



This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

# *Converse 325*

## Corded Telephone

**User  
Guide**

**Please open this page for an 'At a glance' guide to your Converse 325.**

# At a glance

## Display

Shows 24-hour clock, battery low indicator, phone numbers, and 'Error' if you press a wrong button.

## Next

Inserts a space in a number when storing numbers in the memory.

## Handset hook

Rotates to hold the handset in place when wall-mounted.

## Clear

Used to edit numbers when pre-dialling or when storing numbers in the memory.

## Voice amplification

Amplifies your caller's voice when using the handset or headset.

## Handsfree button (and light)

Allows you to make and receive calls without lifting the handset, leaving your hands free.

## Hearing aid compatible

Your Converse handset is hearing aid compatible.



## Call indicator light

Flashes to indicate you have an incoming call.

## Message Waiting indicator

(for compatible switchboard users only) Flashes when there is Voice Mail.

## Handset park

When the phone is wall-mounted you can hang the handset here if you need to leave the phone during a call.

## Store

Lets you store numbers in the one-touch and two-touch memories.

## Dial

Dials the number shown on the display.

## Redial

Redials the last number called. Repeat-dials the redial number. Also lets you enter a pause in a stored number.

## Recall

For use with a switchboard/PBX, e.g. to transfer calls and some BT Select Services.

## Clock

Used to set the clock and time the duration of a call.

## Calculator button

Switches the display to the calculator function.

## Telephone number label

Lift the plastic cover to remove the label and write your phone numbers.

## Memory buttons

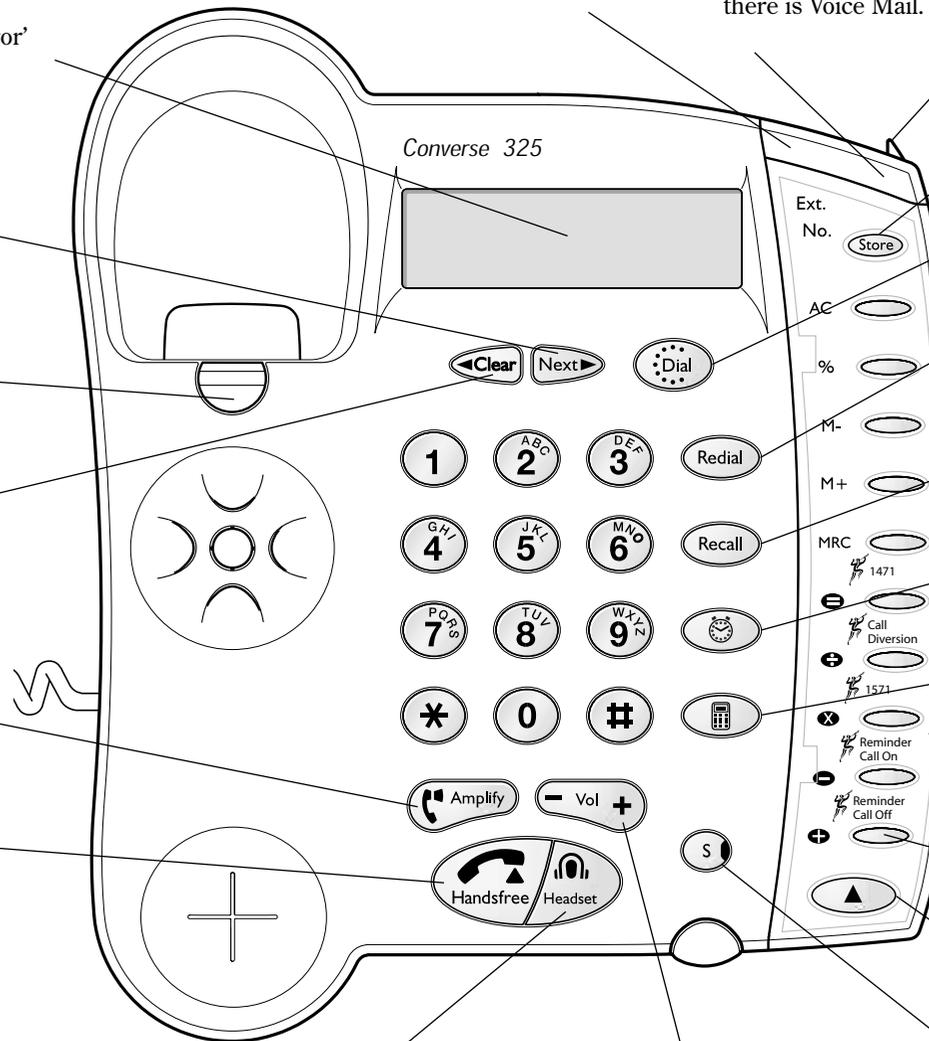
Press to dial a stored number. Some buttons are pre-programmed with Select Service codes.

## Shift

Used to store and dial two-touch memory numbers.

## Secrecy button (and light)

Allows you to talk to someone in the same room without your caller being able to hear the conversation.



## Headset button (and light)

Used in conjunction with a headset.

## Volume

Adjusts the volume of your caller's voice.

# *In this guide*

<b><i>At a glance</i></b>	<b>1</b>
<b><i>Introduction</i></b>	<b>4</b>
<i>Unpacking</i>	4
<i>For your records</i>	4
<i>Safety information</i>	4
<b><i>Setting up</i></b>	<b>5</b>
<b><i>Using the telephone</i></b>	<b>7</b>
<i>Last number redial</i>	8
<i>Secrecy</i>	9
<i>Handsfree talking</i>	9
<i>One-Touch and Two-Touch</i>	
<i>memories</i>	10
<i>Data port</i>	13
<b><i>Using BT Select Services</i></b>	<b>14</b>
<i>1471 – Call Return</i>	14
<i>Call Diversion</i>	15
<i>1571 – Call Minder/BT Answer</i>	15
<i>Reminder call</i>	16
<i>Other services</i>	16
<b><i>General information</i></b>	<b>18</b>
<i>Guarantee</i>	18
<i>Technical information</i>	19
<i>Switchboard compatibility</i>	19
<i>R&amp;TTE Directive</i>	19
<b><i>Wall-mounting</i></b>	<b>20</b>
<b><i>Index</i></b>	<b>21</b>

## **Hints and tips boxes**

*In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.*

# Introduction

Your Converse 325 has been designed for ease of use and made to the high standards set by BT.

Please read the instructions carefully before use and keep this User Guide for future reference.

## Unpacking your Converse 325

If anything is missing, please contact your place of purchase immediately.

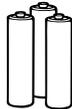
Converse 325 telephone with telephone line attached.



Screws, wall plugs and plinth for wall-mounting.



3 x AAA batteries



## For your records

Date of purchase:

Place of purchase:

Serial number  
(on the underside of the base unit):

Purchase price:

For guarantee purposes, proof of purchase is required, so please keep your receipt.

## Safety information

### General

Simply clean your Converse 325 with a damp (not wet) cloth, or an antistatic wipe.

Never use household polish as this may damage the product.

Never use a dry cloth as this may cause static shock.

Do not open the Converse 325. This could expose you to high voltages or other risks.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Environmental

Do not expose to direct sunlight.

We recommend that you do not place the product 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 free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

INTRODUCTION

# Setting up

## Plan the location

Situate your Converse 325 close enough to a phone socket so that the line cord will reach.

Your Converse 325 can be wall-mounted. See 'Wall-mounting', on page 20.

### Note

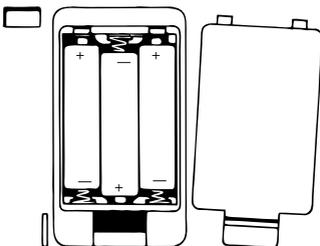
*When your batteries are within about two weeks of total exhaustion, BATT LOW will appear in the display. If you do not replace the batteries and they become totally discharged your Converse 325 will not display anything on the screen.*

## 1 Insert the batteries

The display on your Converse 325 is powered by 3 x AAA alkaline batteries.

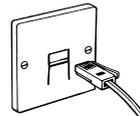
Make sure the phone is not plugged into the phone socket. Open the battery compartment cover.

Insert batteries as shown.



Close the lid and replace the compartment cover.

## 2 Plug your Converse 325 into the phone socket



## 3 Check the dialling mode

Your Converse 325 should be pre-set to **T-TB** which gives you **TONE** dialling.

This ensures the phone will work with all modern digital exchanges.

If your phone does not work when you dial a number, try setting the dialling mode to **T** or **P**.

#### 4 Set the time

 Press the **Store** button.

 Press the **Clock** button.

 Enter the current time using the 24-hour clock, eg. **0 9 3 0** = 9.30am, **1 5 3 0** = 3.30pm.

 Press the **Store** button.

The time is set and displayed.

---

*Your Converse 325 is now ready for use.*

---

# Using the telephone

## To make a call



Lift the handset off the base and wait for the dial tone.

Dial the telephone number.

The display will show the number dialled.

*Or*

### Preparatory dialling.

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

#### Note

*If you make a mistake, use the ◀ **Clear** button to edit the number you have entered.*



Press the **Dial** button.

The number shown in the display is dialled in 'handsfree' mode.

#### Note

*There are 3 ways to make a call on your Converse 325: by lifting the handset, using the **Handsfree** button or by using the **Dial** button.*

## To end a call

Replace the handset.

## To receive a call

When the telephone rings, the Call indicator light will flash to indicate that there is an incoming call. Simply pick up the handset.

## 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.*

## To set the call timer

You can time the duration of each call.



During a call press the **Clock** button. The time of the previous call will be displayed.



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



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.

### To redial the last number called



Press the **Handsfree** button.



Press the **Redial** button.

The last number you called is redialled.

### Using a headset

#### Note

*Converse headsets (RJ11 jack) are available separately from BT shops or by calling 0870 240 5522.*

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



To make a call, press the **Headset** button.

Dial the phone number.



To end the call, press the **Headset** button.

### To repeat-dial a number

#### Note

*This feature works in handset, handsfree and headset modes.*

If the number you call is engaged, you can set your Converse 325 to dial a number repeatedly, saving you from having to continually press the **Redial** button.



When you hear the engaged tone, press the **Redial** button.



Replace the handset (or press the **Handsfree** or the **Headset** button – depending which mode you are in). The display will show **BUSY**.

Ten seconds after the handset is replaced, your Converse 325 will switch to 'handsfree' mode and the number is redialled.

### Last number redial

Your Converse 325 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

USING

If the number is still engaged, your Converse 325 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.*

## Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

### To switch Secrecy on and off



During a call, press *and release* the **Secrecy** button.

The red Secrecy light will come on. Your caller cannot hear you.

To resume your conversation, press *and release* the **Secrecy** button again. The Secrecy light will go off.



## Handsfree talking

The handsfree feature allows you to make and receive calls without lifting the handset.

### To make a handsfree call



Press the **Handsfree** button.

You will hear the dial tone.



Dial the telephone number. The number will be shown on the display.

When your call is answered you can either speak in handsfree mode or pick up the handset if you wish to speak to your caller privately.

### To receive a call in handsfree mode



When the phone rings, press the **Handsfree** button.

### 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 compatible switchboard users only.*

### To adjust the ringer volume

There are 3 volume settings to choose from: HI, LOW or OFF.

Use the ringer volume switch on the underside of your Converse 325 to set the volume you want: **HI**, **LOW** or **OFF**.



#### Note

*The call indicator light will flash regardless of the ringer setting chosen.*

### To adjust the ringer tone

The ringer tone can be set to High or Low.

Use the ringer tone switch on the underside of your Converse 325 to set the ringer tone you want: **R1** for LOW or **R2** for HIGH.



### To adjust the call volume

During a call, you can adjust the volume of a call.

*When using Handsfree:*

Press the **VOL +** or **VOL -** button to increase or decrease the volume.



*When using the handset or a headset:*



Press the **Amplify** button.



Press the **VOL +** or **VOL -** button to increase or decrease the volume.

## One-Touch and Two-Touch memories

You can store 20 telephone numbers in your Converse 325. 10 in the One-Touch memory and a further 10 in the Two-Touch memory.

Please note that stored numbers can be no longer than 21 digits.

### To store a One-Touch number

Use the label to keep a note of each One-Touch and Two-Touch numbers.

#### Note

*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 by following the instructions below.*



Press the **Store** button.

USING

-  Press the **Memory** button under which you want to store the number.
  -  Enter the telephone number you want to store.
  -  Press the **Store** button.
- The number is stored.

**Note**

*To change a stored number, repeat the steps shown above. The new number will replace the existing One-Touch or Select Service number.*

- To dial a One-Touch number**
-  Press the **Handsfree** button and press the **Memory** button you want.
  - 
- The number is dialled.

- To store a Two-Touch number**
-  Press the **Store** button.
  -  Press the **Shift** button.
  -  Press the **Memory** button under which you want to store the number.
  -  Enter the telephone number you want to store.
  -  Press the **Store** button.
- The number is stored.

- To dial a Two-Touch number**
-  Press the **Handsfree** button.
  -  Press the **Shift** button.
  -  Press the **Memory** button you want.
- The number is dialled.

- 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**
-  Press the **Handsfree** button.
  -  Press the **Memory** button which contains the first 21 digits.
  -  Press the **Memory** button which contains the remaining digits.
- The number is dialled automatically.

### To store a pause in a memory 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.

Redial

### Using the calculator



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.

### Note

*Use the **#** button to enter a decimal point.*

### Note

*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, e.g. to transfer calls and some BT Select Services.

### Memory back-up

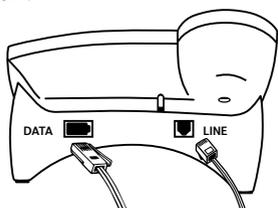
If you unplug your Converse 325 from the telephone socket and it has fully charged batteries, it will keep all the numbers you have stored in the memory. However, if you unplug your Converse 325 and your batteries are totally discharged, numbers stored in the memory will be maintained for about 5 minutes.

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

## Data Port

A socket has been provided on the telephone stand to allow easy connection of another product (typically a modem or Caller Display unit). Plug the other product into the socket marked DATA as shown below.

### Data port



# Using BT Select Services

## Note

*A switchboard can provide a similar range of functions to BT Select Services. If your Converse 325 is connected to a switchboard, you can simply use it as a normal extension.*

Your Converse 325 gives you easy access to a range of BT Select Services. Five of the One-Touch buttons have been pre-set with telephone numbers for the following services:

Service	Code
<b>1471 – Call Return</b> (No charge)	1471
<b>Set Call Diversion</b>	*21*
<b>Cancel Call Diversion</b> (Quarterly subscription)	#21#
<b>1571 – Call Minder/BT Answer</b> (Quarterly subscription/No Charge)	1571
<b>Reminder Call on</b> (Pay per call)	*55*
<b>Reminder Call off</b>	#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', on page 10.

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

## 1471 Call Return

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

### To access 1471



Press the **Handsfree** button.



Press the **1471** button.

The 1471 – Call Return information is announced.

## Call Diversion

You can use your Converse 325 to request the network to divert incoming calls to another number.

### To switch Call Diversion on and off



Press the **Handsfree** button.



Press the **Call Diversion** button.



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



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



Press the **Handsfree** button.

### Note

*Call Diversion services may allow optional diverts. Refer to your Network Provider for details.*

### To cancel a diversion

Repeat steps 1 and 2 above.

## 1571 – Call Minder/ BT Answer

1571 allows you access to network based answering services that take calls when you do not answer your phone or if you are already on the line.

These services may provide personalised greetings and/or the time and date of each message. You can access your messages from any phone with a touchtone keypad.

Details on how to use these services are provided when you subscribe.

### To access your 1571 – Call Minder/BT Service



Press the **Handsfree** button.



Press the **1571** button.

## Reminder Call

You can turn your Converse 325 into a 24-hour alarm clock that rings you back at the time you specify.

### To set a Reminder Call



Press the **Handsfree** button.



Press the **Reminder Call On** button.



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.



Press **#** and listen for confirmation.



Press the **Handsfree** button.

### To cancel a Reminder Call



Press the **Handsfree** button.



Press the **Reminder Call Off** button.

Listen for confirmation.



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 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.

### Note

*For information on these and many other valuable services, call BT on 152. If you are not connected to the BT Network, ask your Network Provider 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.

Store

Press the **Store** button.



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

Store

Press the **Store** button.

#### Note

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

# General information

## Guarantee

Your Converse 325 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 Converse 325, or any component thereof, which is identified as faulty or below standard, or fails as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished 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 provided.
- The equipment is returned to the point of purchase.
- 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 by 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 approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

### If you have to return your Converse 325

Pack the unit securely, preferably in the original packaging. All parts must be returned. We cannot take responsibility for goods damaged in transit.

## 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 one telephone line. Your Converse 325 has a REN of 1.5. 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.

## Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone or pulse dialling with earth or time break recall. If in doubt please consult your service provider.

## R&TTE Directive

Hereby, TMX, declares that this Converse 325 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Converse 325 is available from TMX, Alpha Business Park, 28 White House Road, Ipswich, IP1 5LT.

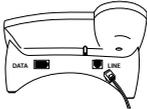
# Wall-mounting

## Note

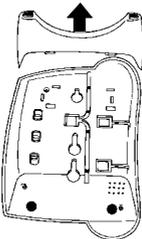
Before you wall-mount your Converse 325 check that:

- you are not drilling into any hidden wiring
- you do not need the facility of the data port.

- 1 Unplug and remove the telephone line cord from the socket on the stand.

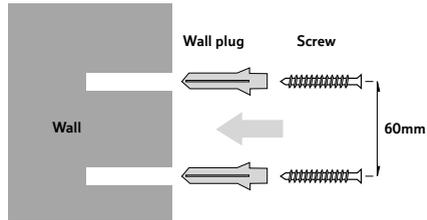


- 2 Unclip the line plug from the telephone base.
- 3 Unclip the stand from the base of the telephone and remove the stand.



- 4 Reconnect the telephone line to the line socket on the base of the phone.

- 5 Drill two holes in the wall 60mm vertically apart using a 8mm drill bit.

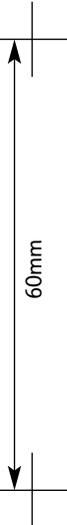


- 6 Insert the wall plugs if necessary, then insert the screws leaving about 8mm protruding from the wall on which to hang the phone.
- 7 Rotate the handset clip 180° so that it protrudes upward. This holds the handset in place when wall-mounted.



- 8 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.
- 9 Hang the handset on the handset clip.

If you need to leave the phone whilst on a call you can hang the handset on the park at the top right hand corner of the product.



# Index

<b>A</b> t a glance	1	Memory back-up	12
<b>B</b> atteries	5	Message waiting indicator	9
install	5	<b>P</b> hone socket	5
low warning	5	Preparatory dialling	7
<b>C</b> alculator	12	<b>R</b> ecall button	12
Call Diversion	15	Receiving calls	7
Call Minder/BT Answer	15	Redial	8
Call Return	14	last number	8
Call timer	7	repeat dial	8
Calls		Reminder call	16
end	7	Ringer tone	10
handsfree	9	Ringer volume	10
make	7	<b>S</b> afety information	4
receive	7	Secrecy	9
redial	8	Select Services	14
secrecy	9	1471 – Call Return	14
<b>D</b> ata port	13	1571 – Call Minder/BT Answer	15
Dialling mode	5	Call Diversion	15
<b>G</b> eneral information	18	Other Services	16
Guarantee	18	Reminder Call	16
<b>H</b> andsfree	9	reset buttons	17
Headset	8	Setting up	5
Hearing aid compatibility	7	Switchboard compatibility	19
<b>M</b> aking calls	7	<b>T</b> echnical information	19
Memories	10	Time – set	6
dial one-touch number	11	<b>V</b> olume	
dial two-touch number	11	caller's speech	10
store a pause	12	ringer	10
store one-touch number	10	<b>W</b> all-mounting	20
store two-touch number	11		



## Offices worldwide

The Telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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