Using BT Select Services

Please note
A switchboard can provide a similar range of functions to BT Select Services. If your Converse 220 is connected to a switchboard, you can simply use it as a normal extension.

Your Converse 220 gives you easy access to the following range of BT Select Services. Five of the one-touch button have been pre-set with phone numbers for the following services:

- **Call Return** (No charge)
- **Call Diversion** (Quarterly subscription)
- **Call Minder** (Quarterly subscription)
- **Reminder Call** (Pay per call)

Memory location	Service	Code
6	Call Return	1471
7	Set Divert	✱21✱
	Cancel Divert	#21#
8	Call Minder	1571
9	Reminder Call on	✱55✱
10	Reminder Call off	#55#

You can replace the pre-set numbers with your own numbers, if you wish. Simply follow the steps shown in *'To store a one-touch number'*, page 4.

For further information, see the Select Services User Guide, supplied when you

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subscribe to the services of your choice.

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

Call Return

Call Return tells you the number of the last person who called you and the time and date the call was received.

1. Lift the handset (or press the Monitor button)

2. Press the Call Return one-touch button.
   M6

The Call Return information is announced.

Call Diversion

You can use your Converse 220 to request the network to divert incoming calls to another number.

You can choose to divert:
- all calls
- calls that you do not answer within 5 rings
- calls when your line is already engaged.

To switch Call Diversion on and off

1. Lift the handset (or press the Monitor button)

2. Press the Call Diversion one-touch button.
   M7

3. Enter the number to which

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you would like your calls diverted.

3. Press the # button and listen for confirmation of your instructions.

4. Replace the handset (or press the Monitor button).

Call Minder

Call Minder gives you a personal answering service that takes calls when you do not answer your phone or if you are already on the line. You can record your own greeting or use a standard greeting which asks each caller to leave their message.

Call Minder gives you the time and day of each message and you can access your messages from any phone with a *Touchtone™* keypad.

Details on how to use Call Minder are provided when you subscribe to the service.

To ring your Call Minder service

1. Press the Call Minder one touch button.
   M8

2. When Call Minder answers, follow the voice prompts to play back, save, delete and skip forward or backward through your messages.

Reminder Call

You can turn your Converse 220 into a 24 hour alarm clock, that rings you back at the exact time you specify.

To set a Reminder Call

1. Lift the handset (or press the Monitor button).

2. Press the Reminder Call one-touch button.
   M9

3. Use the keypad to enter the time you want to be called back. Use the 24 hour clock, e.g. **0 7 3 0** books a Reminder Call at 7.30 am

4. Press **#** and listen for confirmation.

5. Replace the handset (or press the Monitor button).

Other services

Three Way Calling - ideal for family or business matters. Three way calling lets you speak to two other callers at the same time.

Charge Advice - instantly tells you the exact cost of any call you have just finished.

Call Waiting - If you're making a call, a discreet 'beep' lets you know another call is waiting. You can put your original caller 'on hold' by using the R button and switch to the new caller.

For information on these and many other valuable services, call BT on 152. If you are not connected to the BT network ask your Telecom supplier for information about their services.

To re-set BT Select Services buttons

If you have stored your own numbers over the BT Select Services one-touch buttons, you can re-set them to the original BT numbers.

1. Lift the handset (or press the Monitor button).

2. Press the Store button.
   Press twice, the one-touch button you want to re-set.

3. Press the Store button.

4. Replace the handset (or press the Monitor button).

Help

No dialling tone

Is the line cord plugged into the telephone socket?

Nothing happens when you dial

Check that the dialling mode switch is set to the correct position

The handset does not ring

Is the ringer volume set to OFF?

You may have too many phones, fax machines and/or answering machines plugged in which might be overloading the sockets. (See *'Ringer Equivalence Number'*, page 8).
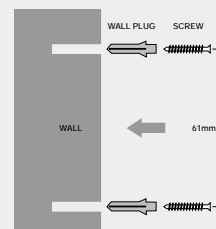

Wall-mounting

Your Converse 220 can be wall-mounted using the screws and wall plugs provided.

Unclip the stand on the back of the Converse 220.

Drill two holes in the wall 61mm vertically apart using a 8mm drill bit.

WALL PLUG   SCREW

WALL   61mm

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

Rotate the handset clip 180° so that it protrudes upward. This holds the handset in place when wall mounted.

Hang the holes on the back of the phone over the screwheads and gently pull the phone downward to make sure it is securely in place.

Hang the handset on the handset clip.

Technical information

Environment

Your Converse 220 should be kept free of dust, moisture and high temperatures.
Wipe the casing clean with a damp, not wet, cloth.

Do not use spray or abrasive cleaners as damage to the internal components or polished surfaces could result.

How many phones can you have? (REN)

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 Converse 220 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Connection information

○ Your Converse 220 may be connected to public networks in the United Kingdom.

○ It may also be connected to compatible switchboards. If in doubt, your switchboard supplier or maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by dialling Free*fone* **0800 800 154.**

○ It can be connected to Meridian systems with Message Waiting. The Message Waiting Indicator responds to the series of line reversals output by the Meridian.

If you do not have a compatible switchboard, it cannot be guaranteed that your Converse 220 will operate correctly under all possible conditions of connection.

Guarantee
If you own your Converse 220 under BT's guarantee BT guarantees the product for one year provided that:

○ The goods have only been used for their intended purpose and have not been subjected to misuse, or been wilfully or accidentally damaged.

○ The goods have not been tampered with or repaired by anyone other than BT, its staff or agents. If a fault does occur in this product, and you bought the unit yourself, provided that you return it to the place of purchase and produce your receipt, it will either be repaired or replace free of charge.

○ The terms and conditions of this guarantee do not affect your statutory rights.

If you own your Converse 220 outside guarantee:

○ If your Converse 220 needs repair after the guarantee period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network.

○ We recommend that you contact BT on Free*fone* **0800 800 150** or visit your nearest BT shop and you will be informed of our recommended repair agents.

Converse 220

User*friendly* Guide

CE compliant to 89/336/EEC (EMC Directive) & 73/23/EEC (Low Voltage Directive)

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them
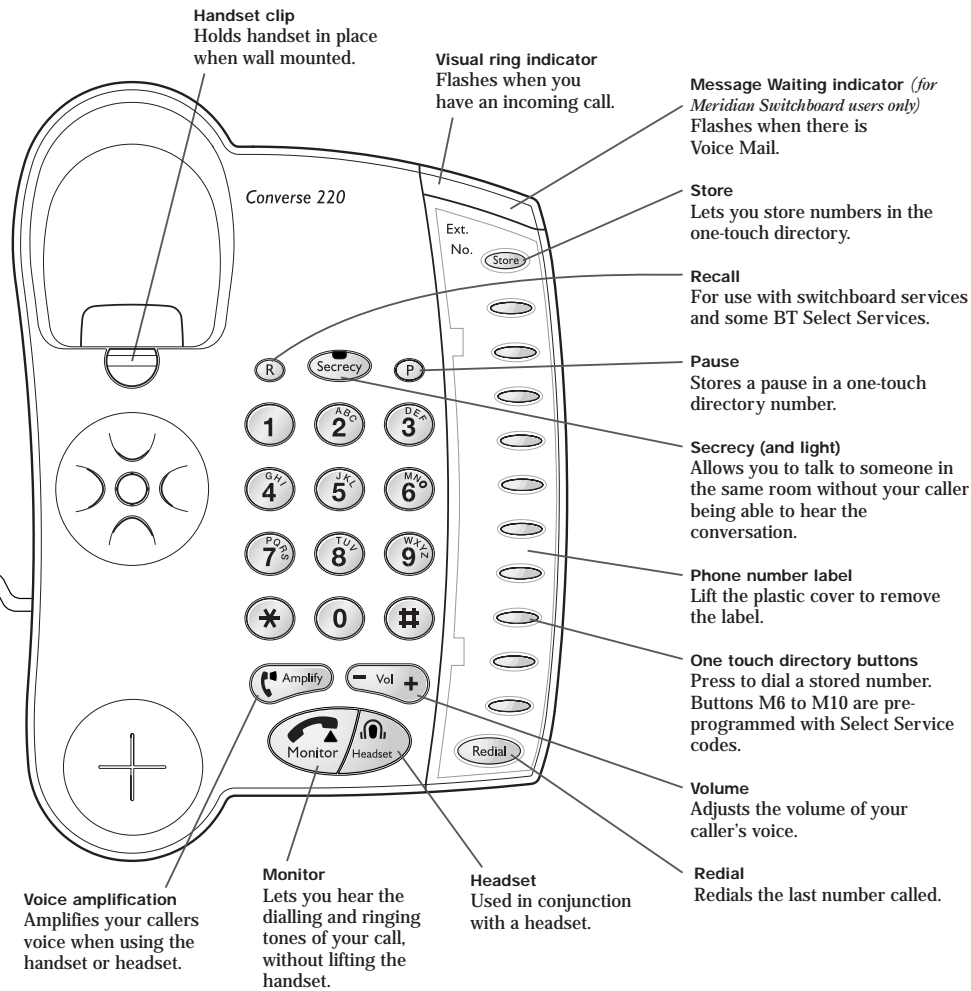
At a glance

Handset clip
Holds handset in place when wall mounted.

Visual ring indicator
Flashes when you have an incoming call.

Message Waiting indicator *(for Meridian Switchboard users only)*
Flashes when there is Voice Mail.

Store
Lets you store numbers in the one-touch directory.

Recall
For use with switchboard services and some BT Select Services.

Pause
Stores a pause in a one-touch directory number.

Secrecy (and light)
Allows you to talk to someone in the same room without your caller being able to hear the conversation.

Phone number label
Lift the plastic cover to remove the label.

One touch directory buttons
Press to dial a stored number. Buttons M6 to M10 are pre-programmed with Select Service codes.

Volume
Adjusts the volume of your caller's voice.

Redial
Redials the last number called.

Voice amplification
Amplifies your callers voice when using the handset or headset.

Monitor
Lets you hear the dialling and ringing tones of your call, without lifting the handset.

Headset
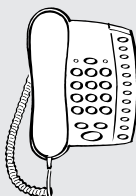Used in conjunction with a headset.

Converse 220

Thank you for making the right choice. You can expect your Converse 220 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.
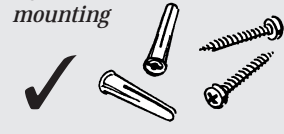
IMPORTANT

Check that your Converse 220 is complete. When you unpack you must have:

Converse 220 phone with telephone line cable attached ✔

Screws and wall plugs for wall mounting ✔

Installing your Converse 220

Situating your Converse 220

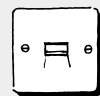Situate your Converse 220 close enough to a phone socket so that the cables will reach.

Do not stand it on carpets or other similar surfaces that generate fibres.

Your Converse 220 can be wall-mounted. See 'Wall-mounting'.

> **Warning**
> *Your Converse 220 is only designed to be operated in a normal office or domestic environment.*
> *It should not be used in bathrooms or near water.*
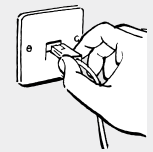
Check your telephone wall socket

If you do not have a modern style socket, call **Free**fone **0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

Plug your Converse 220 into the phone socket

Check the dialling mode

Use the DIALLING MODE switch on the underside of your Converse 220.

Your Converse 220 should be pre-set to TB which gives you *Tone* dialling. This ensures the phone will work with all modern digital exchanges.

If your phone does not work, try setting the dialling mode to P.

If you are connecting to a switchboard, check with your switchboard operator or communications manager which dialling mode you need. Your Converse 220 is approved for all compatible switchboards. If you would like a list of compatible switchboards, please contact BT on **Free**fone **0800 800 154**.

> *Your Converse 220 is now ready for making and receiving calls.*

Using your Converse 220

Emergency calls

The emergency services can be contacted by dialling 999 or 112.

If your Converse 220 is connected to a switchboard or PBX, you might have to dial another number before 999 112 in order to get an outside line. On some switchboards, you may not be able to get an outside line if the power fails. Check with your switchboard operator or communications manager.

To make a call

Lift the handset off the base.

Dial the number you want.

At the end of your call, replace the handset.

To use the monitor

You can dial a number and hear the dialling and ringing tones of your call without lifting the handset.

1 Press the Monitor button.

You hear the dialling tone.

2 Dial the number you want.

When your call is answered, lift the handset and speak.

1 Lift the handset.

2 Press the Redial button.

The last number you called is redialled.

Using a headset

Converse headsets (RJ11 jack) are available separately from BT shops or by calling **Free**fone **0800 800 150.**

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

1 To make a call, press the Headset button.

2 Dial the phone number.

To end the call press the Headset button.

To use the Secrecy button

You can prevent your caller from hearing you while you talk to someone else close by.

1 Press the Secrecy button.

The red Secrecy light comes on. Your caller cannot hear you.

2 To resume your conversation, press the Secrecy button again. The secrecy light goes off.

To redial the last number

You can redial a number up to 31 digits long.

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1 Lift the handset.

2 Press the Redial button.

The last number you called is redialled.

Visual ring indicator

When you have an incoming call the Visual ring indicator will flash in time with the ringing signal. Lift the handset to answer the call.

Message Waiting indicator

> *This feature is for Meridian switchboard users only.*

When you have Voice mail messages waiting the Message Waiting indicator will flash at regular constant intervals.

To adjust the ringer volume

Use the RINGER VOLUME switch on the underside of your Converse 220.

○ Set the volume switch to the setting you want: HI, LOW or OFF.

The call indicator light will flash when you have an incoming call with all three settings.

To adjust the ringer tone

Use the RINGER TONE switch on the underside of your Converse 220.

○ Set the ringer tone switch to the setting you want: R1 for a low pitch ring or R2 for a high pitch ring.

To adjust the callers speech volume

During a call, you can make your caller's voice louder.

When using Monitor:

○ Press the VOL + or VOL - button to increase or decrease the volume of your caller's voice.

When using the handset or a headset:

1 Press the Amplify button.

2 Press the VOL + or VOL - button to increase or decrease the volume of your caller's voice.

To store a number

Your Converse 220 has 10 one-touch directory buttons for your most frequently dialled numbers. A stored

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number can be up to 21 digits long and can include the * and # buttons. Use the labels next to the one-touch buttons to keep a note of each stored number.

1 Press the Monitor button (or lift the handset).

2 Press the Store button.

3 Press the one touch memory button under which you want to store the number.

4 Dial the phone number you want to store

5 Press the Store button.

6 Press the Monitor button (or replace the handset).

The number is stored.

> *To change a stored number, repeat the steps shown above. The new number will replace the existing one-touch number.*

To store a number longer than 21 digits

○ Store the first 21 digits as shown above, then repeat the steps to store the remaining digits under another one-touch number.

To dial a one-touch number

○ Lift the handset (or press the Monitor button) and press the one-touch button you want. The number is dialled.

To dial a one-touch number of more than 21 digits

1 Lift the handset (or press the Monitor button)

2 Press the one-touch button which contains the first 21 digits.

3 Press the one-touch button which contains the remaining digits.

The number is dialled automatically.

To store a pause in a one-touch number

A pause is sometimes required with switchboards and network services.

A pause simply gives the switchboard a couple of seconds to pick up the outside line before dialling the phone number you want. Using the P button, you can store a pause in numbers in the one-touch directory.

1 Press the Monitor button (or lift the handset).

2 Press the Store button.

3 Press the one touch memory button under which you want to store the number.

4 Enter the phone number you want. Where you want to add a pause, press the P button.

5 Press the Store button.

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6 Press the Monitor button (or replace the handset).

The number is stored.

Recall button

The Recall button is for use with switchboard services and some BT Select Services.

Five minute memory back-up

If you unplug your Converse 220 from the telephone socket, it will keep all numbers you have stored under the one-touch buttons for about five minutes. If your phone is unplugged for longer, the stored numbers may be lost. Pre-programmed BT Select Services numbers will not be affected.