

Check box contents



Important: Only use the handset and line cord supplied in this box, or this product may not work.



User Guide



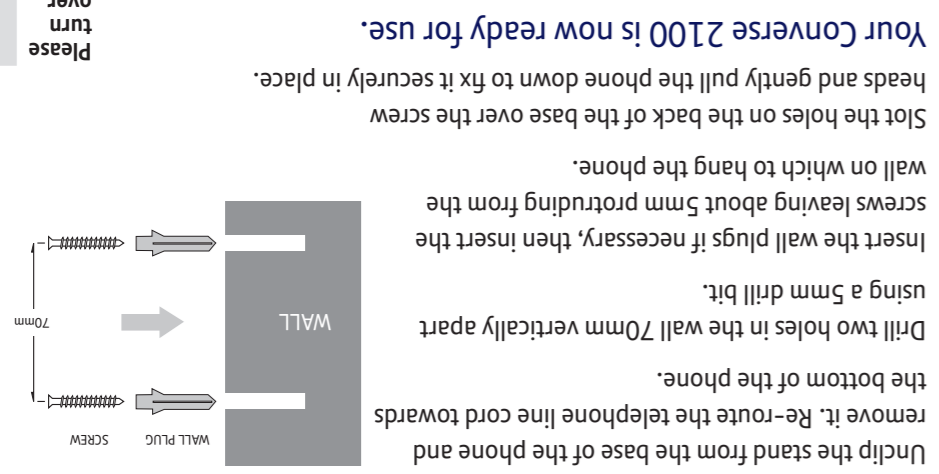
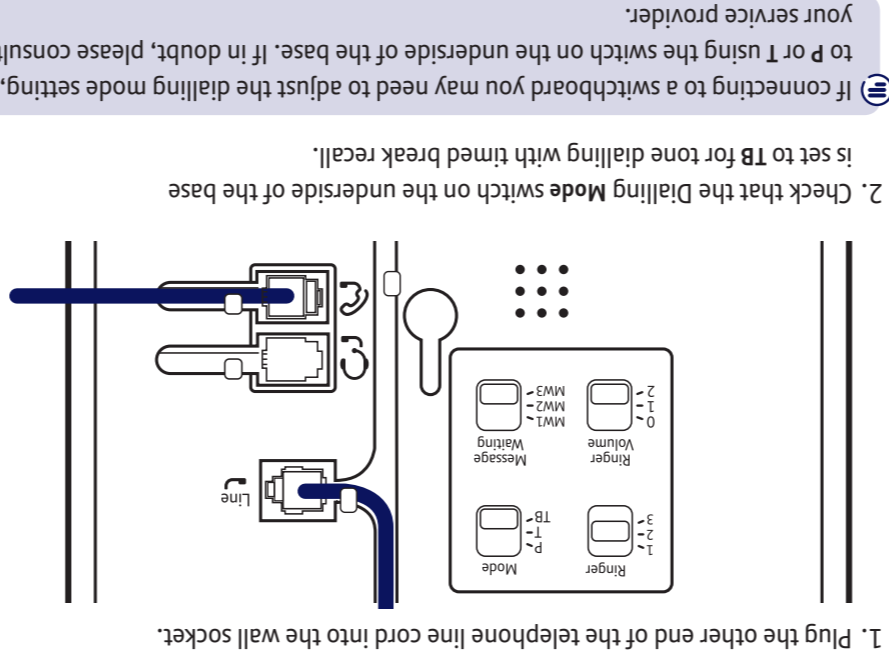
- 1** Set up
- 2** Go!

BT Converse 2100 Corded Phone

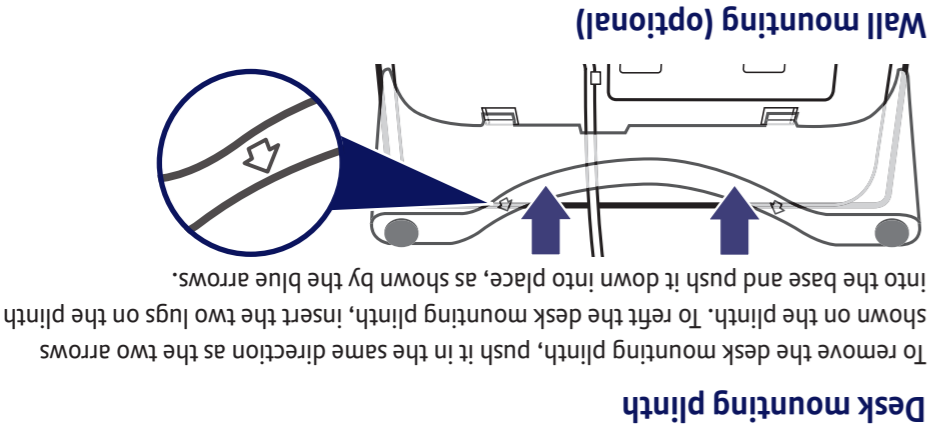
Setting up is easy. Just follow the simple steps in this guide.

If you'd like further help, or to view the full user guide, please visit our website bt.com/producthelp

1 Set up



Important: Before wall mounting, check you are not drilling into any hidden wiring or plumbing. Make sure the telephone line cord will reach the wall socket.



General information

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General information' section in the full user guide at bt.com/producthelp

Guarantee

Your BT Converse 2100 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Converse 2100, or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

For further information within and outside the 12 month guarantee, please refer to the full user guide at bt.com/producthelp

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

R&TTE Directive & Declaration of Conformity

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

The Declaration of Conformity is published on the website bt.com/producthelp



For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit bt.com/betterfuture

Offices worldwide

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

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Please turn over

Your phone

Handset park

If the phone is wall-mounted, you can hang the handset here if you need to leave the phone during a call.

M1 M2 M3
Store and dial one-touch numbers.

Message waiting indicator

Flashes if you have Voicemail.¹

Call indicator

Flashes when you have an incoming call.

One touch memory label

Keep a note of your numbers. Instructions on how to store a one-touch number are printed on the reverse of this label.

Headset socket (underneath the phone)
Use to connect a headset.

Redial

Redials the last number called. Also used to enter a pause in a stored number.

R

R (Recall) for use with a switchboard and some BT Calling Features.

Headset

Lets you make and receive calls with a headset. Indicator light is on when in use.

Mute

During a call, press to stop your caller hearing you. Indicator light is on when in use.

Amplify

Press to switch the handset earpiece volume between Normal and High.

¹ The light will only flash when connected to a PBX switch or similar. The light will not flash when used with network services. e.g. BT 1571.

2 Go!

Handset & Hearing Aid

Hearing aid wearers may benefit from switching their hearing aid to the middle T position and holding the earpiece up to the aid, not their ear. Please visit <http://www.btplc.com/inclusion/> for further practical advice on using hearings aids.



Making calls

Lift the handset and dial the phone number. Replace the handset to end the call.

Make a call using a headset


Headsets are not supplied. However, you can purchase headsets (with RJ11 jack) by visiting shop.bt.com

Plug the headset into the socket marked  on the underside of the base.



Press  and dial the number. When the headset is in use the headset indicator (on the  button) will be lit.

Press  to end the call.




Receive a call using a headset

When the phone rings and the headset is plugged in, press  to answer.

Redial

Lift the handset, or press , then press  to redial the last number called.

Mute







Press . The red Mute light (on the  button) comes on and your caller cannot hear you. Press  again to return to your caller.

Message waiting

If your BT Converse phone is connected to a switchboard, the message waiting indicator will flash when you receive new voicemail messages.

The light will not flash when used with BT 1571 or similar network voicemail services. New voicemail messages will be indicated by a stuttered dial tone when you pick up the handset.

If your telephone is connected to a switchboard you may need to change the message waiting switch setting on the base of the phone. It is pre-set to MW3 which is for an SX2000 switch. MW1 and MW2 positions are for when the telephone is connected to an ISDX switch. If the switch is moved to MW2 and the message waiting indicator stays on permanently, use MW1.

Lift the handset, or press  and dial     , to connect to your answering service.

Adjust the ringer volume

Set the **Ringer Volume** switch on the underside of the phone to 0 (Off), 1 or 2.




Adjusting the ringer tone




Set the **Ringer switch** on the underside of the phone to 1 (Low), 2 (Medium) or 3 (High).



Amplify




Press  to switch the handset earpiece volume between Normal and High. After you hang up, the volume will automatically return to Normal volume.

M1 – M3 memory buttons




Store your 3 most frequently used phone numbers on the one-touch memory buttons (,  and ) for ease of dialling.

Store/replace a one touch number


Lift the handset, or press , to get a line.

Press and hold the ,  or  button you want until you hear a beep and the Mute light flashes.

Enter the number you want to store.

Press the same ,  or  button to confirm. The number is stored. You hear a confirmation beep.

Dial a one-touch memory number

Lift the handset, or press , then press the one-touch button you want. The stored number is dialled.

Storing a pause in a number

A pause is normally inserted in a stored telephone number after a switchboard access code (e.g. 9) to allow the switchboard time to get an outside line before the number is dialled. For example, 9 – Pause – 08702405522.

To enter a pause, press  in the appropriate place when storing the number.

Delete a stored number

Lift the handset, or press , to get a line.

Press and hold the ,  or  button you want until you hear a confirmation beep and the Mute light flashes.

Press the memory button again to delete the stored number. You hear a confirmation beep. Replace the handset or press .

Help

Most problems can be fixed with a few simple checks.

Problem	Solution
No dial tone	Only use the cables supplied. Make sure the telephone line cord is plugged in correctly.
You have a dial tone, but the phone will not dial out	If you are connected to a switchboard, check whether you need to dial an access code or if you need to change the dial mode.
Phone ringer does not ring	Is the ringer volume switch set to 0? Move the ringer switch to 1 or 2.
Using broadband on the same phone line?	To avoid problems with your broadband or noise on your phone line, you might need to plug your telephone line cord into the wall socket via a microfilter (not supplied). If your main phone socket has a single socket, as shown, you'll need to use microfilters. You don't need to use microfilters if your main phone socket has two separate sockets, like either of these:

Find out more

- New Frequently Asked Questions available at bt.com/producthelp
- If you need more detailed instructions, a full user guide is available to download from bt.com/producthelp