



# *Quartet 1100*

**Cordless Telephone**

# User Guide


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.

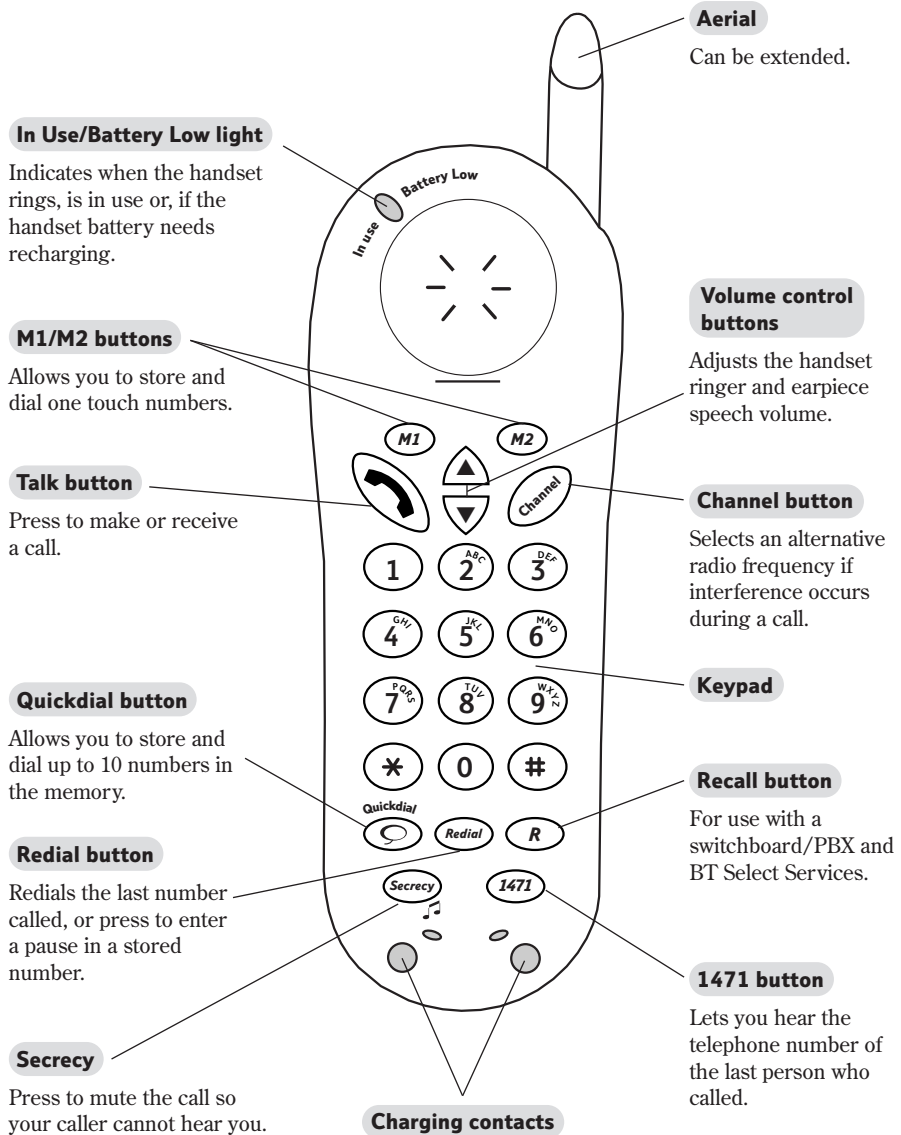
**Please open this page for an 'at a glance'  
guide to your Quartet 1100**



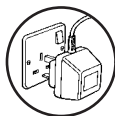
**Please open this page for a further  
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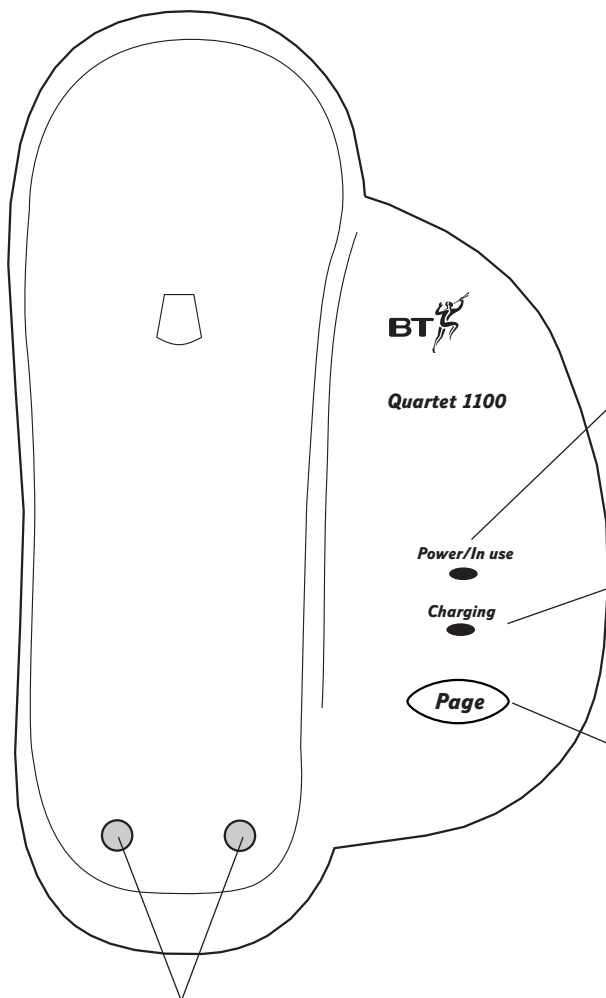
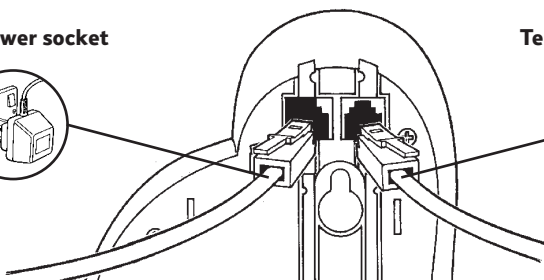
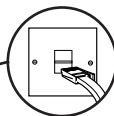
# At a glance



**Mains power socket**



**Telephone line cord socket**



**Quartet 1100**

**Power/In use light**

Comes on when connected to the power supply and flashes when in use.

*Power/In use*



**Charging light**

Comes on to indicate charging when the handset is on the base.

*Charging*

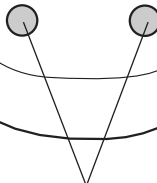


*Page*

**Page button**

Press to page the handset.

**Battery charging contacts**



# Key features



## Add up to 3 additional handsets

Use up to 3 additional handsets with each base.



## 10 Quickdial memories

Allows you to store up to 10 of your most frequently used numbers in the memory so they can be easily dialled.



## 2 One touch memories

Allows you to store two important numbers so they can be dialled at the touch of a button.



## 3 Handset ringer melodies

You can choose from three handset ringer melodies.



## Secrecy

You can mute a call and speak to someone else in the room without your caller hearing. You and your caller will hear music whilst on hold.

# *In this guide*

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# Introduction

Your Quartet 1100 is designed for ease of use and made to the high standards set by BT.

You can expect your Quartet 1100 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

## For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the base unit)

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

## Unpacking your Quartet 1100

Check that your Quartet 1100 is complete. If anything is missing, please contact your place of purchase immediately.

Quartet 1100 handset.



Quartet 1100 base unit.



Adhesive quickdial memory label.



Power supply unit.



Telephone line cord.



Wall mounting screws.



## HELPLINE

*If you have problems with your phone, call the Quartet 1100 Helpline on 0845 7697146.*

# *Safety information*

## **General**

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your warranty and may damage the telephone. The item number for the power supply unit is 872264.

Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not dismantle the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for repairs.

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

## **Cleaning**

Simply clean the handset and base station with a damp (not wet) cloth, or an antistatic 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 product may heat up when the batteries are being recharged. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

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

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

# Setting up

Follow these steps to set up your Quartet 1100 ready for use.

## Plan the location

Situate your Quartet 1100 close enough to the mains power socket and telephone socket so that the cables will reach.

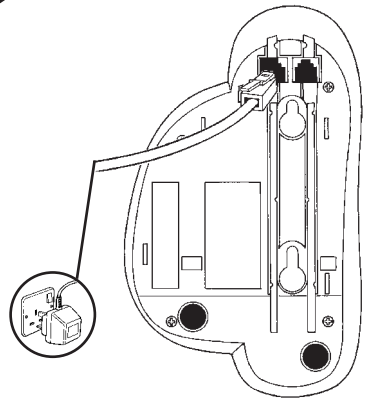
Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not situate the product in the bathroom or other humid areas.

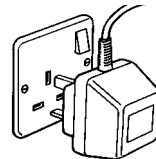
Your Quartet 1100 works by sending and receiving radio signals between the base unit and the handset. The strength of the signal depends on where you site the base unit and how the aerial is deployed. The higher the base unit is located, the better. An upstairs room is ideal.

Your product can be wall mounted, for more information see page 26.

- 1 Plug the power supply unit cord into the back of the base unit**



- 2 Connect the base unit power supply unit to a power socket**



The power supply unit must remain plugged in all the time.

**Note**

*Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.*

**3 Charge the handset**

When you first use your Quartet 1100, the rechargeable battery in the handset needs charging for 24 hours.

Place the handset on the base unit, ensuring the contacts are touching. The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

**Note**

*When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.*

*If the handset battery is running low, the **IN USE/BATTERY LOW** light on the handset will flash every 10-15 seconds.*

*If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.*

*Place the handset on the base unit to recharge.*

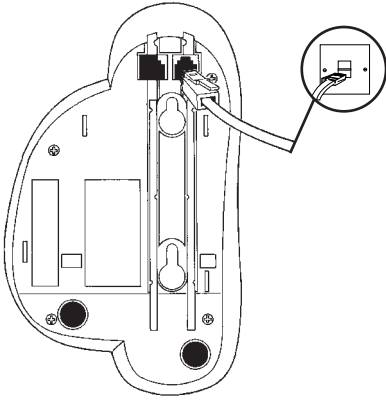
*However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT shop or from the Helpline.*

*To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.*

**WARNING**

*Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your warranty and may damage the telephone.*

- 4 Plug the telephone line cord into the bottom of the base unit and plug the other end of the line cord into the telephone wall socket**



### Helpline

*If you have any difficulties setting up your Quartet 1100 please call the Helpline on 0845 7697146.*

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*Your Quartet 1100 is now ready for use.*

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# Using your Quartet 1100

## Making and receiving calls

### To make an external call

Press the buttons in the order shown:

Lift the handset off the base unit.

Press the **TALK** button.

The **POWER/IN USE** light on the base unit begins to flash and the **IN USE** light on the handset comes on.

Listen for the dialling tone.

**123** Dial the number you want.



Power/In use

In Use

### To end a call

Press the **TALK** button.

*Or*

Replace the handset on the base unit.



### To receive a call

When the phone rings:

If your handset is on the base unit, simply pick it up to answer the call.

*Or*

If your handset is off the base unit then the handset **IN USE/BATTERY LOW** light will flash, press the **TALK** button to answer the call.



### Note

*The handset range is up to 250 metres from the base unit in ideal conditions. If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected.*



*Your Quartet 1100 handset uses a compact aerial which can be pulled out to obtain the best signal and reception available.*

## To use the channel button

Your Quartet 1100 automatically scans the available radio channels and selects the best quality reception to use.

If you experience interference during a call, press the **CHANNEL** button to select a different channel.

Channel

### Note

*An Inductive Coupler has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to **T** and adjust the position of the handset until you get the best reception.*

## Last number redial

Your Quartet 1100 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

## To redial the last number called

Press the **TALK** button and wait for the dialling tone.

Press the **REDIAL** button. The number is dialled automatically.

Redial

## Secrecy

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

## To switch Secrecy on and off

During a call press *and release* the **SECURITY** button.

Your caller will be put on hold and both you and the caller will hear music until the **SECURITY** button is pressed again.

The handset In Use light will flash.

You can now talk to someone in the room without your caller hearing you.

The handset will beep every minute until **SECURITY** is turned off.

Press *and release* the **SECURITY** button again to return to your caller.

Secrecy

Secrecy

## One touch memories

You can store one of your most frequently used telephone numbers in each of the one touch memories (**M1** or **M2**). Please note that the number can be no longer than 20 digits.

### To store a one touch number



Press the **QUICKDIAL** button.



Enter the memory location number, **M1** or **M2**, under which you want to store the number.



**123** Enter the telephone number you want to store.



Press the **QUICKDIAL** button to confirm.

You will hear a confirmation tone.

#### Note

*Storing a number in the memory automatically overwrites any previous number stored under the same location code.*

*Stored numbers can include switchboard and network services that use the **★** and **#** buttons as well as **PAUSE** and **RECALL** functions.*

*To enter a pause in a stored memory number press the **REDIAL** button.*

### To dial a one touch number



Press the **TALK** button.



Press the memory location number, **M1** or **M2**, under which the number is stored.



The number is dialled automatically. (If there is no number stored you will hear warning beeps.)

## Quickdial memories

You can store a further ten telephone numbers in the Quickdial memory. Please note that the numbers can be no longer than 20 digits long.

#### Note

*You can mix manual and memory dialling as required, for example, you can dial the area code **020 8304** from the memory and then complete the number manually.*

### To store a number in the Quickdial memory



Press the **QUICKDIAL** button.



Enter the location number between **0** and **9**, under which you want to store the number.

**123** Enter the telephone number you want to store.



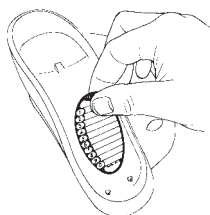
Press the **QUICKDIAL** button to confirm.

You will hear a confirmation tone.

### Note

*There is a quickdial memory label included in your packaging. You can use this to keep a record of which location number you have used for each telephone number.*

*Remove backing from memory label and place centrally into handset cradle on base unit as shown.*



### To dial a number in the Quickdial memory



Press the **TALK** button.



Press the **QUICKDIAL** button.



Enter the location number between **0** and **9**, under which the number is stored.

The number is dialled automatically.

### To delete stored numbers

Any existing number stored in the One touch or Quickdial memories can be overwritten by entering a new number under the same location. Simply follow the steps under the storing numbers sections previously shown.

### To adjust the handset ringer volume

You can adjust the handset ringer volume when the handset is not in use.

There are 3 settings, HIGH, LOW and OFF.

The default setting is HIGH.



Press the **DOWN** button to reduce the volume.



To switch the ringer volume OFF, press the **DOWN** button *and hold* for 2 seconds until you hear a confirmation beep.



To adjust the volume, press *and release* the **UP** button. The ringer will be set to the LOW level.



Press *and release* the **UP** button again to set the volume to HIGH.

You will hear a sample ring on each press.

### To adjust the earpiece volume



During a call you can adjust the earpiece volume using the **UP** and **DOWN** buttons.

There are 4 levels, where 1 is the lowest and 4 is the highest.

The default setting is 2.

### To change the handset melody

There are 3 handset melodies to choose from. The default setting is melody one.



Press the **QUICKDIAL** button.



Use the **UP** and **DOWN** buttons to scroll through the melodies and choose the melody you want.



Press the **QUICKDIAL** button to confirm the setting.

You will hear a confirmation tone.

### To adjust the base ringer volume

There are 3 levels to choose from, HIGH, LOW and OFF.

1 = HIGH; 2 = LOW and 3 = OFF. The default setting is HIGH.

Quickdial



Press the **QUICKDIAL** button.



Press the **#** button.

1-2-3

Enter the setting you want, 1-3.



Press the **QUICKDIAL** button to confirm the setting.

You will hear a confirmation tone.

You will also hear a sample ring of the base ringer at levels 1 and 2.

## Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

### To page the handset

Page

Press the **PAGE** button on the base unit.

The handset will ring.

You can stop paging at any time by pressing the **PAGE** button on the base unit or any buttons on the handset.

Pressing the **TALK** button will not only stop the paging but also seize the line. Press the **TALK** button a second time to clear the line.

After approximately one minute your handset will return to standby.

### Note

*When the handset ringer volume is set to OFF the handset will not ring.*

*You cannot page the handset while it is being used on a call.*

*An incoming call will override a page call and the handset will ring as normal.*

*If additional handsets are registered to the Quartet 1100 base unit then all handsets will ring when paged.*

## 1471 (Call Return)

By pressing the **1471** button you can hear the telephone number of the last person who called you. You also have the option to return the call.

### To use the 1471 button



Press the **TALK** button and wait for the dialling tone.

1471

Press the **1471** button.

You will hear the telephone number of the last person who called you. If the caller withheld their number the time of the call is still stored but not the number.

You also have the option to return the call.

## Call Waiting

### Note

*To use Call Waiting you will need to subscribe to the Service from your network provider. A quarterly fee is payable.*

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

## To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **R** button. The first caller will be put on hold.

**R**

When you have spoken to the second caller you can return to the first caller by pressing the **R** button again. You can switch back and forth between the 2 calls without disconnecting either if you wish.

**R**

If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.



The handset will then ring. Press the **TALK** button again and continue with the second caller.



The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

# Using Quartet 1000 Additional Handsets

You can buy and use up to 3 Quartet 1000 additional handsets with your Quartet 1100 to extend your phone system, without needing to install extension sockets for each new phone.

Each additional handset is supplied with its own charger and user instructions, but the following information will tell you how to register and use an additional handset with your Quartet 1100.

## Note

*You must charge your additional handset for 24 hours before registering it.*

## Registering your handset

You must register your Quartet additional handset before it can be used with your Quartet base unit. Make sure that each additional handset is registered with a different number (2, 3 or 4) so it can be identified from other additional handsets, *see page 19*.

## To register an additional handset

Place the handset you wish to register on the base unit and then remove it.

Page

Press *and hold* the base unit **PAGE** button for 5 seconds until both the POWER/IN USE light on the base unit and the IN USE/BATTERY LOW light on the handset begin to flash.

Page



Release the **PAGE** button and press the **TALK** button on the handset.

Your additional handset is registered automatically and you will hear a long confirmation beep and the IN USE light will stop flashing.

### Note

*The following erasing and re-registering procedure can be used for re-registering an original handset. If you wish to re-register please follow the instruction below, using your original handset where it refers to additional handset.*

### To re-register an additional handset

Before re-registering, the old registration code must first be erased. Once erased you can re-register your additional handset by following the registration process on p18.

### To erase a registration code



Press the **QUICKDIAL** button



Press the **CHANNEL** button.



Press the **★** button 4 times.



Press the **QUICKDIAL** button.

You will hear a confirmation tone.

Your old registration code is now erased and you can re-register your additional handset following the procedure opposite.

### Note

*Check that your additional handset is registered correctly by pressing the **TALK** button and listening for a dial tone. If you do not hear a dial tone your additional handset is either out of range of the base unit or it has not been registered properly, or the base unit line cord is not plugged in.*

## To set the handset number

Each additional handset must be assigned an identity number (2, 3 or 4). Your Quartet 1100 handset is already registered as HANDSET 1. A Quartet additional handset is pre-set as HANDSET 2. However, further additional handsets can be numbered as they are added.

Quickdial



Press the **QUICKDIAL** button.

Secrecy



Press the **SECURITY** button.

2-4

Enter the handset number between **(2 and 4)**.

Quickdial



Press the **QUICKDIAL** button. You will hear a beep confirming that the new number has been stored.

## Note

*Make a note of the handset number by writing it on the quickdial label on the additional handset's charger.*

## Transferring calls

You can transfer calls between handsets that are registered to the base unit.

## To transfer a call

Secrecy



During your call press the **SECURITY** button and then the handset number that you want to transfer the call to.

The called handset will ring.

If the call is not answered within 30 seconds the calling handset will ring.



Press the **TALK** button to speak to the caller.

If after a further 30 seconds the call is not taken the caller will be disconnected.

# General information

## Guarantee

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 Quartet 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 product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur 12 months from the date of purchase, provided that the equipment is sent to the repair address within this period.
- 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 23.

In the unlikely event of a defect occurring, please return the product, with the receipt, to the place of purchase.

### **Outside of the 12 month guarantee period:**

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the repair centre on 01325 304346.

## If you have to return your product

Prior to returning your product, please read the Help section on page 23, or contact the Helpline on **0845 769 7146** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

## Technical information

### **How many telephones can you have?**

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Quartet 1100 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.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 872276.

This product complies with R&TTE directive (1999/5/EC).

## Call security

Your Quartet 1100 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

## Switchboard compatibility

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

## Switchboard access codes

### To set the dialling mode

Quickdial



Press the **QUICKDIAL** button.



Press the **★** button. You will hear a tone.



Press **1** for Tone dialling.

*Or*



Press **2** for Pulse dialling.

Quickdial



Press the **QUICKDIAL** button.

You will hear a confirmation tone.

### To insert a pause in the memory

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

Redial



If so, press the **REDIAL** button to insert a pause before entering the telephone number.

### To use the recall facility

**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, when set to timed break recall, is also used for BT Select Services.

# Help and advice

If you have any problems using your Quartet 1100, this section will give you the most common, easy to follow solutions.

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
<ul style="list-style-type: none"> <li>• <b>No dialling tone.</b></li> </ul>	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
<ul style="list-style-type: none"> <li>• <b>Telephone will not dial out.</b></li> </ul>	Mains disconnected.	Wait until the power is restored.
<ul style="list-style-type: none"> <li>• <b>Telephone cannot receive calls.</b></li> </ul>	Power cut.  Handset battery pack is discharged.	<p>Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power.</p> <p>Then reconnect the base unit to the mains, then replace the handset on the base unit for 10 seconds and try again.</p> <p>Place the handset on the base unit and recharge it for 24 hours ensuring the <b>CHARGING</b> light is on.</p>
<ul style="list-style-type: none"> <li>• <b>You have dialling tone but the telephone will not dial out.</b></li> </ul>	<p>You may be trying to use tone dialling on a pulse dialling exchange.</p> <p>You are connected to a PBX and are not dialling the access code.</p> <p>See page 22 for more information on switchboard use.</p>	<p>See page 22 to change to pulse dialling.</p> <p>Use the PBX access code.</p>
<ul style="list-style-type: none"> <li>• <b>Handset does not ring and there is no IN USE light on handset.</b></li> </ul>	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours.
<ul style="list-style-type: none"> <li>• <b>Handset does not ring, but IN USE light show on handset.</b></li> </ul>	The handset ringer may be set to its minimum setting.	Increase the handset ringer volume.

<ul style="list-style-type: none"> <li>• <b>Base unit does not ring but lights show on base unit.</b></li> </ul>	<p>Telephone is not connected to the telephone line.</p>	<p>Plug the telephone into the telephone socket.</p>
	<p>The base ringer is set to off.</p>	<p>Set the base ringer setting to a higher volume.</p>
	<p>Line fault or faulty socket.</p>	<p>Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.</p>
<hr/>		
<ul style="list-style-type: none"> <li>• <b>Callers are faint.</b></li> <li>• <b>Interference.</b></li> <li>• <b>Buzzing.</b></li> </ul>	<p>You are moving out of range.</p>	<p>Move closer to the base unit.</p>
<ul style="list-style-type: none"> <li>• <b>Whooshing.</b></li> </ul>	<p>Radio channel interference.</p>	<p>Press the <b>CHANNEL</b> button on the handset, to select a clearer channel.</p>
<ul style="list-style-type: none"> <li>• <b>Echoing.</b></li> </ul>	<p>Radio channel interference.</p>	<p>Press the <b>CHANNEL</b> button on the handset, to select a clearer channel.</p>
<ul style="list-style-type: none"> <li>• <b>Tinniness.</b></li> </ul>	<p>The base unit or the handset are too close to electrical equipment or metal obstructions.</p>	<p>Relocate the base unit or move around with the handset until reception improves.</p>
<hr/>		
<ul style="list-style-type: none"> <li>• <b>No Quickdial store.</b></li> </ul>	<p>You may have pressed the <b>TALK</b> button first before storing the number.</p>	<p>Don't press the <b>TALK</b> button when storing numbers.</p>
<hr/>		
<ul style="list-style-type: none"> <li>• <b>Call appears to have been cut off after pressing the <b>SECRECY</b> button.</b></li> </ul>	<p>You may have pressed a number key on the handset after pressing the <b>SECRECY</b> button. The current handset will try to transfer the call to another handset.</p>	<p>Wait 30 seconds; the call will return to the current handset. Or press the <b>TALK</b> button and the call will return immediately.</p>
<ul style="list-style-type: none"> <li>• <b>BATT LOW light on the handset is flashing.</b></li> </ul>	<p>The handset needs recharging.</p>	<p>Replace the handset on the base unit, ensuring that the base unit is plugged in and that the <b>CHARGING</b> light is on.</p>
<hr/>		
<ul style="list-style-type: none"> <li>• <b>No <b>CHARGING</b> light on the base unit.</b></li> </ul>	<p>Dirty contacts on base unit or handset.</p>	<p>Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.</p>

*If you are still experiencing difficulties please call the Helpline on 0845 769 7146.*

# Wall mounting

Your Quartet 1100 can be wall-mounted by removing the desk bracket.

Please refer to page 28, wall-mounting template.

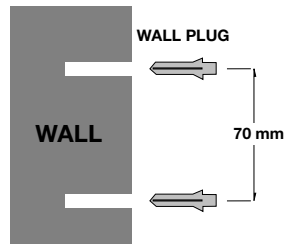
## Note

*Before you wall-mount your Quartet 1100, check that:*

- *the wall can support the weight of the base unit and handset;*
- *the position you choose leaves enough space so that the base unit is clear of any obstruction on the wall, such as a shelf or cupboard. Room should be left so that the handset can be placed on charge without touching any obstructions.*

For the best operating conditions, try to place the base unit away from large metal objects and other electrical appliances.

- 1 Drill 2 holes for the screws and insert the wall-plugs provided (if required).



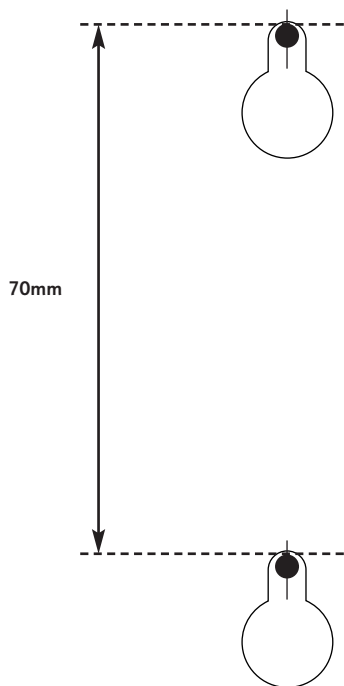
- 2 Drive the screws into the wall, leaving about 4mm free on which to mount the bracket and base unit.
- 3 Make sure that the power supply and the telephone cables are connected to the base unit, then fit the cables into the channels on the bottom of the base unit.
- 4 Attach the base unit by hooking it over the screws protruding from the wall.

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# *Wall mounting template*





## Offices worldwide

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

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