

BT Graphite 2100



User Guide



Bringing it all together



This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites or email addresses that are referenced.

Simply hover the cursor over the page number, website or email reference and click when the  icon changes to the  icon.



Think before
you print!

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

You must set up your phone before you can use it. This doesn't take long and it is easy to do. Just follow the simple instructions on the next few pages.

Need help?

If you have any problems setting up or using your BT Graphite 2100 please call our free Helpline on 0808 100 6556*.

Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in 'Help' at the back of this guide or online at www.bt.com/producthelp

IMPORTANT

Only use the power adaptor and telephone line cord supplied, or this product may not work.

Got everything?

- BT Graphite 2100 handset
- BT Graphite 2100 base
- Battery compartment cover (already fitted)
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 052299)
- Telephone line cord (pre-installed)

If you have purchased a BT Graphite 2100 multiple pack you will also have the following for each handset:

- BT Graphite 2100 handset
- BT Graphite 2100 charger
- Battery compartment cover (already fitted)
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 052300)

* Calls to the Helpline made from within the UK mainland network are free. Mobile and International call costs may vary.

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Getting started


Location

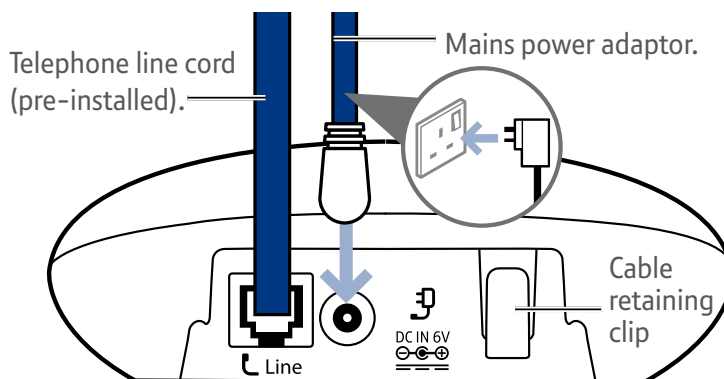
You need to place your BT Graphite 2100 base within 3 metres of a mains power socket and 2 metres of the telephone wall socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Graphite 2100 works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help to provide the best signal.

Setting up

1. Plug the mains power adaptor (item code 052299) into the power socket marked  on the back of the base and secure the cable behind the retaining clip. Plug the other end into the mains power wall socket and switch on. The base will come on and beep.




WARNING

Do not place your BT Graphite 2100 in the bathroom or other humid areas.

Handset range

The BT Graphite 2100 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

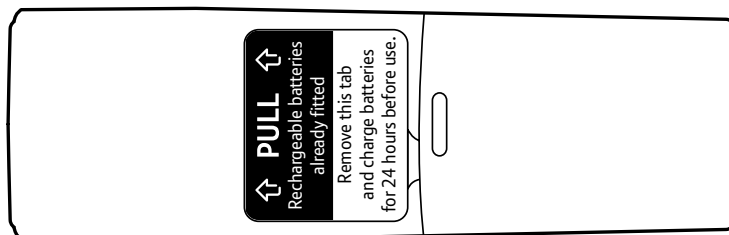
The  icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

IMPORTANT


Do not connect the telephone line to the telephone line wall socket until the handset is fully charged.

The base station should be plugged into the mains power socket at all times.

- Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.



- Place the handset on the base to charge. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.

The main handset is pre-registered to the base as Handset 1. This is shown on the display. When the handset is fully charged the display will show .

- After 24 hours plug the telephone line cord into the telephone wall socket.

Note: If you ever need to remove the batteries, simply slide open the battery compartment cover and using the finger holes grip the batteries and pull them out.

BT Graphite 2100 multipack users only:

If you have purchased a BT Graphite 2100 multiple pack, you will need to prepare any additional handsets and chargers for use.

Place each BT Graphite 2100 charger within reach of a mains power wall socket.

WARNING


Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Talk/Standby time

Under ideal conditions, the handset batteries should give up to 10 hours talk time or 100 hours standby on a single charge. (This does not mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new NiMH rechargeable batteries do not reach full capacity until they have been in normal use for several days.

Battery low warning

If the  icon is flashing in the display and you hear a warning beep every minute during a call, you will need to recharge your handset before you can use it.

Battery performance

To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.

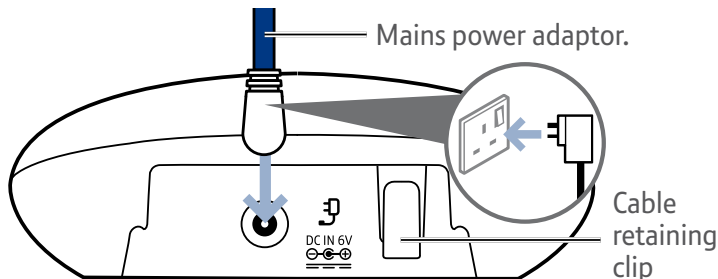
Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. For details on how to obtain spare batteries, call the BT Graphite 2100 Helpline on 0808 100 6556*.

For each additional handset and charger:

1. Plug the mains power adaptor (item code 052300) into the power socket on the back of the charger and secure the cable behind the retaining clip. Plug the other end into the mains power wall socket and switch the power on.










2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.

The display will show the handset number, **2**, to show it is registered to the base.

3. Place the handset on the charger. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours.

Any additional handsets supplied as part of a multipack are pre-registered to the base. So, once charged, are ready for use.

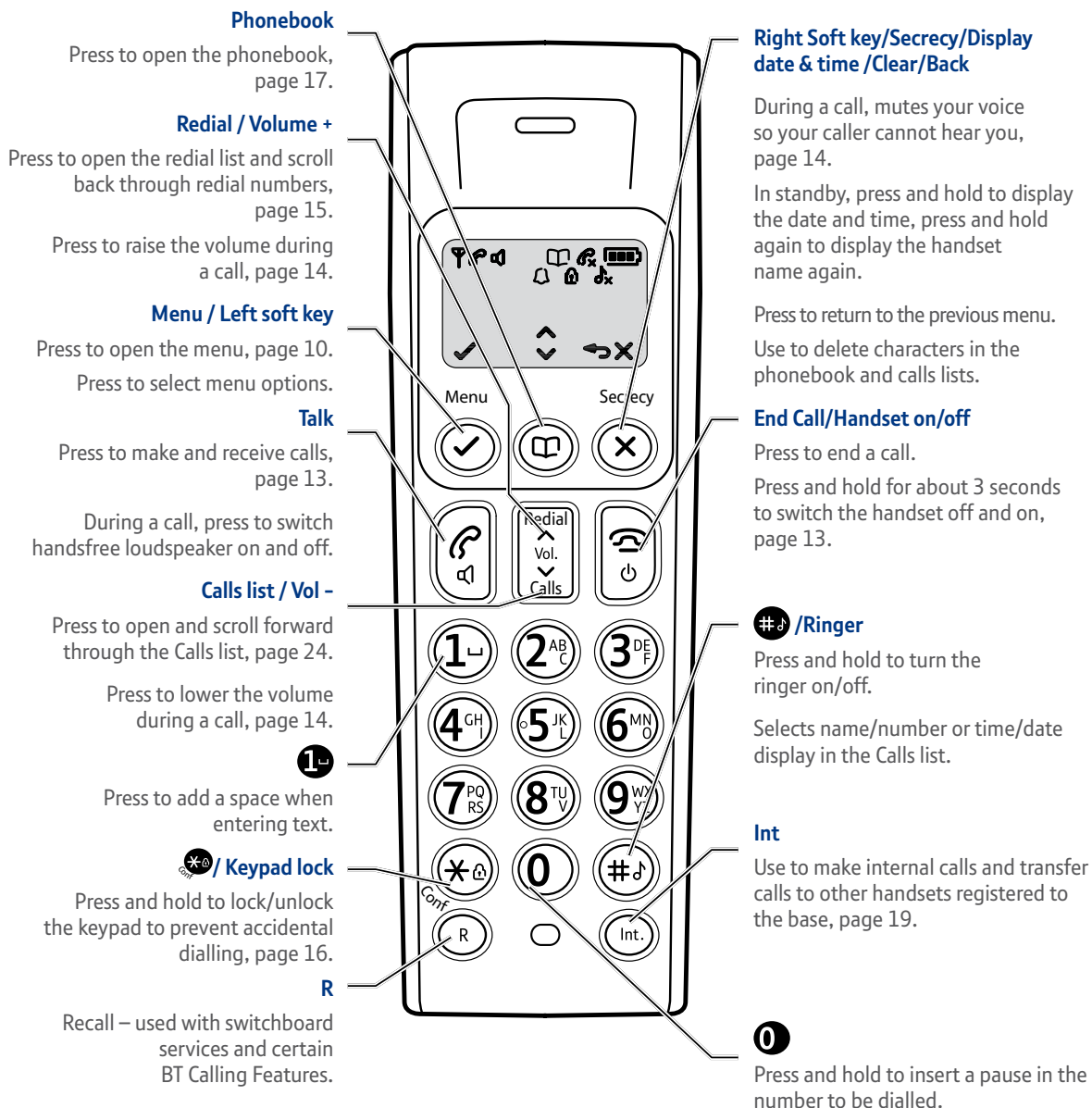
Set the date and time

1. Press , scroll  to **CLOCK/ALARM** and press .
2. **DATE/TIME** is displayed. Press .
3. Use the keypad to enter the date in the format (DD/MM/YY), e.g. 12/08/10 for 12th August 2010. If you make a mistake press  to delete.
4. Press . Use the keypad to enter the time in the 24 hour format (HH:MM), e.g. 17:25 for 5.25pm.
5. Press  to confirm.

Your BT Graphite 2100 is now ready for use.

Getting to know your phone

Handset buttons



Standby screen

Internal call

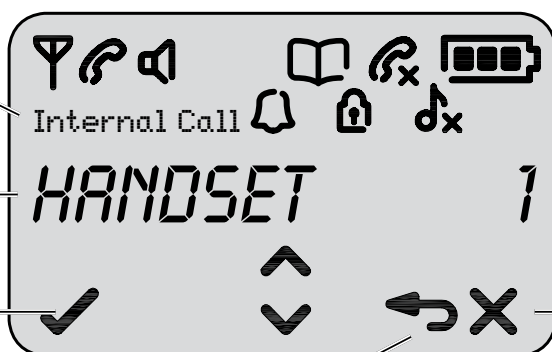
Flashes to indicate an internal call is being made.

On when an internal call is in progress.

Handset name

Menu

Use with Left soft key to open main menu and confirm options



Handset number

Clear

Use with Right soft key to clear characters in entry mode and mute the microphone.

Back

Use with Right soft key to return to previous menu or cancel current action

Handset display icons



Indicates signal link.
Flashes when handset is not registered or is out of range of the base.



Displayed when on a call.
Flashes when there is an incoming call.



Handsfree speaker in use.



Phonebook list open.



Indicates there are new number(s) in the Calls list*.



Fully charged – the 3 bars will all be on.



Medium charge – 2 bars will be on.



Low charge – first bar will be on.



Empty.



Displayed when alarm has been set.



Indicates the keylock is switched on.



Displayed when handset ringer is set to off.



Indicates more options are available, by scrolling up or down.


* This feature requires subscription to your network provider's Caller Display service. A fee may be payable.



Navigating the menus

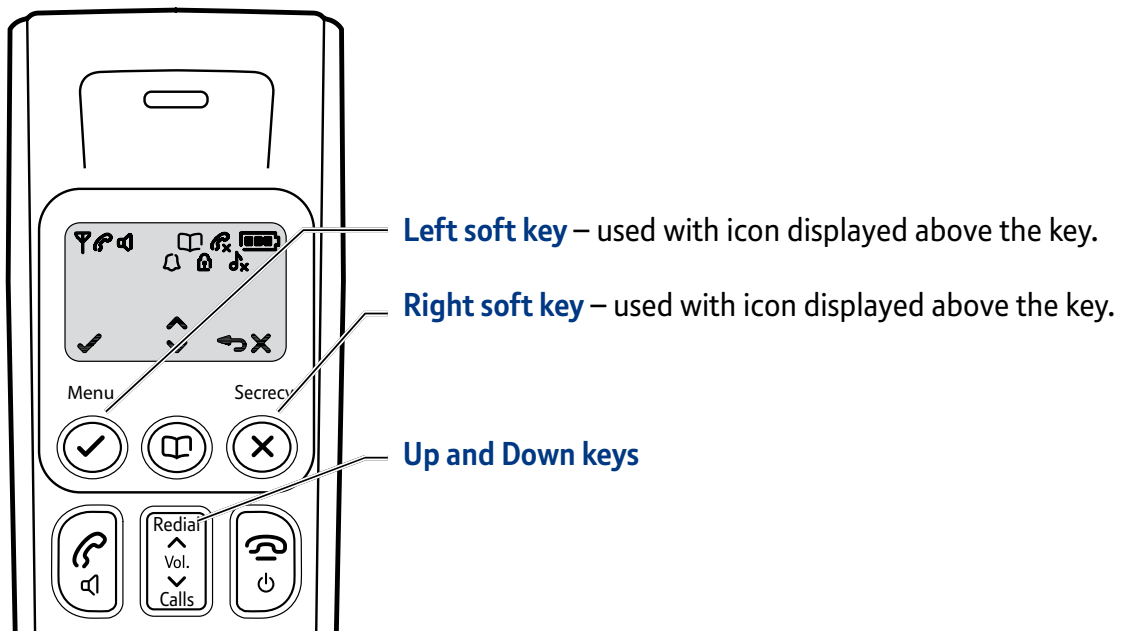
Your BT Graphite 2100 handset features an easy to use menu system.

Have a look at the menu map on the next page.


When the handset is switched on and in standby mode:


Press  to enter the main menu.

Press  or  to scroll through the menu options.




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

To select a displayed option, press .

To exit a menu and return to the previous menu display, press .

If no buttons are pressed for more than 30 seconds the display will return to the standby screen.

Menu map

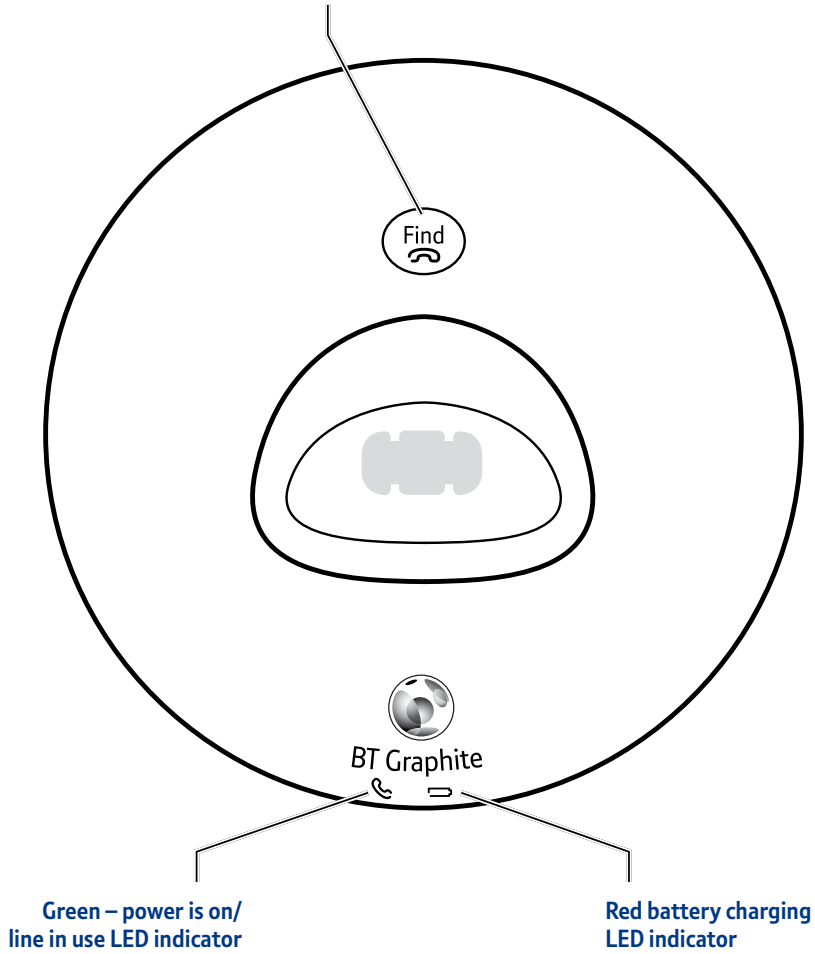
| | |
|--|---|
| PHONEBOOK* (Menu only appears when entries are stored. When phonebook is empty, press  again to add entry). | NEW ENTRY EDIT ENTRY DELETE ENTRY DELETE ALL |
| CLOCK/ALARM | DATE / TIME TIME FORMAT ALARM ALARM TONE |
| SETTINGS | HANDSET TONE HANDSET NAME AUTO ANSWER BASE TONES |
| ADVANCED SET | REGISTRATION DE-REGISTER PIN CODE PHONE RESET |
| BT SERVICES | HELPDESK BT 118500 VOICE MAIL DIVERT CALLS CALL WAITING RINGBACK OFF WITHOLD ID |

Base

Find / Page

Press to ring handsets registered to the base, page 16.

Press and hold to register new handsets to the base, page 29.




Using your phone

Switch the handset on/off


1. To switch off, press and hold  until the display goes off.
2. To switch the handset on, press and hold .


Make a call

1. Press . When you hear the dial tone, enter the phone number using the keypad.


The Green in use light on the base will flash when the line is in use.

Preparatory dialling


1. Enter the phone number first. The number is shown in the display.
2. Press  to dial the number.


If you make a mistake as you enter the number, press  to delete a digit.


End a call

1. Press  or replace the handset on the base.

Receiving calls


1. When the phone rings, the display flashes *CALL* and the  icon.

Press  to answer the call.

Or, you can answer the call by picking the handset up from the base or charger without having to press . This is called Auto answer, see page 21.

2. Press  to hang up.

Out of range warning

During a call, if you start to move the handset out of range of the base, the  flashes and you hear a beep in the earpiece every 3 seconds. Move closer to the base or you will lose the call.

Call timer

After the first 20 seconds of your call, the call timer is displayed.





Caller Display

If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed.

Chain dialling

Chain dialling is a convenient way of entering long sequences of numbers during a telephone call. This can be when trying to dial a phone number greater than 24 digits (the largest number that can be stored in a single phonebook entry) or when using automated telephone services, e.g. telephone banking.

Dial a chain number

1. Enter the first part of the number as usual using the keypad or from the phonebook (page 17). Press .
2. Either enter the additional part of the number using the keypad or press  after the first part of the number is dialled, scroll  to the phonebook entry containing the next number sequence and press  to dial the number.



Secrecy / Mute

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






1. During a call, press . The handset microphone is muted and the display shows *SECRECY ON*.
2. Press  again to resume your call.

Adjusting the earpiece/handsfree volume

You can adjust the earpiece or loudspeaker volume, 1-5.

1. During a call, press  to increase or  to decrease the volume.

Make a handsfree call

1. Dial the number then press .
2. Press  again. The  icon is displayed and you hear your call over the handset loudspeaker.
Press  to switch the call between the earpiece and the loudspeaker.
3. Press  to end the call.



Important

Storing security code information in the phonebook may allow other people access to your personal details.

Default setting=volume level 3



Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.



During a handsfree call, press  or  to change the volume.

Answer a call handsfree

When the phone rings:

1. Press  to answer the call then press  again.
The call is transferred to the loudspeaker.





Switch to handsfree during a call

1. During a call: press  to put the call on the loudspeaker.
To switch handsfree off and return the call to the earpiece, press  again.













Redial


Redial a number

The last 10 numbers dialled are stored in the redial list. Each entry can be up to 24 digits long.

1. Press  to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Scroll  or  to the number or name you want.
3. Press  to redial the entry displayed.









Copy a redial number to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows *SAVE ENTRY*.
3. Press . Use the keypad to enter the name, then press .
4. Display shows the number from the redial list. You can edit the number using  to delete digits if required and enter new ones. Press  to save.
5. The default melody will be displayed and played, press  or  to select a melody and press . Display will show *SAVED* and return to the redial list.
6. Press  to return to the standby screen.

If the redial number is longer than 12 digits, you can scroll along the number by pressing the  button.

If you enter a name that already exists in the phonebook the display shows *ENTRY EXISTS* for 2 seconds before returning to the enter name screen.

Delete a number from the redial list

1. Press  then scroll  or  to the entry you want.
2. Press  and scroll  to *DELETE ENTRY*.
3. Press . Display shows *DELETE?*
4. Press  to confirm or  to cancel.



Delete the entire redial list

1. Press  to open the redial list.
2. Press  and scroll  to *DELETE ALL*.
3. Press . Display shows *DELETE ALL?*
4. Press  to confirm or  to cancel.

Keypad lock



You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press .

1. To lock the keypad, press and hold  for approximately 2 seconds. The display will show *KEYS LOCKED*.
2. To unlock the keypad press and hold  again for approximately 2 seconds.

Paging (find handset)

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press  on the base. All handsets registered to the base will ring with the Paging ringtone for 30 seconds. To stop the ringing, press any button on a handset or press  again on the base.


IMPORTANT

When the keypad is locked you can still make calls to emergency numbers 999, 112, 9999 and 9112.









Even if you set the handset ringer to off, a handset will still ring if it is paged.

Using the phonebook

You can store up to 50 name and number entries on each BT Graphite 2100 handset registered to your base.









You open the phonebook with the  button.

Add an entry in the phonebook

1. From the standby screen, press . *PHONEBOOK* is displayed, press .
2. If there is no entry stored in the phonebook, *ADD ENTRY* is displayed.
Or
If there are already entries stored in the phonebook, *NEW ENTRY* is displayed. Press .
3. The display shows *ADD NAME*. Use the keypad to enter the name and press .
4. The display shows *ADD NUMBER*. Use the keypad to enter the phone number and press .
5. The default melody will be displayed and played. Press  or  if you want to change the melody that will be played when this number calls you and press .

You will hear a confirmation beep and the display will show *SAVED*.


View and dial entries in the phonebook

1. Press . The first entry is displayed.
2. Press  or  to scroll through the list. When the name you want is displayed, you can switch between the name and number by pressing .
3. Press  to display more digits – if there are any – or the name again.
4. Press  to dial the entry displayed or press  to return to standby or  if you want to open the phonebook menu to display more options.

Each name can be up to 12 characters long and each number up to 24 digits long.

If you enter a name that already exists the display shows *ENTRY EXISTS* for 2 seconds.

To enter a dialling pause

Press and hold  until *P* appears in the display to insert a 2-5 second pause in a number. The pause will be displayed as a *P*.

Memory full

When the phonebook memory is full the display shows *MEMORY FULL* when you try to add a new entry.

Entering names

Use the keypad to enter the letters shown on each button.


For example to store TOM:

Press  once to enter T.

Press  three times to enter O.

Press  once to enter M.

If the next letter you want to enter is on the same button, wait a moment then press the button.















Press  to delete an incorrect character or digit.

To enter a space press .











To enter a dash, press  twice.

To enter 1, press  twice.







Edit an entry in the phonebook

1. Press . *PHONE BOOK* is displayed. Press . *NEW ENTRY* is displayed.
2. Scroll  to *EDIT ENTRY* and press .
3. Scroll  or  to the entry you want to edit and press .
4. Press  to delete characters and use the keypad to edit the name.
5. Press . Press  to delete digits and use the keypad to edit the number.
6. Press . The default melody will be displayed and played. Press  or  if you want to change the melody, then press  to confirm. You will hear a confirmation beep and the display will return to the phonebook menu.

Delete an entry in the phonebook

1. Press . *PHONE BOOK* is displayed.
2. Press . Scroll  or  to *DELETE ENTRY* and press .
3. Scroll  or  to the entry you want to delete.
4. Press . Display shows *DELETE?*
5. Press  to confirm or  to cancel.

Delete entire phonebook

1. Press , the first phonebook entry is displayed.
2. Press  and scroll  to *DELETE ALL*.
3. Press . Display shows *DELETE ALL?*
4. Press  to confirm or  to cancel.

Internal calls

If you have bought a multi-pack or have more than one handset registered to your base, you can:

- make internal calls between handsets
- transfer an external call from one handset to another


You can have up to 5 GAP compatible handsets registered to your BT Graphite 2100 base, see page 29.

- hold a conference call between two internal handsets and an external call
- make an internal call between two handsets while a third is on an external call

Make an internal call




1. Press .

If you have two handsets (i.e. you have purchased a 2 pack), the second handset is called automatically.

If you have more than 2 handsets registered to the base the display will show the list of all registered handsets e.g. *235** and you will need to enter the handset number (1–5) you want OR press  to call all handsets (the first handset to answer will take your call).



Transfer an external call



You can transfer an external call to another handset registered to your base.

1. During an external call, press . Your caller is put on hold and all the other handset numbers are displayed on the screen.
2. Enter the handset number you want or press  to speak to your external caller again.
3. When the other handset user answers, you can announce the incoming call.
Press  to transfer the call.

3 Way call

You can talk simultaneously with an external caller and another internal handset user.

1. During an external call, press . Your caller is put on hold and if there is only one additional handset then it will ring. If you have more additional handsets then enter the number of the handset you wish to call.
2. When the other handset is answered, you can announce the external call.
3. Press and hold  for 2 seconds, the display will show *CONFERENCE* and all 3 handsets will be able to talk together.

If there is an incoming call while you are on an internal call you will hear a beep in the handset earpiece (or via the speaker if using handsfree mode) to alert you. To answer the incoming call press , the internal call will be terminated or press  to answer the incoming call and put the internal call on hold.











If the other handset user does not answer

You can reconnect to your external caller by pressing .

Settings












Handset and base ringer volume

Choose from 5 levels and Off.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press  or scroll to *BASE TONES* and press .
3. Display shows *RING VOLUME*. Press .
4. The current setting is displayed and played.
5. Press  or  to select the volume (1–5 or OFF).
6. Press  to confirm or  to return to the previous menu.

Handset and base ringer melody











Choose from 5 melodies.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press  or scroll to *BASE TONES* and press .
3. Scroll  to *RING MELODY*. Press .
4. The current melody is played.
5. Press  or  to select the melody (1–5).
6. Press  to confirm or  to return to the previous menu.

Keypad beep on / off


When you press a button on the handset, you hear a beep.

You can switch these beeps on or off.

1. Press , scroll  to *SETTINGS*.
2. Press  to display *HANDSET TONE* and press .
3. Scroll  to *KEY TONES*. Press . The current setting is displayed.
4. Press  or  to select *ON* or *OFF*.
5. Press  to confirm or  to return to the previous menu.

Handset default ringer volume = *LEVEL 4*

Base default ringer volume = *LEVEL 5*








If you select Ringer off, the  icon will be displayed on the standby screen.

Handset and base default ringer melody = *MELODY 1*

The default setting is ON.

Handset name


You can give your handset a name, up to 10 characters, eg. *MICHAEL* or *KITCHEN*. The name appears in the display.






1. Press , scroll  to *SETTINGS* and press .
2. Scroll  to *HANDSET NAME* and press . The current name is displayed.
3. Press  to delete the current name then enter the new handset name and press .

Default Handset name = *HANDSET*

See page 17 for help on entering names.

Auto answer

Your phone is set to answer calls by simply lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing the  button first.

1. Press , scroll  to *SETTINGS* and press .
2. Scroll  to *AUTO ANSWER* and press .

The current setting is displayed.

3. Press  or  to select *ON* or *OFF* and press  to confirm.











Default setting = Auto Answer On

Clock and alarm

To set the date and time see page 7.

Set the alarm

You can set your handset to give you an alarm call. The alarm will sound for 1 minute at the set time once or daily.


1. Press , scroll to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM* and press .
3. If required, press  or  to select *OFF*, *ON ONCE* or *ON DAILY* then press .
4. If *OFF* was selected, you will hear a confirmation tone.
If *ON ONCE* or *ON DAILY* was selected use the keypad to enter the time in the 24 hour format, e.g. 08-30 for 8.30am.
5. Press  to confirm (or  to cancel). The  icon will be displayed to show the alarm has been set.

On Once: alarm will only ring once.

On Daily: alarm will ring at the set time everyday.










Off: alarm is turned off.

To stop the alarm ringing
Press any button on the handset.











When the alarm is set, the  icon is displayed in standby.
To switch the alarm off when it sounds, press any button on the handset.

Select alarm clock melody

There are 3 melodies to choose from.

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM TONE* and press . The current setting is displayed and played.
3. Press  or  to change the setting.
4. Press  to confirm (or  to cancel).

Change alarm time

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM* and press .
3. If required, press  or  to display *ON ONCE* or *ON DAILY* then press . The current setting is displayed.
4. Use the keypad to enter the new time in the 24 hour format, e.g. 07–30 for 7.30am.
5. Press  to confirm or  to cancel.

The alarm clock melodies are different from the handset and base ringer melodies.

Default alarm clock melody = *MELODY 1*

Caller Display and the calls list


Caller Display

Caller Display shows the caller's telephone number on the handset display as well as the date (day/month) and time (hour/minute) the call was received. If the caller's number matches an entry stored in the phonebook, the name will be displayed instead.

Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

Calls list

The Calls list stores details of your last 40 incoming calls, including the phone number up to 20 digits long and date and time of the call.

The Calls list also alerts you to unanswered calls. When you have unanswered, or 'new calls', the  icon will be displayed. This icon will remain in the displays until you view the new calls in the calls list on each handset.

If the same number calls more than once then all instances of the calls will be recorded in the calls list.

When the Calls list is full, the most recent calls received automatically replace the oldest calls (read or unread).

You open the Calls list using the  button.

For this feature to work you must subscribe to a Caller Display Service from you network provider. A quarterly fee may be payable.

For more information on Caller Display and BT's other Calling Features, call BT on Freephone 0800 800 150.

Call information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

WITHHELD

The caller has withheld their number.

UNAVAILABLE

The number is unavailable.

RINGBACK

Ringback call.

INTERNATIONAL

International call.

OPERATOR

Call from operator.

View the Calls list

1. From standby, press to open the Calls list.
2. Press or to scroll through the list.
3. If the name is displayed, press to display the number.
Press again to see the date and time of the call.

Dial a number in the Calls list

1. Press then scroll or through the list to the entry you want.
2. Press to dial the displayed entry.

Copy a number from the Calls list to the phonebook

1. Press then scroll or through the list to the entry you want.
2. Press . The display shows *SAVE ENTRY*. Press again.
3. Use the keypad to enter or edit the name, then press .
4. Edit the number if necessary, then press .
5. The default melody is displayed and played. Press or if you want to change the melody, then press to confirm. You will hear a confirmation beep and the handset will show *SAVED*.

Delete an entry in the Calls list

1. Press then scroll or through the list to the entry you want.
2. Press and scroll to *DELETE ENTRY*.
3. Press . Display shows *DELETE?* Press to confirm or to cancel.

Delete the entire Calls list

1. Press .
2. Press and scroll to *DELETE ALL*.
3. Press . Display shows *DELETE ALL ?*
4. Press to confirm or to cancel.

If the telephone number is longer than 12 digits, press to toggle between the rest of the number and the received time and date.

If the name you enter already exists in the phonebook the display shows *ENTRY EXISTS* for 2 seconds. Enter a different name to store the entry.








BT Network Services

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

Pre-stored BT Services numbers:

- **HELPOESK** – dials the BT Graphite 2500 Helpdesk for information and help.
- **BT 118500** – dials BT directory enquiries.
- **VOICEMAIL** – lets you use your network's voicemail service (1571).
- **DIVERT CALLS** – diverts all calls to a different telephone number.
- **CALL WAITING** – to activate/de-activate.
- **RINGBACK OFF** – lets you cancel an automatic ring back request.
- **WITHHOLD ID** – prevents your telephone number being sent when you make calls. Enters 141 automatically before the next call only.

Open and dial from the BT Services menu

1. Press  (Menu), scroll  (Vol. Calls) to **BT SERVICES** and press  (Menu).
2. Scroll  (Redial Vol.) or  (Vol. Calls) to highlight **HELPOESK**, **BT 118500** or **VOICEMAIL** and press  (Menu).
3. **CALL** is displayed, if you wish to call the service press  (Menu).

Voice mail

Dials 1571 so you can play and manage messages left on your BT Answer 1571 voicemail service. You need to subscribe to BT Answer 1571 for this feature to work.

To dial your voicemail

1. Press  (Menu), scroll  (Vol. Calls) to **BT SERVICES** and press  (Menu).
2. Scroll  (Vol. Calls) to **VOICEMAIL** and press  (Menu).
3. **CALL** is displayed, press  (Menu).

IMPORTANT

To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A fee may be payable.

For more details on BT's Calling Features, call BT free on 0800 800 150.


If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

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

You can also select **DIVERT CALLS**, **CALL WAITING**, **RINGBACK OFF** or **WITHHOLD ID** to use other BT services.

Please note that dependent on the setting you use, your network answering service (e.g. BT Answer 1571) may conflict with the answering machine on your BT Graphite 2100. For example, messages may be taken by the network service before your BT Graphite 2100 has a chance to answer them. If you experience difficulties then please call the Helpline for advice.












To set up or edit your voicemail number

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to *VOICE MAIL*. Press .
3. Scroll  to *EDIT NUMBER*. Press .
4. Enter the Voicemail number and press .












Call Divert


You can choose to divert all calls or to divert calls only if the line is busy or only if there is no answer when someone calls to another telephone number of your choice.

Set up or edit a Call Divert number

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to *DIVERT CALLS* and press .
3. Press  or  to highlight either *ALL CALLS*, *BUSY* or *NO ANSWER* and press .
4. Scroll  to *EDIT NUMBER* and press .
5. Enter the number you want to divert calls to and press .

Activate/deactivate Call Divert

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to divert calls and press .
3. Press  or  to highlight which feature you want to switch on or off: *ALL CALLS*, *BUSY* or *NO ANSWER* and press .
4. Scroll  or  to highlight activate or deactivate and press .

Press  to delete any existing number if necessary.

Call Waiting



With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Phonebook) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.



Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

To use Call Waiting









To answer the second call, without disconnecting from your first caller:

1. Press . The first caller will be put on hold.
2. Press  again to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call and take the waiting call:

1. Press  to end the current call. The handset will then ring.
2. Press  and continue your conversation with the second caller.







Activate/de-activate Call Waiting

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to *CALL WAITING*. Press .
3. Scroll  or  to choose either *ACTIVATE* or *DEACTIVATE*, press . This will send an update to the network.

You must subscribe to your network's Call Waiting service for Call Waiting to work. A fee may be payable.



Ring Back Off

This feature allows you to cancel an automatic ring back request.

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to *RINGBACK OFF* and press .
3. *CALL* is displayed, press .
4. *#37#* is displayed and then dialled to cancel ring back.

Withhold ID

This feature will prevent your telephone number being sent when you make your next call. You need to follow the procedure below for each call you make where you want to withhold your telephone number.

1. Press , scroll  to *BT SERVICES* and press .
2. Scroll  to *WITHHOLD ID* and press .
3. *CALL* is displayed, press .
4. *141* is displayed, now enter the number of the person you wish to call.







Ring Back is a network service which allows you to connect to an engaged number once it becomes free. For more details contact BT free on 0800 800 150 or contact your network provider. A fee may be payable for this service.

Additional handsets

Up to 5 handsets can be registered and operated from the BT Graphite 2100 base.

If you buy new handsets to use with your BT Graphite 2100 they will have to be registered to the base before you can use them.


Register a new BT Graphite 2100 handset to your BT Graphite 2100 base

1. At the base: Press and hold  for 5 seconds until you hear a beep. You now have 60 seconds to register the handset.
2. At the handset: press , scroll  to *ADVANCED SET* and press .
3. If the handset has previously been registered to another base it will show *REGISTRATION*. If the handset has not previously been registered to a base it will show *UNREGISTERED*, press .
4. Enter the 4-digit master PIN (default setting 0000) and press . The display flashes *PLEASE WAIT*. If you don't enter the PIN code within 30 seconds, the registration process will be aborted.
5. The handset will be automatically assigned the first available handset number, e.g. 2, 3, 4 or 5. You will hear a beep. The handset is now registered.

If registration does not work:

- Make sure there is no other electrical equipment very close by that may interfere with the registration signal.
- Make sure you do not already have 5 handsets registered to the base as the registration process will stop if you do.
- Try following steps 1-5 above again.

Register a different manufacturer's handset to your BT Graphite 2100 base

1. At the base: Press and hold  for 5 seconds until you hear continuous beeping. You now have 60 seconds to register the handset.

Handsets that were supplied with your BT Graphite 2100 base are already registered to it as *HANDSET 1*, *HANDSET 2* etc.

Each additional handset you buy must be registered with the base.

IMPORTANT

Before registration, make sure the handset batteries are fully charged and that you are close to the base.

Cancel registration

Press .

Naming additional handsets









Once you have registered additional handsets you may wish to give them a different name, see page 21.

IMPORTANT

DECT GAP Profile only guarantees that basic calling-functions will work correctly between different makes/types of handset and base. There's a possibility that certain services such as Caller Display will not work correctly.

- At the handset: Follow the registration instructions given in your handset's user guide.










De-register a handset

- Press , scroll  to **ADVANCED SET** and press .
- Scroll  to **DE-REGISTER** and press .
- Enter the master PIN code (default setting: 0000) and press .
- A list of available handset numbers is displayed. Enter the number of the handset you want to de-register.
- Press  to confirm or  to cancel. You will hear a long confirmation beep to indicate de-registration was successful.

Change master PIN

The master PIN is used for handset registration and de-registration. The PIN is 4 digits long, with a default setting of 0000.








The answer machine remote access PIN is the same as the master PIN. If you forget the master PIN you can reset the base to its default settings and the PIN will return to the default of 0000.

- Press , scroll  to **ADVANCED SET** and press .
- Scroll  to **PIN CODE** and press .
- Enter the current PIN code (default setting: 0000) and press .
- Enter the new PIN and press . If you make a mistake press  to delete a digit and then re-enter it.
- Enter the new PIN again and press  to confirm.

Reset to default

This resets your BT Graphite 2100 to its default settings.

The redial and calls list will be deleted but the phonebook entries will remain.

- Press , scroll  to **ADVANCED SET** and press .
- Scroll  to **PHONE RESET** and press . Display shows **CONFIRM?**
- Press  to confirm or  to cancel.

Default settings

| | |
|---------------------|----------------|
| H/S Ringer Volume | LEVEL 4 |
| H/S Ringer Melody | MELODY 1 |
| B/S Ringer Volume | LEVEL 5 |
| B/S Ringer Melody | MELODY 1 |
| H/S Earpiece Volume | VOLUME 3 |
| H/S Speaker Volume | VOLUME 3 |
| H/S Key Beep | ON |
| Auto Answer | ON |
| Handset Name | HANDSET |
| Date/Time | 00:00 01/01/10 |
| Base PIN code | 0000 |
| Language | ENGLISH |
| Flash time | 100ms |
| Pause time | 2-5 seconds |
| Alarm | OFF |
| Alarm tone | MELODY 1 |
| Alarm volume | VOLUME 5 |
| Redial List | EMPTY |
| Phonebook memory | UNCHANGED |
| Calls list | EMPTY |

Help

Phone does not work

- Have you activated the batteries correctly? See page 6.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 20.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 29.

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries

icon flashes

- Is the handset registered correctly to the base, see page 29.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- The batteries are low, place the handset on the base/charger to recharge.

You hear the busy tone when you press .

- Make sure the handset is in range of the base.
- Another handset registered to your BT Graphite 2100 base may be on the line.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 23.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of up to 5 handsets to your BT Graphite 2100 base. Check that you have not exceeded the limit.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Graphite 2100 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Graphite 2100 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you are still experiencing difficulties please call the BT Graphite 2100 Helpline on 0808 100 6556*.

General information

IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

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

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Take out the old batteries and replace with 2 new AAA NiMH 550mAh batteries.
3. Press and push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 550mAh.

For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556*.

WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT Graphite 2100 by using any other types of batteries.

Safety information

- Only use the power supply suitable for the BT Graphite 2100 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 052299.

If you have purchased a multiple pack the item code for the charger(s) mains power supply is 052300.

- Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0808 100 6556* for all repairs.

- If the keylock is switched on, it is still possible to make calls to the emergency numbers (999/112/9999/9112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

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

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- 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 surfaces.
- 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.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions



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

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

Product disposal instructions for residential users

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

Product disposal instructions for business users

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

Guarantee

Your BT Graphite 2100 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Graphite 2100 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- 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:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 31 or contact the BT Graphite Helpdesk for assistance on 0808 100 6556*. Additional answers to Frequently Asked Questions are available from www.bt.com/producthelp

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

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.

If you require technical assistance outside of the 12 month guarantee period, please call BT's approved technical support agent, Helpdesk solutions on 0870 240 5029.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

Technical information

How many telephones can I 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 BT Graphite 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.

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 052299.

If you have purchased a BT Graphite 2100 multiple pack, the item code for the charger(s) mains power supply is 052300.

Only use approved rechargeable NiMH AAA 550mAh batteries.

These products are available from the BT Graphite 2100 Helpline on 0808 100 6556*.

R&TTE

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.

For your records

Date of purchase:

Place of purchase:

Serial number:

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

Declaration of Conformance

Hereby, CCT Marketing Ltd declares that this Graphite 2100 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, please visit www.bt.com/producthelp

Connecting to a switchboard

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

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press and hold **0** until *P* appears in the display to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall (R)

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

User Guide formats

This document is also available in other formats, such as Large print, Braille and Audio CD. If you would like a copy, please phone 0808 100 6556*.

If you experience any problems, please call the Helpline on Freephone 0808 100 6556* or visit www.bt.com/producthelp



Working together, supporting energy saving products

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

BT is a **sustainability leader**

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

bt.com/betterworld/products 

Offices worldwide

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