



Relate 1100 Caller Display

*For use with BT's Caller Display Service **

User guide



**Caller Display Service requires set-up by BT or your service provider and connection to a digital exchange*

Please open this page for an “at a glance” guide to your Relate 1100.

At a glance

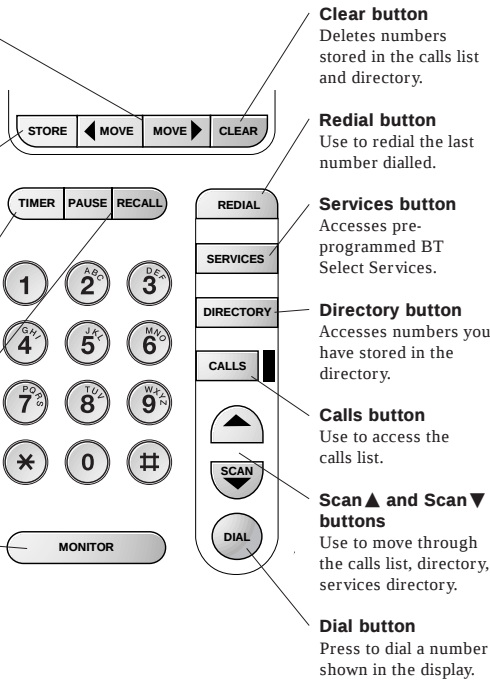
◀ Move and Move ▶ buttons
Use to move the cursor when entering information in the directory.

Store button
Use when storing and editing numbers in the directory.

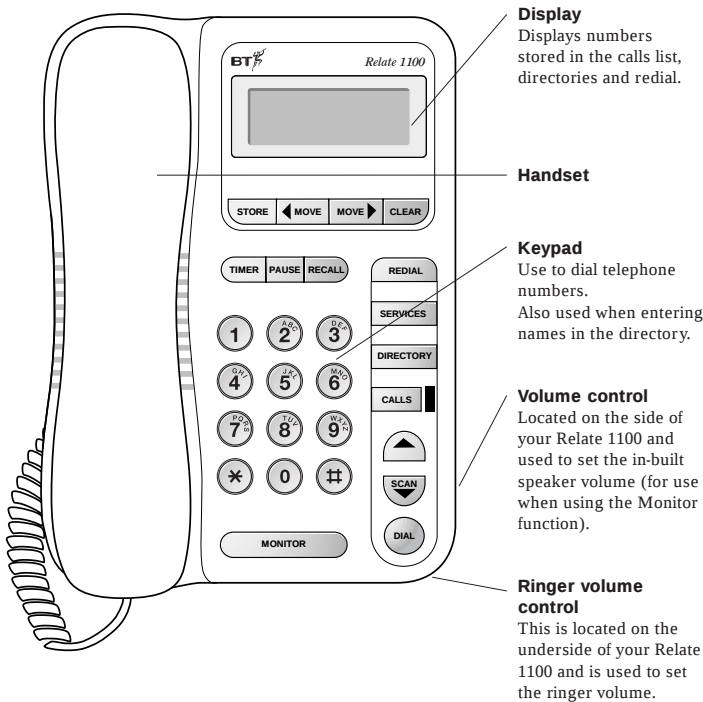
Timer button
Use for timing telephone calls and setting the time.

Pause and recall buttons
For use with switchboards and BT Select Services.

Monitor button
Allows you to dial a number without lifting the handset.



At a glance



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Hints and tips boxes

In this user guide, we've included helpful tips and useful notes. They are shown in a grey box.

Introduction

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

We thank you for making the right choice and expect that your Relate 1100 will give you many years of quality service.

Please read the instructions carefully before use, and retain this user guide for future reference.

For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the telephone)

Purchase price:

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

Setting up

Follow these steps to get your Relate 1100 ready for use.

Check that your Relate 1100 is complete. When you unpack you should have:

- Relate 1100 with telephone line cord attached.

Plan where you will put your Relate 1100, it should be within two metres of the phone socket.

Note

You require 4 x AA Alkaline batteries for the Caller Display service to work. (Batteries not included).

BT's Caller Display service

Your Relate 1100 receives and displays caller display information transmitted over the BT network. In most cases this information includes the caller's phone number and the date and time that the call was received.

In order for your Relate 1100 Caller Display to display this information you must first subscribe to BT's Caller Display service.

For further information call BT free on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (business customers) or your service provider.

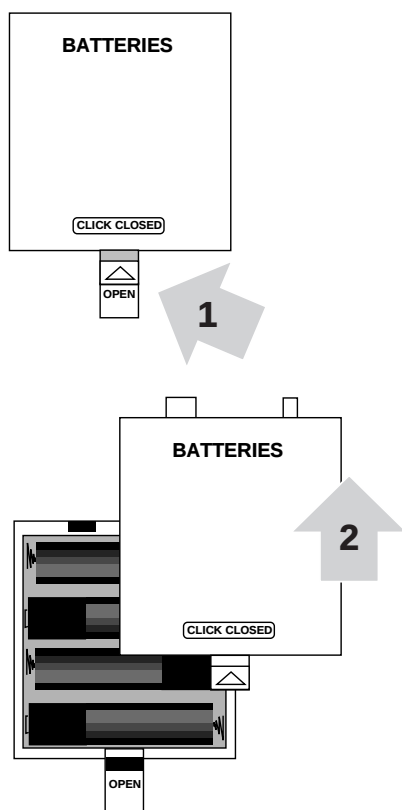
Other UK networks.

For your Relate 1100 to display the information you must subscribe to your network provider's caller display.

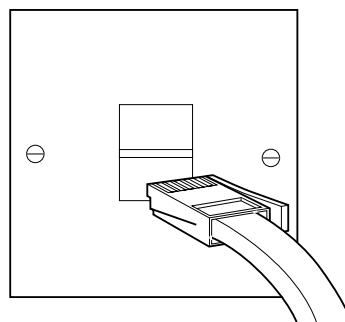
For more information call your network provider.

1 Insert batteries

To install the batteries, open the battery cover on the underside of your Relate 1100 by releasing the catch (1) and lifting the cover (2). You will need 4 x AA Alkaline batteries (not included).



2 Plug your Relate 1100 into the socket



If you do not have a socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

It is important to maintain the batteries in your Relate 1100. Without battery power the caller display screen and other display features will not work.

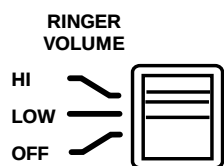
Battery low indication

When the batteries are nearing the end of their useful life, the battery low icon will be displayed on the top line of the display.



This will also be displayed if there are no batteries fitted.

3 Set the ringer volume



The ringer switch is located on the underside of the base. There are 3 settings:

HI a loud ring: your Relate 1100 is preset to this position.

LOW a quiet ring.

OFF no ring.

4 Set the monitor volume



The monitor volume switch is located on the side of your Relate 1100 and should be set to an audible level in order for you to hear dial tones when using the monitor facility.

5 Set the date and time

Once you have subscribed to BT's Caller Display service there will be no need to set the date and time as this information is set automatically following your first incoming call.

Using the telephone

Dialling a number

Your Relate 1100 allows you to key in a telephone number, check it and edit it if necessary before it is dialled.

To dial and check a telephone number



- Without lifting the handset, dial in the telephone number using the keypad. The number is shown in the display.
- You can now check the number.

To edit a number

*If the number shown in the display is incorrect, edit it by using the ◀ **MOVE** or **MOVE** ▶ buttons to move through the number then use the keypad to make any changes.*

- If the number is correct press the **DIAL** button. The number is dialled (within 3 seconds).
- When the call is answered, lift the handset and take the call as normal.

Using the monitor button

By using the **MONITOR** button, you can keep your hands free while waiting for a call to be answered.

To monitor a call



- Press the **MONITOR** button, you will hear a dial tone.

*When using the **MONITOR** button, MONITOR is shown in the display.*

To hear the dial tone, the volume control must be set to an audible level using the control on the side of your Relate 1100.

- Dial the telephone number.
- When the call is answered, lift the handset and take the call as normal.

Redialling a number

Your Relate 1100 automatically stores the last number dialled. This number can be redialled at the touch of a button.

To redial the last number dialled



- Either lift the handset or press the **MONITOR** button.
- Press the **REDIAL** button. Your Relate 1100 will automatically redial the last number you called.
- If you have pressed the **MONITOR** button, when the call is answered, lift the handset and take the call as normal.
- If the number is engaged or the call is not answered, replace the handset or press the **MONITOR** button to end the call.

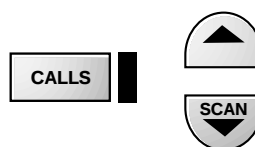
*If you have lifted the handset or pressed the **MONITOR** button, any number shown on the display can be automatically redialled by pressing the **DIAL** button.*

Using the calls list

As your Relate 1100 receives calls, it automatically stores the caller's phone numbers in its calls list and numbers them in the order they were received.

Your Relate 1100's calls list stores information up to a maximum of 30 calls. Once the list is full, as new calls are received the oldest ones stored are discarded.

To read the calls list

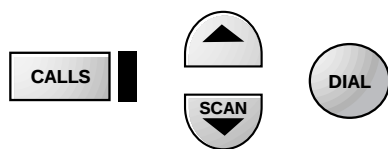


- To read the most recent call, press the **CALLS** button. The last received call will be shown in the display.
- Press the **SCAN ▲** to move to the beginning of the calls list.
- Press the **SCAN ▼** to move to the end of the calls list.
- When you reach the end of the calls list (this can be either the beginning or the end of the list) the display will show **END OF LIST**.

New Calls indicator

The New Calls indicator flashes when calls have been received since you last viewed the calls list.

To dial a number recorded in the calls list



- Lift the handset.
- Press the **CALLS** button. The last received call will be shown in the display.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the calls list.
- When the number you want to dial is shown in the display press the **DIAL** button. The number is dialled (after 3 seconds).

Numbers recorded in the calls list can also be dialled without lifting the handset. Dial the number as explained above, when you hear the call answered lift the handset and take the call as normal.

*If the call is not answered press the **MONITOR** button to end the call.*

Deleting numbers stored in the calls list

You can choose to delete numbers stored in the calls list individually or all at once.

To delete individual numbers



- Press the **CALLS** button. The last received call will be shown in the display.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the calls list.
- When the number you want to delete is shown in the display press the **CLEAR** button twice in quick succession (within one and a half seconds). The number is deleted automatically.

To delete all stored numbers

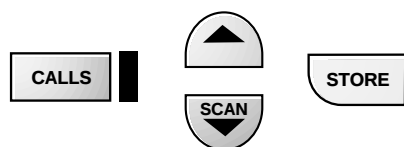


- Press the **CALLS** button. The last received call will be shown in the display.
- Within 20 seconds, press and hold the **CLEAR** button for 6 seconds until the display shows **LIST EMPTIED**.

Copying numbers stored in the calls list to the directory

Numbers stored in the calls list can be copied to your Relate 1100's directory.

To copy recorded numbers



- Press the **CALLS** button. The last received call will be shown in the display.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the calls list.
- When the number you want to copy is shown on the display press the **STORE** button. The display shows:
ENTER NAME / THEN PRESS STORE.
- Use the keypad to type in letters by pressing the number button which displays the letter you want. Press the button until the letter you want is shown.

For example, to enter the name JOHN:



- Press the **5** button until display shows J.
- Press the **6** button until O is shown.
- Press the **4** button until H is shown.
- Press the **6** button until N is shown.
- Press the **STORE** button. The name and number is now stored. The display shows STORED.

*If you need to repeat a letter, press the **MOVE ►** button to move to the next character space.*

Using the directory

Your Relate 1100 can store up to 20 names and telephone numbers in its directory. These numbers can be entered either using the keypad or by copying them from the calls list (see 'Copying numbers stored in the calls list to the directory', page 13).

When a call is received, if the name and number are stored in your Relate 1100's directory they are automatically shown in the display.

To store names and numbers in the directory



- Press the **STORE** button.
The display shows STORE.
- Press the **DIRECTORY** button.
The display shows ENTRIES and the number of entries (if any) already stored in the directory (**0-20**).

If the directory is full the display shows DIRECTORY FULL.

- The display will then show ENTER NUMBER / THEN PRESS STORE.
- Using the keypad, enter the telephone number you want to store.

- When the entire number has been entered press the **STORE** button, the display shows ENTER NAME.
- Using the keypad enter a name.
You can enter a name of up to 16 characters. (See page 13)

*When entering a name, the cursor will automatically move to the next letter. If the letter you require is entered using the same button, use the **MOVE ►** button to move the cursor one space. If you make a mistake, use the **◀ MOVE** and **MOVE ►** buttons to move the cursor forward and backward through the name.*

To put a pause in the memory

*For such services as home banking, you may need to use the **PAUSE** function. Storing this in the directory is simple. Start programming in your number as shown previously. Where you want a pause, press the **PAUSE** button. This will be shown in the display as P.*

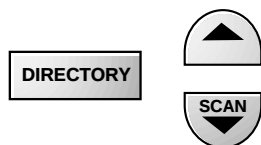
- When the name has been entered press the **STORE** button, the display shows STORED.

A maximum of 3 consecutive pauses can be stored in a number. However, there is no limit to the number of pauses which can be stored between the digits of a number.

To locate numbers stored in the directory

Entries can be located in one of two ways.

Either:



- Press the **DIRECTORY** button. The display shows the last stored directory entry.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the directory until the name and number you are looking for is shown in the display.

Or:



- Entries in the directory are stored alphabetically this means that you can use the keypad to find the stored name you are looking for by entering the first letter of the entry.

For example, to find the name EDWARD:

- Press the **DIRECTORY** button. The display shows the last stored directory entry.
- Using the keypad enter the first letter of the name, in this case E.
- Your Relate 1100 will then locate the name Edward.

*If you have stored more than one name beginning with the same letter, your Relate 1100 will find the name which is first alphabetically. Once a name has been found use the **SCAN ▼** button to move to the next name.*

To delete names and numbers stored in the directory



- Press the **DIRECTORY** button. The display shows the last stored directory entry.
- Locate the entry you want to delete.
- When the entry you want to delete is shown in the display press the **CLEAR** button twice in quick succession (within one and a half seconds), the number is deleted automatically.

Additional features

Using Select Services

BT offer a range of Select Services, available to anyone connected to a modern digital exchange. Certain Select Services carry a small charge and will need to be set up by BT.

The access codes used for five of the most popular services available are pre-programmed and stored in your Relate 1100's directory. You can update these to one of the Select Services of your choice.

These services are:

Call Minder

Set Diversion

Cancel Diversion

Reminder Call

Withhold Number

*If you experience difficulty with BT Select Services call BT free on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (business customers) or your service provider.*

To set Call Minder

Call Minder acts as a message service allowing callers to leave messages for you if you are unavailable to receive the call. You can then listen to these messages at a later date.

SERVICES



- Lift the handset or press the **MONITOR** button.
- Press the **SERVICES** button.
- Press the ▲ or ▼ buttons to display CALL MINDER.

The display shows 1571.

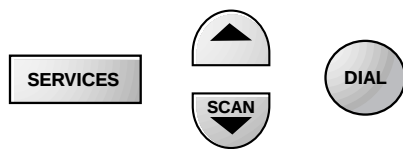
- Press the **DIAL** button.
Call Minder will tell you how many messages you have and ask if you want to hear them, repeat them, remove them or save them.
- Answer Yes or No. You can then go on to review your answering options. You can end the call at any time by hanging up.

To use Withhold Number

Withhold Number prevents your number being sent to the person you are calling.

Ex-directory customers should contact the operator if they want their number to be permanently withheld.

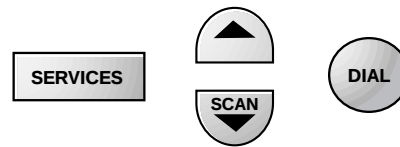
Before dialling a number:



- Press the **SERVICES** button, the display shows CALL MINDER.
- Use the **SCAN ▲** button to move through the list of services until WITHHOLD NUMBER is shown.
- Press the **DIAL** button.
- Now use the keypad to dial the number of the person you want to call.
- You can continue the call as normal. *Your number will not be sent to the person you are calling.*

To set up a Reminder Call

Reminder call turns your Relate 1100 into a 24-hour alarm clock.



- Press the **SERVICES** button, the display shows CALL MINDER.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the list of services until REMINDER CALL is shown in the display.
- Press the **DIAL** button, your Relate 1100 will call the Call Reminder service.
- You will hear the following message: *“Reminder Call Service, dial the required time followed by #”*. Follow the instructions given over the line.

If you prefer, you can lift the handset to hear the instructions more clearly.

- Using the keypad, enter the time, then press the **#** button.

Times must be entered using the 24 hour clock,.

For example, to enter 7 o'clock in the morning, enter 0700. To enter 5:30 in the afternoon, enter 1730.

If you enter the time incorrectly you will hear the message “Sorry, you have dialled incorrectly. Please hang up.”

- Once your time has been entered you will hear confirmation of the Reminder Call setting.

Following confirmation of the setting you will be given the option to change or cancel your Reminder Call. To do this, follow the instructions given over the line.

- Replace the handset or press the **MONITOR** button.

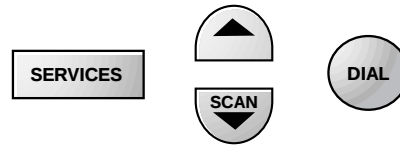
To cancel a Reminder Call



- Lift the handset or press the **MONITOR** button.
- Using the keypad dial in **#55#**.
- Your Reminder Call is now cancelled and you will hear the message *"All your Reminder Calls have been cancelled"*.
- Replace the handset or press the **MONITOR** button.

To use Call Diversion

You can set your Relate 1100 to divert calls to any other number you can dial direct, including mobile phones and international numbers.



- Press the **SERVICES** button, the display shows **CALL MINDER**.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the list of services until **SET DIVERSION** is shown in the display.
- Press the **DIAL** button. Follow the instructions given over the line.

If you prefer, you can lift the handset to hear the instructions more clearly.

- Using the keypad dial in the number to which you want your calls to be diverted.
- When you have entered the number, press the **#** button. You will then hear confirmation of your Call Diversion setting.
- Replace the handset or press the **MONITOR** button.

To cancel Call Diversion

- Press the **SERVICES** button, the display shows CALL MINDER.
- Use the **SCAN ▲** and **SCAN ▼** buttons to move through the list of services until CANCEL DIVERT is shown in the display.
- Press the **DIAL** button. Your Call Diversion will be cancelled, you will hear confirmation of this over the line.

Caller Display text messages

Your Relate 1100 can also display text messages sent via the Caller Display service.

These messages are as follows:

INT'L = (INTERNATIONAL)

This indicates that the call was received from outside the United Kingdom.

UNAVAILABLE

The caller exchange/network does not operate a caller display service.

WITHHELD

The caller has stopped their number being sent.

OPERATOR

The call is sent via the operator.

PAYPHONE

The caller is ringing from a payphone.

RINGBACK

The exchange is ringing you to let you know that a previously engaged number is now available.

NO NUMBER

See '*Help*' section. This message will not be stored in the calls list.

Setting the date and time

Once you have subscribed to BT's Caller Display service there will be no need to set the date and time as this information is set automatically following your first incoming call.

If you do not subscribe to BT's Caller Display service you can set or adjust the time manually.

To set the clock



- Press the **STORE** button, display shows **STORE**.
- Press the **TIMER** button, display shows **ENTER TIME HH:MM** and the first digit in the clock will start to flash.
- Using the keypad enter the current time.

Times must be entered using the 12 hour clock. For example 4:30 in the afternoon will be entered and appear as 0430 pm.

- When you have entered the time press the **STORE** button, display shows **STORED**.
- The **AM PM** indicator will begin to flash and the display shows ◀ **AM** and **PM** ▶.

- Use the ◀ **MOVE** and **MOVE** ▶ buttons to select either **AM** or **PM**.
- When the required setting is shown, press the **STORE** button, display shows **STORED**.
- Your Relate 1100 now returns to standby mode and the new time setting is shown in the display.

Using the call timer facility

Using the **TIMER** button allows you to monitor the duration of a call.

To time a call



- Make a call as normal, lifting the handset or pressing the **MONITOR** button.
- When the person you are calling answers press the **TIMER** button.
- The clock in the display will automatically begin to time the call you are making.
- When you have finished your call press the **TIMER** button again to return to the current time.

Or

- Replace the handset, the elapsed time of the call remains in the display for 10 seconds.
- The timer retains the duration of the last call until another call is timed.

To stop your caller hearing a confidential remark

You can talk to someone else close by without the person on the other end of the line hearing what you say.



- During a call, press the **MONITOR** button, the display shows **MONITOR**. Your caller is put on hold and cannot hear anything you say.
- Press the **MONITOR** button again to resume your conversation.

Using your Relate 1100 with a switchboard

Access to Caller Display and Select Services is not currently available when your Relate 1100 is connected to a switchboard. You may, however, use your Relate 1100 as an ordinary telephone. See your switchboard user guide for advice on using the Recall, Pause, # and ★ buttons to access features provided by the switchboard.

***Help** If you have any problems using your Relate 1100, look here first for the most common solutions.*

No dialling tone

Make sure your telephone line cord is plugged into the phone socket.

Your Relate 1100 does not receive Caller Display messages

In order to receive and display messages, you must subscribe to the BT Caller Display Service. For further information call BT on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (for business customers). If you are not with BT, contact your service provider.

Pre-programmed select services do not work

Virtually all telephone exchanges in the UK can provide Select Services, but there are still a few which have yet to be converted. To find out if you can receive network services call BT free on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (business customers) or your service provider.

Phone does not ring

Check that the ringer is not switched off.
Check no other phones in your home are off the hook.
Do you have too many phones in your home?

Please refer to '*How many phones can you have?*' in the Technical Information section on page 24 for details about how many phones you can use.

Display does not function properly

Check that the batteries in your Relate 1100 are not dead or low on power.

Check that the batteries are inserted correctly.

The battery cover must be fitted in order for your Relate 1100 to work. Make sure that the battery cover is correctly fitted.

Display shows NO NUMBER when a Caller Display message is received

Your Relate 1100 checks the contents of any caller display message it receives. If it detects a problem with the message then it displays NO NUMBER rather than displaying a message which may contain a mistake. This does not mean that there is a fault with your telephone.

If you continually receive NO NUMBER messages call BT free on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (business customers) or your service provider.

*If you are unable to solve a problem with your Relate 1100, please call **0345 585589** (calls are charged at local rate).*

General maintenance

- Clean the handset and the base with a soft cloth.
- **Do not** clean with a wet cloth.
- **Do not** clean with abrasive materials or solvents as these may damage the unit.
- **Do not** spray aerosol cleaners onto the base or handset.
- Do not place your Relate 1100 on untreated antique furniture.
- Avoid areas of high humidity.
- Keep out of direct sunlight.

Service

Warranty

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside guarantee

If your Relate 1100 is more than 12 months old, you will need to telephone the following number between 9:00am and 4:30pm, Monday to Friday, **01672 564444** to arrange for it to be repaired. This is a chargeable service.

Technical information

Environment

Your Relate 1100 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

Warning

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

How many phones can you have?

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 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 then the RENs add up to no more than 4.

Your Relate 1100 has a REN of 1. Any telephone provided by BT 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 the different types of telephone on the same line will ring.

If the REN of 4 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

In addition you must not connect more than four Caller Display products to one line.

Connection information

- Your Relate 1100 may be connected to public networks in the UK.
- It may be connected to switching systems that use tone signalling with timed break recall. If you are in doubt contact your switch supplier.

IMPORTANT: The Caller Display Service does not function when connected to switching systems.

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*Offices in Europe, North America,
Japan and Asia Pacific.*

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

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Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in Malaysia. Issue 2 (1/99) 7.
Designed by The Art & Design Partnership Limited.



CE compliant to 89/336/EEC
(EMC Directive) & 73/23/EEC
(Low Voltage Directive)

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

S/298/3/P/502932