



BT Converse 2100

User Guide

Corded Phone

Welcome

to your BT Converse 2100 Corded Telephone

- Three one-touch buttons for easy dialling of your most important numbers.
- Headset facility lets you make and receive calls privately while keeping your hands free.
- Mute feature lets you talk to someone else close by without your caller hearing.
- Last number redial.
- Providing you are connected to a compatible switchboard, the message waiting indicator will flash when you receive new messages.*
- Amplifier lets you switch the handset earpiece volume between Normal and High.
- Adjustable ringer volume.

* BT 1571 or similar network voicemail users can also use this feature, however the indicator light will not flash. New voicemail messages will be indicated by a stuttered dial tone when you pick up the handset.

This User Guide provides you with all the information you need to get the most from your BT Converse 2100.

You must first set up your BT Converse 2100 before you can use it. This doesn't take long as it is easy to do.

Just follow the simple instructions on the next few pages.

Got everything?

- BT Converse 2100 telephone
- Handset and cord
(already fitted to base)
- Telephone line cord
(already fitted to base)
- Desk mounting plinth
(already fitted to base)
- Wall mounting plugs and screws

Hearing aid friendly

The BT Converse 2100 is fitted with an inductive coupler so it is compatible with hearing aids. Please visit btplc.com/inclusion/ for further practical advice on using hearings aids.

* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

In this guide

Getting started

Location	5
Setting up.....	5

Getting to know your phone

Buttons and features.....	6
---------------------------	---

Using your phone

Making and ending calls	7
Hearing Aid compatibility	7
Make a call using a headset	7
Receive a call using a headset	7
Redialling the last number.....	7
Mute	8
Message waiting	8
Adjusting the ringer volume	9
Adjusting the ringer tone	9
R/Recall button.....	9
Amplify.....	9

M1-M3 memory buttons

Store/replace a one touch number	10
Dial a one-touch memory number	10
Storing a pause in a number	10
Delete a stored number	10

Help	11
-------------------	-----------

General information

Important safety and care instructions	12
Installation and location	12
Care and maintenance	12
Warnings	12
Guarantee.....	12
Technical information.....	13
Switchboard compatibility.....	13
Disposing of your old electrical and electronic equipment .	13

Wall mounting your phone	14
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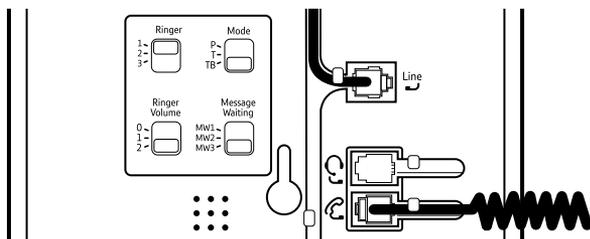
Getting started

Location

You need to place your BT Converse 2100 within 3 metres of a telephone socket so that the cable will reach. Your BT Converse 2100 can be wall mounted, see 'Wall mounting your phone' on page 14.

Setting up

1. Plug the end of the telephone line cord into the telephone wall socket.

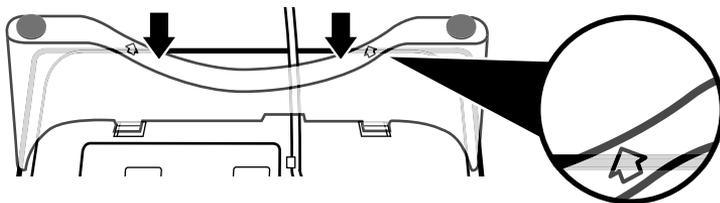


2. Check that the dialling **Mode** switch on the underside of the base is set to **TB** for tone dialling with timed break recall.



Desk mounting plinth

If you want to remove the desk mounting plinth, push it in the same direction as the two arrows shown on the plinth. To refit the desk mounting plinth, insert the two lugs on the plinth into the base and push it down into place, as shown by the blue arrows.



Your BT Converse 2100 is now ready for use.

WARNING

Do not place your BT Converse 2100 in the bathroom or other humid areas.

Other electrical equipment close to your Converse could have an adverse effect on call quality. If you experience buzzing during a call try moving the Converse away from any electrical equipment that may be nearby.



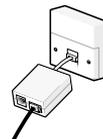
Important

Only use the handset and line cord supplied or this product may not work.

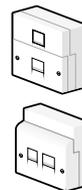
Using broadband on the same phone line?

To avoid problems with your broadband or noise on your phone line, you might need to plug it 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 these:

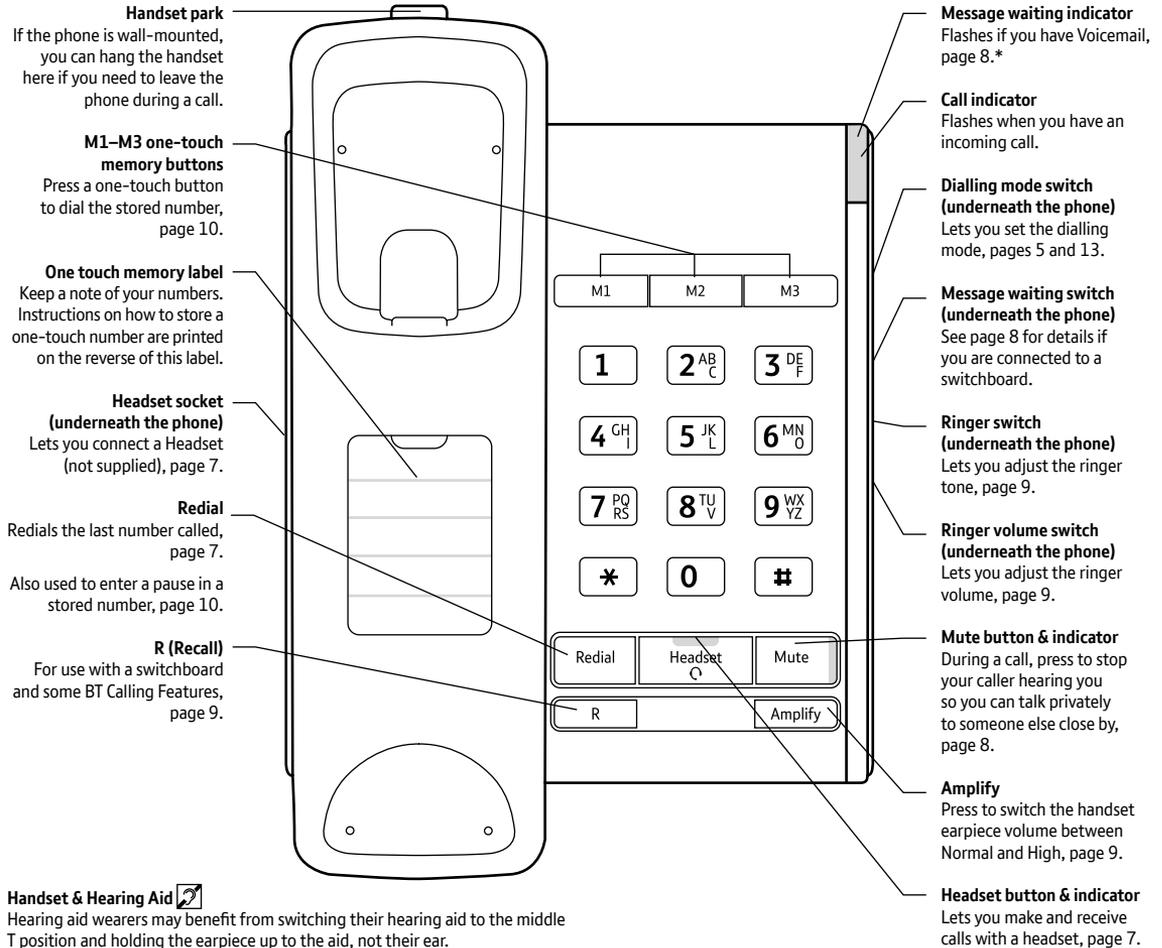


Dialling mode

If connecting to a switchboard you may need to adjust the dialling mode setting to **P** or **T** using the **Mode** switch on the underside of the base. If in doubt, please consult your service provider.

Getting to know your phone

Buttons and features



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 btplc.com/inclusion/ for further practical advice on using hearings aids.

* The light will only flash if your BT Converse is connected to a PBX switch or similar.
The light will not flash when used with network services such as BT 1571.

Making and ending calls

1. Lift the handset and dial the number you want.
2. Replace the handset to end the call.

Hearing Aid compatibility

As this telephone is fitted with an Inductive Coupler, 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 btplc.com/inclusion/ for further practical advice on using hearings aids.

Make a call using a headset

Headsets are not supplied with your BT Converse 2100. However, you can purchase headsets (with RJ11 jack) by visiting shop.bt.com

1. Plug the headset (not supplied) into the socket marked  on the underside of the base.
2. 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

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

Redialling the last number

The redial number can up to 32 digits long. If the last number dialled was longer than 32 digits, only the first 32 digits will be dialled.

1. Lift the handset, or press , then press .

Mute

During a call, you can talk to someone nearby without your caller hearing you.

1. Press **Mute**. The red Mute light (on the **Mute** button) comes on and your caller cannot hear you.
2. Press **Mute** 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.

Message waiting switch

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.



1. Lift the handset, or press **Headset** and dial **1 5 JK L 7 PQ RS 1** to connect to your answering service.

If in doubt, please refer to your PBX instructions/manager for the correct procedure to access this service.

Adjusting the ringer volume

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



Adjusting the ringer tone

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



R (Recall)

The **R** button is used to access a range of switchboard services, for example, to transfer calls and with some BT Calling Features.

Amplify

1. Press **Amplify** 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

Each number can be up to 32 digits long and can include a pause, * or #.

If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.

To enter a pause when storing a number press **Redial**.

To cancel while storing, hang up the handset or press **Headset**. Any number already stored will be kept.

You can store your 3 most frequently used phone numbers on the one-touch memory buttons (**M1**, **M2** and **M3**) and dial them by pressing a single button.

Store/replace a one touch number

1. Lift the handset, or press **Headset**, to get a line.
2. Press and hold the **M1**, **M2** or **M3** button you want until you hear a beep and the Mute light flashes.
3. Enter the number you want to store.
4. Press the same **M1**, **M2** or **M3** button to confirm. The number is stored. You hear a confirmation beep.

Dial a one-touch memory number

1. Lift the handset, or press **Headset**, 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**.

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

Delete a stored number

1. Lift the handset, or press **Headset**, to get a line.
2. Press and hold the **M1**, **M2** or **M3** button you want until you hear a confirmation beep and the Mute light flashes.
3. Press the memory button again to delete the stored number. You hear a confirmation beep.
4. Replace the handset or press **Headset**.

Phone does not work/No dial tone

Check that the line cord is plugged in, see page 5.

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, see pages 5 and 13.

Phone ringer does not ring

Is the ringer volume switch set to 0?

Move the ringer volume switch to 1 or 2, see page 9.

General information



Important safety and care instructions. Keep for future reference.

Your BT Converse 2100 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Important

This product is intended for connection to analogue public switched telephone networks and private switchboards in the UK and Republic of Ireland.

Installation and location

- For indoor use only in UK and Ireland
- Position all parts including cables away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets
- Keep device and cables out of young children's reach
- Only use cables provided by BT for this specific device; contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices in damp areas or near sources of water or splashes
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage)
- Designed for use at room temperatures between 0 and 40°C

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables
- Regularly check your product for damage to ensure small parts aren't exposed
- Dust with a soft dry cloth; don't use water or solvent
- Regularly check that objects don't cover any parts or any vents that could cause overheating
- When not in use, store in a dry place and away from extreme heat or cold

Warnings

- If any parts of your product or any cables appear damaged, discontinue use immediately and contact our helpdesk. See terms in the Guarantee section
- Don't try to open your device. There are no serviceable parts and you risk an electrical shock
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the phone line cord during an electrical storm

Guarantee

Your Converse 2100 is guaranteed for 1 year from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:

- The guarantee only covers problems found in the 1 year guarantee period
- You'll need your receipt or other proof of purchase
- Your product is returned to BT or one of our partners as instructed
- This guarantee doesn't cover any problems 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 doesn't affect your statutory rights

Within the 1 year guarantee period

Before returning your product, please contact the Helpline on 0800 145 6789*. Additional answers to frequently asked questions are available from [bt.com/producthelp](https://www.bt.com/producthelp). If the helpdesk can't fix the problem, they'll let you know how to get a repair or a replacement. If you need to return your product please pack it in the original box if you still have it and make sure you include all the parts like cables. You'll need a fault reference number from the helpdesk. This does not affect your statutory rights.

Outside of the 1 year guarantee period

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the phone network. We recommend that you contact BT's recommended repair agent Discount Communications on 0800 980 8999 or a local qualified repairer.

Technical information

How many telephones can you have?

- All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Converse 2100 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.
- With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Switchboard compatibility

This product is intended for use within the UK for connection to public telephone network and compatible switchboards, which support tone dialling and timed break recall.

Your BT Converse 2100 can be set to work with your switchboard by moving the switch on the underside of the base to either P (pulse) T (tone) or TB (timed break). If in doubt, please consult your service provider.



Switch from pulse to tone during a call

If you need to set your BT Converse 2100 to pulse dialling, you can temporarily switch to tone dialling during a call – for example, if asked to enter a code number. To switch to tone dialling during a call, press *****.

Disposing of your old electrical and electronic equipment



The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.

This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheeled bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way.

Here's the address: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton, DL6 7ZY.

Website address: bt.com/weee

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to recyclenow.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

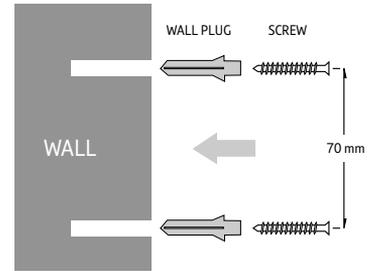
Wall mounting your phone

WARNING

Before you wall-mount your BT Converse 2100, check that you are not drilling into any hidden wiring or pipes.

Make sure the telephone line cord will reach the wall socket.

1. Unclip the stand from the base of the phone and remove it. Re-route the telephone line cord towards the bottom of the phone.
2. Drill two holes in the wall 70mm vertically apart using a 5mm drill bit.
3. Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.
4. Slot the holes on the back of the base over the screw heads and gently pull the phone down to fix it securely in place.



Using the handset park when the phone is wall-mounted

If you need to leave the phone whilst on a call, hang the handset on the handset park at the top of the base.



Available in other formats including braille,
large print or audio CD. If you would like
a copy, please call 0800 145 6789*.

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* Calls made from within the UK mainland network and mobile networks are free.
International call costs vary.

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