



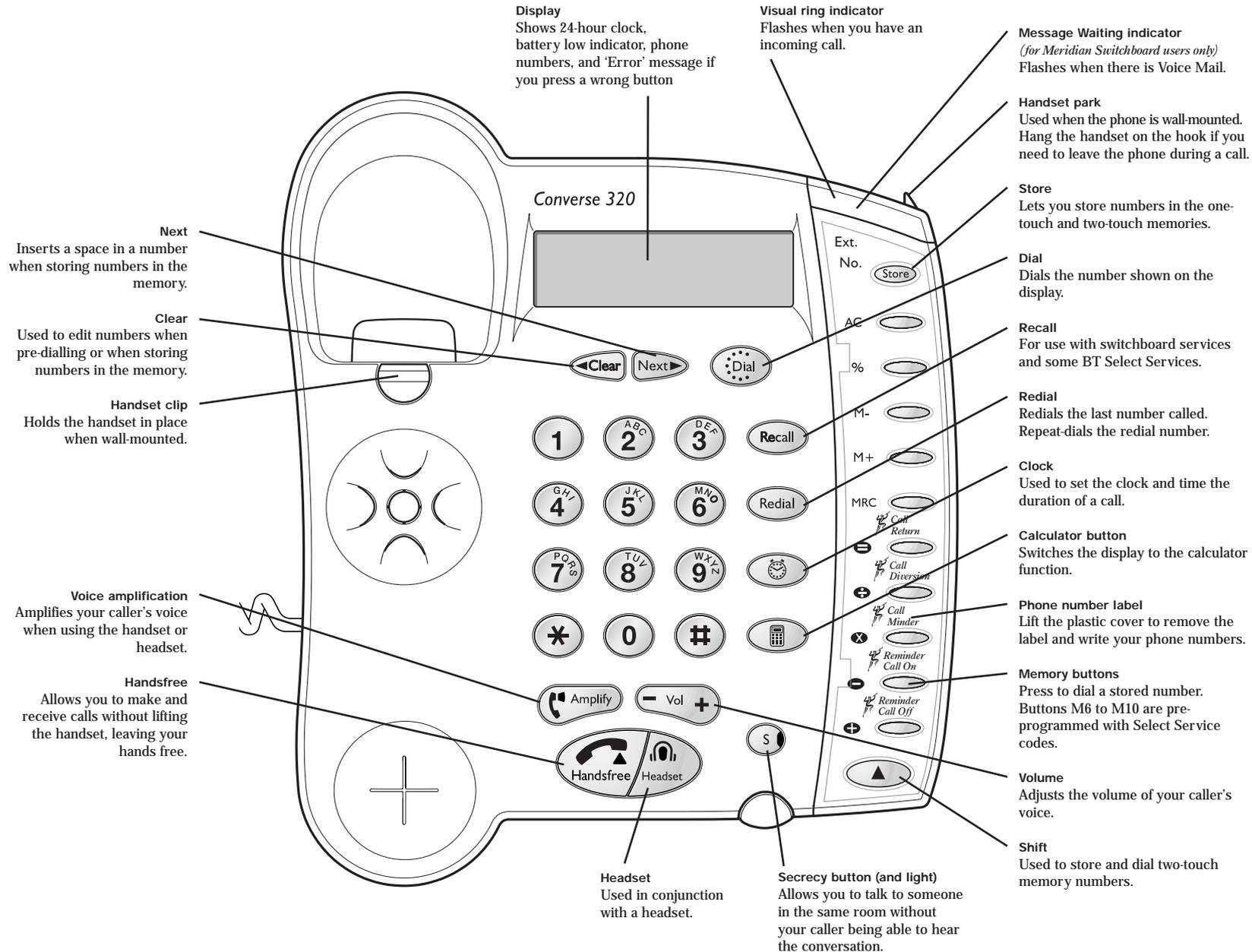
Converse 320

Userfriendly Guide





At a glance

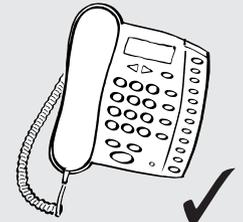


IMPORTANT

Thank you for making the right choice. You can expect your Converse 320 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

Check that your Converse 320 is complete. When you unpack you must have:

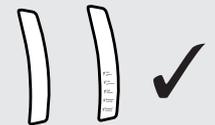
Converse 320 phone with telephone line cable attached



Screws and wall plugs for wall mounting



Blank memory label & Select Services memory label





Installing your Converse 320

Situating your Converse 320

Situate your Converse 320 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 320 can be wall-mounted. See 'Wall-mounting'.

Warning

Your Converse 320 is only designed to be operated in a normal office or domestic environment. It should not be used in bathrooms or near water.

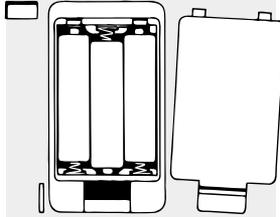
Check your telephone wall socket



If you do not have a modern-style socket, call **Freefone 0800 800 150**.

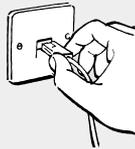
Install the batteries

The display on your Converse 320 is powered by 3 x AAA alkaline batteries (available separately).



- 1 Make sure the phone is not plugged in to the phone socket. Open the battery compartment cover.
- 2 Insert batteries as shown.
- 3 Close the lid and replace the compartment cover.

Plug your Converse 320 into the phone socket



Check the dialling mode



- 1 Set the dialling mode switch on the underside of your Converse 320. It should be set to TB.

This gives you Tone dialling and 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.

Set the time

- 1 Press the Store button.
- 2 Press the Clock button.
- 3 Enter the current time using the 24-hour clock, eg. 0 9 3 0 = 9.30am, 1 5 3 0 = 3.30pm.
- 4 Press the Store button.



The time is set and displayed.

*Your Converse 320
is now ready for
making and
receiving calls.*



Using your Converse 320

Emergency calls

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

If your Converse 320 is connected to a switchboard or PBX, you might have to dial another number before 999 or 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 and dial the number you want. The display shows the number dialled.

At the end of your call, replace the handset.

To use Handsfree

You can make and receive calls without lifting the handset by pressing the Handsfree button.

To make a call:

- ① Press the Handsfree button.



You hear the dialling tone.

- ② Dial the number you want. The display shows the number dialled.
- ③ When your call is answered, either lift the handset or speak in 'handsfree' mode.

To receive a call:

- When the phone rings, press the Handsfree button and speak to answer the call.

To make a call using the Dial button

- ① Without lifting the handset, dial the number you want. The display shows the number to be dialled.

If you make a mistake, use the ◀ Clear button to edit the number you have entered. The Next ▶ button inserts a space when storing names and numbers.



- ② Press the Dial button.
- ③ The number shown in the display is dialled in 'handsfree' mode.



Note

There are 3 ways to make a call on your Converse 320: by lifting the handset, using the Handsfree button or by using the Dial button.

For simplicity, only the 'handsfree' method is used throughout the rest of this guide. You may still use the other methods if you wish.

Using a headset

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

- ① Plug the headset into the socket marked HEADSET on the underside of the base.
- ② To make a call, press the Headset button.



- ③ 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.

- During a call, press the Secrecy button.



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

- 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 32 digits long.

- 1 Press the Handsfree button.



- 2 Press the Redial button.



The last number you called is redialled.

To repeat-dial a number

This feature works in handset, handsfree and headset modes.

If the number you call is engaged, you can set your Converse 320 to dial a number repeatedly, saving you from having to continually press the Redial button.

- 1 When you hear the engaged tone, press the Redial button.



- 2 Replace the handset (or press the Handsfree or the Headset button - depending which mode you are in). The display shows *BUSY*.

Ten seconds after the handset is replaced, your Converse 320 will switch to 'handsfree' mode and the number is redialled.

If the number is still engaged, your Converse 320 will wait for 45 seconds before repeating the procedure. This will be repeated every 45 seconds up to a maximum of 15 times or until the call is answered.

Note

Lifting the handset, pressing the Handsfree button or the Headset button again will cancel the procedure.

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

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

Note

This feature is for Meridian switchboard users only.

To adjust the ringer volume

- 1 Set the ringer volume switch on the underside of your Converse 320 to the setting you want: HI, LOW or OFF.



The call indicator light will flash when you have an incoming call with all 3 settings.

To adjust the ringer tone

- 1 Set the ringer tone switch on the underside of your Converse 320 to the setting you want: R1 for a low pitch ring or R2 for a high pitch ring.



To adjust the caller's speech volume

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

When using Handsfree:

- 1 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 one-touch number in the memory

Your Converse 320 can store up to 20 telephone numbers: 10 one-touch numbers under the memory buttons and 10 two-touch numbers, using the memory buttons with the Shift button.

Stored numbers can be up to 21 digits long and include the * and # buttons and a pause. Use the label to keep a directory of each one-touch and two-touch number.

One-touch memory buttons 6-10 (the bottom 5 buttons) are pre-set with BT Select Services numbers (see 'Using Select Services'). These can be overwritten if you wish.

- 1 Press the Store button.



- 2 Press the Memory button under which you want to store the number.

eg AC

- 3 Enter the phone number you want to store.

- 1 Press the Store button.



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 dial a one-touch number

- 1 Press the Handsfree button and press the memory button you want.

eg AC

The number is dialed.

To store a two-touch number in the memory

- 1 Press the Store button.



- 2 Press the Shift button.



- 3 Press the Memory button under which you want to store the number.

eg %

- 4 Enter the phone number you want to store.

- 5 Press the Store button.



The number is stored.

To dial a two-touch number

- 1 Press the Handsfree button.



- 2 Press the Shift button.



- 3 Press the Memory button you want.

eg %

The number is dialed.

To store a number longer than 21 digits

Store the first 21 digits as shown previously, then repeat the steps to store the remaining digits under another Memory button.

To dial a stored number of more than 21 digits

- 1 Press the Handsfree button.

- 2 Press the Memory button which contains the first 21 digits.

- 3 Press the Memory button which contains the remaining digits.

The number is dialed automatically.

To store a pause in the number

A pause is sometimes required with switchboards and network services.

A pause simply gives the switchboard a few seconds to pick up the outside line before dialling. Using the Redial button, you can insert a pause in numbers stored in the memory.

Redial

Repeat the steps for storing a number in the memory but press the Redial button where you want to add a pause within the number.

To set the call timer

- 1 You can time each call.
- 2 During a call press the Clock button. This displays the time of the previous call.

Press the Clock button again to start the timer. You can stop the time by pressing the Clock button once more.



- 3 When you replace the handset or press the Handsfree button to end the call, the display shows the final duration of the call for a few seconds before returning to the normal clock setting.

Using the calculator

- 1 Press the Calculator button.



The display will change to the calculator function.

Use the numbers and calculator functions on the memory buttons as you would a conventional handheld calculator.

Use the # button to enter a decimal point.

Press the Calculator button at any time to return the display back to normal.

Recall button

Recall

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

Memory back-up

If you unplug your Converse 320 from the telephone socket and it has fully charged batteries, it will keep all the numbers you have stored in the memory. However, if you unplug your Converse 320 and your batteries are totally discharged, numbers stored in the memory will be maintained for about 5 minutes only.

Pre-programmed *BT Select Services* numbers will not be affected.

When your batteries are within about two weeks of total exhaustion, BATT LOW will appear in the display. If you do not replace the batteries and they become totally discharged your Converse 320 will not display anything on the screen.

Using BT Select Services

Note

A switchboard can provide a similar range of functions to BT Select Services. If your Converse 320 is connected to a switchboard, you can simply use it as a normal extension.

Your Converse 320 gives you easy access to a range of BT Select Services. Five of the one-touch buttons have been pre-set with phone numbers for the following services:

Service	Code
Call Return (No charge)	1471
Set Call Diversion	*21*
Cancel Call Diversion (Quarterly subscription)	#21#
Call Minder (Quarterly subscription)	1571
Reminder Call on (Pay per call)	*55*
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'.

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

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 Press the Handsfree button.



- 2 Press the Call Return button.



The Call Return information is announced.

Call Diversion

You can use your Converse 320 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 Press the Handsfree button.



- 2 Press the Call Diversion button.



- 3 Enter the number to which you would like your calls diverted.

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



- 5 Press the Handsfree button.

Call Minder

Call Minder gives you an answering service that takes messages when you do not answer your phone or if you are already on the line.

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

To ring your Call Minder service

- 1 Press the Handsfree button.



- 2 Press the Call Minder button.



- 3 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 320 into a 24-hour alarm clock that rings you back at the exact time you specify.

To set a Reminder Call

- 1 Press the Handsfree button.



- 2 Press the Reminder Call On button.



- 3 Enter the time you want to be called back, using the 24-hour clock, e.g. 1 6 3 0 books a Reminder Call at 4.30 pm.

- 4 Press # and listen for confirmation.



- 5 Press the Handsfree button.

To cancel a Reminder Call

- 1 Press the Handsfree button.



- 2 Press the Reminder Call Off button.



- 3 Listen for confirmation.

- 4 Press the Handsfree button.

Other services

Three Way Calling

Lets you speak to 2 other callers at the same time.

Charge Advice

Instantly tells you the exact cost of your last call.

Call Waiting

During a call, a discreet 'beep' lets you know another person is trying to get through. You can put your original caller 'on hold' 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 Press the Store button.



- 2 Press the Memory button you want to re-set.



- 3 Press the Store button.



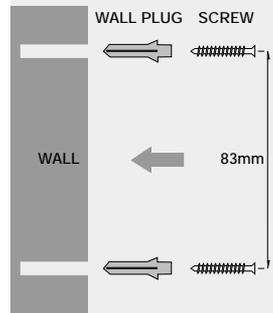
For further instructions, see the Select Services User Guide, supplied when you subscribe to the services of your choice.



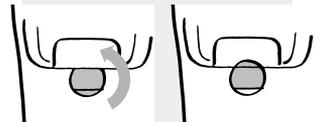
Wall-mounting

Your Converse 320 can be wall-mounted using the screws and wall plugs provided.

- 1 Unclip the stand on the back of the Converse 320.
- 2 Drill 2 holes in the wall 61mm vertically apart using a 5.5mm 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 Rotate the handset clip 180° so that it protrudes upward. This holds the handset in place when wall-mounted.



- 5 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.
- 6 Hang the handset on the handset clip.



Technical information

Environment

Your Converse 320 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 320 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 320 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 **Freefone 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 320 will operate correctly under all possible conditions of connection.

Guarantee

If you own your Converse 320 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 replaced free of charge.

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

If you own your Converse 320 outside guarantee:

If your Converse 320 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 **Freefone 0800 800 150** or visit your nearest BT shop and you will be informed of our recommended repair agents.



*Offices in Europe, North America,
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