



# User Guide

BT RELATE 3000



# Welcome...

to your BT Relate 3000 Telephone  
with Caller Display\*



- Caller Display\* lets you see who's calling and keep track of the calls you've received.
- Quickdial memory buttons let you store numbers and dial them with a single press. A further 10 names and numbers can be stored in the directory.
- 1471 & 1571 dedicated buttons let you hear who called you last and dial your network's answering service.
- Handsfree function allows you to make and receive calls over the built-in loudspeaker, without lifting the handset
- Amplify incoming or outgoing call volume.
- Voice prompts help you use the phone's features.
- VIP ringer - lets you select a different ring tone for important callers.
- Wall or desktop mountable – lets you place your phone where it's most convenient.

\*You must subscribe to your network provider's Caller Display service for this feature to work. A quarterly fee is payable.

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

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

#### ■ **Need help?**

If you have any problems setting up or using your BT Relate 3000 please refer to the 'Help' section on *page 27* of this guide.

#### **Got everything?**

- BT Relate 3000 telephone
- 4 x AA batteries
- Mains power adaptor
- Telephone line cord
- Screw & wall plugs for wall-mounting
- Base stand

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## **General information**

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# Getting started

## WARNING

Do not place your BT Relate 3000 in the bathroom or other humid areas.

## Battery low warning

When your batteries need replacing the battery low icon is displayed.



Replace the batteries by following the steps for battery installation.

## Battery performance

New batteries will power your BT Relate 3000 display for approx. 18 months provided you are also using the mains adaptor to power your BT Relate 3000. If you do not use the power supply then the battery life is approximately 6 months.

Even if your batteries run out or are removed, your BT Relate 3000 will retain any personalised settings for:

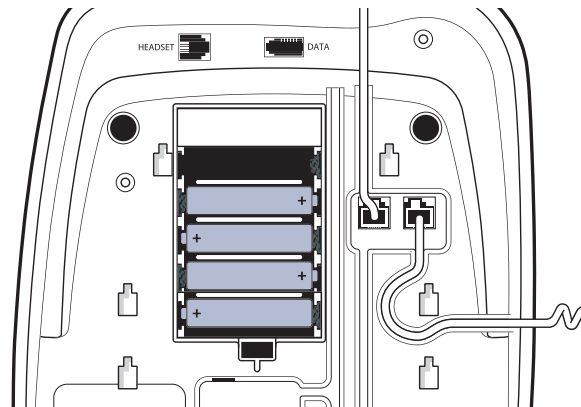
- One-touch Quickdial memories
- Display contrast
- Voice prompt
- VIP ringer
- Loudspeaker volume
- Ring tone

## Location

Make sure your BT Relate 3000 is close enough to a telephone socket so that the cable will reach.

## Install the batteries

1. Turn the phone over, remove the battery compartment cover, then insert the 4 AA alkaline batteries as indicated.

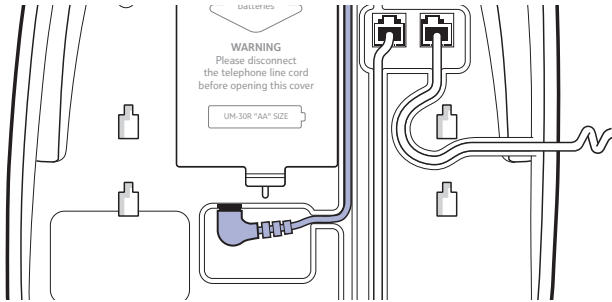


2. Replace the battery cover.

## Connect the mains power adaptor

1. Plug the mains power adaptor into the POWER socket on the base of your BT Relate 3000.

2. Plug the other end into the mains power wall socket.



### Connect the telephone line

1. Plug the telephone line cord into the telephone wall socket.

### Setting the time

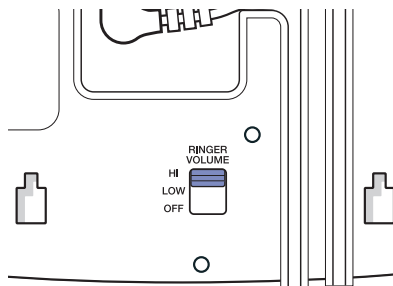
1. Press **Store**. Display shows WHERE?. Now press **Set-up** (located between the **☎** and **☎** memory buttons). The display shows SETUP MODE then HOLD STORE TO EXIT.
2. Press **Store** repeatedly until the display shows 12:00AM.
3. Use the keypad to enter the hour. (Clock not 24hr format.) Please remember to input the leading zero.
4. Use the keypad to enter the minutes.
5. Use the **Volume** buttons to select AM or PM, then press **and hold Store** to confirm and return to standby.

The voice prompts will not work if the mains power is not connected and switched on.

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

### Entering the hour and minutes

Enter single digit hours and minutes with a leading zero. For example 7 should be entered as 07.

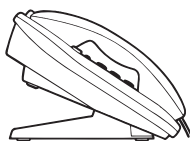


### Position in 3 different ways

Flat



Raised



Wall mounted



## Setting the ringer volume

The ringer switch is located on the underside of your Relate 3000. There are 3 volume levels: OFF, LOW and HI.

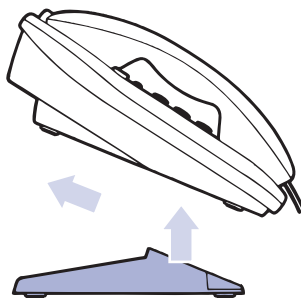
**Your BT Relate 3000 is now ready to use.**

## Attach the base stand (optional)

Your BT Relate 3000 can be positioned in 3 different ways; either on a flat surface, in a raised position or wall-mounted using the screws and wall plugs provided.

### Raised on a flat surface

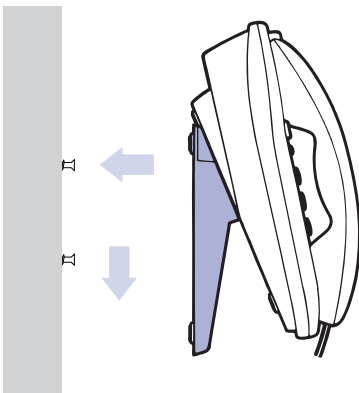
1. Make sure all the cables on the underside of the base are pressed into the cable channels and not in the way.
2. Insert the clips on the base stand into the holes in the base of your phone marked **RAISED POSITION**. You may need to be quite firm to fix it securely.



## Wall-mounted

Use the base stand provided as a template to pencil on the wall where the drill holes should go.

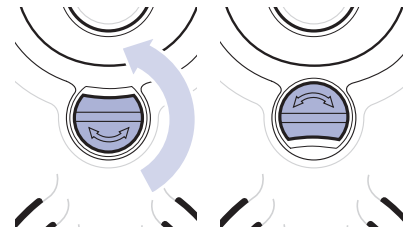
1. Drill the holes for the screws using a 8mm drill bit. Then insert the wall plugs provided.
2. Insert the screws, leaving about 5mm sticking out.
3. Insert the clips on the base stand into the holes in the base of your phone marked **WALL MOUNT**. You may need to be quite firm to fix it securely.
4. Position the wall-mounting slots in the base stand over the screw heads and gently pull the phone downward to make sure it is securely in place. You will need to rotate the handset hook to stop the handset from falling off.



### Before you wall-mount your BT Relate 3000 check that:

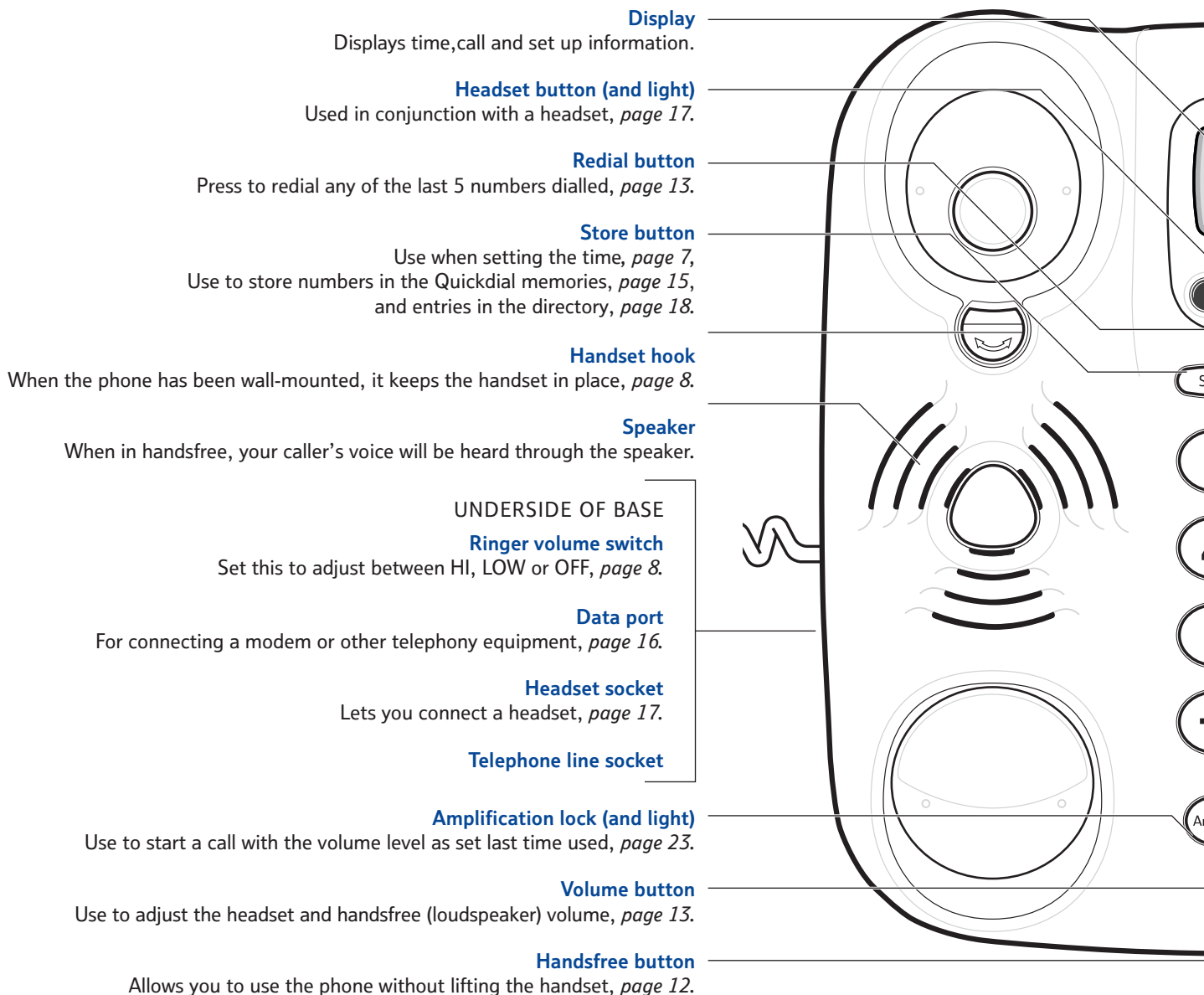
- The wall can support the weight of the phone.
- The position you choose leaves sufficient space so that the phone is clear of any obstruction on the wall, such as a shelf or a cupboard.
- The power cable and telephone line cord will reach their correct wall points.

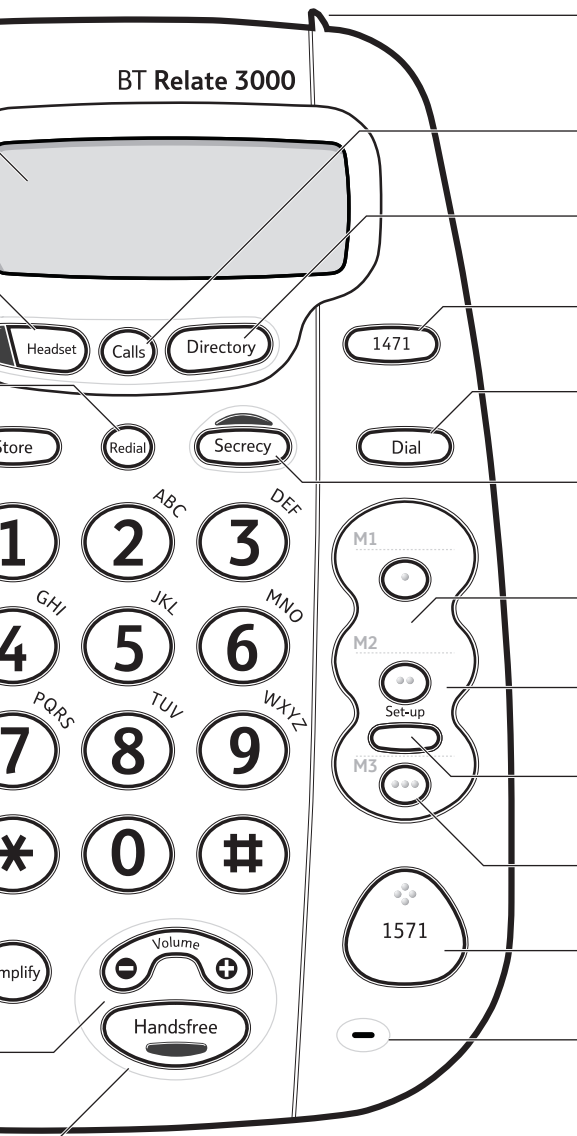
### Handset hook



Rotate the handset hook 180° so that the handset will stay in position when the phone is wall-mounted.

# Getting to know your phone





**Handset park (only required when base is wall-mounted)**

If you leave the phone during a conversation, you can place the handset on here, *page 8*.

**Calls button**

Press to access the Calls List (the list of numbers that have called you), *page 21*.

**Directory button**

Use to access numbers stored in the directory, *page 18*.

**1471 button**

Call return used to access information on the last call received, *page 14*.

**Dial button**

Press to dial a number shown in the display, *page 12*.

**Secrecy button**

Allows you to speak to someone in the same room without the other end hearing your conversation, *page 13*.

**Reset button (under the label, between the M1 & M2 buttons)**

Use to reset telephone to default settings, *page 26*.

**3 Quickdial memories (M1 and M2)**

Press to quickdial stored numbers, *page 15*.

**Set-up button**

To set up your phones features, *page 22*.

**Quickdial memory 3 or Recall**

Acts as the quickdial button M3 or Recall, depending upon set up, *page 25*.

**1571 button/ringer light/Message waiting light**

One-touch access to network based answering services, *page 15*.  
Flashes when you receive an incoming call.

**Microphone**

Use in handsfree conversation.

# Using the phone

## Dialling numbers quickly

Numbers can also be dialled using the Quickdial buttons (*page 15*), the directory (*page 18*), from the redial list (*page 13*) and from the calls list (*page 20*).

If you make a mistake, lift and replace the handset and dial again.

## HEARING AID COMPATIBILITY

As this telephone is fitted with an Inductive Coupler, hearing aid wearers may benefit from switching their hearing aid to the middle 'T' position and holding the earpiece up to the aid, not their ear.



## Please note

During a handsfree conversation, you can pick up and use the handset, or use a headset, at any time.

## Making and ending calls

1. Lift the handset and dial.
2. Replace the handset to end the call.

## Preparatory dialling

See the number displayed before you dial.

1. Enter the number first. Lift the handset – or press  – or press  then press .

## Receiving calls

When you receive a call the phone will ring and the ringer light will flash. The display shows the number of the caller (providing you have subscribed to your network's Caller Display service. *See page 20*).

1. Lift the handset and speak.

## Handsfree

By using the loudspeaker and microphone built into the base, you can make and receive calls without picking up the handset.

## Make a handsfree call

1. Press . The handsfree light comes on and you can hear the dialling tone.

2. Dial the number and speak.
3. To end the call, press .

### Answer a call handsfree

1. When the phone rings, press  and speak.

## Secrecy

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

1. During the call press . The secrecy light comes on. Your caller cannot hear you.
2. Press  again to return to your caller.

## Redial

Your BT Relate 3000 stores the last five numbers dialled in a redial list.

### Redial the last number

1. Lift handset – or press  then press  and .
- The last number is re-dialled.

### Adjust loudspeaker volume

Use the  button to increase or decrease the volume. The display shows the volume level.

See [page 15](#) for help with entering names.

### Return the call

Press **3** after the announcement to return the call.

### Redial one of the last 5 numbers.

1. Press **Redial** until the number you want is displayed.
2. Lift handset and press **Dial** or press **Dial** in handsfree mode. The selected number is redialled.

### Copy a redial number to the directory

1. Press **Store**. Display shows WHERE? Now press **Directory**. Display shows LOCATION 1-0.
2. Select a keypad number between **0** and **9** under which you want to store the entry. Display shows ENTER NUMBER... then STORE.
3. Press **Redial** *repeatedly* to find the number you want and press **Store**. Display shows ENTER NAME... then STORE.
4. Use the keypad to enter the name then press **Store** to confirm.

## 1471

Pressing **1471** automatically connects you to your network's 1471 service. You will hear an announcement telling you the number (if available), date and time of the last person to call you.

1. Lift handset, then press **1471** or, just press **1471** to dial in handsfree.

## 1571

If you subscribe to your network's answering service, for example BT Call Minder, the  button gives you easy, one-touch access.

When you have a message waiting the  button will flash. The  button may also flash, e.g. if you are using Call Diversion.

1. Lift handset and press  to dial your network's answering service.

Or, just press  to dial in handsfree.

## M1–M3 Quickdial buttons

You can store a phone number and name under each of the three Quickdial buttons –  (**M1**),  (**M2**) and  (**M3**).

### Storing

1. Press . Display shows WHERE?.
2. Press a Quickdial button (**M1**, **M2** or **M3**) under which you want to store the entry. Display shows ENTER NUMBER... then STORE.
3. Enter the phone number and press . Display shows ENTER NAME... then STORE.

### IMPORTANT

To use **1571** you must first subscribe to the service from your network provider. You may be charged a fee.

For more information on BT's answering services and other BT Calling Features, call BT on Freefone 0800 800 150.

You may choose to turn the detection off, *see page 25*.

It is possible to store a number under each of the 3 Quickdial buttons, unless M3 = Recall, *see page 25*.

Names can be up to 12 characters long and numbers up to 21 digits.

### Quickdial Memory label

Keep a note of stored numbers on the quickdial memory label.

### 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.

To edit or delete letters or numbers you can use the  or  button to scroll between the letters and numbers.

**Store number only**

You do not have to enter a name. When prompted to enter a name, simply press **Store** to save the number only.

4. Use the keypad to enter the name and press **Store**. Display shows **STORED**.

**Dial**

1. Lift the handset – or press **Handsfree** – then press Quickdial number **M1–M3** button you want.

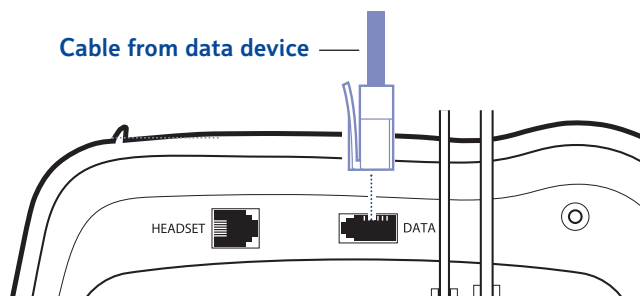
**Delete**

1. Press **Store**. Display shows **WHERE?**.
2. Press the Quickdial number you want to delete (**M1**, **M2** or **M3**). Display shows **STORE TO DELETE** or **TRY AGAIN**.
3. Press **Store** to confirm you want to delete.

## Data port

Your BT Relate 3000 has a data socket for easy connection to another product such as a modem.

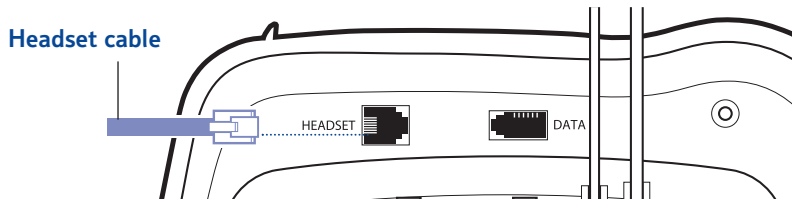
1. Plug the other product into the socket marked **DATA**.



## Headset

You can make and receive calls via a headset.

The headset should be plugged in to the socket marked **HEADSET** on the underside of the base.



### Making and ending a call

1. Press  and dial.
2. Press  again to end the call.

### Where can I buy a headset?

Compatible telephone headsets are available from



or call 0870 240 5522.

## Inserting a Pause

When storing a number in the directory you can insert a pause in the dialling sequence by pressing . This can be useful if your phone is connected to an internal switchboard.

You cannot enter a pause as the first digit of a number.

See [page 15](#) for help with entering names.

You can store up to 10 names and numbers in the Directory. Names can be up to 12 characters long and numbers up to 21 digits.

## Store a name and number

1. Press . Display shows WHERE?. Now press . Display shows LOCATION 1-0.
2. Select a keypad number between **0** and **9** under which you want to store the entry. Display shows ENTER NUMBER... then STORE.
3. Enter a number using the keypad.

*Or*

Press  **repeatedly** to scroll to the number you want.

4. Press . Display shows ENTER NAME... then STORE.
5. Use the keypad to enter a name then press  to confirm.

If the position is already in use, the display shows STORE TO DELETE or LOCATION ALREADY IN USE. Select an alternative location by pressing LOCATION 0-9.

### Dial from the directory

1. Press **Directory** until the entry you want is displayed.  
Or press **Directory** and enter the directory location where the number is stored e.g. **8**.
2. Press **Dial**.

### Delete entries

1. Press **Store**. Display shows WHERE? Now press **Directory**.  
Display shows LOCATION 1-0.
2. Select the keypad number between **0** and **9** that you want to delete. Display shows STORE TO DELETE or TRY AGAIN.
3. Press **Store** to delete. Display confirms DELETED!.

# Caller Display and the calls list

## IMPORTANT

To use Caller Display you must first subscribe to the relevant service from your network provider. A quarterly fee is payable.

For more information on BT's Calling Features, call BT on Freephone 0800 800 150.

## 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 3000 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.

## INT'L

International call.

## Caller Display

If you subscribe to a Caller Display service you can see who is calling you on the display.

If the caller's number matches an entry stored in the phonebook, the name will be displayed as well.

Caller Display information contains the full telephone number, including the area code. So when storing numbers in the directory or memory remember to include the area code, otherwise the caller's number may not match.

## Calls list

Whether you answer a call or not, the caller's number and the date and time of the call are stored in the calls list. The calls list stores the details of your last 30 callers.

You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full, the oldest entry will be deleted automatically.

## View the Calls list

1. Press **Calls**. Display shows details of the most recently received call.
2. Press **Calls** again to see the next call or *hold down* **Calls** to scroll through the list.

Or

To scroll up through the list, press **1471** or press and *hold down* **1471** to quick scroll.

## Dial a number in the list

1. Press and *hold down* **Calls** or, *repeatedly* press **Calls**, until the number you want is displayed then press **Dial**.

## Copy a number to the directory

1. Press **Store**. Display shows WHERE? Now press **Directory**. Display shows LOCATION 1-0.
2. Select a keypad number between **0** and **9** under which you want to store the entry. Display shows ENTER NUMBER... then STORE.
3. Press *and hold* **Calls** or, *repeatedly* press **Calls**, to scroll to the number you want and press **Store**. Display shows ENTER NAME... then STORE.
4. Use the keypad to enter the name then press **Store** to confirm.

## New calls indicator



New calls are entries in the calls list that have not yet been viewed.

For example, if someone calls while you are out that call will be added to the calls list as a 'new call'.

The number of new calls you have received is shown in the top right-hand corner of the display.

See [page 15](#) for help with entering names.

# Personalise your phone

Press **and hold**  at any time to return to standby.

The selected option will be shown flashing.

## Setting your preferences

1. Press . Display shows WHERE?. Now press .  
The display shows SETUP MODE then HOLD STORE TO EXIT.
2. Press  until the display shows (in the following order):  
 Ringer tone – R1, R2, R3  
 LCD contrast – 1,2,3,4,5  
 Amplify lock is on/off  
 VIP ringer is off/on  
 Voice prompt is off/on  
 Beep tone is on/off  
 Amplify is incoming/outgoing  
 Key lock is off/on  
 Memory 3 is not/is recall  
 Time – 12:00AM
3. When the setting you want is displayed, press  to switch between the options. The option that is flashing will be the one that is stored.
4. Press **and hold**  to confirm and return to standby.

Using the  button located between the  (M2) and  (M3) buttons, you can adjust some of the settings on your BT Relate 3000 to suit your personal preferences.

### Ringer tone

Choose from three ring tones – **R1**, **R2**, **R3**.

### LCD contrast

Select between 5 contrast levels for the display screen.

### Amplify lock

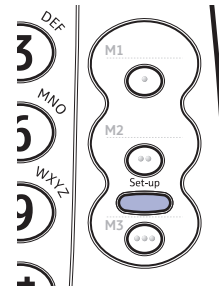
Your BT Relate 3000 will remember the last selected volume level for incoming or outgoing calls when amplify lock is switched on.

You can switch between **ON** and **OFF** for this setting. When **OFF** is selected your phone will revert to the factory setting after use. These are:

Handset: Normal volume (setting one)

Handsfree: Mid-volume (setting three)

Headset: Normal volume (setting one)



### WARNING

If Amplify lock is set to on, the volume may be very loud. All users of your BT Relate 3000 should be made aware when the amplify lock is set to on.

Voice prompts will not be heard if the mains power is not connected and switched on. If you do not intend to use mains power with the telephone, ensure voice prompts are switched off to prolong the battery life.

When in handsfree mode you will only be able to adjust the volume level of the *caller's* voice.

We suggest you set the call amplifier to the lowest audible level to avoid the amplified volume being too loud.

### **VIP ringer**

This lets you switch **ON** or **OFF** a different ring tone that sounds whenever you receive calls from one of the names/numbers stored in the directory or quickdial memories, *see page 18*.

### **Voice prompts**

Your BT Relate 3000 has voice prompts to help you use your phone's features more easily. You can switch these voice prompts **ON** or **OFF**. The factory setting is **OFF**.

### **Beeps tones**

Your phone beeps when you press a button. You can switch these beeps **ON** or **OFF**. The factory setting is **On**.

### **Call amplifier**

You can either adjust the volume of your *caller's* voice in the earpiece (incoming) or the volume of *your* voice (outgoing) so that your caller can hear you more clearly.

The factory setting is to adjust the volume of incoming calls.

## Key lock

You can lock your keypad so that only the following, basic functions can be used:

- ●, ●● & ●●● Quickdial memory buttons
- Directory dialling
- 1571 button
- 1471 button
- 999 & 112 emergency numbers
- 9112
- 18000
- 918000
- \* button
- # button

Once enabled, the key lock is switched ON or OFF by pressing \* # and 2 together.

## Recall/M3

You can set the third Quickdial button (M3) to be used as a Recall button. Recall is used when connected to a switchboard and with certain BT Calling Features.

To avoid accidental operation it is recommended that you *do not* enable this feature through SETUP if you do not wish to use it.

The default setting is OFF (Disabled).

The default setting is for the button to be used as the third Quickdial memory button and not as Recall.

1571

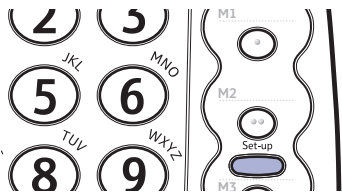
You can turn off 1571 detection process which periodically checks to see if messages have been left. You can switch detection ON or OFF. The factory setting is ON.

Factory settings

The original settings on your BT Relate 3000 are:

- Ringer Level ..... **Hi**
- Ringer Tone ..... **R1**
- Handset volume level..... **Setting 1**
- Headset volume level..... **Setting 1**
- Handsfree volume level..... **Setting 3**
- LCD Contrast ..... **Level 3**
- Amplify Lock..... **Off**
- VIP Ring ..... **Off**
- Voice prompts ..... **Off**
- Beep Tones ..... **On**
- Amplifier..... **Incoming**
- Key Lock..... **Off**
- M3 = Quickdial or Recall ..... **Quickdial**

The <sup>Reset</sup> button is located underneath the quickdial memory label.



To reset your phone to its original settings

1. Remove the Quickdial memory label.
2. Press the <sup>Reset</sup> button.

Many common problems are caused by the telephone cord or the mains power being incorrectly connected or the batteries being installed incorrectly or not being installed at all.

If you do experience any problems, please check that your BT Relate 3000 has been correctly set up, *see page 6*.

## **No display**

- The batteries may be dead. Replace the batteries.  
*See page 6.*
- Mains power adaptor may not be connected. *See page 6.*

## **No dial tone**

- Check that the telephone line cord is correctly plugged into the phone socket and the underside of the base.

## **No Caller Display**

- Have you subscribed to the service from your network provider and is it switched on?

## **No ring tone**

- Have you switched the ringer volume to Off? *See page 8.*

## **No voice prompts**

- Is the mains power connected and switched on? *See page 6.*

# General information

## Safety

### General

- Use only approved Alkaline batteries. Using the wrong type of batteries may damage your BT Relate 3000 and invalidate your warranty.
- Do not attempt to open the casing.
- Never dispose of batteries in a fire. There is a serious risk of explosion.

### Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. **Do not** use household polish as this may damage the product. **Do not** use a dry cloth as this may cause a static shock.

### Environmental

- Do not expose to direct sunlight.
- Try not to position 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 conditions, such as bathrooms.

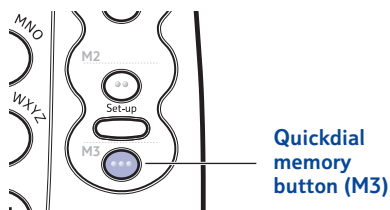
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the telephone line cord for the duration of the storm.

## 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 3000 has a REN of 1.5. A total REN of 4 is allowed. If the total 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.



For more information on BT's Calling Features, call BT on Freephone 0800 800 150.

Alternatively, if you are not with BT, contact your service provider for more information.

## Switchboard compatibility

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 network service provider.

## Recall

The **Recall** (●●●) button is used when connected to certain switchboards and for some BT Calling Features or equivalent services available via your network provider.

To set the third Quickdial memory button (**M3**) to be used as a **Recall** button, *see page 25*.

## Guarantee

Your BT Relate 3000 telephone 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, or any component thereof, (other than batteries), 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.

### **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.

### **For your records**

Date of purchase:

Place of purchase:

Serial number:

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

**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 27*.

**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 564 444 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, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the sender.

## 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.

## Declaration of Conformance

Hereby, TMX, declares that this BT Relate 3000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Relate 3000 is available from TMX, Alpha Business Park, 28 White House Road, Ipswich, IP1 5LT.

### **BT accessories and replacement items**

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



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## Offices worldwide

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