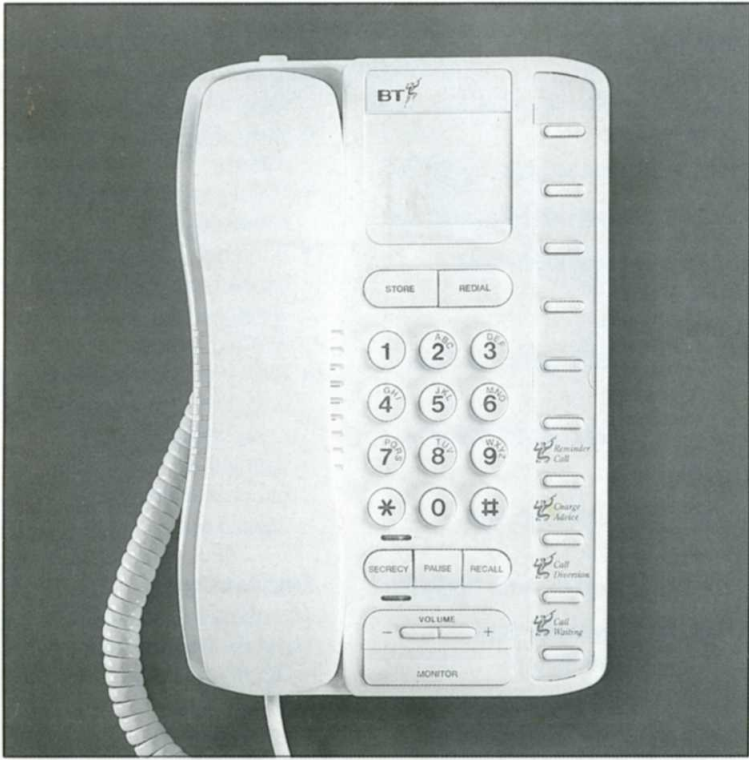


II



User guide

# *Relate 200*



# Installation

## Exchange switch IMPORTANT!

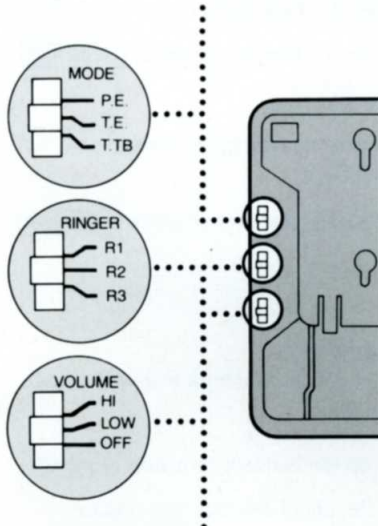
You must set this switch before you use your Relate 200.

At home:

- Set it to **T-TB** and try to make a call. If it works, you are on a modern exchange and can leave it on **T-TB**, if not:
- Set to **P-E**

On a switchboard set:

- **T-E** for Earth Recall
- **T-TB** for Timed Break Recall
- **P-E** for old switchboards



## Ringer switches

The middle switch lets you choose the pitch the phone rings at. Choose:

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

The bottom switch lets you choose how loud the phone rings:

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

## Installation

Your Relate 200 is fitted with a plinth to use the phone on a desk.

- Remove the plinth to use the phone on a low table.

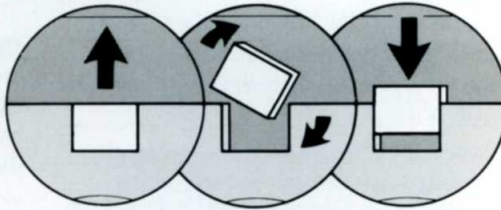
## To hang the phone on the wall

- ① Remove the plinth and fit the cord through the second channel.
- ② Turn the plinth around.
- ③ Mark the positions of the screws on the wall. Using the template
- ④ Put in the screws leaving 5mm to hang the phone on.
- ⑤ Push the plinth into place, on the phone.
- ⑥ Adjust the handset clip as shown below.



## Handset clip (for phones on the wall)

- ① Slide the clip up and out
- ② Turn it around
- ③ Slide it back in.



## If you unplug your phone

The numbers you have stored will be held in the memory for 5 minutes.

Any longer than this, they may be lost. Simply re-program the memories as shown. Network Services will not be affected.




## Calling the emergency services

The emergency services can be contacted by dialling 999 once you have an outside line.

Relate 200 can store up to ten 24 digit numbers. You can recall and dial any one of them by pressing just one button.

**To program the memory** eg 0123456789 (including any of the Network Services keys)

- ① Pick up the handset or press **MONITOR**
- ② Press **STORE**
- ③ Press one of the memory keys 
- ④ Key in the phone number you want to store: **0 1 2 3 4 5 6 7 8**

Some switchboard facilities may require a pause after an access number (eg. 9 for an outside line). Just press PAUSE where you need it and key in the rest of the number

**9 PAUSE 0 1 2 3 4**

- ⑤ Press **STORE**
- ⑥ Replace the handset or press **MONITOR**

⑦ Write down whose name it is next to the memory key. Use pencil so it can be changed. Remove the cover by pulling back the plastic tab and peel off the protective film.



*Note* – When programming the memory, Relate 200 will beep after each digit entered. At the end of the sequence you will hear a double beep to confirm that your number has been stored.

### To change a stored number

Follow the instructions above. Remember to change the details on your label.

*Note* – When storing numbers you will hear the dialling tone and various other messages, these come from the exchange and should be ignored whilst programming numbers in the memory stores.

### Network Services

Relate 200 has been pre-set with codes to enable the easy use of BT's Network Services, which are available if you are connected to a modern digital exchange.

You can use Charge Advice and Reminder Call immediately and a small amount will be added to your next bill each time.

Call Waiting and Call Diversion can be arranged for your line for a quarterly rental charge. For more information, or to arrange for these services, please call BT free on 0800 800 150 or ask at your nearest BT shop.

### Call Waiting

**Please note** that after you have arranged Call Waiting for your telephone line you must first activate the service by using the code **\*43#**.

If you are on the phone and someone else is trying to get through you will hear a discreet bleep every 5 seconds (which your caller does not hear).

To talk to the new caller and put the first caller on hold:

- ① Press the Call Waiting button 


Each time you wish to switch between your two callers just press the Call Waiting button.

To end your current call and to talk to the waiting caller:


- ① Hang up, and wait for your phone to ring. You will then be connected to the other caller.

### Call Diversion

To divert all your calls to any other number you can dial direct, including international numbers and mobile phones:


- ① Pick up the handset or press **MONITOR**
- ② Press  **Call Diversion**
- ③ Key in the number.
- ④ Press **#**
- ⑤ Listen for confirmation of your instructions.
- ⑥ Replace the handset or press **MONITOR**

To cancel the diversion:

- ① Pick up the handset or press **MONITOR**
- ② Press  **Call Diversion**
- ③ Listen for confirmation of your instructions
- ④ Replace the handset or press **MONITOR**

### Charge Advice

To find out how much an individual call will cost you:

- ① Pick up the handset or press **MONITOR**
- ② Dial the phone number you require
- ③ After you have been connected advise your caller that you are putting them on hold.
- ④ Press  **Charge Advice**


The exchange will tell you that this service has been arranged and then reconnect you to your caller.

- ⑤ Continue your call.

After completion of your call the exchange will ring you back and an electronic voice will tell you the exact duration and cost of your call.

## Reminder Call

To make your phone ring, at any time of the day or night, as a wake-up call or to remind you to do something:

- 1 Pick up the handset or press **MONITOR**
- 2 Press the Reminder Call button  **Reminder Call**
- 3 Enter the time using the keypad (24 hour clock)  
eg **0 7 3 0**  
books a Reminder Call for 7.30am  
**1 7 3 0**  
books a Reminder Call for 5.30pm
- 4 Press **\***
- 5 Listen for confirmation of your instructions
- 6 Replace the handset or press **MONITOR**

## To cancel the Reminder Call

- 1 Pick up the handset or press **MONITOR**
- 2 Press **\* 55 \***
- 3 Listen for confirmation of your instructions
- 4 Replace the handset or press **MONITOR**

If you only want to use certain Network Services you can program any one of these memory stores in the normal way and use the plain label provided.

## To return a memory store to a Network Service key

- 1 Pick up the handset or press **MONITOR**
- 2 Press **STORE**
- 3 Press the relevant memory store key twice:
- 4 Press **STORE**
- 5 Replace the handset or press **MONITOR**

Remember to change the details on your label, or you can fit the Network Services label provided.

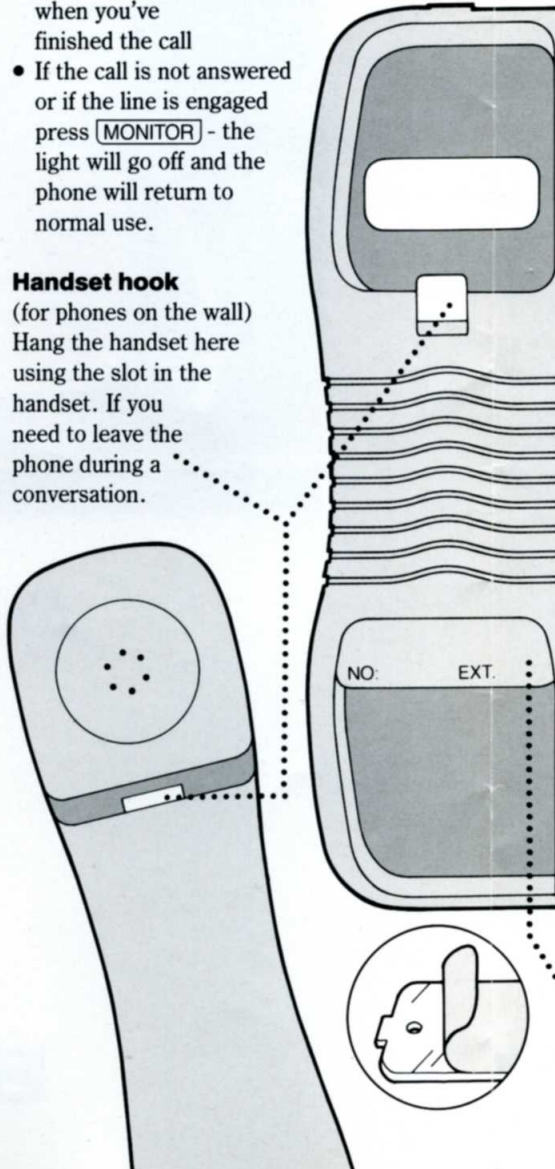
## On-hook dialling button/light

This button lets you dial a number without lifting the handset.

- Press **MONITOR** - the red light will come on
- When you hear the dialling tone dial the phone number
- If the call is answered, pick up the handset and talk. Replace the handset when you've finished the call
- If the call is not answered or if the line is engaged press **MONITOR** - the light will go off and the phone will return to normal use.

## Handset hook

(for phones on the wall)  
Hang the handset here using the slot in the handset. If you need to leave the phone during a conversation.



**Store**

Use this button to store numbers in the memory.  
See *Using the Memory and Network Services*

**Last number redial**

You can redial the last number you called by pressing this button:

- Pick up the handset and wait for dialling tone
- Press **REDIAL** and Relate 200 will redial the number for you.

**Memory keys**

Relate 200 can store the 10 numbers you use most often. You can recall and dial them easily.

- Pick up the handset or press **MONITOR**
- Press a memory key and Relate 200 will automatically dial the number for you.

For how to store numbers see *Using the Memory and Network Services*.

**Raised dot**

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

**Network Services**

These four memory keys have been allocated to the easy operation of a number of useful Network Services.  
See *Using the Memory and Network Services*.

**Secrecy button/light**

This lets you speak without your caller hearing you.

- Press **SECRECY** – the light will come on.
- Press **SECRECY** once more to talk to your caller – the light will go off.

**Recall**

Recall is used if you are connecting Relate 200 to a switchboard or digital (modern) exchange.

**Pause button**

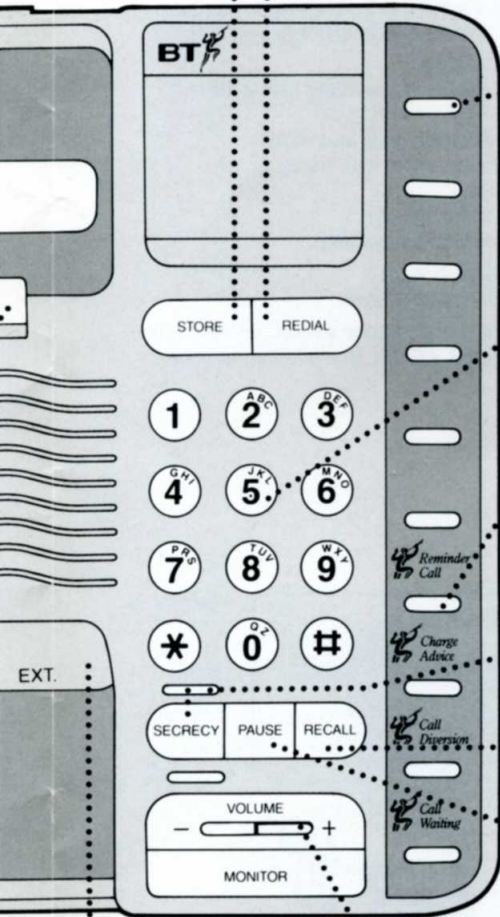
This allows you to program a short time delay into the memory. See *Using the Memory and Network Services*.

**Volume adjustment for speaker**

This lets you adjust the volume of what you hear through the speaker if you dial without lifting the handset. Press + to increase the volume and press – to decrease the volume.

**User label**

Write your phone number here.  
Remove the plastic window and peel off the protective film.



**If your Relate 200 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 exchange switch in the correct position?
- Is the volume switch set to **OFF** by mistake?
- Do you have too many phones plugged in, or perhaps a fax or answering machine too?

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 Relate 200 has a REN of 1. 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 phones 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 Relate 200 instead and try making a call.
- If it works the original socket must be faulty.
- If the phone doesn't work then the Relate 200 must be faulty – This is what you should do:

*If you rent your Relate 200:* Contact your local BT fault service by calling 0800 800 151 (personal customers) or 0800 800 154 (business customers)

*If you bought your Relate 200:* Please read the guarantee details. If however, your Relate 200 is more than two years old you should call 0672 64444 or take your Relate 200 direct to your nearest BT shop.

**If you bought your Relate 200**

- 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 willfully 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, with your receipt and it will either be repaired or replaced free of charge.
- The terms of this guarantee do not affect your statutory rights.

Relate 200 has been approved for use of the following facilities:

- Simple telephone facility
- Loop Disconnect dialling/MF tone dialling
- Timed break recall/earth loop recall
- Secrecy
- Loudspeaking (Monitor)
- Storage of 10 numbers
- Automatic storage of last number dialled

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 LD or MF signalling
- Extensions with new plug and socket arrangements provided with these direct exchange lines
- Compatible switchboards
- As an extension to a payphone.

You may *not* connect it to:

- Shared service (party) lines.

If you need a new-style phone socket, or would like an extension fitted, call BT free on 0800 800 150.



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