Your Converse 2100 is now ready for use.

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.

Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.

Drill two holes in the wall 70mm vertically apart using a 5mm drill bit.

Unclip the stand from the base of the phone and remove it. Re-route the telephone line cord towards the bottom of the phone.

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

☆ **Important**
Before wall mounting, check you are not drilling into any hidden wiring or plumbing.

Wall mounting (optional)

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 by the blue arrows.

Desk mounting plinth

1 Set up

1 Plug the other end of the telephone line cord into the 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.

☆ **Important**
If connecting to a switchboard you may need to adjust the dialling mode setting, to **P** or **T** using the switch on the underside of the base. If in doubt, please consult your service provider.
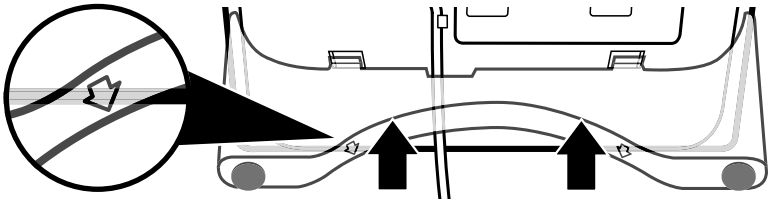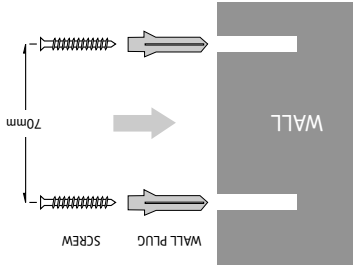
☆ **Important**
Only use the handset and line cord supplied in this box, or this product may not work.

Check box contents

BT Converse 2100 corded telephone

Desk mounting plinth (already fitted to base)

Screws and wall plugs for wall mounting

Telephone line cord (already fitted to base)

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.

Other information

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 wheelie 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.

Guarantee

Your BT 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.

BT

BT Converse 2100
Corded Phone
User Guide

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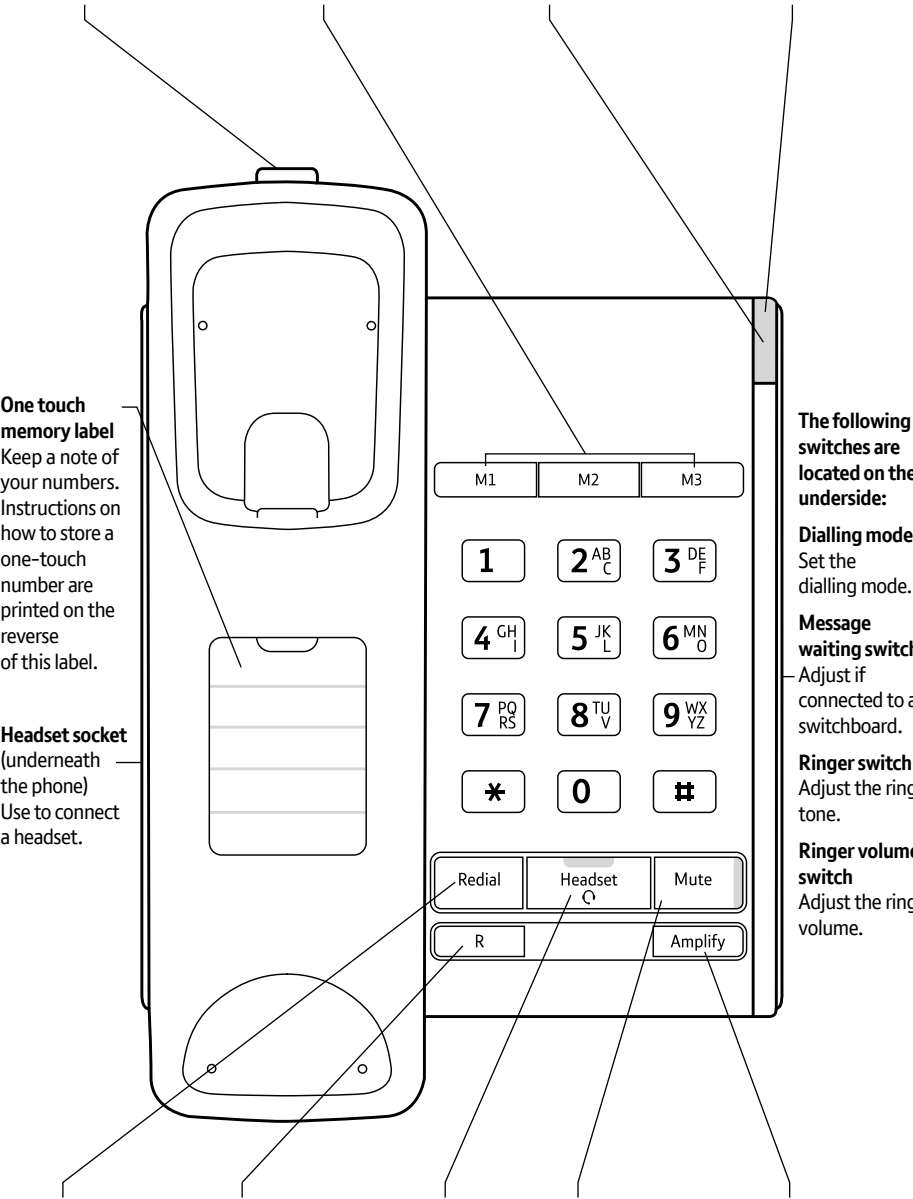
UK CA C E

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 – 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.

The following switches are located on the underside:

Dialling mode
Set the dialling mode.

Message waiting switch
Adjust if connected to a switchboard.

Ringer switch
Adjust the ringer tone.

Ringer volume switch
Adjust the ringer volume.

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!

☆ Important

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.

Making calls

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

Make a call using a headset

☆ Tip
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 [Headset ⌒] and dial the number. When the headset is in use the headset indicator (on the [Headset ⌒] button) will be lit.

Press [Headset ⌒] to end the call.

Receive a call using a headset
When the phone rings and the headset is plugged in, press [Headset ⌒] to answer.

Redial
Lift the handset, or press [Headset ⌒], then press [Redial] to redial the last number called.

Mute
Press [Mute]. The red Mute light (on the [Mute] button) comes on and your caller cannot hear you. 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.

☆ Important
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 [Headset ⌒] and dial [1] [5 JKL] [7 PQRS] [1], 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 [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
Store your 3 most frequently used phone numbers on the one-touch memory buttons ([M1], [M2] and [M3]) for ease of dialling.

Store/replace a one touch number
Lift the handset, or press [Headset ⌒], to get a line.

Press and hold the [M1], [M2] or [M3] button you want until you hear a beep and the Mute light flashes.

Enter the number you want to store.

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
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

☆ Tip
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 [Redial] in the appropriate place when storing the number.

Delete a stored number
Lift the handset, or press [Headset ⌒], to get a line.

Press and hold the [M1], [M2] or [M3] 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 [Headset ⌒].

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:

Free Technical Help & Support

- A full list of frequently asked questions and the complete user guide are available online at **bt.com/producthelp**

- If you cannot find the answer to your problem in the full online user guide, then please call our free Helpline on **0800 145 6789***. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.