconds).

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

At the handset:

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

> 2 —
> ⏻

• Enter the system code (default *0000*).
• Press the # button. The beep stops after a few seconds. The display shows all available handset numbers.

> 2 3 4 5 6
> ⏻

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

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

To set/clear the display of the base station number on a handset
The default setting is to display the number. This is useful if your handset is connected to more than one base station.

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

or

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

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

The handset must be switched **ON**

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

To set your handset for manual base selection

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

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

The handset must be switched **ON**

(STO) (INT)

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

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

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

Maintenance

General
Simply clean the handset and base station with a damp (not wet) cloth or an antistatic wipe. Never use household polish as this will damage your Diverse 2015. Never use a dry cloth as this may cause a static shock.

Service

Within the guarantee period
If you experience a problem with your Diverse 2015 base station or handset, you should contact the Diverse 2015 Helpline on **0345 908070**. Calls are charged at local call rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside the guarantee period
If your Diverse 2015 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 2015 Helpline on **0345 908070** and ask for details of our recommended repair agents.

If you have to return your Diverse 2015

Pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supply unit and original batteries (we cannot take responsibility for goods damaged in transit).

Help

Your Diverse 2015 has been designed to be easy to use. If you should experience a problem, please check the following points before calling the Diverse Helpdesk.

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

If your Diverse 2015 is connected to a switchboard, you may have to dial an access number before **999** *to contact the emergency services. Some switchboards cannot dial out during a power failure.*

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.

Battery performance
After charging your Diverse 2015 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.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

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

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

Use only AA size nickel cadmium rechargeable batteries in the handset. Any other types may cause irreparable damage. Do not immerse batteries in water or throw them into fire, or dispose of them with ordinary domestic refuse. To charge the batteries, only use the plug-in power supply station provided.

Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the Diverse Helpline **0345 908070** and your local BT shop.

BT accepts no responsibility for damage caused to your Diverse 2015 handset by the use of non-NiCad batteries.

Solving problems

If you are having difficulties using your Diverse 2015, please check the following simple solutions.

No handset display appears
Is the handset switched on?
The battery may be flat or dead. Recharge or replace the battery.

No dial tone
Is the telephone line cord plugged into the phone socket and the base station?
If other handsets are registered on the base, the outside line may already be in use. Wait until the call is finished and try again.

The ☐ symbol is flashing or you cannot link up with the base station
Is the handset registered with the base station? To register the handset, see page 51.

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

Are you in range of the base station?

Please 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.*

The base station or handset does not ring
The ringer volume may be set too low. To adjust the ringer volume at

the handset, see page 18.
Check that the telephone is
plugged into the phone socket.
Is the Diverse 2015 set up for ring
priority at another handset? See
page 42. Set the Diverse 2015 for
collective ringing.

**Cannot get through, even though
a dialling tone can be heard**
You may be set to the wrong
signalling method. To change
between TONE and PULSE
dialling, see page 48.

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

If ⏻ is flashing (see page 59), 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 or TV
Your Diverse base station or
handset or both may be too close –
try moving it at least one metre
away.

The machine won't answer calls.
Have you recorded an outgoing
message?
See page 25.
Check that it is switched on.

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

Is the machine set to advisory
announcement operating mode? If
it is, change the mode to A1 or A2
see page 25-26.

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

**You can not remotely interrogate
the Diverse 2015**
Ensure that you have changed the
system code.
see page 16.

When connected to a switchboard:

**You can't get a connection or you
get the wrong connection after
speed dialling**
Have you entered an access code?
See page 49.
Check you have selected the
correct recall and dialling modes.
See page 49.

*If you are still experiencing difficulty,
please call the Diverse 2015 Helpline
on* **0345 908070**.

Technical information

Environment
Your Diverse 2015 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.

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 2015 with up to 6 handsets has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed. (For example: if Diverse 2015 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Approval
Connection to the BT telephone network.
Diverse 2015 is fully approved for connection to the BT network provided it is used according to the instructions in this guide.

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

Connecting to switchboards
Diverse 2015 is only approved for use with a compatible switchboard including those which do not provide secondary proceed indication. If you would like a list of suitable switchboards, contact BT on **154** or Diverse Helpline on **0345 908070**.

If you do have a compatible switchboard, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on **154** or the Diverse Helpline on **0345 908070**.

Generally Diverse 2015 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. Diverse 2015 is suitable for connection to switchboards which return secondary proceed indication.

Technical specification

Standard	DECT
Number of channels	120 duplex channels
Radio frequency range	1880 MHz to 1900 MHz
Duplex method	Time-division multiplexing. 10 ms frame length
Channel grid	1728 kHz
Bit rate	1152 kbit/s
Modulation	GFSK
Voice coding	32 kbit/s
Transmitted power	10 mW, average output per channel
Range *Important note: The range can be greatly reduced where conditions are not ideal (ie in certain buildings near bodies of water etc).*	up to 300 meters outdoors maximum (uninterrupted line of sight) up to 50 meters maximum in buildings
Power supply	Base station 220/230 V –/ 50 Hz (AC adaptor)
Power consumption base station	9.2 VA
Operating time of handset **(with fully charged battery*)**	Standby: up to 60 hours Talk time: Up to 6·5 hours
Permitted ambient conditions **for operation (maximum)**	0˚C to 55˚C 20% to 75% rel. humidity
Permitted storage temperature	–10˚C to +60˚C
Signaling method	Dial pulsing/DTMF
Signal key function	Earth Recall/Timed Break Recall
Base station dimensions	ca. 195 x 174 x 90 (L x W x H)
Handset dimensions	Approx. 175 x 55 x 25 (L x W x H)
Weight	Base station: 350g Handset: 185g (with batteries)

*When batteries are in good condition.

Index

BT

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

The telecommunications services described in this publication
are subject to availability and may be modified from time to time.
Services and equipment are provided subject to British
Telecommunications plc's respective standard conditions of contract.
Nothing in this publication forms any part of any contract.

TouchTone™ is a registered trade mark of
British Telecommunications plc in the UK.

CE

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

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

504158