

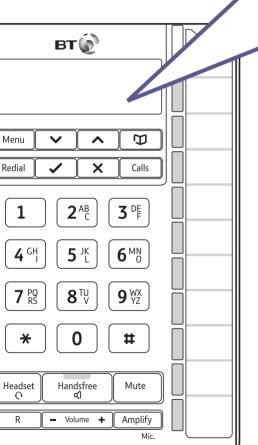
UK's best selling phone brand †

User Guide

BT Converse 2300 Corded Phone

Welcome

to your BT Converse 2300 Corded Telephone



- 100 Name and number directory.
- BT Calling Features menu gives easy access to BT Answer 1571, Call Diversion and Call Waiting¹.
- BT MeetMe menu allows for easy access to the in call features of this package².
- 10 One-touch memory buttons for easy dialling.
- 50 Number call log lets you keep track of missed and recent calls.
- Headset socket lets you make and receive calls privately while keeping your hands free.
- Handsfree button lets you make and receive calls over the built-in loudspeaker and microphone.
- Redial the last 10 numbers.
- Amplify lets you boost the handset volume straight to maximum.
- Providing you are connected to a compatible switchboard, the message waiting indicator will flash when you receive new messages.³
- Energy saving mains power adaptor.
- 1 You must subscribe to a Caller Display or Call Waiting service for these features to work. Your network provider may charge you for these services.
- 2 This is a BT service that requires subscription. Charges may apply, see bt.com for more details.
- 3 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.

This User Guide provides you with all the information you need to get the most from your BT Converse 2300.

You must first set up your BT Converse 2300 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.

Hearing aid friendly

The BT Converse 2300 is fitted with an inductive coupler so it is compatible with hearing aids. Please visit http://www.btplc.com/inclusion/ for further practical advice on using hearings aids.

Got everything?

- BT Converse 2300 telephone
- Handset and cord (already fitted to base)
- Telephone line cord (already fitted to base)
- Power supply unit (item code 084721: white and 066270: black)
- · Desk mounting plinth
- Wall mounting plugs and screws

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Getting started

WARNING

Do not place your BT Converse 2300 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 telephone line cord and the mains power adaptor 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.





Location

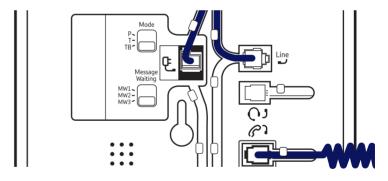
You need to place your BT Converse 2300 within 3 metres of a telephone and mains power socket so that the cables will reach.

Your BT Converse 2300 can be wall mounted, see 'Wall mounting your phone' page 32.

Setting up

Connect the mains power supply

1. Plug the lead of the mains power adaptor (item code 084721 white and 066270 black) into the socket marked **£** on the underside of the phone and route the cable as shown.



- 2. Plug the other end of mains power adaptor into the wall socket and switch on.
- 3. Plug the end of the telephone line cord into the wall socket.
- 4. Check the dial mode setting.

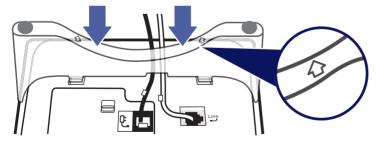
The **Mode** switch on the underside of your BT Converse 2300 is pre-set to **TB** for tone dialling with timed break recall. If your phone does not work, try setting the dialling mode to **P** or **T**.

If you are not sure which setting to use, please contact your service provider or switchboard manager.



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.



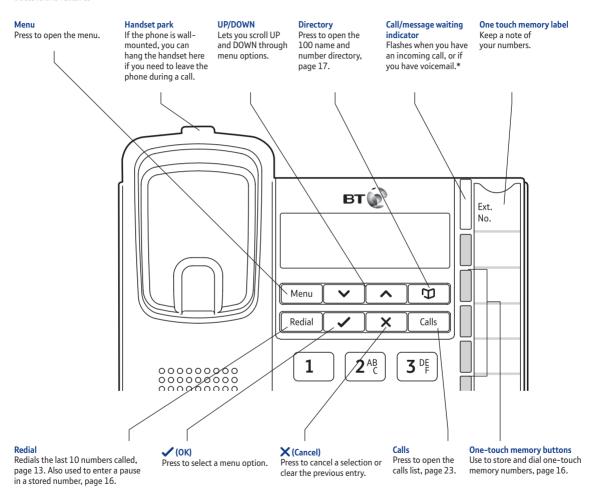
Your BT Converse 2300 is now ready for use.

Dialling mode

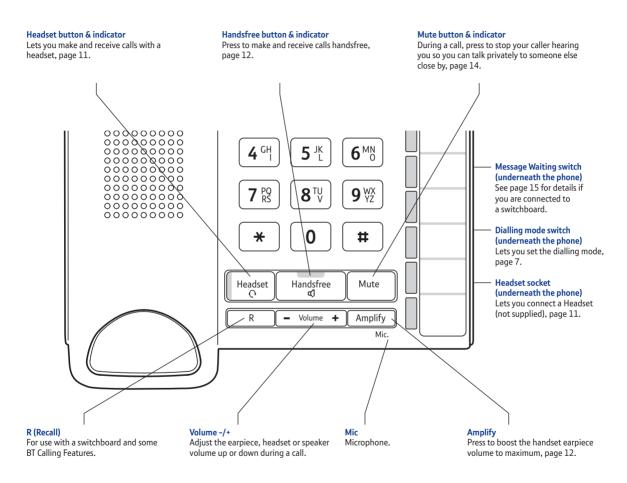
If connecting to a switchboard you may need to adjust the dialling mode setting to P or T using the Mode switch on the underside of the base. If in doubt, please consult your service provider.

Getting to know your phone

Buttons and features



^{*} 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.



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.

Using the menu

A range of functions and settings can be accessed through the main menu. The menu map below shows all the options you can choose from.

Press Menu to enter the menu.

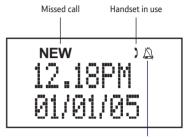
Press or to scroll through the menu list.

When you reach the end of the list, the first option is displayed again.

To select an option, press .

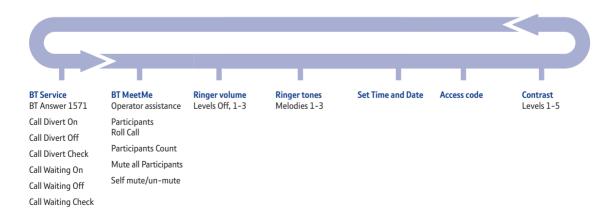
To return to the previous menu display, press .

Display icons



Ringer's switched off but Call Indicator light will still flash

Menu map



Using the phone

Making and ending calls

- 1. Lift the handset and wait for the dial tone. Dial the number you want.
- 2. Replace 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 http://www.btplc.com/inclusion/for further practical advice on using hearings aids.

Preparatory dialling

- 1. Enter the phone number first. The number is shown in the display.
- 2. Lift handset or press Handsfree or Headset to dial. If you make a mistake as you enter the number, press to delete the digit.

Receiving a call

1. When the phone rings the call indicator light will also flash. Simply pick up the handset.

Headset

Headsets are not supplied with your BT Converse 2300. However, you can purchase headsets (with RJ11 jack) by visiting www.shop.bt.com

Making a headset call

- 1. Plug the headset (not supplied) into the socket marked \(\bigcap\) on the underside of the base.
- 2. Press register and dial the number. When the headset is in use, the headset indicator light is illuminated.
- 3. Press Headset to end the call.

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Transferring the call to the handset or headset

During a handsfree conversation you can transfer the call to the handset just by lifting the handset or to the headset by pressing wave to adjust the volume.

Default volume levels

Handset – Level 1 Handsfree – Level 3

After you hang up, the handset volume will automatically return to the default setting. The handsfree volume will not change, it will retain your last setting.

Receiving a headset call

- 1. When the phone rings and the headset is plugged in, press Headset to answer.
- 2. When the call is finished, press Headset to end the call.

Handsfree

Make and receive calls without lifting the handset.

Making a handsfree call

- 1. Press Handsfree . You will hear the dial tone.
- 2. Dial the number you want. When your call is answered, speak as normal (or if you wish to speak to your caller privately, pick up the handset).
- 3. Press Handsfree to end the call.

Receiving a call handsfree

- 1. When the phone rings, press handsfree and speak.
- 2. Press Handsfree to end the call.

Volume

Whether using the handset, headset or handsfree, you can adjust the volume of your caller's voice.

1. During a call, press - Volume + to adjust the volume.

Amplify

This will only work when using the handset. It will not work when using handsfree or loudspeaker.

1. Press Amplify to switch the handset earpiece volume to maximum.

Press - Volume to decrease the volume.

Redial

You can redial any of the last 10 numbers you have called. Each number can be up to 32 digits long.

If the last number dialled was longer than 32 digits, only the first 32 digits will be dialled.

Redial the last number

- 1. Lift the handset or press Handsfree or Headset
- 2. Press Redial .

Redial one of the 10 last numbers.

- 1. Press Redial then scroll or until the number you want is displayed.
- 2. Lift the handset or press Handset or Co or . The number on screen is dialled.

Save a number from the redial list to the directory

When reviewing the redial list you can store a number to the directory. Numbers can be no longer than 32 digits and can include pause.

- 1. Press Redial then scroll or to the number you want.
- 2. Press Menu . The display shows Save number.
- 3. Press . Display shows Enter name.
- 4. Use the keypad to enter the name and press ...
- 5. The number is displayed. Edit the number if required and press .

 The display shows Entry saved.

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Delete a redial number

- 1. Press Redial and scroll or to the number you want.
- 2. Press and scroll or to Delete number and press OK.
- 3. Press again to confirm. The display shows Number deleted.

Delete all redial numbers

- 1. Press Redial then Menu.
- 2. Scroll or to Delete all and press OK.
- 3. Press again to confirm. The display shows Redial list deleted.

Mute

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

- 1. During a call, press we. The red mute light is illuminated and your caller cannot hear you although you will still be able to hear them.
- 2. Press Mute again to return to your caller. The red mute light will switch off.

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.

Mute works in handset, headset and handsfree modes.

IMPORTANT

If your BT Converse 2300 is connected to a switchboard, this feature only works with compatible models.

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.



To access your messages, either:

- 1. Lift the handset (or press Handsfree or Headset) and dial 1 5 % 7 % 1.
 - Or
- 1. Press Menu. Display shows BT Services.
- 2. Press . Display shows BT Answer 1571.
- 3. Press and lift the handset or press Headset O

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

Recall

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

One-touch memory buttons

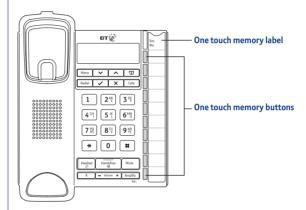
Each number can be up to 32 digits long and can include a pause or ... If you enter more than 32 digits you will hear an error tone and the number entered will not be saved.

To enter a pause when storing a number press Redial.

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

M1-M10 one-touch memory buttons

You can store your 10 most frequently used phone numbers on the one-touch memory buttons that are located on the right hand side of the product.



Store/replace a one touch number

- 1. Press and hold the one touch memory button that you want to store a number under. The display shows Enter/Edit number.
- 2. Enter the telephone number you want to store, then press the same one touch memory button or the button to save the number.
- 3. Slide the memory label out so you can write who's number you have stored under each button.

Dial a one-touch number

- 1. Lift the handset or press Handsfree or Headset .
- 2. Press the one-touch button you want to dial.

Directory

Store your 100 most frequently used names and numbers in the directory for easy dialling. Each name can be up to 16 characters long and each number up to 32 digits long. The number can include a Pause,

Store a number in the directory

- 1. Press then here. (When you store your very first entry in the directory you will not need to press here.).
- 2. Display shows Add New Entry. Press
- 3. Display shows Enter Name: Enter the name and press ...
- Display shows Enter Number: Enter the number and press .
 The display shows Entry Saved.

Dial a number in the directory

- 1. Lift the handset or press Headset or Handsfree
- 2. Press . The first number in the directory is displayed. Scroll . or . to the number you want.
- 3. Press to dial.

Edit a directory entry

- 1. To change a directory entry, press
- 2. Scroll or to the entry you want and press Menu.
- 3. Scroll or to display Edit Entry and press.
- 4. Edit the name and press .
- 5. Edit the number and press occupied to confirm. Display shows Entry Saved.

You can store a number during a call or while the phone is in standby.

Entries are automatically stored in alphabetical order.

Entering names

Use the keypad letters to enter names, e.g. to store Tom:

Press 8[™] once to enter T.

Press 6 three times to enter 0.

Press 6 once to enter M.

Writing tips

If you make a mistake, press to delete the last character or digit.

Press 0 to insert a space.

Press Redial to enter a pause.

To enter a pause when storing a number press Redial

Press to toggle between upper and lower case when entering characters.

Delete a directory entry

- 1. To delete a directory entry, press .
- 2. Scroll or to the entry you want to delete and press Menu.
- 3. Scroll or to display Delete Entry and press.
- 4. Display shows Are you sure? Press again to confirm. Display shows Entry Deleted.

Delete all directory entries

- 1. Press , then Menu.
- 2. Scroll or to display Delete All and press.
- 3. Display shows Are you sure?. Press again to confirm. Display shows Entry Deleted.

Additional settings

Use the menu to adjust your phone's settings to your preference.

Ringer volume

There are 4 volume settings. 1, 2, 3 and Off.

- 1. Press and scroll or to display Ringer Volume.
- 2. Press .
- 3. Scroll or to the setting you want.
- 4. Press to confirm. Display shows Saved.
- 5. Press Menu to return to standby.

Ringer tone

There are 3 tones to choose from – Tone 1. Tone 2 and Tone 3.

- 1. Press Menu and scroll or to display Ringer Tone.
- 2. Press .
- 3. Scroll or to the setting you want.
- 4. Press to confirm. Display shows Saved.
- 5. Press Menu to return to standby.

□□□ = ringer off
■■■ = ringer volume 3

Press X to exit the menu at any time.

Time and date

- 1. Press Menu and scroll or to display Set Time & Date.
- 2. Press .
- 3. Use the keypad to enter the time using the 24 hour format HH:MM, e.g. 0 9% 1 54 for 9.15am.
- 4. Press **v** to confirm.
- 5. Enter the date using the format DD:MM:YY e.g. 0 6% 1 1 0 8% for 6th November 08.
- 6. Press to confirm. Display shows Saved.
- 7. Press Menu to return to standby.

Contrast

You can adjust the display contrast to suit your preference. There are 5 levels and your BT Converse 2300 is pre-set to level 3.

- 1. Press Menu and scroll or to display Contrast.
- 2. Press .
- 3. Scroll or to the setting you want, level 1-5.
- 4. Press to confirm. Display shows Saved.
- 5. Press Menu to return to standby.

Reset

If you change the pre-stored BT Calling Features numbers, you can reinstate the original numbers at any time by re-setting your phone to its original settings.

These are:

Ringer tone	Tone 2
Ringer volume	Level 3
Earpiece volume	Level 1
Handsfree volume	Level 3
Headset volume	Level 1
Time	12.01pm
Date	01.01.08
Contrast	Level 2

Reset your phone

Connecting to a switchboard

You can store the access code required to get an outside line. This code will be dialled automatically when you call numbers from your directory or calls list. It will not be dialled before manually dialled numbers (including those held in the redial list).

With some switchboards you may also need to switch your BT Converse 2300 from TONE dialling to PULSE dialling. Check with your switchboard manager or supplier to see if this is necessary.

This will clear all numbers stored in the memory including phonebook, calls list, redial lists and one touch memories.

The access code can be up to 16 digits longs including Pause, and an arm.

To set the access code

- 1. Press Menu
- 2. Press or to display Access Code and press.
- 3. Enter Code: will be displayed. Using the keypad, enter the code you need to access an outside line. If your switchboard requires a pause after the code then press read to enter a pause. If in doubt, consult your switchboard manager.
- 4. Press . Display shows Saved.
- 5. Press Menu to return to standby.

Caller Display and the Calls list

BT Caller Display

If you subscribe to a Caller Display service you can see who is calling you on the display.

If you have stored the number with a name in the directory, the name will be displayed as well.

Caller information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case your BT Converse 2300 provides you with some explanatory information.

UNAVAIL ABLE - The number is unavailable.

WITHHELD - The caller has withheld their number.

RINGBACK - Ringback call.

OPERATOR – The call has been made via the operator.

PAYPHONE – The caller is ringing from a payphone.

INTERNATIONAL - International call.

To use Caller Display you must subscribe to the service from your network provider. A quarterly fee may be payable.

For more information. Call BT free on **0800 800 150**.

Calls that arrive without a number will not be stored in the Calls list.

If a received number matches a directory entry the name will be stored in the Calls list.

Once a call has been viewed, the New Call icon is switched off.

Calls list

Your BT Converse 2300 lets you view details of the last 50 callers. Entries are stored in the order they were received. When a new call is received, the **NEW** icon will flash on the display. If a new number is received when the list is full, the oldest entry is replaced.

View an entry in the calls list

- 1. Press Calls. Display shows details of the most recently received call.
- 2. Press or to scroll through the list.

Dial an entry in the calls list

- 1. Press Calls . Display shows details of the most recently received call.
- 2. Press or to scroll through the list to the entry you want to dial.
- 3. Lift the handset, or press reader or reader. The number is shown on the display and dialled.

Save an entry from the calls list to the directory

- 1. Press Display shows details of the most recently received call.
- 2. Press or to scroll through to the entry you want to save.
- 3. Press Menu . Display shows Save Number.
- 4. Press . Display shows Enter name: Enter the name.
- Press to confirm. Display shows Edit number.
 You can edit the number if you wish. Use to delete digits.
- 6. Press to confirm. Display shows Entry Saved.

Delete an entry in the calls list

- 1. Press Calls. Display shows details of the most recently received call.
- 2. Press or to scroll through to the entry you want to delete and press Menu.
- 3. Scroll or to scroll through to Delete Call.
- 4. Press to delete. Display shows Call Deleted.

Delete all entries in the calls list

- 1. Press . Display shows details of the most recently received call.
- 2. Press Menu and scroll or to display Delete All and press .
- 3. Display shows Are you sure? Press ✓ again to confirm.
 Display shows Entry Deleted.

BT Services

If you press when a BT Service is displayed you will be able to select edit, delete and add options using and and ot change or a delete the existing entries.

If you want to re-instate the prestored numbers, reset the phone to its original settings, see page 21.

Compatibility and availability of services

If you are connected to a switchboard, these network features will not be available. However, if the switchboard provides similar features you can store the appropriate codes in place of the pre-set ones.

If you are not connected to the BT network, some of these services may not be available. Please contact your Network Provider.

BT Services

Your BT Converse 2300 gives you easy access to a range of BT Services. Eight codes have been pre-stored for the following services.

Number dialled

- 1 Press Menu . Display shows BT Service. Press ...
- 2. Scroll or to the option you want.
- 3. Press to dial.

Manu antions

Menu options	Number dialied
BT Answer 1571	1 5 t 7 8 1
Call Divert On	* 2 ^{AB} (1 *
Call Divert Off	# 2 ^{AB} 1 #
Call Divert Check	* # 2 ^{AB} 1 #
Call Waitins On	* 4 ° 3 ° #
Call Waitins Off	# 4 CH 3 OF #
Call Waitins Check	* 4 CH 3 OF #

BT Answer 1571

This calls BT's answering service to access any voicemail messages you may have. Details on using the service are provided when you subscribe.

Call Divert

You can divert all incoming calls to another number of your choice.

Switch Call Diversion on

- 1. Press Menu. Display shows BT Service. Press .
- 2. Scroll to Call Diversion On and press to dial the displayed code.
- 3. Enter the number you want calls diverted to then press and listen for confirmation of your instructions.
- 4. Press Handsfree

Switch Call Diversion off

- 1. Press Menu. Display shows BT Service. Press .
- 2. Scroll to Call Diversion Off and press . Wait for the number to be dialled and listen for confirmation
- 3. Press Handsfree

For further information, see the BT Calling Features User Guide supplied when you subscribe to the services of your choice.

Call Diversion services may allow other divert options. Check with your Network provider for details.

Your BT Converse 2300 gives you easy access to BT's service: BT MeetMe. BT MeetMe is a conferencing service that requires subscription and a quarterly fee may be payable. See bt.com for further information.

Menu options	Number dialle
Operator assistance	* 0
Participants RollCall	# 1
Participants Count	2 2 4 8
Mute all Participants	* 5 ½
Self mute/un-mute	★ 6 [™] 0

Help

No dial tone

Is the line cord plugged into the phone socket and the other end plugged into the telephone wall socket correctly?

Nothing happens when you dial

Check the dialling mode switch is set to the correct position. Page 7.

Phone does not ring

Is the ringer volume set to Off? Page 19.

You may have too many phones, fax machines and/or answering machines plugged in which might be overloading the sockets. See Technical Information, page 31.

General information

Safety information

- Do not open the handset or base. This could expose you to high voltages or other risks.
- Only use the power supply suitable for the BT Converse 2300. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the power supply is 084721 for a white product and 066270 for a black product.

Cleaning

Clean the phone with a damp (not wet) cloth, or an anti-static wipe.
 Never use household polish as this may damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- · Do not expose to direct sunlight.
- We recommend that you do not place the products on antique/ veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.

Guarantee

Your BT Converse 2300 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 2300 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of 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

Within the 12 month guarantee period:

In the unlikely event of a defect occurring, please return the product with the receipt, to the place of purchase.

Outside of the 12 month guarantee period:

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

Returning your phone

Where possible, pack the product in its original packaging. Please include all parts, including the line cords. (Please note, we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office or carrier.

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 other telephone line. Your BT Converse 2300 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.

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 2300 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 2300 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

R&TTE Directive

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).

Declaration of Conformance

Hereby, BT declares that this BT Converse 2300 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, go to the product website 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.

Wall mounting your phone

WARNING

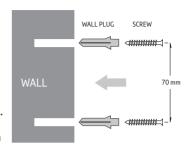
Before you wall-mount your BT Converse 2300, check that you are not drilling into any hidden wiring or pipes.

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

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 left-hand side of the base.

- Unclip 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 an 5mm drill bit.
- 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 make sure it is securely in place.

For a Better Future of

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.

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Offices worldwide

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† UK's No. 1 Phone Brand based on sales. Source GFK RT UK, Landline Phone sales, Volume and Value Sales. Jan 2000-Aug 2012.

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Designed and produced by The Art & Design Partnership Ltd.

BT Converse 2300 (01/16) Issue 1

