USER GUIDE
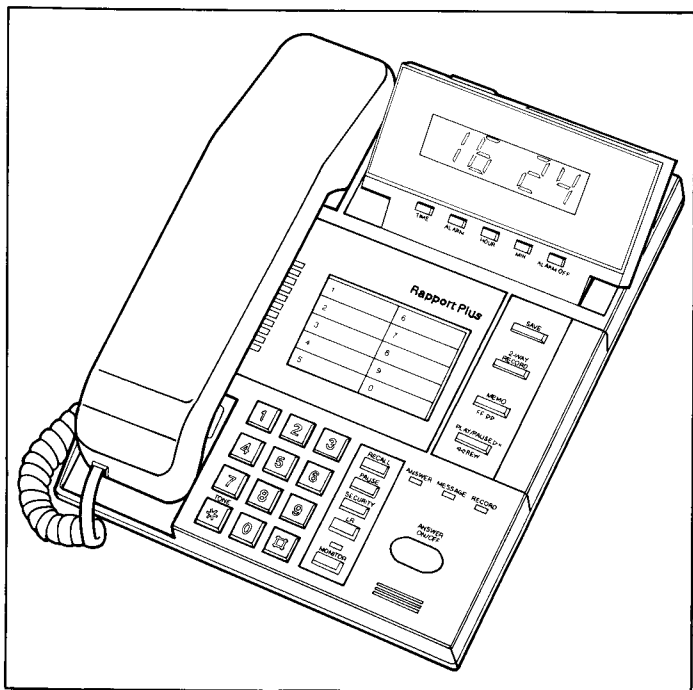
Rapport Plus

Combined telephone and answering machine with integral clock

British
TELECOM

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If you find any errors in this publication or would like to make suggestions for improvement, then please write to:

Contents

Rapport is a sophisticated answering machine, telephone and alarm clock from British Telecom.

Rapport gives you the benefit of the following facilities:

- Normal and answer only operation
- Switchable answering delay
- Message playback with pause, fast forward and rewind
- Message saving
- Call screening
- 2-way recording
- Memo recording
- Security for remote interrogation using *TouchTone* keypad
- Voice interrogation
- Remote switch on
- Dual signalling (Tone /Pulse)
- Dual recall (earth or timed line break)
- Pause
- Secrecy
- Last number redial
- Storing of ten most used numbers
- Automatic dialling of stored numbers
- Ringer volume selection
- Inductive coupler
- Alarm clock with 'snooze' facility

First, unpack Rapport and check that you have all the following:

- Rapport machine
- a.c. Adaptor (mains transformer)
- one micro-cassette
- one support stand, for desktop use (already attached)
- two screws, for wall-mounting.

Power connection

Rapport must only be used with the adaptor supplied by British Telecom. This has a built-in plug which must be connected to a 13 ampere socket. We recommend that where possible Rapport should not be connected via a socket adaptor with any other equipment as this may affect performance.

Incoming message save

2-way record

Memo/FF

Incoming message play/pause/rewind

Message waiting light

Record light

Answer light

Snooze switch

Clock / alarm controls

Answer on/off

Alarm switch

Recall

Monitor light

Microphone

Monitor

Cassette cover

Memory location label

Battery compartment
(under telephone number label)

Pause

Secrecy

Last number redial
Memory recall

Figure 1

Some of the buttons can activate more than one function.

These buttons control telephone facilities:

Button	Action	Result
RECALL	Press once briefly	To recall the switchboard when used with certain switchboards and PBXs.
PAUSE	Press once	To insert four second delays in dialling sequence of stored numbers if required.
SECRECY	Press and hold down	Cuts off the microphone in the handset.
LR/MR	Press twice	Redials the last number you dialled.
	Press once	To dial a number using the memory store.
MONITOR	Press once	To dial a number without lifting the handset.
MEMORY STORE	Press once	To enter a number in memory.
	Press twice	To erase a number in memory.
RESET	Press once	Resets the keypad, see pages 14 and 43.

These buttons control answering machine facilities.

Button	Action	Result
SAVE	Press once briefly after message playback	To save messages for future reference.
2-WAY RECORD	Press once briefly	To start and stop recording of a telephone conversation.
MEMO/FF	Press once briefly	To start and stop·recording of a memo message.
	Press and hold during playback	To fast forward the tape during playback only.
PLAY/PAUSE REW	Press once briefly	To play recorded messages.
	Press once briefly during playback	To pause during playback only.
	Press and hold during playback	To rewind the tape during playback only.
ANSWER ON/OFF	Press once or twice	Switches unit between ANSWER and HOME mode.
ANNOUNCEMENT RECORD	Press briefly to record	Switches RECORD light on and starts recording.
	Press briefly after recording	Switches RECORD light off and ends recording.
ANNOUNCEMENT CHECK	Press once	Replays the announcement selected on the **NORMAL/ANSWER ONLY** switch.

Switch	Action	Result
POWER ON/OFF	Set to **ON**	Connects power to Rapport
	Set to **OFF**	Isolates Rapport from power (except clock).
RINGER HI/OFF/LOW	Set to **HI**	Ringing tone is loud.
	Set to **LO**	Ringing tone is quiet.
	Set to **OFF**	Rapport will not ring when it receives a call.
EARTH/BREAK	Set to **EARTH** or **BREAK**	This switch setting depends on the type of exchange or switchboard you are connected to (see page 16).
PULSE/TONE	Set to **PULSE** or **TONE**	This switch setting depends of the type of exchange you are connected to (see page 16).

Switch	Action	Result
VOLUME	Turn towards rear to decrease volume	Controls speaker volume: - during playback - MONITOR mode - signalling beeps
		This does not affect the announcement volume that the caller hears.
ANSWER DELAY 2/4 RINGS	Set to **2** or **4**	The **ANSWER DELAY** switch setting determines how many rings must be received - either two or four - before Rapport answers.
NORMAL/ANSWER ONLY	Set to **NORMAL**	Normal announcement is played on answering.
	Set to **ANSWER ONLY**	Answer only announcement is played on answering.
REMOTE CODE 2/CODE 1/VOICE	Set to **CODE 1**	You must enter the first 2-digit code when remotely interrogating
	Set to **CODE 2**	You must enter the second 2-digit code when remotely interrogating.
	Set to **VOICE**	To interrogate remotely by voice, or by tone without a security code.

Position

Rapport is designed for use in normal office and domestic environments, and must be kept free of dust, moisture, high temperature and vibration, and should not be exposed to direct sunlight. Do not stand the unit on carpets or other surfaces which generate fibres or obstruct the units ventilation.

The Rapport can be used as a desk-top or wall-mounted telephone.

For wall mounting, remove the stand by applying pressure at A and lifting away from base (see Figure 2).
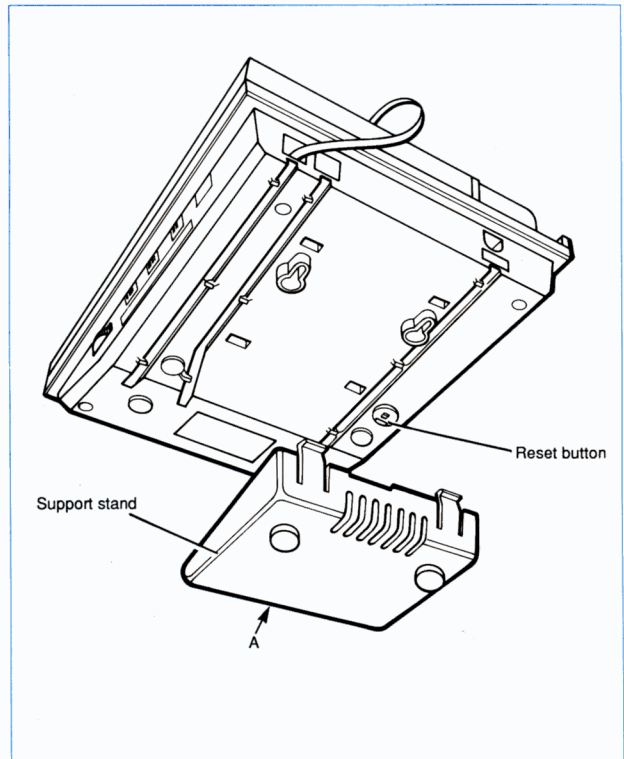
Figure 2

Fixing Rapport to the wall

If your Rapport is going to be wall mounted proceed as follows:

1 Remove the support stand (see Figure 2) and lay the adaptor lead and the telephone lead into their grooves along the base of the unit and secure in place by slipping them under the retaining clips on either side of the grooves.

2 Using a small screwdriver, or similar instrument, remove the plastic insert from the handset. See Figure 3. Retain safely for future use.

3 Make sure that the adaptor lead and telephone lead will reach their appropriate sockets from the position you have chosen.

4 Remove the template from the pocket at the back of the user guide, place it against the wall ensuring that the crosses are horizontal and mark the positions by pushing an awl, screw or ball-point pen through the centre of each cross.

5 Drill holes and use the appropriate fixings (not supplied). Leave the screw head 8mm off the wall.

6 Fix Rapport to the wall by locating the screw heads in the slots at the base of the unit. Adjust to make a tight fit.

Plastic insert
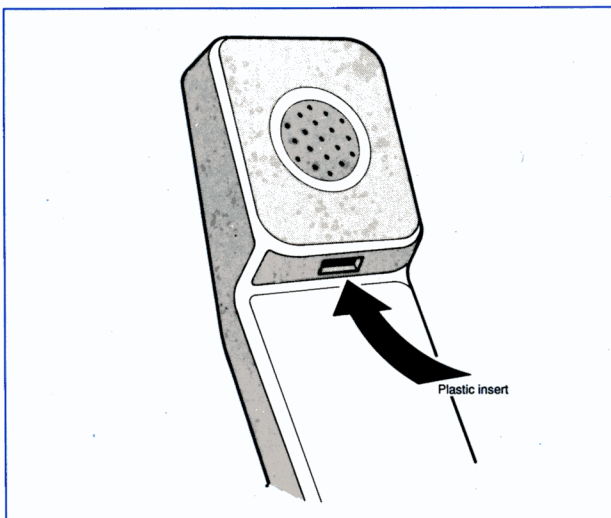
Figure 3

Preparing Rapport for use

warning

> **Before starting to prepare Rapport for use, or replacing the batteries, make sure that the unit is unplugged, both from the mains and from the telephone line.**

Rapport comes with two LR44 batteries already fitted, these batteries are to maintain the dialler memories should Rapport be disconnected from the telephone line.

Enabling the batteries

1   Gently pull out the battery insulation ribbon. This connects the batteries already installed in the product.

2   Press the white **RESET** button underneath the unit with for example, a ball-point pen.

caution

> Pressing the **RESET** button **may** clear all the memory stores of your Rapport. Therefore **RESET** is normally used only when setting up the unit for the first time.

Noting your telephone number

1   Flex off the plastic cover by inserting a pointed object, such as a ball-point pen, in the hole and pressing to the left.

2   Note your number on the label.

3   Refit the plastic cover with the hole to the right.

Inserting the cassette

1 Remove the cassette cover by pressing lightly on the right of the panel, and pushing it to the left.

2 If you need to wind up tape slack, use a pencil inserted in the tape reel. Insert the cassette with the tape away from you, and the full spool on the left. Initially, this will be with side A uppermost. Press the back of the cassette lightly against the spring and snap it into place.

Ensure that the tape and capstan are as shown below when the tape is inserted.
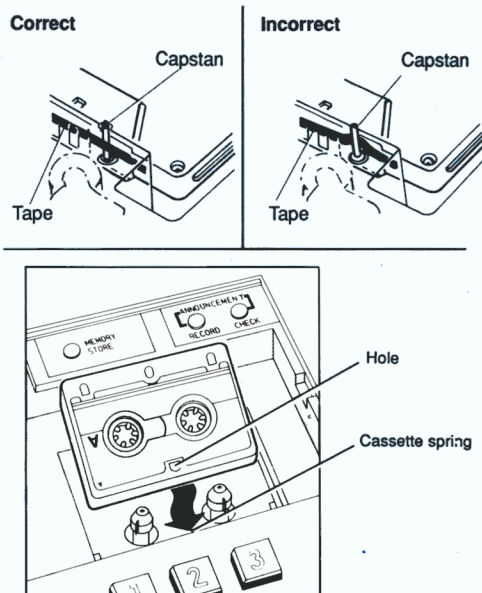
Figure 4

Setting the switches

There are various switches on each side of the base; these are shown in Figures 5 and 6, with suggested initial settings indicated.

When first setting up, these switches should be set as follows; alterations can be made later, as required:

POWER ON/OFF
This should be set to **OFF**.

RINGER HI/OFF/LOW
This controls the ringing volume, and may be set to either **HI**, **LOW** or **OFF**. When set to **OFF** Rapport will not ring at all when it receives a call. Set to **HI**, and adjust if required.

EARTH/BREAK
If you are connected to a direct exchange line with access to Star Services set the switch to timed line **BREAK**. If you are connected to a switchboard set the switch to the type of recall signal required by the switchboard. Contact your own switchboard operator if you have any doubts.

PULSE/TONE
Many new exchanges use tone signalling, this enables faster call connection. If you don't know which system your exchange uses, make a trial call with the switch set to **TONE**. If your trial call fails, your line uses pulse signalling, and you should reset the switch to **PULSE**.
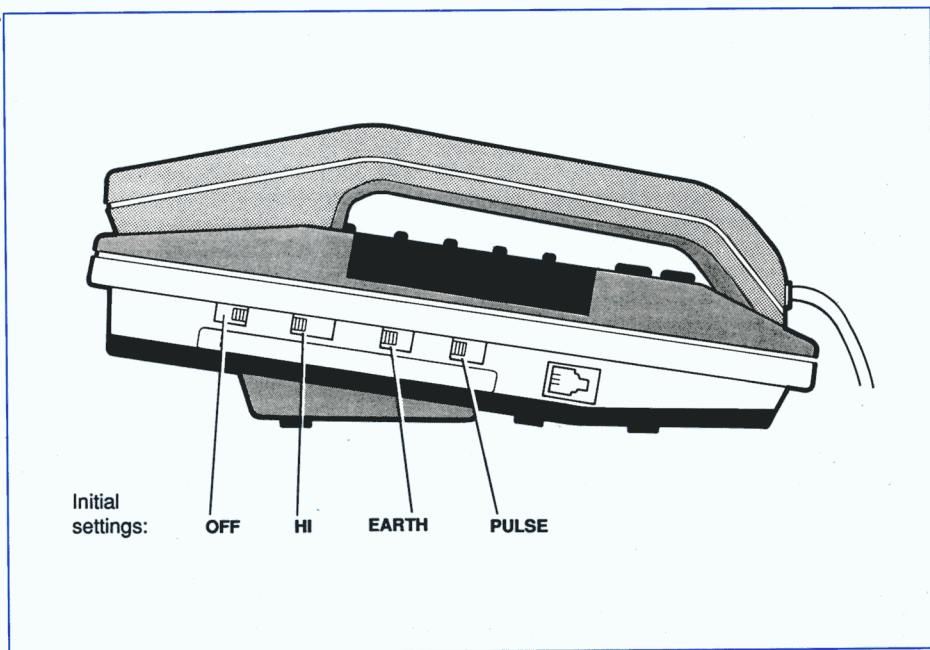
Figure 5

VOLUME
The wheel on the lower right-hand side of the base controls the volume from Rapport's internal speaker. Thus it controls the volume of:

- the playback of messages
- call progress in MONITOR mode (see page 21)
- the signalling beeps used by Rapport. (But not those heard by callers.)

Turning the wheel down towards you increases the volume. If you turn the wheel up away from you as far as it will go, the speaker is turned off altogether. Set the wheel in a midway position, and adjust as required.

ANSWER DELAY 2/4 RINGS
This controls how long Rapport rings before answering the call, (when the answering machine is on). Move the switch to the left for two rings, and to the right for four.

The longer time gives you a chance to pick up the phone yourself should you be there to do so, and the shorter time allows your caller to be answered promptly by Rapport.

NORMAL/ANSWER ONLY
This switch allows you to select which one of Rapport's two announcements will greet callers. Set to **NORMAL** at this stage. See page 25.

REMOTE CODE 2/CODE 1/VOICE
This is the Remote Interrogation Code Selector. It allows you to select both the method and the security level of remote access to Rapport. (This is explained in full on page 33.) Set to **VOICE**; for Voice Interrogation, at this stage.

Initial settings: **MID-WAY** **4** **NORMAL** **VOICE**
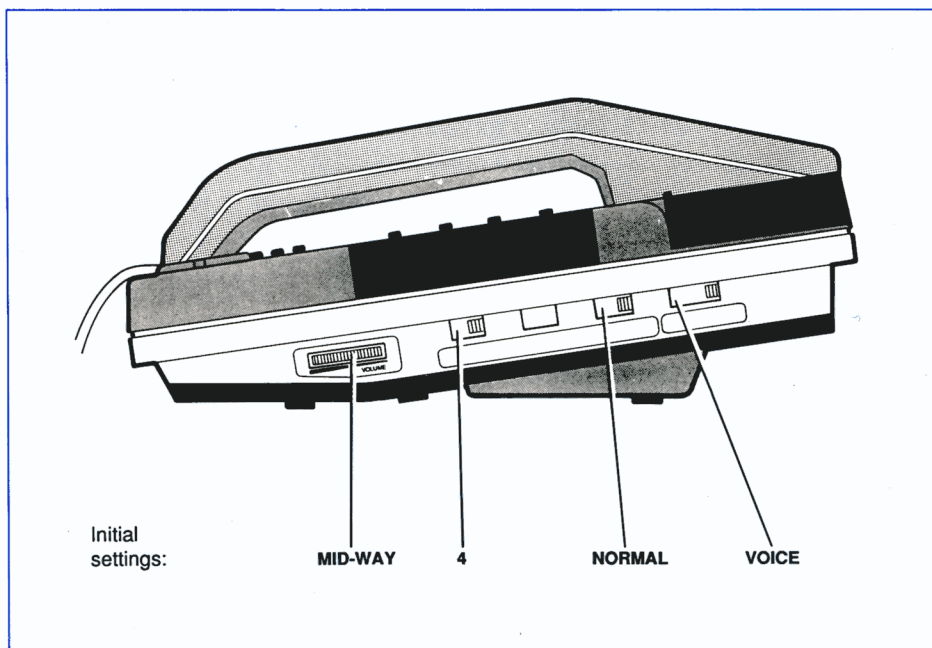
Figure 6

Switching Rapport on

Perform the following strictly in order:

1 Insert the connector on the adaptor lead into the round power supply socket on the back of the unit.

2 Plug the adaptor directly into a 13 ampere power socket near your phone socket.

3 Plug the telephone cord into the phone socket. If necessary, an extension lead can be obtained from your British Telecom dealer.

4 Switch on at the mains socket. (The clock will flash; if you want to set the clock now, see page 38.)

5 Set **POWER ON/OFF** to **ON**.

Rapport's starting routine

When you turn Rapport on you hear a beep, and the green MESSAGE light comes on. Rapport then winds the tape backwards and forwards as it performs a self-test routine.

Rapport will not allow you to enter ANSWER mode unless an announcement has been recorded.

If you press the **ANSWER ON/OFF** button before you record an announcement, Rapport will respond with four warning beeps.

Rapport can be used as an ordinary telephone even if the power is off (except for MONITOR function). However, it should be set up as described in *Setting up Rapport* to take advantage of the following facilities.

Handset calls

These are calls made or received by picking up the handset in the usual way. You can make and receive calls while the answering machine is ON or OFF (indicated by the ANSWER light). If the ANSWER light is lit when you lift the handset, the answering machine turns itself off, but will be ready to answer calls again as soon as you replace the handset.

Using Rapport with a hearing aid

Your Rapport is fitted with an inductive coupler. If your hearing aid has a 'T' switch, moving it to this position will probably improve the clarity of telephone conversations, since this reduces the noise picked up by the microphone. Don't forget to reset your hearing aid at the end of a call.

On hook dialling

1   Press **MONITOR**. The indicator will light and you will hear the dialling tone from Rapport's speaker.

note   If you don't hear the dialling tone, check the volume control wheel.

2   Dial the number.

3   When you hear your call answered, pick up and speak into the handset; you cannot be heard otherwise. Monitor is cancelled when you end the call.

Last Number Redial

This allows you to redial automatically the last number you dialled out.

note   A number cannot be redialled automatically if it has more than 25 digits. A pause or a **✱** counts as a digit; see *Using the telephone memory*, page 23.

1   Pick up the handset or press **MONITOR**.

2   Wait for the dialling tone. Then press the **LR/MR** key twice. Rapport will redial your number.

SECRECY

Pressing and holding down this key cuts off the microphone in the handset. It is more efficient than covering the mouthpiece with your hand. Releasing it returns you to normal operation.

The following facilities are useful when working with certain switchboards and exchanges.

RECALL

This button can be used on certain switchboards, and on exchanges offering Star Services such as redirecting calls. Make sure that the **EARTH /BREAK** switch is correctly set. (See page 16.)

Mixed signal dialling

You may wish to mix PULSE and TONE dialling modes in a single call. For example, you may be using Rapport on a traditional exchange, with the **PULSE/TONE** switch set to **PULSE**. However, the number you are calling may require you to change to **TONE** at a certain point in order to access a computer or other specialised service. Proceed as follows:

1   Set up your call in the usual way.

2   At the point at which you want to change to TONE, press the **✱** key. All further digits will be sent in TONE.

3   When the handset is replaced, Rapport returns to its original PULSE setting.

Using the telephone memory

The Rapport telephone allows you to store up to 10 télephone numbers in its memory, each with a maximum of 25 digits. Having entered them into the memory, you can make a note of each name or number on the label on the cassette cover. This is marked with numbers from 1 to 0. You can use these numbers (1 to 0) to dial the appropriate telephone number directly from the memory.

PAUSE
This button is used to insert a four second delay in your dialling sequence. Some switchboards need a pause after you have dialled the code for an outside line, for example. You will need to use this button if you are storing such a sequence in the telephone memory. You can press **PAUSE** up to three times in succession, to give delays of 4, 8 or 12 seconds.

Entering a telephone number into memory

The memory location keys are the keys on the dialling keypad 1-0 inclusive.

1 Remove the label from the cassette cover, ready for you to note your number. You can take off the transparent cover by flexing it to the left with a ball-point or other instrument inserted in the small hole on the right.

2 Open the cassette compartment, and press the **MEMORY STORE** button.

3 Key the telephone number you want to store. You can include PAUSEs or ✱ in your sequence.

4 Press **MEMORY STORE** again.

5 Decide which memory location number (1 to 0) you want to use, and enter it using the dialling keypad.

6 The telephone number is now stored under the location number you have chosen.

Entering another telephone number using the same location number will always erase the whole of the previous entry.

note If you are unable to store a number using the above procedure it means that the batteries are discharged, in this case you can repeat the procedure with the handset off hook.

Clear a number from memory

To clear a number without entering another one:

1 Press **MEMORY STORE** twice.

2 Press the appropriate location number (1 to 0) on the keypad.

The number is now erased.

To make a call using memory

Proceed as follows:

1 Pick up the handset, or press the **MONITOR** button.

2 Press **LR/MR** once.

3 Press selected location number on dialling keypad. The number will now be dialled

Before using Rapport as an answering machine, make sure that the cassette is correctly installed.

Your announcement

You can have two announcements on Rapport, and which one is heard depends on the setting of the **NORMAL/ANSWER ONLY** switch on the right hand side of the base.

■ The NORMAL announcement.

With the switch set to **NORMAL**, callers can leave a message after listening to your announcement.

A NORMAL announcement can be any length up to a maximum of two minutes.

■ The ANSWER ONLY announcement.

With this setting callers cannot leave a message. This is useful if you want to refer callers to another number, or give other instructions.

An ANSWER ONLY announcement, however, is limited to 30 seconds in length.

The Rapport will automatically switch to ANSWER ONLY if the tape is full, even though the switch is set to NORMAL. You should take advantage of this feature by recording both types of announcement. Otherwise, when the tape is full, Rapport will not answer and interrogation will not be possible.

Example announcements

NORMAL announcement:

Hello; this is (your name and/or number). I'm sorry, I can't take your call at the moment, but please leave your name and number, and any message, and I'll get back to you as soon as I can. Please speak clearly after the long tone.

ANSWER ONLY announcement:

Hello; this is (your name and/or number). I'm sorry I can't take your call, and I'm afraid you can't leave a message on the machine. Please call again tomorrow. Thank you very much.

Recording an announcement

When recording an announcement you should speak into the microphone (just below the **ANSWER ON/OFF** button) from a distance of about 200mm (8in). Don't pause for more than five seconds during recording, or Rapport will assume you've finished and stop recording.

To record an announcement proceed as follows:

1 Decide if you are recording a NORMAL or an ANSWER ONLY announcement, and set the **NORMAL/ANSWER ONLY** switch on the right hand side of the base accordingly.

2 Open the cassette compartment, and when you are ready to speak press the **RECORD** button briefly you will hear a long beep.

3 After a moment, the RECORD light comes on and you should start speaking.

4 When you have finished your announcement, press the **RECORD** button again to end recording.

5 The tape will reset and your announcement will be played back to you. Rapport resets to ANSWER mode.

Should you wish to re-record your announcement, press **RECORD** and repeat the process. The previous announcement will be erased, even if it was longer than the new one.

If a new announcement is longer than the old one, it will erase the beginning of a previously recorded incoming message, should one be there.

Checking your announcements

This is easily done, using the **CHECK** button in the cassette compartment (next to the **RECORD** button).

1 Confirm that the **NORMAL/ANSWER ONLY** switch is set to the announcement you want to listen to.

2 Press **CHECK**.

3 Rapport replays your announcement, and then resets itself; the ANSWER light comes on.

Incoming calls

Each caller will have up to three minutes to leave a message. To make sure that Rapport is ready to take your calls check the following:

1 The ANSWER light is on. If it isn't, press **ANSWER ON/OFF**. Rapport beeps, and the ANSWER light comes on.

2 The **NORMAL/ANSWER ONLY** switch is set to the announcement you want callers to hear.

3 The **ANSWER DELAY** switch is set to your choice of either **2** or **4** rings before Rapport answers.

Call screening

You may wish to leave Rapport in ANSWER mode even when you are around. After Rapport has answered you may interrupt and take over a call by lifting the handset.

The call screening sequence is as follows:

1 Rapport answers the call.

2 You will hear your announcement being played.

3 You will hear your caller speaking.

4 To interrupt the call, lift the telephone handset. Rapport will immediately stop recording.

5 You may now speak to your caller.

6 When you replace the handset, Rapport remains in ANSWER mode, ready for the next call.

Messages waiting

If Rapport has recorded any messages, the green MESSAGE light will flash. If you have up to nine messages waiting, the flashes will be in a group; one flash for each message on the tape. If there are over nine messages, the flashing is constant, at a slow rate. If the tape is full, the MESSAGE light will be flashing very rapidly.

Message playback

To listen to the messages press the **PLAY** key. After rewinding the tape, Rapport will play your messages to you. The VOLUME control can be adjusted as needed.

Pausing during playback

1   Press **PAUSE** briefly. Playback will stop (allowing you to take notes, for example)

2   Press **PAUSE** again, playback will continue.

At the end of the last message Rapport beeps three times, and the tape will rewind to the beginning. The message light will stop flashing and remain on.

Rewinding during playback

This will allow you to find a particular message again on the tape.

1   Press and hold down **REW** button.

2   Tape will wind back until you release the button.

Fast forwarding during playback

1   Press and hold down **FF** button.

2   Tape will wind forward until you release the button.

Having played back your messages, you must now decide if you want to save them. Unless you save them at this point they will be erased by new incoming messages recorded over of them.

To save your messages proceed as follows:

1   At the end of message playback you will hear three beeps and the tape will reset.

2   Press **SAVE**. Rapport responds with a beep.

All your messages will be saved. (It is not possible to select particular messages for saving.) MESSAGE light will continue to flash to indicate the number of messages saved.

You can hear them again by pressing **PLAY**. Remember, however, that you must press **SAVE** each time you play your messages if you want to keep them.

Having replayed your messages, Rapport will rewind the tape and reset to ANSWER mode.

You can also save your messages by pressing the **SAVE** button during message playback. This will cause the replay to stop immediately and reset to ANSWER.

If you are going out and you want to leave a message for someone, or leave comments after saved messages you can record a Memo on Rapport. This can be played back, directly or remotely, exactly like any other incoming message.

Recording a memo

1 Press the **MEMO** key briefly. You will hear a beep; wait until the RECORD light comes on.

2 Speak into the microphone from a distance of 200mm (8in).

3 When you have finished speaking, press **MEMO** again. Rapport will beep twice, the RECORD light will go out and the tape will rewind and reset to ANSWER mode.

You may record a conversation for future reference; complicated road directions, for example.

Recording a conversation

1 Confirm that power is ON. The MESSAGE light will be on.

2 Press the **2-WAY RECORD** button. The Rapport winds the tape to the end of the last recorded message.

3 The RECORD light comes on, and the conversation will be recorded. Both you and the caller hear a warning tone every 15 seconds, indicating that recording is taking place. The presence of this tone is a legal requirement in the UK.

4 To pause recording press **2-WAY RECORD** again. The ANSWER light flashes.

5 To continue recording press **2-WAY RECORD** again.

6 To end recording press **ANSWER ON/OFF**.

To hear the recorded conversation (and any other messages on the tape) press **PLAY**. Having played your conversation and messages, the ANSWER light will come ON.

If you are away from home, or the office, you can set Rapport to ANSWER mode simply by phoning your number and letting it ring.

Setting to ANSWER mode

1 Dial your own telephone number.

2 Let the phone ring for 20 rings.

3 Hang up, Rapport will now reset to ANSWER mode.

While you are away from base there are two methods by which you can ring in to Rapport and listen to any recorded messages. These are:

- Remote interrogation by voice.

- Remote interrogation by tone keypad.

Remote interrogation by voice

To have your messages played back to you using this method first make sure that the **REMOTE** switch on the base of Rapport is set to **VOICE**. Then, from the remote phone, proceed as follows:

1 Dial your own number. Have pencil and paper ready.

2 Rapport answers, and plays your announcement.

3 You hear the long beep after which callers leave messages. Remain SILENT for about six seconds, until you hear a single beep.

note To cut out background noise, press the **MUTE** or **SECRECY** button on your keypad, if there is one, or cover the microphone with your hand.

4 SPEAK (counting will do) for a few seconds, until you hear two beeps.

5 Remain SILENT again, as in step 3 above, until you hear a single beep.

6 SPEAK, as in step 4, until you hear two beeps.

note If there are no messages for you Rapport will beep four times and hang up.

7 Rapport rewinds and then plays your messages to you.

8 At the end of the last message Rapport will beep three times.

caution While playing back your messages, Rapport will stop every 2.5 minutes, at which point you'll hear a single beep. When this happens, speak immediately and the messages will continue. If you don't speak, Rapport will hang up.

4 If you have set Rapport to either CODE 1 or CODE 2, enter the appropriate digits, as follows:

5 Press the key marked with the first digit of your security code.

6 Wait until Rapport responds with a beep.

7 Press the key for the second digit of your code.

8 Again, Rapport confirms your entry with a beep. Rapport rewinds and automatically plays back your messages.

note If either, or both, of your digits were incorrect, Rapport beeps four times and hangs up. You will have to call again.

9 When playback has finished you'll hear three beeps; messages are automatically saved after playback unless you press key **6** , then after the confirmatory beep, press key 6 again.

note Every 2.5 minutes during playback you will hear a beep. Press key **2** and playback will continue. If you don't do this, Rapport will automatically hang up. All messages will be saved so you can simply call back.

Rewind during playback

To retrace a particular message during playback, press key **3**. The tape will rewind until the key is released; playback will then restart automatically.

Fast forward during playback

To move forward through the tape press key **4** and hold. When released, playback will start again automatically.

Repeat playback

Should you wish to hear your messages again, wait until the Rapport answering machine finishes, and beeps three times. Then press key **2**.

Stopping playback

You may stop playback by pressing key **2**. If the machine does not receive another instruction within 10 seconds it will release the line.

Cancel auto-save   If you do not want messages saved automatically after playback, when you hear the three beeps after the last message, press key **6**, then after the confirmatory beep press key **6** again.

Saving messages   Messages are automatically saved after playback.

The Rapport alarm clock

The face of the Rapport digital alarm clock can be tilted forward as required.

Setting the time

The following procedure is typical of many other clocks, watches and video recorders:

1 Press and hold down the **TIME** button. The clock will stop flashing.

2 While holding down **TIME**, press the **HOUR** button until the correct hour is displayed. The Rapport uses the 24-hour clock.

3 Still holding down **TIME**, press the **MIN** button until the correct minutes are shown.

4 Release the **TIME** button, which starts the clock.

Setting the alarm

The sequence is similar:

1 Press and hold down the **ALARM** button. The current alarm time will be displayed.

2 While holding down **ALARM**, press the **HOUR** button until the correct hour is displayed.

3 Still holding down **ALARM**, press the **MIN** button until the correct minutes are shown.

4 Release the **ALARM** button. The clock returns to time display.

■ To turn the alarm on, set the switch marked ALARM on the top of the clock so that the red section under it is visible. A dot will appear on the left of the display to show that the alarm is on.

■ To turn the alarm off when it is sounding, either:

- press the **ALARM OFF** button, below the display. The alarm will sound again 24 hours later

or

- touch the metal strip on the top of the clock, marked SNOOZE. The alarm will sound again nine minutes later. Each time you touch SNOOZE you will get a nine minute delay.

- To turn the alarm off altogether, slide the ALARM switch at the the rear to hide the red section. The indicator dot goes out. However, the time of the alarm will be retained in the clock's memory, and will be shown when the alarm is next turned on.

note   The alarm will sound for two hours unless cancelled by either the **ALARM OFF** button or the ALARM switch. The SNOOZE feature can be used any number of times within this period.

Caring for your machine

Your telephone should give you many years of trouble-free use. However, some periodic maintenance is needed, particularly with regard to the following:

The tape and tape-heads

warning

> **Turn off power at the socket and remove the adaptor before starting to clean any part of the machine.**

warning

> **Cleaning fluids may be toxic and inflammable, follow manufacturers directions.**

Dependent upon usage it is recommended that you replace the micro-cassette every six months. Clean the tape-heads, pinch wheel and capstan every three months, using a cotton bud dipped in a proprietary tape-head cleaning fluid.

It is recommended that you turn the cassette over and re-record your announcement after three months use.

The cabinet

Do not use benzine, thinners or any similar solvent or any abrasive powder to clean any part of the telephone. Simply wipe it with a soft cloth.

Batteries

Should you unplug the telephone from the mains, the batteries provide a backup for the memory, and information is not lost. The batteries have a life of about one year. When the batteries are discharged you will not be able to store numbers on hook.

Replace the batteries as follows:

1 Lift off the handset. The battery compartment is under the small label for your telephone number.

2 Confirm that the unit is disconnected from the mains and phone line. Lever up the transparent plastic cover by inserting a pointed instrument, such as a ball-point pen or a paper-clip, into the small hole on the right of the transparent cover. Flex the cover slightly to the left, and lift it clear.

3 Use a screwdriver to undo the battery cover screw, and lift the cover. See Figure 7.
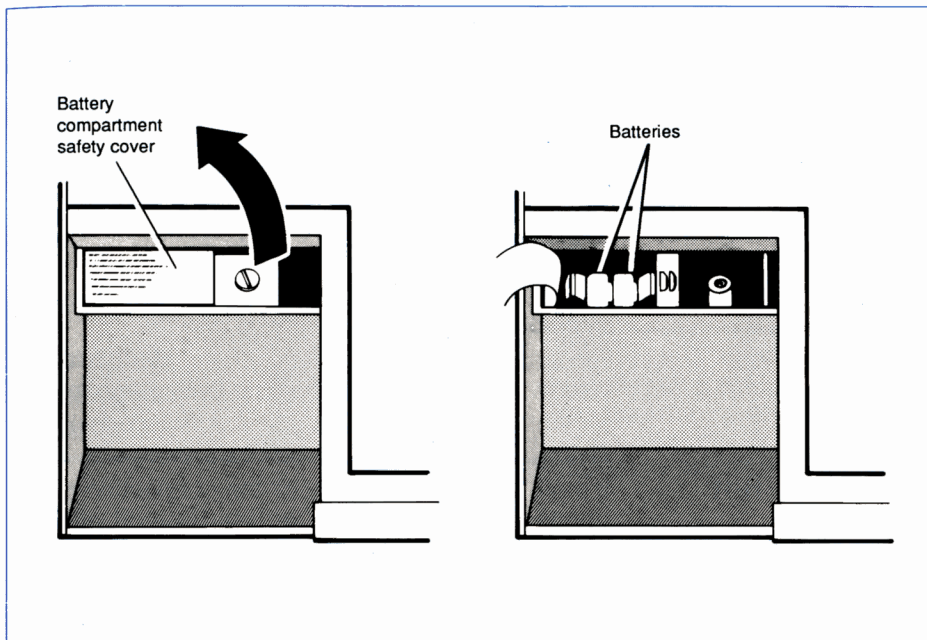
Figure 7

4 Insert two 1.5V batteries (type LR44 or equivalent). The marking on the compartment shows you how to put them in correctly. Screw back the battery cover.

5 Replace your telephone number label and slip it on top of the battery cover. Then snap back the transparent cover, with the small hole to the right.

6 Press the white **RESET** button underneath the until with, for example, a ball-point pen.

caution

Pressing the **RESET** button **may** clear all the memory stores of your Rapport. Therefore **RESET** is normally used only when setting up the unit for the first time or changing the batteries.

Your Rapport is designed and manufactured to the highest standards. Before you assume that there is a serious problem, please read this section of the guide.

Power failure

In the event of a power failure, you will be able to make calls using the Rapport telephone as usual, including using numbers in its memory. However, you will not be able to use the Rapport answering machine or the MONITOR facility, until power is restored. You will also need to reset the clock.

When mains power is restored, Rapport will automatically turn on, as shown by the ANSWER light.

Messages recorded on the tape before the power failure will not be lost.

Telephone not working

If there is no dial tone, check the connection at the phone socket. If possible replace Rapport with a known working phone to confirm whether there is a line fault or a telephone fault.

Clock not working

Check that the power is on.

Rapport doesn't ring on incoming calls

Check that the **RINGER HI/OFF/LOW** is not set to **OFF**.

Numbers cannot be entered into the memory, or are lost when the machine is disconnected

Check that the batteries have been correctly inserted. If the batteries have been inserted correctly and the fault still persists, replace them with new ones. Numbers can be entered into the memory with the handset off hook if the batteries are discharged.

Dialling faults

If the unit will not dial all or some of its digits, it is possible that interference has stopped the telephone microprocessor from functioning. Press **RESET**. This should only be done as a last resort **as the memories may also be cleared**.

Poor sound quality

Your tape may be worn or damaged. You should install a new micro-cassette every six months. Using a worn tape may not only give poor sound quality but can also damage the tape heads of the unit's cassette mechanism. The tape heads may be dirty. Clean them carefully as described in *Looking after Rapport*.

Incomplete messages recorded

If the beginning of a message is missing, it is likely that your caller started speaking before the invitation-to-record tone was heard (the long beep following the series of short beeps). In your announcement ask callers to 'speak after the long tone'.

If you find that the end of a message is often missing it will probably be due to one of the following causes:

- your caller is speaking too softly
- the caller has paused for more than 5 seconds during the message
- the call was intercepted whilst the message was being left.

Rapport only records messages when the level of the speech is above a certain threshold, if the caller speaks too quietly or pauses for too long, Rapport will think that the call has ended and release the line. Ask your callers to speak loudly.

Dial tone announcements or other tones recorded

It is quite normal for a short period of dial tone to be recorded at the end of the message. Rapport will respond to these tones at the end of the call, and will record them before it releases the line.

Exceptionally, if the line is particularly noisy and the dial tone signal is masked, Rapport may record these tones up to its maximum message length of three minutes. With certain exchanges there are other tones or announcements given on hanging-up which also may be recorded.

Answering too early

With Rapport, as with most answering machines, you only have a choice of 2 or 4 rings of the telephone before the unit takes the call. This setting cannot be extended.

Having a choice of 2 or 4 rings is normal for answering machines as callers are accustomed to their calls being answered within about 10 seconds. The majority of callers will abandon a call if it is not answered within 45 seconds.

Answering too late

This may occur if the unit is in the process of re-setting after a previous call. If there are already many messages recorded on the tape, the unit must rewind the tape (to the start of the outgoing message), after recording each new message; this can take up to a minute. In that time a call cannot be answered by the unit. As soon as Rapport is ready to answer it will count the pre-set number of rings (2 or 4) and answer the call.

No response to controls

Switch mains power off, wait at least five seconds then switch mains power back on again.

Announcement is distorted

If only the announcement is distorted it may be because you were too close to the microphone when recording your announcement, or you spoke too loudly. Re-record your announcement.

It is best to record when your surroundings are quiet, as background noise will be picked up by the unit's microphone.

Incomplete announcement

You may experience errors in announcement playback when the tape becomes worn or the tape heads of the cassette mechanism become dirty. Refer to *Looking after Rapport* on page 40.

Each time the unit is powered up it reads the information it has previously stored, such as the length of your announcement.

Worn or damaged tape or dirty tape heads may result in the unit mis-reading this information. On playback of the announcement the unit may not play all of the message or it may continue playback past the end of the announcement. Should this occur you will hear a series of rapid beeps followed by the start of the incoming recorded messages.

To overcome this problem, switch the mains power off. Turn the tape over, turn the power on, wait for the machine to reset then re-record your announcement.

If the problem persists install a new micro-cassette.

Noisy fast-winding

This is normally a sign that the tape is wearing out and can only be cured by installing a new micro-cassette.

Rapport fails to answer calls

Check the following:

- is the ANSWER light on?
- is a phone on the same line off the hook?
- is the line cord correctly plugged into the telephone wall-socket?
- is the tape full without an answer only message being recorded?

Rapport answers calls but does not record

Check that the **NORMAL/ANSWER ONLY** switch is in the **NORMAL** position.

Messages indicated but none recorded

This may happen if your callers hang up after the invitation-to-speak tone (long beep) has been heard. Check that the announcement is clear and that it encourages your callers to leave a message. An unnecessarily long announcement may discourage impatient callers.

Rapport cannot be accessed remotely

If you can hear ring-tone but Rapport fails to answer, this may be due to one of the following:

■ Check that you are using the correct method of interrogation.

■ The unit is in HOME mode. To access your messages you will need to set the unit to ANSWER mode by ringing your number for a long time, (see *Setting to ANSWER mode remotely* on page 32).

■ Remember, you must wait for Rapport to confirm each code digit entered (with a beep) before proceeding.

Difficulty in voice interrogation

In order to carry out its various operations, Rapport has to distinguish between speech and non-speech noise. During a telephone call there is likely to be some background noise, and in certain circumstances there will be noise on the telephone line. If Rapport answers but you cannot play your messages when interrogating Rapport using the voice method, it is possibly due to your surroundings being too noisy. This prevents Rapport from correctly interpreting the 'silent' period of the remote-interrogation procedure, which results in the line being released.

Make sure you use the **MUTE** or **SECRECY** key if one is available. Otherwise make sure you place your hand firmly over the whole mouthpiece.

During the 'speech' periods, remember to speak continuously in a loud, clear and normal voice.

Difficulty in tone interrogation

- Depending on line conditions and the characteristics of the announcement recorded, it may take more than one attempt to break in to the remote interrogation mode during announcement replay. If still unsuccessful wait until message recording.

- When entering the security code you must wait for confirmation tone after each digit is entered.

Technical notes

Safety   warning   Connect only apparatus complying with
BS6301 to either the telephone port or the
power supply port. Interconnection directly, or
by way of other apparatus, of ports marked in
the above way with ports not so marked, may
produce hazardous conditions on the British
Telecom network and advice should be
obtained from a competent engineer before
such a connection is made.

warning   Never attempt to insert wires, pins or sharp
objects into the vents or other apertures of
this unit.

The following paragraphs are concerned with the
regulations and mandatory requirements for the
connection of Rapport to:

- the power supply
- the telephone line.

Please read this section carefully. If you have any
doubts about the use of Rapport with your wiring
systems get in touch with your British Telecom
regional office before connecting the unit.

Power supply   This apparatus is intended for use when supplied
with power from the a.c. Adaptor model number
1441032071 provided with this product. Other
usage will invalidate any approval given to this
apparatus if as a result it ceases to comply with
BS6301:1982. The power supply has an input
requirement of 240 volts a.c. at 50Hz, and an
output of 12 volts, 500mA a.c.. It must only be
connected to a standard 13 ampere socket outlet.

Connection to the   Rapport is fully tested and approved for
British Telecom   connection to the British Telecom Network
network   provided it is used according to the instructions in
this user guide. The telephone lines must provide
loop disconnect (pulse) or multi-frequency
(*TouchTone* *) dialling capabilities.

It may be connected to Direct Exchange Lines and switchboards (PBXs), with new plan (plug and socket) arrangements. It may *not* be connected to shared service (party line) installations, 1+1 carrier systems or switchboards (PBXs) where manual ringing is applied.

Compatible switchboards

The design characteristics of switchboards (PBXs) and telephone apparatus are such that not all types of approved telephone apparatus will operate satisfactorily with all types of switchboard. Furthermore, it cannot be guaranteed that the apparatus will operate correctly under all possible conditions of connection to compatible switchboards. Any cases of difficulty should be referred, in the first instance, to the supplier of the telephone apparatus.

Rapport is approved for use as an extension instrument to compatible switchboards (PBXs). The supplier of your Rapport should be consulted for an up-to-date list of switchboards with which the unit is compatible. Any other usage will invalidate the approval of the apparatus if, as a result, it ceases to perform to the standard against which approval is granted.

Conditions of use

The apparatus has been approved for use with the following facilities:

- loud-speaking facility (call progress monitor only)
- all other facilities included in this user guide.

Any other usage will invalidate the approval of the apparatus if as a result it ceases to comply with the standards against which it was approved.

Ringer Equivalence Number (REN)

Your exchange line provides only a small current to make your telephones ring. Although you may have any number of sockets it is important to limit the number of telephones and other items of apparatus connected to the line by those sockets, to ensure that each telephone will receive enough current to ring.

Every telephone or item of apparatus has a Ringer Equivalence Number (REN).

In most cases a standard line should provide enough current for two or more telephones or items of apparatus, if the RENs add up to no more than 4.

Rapport has a REN of 1. Any telephone provided by British Telecom may be assumed to have a REN of 1 unless otherwise stated on the base. Even where the number of telephones has been limited, there is no guarantee that different types of telephone on the same line will ring.

Regulatory note
A definition for a Relevant Branch System for PSTN is given in BS6789 Section 6.1 clause 2.4 including the note to that clause.

British Telecom guarantee this product (excluding cassette tapes) for one year provided that:

- the goods have been used only for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged
- the goods have not been tampered with, modified or repaired by anyone other than British Telecom staff or agents.

If a fault does occur in this product, 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.

British Telecom accept no responsibility for the security of messages that may be accessed by unauthorised personnel.

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

No: S/1000/3 /H/500823

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