



User Guide

BT RELATE 2100



Welcome...

to your BT Relate 2100 corded telephone

- Send and receive SMS text messages.
- Large, easy-read screen.
- 200 Name and number Phonebook.
- SIM card slot lets you copy Phonebook entries between your Relate 2100 and your mobile phone.
- 5 One-touch dialling buttons including BT Directory Enquiries and a direct dial to your network answering service.
- Redial up to 5 of the last numbers called.
- Handsfree – use the phone without picking up the handset.
- Caller Display shows who's calling and keeps details of received calls.



This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

■ **Need help?**

If you have any problems setting up or using your BT Relate 2100, you may find the answer in 'Help' at the back of this guide.

Got everything?

- BT Relate 2100 base
- Handset and cord
- Mains power adaptor
- Telephone line cord
- Desk mounting plinth
- Wall plugs and screws

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Getting started

WARNING

Do not place your BT Relate 2100 in the bathroom or other humid areas.

IMPORTANT

Your BT Relate 2100 must be plugged into the mains power at all times.

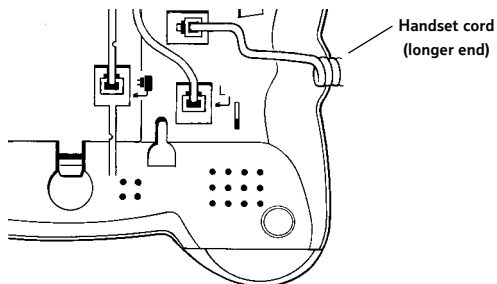
Location

You need to place your BT Relate 2100 within 2 metres of a mains power and telephone socket so that the cables will reach.

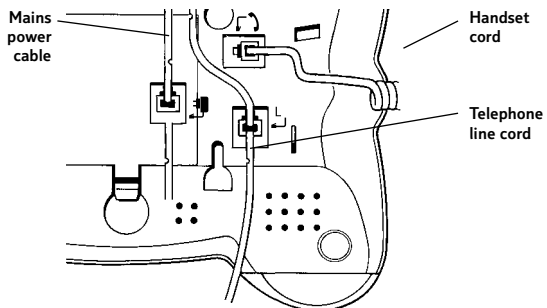
Setting up

1. Connect the handset.

Plug the shortest end of the curly handset cord into the handset and the other end into the socket on the underside of the telephone.



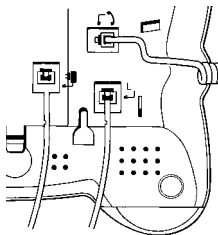
2. Connect the telephone line cord and mains power cables to the underside of phone.



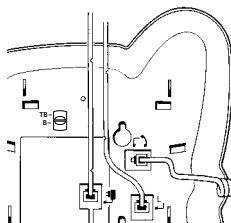
The base station must be plugged into the mains at all times.

3. Route the cables as shown below for wall mounting or desk mounting.

Route for wall mounting



Route for desk mounting



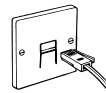
Use the channels going up for desk mounting.

Use the channels going down for wall mounting.

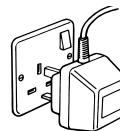
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If you have Broadband you must use an ADSL microfilter. Failure to use an ADSL microfilter may cause the phone not to work properly.

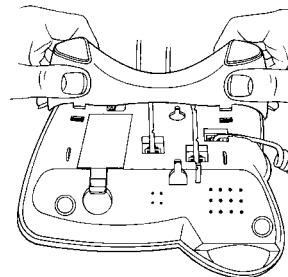
4. Plug the telephone line cord into the wall socket or if you have broadband, into the microfilter.



5. Plug the mains power adaptor into the wall socket and switch on at the plug.



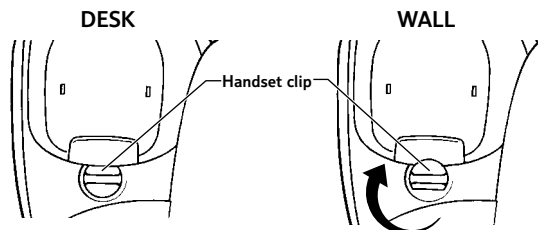
6. If using your BT Relate 2100 as a desk phone, fit the plinth for desk mounting.



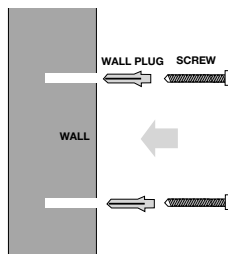
Hold the plinth as shown and push the lugs into the slots on the base until they click into place.

7. Wall mounting

Rotate the handset clip half a turn. This holds the handset in place when the phone is wall mounted.



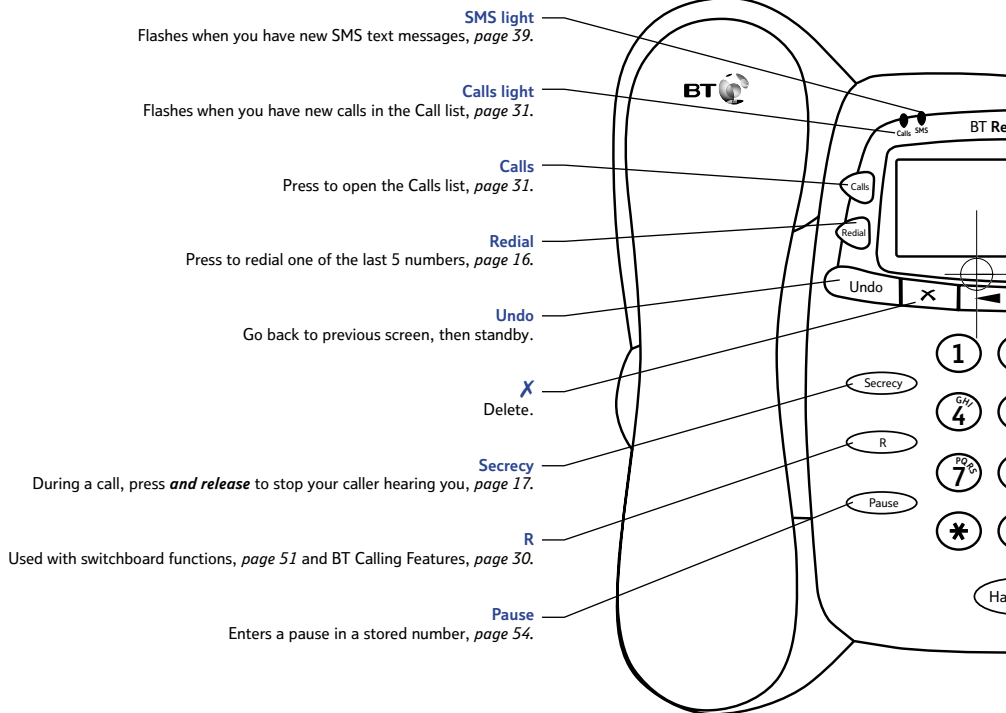
Use the template on page 57 and a 6mm drill bit to drill holes in the wall. Leave an 8mm gap between the screw heads and the wall.

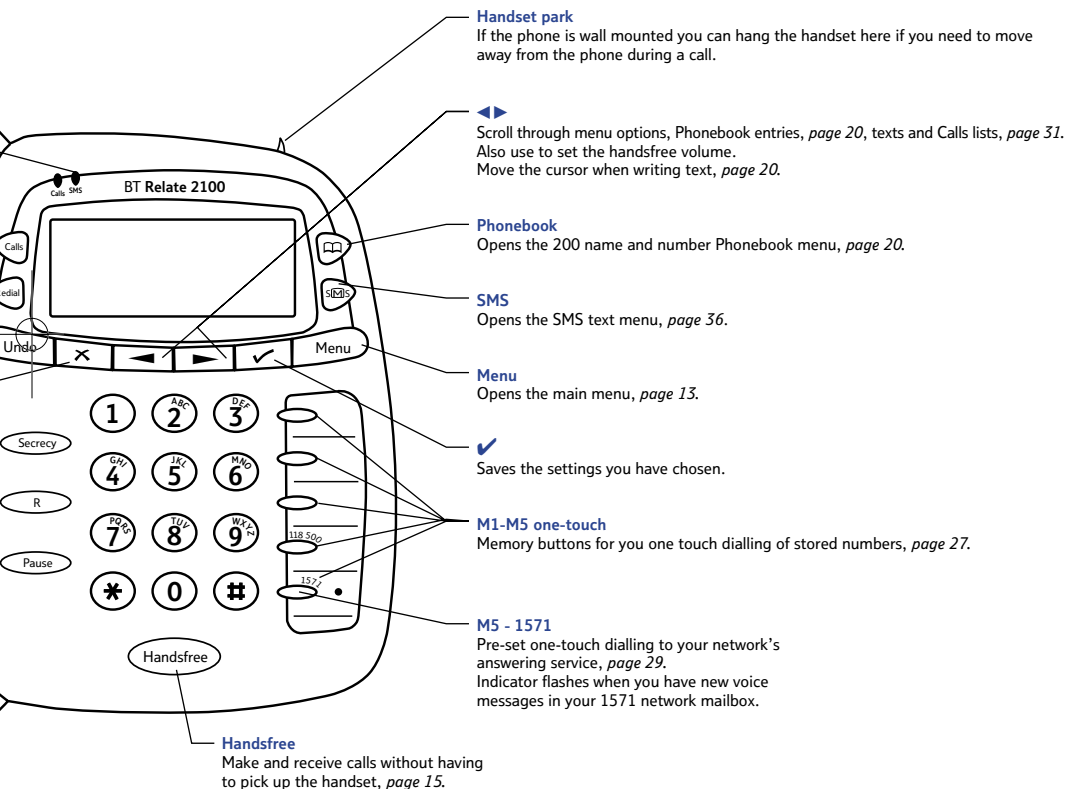


Place your BT Relate 2100 over the screw heads and slide down.

Getting to know your phone

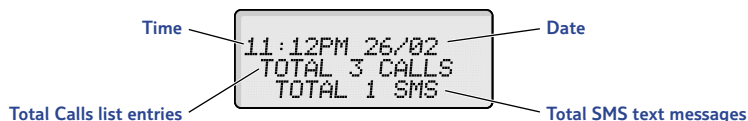
Handset buttons





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Sample standby screen – These are where the LCD icons and information will appear.



Display icons – These are the symbols you will see on your phone's screen.



Phone in use.



Secrecy is on. Your caller cannot hear you.

NEW

New entries in the Calls list.



Handsfree is on.

REPT

A number in the Calls list has called more than once.

002

The number of the Calls list or SMS text message you are viewing.

VIP

VIP feature on.

SMS

SMS message received.

Navigating the menu

Your BT Relate 2100 has a menu system which is easy to use. Each menu leads to a list of options.

For example, when the phone is switched on and in standby, press  to open the main menu and use the  or  buttons to scroll through the options. Press  to select further options or confirm the setting displayed.

For example to change the 12/24 hour clock format:

1. Press  scroll  to 12/24H FORMAT. Press .
2. Scroll  or  to select either 12 HOUR or 24 HOUR. Press  to confirm.

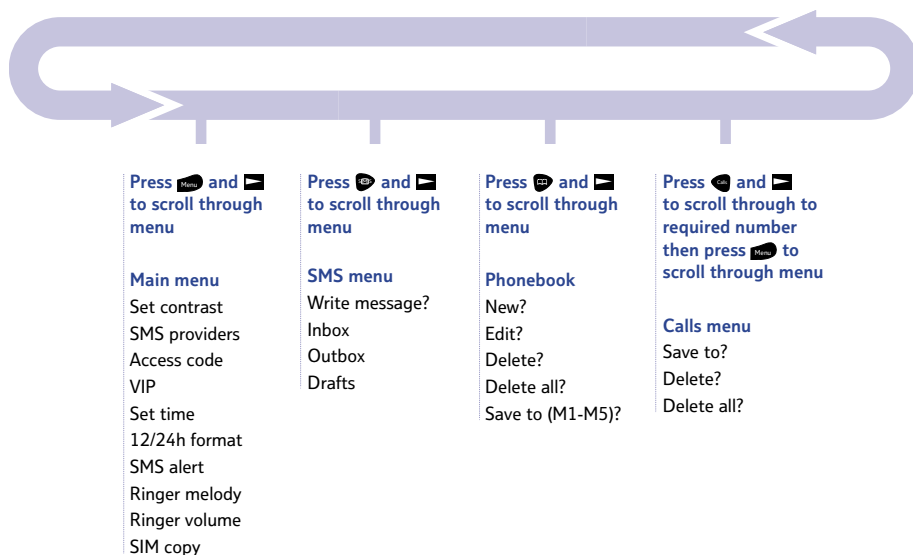
Exit or go back one level in the menu

If you make a mistake, you can return to the previous menu heading and then to standby by pressing .

If no buttons are pressed for 20 seconds, your phone reverts to standby automatically.

14 Getting to know your phone

Menu map



Using the phone

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Simple and easy

Make a call

1. Lift handset and dial number.

Preparatory dialling

1. Enter the number first. If you make a mistake, press  to delete. Then lift the handset or press . The number is dialled.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room listen to both sides of your conversation.

Call handsfree

1. Dial the number then press . You can hear your call being dialled and can speak to your caller via the built-in microphone and loudspeaker.
2. Press  again to end the call.

When listening to music or automated voice message system, pressing  will enhance the speech quality. Remember to press  when you need to talk otherwise you will not be heard.

Lift the handset to switch a call to the handset.

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Redial

You can redial up to 5 of the last numbers called.
Each number can be up to 32 digits long.

1. Press  to display the last number dialled.
Press **again** to scroll through the last 5 numbers until the one you want is displayed.
2. Press  to dial. If you do not lift the handset, the call will automatically be played over the loudspeaker.

Receiving calls

Providing you have subscribed to your network's Caller Display service, the caller's number (and name if stored in the phone book) is displayed. The  symbol flashes.

1. Lift the handset or press .

Loudspeaker volume

During a call or when the phone is in standby:

1. Press  or  to adjust the VOLUME LEVEL from 1-6.

The default setting is 4.

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. During the call press . Display shows the  icon. Your caller cannot hear you.
2. Press  to speak to your caller again.

Call timer

1. The display shows the duration of your call. After you hang up, the total call time is shown.

Ringer volume

There are four levels 0-3. The default setting is 3.

1. Press  scroll  to RINGER VOLUME. Press . The current setting is played.
2. Scroll  or  to the volume you want. Press  to confirm.

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Ringer melody

There are 4 standard melodies and 6 polyphonic melodies.

1. Press  scroll  to RINGER MELODY.
Press . The current setting is played.
2. Scroll  or  to the melody you want.
Press  to confirm.

Set time and date

If you have subscribed to your network's Caller Display service, the time and date is set automatically when you receive your first call.

You can also set the time and date manually.

1. Press  then scroll  or  to SET TIME.
Press .
2. Press  or  to set the hour then press .
3. Press  or  to set the minutes then press .
The date is displayed.
4. Press  or  to set the day then .
Press  or  to set the month, then .
Press  or  to set the year, then .
5. Display shows DATE COMPLETED and returns to standby.

You must use the   buttons to change the time settings. The numeric buttons have no function in this mode.

12/24h clock format

Set the format you prefer.

1. Press  then scroll  or  to 12/24 HOUR FORMAT. Press . The current setting is displayed.
2. Scroll  or  to change the setting and press  to confirm.

SMS audible alert

When you have new SMS text messages, your phone will give a series of 3 beeps to alert you.

1. Press  then scroll  or  to SMS ALERT. Press . The current setting is shown.
2. Press  or  to select ON or OFF then press  to confirm.

Display contrast

You can adjust your phone's display to suit different lighting conditions.

1. Press . SET CONTRAST is displayed. Press . The current setting is shown.
2. Scroll  or  to change the amount of contrast, then press  to confirm.

Phonebook

Entering names

Use the keypad letters to enter names, e.g. to store TOM:

Press **8** once to enter T.

Press **6** three times to enter O.

Press **6** once to enter M.

If you make a mistake, press **X** to delete the last character or digit.

Press **#** to change between upper and lower case.

Press **0** to insert a space.

Press **←** or **→** to move the cursor

Press ***** for other punctuation characters (see character map on page 35).

The first letter of any entry will be upper case and subsequent letters in lower case. Press **#** to switch between upper and lower case.

Names are stored in alphabetical order.

IMPORTANT

To use the VIP feature, see page 26, you must assign a ring tone to MELODY 1-4 or POLYPHONIC 1-6. When the VIP is set to ON, the BT Relate 2100 will only ring if the caller's number that is displayed matches a number in your directory AND has an assigned melody or polyphonic ring tone.

Store up to 200 names and numbers.

Names can be up to 16 characters and numbers up to 16 digits.

Store

1. Press **☎** then **Menu**. Display shows NEW?
2. Press **✓** and enter the number. Press **✓** and enter the name.
3. Press **✓** then scroll **←** or **→** to set the ringer melody you want for this entry.
4. Press **✓** to confirm. Display shows RECORD SAVED!

Dial

1. Press **☎**. Display shows the first entry.
2. Scroll **←** or **→** to the entry you want

Or

Search alphabetically. For example, to find Tom press **8** to display entries beginning with T and scroll **←** or **→** if necessary.

3. Lift the receiver or press **✓** to dial handsfree.

Edit

1. Press  then scroll  or  to the entry you want and press . Scroll  or  to EDIT?
2. Press  and enter the new number. Press  and enter the new name.
3. Press  then scroll  or  to set the ringer melody.
4. Press  to confirm.

Delete entry

1. Press  then scroll  or  to the entry you want and press .
2. Scroll  or  to DELETE? Press  to confirm. Display shows RECORD DELETED.

Delete all

You can delete all entries in the Phonebook.

1. Press  then .
2. Scroll  or  to DELETE ALL? Press . Display asks ARE YOU SURE?
3. Press  to confirm or  to cancel.

When editing a name or number, use  to delete or  or  to move the cursor.

Copying

Copy to M1-M5

You can copy a Phonebook entry into a one-touch button.

1. Press  The first entry in the phone book is displayed. Scroll  or  to the number you want then press . Display shows NEW?
2. Scroll  or  to SAVE TO (M1-M5) then .
3. Press the  button you want. Display confirms RECORD SAVED.

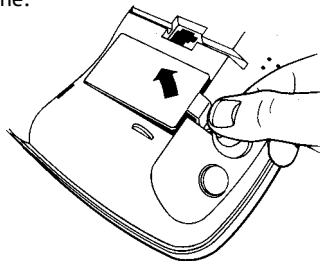
Copy from one-touch to Phonebook

1. Press the  one-touch button you want then . Display shows EDIT?
2. Scroll  or  to SAVE TO DIRECTORY? then . Display confirms RECORD SAVED.

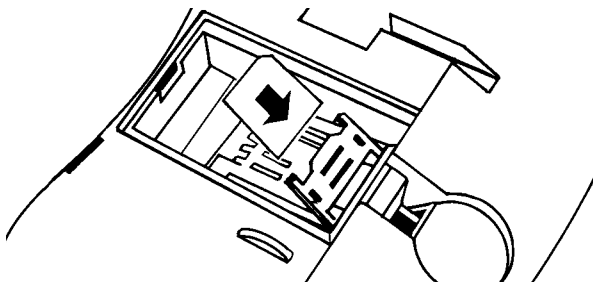
Copying with SIM card

Inserting SIM card

1. Open the SIM card compartment on the underside of the phone.



2. Lift the SIM card holder and slide card into it. Close the SIM card holder.



WARNING

Disconnect from phone line before opening SIM compartment.

Entries are saved in alphabetical order.

If there is not enough room in the Phonebook it will store the entries it can and then the display shows NOT ENOUGH MEMORY followed by the last entry saved.

Your BT Relate 2100 may take a few minutes to read your SIM data. This is normal.

If the display shows SIM NOT FOUND, either your SIM card has not been inserted or is slightly damaged and cannot be read. Request a new SIM card from your mobile phone operator.

If your SIM has been broken out of a card, make sure the break leaves smooth edges on your SIM.

24 Phonebook

All numbers copied from your SIM with a +44 will be replaced with 0. This will enable you to dial without having to edit each entry. Please note that if you are using this product outside the UK, all your UK numbers will need to be edited with the correct dialling code.

On your mobile, if your name and number are saved on your phone memory, you will need to copy them to your SIM card before using the SIM on your BT Relate 2100.

Refer to your mobile phone user guide.

Copy SIM entries to Phonebook

1. Insert the SIM card, press  then scroll  to SIM COPY. Press .

If your SIM card is protected, the display shows PASSWD:. Enter the same PIN code as used on your mobile phone. Press . Display shows PLEASE WAIT.

2. If necessary, press  or  to display SIM TO PHONEBOOK.
3. Press . Press  or  to display COPY ALL and press .
4. Screen shows PLEASE WAIT ... and then indicates how many entries have been saved.
5. When you have finished, press  until you have exited all menus.

Copy selected entries to Phonebook

1. Insert the SIM card, press  then scroll  to SIM COPY. Press .

If your SIM card is protected, the display shows PASSWD:. Enter the same PIN code as used on your mobile phone. Press . Display shows PLEASE WAIT.

2. Display shows SIM TO PHONEBOOK.
3. Press . Press  or  to display COPY ENTRY and press .

4. The first entry is displayed. Press  to scroll to the entry you want to transfer and then press  to transfer it.
5. When you have finished press  until you have exited all menus.

Copy all Phonebook entries to SIM

1. Press  then scroll  to SIM COPY. Press .
2. If your SIM card is PIN protected, the display shows PASSWD:.. Enter the same PIN code as used on your mobile phone. Press . Display shows PLEASE WAIT.
3. If necessary, press  or  to display PHONEBOOK TO SIM.
4. Press . Press  or  to display COPY ALL and press .
5. Screen shows PLEASE WAIT... and then indicates how many entries have been saved.
6. When you have finished, press  **repeatedly** until you have exited all menus.

Copy selected entries to SIM

1. Insert the SIM card, press  then scroll  to SIM COPY. Press .

Your PIN number is the same number entered on your mobile.

If you enter the PIN 3 times incorrectly, your SIM will lock you out. It is suggested that after 2 failed attempts, you replace the SIM in your mobile phone and enter a code as normal. If your PIN is locked, you will need to contact your mobile phone operator to unlock your SIM.

After copying the numbers from your phonebook to your mobile, check that all numbers include the full national dialling codes as local numbers from your phonebook will not work on mobile networks.

26 Phonebook

You must be registered to a Caller Display service for this feature to work. This feature is useful if you do not wish to be disturbed by unknown callers. With VIP ON, callers who withhold their number, numbers that do not match your address book with a ring tone assigned will not ring on your BT Relate 2100. Your other phones on the line will ring.

2. If your SIM card is PIN protected, the display shows **PASSWD:**. Enter the same PIN code as used on your mobile phone. Press . Display shows **PLEASE WAIT**.
3. If necessary, press or to display **PHONEBOOK TO SIM**.
4. Press . Press or to display **COPY ENTRY** and press .
5. The first entry is displayed. Press to scroll to the entry you wish to transfer. Press and the entry is transferred. Display shows **RECORD SAVED!** Repeat for each entry you want to copy.
6. When you have finished press **repeatedly** until you have exited all menus.

VIP ringing

You can set your BT Relate 2100 phone to ring only when called by the numbers in the Phonebook assigned a ring melody/polyphonic other than the default.

Switch VIP ringing On/Off

1. Press then scroll or to **VIP**. Press . The current setting **ON** or **OFF** is shown.
2. Press or to select **ON** or **OFF** then press to confirm.

M1-M5 one-touch buttons

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Your BT Relate 2100 has five direct dial buttons.

M1-M3 – for your most frequently dialled numbers.

M4 is pre-set to dial BT Directory Enquiries.

M5 is pre-set to dial 1571 to contact your network's answering service. The M5 indicator light flashes when you have new voice messages.

Store

When storing a number for the first time:

1. Press the  one touch button you want. Display shows NEW?
2. Press  and enter the number. Press  and enter the name.
3. Press  then scroll  or  to set the ringer melody you want.
4. Press  to confirm.

Dial

1. Lift handset or press . Press the one-touch  button you want. The number is displayed and dialled.

If you make a mistake entering names and numbers, press  to delete.

28 M1-M5 one-touch buttons

If you wish you can overwrite M5 with a number you prefer.

You can copy a number from the Phonebook to a one-touch button and vice versa, see Copying, page 22.

BT Directory Enquires – M4

The M4 one-touch button is pre-set to 118 500 to make it easy for you to contact directory enquiries, we have pre-programmed one button which will take you to 118 500, BT's directory service. 118 500 allows you to ask for as many numbers as you require and will connect you through if you want us to. Calls cost 0.25 pence per second (15p per minute) with a 40p connection charge. Prices are correct at the time of going to press (December 2003) and charges for calls to this number made from other networks may vary. Your telephone service provider may have chosen not to make 1185 00 available from your telephone line in which case you should contact your supplier and ask for service to be provided. If you have any enquiries about 118 500 please write to BT Directories, FREEPOST (SF10193), Sheffield, S6 2NT.

1. Lift the handset or press .
2. Press . Your phone dials 118 500.

1571 – M5

The M5 one-touch button is pre-set to 1571 for easy dialling to your network's answering service.

When your answering service receives voice messages, the M5 light flashes.

1. Lift the handset or press .
2. Press . Your phone dials 1571 and you can hear your network's answering service announcement.

Edit

1. Press the  one-touch button you want then . Display shows EDIT?
2. Press  to change the number then  to change the name.
3. Press  then scroll  or  to select the ringer melody and  to confirm.

Delete

1. Press the  one-touch button you want then . Display shows EDIT?
2. Scroll  or  to SAVE TO PHONEBOOK?
3. Press  to confirm or  to cancel.

1571 is a network service. Messages are held on the BT Network not on the product. Your phone will automatically check for new messages 1 minute after use and every 30 minutes thereafter. During this period the  icon will be displayed. This is normal.

Caller Display

You must store the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

If you subscribe to a Caller Display service you can see who is calling you, as well as the time and date of their call.

If you have stored a name to go with the number in your phonebook, the name will be displayed.

For example, your display will look like this:



Caller information not available.

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed.

In this case your BT Relate 2100 provides you with some explanatory information.---

- UNAVAILABLE – The number is unavailable.
- WITHHELD – The caller has withheld their number.
- RINGBACK – Ringback call.
- OPERATOR – The call has been made via the operator.
- PAYPHONE – The caller is ringing from a payphone.
- INTERNATIONAL – International call.

Calls list

Your BT Relate 2100 lets you view details of the last 30 callers. Entries are stored in the order they were received. If a new number is received when the list is full, the oldest entry is replaced.

The Calls list can store numbers up to 16 digits long and names up to 16 characters.

New calls indicator

When you have new calls, the red Calls light flashes and the number of new calls is displayed.

When all new calls have been viewed, the Calls light goes on and the standby screen looks like this:



View and dial number the Calls list

1. Press  details of the latest call are displayed.
Scroll  or  through the list to the number you want.
2. Press  or  to dial.

The Calls list shows the last call received from each number. So if a caller rings twice from the same number, only details of the latest call are kept. REPT will be on the display indicating repeated call.

You can display, scroll through and dial numbers in the Calls lists and copy them into the Phonebook.

If a call is received when the Calls list is full, the oldest entry will be replaced with details of the new caller.

When you reach the last entry, the display shows END OF LIST.

32 Caller Display

Customers using BT Callsign must use ringers 1-4 which will follow the applied ring cadence.

Save number to Phonebook

1. Press . Scroll  or  to the entry you want.
2. Press . Display shows **SAVE NUMBER?**
3. Press . You can now edit the number if necessary. Press .
4. Enter the name. Press  to confirm. Display shows **ASSIGN RING TONE**. Press  to use default or scroll  or  to select a ring tone and press  to confirm. Display shows **RECORD SAVED!**

Delete entry

1. Press . Scroll  or  to the entry you want.
2. Press . Scroll  or  to **DELETE** and press .

Delete entire list

1. Press  then . Scroll  or  to **DELETE ALL** and press . Display shows **ARE YOU SURE?** Press  to confirm.

SMS text messaging

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Welcome to the SMS Text Messaging service on your BT Relate 2100. The SMS Service is provided by BT.

Your BT Relate 2100 can send and receive messages to any mobile phone from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at:
<http://www.bt.com/terms/tor.htm>

To subscribe to the SMS text messaging service

When you send your first SMS text message from your BT Relate 2100 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

You may also register by sending the word Register to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

IMPORTANT

You must subscribe to your Network Provider's Caller Display Service in order to use SMS text messaging.

A quarterly fee is payable. You must not have your telephone number withheld for this service to work.

You may also send messages to landline phones that are **NOT SMS compatible**. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

Some other network provider lines may not be compatible with this SMS service.

34 SMS text messaging

Inbox, outbox, drafts

Your BT Relate 2100 has 3 message boxes.

INBOX – For all incoming SMS text messages.

The Inbox can hold up to 45 messages.

OUTBOX – Where a copy of each message you have sent is stored. The Outbox can hold up to 45 messages.

DRAFTS – where you can store a message/part written message to send later.

You can send messages up to 160 characters long.
For mobile phones the maximum is 140 characters.

How to write a text.

Use the keypad to write a message. The character map shows you what letters, numbers and symbols are available. When writing a text message, each press of the button gives you the next character shown in the character map on page 35.

Character map

1	1	,	.	?	!	'	@	&	(	)	:	;	-
2	a	b	c	2	ä	æ	à	à	á	â	ç		
3	d	e	f	3	è	é	ê	ë					
4	g	h	i	4	ì	í	î	ï					
5	j	k	l	5	€								
6	m	n	o	6	ñ	ö	ò	ó	ô				
7	p	q	r	7									
8	t	u	v	8	ù	ú	û	ü					
9	w	x	y	9									
0	Space	0											
*	*	#	+	-	/	=	£	%	\$	<	>		
#	to switch between upper and lower case												
◀	to skip backwards through the characters												
▶	to skip forwards through the characters												

For example, to write Hello:

1. Press **4** *twice* to enter H.
2. Press **3** *twice* to enter E.
3. Press **5** *three times* to enter L.
4. Press **5** *three times* to enter L.
5. Press **6** *three times* to enter O.

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Templates

Your BT Relate 2100 provides a selection of common, ready to use statements which are easy to insert into your message.

These are:

Best Wishes

Happy Birthday!

Happy New Year!

I am at home. Please call.

I am at work, Please call.

I can't answer right now, call me later at

I can't answer right now. I'll call you back later

I love you.

I'm running late. I will be there at

Make sure you are home for

On your way home can you buy some...

Please call

See you at...

What time are we meeting later?

What time will you be home?

Write and send a text

1. Press . If you have no new texts to read, the display shows WRITE MESSAGE ?. Press .
2. Use the keypad to write your message. Press to delete and or to move the cursor.
3. When you have finished writing, press . Display shows SEND ?. Press .
4. Enter the phone number or press and scroll or to the number you want or press one-touch button.
5. Press to send. The display shows SMS SENDING... and then either MESSAGE SENT or MESSAGE UNSENT before returning to standby. A copy is stored in your Outbox.

Send a template text

1. Press . If you have no texts waiting to be read, the display shows WRITE MESSAGE. Press .
2. Press or to scroll through the template texts. Press to select the template.
3. Edit or add text by pressing or move the cursor to delete and the keypad to write.
4. Press display shows SEND ?. Press then enter the phone number and press . A copy is stored in your Outbox.

Drafts folder

You can store messages in the Drafts folder for sending later.

Store

1. Press . If the display shows INBOX, scroll  or  to WRITE MESSAGE?. Press .
2. Use the keypad to write your message. Press  or  to display and insert a template.
3. When you have finished writing, press . Display shows SEND?. Press  to display SAVE TO DRAFT? then . Your message is saved in the DRAFTS folder.
4. Press  until the phone returns to standby.

Edit, send and delete texts.

1. Press  scroll  to DRAFTS and press .
The newest draft message is displayed.
2. Scroll  or  to the text you want and press .
The text is displayed.

Outbox full

When the Outbox is nearly full the display shows OUTBOX ALMOST FULL. DELETE SOME MESSAGES.

If you try to send a text and your Outbox is full, the display shows BOX FULL! You cannot send the text until you have deleted messages from the Outbox, see opposite.

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3. Press  and scroll  or  through the options:-

WRITE?

– Press  to write and send a new message.

EDIT

– Press  to amend then send your message.

DELETE?

– Press  to delete the message.

DELETE ALL?

– Press  to delete all messages in the Drafts folder.

4. After selecting an option follow the on-screen prompts, using  to confirm. Or press  to return to the previous menu.

Delivery of SMS messages

The system will always try and deliver the message to a text enabled phone in written format, only if there is a problem with delivery will the message be delivered as voice text, with the exception of forced voice text messages. See the '*Help*' section on page 45.

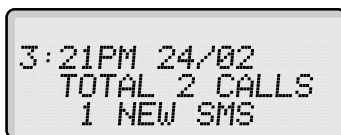
Once registered, SMS message delivery is 24 hours.

Inbox

Reading texts

Your Inbox holds up to 45 received text messages. When you receive new texts, the display indicates the number of NEW SMS messages. The SMS light flashes.

The standby screen lists your new messages and calls.



The number of new messages received stays on screen until they have been read. When all new messages have been read the SMS light stops flashing and the standby screen shows the total number of messages.

From your inbox you can read texts, write a new message, reply to the sender, forward the text to another person, delete texts and save the sender's number to the Phonebook or M1-M5 button.

1. Press . The display shows INBOX. Press . Details of the newest message is shown first.

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If the message is too long for the screen, the first part is shown.
Press  or  to scroll to the next part of the message.

The date and time the message was received is shown.

The sender's number is also displayed or, if the message is from a sender whose number is stored in the Phonebook, the name is displayed.

2. Press  to read the message OR scroll  or  to the next message and then press .

When reading a text press  and scroll  or  through these options:

- WRITE? – Press  to write a new message.
- REPLY? – Press  to reply to the sender of the message.
- FORWARD? – Press  to forward the message to another number.
- DELETE? – Press  to delete the message.
- DELETE ALL? – Press  to delete all the messages in the INBOX.
- SAVE TO? – Press  to save the sender's telephone number in the Phonebook or M1-M5 one-touch button.
Press  again to select the phonebook and a name to go with the number or press  to select a one-touch button.

3. After selecting an option follow the on-screen prompts, using  to confirm. Or press  to return to the previous menu.

Outbox

Your Outbox holds up to the last 45 sent text messages.

From your Outbox you can read, view, forward and delete messages.

1. Press  scroll  to OUTBOX and press . The newest draft message is displayed.
2. Press  to read the message OR scroll  or  to the next message and then press .

When reading a text press  and scroll  or  through these options:

WRITE? – Press  to write a new message.

FORWARD? – Press  to forward the message to another number.

DELETE? – Press  to delete the message.

DELETE ALL? – Press  to delete all the messages in the INBOX

SAVE NUMBER? – Press  to save number.

3. After selecting an option follow the on-screen prompts, using  to confirm. Or press  to return to the previous menu.

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1470 ensures that your number is not withheld and P represents a pause before dialling the number.

SMS Service Centre numbers

To be able to send and receive SMS text messages you need the telephone number of your Network's SMS Centre. These numbers have been pre-loaded into the BT Relate 2100.

The pre-set number settings are:

SEND TEL. NO:

1470P17094009

1470

This will ensure that you do not withhold your number on this call.

P

This inserts a pause before dialling the number.

RECEIVE TEL. NO:

08005875290

If you accidentally delete the SEND or RECEIVE SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work

Changing SMS Centre numbers

1. Press  scroll  to SMS SERVICE PROVIDER and press .
2. Display shows the current send number.
Press  to delete the number and enter the new one.
Press  to confirm.
3. Display shows the current receive number.
Press  to delete the number and enter the new one.
Press  to confirm. The phone returns to standby.

Sub-address

If you have more than one SMS phone on the same line, you can use sub-addresses to separate your incoming text messages so that they only go to the phone you want.

A sub-address is simply an extra digit (e.g. 2) which the sender adds to your telephone number. You set this digit on your SMS phone so that only messages with 2 added to the number goes automatically to your phone.

The default setting is 9 which means no sub-address is set.

You will only need to change the send and receive numbers if:

- you change your SMS text message service provider
- you have a problem which requires you entering a different number

Do not change the subaddress if you only use one SMS phone on your telephone line as you will lose messages.

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Your sub-address must be the same for send and receive.

Choose a sub-address between 1 and 8 which is not used by any other SMS telephone on your line. You must now set this number into both the **SEND** and **RECEIVE** numbers programmed into your telephone.

Changing Send number sub-address

1. Press . Scroll  to SMS PROVIDER, then press .
2. Press  to delete the digit 9 at the end of the Send number.
3. Enter the sub-address digit you have chosen and press .
4. The Receive number is displayed. Press  **twice** to delete the last two digits 9 0.
5. Enter the sub-address number you have chosen followed by **0**. Press  to confirm. Your sub-address has now been changed.

Help

45

No display

- Is the phone connected in to the mains power and switched on at the plug.

No dial tone

- Check that the telephone line cord is plugged into the phone socket.
- Check that the phone is connected to the mains power and switched on.

Dial tone, but phone will not dial out

- If connected to a switchboard/PBX, you may not have set the dialling access code, see page 54.

No ring

- Check that the ringer volume is switched ON, see page 17.
- Check that VIP is switched OFF see page 26.

No Phonebook name and number stored

- You must store both the number and the name when adding a new Phonebook entry, see page 20.

VIP set to ON will only ring if the caller's number is matched with one in your directory AND a ring tone is assigned (not the default).

Display warnings

TEL LINE DISCONNECTED and you cannot send texts.

Phone line may have been accidentally unplugged.
Plug it back in.

NO SMS PROVIDER!

You may have accidentally deleted your SMS provider's numbers. See page 42-43 to re-enter the numbers.

OUT BOX FULL.

DELETE SOME MESSAGES!

Your outbox has reached maximum capacity. See page 41 to delete messages.

MESSAGE UNSENT

The SMS provider has not received your text. It is automatically saved in the Outbox. Try sending it from the Outbox later.

There may be a fault on the line. Check that your phone is working properly.

You may have more than one product plugged into the line. Remove other products and try again.

Cannot send text

Check send service centre number is correct including 1470 prefix, see page 42.

Check call barring (option 4) is not activated on your line if you have the call barring service rented from BT.

Cannot receive text

Check receive service centre number is correct, see page 42.

Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays data regarding your caller's number when you receive an incoming call.

You are only receiving incoming messages as voice text

May be due to your telephone line being de-registered. Text the work Register to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line.

Messages sent to 00000 are not charged for.

Calls from the SMS server cause the ringer to chirp

Cable Networks (typically NTL/Telewest) deliver a single burst of ringing before the data which identifies the call as a text.

Contact BT if delivery of night calls causes a disturbance. A personal delivery times profile can be set-up.

Further help and advice for SMS related queries on BT lines:

BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.

BT Business customers – call 154, choose option 2, when prompted by the Fault Management Service select option 2, input your phone number on the handset and wait to speak to a customer adviser.

For other telephone service providers please contact their customer services.

General sales enquiries:

BT Residential lines – call 150.

BT Business lines – call 152.

For other telephone service providers please contact their customer services.

Billing enquiries:

Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

By sending the following commands to the BT text self administration facility you can control functions and capabilities in your SMS phone and the way messages are handled.

Press the  button. Press  to write SMS. Type in the following commands (depending upon what you wish to do) and then press . Press  **again** and enter 00000. Press  to send.

-    This will enable you to opt out from receiving voice text messages.
-    Turns off the opt out option.
-    Turns on permanent voice text message delivery to your phone.
This means all incoming text is delivered as voice text.
-    Turns off permanent voice text message delivery.

If you are sending a message from a fixed line phone to another fixed line phone.

-    Forces a message sent to be delivered as voice text even though the recipient may have an SMS enabled phone and usually receives written text.

This command is inserted at the start of the message and applies only to that message, e.g.    *"Hello I will be home late"*.

If you are sending a message from a fixed line phone and require a status report.

-    Will allow a status report to be sent back to you when you have sent a message to confirm delivery. Place    at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

General information

IMPORTANT

This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Safety

General

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the power supply used with the base is 022076.
- Do not dismantle the phone. This could expose you to high voltages or other risks.
- Do not situate the product in the bathroom or other humid areas.

Cleaning

- Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.
- Never use household polish as this will damage the product.
- Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Guarantee

Your BT Relate 2100 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Relate 2100 or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

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The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the Help section beginning on page 45.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

Returning your phone

Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords and power supply units. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the sender.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Relate 2100 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

If you would like a copy of the Declaration of Conformity please visit:

www.ateamtech.com/products/doc/relate2100

54 General information

Connecting to a switchboard

This product is intended for use within the UK for connection to public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code. You can do this as part of setting the access code.

Set access code and Pause

1. Press  scroll  to ACCESS CODE and press .
2. Press  or  to set ACCESS CODE ON then press .
3. Enter the access number – up to 3 digits.
4. If required, press  and press . Display shows ACCESS CODE COMPLETED.

When the access code is switched On, it will be dialled automatically when dialling from the phonebook or one-touch buttons.

Access code On/Off

1. Press  scroll  to ACCESS CODE and press .
2. Press  or  to switch between ACCESS CODE ON / OFF then press  to confirm.

Time break recall/Earth loop recall

A switch is located under the plinth to change to earth loop recall if required.



BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:



For your records

Date of purchase:

Place of purchase:

Serial number:

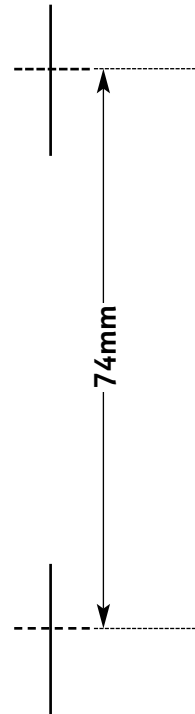
For guarantee purposes proof of purchase is required so please keep your receipt.

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Wall mounting template

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If wall-mounting your BT Relate 2100, drill two holes for the screws using this template and insert the wall plugs provided (if required).



58 Wall mounting template

Visit us at www.bt.com



Offices worldwide

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