

User guide

Converse 300

" WARNING "

**PLEASE FIT BATTERIES
TO ENSURE FULL
OPERATION OF ALL
FEATURES**



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Before you use your Converse 300



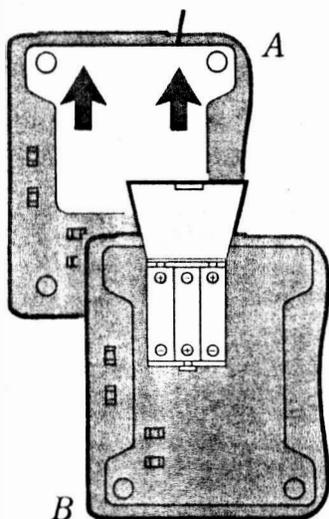
Important!

Do not plug in or attempt to use your Converse 300 until you've read this page.

Fit the batteries

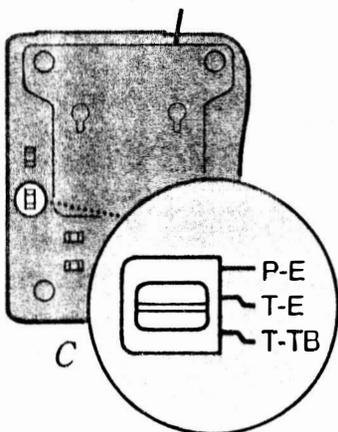
To get the best use out of your Converse 300, you must fit the batteries.

- Make sure the phone is unplugged
- Remove the plinth by pushing it up and away from you (see diagram A)
- Open the battery compartment (see diagram B)
- Put in three good quality AA (HP7, R6B, MN1500, LR6, UM3) batteries, as shown inside the compartment, and close the lid
- Attach the plinth by pushing it down until it clicks into position



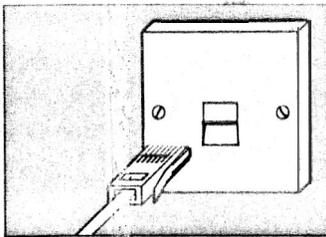
You must set the Mode switch

For your Converse 300 to work properly, you must first set the MODE switch (see diagram C). If you are on a modern exchange, set it to **T-TB**. Otherwise set it to **P-E**. **T-E** is only used when your Converse 300 is connected to certain switchboards. Page 28 gives details.



How you can tell which switch position to use

- The switch is pre-set to **T-TB** – if it has been moved, reset it to the **T-TB** position
- Slide up the plastic cover on your phone socket
- Make sure the spring clip on the plug is on the right
- Plug in your Converse 300
- Try making a call
- If it works, you are on a modern exchange and can leave the switch on **T-TB**
- If it doesn't work, set the switch to **P-E**.
Your exchange has not yet been modernised, but your Converse 300 will still work properly

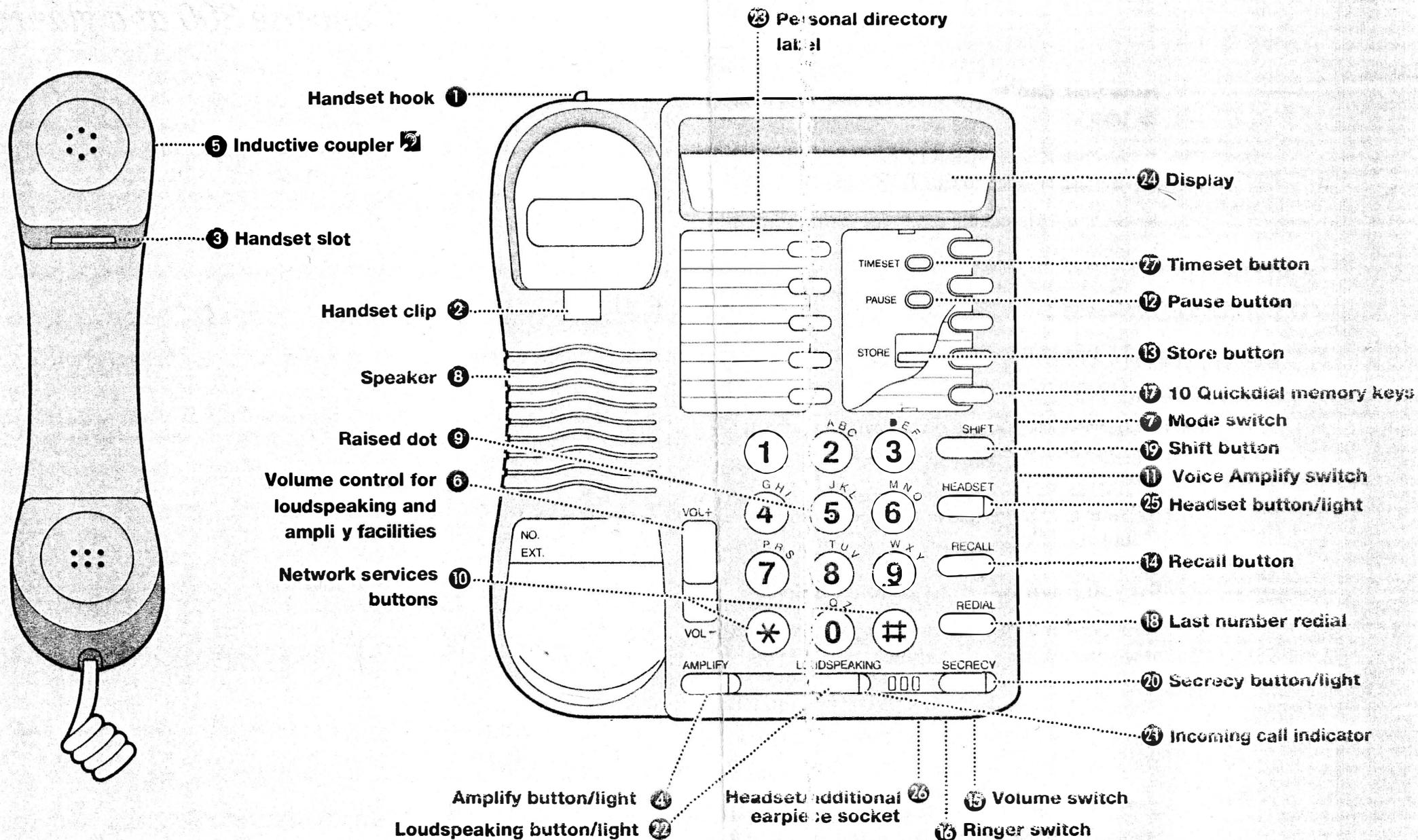


Do you have the right phone socket?

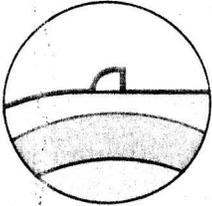
Your Converse 300 can only be plugged into the new-style phone socket shown here. If you haven't got one, or you would like an extension fitted, call free on 0800 800 150 or fill in the enclosed card and send it to your nearest BT sales office.

Note – Once you have a new-style phone socket, you can fit extensions yourself using approved kits. There are no extra rental charges for extensions.

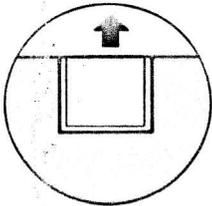
Converse 300 at a glance



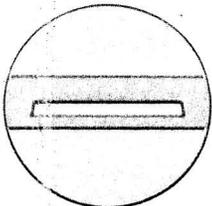
The following pages explain how to use these features



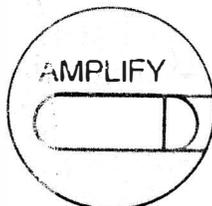
- ① **Handset hook** (for phones on the wall)
You can hang the handset on here if you need to leave the phone during a conversation. It saves having to put the phone down or leave it dangling



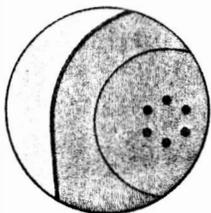
- ② **Handset clip** (for phones on the wall)
This stops the handset falling off the phone:
- Slide out the clip
 - Turn the clip up the other way and slide it back in
 - Hang the handset on it



- ③ **Handset slot** (for phones on the wall)
The handset hook, shown on page 7, fits into this slot so you can leave the phone during a conversation without having to put the phone down or leave it dangling. The handset clip, shown on page 7, fits into this slot to keep the handset on its rest

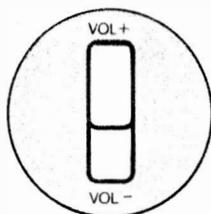


- ④ **Amplify button/light**
Converse 300's built-in voice amplifier lets you make your callers' voices louder which is useful if you are hard of hearing or if your phone is in a noisy environment. It also lets you make your voice louder to callers which is useful if you are quietly spoken or speaking to someone in a noisy environment.
See page 25



5 Inductive coupler

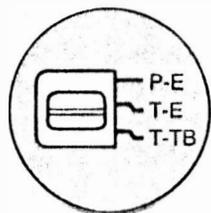
This improves the sound quality for people with hearing aids. Switch your hearing aid to 'T' and then try adjusting the position of the telephone earpiece until you get the clearest sound. It may help to press **SECRECY** before you listen. Press it again to speak



6 Volume control for loudspeaking and amplify facilities

This lets you adjust the volume of

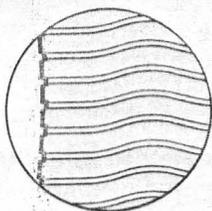
- a) what you hear through the speaker if you are using the loudspeaking facility. See page 16
- b) incoming speech if you are using the amplify facility. See page 25
- c) outgoing speech if you are using the amplify facility. See page 25



7 Mode switch

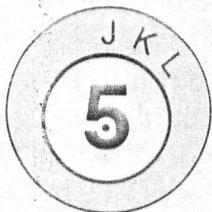
Before you use your Converse 300, set this switch to the correct position

- **T-TB** for modern exchanges
- **P-E** for older ones,
Page 4 tells you how to do this
- **T-E** is used only with switchboards.
Page 28 gives details



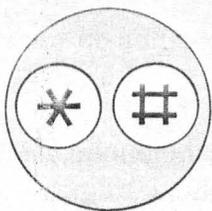
8 Speaker

You can hear your caller through this speaker when you're using the telephone without lifting the handset. See page 16



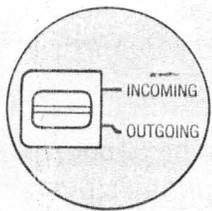
9 Raised dot

This raised dot on the 5 button can help you to find the other numbers if you are visually handicapped or dialling in the dark



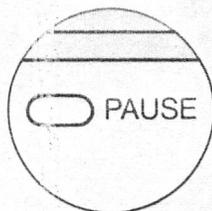
10 Network services buttons

If you are on a digital exchange, these buttons can help you to use a range of network services such as Call Diversion and Call Waiting. Page 31 gives more details



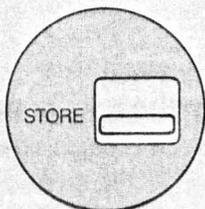
11 Voice Amplify switch

- To amplify your own voice set it to **OUTGOING**
- To amplify your caller's voice set it to **INCOMING**. See page 25 for more information



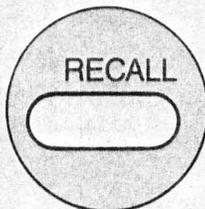
12 Pause button

This is located underneath the personal directory label and is used to insert a short delay (3.5 seconds) when programming numbers into the memory. See page 22



13 Store button

This is located underneath the personal directory label and is used to store numbers in the memory, see pages 19 and 20, and to set the clock, see page 32



14 Recall button

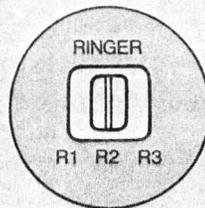
This is only used if you are connecting Converse 300 to a switchboard, see page 28, or using certain network services, see page 31. Whenever you use the RECALL button, you must wait until you hear the dialling tone before you press any other buttons



15 Volume switch

This is located underneath the phone. It lets you choose how loud the phone rings:

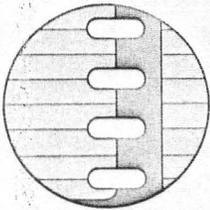
- **HI** for loud or **LO** for quiet
- **OFF** if you don't want to be disturbed



16 Ringer switch

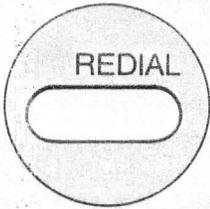
This is located underneath the phone. It lets you choose the pitch the phone rings at:

- **R1** for a low-pitched tone
- **R2** for a medium-pitched tone
- **R3** for a high-pitched tone



17 Quickdial memory keys

You can store the 20 numbers you use most often in these memory keys and then dial them by pressing just one or two buttons. See pages 19 to 24

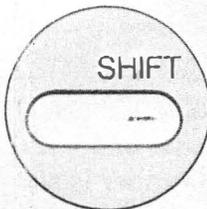


18 Last number redial

If the last number you dialled was engaged, or there was no answer, you can redial it by pressing this button:

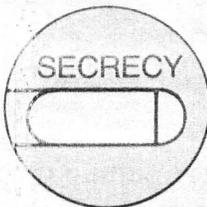
- Pick up the handset or press LOUDSPEAKER and wait for the dialling tone
- Press REDIAL and Converse 300 will redial the number for you

See page 28 if your Converse 300 is connected to a switchboard



19 Shift button

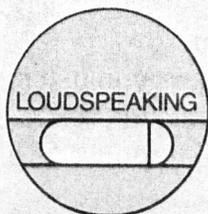
Use this button to store numbers for two-key dialling, see page 20, or to call numbers using two-key dialling. See page 24



20 Secrecy button/light

This lets you speak to someone else in the room without the caller hearing you

- Press SECRECY – the red light will come on. You'll still be able to hear your caller but they will not be able to hear you
- When you want to talk to your caller again press SECRECY – the light will switch off



21 Incoming call indicator

This light flashes when the phone rings

22 Loudspeaking button/light

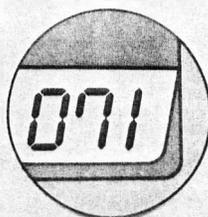
Press this to turn on the loudspeaker so you can use the phone without lifting the handset. See page 16



23 Personal directory label

Write down whose numbers you have stored in the memory here. To lift up the cover:

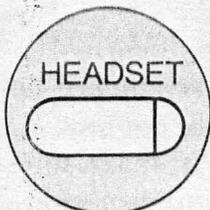
- Put something pointed into the hole in the cover and lift it up
- To put it back, slot in the top and then the bottom edges



24 Display

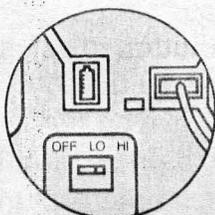
This shows:

- the time (24-hour clock)
- the number you are dialling
- the number you are storing in the memory
- which memory bank a number is stored in
 - A for one key dialling
 - B for two-key dialling
- stored numbers when you are checking them
- when the battery is low
- **TIMESET** – when you're setting the time
- **ERROR** – when you've pressed the wrong button
- **STORE** – when you press the STORE button



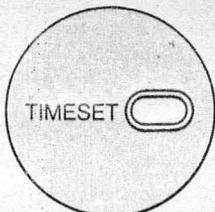
25 Headset button/light

This is only used if you are connecting a headset or additional earpiece to your Converse 300. See page 26



26 Headset/additional earpiece socket

This is located underneath the plinth on the base of the phone. See pages 26 and 27



27 Timeset button

This is located underneath the personal directory label and is used to set the clock.

- Lift up the cover, as described on page 14, and remove the personal directory label
- Press STORE
- Press TIMESET
- Key in the correct time using the keypad of your phone. Use four digits and the 24-hour clock eg 0730
- Press STORE

Using the telephone without lifting the handset

Converse 300's built-in microphone and loudspeaker allow you to make and receive calls without lifting the handset. To get the best use out of the loudspeaking facility, make sure you wait until your caller has finished speaking before you speak. Use the volume control which is above the AMPLIFY button to adjust the volume of what you hear through the loudspeaker. Each time you turn on the loudspeaking facility, the red light next to the button will switch on, and each time you turn it off, the light will switch off.

Making a call

- Press LOUDSPEAKING
- Dial the number
- If the line is engaged, press LOUDSPEAKING to end your call and try again later
- If the line is ringing, wait until your caller answers and then talk to them
- When you've finished your call, press LOUDSPEAKING

Note - The Emergency Services can be contacted using this telephone by dialling 999. If your Converse 300 is connected to a switchboard, you may need to key in an access code (eg 9) to get an outside line before dialling 999.

Answering a call

- When the telephone rings, press **LOUDSPEAKING** and talk to your caller
- When you've finished your call, press **LOUDSPEAKING**

Switching between the loudspeaker and the handset

You can switch between using the loudspeaker and the handset at any time during a call

- If you're using the loudspeaker, simply lift the handset and continue the conversation
- If you're using the handset, press **LOUDSPEAKING**, replace the handset and continue the conversation. Make sure you press **LOUDSPEAKING** before you put down the handset or your call will be cut off

Storing numbers in the memory

Converse 300 can store up to twenty 24-digit numbers. The first ten will be stored in memory bank A and ten more will be stored in memory bank B. You can dial any of the first ten at the touch of one key and ten more by pressing just two keys.

To get the best use out of your Converse 300, you must fit the batteries, as shown on page 32. This allows you to store numbers in the memory and recall them without lifting the handset or pressing LOUDSPEAKING.

If you haven't fitted the batteries, you can still store and recall numbers, but you must remember to either lift the handset or press LOUDSPEAKING before you start and replace the handset or press LOUDSPEAKING when you've finished.

Note – If you are storing numbers using the loudspeaking facility or with the handset lifted, during the storing sequence Converse 300 will beep each time you press a key to confirm that you have keyed correctly. You may also hear a continuous tone. This comes from the exchange and is quite normal.

**Storing numbers for one-key dialling
(memory bank A)**

- ① Lift up the cover, as described on page 14, and remove the personal directory label
- ② Press STORE. You may need to use a pointed object like a pencil to do this
- ③ Press one of the Quickdial memory keys. The display will show that the number is being stored in memory bank A
- ④ Key in the phone number
- ⑤ Press STORE
- ⑥ Write down whose number it is on the personal directory label in the top space next to the memory key (use pencil so it can be changed if necessary)

Storing numbers for two-key dialling (memory bank B)

- ① Lift up the cover, as described on page 14, and remove the personal directory label
- ② Press STORE. You may need to use a pointed object like a pencil to do this
- ③ Press SHIFT
- ④ Press one of the Quickdial memory keys. The display will show that the number is being stored in memory bank B
- ⑤ Key in the phone number
- ⑥ Press STORE
- ⑦ Write down whose number it is on the personal directory label in the bottom space next to the memory key (use pencil so it can be changed if necessary)

Storing a number that has more than 24 digits

- Store the first 24 digits in either memory bank A or B as shown above or on page 19
- Repeat the process using a second memory key for the remaining digits

Note – Make sure you store the second part of the number in the same memory bank as the first.

Checking that you've stored the right number

- Press the memory key or SHIFT then the memory key you have stored the number in and look at the display to check that it's correct
- To check a number that has more than 24 digits, press the first memory key or SHIFT then the first memory key and look at the display. When it has cleared, press the second memory key or SHIFT then the second memory key

To change a stored number

- Follow the instructions for storing a number on page 19 or 20. The new number will replace the one you no longer want
- Remember to change the details on your label

Storing pauses

Some network services and switchboard facilities may require a pause between an access number (eg 9 for an outside line) and the number to be dialled. To do this

- ① Follow steps ① to ③ for one-key dialling on page 19, or steps ① to ④ for two-key dialling on page 20
- ② Key in the access number (often 9 for an outside line)
- ③ Lift up the cover, as described on page 14, and remove the personal directory label
- ④ Press PAUSE with a pointed object
- ⑤ Key in the phone number you want to store
- ⑥ Continue with the storing sequence.
See page 19 or 20

Note – If you wish to program a recall into the memory, you must press PAUSE after pressing RECALL and before you press any other buttons.

If you unplug the phone

If you have fitted batteries into your Converse 300 (as described on page 32), any numbers you have stored in the memory will be kept. But if you haven't fitted the batteries, or the display shows **BATT LOW**, and you unplug your phone for more than 5 minutes, the stored numbers may be lost. To reprogram the memory, follow the steps described on page 19 or 20.

*Note – Phone services and switchboard facilities, which use combinations of numbers and * and # symbols, can also be stored in the memory in the same way. For example, if you frequently divert your calls to another number you can store the 'divert' sequence in one memory key and 'cancel divert' in another.*

If you are on an older exchange and you have stored some numbers in the memory, you may need to reprogram them as soon as your exchange has been modernised.

Calling memorised numbers

To call a number using one-key dialling

- ① Pick up the handset or press LOUDSPEAKING
- ② Press the Quickdial memory key of the number you want to dial.
 - Converse 300 will automatically dial the number

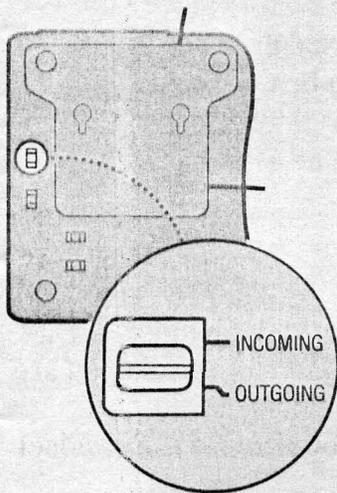
To call a number using two-key dialling

- ① Pick up the handset or press LOUDSPEAKING
- ② Press SHIFT
- ③ Press the Quickdial memory key of the number you want to dial.
 - Converse 300 will automatically dial the number

To call a number which has more than 24 digits

- ① Pick up the handset or press LOUDSPEAKING
- ② Press the first memory key or SHIFT and the first memory key
- ③ Press the second memory key or SHIFT and the second memory key

Using the amplify facility



To use this facility you must first adjust the VOICE AMPLIFY switch which is on the left-hand underside of the phone. Set it to **INCOMING** if you need to make your callers' voices louder or to **OUTGOING** if you need to make your own voice louder.

You then need to use the AMPLIFY button and the VOL+/VOL- control while you are making or receiving a call, as described below. You must make sure that you have the handset to your ear before you press the AMPLIFY button or turn the volume up. You must also make sure that you turn the volume down before you leave the handset on a flat surface or replace it. If you don't do this, your caller could very occasionally hear a loud beep.

- Lift the handset and hold it to your ear
- Press AMPLIFY. The red light will come on
- Speak to your caller
- Adjust the VOL+/VOL- control as necessary
- When you've finished the call, turn the volume down and replace the handset. The amplify facility will automatically switch off and the light will go out

Using a headset or an additional earpiece

A headset and an additional earpiece are two optional items which can be connected to your Converse 300. These are available from BT shops or by phoning BT, free of charge, on 0800 800 150.

Using the headset

If you find it difficult to hold the handset, or if you want to keep your hands free while you are making a call, but it is too noisy to use the **loudspeaking** facility, you can use the headset instead.

Note – You can switch back to using the handset or loudspeaking facility at any time during your call by simply picking up the handset or pressing LOUDSPEAKING. Replace the handset or press LOUDSPEAKING again when you've finished the call.

Using the additional earpiece

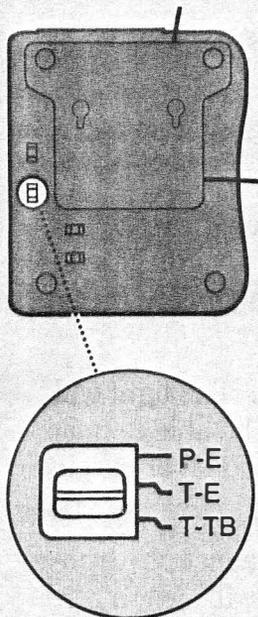
If you are hard of hearing, you can hold the handset to one ear and the additional earpiece to the other ear to help you hear more clearly. Alternatively, you can lip read from a second person as they listen to your call through the additional earpiece and you can then answer through the handset.

Connecting the headset/additional earpiece

- Remove the plinth by pushing it up and away from you
- Plug the headset or additional earpiece into the socket shown on page 15. You can do this at any time before or while you are making a call
- Press the HEADSET button. The light will come on and you will now be able to hear your caller through the headset or earpiece
- When you've finished your call, press HEADSET or unplug the headset or earpiece from its socket – the light will switch off

Note – If you have a headset or extra earpiece connected to your phone you can still use the amplify facility, shown on page 25.

Using Converse 300 on a switchboard



Mode switch

If you're using your Converse 300 on a modern switchboard which has facilities like call transfer and conference calls, you must make sure the MODE switch is in the correct position. This depends on the type of switchboard and which 'recall mode' it uses.

If it uses Earth Recall, set the switch to **T-E**. If it uses Timed Break Recall set the switch to **T-TB**. If you are not sure which switch setting to use, please ask your communications manager or the person who maintains your switchboard.

Please note that you should follow these instructions *instead of those given on page 4*.

Recall button

The RECALL button allows you to use various switchboard and digital exchange facilities. Contact your communications manager or the person who maintains your switchboard to find out what facilities are available. Whenever you use the RECALL button, you must wait until you hear the dialling tone before you press any other buttons.

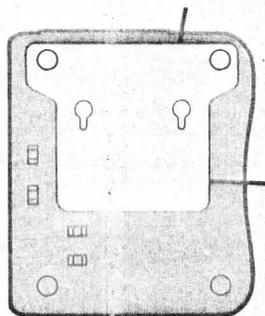
Note - If you wish to program a recall into the memory when you are storing switchboard facilities in the memory, you must press PAUSE after pressing RECALL and before you press any other buttons. Page 22 explains how to program a pause into the memory.

Last number redial

If your last number was engaged, or there was no answer, you can redial it by pressing the REDIAL button

- ① Pick up the handset or press LOUDSPEAKING
- ② If necessary, dial the relevant number to get an outside line
- ③ Press REDIAL and Converse 300 will redial the number for you

Installation and maintenance



Decide where to put it

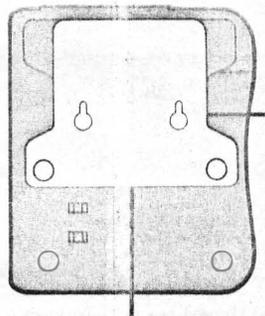
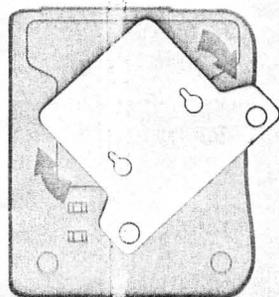
On a flat surface

Converse 300 is fitted with a plinth which ensures the phone sits at the most convenient angle. When you use Converse 300 on a flat surface please do not remove the plinth as the phone may not operate correctly.

On the wall

You can also hang it on the wall. You don't need a special bracket, but you must adjust the plinth to ensure it sits at the correct angle on the wall. Make sure your wall can support the weight of the phone, then

- Unclip the plinth from the bottom of the phone
- Turn the plinth around and clip back into place
- Use the template sheet in the middle of this booklet to mark the positions of the screws on the wall
- Put in the screws leaving about 5mm to hang the phone on
- Store any excess cord inside the plinth to make the phone look tidier



Taking care of your Converse 300

Don't – leave it in direct sunlight as it could discolour

Don't – use abrasive or aerosol cleaners, like furniture polishes and cream cleaners, which could damage its cover or circuits. We recommend that you clean your Converse 300 with a damp cloth

Don't – use it near a bath or water. Phones use electricity, so can be dangerous

Don't – try to adjust or repair it yourself – you could invalidate the guarantee

Guarantee and service

If your Converse 300 isn't working properly, read *Help!* on page 34. If you still think your Converse 300 is faulty, we are very sorry for any inconvenience. This is what you should do

If you rent your Converse 300

Contact your local BT fault service by calling 0800 800 151 (if you are a personal customer) or 0800 800 154 (if you are a business customer).

If you bought your Converse 300

Please read the guarantee details below. If, however, your Converse 300 is more than two years old, you will need to contact RepairPlus to arrange to have it repaired. Just call 0672 64444 between 9.00am and 4.30pm – Monday to Friday. If you prefer, you can take your Converse 300 direct to your nearest BT shop.

Guarantee details

If you bought your Converse 300 BT guarantees it for two years, provided that

- The goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged

The goods have not been tampered with or repaired by anyone other than BT, its staff or agents

- If a fault does occur during this period, you should return it to where you bought it, and, provided you produce your receipt, it will either be repaired or replaced free of charge
- The terms of this guarantee do not affect your statutory rights

Advanced network services

Your Converse 300 can use *TouchTone** dialling.

If you are on a modern exchange, this gives you faster, clearer connections every time you make a call. If you are on a *digital* exchange, you get all the benefits of *TouchTone** dialling plus access to a wider range of network services described below.

For example, key a special short code into your Converse 300 and your phone can ring at any time of day or night to remind you to do something – this is our Reminder Call service.

Another useful service is Charge Advice. Key in a short code before you phone someone and as soon as you've finished your call, your phone will ring and an electronic 'voice' will tell you the exact cost of the call.

Each time you take advantage of one of these services a small charge will simply be added to your next phone bill.

There are a number of other services that you can now use if you are on a digital exchange. They will help to save you time and make it easier to keep in touch. Each one's available for a quarterly rental charge. They include

Divert your calls to where you can be reached

Call Diversion diverts your calls to another phone number.

Know when another caller's trying to get through to you

Call Waiting lets you know there's an incoming call as you talk to someone else.

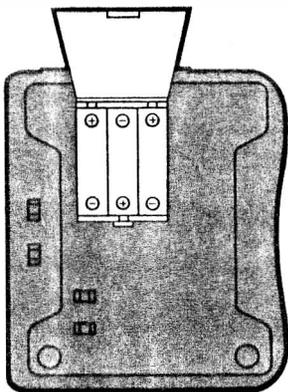
Hold a three-way conversation

With Three-Way Calling, you can speak to two callers at the same time.

For more information about these advanced network services, or to find out if you're on a modern or digital exchange, please call us free on 0800 800 150.

*TouchTone is a registered trade mark of British Telecommunications plc in the UK.

Setting up



Fitting the batteries

Your Converse 300 needs three good quality AA (HP7, R6B, MN1500, LR6, UM3) batteries. These power the display, allow you to use the phone without lifting the handset and ensure that any numbers in the memory are stored even when the phone is unplugged. To fit them

- ① Make sure the phone is unplugged
- ② Remove the plinth
- ③ Open the battery compartment
- ④ Put in the batteries as shown inside the compartment
- ⑤ Attach the plinth

Replacing the batteries

About one week before the batteries are about to run out, **BATT LOW** will appear in the display. Replace them following the steps shown above. If you don't replace the batteries, the phone could be damaged and any numbers stored in the memory will be lost if the phone is unplugged for more than five minutes.

Setting the clock

When you first plug in your Converse 300 and fit the batteries, the display will show **12:00**. To set the clock

- ① Lift up the cover, as described on page 14, and remove the personal directory label
- ② Press STORE
- ③ Press TIMESET
- ④ Key in the correct time using the keypad of your phone.
Use four digits and the 24-hour clock eg 0730
- ⑤ Press STORE

Help!

If your Converse 300 doesn't seem to be working properly, you can run through these simple checks

- Is the handset on properly? If so, check other extensions around the house
- Is it plugged in properly?
- Is the MODE switch on the side in the correct position?
See page 4
- Is the VOLUME switch set to **OFF** by mistake?
- Are the batteries fitted properly?

Another possibility is that you have too many phones plugged in. Or perhaps you have a fax machine or answering machine plugged in too. This is important because your telephone line only has a small amount of electricity running through it to make your phones ring, so it may be necessary to limit the number of phones or other pieces of equipment you have connected to your phones.

To help you, every phone has what is called a Ringer Equivalence Number (REN), which is shown on a label beneath the phone. In most cases a standard line should provide enough current for two or more phones whose RENs add up to no more than 4.

Your Converse 300 has a REN of 1.5. Any other phone provided by BT may be assumed to have a REN of 1 unless stated otherwise on the base.

Even where the number of phones has been limited there is no guarantee that different types of phone on the same line will ring.

If you're still having trouble, you can check if there is a problem with your socket or line

- If you have a working phone on another extension, plug in your Converse 300 instead and try making a call
- If it works, the original socket is probably faulty
- If the phone doesn't work, then your Converse 300 may be faulty – see page 30 for what to do now

Technical information

Converse 300 has been approved for use with the following facilities

- Simple telephone facility
- Loop Disconnect dialling/MF tone dialling
- Timed break recall/earth loop recall
- Secrecy
- 20 Quickdial memories
- Last number redial
- Loudspeaking
- Incoming call indicator
- Speech amplification
- Inductive coupler
- Liquid crystal display
- Additional earpiece
- Headset
- Pause
- Operation in the absence of proceed indication

Any other usage will invalidate the approval of the apparatus if, as a result, it then ceases to conform to the standards against which approval was granted.

You *may* connect it to

- Direct exchange lines providing Loop Disconnect (LD) or Multi-Frequency (MF) signalling and Earth or Timed Break Recall facilities
- Extensions with new plug and socket arrangements provided with these direct exchange lines
- Compatible switchboards (see below)

You must *not* connect it to

- Shared service (party) lines
- 1 + 1 carrier systems
- As an extension to a payphone

Connecting Converse 300 to a switchboard

If your switchboard and the wiring are privately owned, your Converse 300 can be connected to it by the authorised maintainer or by BT, or, if 14 days' notice has been given to the authorised maintainer, another person may connect it.

Important! Compatible switchboards

Your Converse 300 is only approved for use with a compatible switchboard including those which do not provide secondary proceed indication. If you would like a list of suitable switchboards, contact BT on 0800 800 152.

If you do have a compatible switchboard it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on 0800 800 152.

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them.

S/29813/M/502291

*Offices in
Europe, North America
and the Far East.*

The telecommunication 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.

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Template for wall-mounting your Converse 300

