User guide

Relate 300

BT

Installation and Setting up

Installation
Your Relate 300 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 screw positions on the wall.

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.
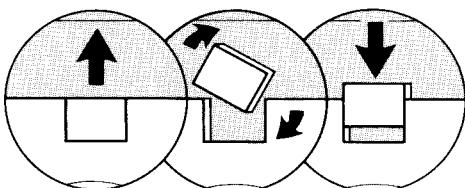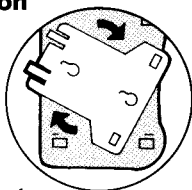
Handset clip (for phones on the wall)
① Slide the clip up and out

② Turn it around

③ Slide it back in.
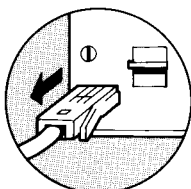
If you unplug your phone
The numbers will be held in the memory for 5 minutes. Any longer than this, they may be lost. Simply re-program the memories as shown.

Fitting the batteries
Your Relate 300 works without batteries. But if you fit three good quality AA batteries you will be able to program and view the memory without lifting the handset and any numbers stored in the memory will be kept when the phone is unplugged.

- Unplug the telephone connector lead from the wall socket
- Remove the plinth
- Unscrew the battery compartment catch
- Lift up the lid and put in the batteries as shown
- Push the lid back into place and screw down securely
- Attach the plinth again (if required).
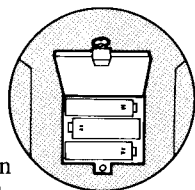
Replacing the batteries
About one week before the batteries run out LOW BATTERY will appear in the display. Replace them following the steps shown above. *Note: Do not leave spent batteries in the phone as they could damage it.*

Setting the clock
You must fit batteries to operate the clock. When you first plug in your Relate 300 the display will flash 12:00.
To set the clock:

① Press [STORE]

② Press [TIMER]

③ Key in the correct time using the 24 hour clock (eg. 7.30 pm is 19.30).

(1) (9) (3) (0)

④ Press [STORE]

After a moment the display will go back to showing the time.

Using the memory

Relate 300 can store up to twenty 24 digit numbers. You can recall and dial any one of them by pressing just one button.

If you have not fitted batteries, pick up the handset or press LOUDSPEAKING, then follow the steps below.
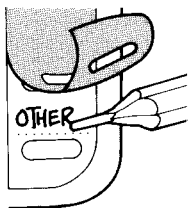
To program the memory

① Press [STORE]

② Press one of the memory keys ⁹⊂───⊃

③ Key in the number to be stored

(0) (1) (2 ᴬᴮᶜ) (3 ᴰᴱᶠ) (4 ᴳᴴᴵ) (5)

Some network services and 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 ᵂˣʸ�z) [PAUSE] (0) (1) (2 ᴬᴮᶜ) (

④ Press [STORE]

⑤ Write down whose name it is next to the memory key. Use pencil so it can be changed.
Remove the plastic cover by pulling back the plastic tab. Remember to peel off the protective film while you have the cover removed.

If you need to store a number longer than 24 digits, you should store it in two parts.

To view a stored number
Press memory key ⁵⊂───⊃

(Without batteries, pick up the handset or press LOUDSPEAKING, then press
STORE memory STORE)

Storing different length pauses
Relate 300 has a standard pause of 3.5 seconds. If you need to change this:

① Press [STORE]

② Press [PAUSE]

③ Enter new value (1-9) (8 ᵀᵁᵛ)

(To change back to standard setting press PAUSE twice).

[PAUSE]

[PAUSE]

④ Press [STORE]

If you need a pause of more than 9 seconds, you should program in more than one pause.

To change a stored number
Follow the instructions above. Remember to change the details on your label.

If you wish to program a recall into a memory as part of a Network Service you must program PAUSE after RECALL.

Relate 300 at a glance

Store
Use this button to store numbers in the memory.
See *Using the Memory*

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.

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

Pause button
This allows you to program a short time delay into the memory. See *Using the Memory*.

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.

Recall and Network services buttons
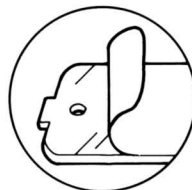Recall is used if you are connecting Relate 300 to a switchboard or digital (modern) exchange. On a digital exchange, **Recall** ✱ and # can help you use a range of network services such as Call Diversion and Call Waiting.
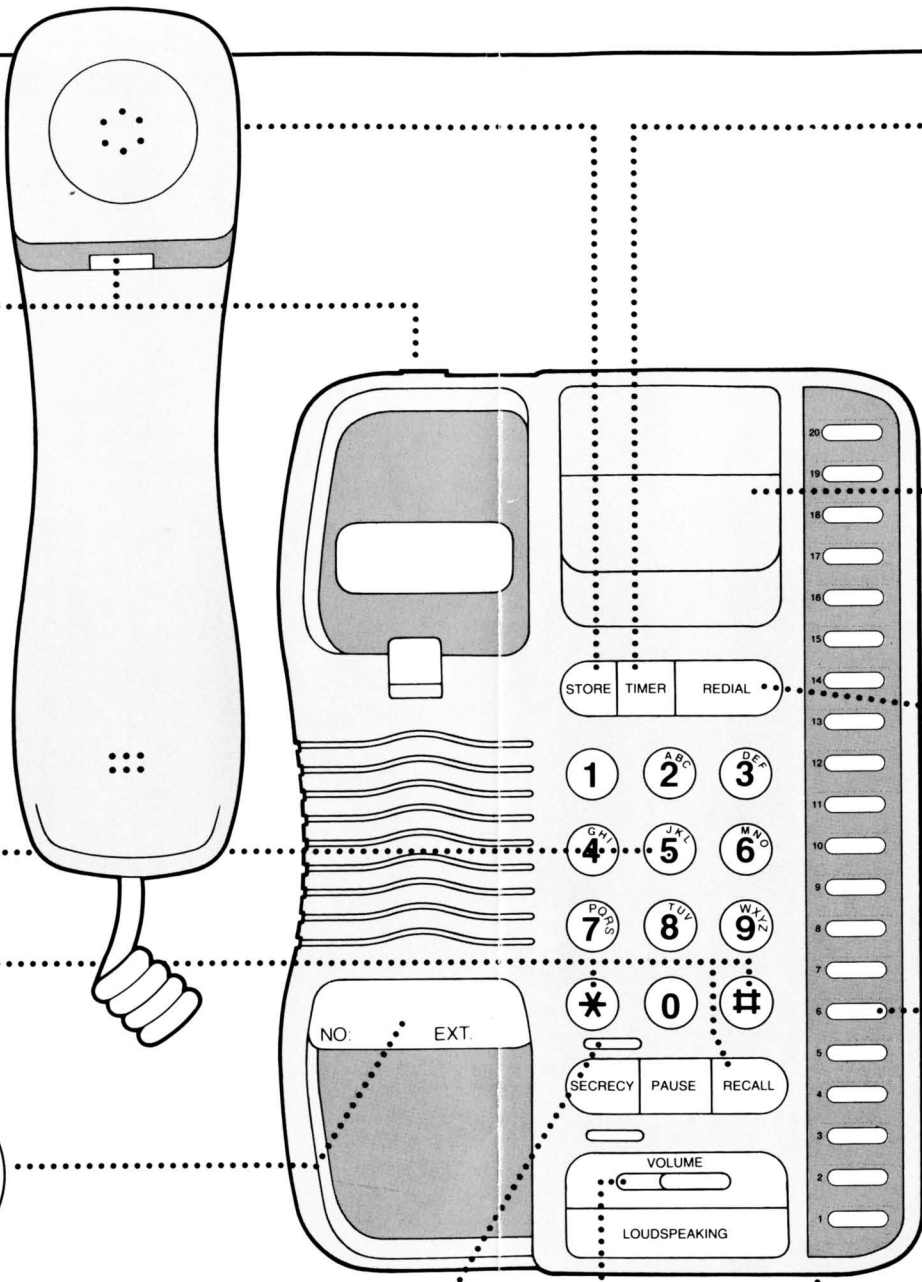
User label
Write your phone number here. Remove the plastic window and peel off the protective film.

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.

Call timer
Use this key to time your calls.
- Press TIMER at any time during your call to start the counter.
- TIMER presses will then change between display and the number dialled (or the clock if you are timing a received call).
- When you have finished, the length of your call will be shown on the display for a few seconds and then the clock will reappear.

Display, this shows you:
- The time
- The number you are dialling
- When you are dialling
- The number you are storing in the memory
- The length of the call when you're using the timer.

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 300 will redial the number for you.

Memory keys
Relate 300 can store the 20 numbers you use most often. You can recall and dial them easily.
- Pick up the handset or press LOUDSPEAKING
- Press a memory key and Relate 300 will automatically dial the number for you.

For how to store numbers, see *Using the Memory*.

Volume switch for speaker
This lets you adjust the volume of what you hear through the speaker if you are using the phone without lifting the handset.
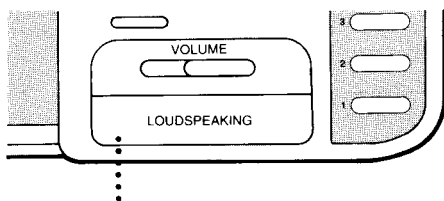
Loudspeaking button

Relate 300 allows you to make and receive calls
without lifting the handset.

Making a call

- Press LOUDSPEAKING – the light will come on
- Dial the number.
  Wait until your caller answers and then speak
  normally towards the microphone.
- When you've finished your call, press
  LOUDSPEAKING – the light will go out.

Answering a call:

- When the phone rings, press LOUDSPEAKING
  and talk to your caller through the microphone
- When you've finished your call, press
  LOUDSPEAKING.

Switching between the loudspeaker and the handset

- If you are using the loudspeaker, simply lift the
  handset and continue the conversation
- If you are 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!*

Microphone

- Speak towards this when you're using the
  telephone without lifting the handset
- Wait until your caller has finished before
  speaking
- Try to be about 18" (45cm) from the
  microphone and don't cover it with
  any objects
- Make sure there isn't a lot of
  background noise.
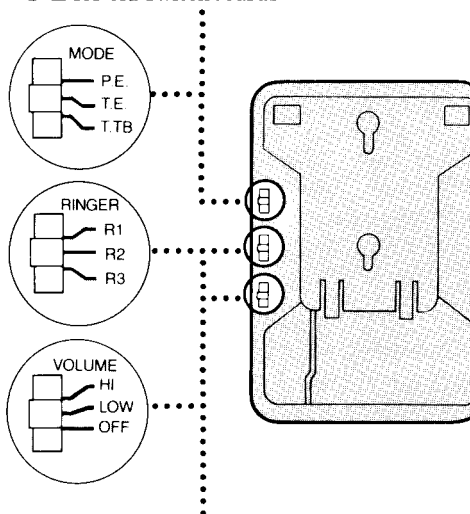
Exchange switch IMPORTANT!

You must set this switch before you use your
Relate 300.
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.

- **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.

If your Relate 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 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 300 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 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 Relate 300 instead and try making a call.
- If it works the original socket must be faulty.
- If the phone doesn't work then the Relate 300 must be faulty – This is what you should do:

If you rent your Relate 300: Contact your local BT fault service by calling 0800 800 151 (personal customers)

or 0800 800 154 (business customers)

If you bought your Relate 300: Please read the guarantee details. If however, your Relate 300 is more than two years old you should call 0672 64444 or take your Relate 300 direct to your nearest BT shop.

If you bought your Relate 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 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 300 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
- Automatic storage of last number dialled
- Loudspeaking
- Storage of 20 numbers.

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.

Made in the UK.

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

S/1000/3/M/502267

Printed on recycled paper.

BT