



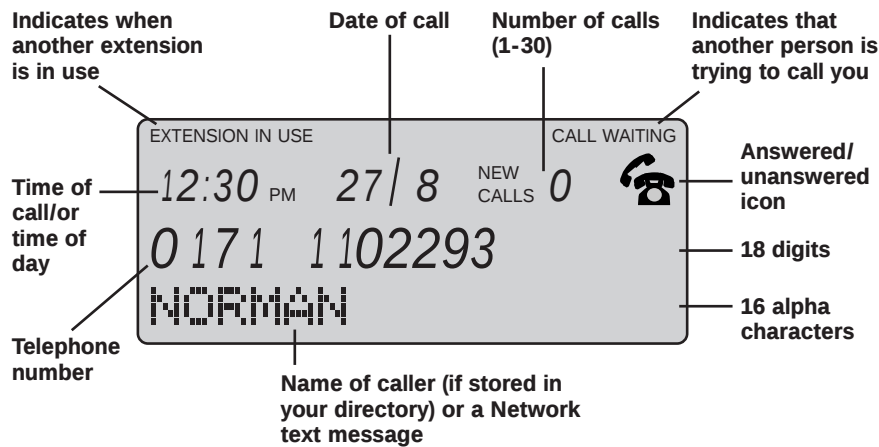
Relate 1500 Caller Display & Call Waiting Telephone

*For use with BT's Caller Display and Call Waiting
User guide*

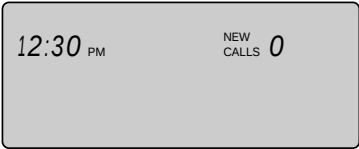
Caller Display and Call Waiting Services requires set-up by BT or your service provider and connection to a digital exchange.



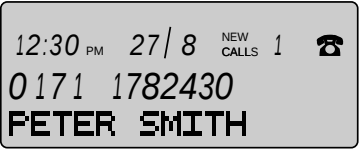
Relate 1500 Screen



Idle State Screen



Caller Display Screen



Caller Display/Call Waiting Screen

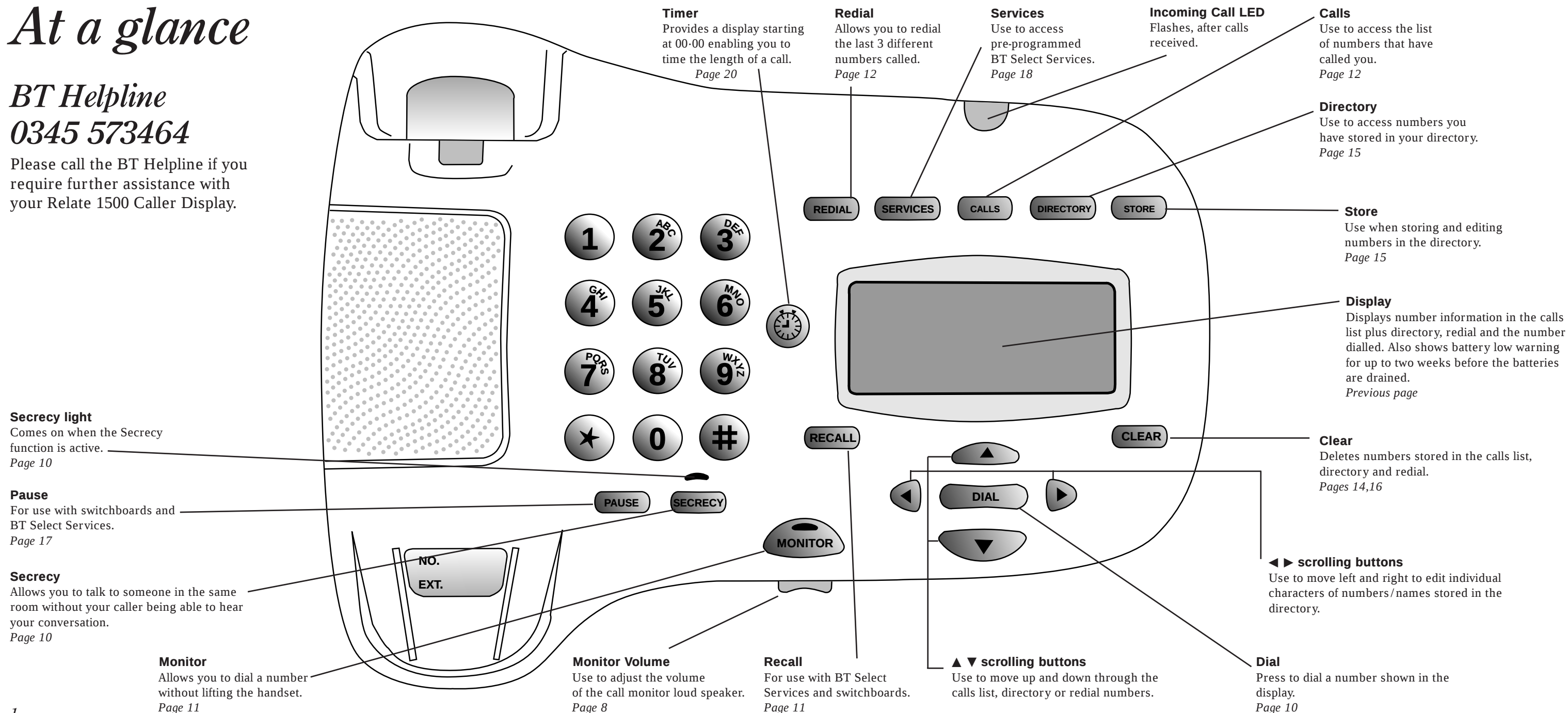


Please open this page for a further 'at a glance' guide to your Relate 1500 Caller Display.

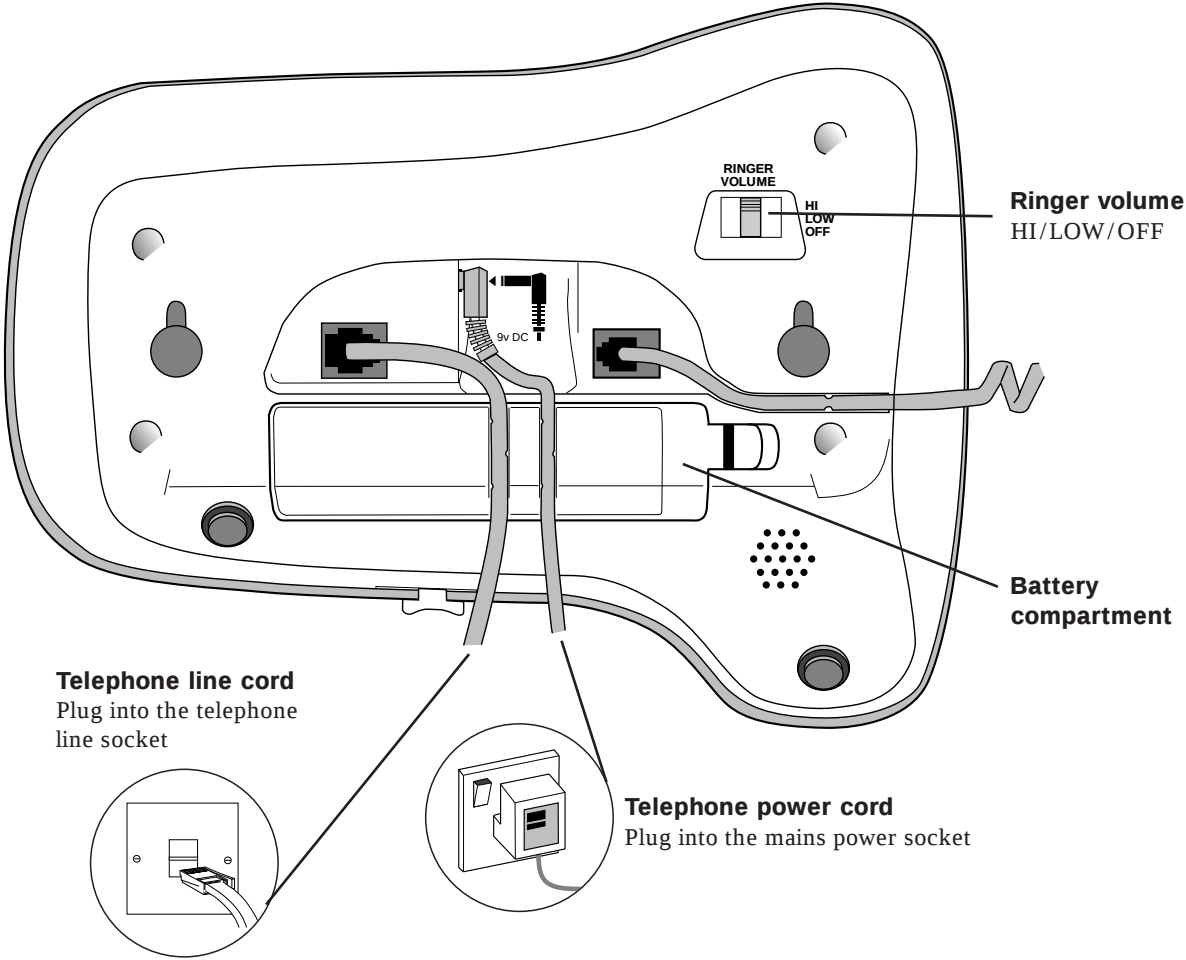
At a glance

BT Helpline 0345 573464

Please call the BT Helpline if you require further assistance with your Relate 1500 Caller Display.



Rear view of the Relate 1500 Caller Display (without base stand)



In this guide

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BT Helpline 0345 573464

Please call the BT Helpline if you require further assistance with your Relate 1500 Caller Display and Call Waiting Telephone.

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 1500 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 1500 will give you many years of quality service.

Please read the instructions carefully before use and keep 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 1500 ready for use*

Check that your Relate 1500 is complete.

When you unpack you should have:

- Relate 1500 with telephone line cord attached.
- 13 amp mains power adaptor plug.
- Stand.
- 2 screws and 2 wallplugs for wall mounting.

Plan where you will put your Relate 1500. It should be within 2 metres of a phone socket and within 3 metres of a mains power socket..

Are you connecting to a cable telephone network?

Your Relate 1500 is designed to work with both BT and other UK networks.

The operation of the phone is the same for all networks. On some UK networks the caller's information will not be displayed until after the first ring.

*If you do not have a modern phone socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. There is a charge for this service.*

BT's Caller Display and Call Waiting Services

Your Relate 1500 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 the call was received.

The Relate 1500 will also display the caller's details while you are engaged on another call.

For your Relate 1500 to display this information, you must first subscribe to BT's Caller Display and Call Waiting Services.

For more information, call BT on:

Freefone 0800 800 150 for residential customers.

Freefone 0800 800 152 for business customers.

Other UK networks

For your Relate 1500 to display the information you must subscribe to your network providers Caller Display and Call Waiting Services.

For more information call your network provider.

Warning

- 1 Do not try to use any power supply other than the one provided, item code 871057. If you do, you may permanently damage your Relate 1500 which will result in non-compliance and invalidate its approval.
- 2 There is a slight chance that your Relate 1500 could be damaged by an electrical storm. We recommend that you unplug the base unit from the mains power supply during storms.

If there is a power failure

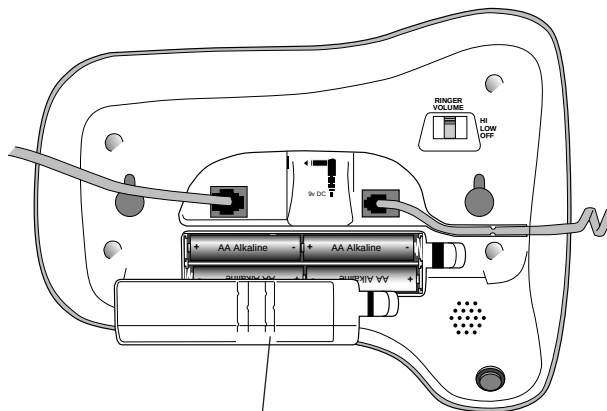
As long as batteries are installed and are in good condition, information stored in the calls list and directory will not be lost. When the handset is lifted the display will show **NO MAINS POWER**. If the phone is only powered by the batteries the display will remain blank until the handset is lifted.

Please note, that if batteries only are fitted, the screen will remain blank until the handset is lifted.

1 Insert batteries

If there is a power failure and you do not have batteries fitted, the telephone will operate normally but the caller display function will not work and the idle screen will go blank. Information stored in the calls list and in the directory will be lost.

To install the batteries, remove the stand if fitted and open the battery cover on the underside of your Relate 1500. You need 4 AA Alkaline batteries.



Battery compartment door

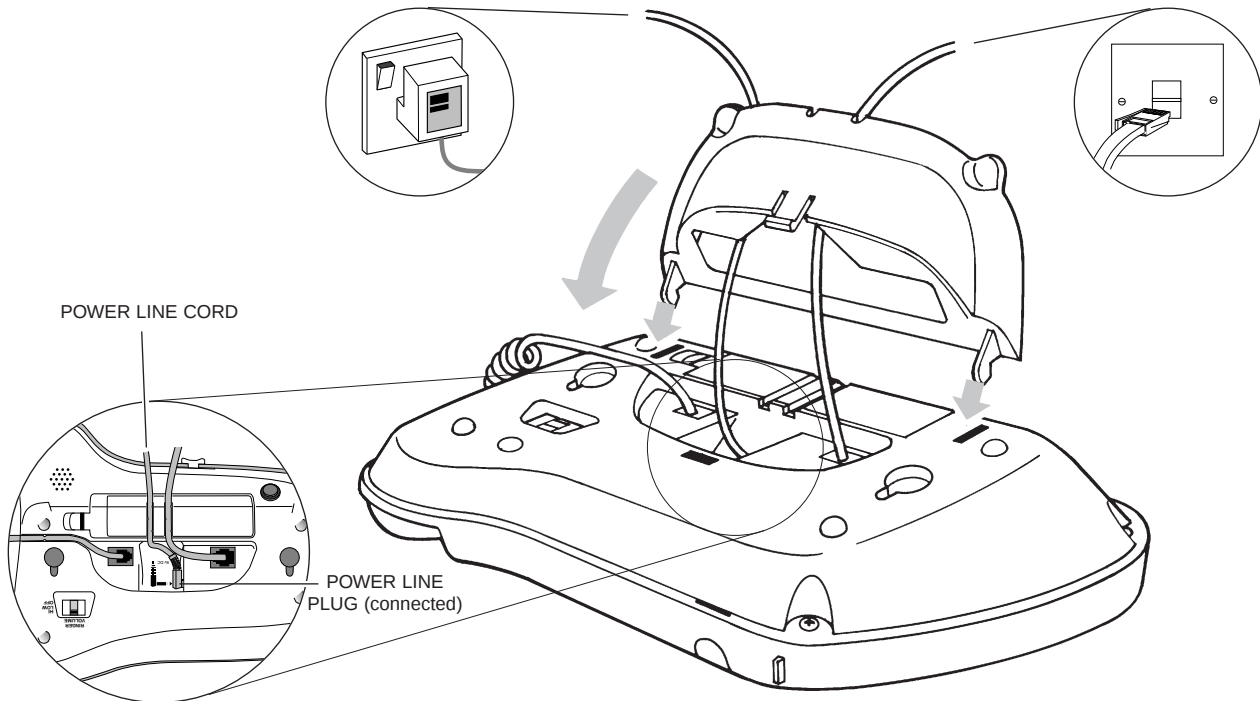
Battery low indication

When the batteries are about two weeks away from being exhausted the display will show **BATT LOW** along the bottom of the screen. When the batteries are fully drained, the display will show **CHANGE BATTERIES**.

2 Fitting the mains power adaptor and the stand

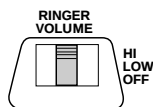
- With your Relate 1500 face down, feed the telephone line cord and power line cord through the hole in the stand.
- Plug the power line cord into the base of the Relate 1500.
- Guide the two lugs on the stand into their respective slots, as shown. Then swing the stand down to meet the underside of the base unit and allow the clip on the stand to click into its slot.
- Press the telephone line cord and power line cord into their guiding grooves to allow the stand to sit flat when the Relate 1500 is positioned upright.

You will need to plug the telephone line cord and power line cord into their respective wall sockets.



3 Set the ringer volume

The ringer switch is located on the bottom of the unit. There are 3 settings.



- HI** a loud ring. Your Relate 1500 is pre-set to this position.
- LOW** a quiet ring.
- OFF** no ring.

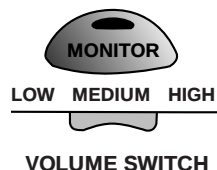
4 Adjusting the contrast of the display screen

You can use the ▲ or ▼ buttons to make the screen lighter or darker.

To adjust the contrast of the display screen

- Press and hold down the ▲ button and at the same time press the ▼ button repeatedly to alter the screen to a suitable setting.

5 Setting the call monitor volume



The 3 position volume switch is located on the front edge of the Relate 1500 and you should set it to an audible level so that you can hear dial tone when you press the monitor button.

6 The date and time is set automatically

When you have subscribed to the Caller Display service, the date and time on your Relate 1500 are set automatically *after your first incoming call*.

You can also set the time manually - see page 22.

7 Wall mounting (optional)

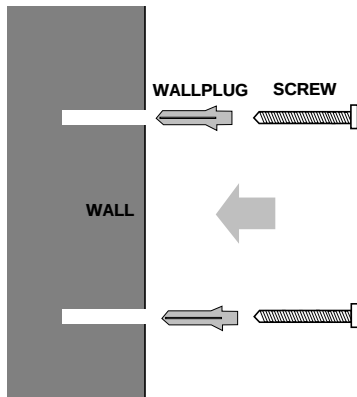
Before you start, make sure that the telephone is in easy reach of the power supply and a telephone socket, and that the wall can support the weight of your Relate 1500 Caller Display.

A stencil is printed at the back of this guide (page 29) which you can use to mark where you will put the screws into the wall.

- Drill 2 holes for the screws and insert the wallplugs provided (if you need them).
- Insert the screws leaving about 2-3 mm sticking out to hang the telephone from.



Attach the Relate 1500 Caller Display by hooking it over the screws protruding from the wall.



Using the phone

Making calls

To make a call

Check the screen to make sure that the **EXTENSION IN USE** icon is not indicating that another phone is in use.

- Lift the handset.
- Dial the number.

To check a phone number before you dial

Your Relate 1500 enables you to key in a telephone number, then check and edit it if necessary before you dial.



- Without lifting the handset, enter the phone number using the keypad. The number is shown in the display. You can now check that the number is correct.
- To edit the number, press the ◀ or ▶ buttons to move the cursor through the number. Then use the keypad to change the number underlined by the cursor.
- Press the **DIAL** button and the number is dialled.
- When the call is answered, lift the handset and speak 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 the dial tone. The display shows **MONITOR** and the red indicator lights up.

Remember, to hear a dial tone, the monitor volume control – on the front edge of the Relate 1500 – must be set to an audible level.

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

Receiving calls

Your Relate 1500 rings – unless you have switched the ringer volume switch to OFF.

The display shows information about the call, see ‘Using the calls list’, page 13.

To answer the call, pick up the handset and speak as normal.

Using the secrecy button

During a conversation you can speak to another person in the room without the caller hearing you.



- Press and release the **SECRECY** button. Your caller will not be able to hear your voice while you talk to someone else in the room.
Press and release the **SECRECY** button and your caller can hear you again.

Call Waiting

When you are on a call and another person tries to call you, your Relate 1500 lets you know by displaying **CALL WAITING** on the screen and any associated number and text message. You will also hear a series of soft beeps, repeated every few seconds. Call Waiting enables you to put the first caller on hold and answer the new call, and also to switch between the two calls.

To use Call Waiting



- The display shows **CALL WAITING** and you hear a soft beep:
- Press the **RECALL** button to put the current call on hold and talk to the new caller. The screen display shows **r**.

You can switch between the two callers using the **RECALL** button.

- Press the **RECALL** button again to switch back and forth between the two callers.
- When one of your callers hangs up, you are automatically switched back to the remaining caller.

Redialling a number

Your Relate 1500 automatically stores the last 3 different numbers dialled.

To redial the last number



- Press the **REDIAL** button. The display shows the last number you dialled.
- Press the **DIAL** button and the number is dialled.

To redial one of the last 3 numbers called



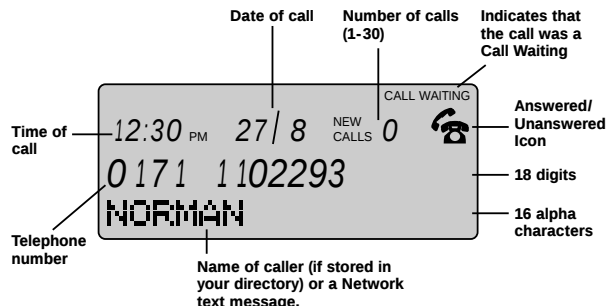
- Press the **REDIAL** button. The display shows the last number you dialled.
- Press the ▲ or ▼ buttons to scroll through the last 3 numbers dialled. Each number is displayed on screen.
- If the number matches one in the directory then the text alternates between **REDIAL/NAME**.
- Press the **DIAL** button and the number displayed is dialled.

Using the calls list

As your Relate 1500 receives calls, it automatically stores the caller's phone number and other information in the calls lists, including the time and date of each call.

If your caller is one of the people whose name and number has been stored in your Relate 1500's phone directory, their name will also be displayed in the calls list.

Your Relate 1500 stores information on the last 30 calls received. When the list is full and new calls are received, the oldest ones are discarded.



New Calls indicator

The **NEW CALLS** message is shown on the display and the red new calls indicator flashes to tell you that new calls have been received since you last viewed the calls list.

To set the calls list

You can set your Relate 1500 to indicate that it has received calls either for all incoming calls, or just for unanswered calls. The factory setting is to indicate all calls received. To change this setting:

- Press and hold the **CALLS** button for approximately six seconds until the display shows **SET LIST TYPE**. The display will then change to **UNANSWERED ◀▶ ALL** with the current setting flashing.
- Press the ◀ and ▶ buttons to switch between the two settings. The selected setting flashes in the display.

Choosing **UNANSWERED** sets your Relate 1500 to indicate calls that are unanswered.

Choosing **ALL** will set your Relate 1500 to indicate all incoming calls received.

- Press the **STORE** button to confirm the setting. Your Relate 1500 displays your selection and then returns to idle screen mode.

To read the calls list



- Press the **CALLS** button. The display shows details of the most recently received call.
- Press the ▼ button to display the next call until the display shows **END OF LIST**.
- Pressing the ▲ button moves you back up the call list at any time.

To dial a number shown in the calls list



- Press the **CALLS** button.
- Press the ▲ or ▼ buttons to display the number you want to dial.
- Press the **DIAL** button. The number is shown on the display and is dialled automatically. When your call is answered pick up the handset.

To delete an individual call from the calls list



- Press the **CALLS** button.
- Press the ▲ ▼ buttons to display the call information you want to delete.
- Press the **CLEAR** button twice in quick succession (within one and a half seconds).

To delete all calls from the calls list



- Display any call from the calls list.
- Press and hold the **CLEAR** button for approximately 6 seconds until the display shows **LIST EMPTIED**.

To copy numbers stored in the calls list to the directory

Numbers stored in the calls list can be copied to your Relate 1500's directory.



- Press the **CALLS** button.
- Press the ▲ or ▼ buttons to display the call number you want to store.
- Press the **STORE** button.
- Display shows **ENTER NAME THEN PRESS STORE**.
- Enter the name using the keypad.
(Refer to 'To store a name and number in the directory' on page 16).
- Press the **STORE** button. The name and number are now stored in your directory.

Caller Display text messages

Your Relate 1500 can also display text messages sent via the Caller Display service. These messages let you know more about the type of call you have received. With some calls, the telephone number of the caller cannot be displayed.

INTERNATIONAL	Call received from outside the UK.
UNAVAILABLE	The caller's exchange/network/switchboard does not operate a caller display service.
WITHHELD	The caller has stopped their number from being sent.
OPERATOR	The call is sent via the operator.
PAYPHONE	The caller is ringing from a payphone.
RINGBACK	The telephone number that you have set on Ring Back is now free to receive your call.

Using the Directory

Your Relate 1500 can store up to 30 names and numbers in its directory. You can store them by using the keypad or copying them from the calls list (see 'Copying numbers stored in the calls list to the directory', page 15).

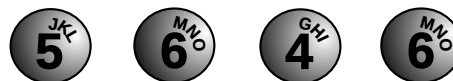
When a call is received, if the number matches with a number in your directory, the name will be automatically shown on the display.

To store a name and number in the directory



- Press the **STORE** button. The display shows **STORE**.
- Press the **DIRECTORY** button. The display shows the number of entries eg. **ENTRIES 1** followed by **ENTER NUMBER THEN PRESS STORE**.
- Use the keypad to enter the phone number.
- Press the **STORE** button. The display shows **ENTER NAME THEN PRESS STORE**. You can enter a name of up to 16 characters.
- Use the keypad to type in letters. Press the number button containing the letter you want until that letter is shown in the display.

For example, to enter the name JOHN:



- Press the **5** button until the 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.

If you need to use a letter on the same button you have just pressed, press ► button to advance to the next space, then key in the desired letter.

If you make a mistake, use the ◀ and ▶ buttons to move the cursor forward and backward through the name until the character you want to change flashes.



- When the name has been entered, press the **STORE** button. The display shows **SORTING** followed by **STORED**. The name and number is displayed for a few seconds and the entry is stored alphabetically.

To dial a number stored in the directory



- Press the **DIRECTORY** button. The display shows the last viewed name/number in the list.
- Press the ▼ or ▲ buttons repeatedly until the entry you want is displayed.
- Press the **DIAL** button. The number is dialed automatically.

*It is also possible to skip directly to your desired entry by using the keypad. If you know the first letter of the name you require eg. **P** for **Paul**, press the Directory button and then the number button with **P** on it (in this instance the **7** button). The display will skip to the first of the entries beginning with the letter **P**. If the name you require is not the first on that particular letter press the ▼ button until the display skips to the desired name.*

To delete an entry from the directory



- Press the **DIRECTORY** button. Display shows the last name/number viewed in the list.
- Press the ▼ or ▲ buttons until the entry you want to delete is displayed.
- Press the **CLEAR** button twice in quick succession (within 1½ seconds). The specific directory entry is deleted.

To edit a number and/or name stored in the directory



- Press the **DIRECTORY** button.
- Press the ▼ or ▲ buttons until the entry you want to edit is displayed.
- Press the **STORE** button. The display shows **EDIT NUMBER**. The cursor will underline the first digit of the number and flash it.
- This digit can now be changed:
 - to enter* a new digit press the one you want on the keypad. This overwrites the existing digit.
 - to delete* the digit press the **CLEAR** button.
 - to move* the cursor press the ◀ or ▶ buttons.
- To edit the name, press the **STORE** button. The display shows **EDIT NAME**.
- This character can now be changed:
 - to enter* a new character press the one you want on the keypad. This overwrites the existing character.
 - to delete* the character press the **CLEAR** button.
 - to move* the cursor press the ◀ or ▶ buttons.
- Press the **STORE** button. The display shows **SORTING** followed by **STORED**. The revised entry is displayed for a few seconds.

To put a **PAUSE** in the memory



For some services such as home banking, you may need to use the **PAUSE** function. Storing this in the directory is simple. Start programming in your number as described in '*To store a name and number in the directory*' - page 15. Where you want to enter a pause, press the **PAUSE** button. This is shown as **P** on the display. It is only possible to enter three consecutive pauses.

Additional features

Using the SERVICES button

BT offers a range of Select Services available to anyone connected to a modern digital exchange. The access codes for 5 of the most popular services are pre-programmed into your Relate 1500's services directory. These services are:

Call Minder

Set Diversion

Cancel Set Diversion

Reminder Call

Withhold Number

Certain Select Services carry a small charge. Some Select Services also need to be set up by BT and depend on being connected to a modern digital exchange.

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

Symbols you will see

Symbols display		shown as
The PAUSE button	=	P
The RECALL button	=	r
The # button	=	#
The ★ button	=	★

To set Call Minder

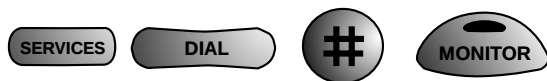
Call Minder acts as a message service allowing callers to leave messages for you if you are unavailable to receive the call. You can then listen to these messages at a later date.



- 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 setup Set Diversion

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



- Lift the handset or press the **MONITOR** button.
- Press the **SERVICES** button.
- Press the ▲ or ▼ buttons to display **SET DIVERSION**. The display shows **21**.
- Press the **DIAL** button.
- Dial the number to which you want your calls diverted.
- Press the **#** button and listen for confirmation of your instructions.

Lifting up the handset again will confirm that divert has been accepted because you will hear a broken dial tone.

To cancel Set Diversion



- Lift the handset or press the **MONITOR** button.
- Press the **SERVICES** button.
- Press the ▲ or ▼ buttons to display **CANCEL DIVERSION**. The display shows **21**.
- Press the **DIAL** button and listen for confirmation of your instructions.
- Replace the handset (or press the **MONITOR** button).

To set up a Reminder Call

Reminder calls turn your Relate 1500 into a 24-hour alarm clock by setting the time you want your Relate 1500 to ring you. You are charged for each Reminder Call you make.



- Lift the handset or press the **MONITOR** button.
- Press the **SERVICES** button.
- Press the ▲ or ▼ buttons to display **REMINDER CALL**. Display shows **55**.
- Press the **DIAL** button.
- Enter the time you want to be called using the keypad, eg, for a call at 7:30am, enter 0730; for a call at 9.15pm, enter 2115.
- Press the **#** button and listen for confirmation of your instructions.

To cancel a Reminder Call



- Lift the handset or press the **MONITOR** button.
- Dial **#55#** and listen for confirmation of cancellation.
- Replace the handset (or press the **MONITOR** button).

To use Withhold Number

Withhold Number prevents your telephone number from 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:



- Lift the handset or press the **MONITOR** button.
- Press the **SERVICES** button.
- Press the ▲ or ▼ button to display **141 WITHHOLD**.
- Press the **DIAL** button.

Now use the keypad Directory, Calls List or Redial buttons to dial the number of the person you want to call. *Your telephone number will not be sent to the person you are calling.*

To change Service Directory



- Press the **SERVICES** button repeatedly until the display shows the service you wish to amend. Then press the **STORE** button.
- The display shows **EDIT NUMBER THEN PRESS STORE**. Change the number as required then press the **STORE** button.
- The display shows **EDIT NAME THEN PRESS STORE**. Change the text then press the **STORE** button.

To reset the SERVICES function.

You can restore the SERVICES functions to the original factory settings.



- Press and hold down the **SERVICES** button until the display shows **SERVICES RESET** (after about 6 seconds).

To use the Call Timer

The **TIMER** button enables you to time the length of a call.



- Dial as normal.
- When the person you are calling answers, press the **TIMER** button.

The clock in the display automatically begins to time the call you are making.

- When you hang up:
The total time of the call is displayed for 10 seconds before reverting to the current time setting.

Using your Relate 1500 with a switchboard.

Access to caller display and network services is not currently available when your Relate 1500 is connected to a switchboard. You may, however, use your Relate 1500 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.

To set the time manually

Your Relate 1500 uses the 12 hour clock.



- Press the **STORE** button.
- Press the **TIMER** button. Display shows **ENTER TIME HH:MM**.
- Enter the time in the 12-hour clock. Use the keypad to enter four digits to set the time, e.g., for 4.30pm enter 0430. When you have entered the fourth digit, the first digit will start flashing again enabling you to correct it if necessary.
- Press the **STORE** button to confirm the setting. Display shows **STORED**.
- The **AM** or **PM** indicator will start flashing to show which is currently selected.
- Press the ◀ or ▶ buttons to select **AM** or **PM**.
- Press the **STORE** button to confirm the **AM** or **PM** setting. The display shows **STORED**.

Help *If you have any problems using your Relate 1500, look here first for the most common solutions*

No dialling tone

Make sure the telephone line cord is plugged into the phone socket. Make sure another extension is not in use.

Your Relate 1500 does not receive Caller Display messages

To receive and display messages you must subscribe to the Caller Display Service and Call Waiting Service on your line.

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

BT Helpline 0345 573464

Please call the BT Helpline if you require further assistance with your Relate 1500 Caller Display.

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 26 for details about how many phones you can use.

BT supply a REN booster to support up to 8 products.

Display does not function properly

Check that your mains power is connected correctly.

Display shows ERROR when a Caller Display message is received

Your Relate 1500 checks the contents of any Caller Display message it receives. If it detects a problem with the message it displays **ERROR** rather than a message which may contain a mistake. This does not mean there is a fault with your telephone.

If you continually receive **ERROR** messages, call BT on **Freefone 0800 800 150** (residential customers) or **Freefone 0800 800 152** (business customers) or your service provider.

Maintenance

General

- Clean the handset and 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 cleaner onto the base or handset.
- Do not place your Relate 1500 on untreated antique furniture.
- Keep your Relate 1500 away from areas of high humidity.
- Keep your Relate 1500 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 1500 is more than 12 months old, you can phone 01672 564444 (between 9.00am and 4.30pm, Monday to Friday) to arrange for it to be repaired. There is a charge for this service.

Technical information

Environment

Your Relate 1500 should be kept free from dust, moisture, high temperature, sand, vibration and should not be left in 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 phone is only designed to be used in a normal office or domestic environment where the relative humidity is no more than 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 phones and other items of apparatus connected to the line by those sockets, to make sure that each phone will ring.

Every phone 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 there are no more than 4 RENs.

Your Relate 1500 has an REN of 1. Any phone provided by BT has an REN of 1 unless it says otherwise on the base. Even where the number of telephones has been limited, there is no guarantee that the different types of phone on the same line will ring.

If the REN is more than 4, the phone may not ring. With different phone types a phone may still not ring, even when the REN is less than 4.

You must not connect more than 4 Caller Display products to one line.

Connection information

- Your Relate 1500 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.

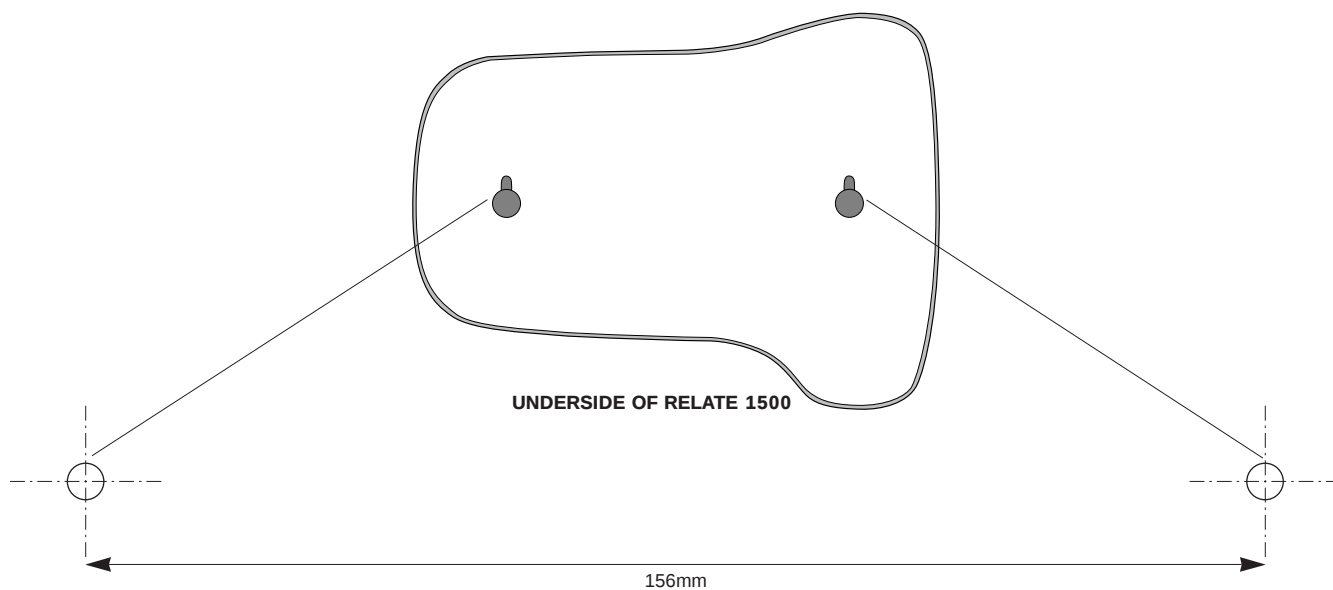
IMPORTANT: The Caller Display Service does not function when connected to switching systems.

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Wall mounting template

If wall mounting your Relate 1500, use this guide to position two 5mm drill holes 156mm apart.





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

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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

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