



Bringing it all together

# BT Graphite 1100

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## User Guide



# Welcome...

to your BT Graphite 1100  
Digital Cordless Telephone

- Caller Display shows you who's calling before you answer the phone<sup>1</sup> and stores a list of your last 40 callers. You can also dial numbers direct from the Calls list.
- Handsfree lets you make and receive calls using the built-in handset loudspeaker so your hands are free for other tasks during a call.
- 50 Name and number phonebook for storing your most frequently used numbers.
- 10 last number redial.
- Use up to 5 handsets with one base and one phone line.
- Make internal calls and transfer external calls between handsets.

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

- 1 Requires subscription to your network's Caller Display service. A quarterly fee may be payable.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call you will need to set up your phone.

Follow the simple instructions in ‘Getting Started’, over the next few pages.

### Need help?

If you have any problems setting up or using your BT Graphite 1100 please contact the Helpline on 0870 242 6652\*.

Alternatively, you may find the answer in ‘Help’ at the back of this guide.

### IMPORTANT

**Only use the telephone line cord supplied.**

\*Calls provided by BT will be charged at up to 8 pence per minute. A Call Set-Up Fee of up to 6 pence per call applies to calls from Residential lines. Prices correct at time of going to press. See [www.bt.com/pricing](http://www.bt.com/pricing) for details. Mobile and other providers’ costs may vary.

### Got everything?

- BT Graphite 1100 handset
- BT Graphite 1100 base
- Battery compartment cover
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (Item code: 039956)
- Telephone line cord

**If you have purchased a BT Graphite 1100 multiple pack you will also have the following for each handset:**

- BT Graphite 1100 handset
- BT Graphite 1100 charger  
Battery compartment cover
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (Item code: 039955)

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# Getting started


## WARNING

Do not place your BT Graphite 1100 in the bathroom or other humid areas.

## Handset range

Your BT Graphite 1100 has a range of up to 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will 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.


## Location

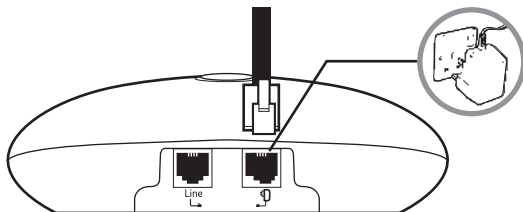
You need to place your BT Graphite 1100 base within 3 metres of a mains power socket and 2 metres of the telephone wall socket so that the cables will reach.

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

Your BT Graphite 1100 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.

## Connect the base to the mains power

1. Plug the mains power adaptor into the power socket on the back of the base and plug the other end into the mains power wall socket. The base will come on and beep and display . It will default to Answer and record mode.



### Preparing your handset

2. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.
3. 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.

### BT Graphite 1100 multipack users only:

If you have purchased a BT Graphite 1100 multiple pack, you will need to prepare any additional handsets and charger for use. Place each BT Graphite 1100 charger within reach of a mains power wall socket.

#### For each additional handset and charger:

- i. Plug the mains power adaptor into the power socket on the back of the charger and plug the other end into the 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.

See 'Battery performance' on the following page.

#### 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 1100 Helpline on 0870 242 6652\*.

**IMPORTANT**

**Only use the telephone line cord supplied with the phone.**

- ii. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.

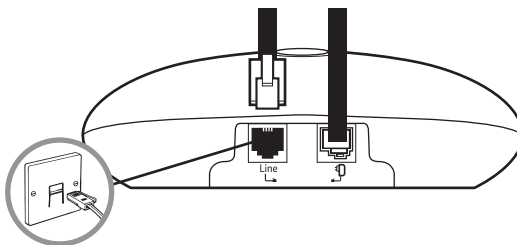
The display will show the handset number, 2, to show it is registered to the base.

- iii. 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.

**Connect to the telephone line**

4. Plug the telephone line cord into the socket marked on the back of the base and plug the other end into the telephone wall socket.

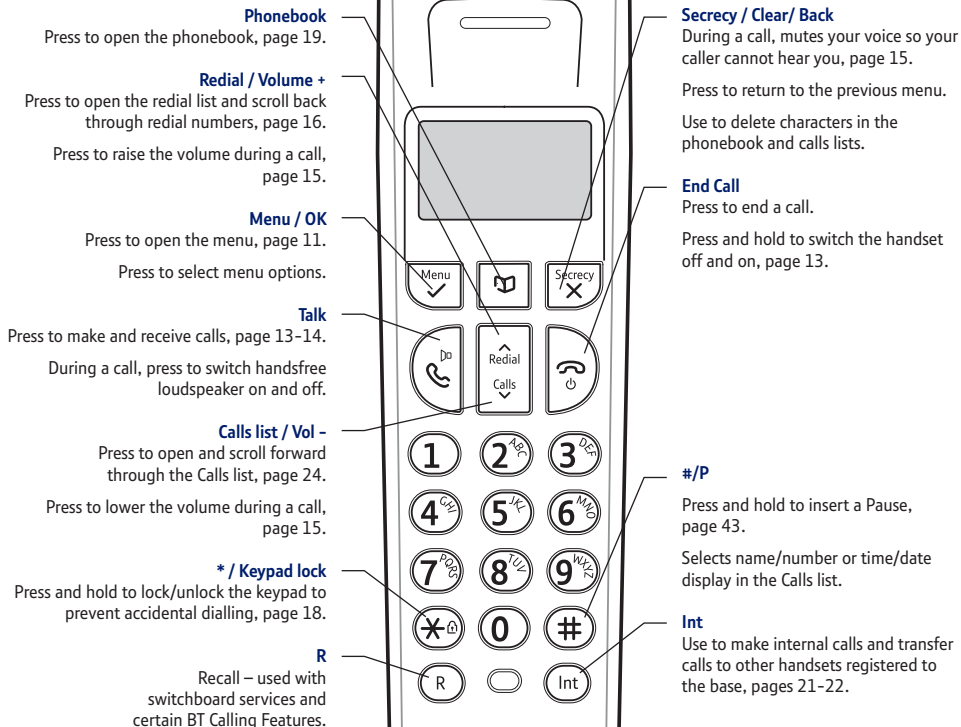


**Your BT Graphite 1100 is now ready for use.**

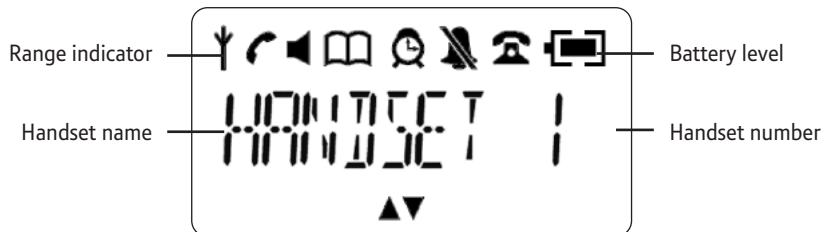


# Getting to know your phone












## Handset buttons



### Standby screen



### Handset display icons



	Phone off-hook.		Alarm has been set.
	Indicates signal strength. Flashes when handset is not registered to the base.		Handset ringer volume set to off.
	Phonebook open.		More options available, scroll up or down.
	Handsfree speaker in use.		Battery 30 – 100% charged.
	New number(s) in Call list*.		Battery 10 – 30% charged.
			Battery under 10% charged. Icon will flash.

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

## Using the menu


All your phone's functions and settings can be accessed through the main menu. The menu map below shows all the menu options you can choose from.

Press  to enter the 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 an option, press .

To return to the previous menu display, press .

## Menu map



### PHONEBOOK

(Menu only appears when phonebook is empty. When entries stored, press  again to enter the menu).

ADD ENTRY  
MODIFY ENTRY  
DELETE ENTRY  
DELETE ALL

### CLOCK /ALARM

DATE / TIME  
ALARM  
ALARM TONE

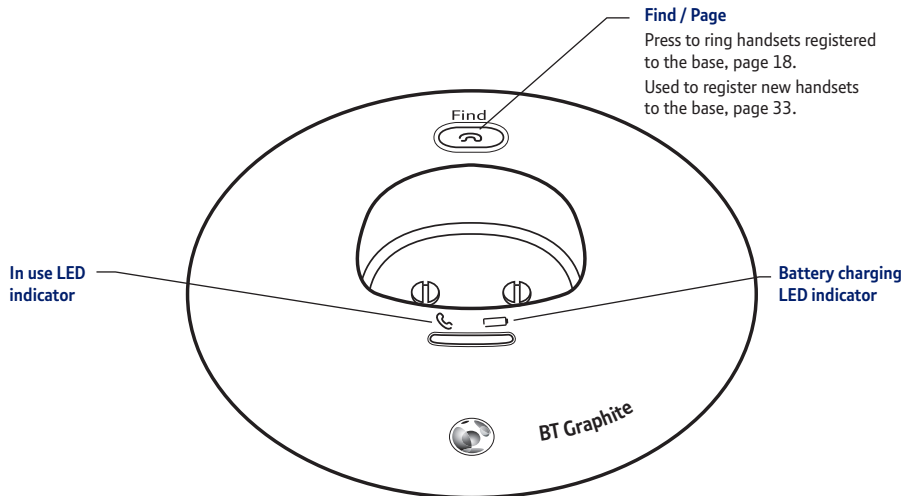
### SETTINGS

HANDSET TONE  
HANDSET NAME  
AUTO ANSWER  
BASE TONES

### ADVANCED SET

REGISTRATION  
DE-REGISTER  
PIN CODE  
PHONE RESET

## Base




# 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.

## 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.

## 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.

### Important

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

## 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 30.

2. Press  to hang up.

## 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. Press .
2. Either enter the additional part of the number using the keypad or press , 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 *MUTE*.
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.

## 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.



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

## 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 *ADD 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 characters if required. Press  to save.
5. Press  to return to the standby 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  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 *CONFIRM?*.
4. Press  to confirm or  to cancel.


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



**IMPORTANT**

You cannot call emergency numbers (999 / 112) when the keypad is locked.

**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  until the display shows *KEYS LOCKED*.
2. To unlock the keypad press and hold  again or replace the handset in the base.


**Paging**

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.

## Using the phonebook

You can store up to 50 name and number entries on each BT Graphite 1100 handset registered to your base.

You open the phonebook with the  button.

### Add an entry

1. From the standby screen, press . *PHONEBOOK* is displayed, press .
2. If there are already entries stored in the phonebook the first entry will be displayed and you will need to press  again. The display shows *ADD ENTRY*. 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.
5. Press  to confirm.

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 *DOUBLE NAME* for 2 seconds.

### 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.










### View and dial entries

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.







### Edit an entry

1. Press . *PHONE BOOK* is displayed.
2. Press . Scroll  or  to the entry you want to edit.
3. Press  and scroll  to *MODIFY ENTRY*.
4. Press . 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  to confirm.

## Delete an entry

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

## Internal calls

If you 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 1100 base, see page 33.

- 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 **Int**.

If you have two handsets, the second handset is called.

If you have more than 2 handsets, enter the handset number (1–5) you want OR press **\*0** 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 **Int**. 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 **Int** to speak to your external caller again.
3. When the other handset user answers, you can announce the incoming call.

Press **Int** to transfer the call.

#### If the other handset user does not answer:

You can reconnect to your external caller by pressing **Int**.

### 3 Way call

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

1. During an external call, press **Int**. Your caller is put on hold and all the other handset numbers are displayed on the screen.
2. Enter the handset number you want.
3. When the other handset user answers, you can announce the incoming call.
4. Press and hold **\*6** for 2 seconds, the display will show *CONFERENCE*.

# Caller Display and the calls list

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

For more information on Caller Display and BT's other Calling Features, call BT on Freefone 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.


## Caller Display

Caller Display shows who is calling and if the caller's number matches an entry stored in the phonebook, the name will be displayed as well.

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 calls received, 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.






The list is shared between all handsets registered to the base.

When the Calls list is full, the most recent calls received automatically replace the oldest calls.




You open the Calls list with the  button.










### View the Calls list


1. From standby, press  to open the Calls list.
2. Press  or  to scroll through the list. When you reach the end of the list, it automatically loops back to the beginning again.
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 to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows *ADD ENTRY*. Press  again.
3. Use the keypad to enter or edit the name, then press .
4. Edit the number if necessary, then press  to confirm. The entry is stored.







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 *DOUBLE NAME* for 2 seconds. Enter a different name to store the entry.

### Delete an entry

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

### Delete the entire Calls list

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

## 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.












## 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 volume (1–5 or OFF).
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 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 .

See page 19 for help on entering names.

If you have subscribed to your network's Caller Display service, the time will be set automatically when you receive your first call.








## Auto answer

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

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.











## Date and time

### 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), e.g. *12/08* for 12th August. If you make a mistake press  to delete.
4. Press . Use the keypad to enter the time in the 24 hour format, e.g. *17-25* for 5.25pm.
5. Press  to confirm.

## Set the alarm

You can set your handset to give you an alarm call.

1. Press , scroll  to *CLOCK/ALARM*. Press .
2. Scroll  to *ALARM* and press .
3. If required, press  or  to select *ALARM OFF*, *ALARM ONCE* or *ALARM DAILY* then press .
4. Use the keypad to enter the time in the 24 hour format, e.g. 0830 for 8.30am.
5. 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 *ALARM ONCE* or *ALARM 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 ringer melodies.

### 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.

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.










# Additional handsets

Up to 5 handsets can be registered and operated from the BT Graphite 1100 base.

If you buy new handsets to use with your BT Graphite 1100 they will have to be registered to the base before you can use them.

## Register a new BT Graphite 1100 handset to your BT Graphite 1100 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.
2. At the handset: press , scroll  to *ADVANCED SET* and press .
3. Scroll  to *REGISTRATION* and press .
4. Enter the 4-digit master PIN (default setting 0000) and press . The display flashes *WAITING*.
5. A list of available handset numbers is displayed, enter the number you require using the keypad. 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.
- Try following steps 1-5 above again.

Handsets that were supplied with your BT Graphite 1100 base are already registered to it as **HANDESET 1**, **HANDESET 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 29.

**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.









**Register a different manufacturer's handset to your BT Graphite 1100 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.
2. At the handset: Follow the registration instructions given in your handset's user guide.

**De-register a handset**











You can use one handset to de-register another handset.

You cannot de-register the handset you are using.

1. Press , scroll  to *ADVANCED SET* and press .
2. Scroll  to *DE-REGISTER* and press .
3. Enter the PIN code (default setting: 0000) and press .
4. A list of available handset numbers is displayed. Enter the number of the handset you want to de-register.
5. Press  to confirm or to  cancel.








## 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.

1. Press , scroll  to *ADVANCED SET* and press .
2. Scroll  to *PIN CODE* and press .
3. Enter the PIN code (default setting: 0000) and press .
4. Enter the new PIN and press . If you make a mistake press .
5. Enter the new PIN again and press  to confirm or  to cancel.

## Reset to default

This resets your BT Graphite 1100 to its default settings.

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

## Default settings

H/S Ringer Volume	LEVEL 5
H/S Ringer Melody	MELODY 5
B/S Ringer Volume	LEVEL 5
B/S Ringer Melody	MELODY 5
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	01/01; 00-00
PIN code	0000
Redial List	EMPTY
Phonebook memory	UNCHANGED
Calls list	EMPTY

## **Phone does not work**

- Have you installed the batteries correctly? See page 7.
- 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 28.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 33.

### 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 33.
- 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 1100 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 24.
- 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 1100 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 1100 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Graphite 1100 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 1100 Helpline on 0870 242 6652\*.

## IMPORTANT

This equipment is not designed for making emergency telephone call 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 batteries.
3. 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 0870 242 6652\*.

## 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 1100 by using any other types of batteries.

## Safety information

- Only use the power supply suitable for the BT Graphite 1100 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 039956.

If you have purchased a multiple pack the item code for the charger mains power supply is 039955.

- Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0870 242 6652\*.
- 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 0870 242 6652 for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- 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 1100 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 1100 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:

Prior to returning your product, please read the Help section beginning on page 36 or contact them on 0870 242 6652\* for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

### 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 Helpdesk Solutions on 0870 240 5029\* or a local qualified repairer.

### Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. 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. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

## 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: 039956.

If you have purchased a BT Graphite 1100 multiple pack, the item code for the charger mains power supply is 039955.

Only use approved batteries.

For details on how to obtain these call the BT Graphite 1100 Helpline on 0870 242 6652\*.

## 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 BT Graphite 1100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## 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  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.

## Offices worldwide

The 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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