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# BT Big Button 200 telephone (DH216X)

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Please retain these instructions for future reference. These instructions are also available in other formats.

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## General description

The BT Big Button 200 is a multi-functional telephone which has many accessible features, including large, well-spaced buttons, three tactile one-touch memory buttons and 10 two-touch memory buttons. These are ideal for anyone who struggles to see a smaller keypad and are also easier to press for those with dexterity problems. The incoming speech amplification, hearing aid compatibility and handsfree features mean users with a hearing impairment can enhance the volume of the incoming speech to suit their individual needs. There are many other useful features such as Call Handsfree, dedicated 1571 button, adjustable ringer tone and volume and last number redial.

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

## Items supplied with the BT Big Button 200

1x BT Big Button 200 telephone

1x BT Big Button 200 handset

1x Curly handset cord

1x Telephone line cord

4x AA alkaline batteries

## Orientation

### Front

Place the telephone on a table in front of you so that the handset cradle (with two large recessed areas) is on the left and the front of the phone slopes down towards you.

In the middle of the top handset cradle is a square, black push button that will rise when the handset is lifted, providing a dial tone and ending a call when the handset is replaced and the button is pressed in. You can push this button to end a call or get a dial tone without replacing the handset.

Below the top cradle is a **Quick dial list index card** that is protected by a piece of transparent plastic laminate. It is white and is split into ten black lines and labelled **1-0**. This is where you can write down the names or numbers of those people you have stored in the **0-9** two-touch memory buttons.

On the top right edge corner of the telephone is the **Incoming call LED light indicator**. This will flash red to indicate an incoming call.

At the top of the telephone to the right of the top handset cradle, are the words "**Big Button**" in black letters. Below that is a label that is protected by a piece of transparent plastic laminate, on which the names or numbers stored on the **One-Touch** memory buttons that can be written.

In the top right corner of the laminate label is the **Batteries low LED indicator**. This flashes red when the batteries are low and need replacing.

Directly below the laminate label are the three white rectangular **one-touch** memory buttons. From left to right these are marked with one, two and three tactile dots respectively.

Below the one-touch memory buttons is a row with four buttons. From left to right the first one is **Quick dial** and is used to store and dial telephone numbers in the memory. The second button is **Redial** and is used to redial the last number called. The third button is **1571** and has an LED indicator light at the bottom of the button which flashes green when you have new messages waiting. The smaller square button on the right side of this row has a black **R** on it. This is the **Recall** button, which is used with a range of switchboard services.

Below the one-touch memory buttons are four rows of three large, square buttons with rounded edges. These twelve buttons are black with large white numbers or symbols and make up the numeric keypad. The first row of three buttons from left to right is 1, 2 and 3. The second row is 4, 5 (has two small tactile dots) and 6 and the third row is 7, 8 and 9. The fourth and last row is Star (\*), 0 and Hash (#).

The 2-9 buttons also represent letters of the alphabet as follows:

2 = A, B and C

3 = D, E and F

4 = G, H and I

5 = J, K and L

6 = M, N and O

7 = P, Q, R and S

8 = T, U and V

9 = W, X, Y and Z

Below the numeric keypad is a final row of four buttons. From left to right these are **Volume down**, **Call Handsfree**, **Volume up** and **Loud**. The Call Handsfree button is an oval shape with a Green LED on the bottom edge. This button is used to turn the Handsfree function on and off. The LED will light up when the Handsfree function is on.

Directly to the left and right of theCall Handsfree button are the two volume buttons, used to adjust the volume of your or your caller's voice during an ordinary call and the speaker volume when the Call Handsfree function is on.

The left hand button is slightly recessed on the left side and is indicated by a black minus sign and the letters **Vol.** Pushing down on the left hand side, will decrease the volume. The button to the right of the Call Handsfree, (third from left) is recessed on the right side and is marked with two tactile dots, a plus sign and the letters **Vol.** Pushing on the right hand side will increase the volume.

The last button on the right of this row is a square button with rounded edges and is the **Loud** button. This is used to boost the incoming or outgoing handset volume level with one touch.

To the right of the **Loud** button is a small rectangular hole. This is where the **Microphone** is located.

### Back

Turn the telephone over so the two plastic legs that stand the phone up are located at the top of the phone. On the back of the telephone are four square, non-slip feet, two are located on the tips of the legs of the phone, and two in the bottom corners of the phone.

Towards the top of the phone, 0.5cm above the stand, is a row of three slide switches and a socket input. From left to right the switches are:

**Ringer Tone**: this has three settings from top to bottom: R1, R2 and R3.

**Ringer Volume**: this has three settings from top to bottom: High, Low and Off.

**Loud**: this has two settings from top to bottom: Hearing and Voice.

The square socket input to the right of these switches is the **telephone line cord jack**.

Below the stand legs, in the middle, is the **battery compartment**. The catch to remove the cover is situated at the bottom of the cover towards the bottom of the phone, before it slopes down, and is in a recessed area.

To the right of the battery compartment is where the **speaker grille** is located, and this is denoted by a series of tactile ridges.

To the bottom right of the speaker grille, towards the edge of the telephone, is a square recessed area containing a socket input. This is the socket for the **handset**.

## Getting started

### Installation

#### Batteries

**Important!** Ensure that the telephone is not connected to the wall (PTT) socket when the batteries are being installed or replaced.

The four AA alkaline batteries will already be inserted within your telephone when you receive it. To activate the batteries pull the plastic tab away from the underside of the battery cover on the back of the telephone.

#### Low battery warning

When the batteries are low and need to be replaced, the small rectangular Batteries low LED indicator towards the top right of the telephone will flash red.

#### Changing the batteries

If you ever need to remove the batteries, first ensure the phone is disconnected from the phone line. Turn the telephone over and remove the battery cover by compressing the catch towards the cover. Pull the (red) ribbon to remove the batteries.

When installing new batteries please note that the negative (flat) end of each battery should rest against each spring within the battery compartment. Once you have installed the batteries replace the battery cover.

The batteries act as a back up and will enable the speaker and 1571 indicator to work and keep the numbers you have stored in the memory in the event that your telephone is disconnected from the wall (PTT) socket.

Replacement batteries can be purchased from RNIB.

**Please note:** Do not use rechargeable batteries.

**Please note:** RNIB does not guarantee batteries.

### Setting up

**Note:** The plugs can only be inserted into their respective sockets one way and you will hear a click from the locking levers on the plugs when they are in place.

Connect one end of the curly handset cord into the socket on the bottom of the handset. Connect the other end of the curly handset cord into the jack on the back of the telephone to the right of the battery compartment. Place the handset on the cradle.

Connect the telephone line cord using the smaller modular plug to the socket input located on the back of the telephone (to the right of the three switches, and above the telephone stand). Connect the plug at the other end of the telephone line cord into the wall (PTT) socket.

## Using the product

### Making a call

1. Lift the handset or press the Call Handsfree button.
2. When you hear the dial tone, dial the desired number on the numeric keypad.
3. To end the call, replace the handset or press the Call Handsfree button again.

**Please note:** To activate the handsfree function during a call, press the Call Handsfree button and replace the handset at the same time. To deactivate the handsfree function during a call, lift the handset. The green LED on the button will illuminate when handsfree is in use.

### Receiving a call

When an incoming call is received, the telephone rings and the call indicator LED starts flashing (red).

1. Lift the handset or press the Call Handsfree button and speak.
2. To end the call, replace the handset or press the Call Handsfree button again.

### Dial a number in the Quick dial memory

**Please note:** You can only dial a number from the memory after you have stored at least one number. There are no pre-saved numbers.

1. Lift the handset or press the Call Handsfree button.
2. Press one of the three one-touch memory buttons OR press the Quick dial button and then press the 0-9 button you want on the numeric keypad.
3. The stored number is dialled automatically.

### Last number redial

**Please note:** Last number redial will not work if the number was dialled using one of the three one-touch memory buttons or one of the ten two-touch memory buttons.

1. Lift the handset or press the Call Handsfree button.
2. Press the Redial button to redial the last number dialled.

### 1571 button

Your telephone has a quick access facility to BT’s 1571 service.

If you have new messages, the LED indicator at the bottom of the 1571 button will flash green.

**Please note**: The 1571 light may continue to flash for a few minutes after you have listened to your messages.

To listen to your messages, lift the handset or press the Call Handsfree button, then press the 1571 button.

**Please note:** You have to be subscribed to an Answer or Call Minder service for this button to work. Please speak to your network provider about access to this service.

### Recall button

The Recall button can be used with special services such as Call Waiting (if provided by your service provider) or transferring external calls to another extension within a private switchboard.

## Hearing aid use

This telephone is hearing aid compatible. Select the T mode on your hearing aid to enable this feature.

## Settings

### Default settings

**Feature Default**

Ringer volume HI

Ringer tone R1

Amplify In/Out In

Mode TB

Speaker volume Level 3 (of 5)

Handset amplifier Level 1 (minimum)

### Loud

This function boosts the incoming or outgoing handset volume.

**Hearing (Incoming)** – adjust the volume of your caller’s voice in the earpiece.

**Voice (Outgoing)** – adjust the volume of your voice for your caller’s earpiece.

The Loud slide switch located on the back of the telephone can be set to Hearing or Voice, allowing you to adjust the volume for you or your caller's voice. The top setting of this two-way slide switch is Hearing and the bottom one is Voice.

During a call, you can adjust the incoming (earpiece) or outgoing (mouthpiece) volume of the handset by using the volume controls located on the left (volume down) and right (volume up) of the Call Handsfree button on the front of the phone. Ensure that you have selected Hearing or Voice before you increase or decrease the volume.

Alternatively you can boost the level of your caller's voice to 16dB louder, and the volume level of your voice to 15dB louder by pressing the Loudbutton on the front of the telephone during a call.

**Please note:** The handset has five volume levels to adjust the incoming voice and three volume levels to adjust the outgoing voice.

### Call Handsfree volume

When the handsfree function is active, you can adjust the speaker volume by using the volume controls located on the left (volume down) and right (volume up) of the Call Handsfree button. The speaker has five volume levels.

**Please note:** You cannot boost the handsfree volume level.

### Ringer volume

The Ringer volume slide switch located on the back of the telephone allows the Ringer volume to be switched to **HI** (high volume; top setting), **LOW** (low volume; middle setting) or **OFF** (if you would prefer not to be disturbed; bottom setting).

**Please note:** If the Ringer volume is set to OFF, the call indicator LED will still flash.

### Ringer tone

The Ringer tone slide switch located on the back of the telephone allows you to change the sound your telephone makes when you have an incoming call. There are three ringer tones available, **R1** (high; top setting), **R2** (medium; middle setting) or **R3** (low; bottom setting).

### Quick dial

You can store up to three numbers using the one-touch buttons and an additional ten numbers using the 0-9 buttons on the numeric keypad, for a total of thirteen numbers. Each stored telephone number can be up to 32 digits long.

You can make a note of your one-touch numbers on the label above the three memory buttons at the top of the phone. You can make a note of your two-touch memory numbers on the label between the two handset cradle recesses.

**Please note:** To cancel storing or deleting a number in the memory, replace the handset or press the Handsfree button.

### Storing a number to the Quick dial memory

1. Lift the handset
2. Press and hold the Quick dial button for two seconds until a confirmation tone is heard, and then release.
3. Press one of the three one-touch memory buttons OR press one of the 0-9 buttons you want to use as the memory location (you will hear a button press confirmation tone throughout the process).
4. Enter the number you want to store.
5. Press and release the Quick dial button. You will hear a longer confirmation beep. The telephone number has been saved to that location.
6. Replace the handset or press the Call Handsfree button again.
7. Repeat this process for all the telephone numbers you want to store, using a different one-touch memory button or two-touch memory button for each number.

**Please note:** If your telephone is connected to a switchboard, you may need to enter a pause into a stored number after the switchboard access code, in order to give your telephone time to get an outside line. When storing a number press the Redial button where you want to enter a pause. This will put a delay of 2.5 seconds in the number to be dialled.

### Editing a number in the memory

To change a telephone number in the memory, follow the steps to store a new number. Storing a new number will overwrite any existing stored number in a memory location.

### Deleting a number from the memory

1. Lift the handset or press the Call Handsfree button.
2. Press one of the three one-touch buttons OR press the Quick dial button for two seconds and then the 0-9 button for the memory location you want to delete.
3. Press the Quick dial button to confirm. You will hear a confirmation beep.
4. Replace the handset or press the Call Handsfree button again.
5. Repeat this process for any numbers you want to delete.

## Hints and Tips

### Phone does not ring and/or no dial tone

* Make sure that the telephone line cord is plugged in correctly and is not damaged.
* Connect another telephone to the wall (PTT) socket or move your telephone to another socket to track if the failure is coming from your telephone or your wall (PTT) socket.
* There may be too many communication devices connected to a single telephone line e.g. another telephone, modem or facsimile machine. Contact your network provider for help in calculating the limit for your home or business line. The REN of the BT Big Button 200 telephone is 1.
* Make sure the ringer setting is not switched to OFF (phone does not ring only).

### Flashing 1571 button but no messages

* The batteries may be low or dead. Replace the batteries.

### One-touch buttons and Quick dial number have disappeared

* Replace batteries and re-enter the numbers, see the “Installation” and "Quick dial" sections.

### Cannot hear the phone ring

* Set the Ringer volume to HI and change the Ringer tone settings.

## Safety information

### General

* Do not open the BT Big Button 200 telephone. This could expose you to high voltages or other risks. Contact the RNIB Helpline for all repairs.
* Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

**WARNING:** When you change the batteries, please ensure that the telephone is disconnected from the telephone line.

### Cleaning

* Clean the telephone with a soft cloth. Never use polishes or cleaning agents - they could damage the finish or the electrics inside. You can use a damp (not wet) cloth or an anti-static wipe.
* Never use household polish as this may damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

* Always ensure there is a free flow of air over the surfaces of the telephone.
* Do not place any part of your product in water and do not use it in damp or humid conditions e.g. bathrooms.
* Do not expose your product to fire or other hazardous conditions.
* The telephone is designed for working within a temperature range of five-45ºC.
* There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the telephone line cord during this period.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: RNIB, Midgate House, Midgate, Peterborough PE1 1TN

Online Shop: shop.rnib.org.uk

Email for international customers: exports@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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This product is CE marked and fully complies with all applicable EU legislation.



Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

### Why recycle?

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

### What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

### How are we helping?

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

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