



Relate 550

User guide



At a glance

Start button A

Used as start button for storing numbers into the phone's memory.

Handset clip

Rotate for wall mounting to secure handset firmly in position.

Recall button

For use with BT Select Services and switchboards.

Confirm button B

Use as a confirm button for storing numbers into the memory.

Telephone number panel

Secrecy button

Allows you to talk to someone in the same room, without the person on the other end of the line hearing your conversation.

Secrecy LED indicator

Lights up when the secrecy button is on.

Instructions panel

For buttons A, B, C.

Handset park

When it is wall mounted, you can hook the handset on this if you need to temporarily move away from the phone.

Direct dial memory buttons

Allows you to store up to 10 numbers (each up to 32 digits).

Raised dot

The raised dot on the 5 button helps you find the other numbers if you are visually impaired or dialling in the dark.

'Call my bill' button

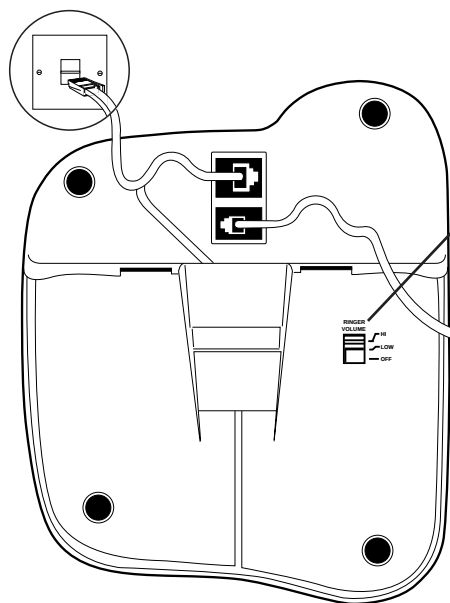
Press for billing information. Can be overwritten.

Discount button C

Dial for discount number registration. Can be overwritten.

Redial button

Press to redial the last number called.

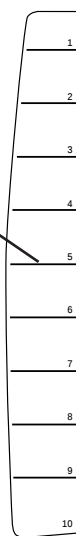


Ringer volume

This lets you choose how loud the phone rings.

Memory label

Lets you keep a reference of one-touch numbers stored in the memory.



Setting up

Follow these steps to get your Relate 550 ready for use.

Check that your Relate 550 is complete.
When you unpack you should have:

- Relate 550 telephone with telephone line cord attached.
- Bracket for wall mounting.
- 2 screws and wallplugs.

Important: Before you use your Relate 550

Plan the location of the telephone. The following point should be considered.

- The Relate 550 should be within two metres of the phone socket. A new-style phone socket is needed.

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

1 Plug your Relate 550 into the BT socket

2 Set the ringer volume

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

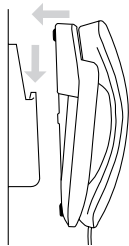


- HI** a loud ring; your Relate 550 is pre-set to this position.
- LOW** a quiet ring.
- OFF** no ring – if you don't want to be disturbed.

Your Relate 550 is now ready for use.

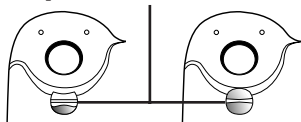
3 Wall mounting your Relate 550 (optional)

Your Relate 550 can be wall mounted by using the bracket provided. Use the wall bracket provided to mark the position of the screws. (Drill size No.8mm.)



Handset clip

To rest the handset when the Relate 550 is wall mounted. Twist and turn it until it locks into place.



How to use your Relate 550

Using the memory to store and dial Friends & Family numbers

You can store up to 10 of your most important, or regularly used numbers, and then dial them by pressing just one button for each. (The numbers can each be up to 32 digits long).

Note:

Instructions are revealed when directory label is removed.

- Remove the memory label and pick up the handset.
- The first **ARROW indicator** will glow to indicate the start of the memory storing sequence.



- Press button **A** (a single 'beep' will be heard).
- The second **ARROW indicator** will glow, informing you to select one of the ten memory buttons.
- Press one of the memory buttons **1-10**.
- The third **ARROW indicator** will glow, informing you to key in the telephone number you want to store.
- Key in the number you want to store.
- The fourth **ARROW indicator** will glow, informing you to confirm your selection.



- Press button **B** to confirm (two 'beeps' will be heard). The fifth and first **ARROW indicators** will glow alternately, instructing you to make a choice.



- Press button **C** to inform BT of the number to qualify for your Friends and Family discount.

(Have your account number ready for reference; this is available on your phone bill.)

- Write the name of the person whose number you have just stored (if you use pencil, you can easily change it in the future) in the appropriate space on the memory label.

or

- Press button **A** to continue to store up to nine other numbers in the memory buttons. Remember to use a different memory button each time a number is stored. The **ARROW indicators** will glow to lead you through the memory store sequence.

If your phone is unplugged from its socket, the memory will hold the stored numbers for 5 minutes. If unplugged for more than 5 minutes, the numbers may be lost and you will need to re-programme.

To dial numbers stored in the memory

- Pick up the handset.
- Press the **MEMORY** button of the number you wish to call.
- Relate 550 will dial the number automatically.
- When the call is answered, proceed with your conversation and replace the handset on completion.

To change numbers stored in the memory

To change or replace telephone numbers stored in the **MEMORY**, simply repeat the process used for storing the original numbers, but key in the new number. The number stored in that location is automatically replaced with the new one you are entering.

Additional features

To redial a telephone number at the touch of a button



- Pick up the handset.
- Press the **REDIAL** button.
- The last dialled number is redialled automatically.

Using the secrecy button

Using the **SECRECY** button allows you to talk to someone in the same room whilst on a call, without the person on the other end of the line hearing your conversation.



- During a call, press and release the **SECRECY** button. You will now be able to talk without the person on the other end of the line hearing your conversation.
- The **SECRECY LED** will glow.
- Release the **SECRECY** button again to continue your call.

Using the 'Call my bill' function

Have your account number ready for reference; this is available on your phone bill.



- Pick up the handset.
- Press the **CALL MY BILL** button.
- Listen to the billing information about your last phone bill.
- Replace the handset.

Using Call My Bill and button C as extra memory stores

To re-programme **Call My Bill** and button **C**

- Pick up the handset and lift the directory label.
- 
- Press **START** button **A** (a single 'beep' will be heard).
- 
- 
- Press button **C** or **CALL MY BILL** button.
 - Key in the phone number you wish to store (up to 16 digits).
- 
- Press button **B** to confirm (two 'beeps' will be heard).
 - Replace the handset and directory label.

To restore button Call My Bill and button C (to factory setting)

- Pick up the handset and lift the directory label.
- Press **START** button **A** (a single 'beep' will be heard).
- Press button **C** or **CALL MY BILL** button twice.
- Press button **B** to confirm (two 'beeps' will be heard).
- Replace the handset and directory label.

Using the recall button



If your Relate 550 is connected to a PBX, the **RECALL** button enables you to use features provided by the switchboard. Please contact your communications manager or PBX supplier for details.

The **RECALL** button can also be used in conjunction with BT Select Services.

If you are connected to a digital exchange, you can subscribe to a range of useful BT Select Services.

*If you wish to subscribe to any of these, or need further information, contact BT on **FREE**fone 0800 800 152 (residential customers) or **FREE**fone 0800 800 154 (business customers), 8am to 6pm, Monday to Friday.*

Using your Relate 550 with a PBX

If your Relate 550 is to be connected to switchboard, make sure that the switchboard uses Timed Break Recall. For further help and advice with this, contact BT on **FREE**fone 0800 800 154.

Help

If you have any problems using your Relate 550, this section will give you the most common, easy-to-follow solutions.

If you have no dialling tone

- Check that your Relate 550 is correctly connected to the phone socket.

If your phone does not ring

- Check that the ringer volume is not set to **OFF** by mistake.
- You may have overloaded your system.
Check other telephones/faxes on the property.
(See 'Ringer Equivalence Number' opposite.)

If you still have a problem, you can check whether or not your line, or socket, is faulty.

- If you have a working phone, or another extension, unplug it and connect it to your Relate 550 instead.
- If it works, the original socket may be faulty.
- If Relate 550 does not work, it must be faulty.

What to do if the above tips do not correct the fault

If you rented your Relate 550: contact your local BT fault service on BT **Freefone 0800 800 151**.

Guarantee

This product is guaranteed for 1 year, provided that:

- The goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged.
- The goods have not been tampered with or repaired by anyone other than BT, its staff, or agents.

Warranty

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details of the standards against which approval was granted.

Technical information

Environment

Your Relate 550 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres, or place it in locations which prevent the free flow of air over its surfaces.

Warning

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

You may connect it to

- Direct exchange lines providing Multi-Frequency (MF) signalling and Timed Break Recall facilities.
- Extensions with new plug and socket arrangements provided with these direct exchange lines.
- Compatible PBXs.

Important! Compatible PBXs

Your Relate 550 is only approved for use with compatible PBXs, including those which do not provide secondary proceed indication. Even if you do have a compatible PBX, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you experience any difficulties or would like a list of suitable PBXs, contact BT on **Freefone 0800 800 154**.

Ringer Equivalence Number (REN)

If you connect too many telephones or other devices to your telephone line, they may not ring correctly. To determine how many telephones and devices can be connected to your line, add together all the RENs of all the apparatus you wish to connect. If this total exceeds 4, they might not ring or operate correctly.

The REN of your Relate 550 and the majority of telephones in the UK (unless otherwise marked) is 1.



*Offices in Europe, North America,
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in the instructions for use subject to
the conditions set out in them