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 an 8mm 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.

(i) **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.

Wall mounting (optional)

Fit the desk mounting plinth if required by positioning the plinth over the lugs and pushing it down into place, as shown by the blue arrows.

Attach the desk mounting plinth

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

Telephone line cord
(already fitted to base)

BT Converse 2100 corded telephone

Desk mounting plinth

Screws and wall plugs
for wall mounting

Check box contents

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your service provider.

(≡) 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

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

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

1 Set up

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 **www.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 **www.bt.com/producthelp**

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users
When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users
Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

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 **www.bt.com/producthelp**

BT & British Gas

Working together, supporting energy saving products

BT & British Gas have joined forces to help our customers find new ways to save energy around the home, so we can all do our bit for the environment & save money too!

BT is a **sustainability leader**

{ To find out how we're making our products greener visit

bt.com/betterworld/products

BT Converse 2100

User Guide

BT
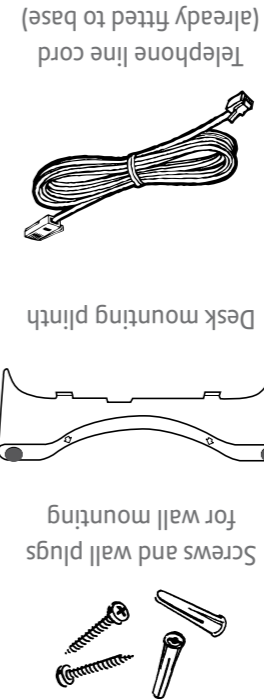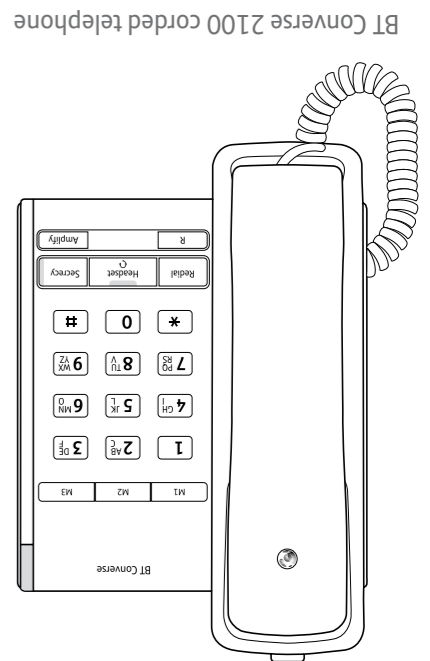Bringing it all together

1 Set up
2 Go!

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

If you need further assistance, please visit our website **www.bt.com/producthelp** to view our advanced user guide.
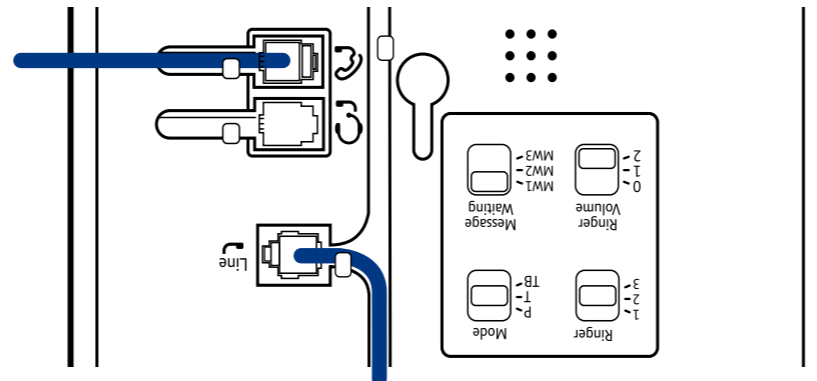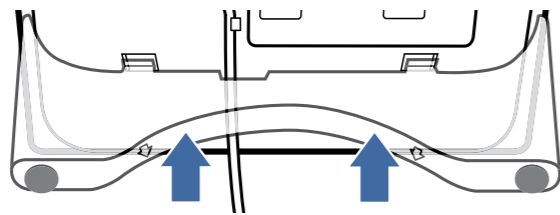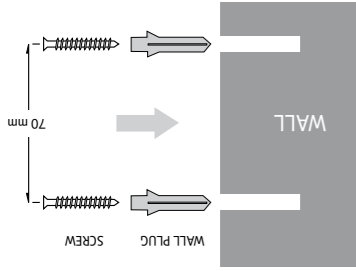
Your phone 🦻

Handset park
If the phone is wall-mounted, you can hang the handset here if you need to leave the phone during a call.
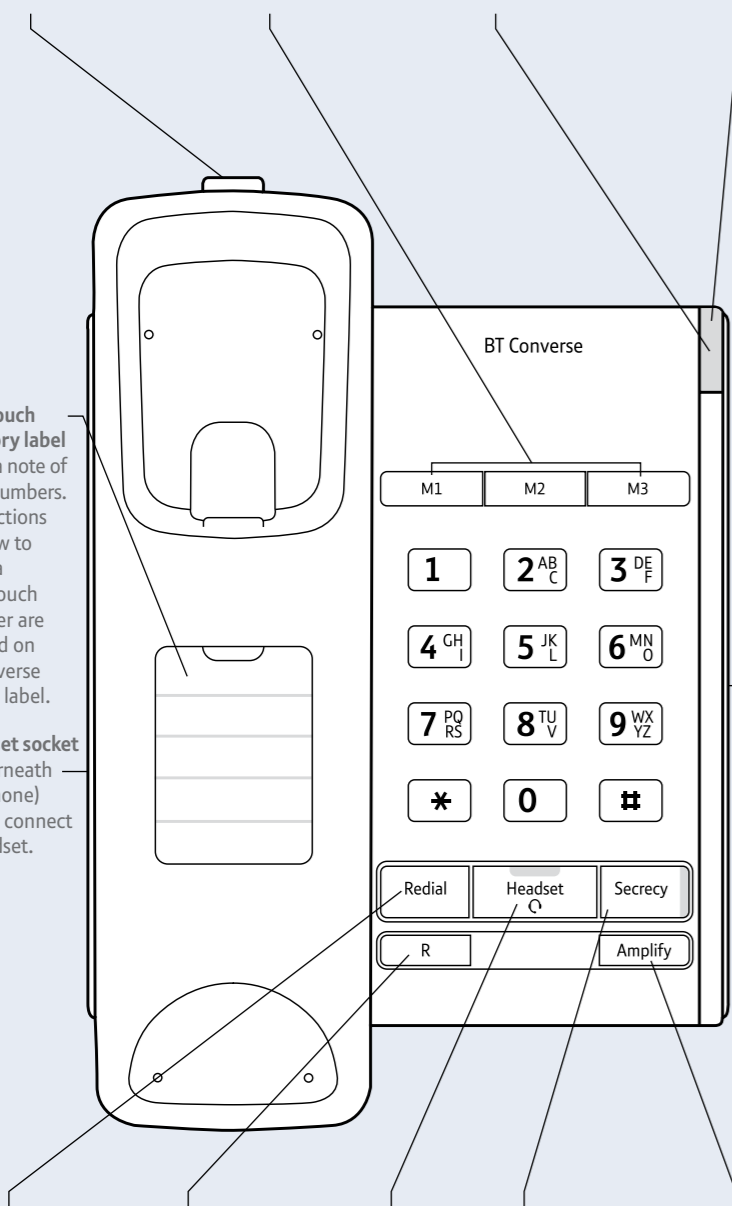
M1 – M3
Store and dial one-touch numbers.

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.

BT Converse

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.

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

Amplify
Press to switch the earpiece/headset 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.

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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 www.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.

Secrecy

Press `Secrecy`. The red secrecy light (on the `Secrecy` button) comes on and your caller cannot hear you. Press `Secrecy` 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.

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.

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` `7` `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 earpiece/headset 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 Secrecy 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

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.**

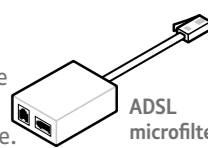To enter a pause, press `Redial` in the appropriate place when storing the number.

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 Secrecy light flashes.

Press `Secrecy` 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 line cord is plugged into the correct socket.
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?	Make sure you plug the phone into the wall socket via an ADSL microfilter (not supplied), otherwise you may have problems with this product and your broadband service.

ADSL microfilter

🔍 Find out more

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